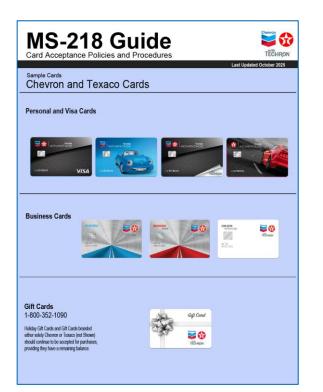


marketing bulletin

ms-218 guide updates





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 refamiliarize 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 *chevronmimeo.webflow.io/*

MS-218 Guide highlights and important changes

- IMPORTANT <u>A printed copy of the MS-218 Guide will be</u> <u>distributed in the Q4 POP kits.</u>
- IMPORTANT Fraud Prevention Department new contacts for reporting fraud and requesting fraud-related data:
 - Email: <u>CreditCardFraud@chevron.com</u>
 - 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.

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