## **Energy key & card** stockist checklist.



As an energy key & card stockist, you can:

- Provide replacement gas cards and electricity keys on behalf of our energy partners
- Process emergency gas commands



## How to issue new energy key and cards.

A customer may be referred to your store by their supplier if they have lost their utility card or changed their tariff or supplier. Follow these steps to issue a new card:

Enter your cashier passcode.

Select Gas, Electricity & water.

2.

Select Quantum (gas) or RTI (electricity).

Follow the **terminal** instructions.



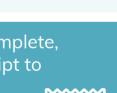
Confirm the utility provider with the customer and use the relevant RT number below:

0199999 - British Gas | 0699999 - EDF 0599999 – Scottish Power

0399999 - **E.ON** | 4999999 - **E.ON** Next

When the transaction is complete, give the new card and receipt to

the customer.



Issue all keys and cards through your Payzone terminal

'Keep keys & cards in an accessible place

Ensure staff know where keys & cards are kept

Train staff on how to perform transactions

Keep this guide handy



How to process an emergency gas (Quantum) command.

If a customer needs to apply an emergency transaction, follow these steps:

Enter your cashier passcode.



Select Gas, Electricity & water.



Select Quantum (gas)

Insert the card into the terminal and DO NOT enter a value.



Select 'Cancel Transaction' then 'Yes' to confirm.



Hand the card back to the customer. The emergency command will be applied.







Don't charge customers for energy keys & cards

Don't turn customers away – they may have no energy supply

Don't give out cards or keys without registering them (except in extreme cases). You won't earn commission and we won't know when you need more keys & cards

## Need more energy keys & cards?

Email us: help@pzbp.co.uk to restock.

