



# HAVE A QUESTION?

## CALL 1-866-HI-SHELL (447-4355)

**HI-SHELL is your one stop resource for all business inquiries at Shell retail sites.** A dedicated team of customer service professionals are ready to assist with questions or issues covering a wide range of topics below. After dialing the Hi-Shell phone number, use the table below to help guide you through the support options. Hours of Operation: For **Main Menu** options **1, 2, 3, 4 & 5**: Monday – Friday, 6am – 10pm Central Time (CT). Closed on the following US holidays: New Year's Day, Thanksgiving Day, and Christmas Day

MAIN MENU	SUB MENU
<b>DIAL 1</b> Retail Settlement Inquiries	<b>1</b> Daily Totals and Mailbox Inquiries (Obtain batch reports, verify card transactions) <b>2</b> Paper Processing Inquiries (Sales not captured and manual credit card sales) <b>3</b> Charge Back or RFCO Inquiries <b>4</b> EFT Settlement Inquiries (Accounting, Billing, Payment, Price) <b>5</b> Fleet Card Settlement Inquiries
<b>DIAL 2</b> Credit Card Inquiries	<b>1</b> Manual Authorization of all card types accepted by Shell <b>2</b> Shell Gift Card Inquiries <b>3</b> Shell \$aver Card® Inquiries <b>4</b> Fleet Card Inquiries
<b>DIAL 3</b> Retail Marketing & Loyalty Card Services	<b>1</b> Promotional & Marketing Material Order & Deliveries <b>2</b> Fuel Rewards® Program Inquiries <b>3</b> Other Loyalty Program Inquiries
<b>DIAL 4</b> <b>EPOS &amp; Maintenance Inquiries</b> <b>Shell Vantage™</b> <b>OPEN 24x7, 365 DAYS A YEAR</b> *To aid in calls to the POS Help Desks, have these numbers available: Verifone: Service ID # _____ Gilbarco/NCR: Store Phone # _____ Support IP # _____ Shell Site ID/Acct # _____	<b>1</b> Gilbarco Help Desk for Shell (To support POS, Shell Vantage™ EPS, and technical loyalty systems issues) <b>2</b> Verifone Help Desk for Shell (To support POS, Shell Vantage™ EPS, and technical loyalty systems issues) <b>4</b> Cybera Help Desk for Shell (For any network connectivity issues such as payment host/loyalty host offline messages) <b>5</b> NCR Help Desk for Shell (To support POS, Shell Vantage™ EPS, and technical loyalty systems issues)
<b>DIAL 5</b> All Other Inquiries, Including Customer Complaints	
<b>DIAL 8</b> Mobile Payment Inquiries	<b>CurrentC™ Hours of Operation:</b> Monday – Friday 7am – 7pm; Saturday – Sunday 8am – 7pm Central Time (CT)

**Direct Customer Inquiries to 1-888-GO-SHELL (467-4355)**