




marketing bulletin

ms-218 guide updates

MS-218 Guide

Card Acceptance Policies and Procedures







Last Updated October 2025




Sample Cards

Chevron and Texaco Cards

Personal and Visa Cards




Business Cards



Gift Cards

1-800-352-1090

Holiday Gift Cards and Gift Cards branded either solely Chevron or Texaco (not shown) should continue to be accepted for purchases, providing they have a remaining balance.



Bank and Fleet Cards

(logo and hologram must be displayed on the card)





Voyager
1-800-987-6589
Merchant ID# 97070+7 Digit Station ID (12 Digit number required)



Fleetwide
1-800-877-9013



WEX Fleet
1-800-842-0071
Merchant ID# 97070+7 Digit Station ID (12 Digit number required)



Fuelman
1-800-877-9013

Synchrony Car Care™ is valid at Chevron and Texaco stations that accept Synchrony Car Care™ credit cards.



MS-218 Guide Card Acceptance Policies and Procedures 2025 updates

Card Acceptance Policies and Procedures

Please take a moment to review the updated MS-218 Guide and re-familiarize yourself and your employees with the policies and procedures for processing credit and debit card transactions and gift card sales. Following these policies and procedures may help reduce your risk of loss from fraud.

- The updated MS-218 Guide is also available for download on Chevron Texaco Station Support (CTSS) at <https://stationsupport.chevron.com/s/>
- MS-218 Guide hard-copy reorder process is available on Chevron Texaco Station Support (CTSS) at chevron-mimeo.webflow.io/

MS-218 Guide highlights and important changes

- IMPORTANT** A printed copy of the MS-218 Guide will be distributed in the Q4 POP kits.
- IMPORTANT** Fraud Prevention Department new contacts for reporting fraud and requesting fraud-related data:
 - Email: CreditCardFraud@chevron.com
 - Phone: **1-800-880-3125**
- MS-218 Front & Back Cover Updates:**
 - Front Cover - On-Site Station Card updated chip-card image
 - Back Cover – Card Brand logos have replaced card images
- SECTION 5.D – On-Site Station Card**
 - SECTION 5.D – On-Site Station Card **NEW** Chevron and Texaco Merchant Advisors phone number **1-888-531-3698**
- SECTION 6 – Important Information for Facility Managers**
 - SECTION 6.A.1-3 – **NEW** As an alternative to calling or faxing Unconfirmed Logs, a case can be created through the Chevron and Texaco Station Support (CTSS) portal at stationsupport.chevron.com.