NICHOLL OILS

NICHOLL AUTO 365

Frequently Asked Questions

What makes Nicholl Auto365 different?

We're Northern Ireland's largest oil distributor and are building a network of ultra-convenient unmanned fuel stations across the province. Our sites offer the customer a quicker more seamless experience, by allowing you to simply fill up and go 24/7 365 days a year.

Can I pay in cash?

Yes, you can pay using cash. Most Nicholl Auto365 forecourts are fitted with at least one payment terminal that will accept cash. Please note however, payment terminals can only give a credit note in lieu of change. If customers are using cash, we suggest they use exact notes where possible. Credit notes can be used to pay for petrol and for diesel and they expire after 60 days from date of issue.

Can I pay by card?

Yes, you can pay using all major bank cards. It's important to point out that you'll be asked to select an amount before you fill up your vehicle. This is a requirement by the banks to ensure enough funds are available in your account to complete the transaction. If you fill up by less than the amount you selected, you'll only be charged the amount you filled up by.

Can I use my Fuel Card?

Yes, our Nicholl Auto365 sites accept most major fuel cards.

After using the Nicholl Auto365 unmanned station my bank account has two transactions showing?

If the pre-authorised amount and the final transaction amount differ, and on occasion match, your bank may treat this as two transactions and there may be a time lag between when the bank places the temporary pre-authorization lien on your account and the transaction clears. Most banks release the lien within minutes, but we have had situations where banks are

taking a few days to release the holds. It is important to point out however customers are only ever charged for what they fill up by us and the we only receive the payment for your final transaction value.

What happens if I select a larger amount than my car can take?

You will only be charged for the amount the car actually takes. For example, if you pre select £50 and your car only takes £40 then your account will only be debited for the £40.

I've got no receipt even though I requested one?

Very occasionally the paper can jam in the printer. Please email date, time, amount and last 4 digits of your card to info@nicholloils.com or call 02871810471 and we will email one to you.

I lifted the pump and no fuel came out?

You must put in your card before you lift the pump to get it pre authorised and release the pump.

What are your opening hours?

All forecourts are open 24/7, 365 days a year.

Why are you cheaper?

We're unmanned, so the savings we make we pass on to our customers. We endeavour to always deliver the best value by continuously monitoring prices, so you don't have to.

What other services do you provide?

As well as fuel, many of our forecourts are equipped with Shops, Jet wash, Car Wash, Air & Vac to keep your car clean and on the move.

What security features are on your forecourts?

We remotely monitor all forecourts 24/7 by CCTV. All sites are fitted with an intercom / Help button that allows customers contact our monitoring station at any stage.

What happens if an emergency occurs?

In the event of an emergency, fuel pumps will be shut down remotely. Our remote monitoring team are on hand to contact emergency services immediately in the case of an event.

Where does your fuel come from?

Nicholl Oils is one of the UK's largest fuel distributors and importers. We source our fuel from leading oil refineries and oil producers delivered into our JV oil import terminal in Belfast.

How do I use my BNA Credit Note at the pump?

2.2.3.1 Select fuel

 After touching the icon in the welcome screen and selecting 'Fill up', the different fuels that are sold in the station via the outdoor payment terminal will be displayed.
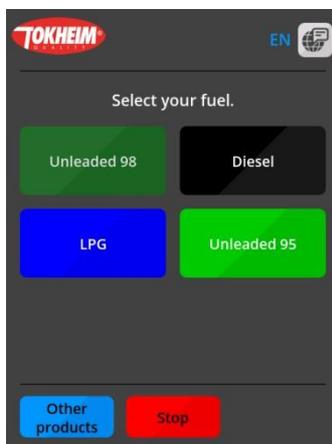
In this list, the customer has to select the desired fuel.

Only fuels can be purchased by means of a BNA credit note. If the customer presses the 'Other products' button and does indeed select another product, then it will not be possible to pay it by means of a BNA credit note anymore.

The customer can also completely abort the transaction by pressing the 'Stop' button.

2.2.3.2 Select pump
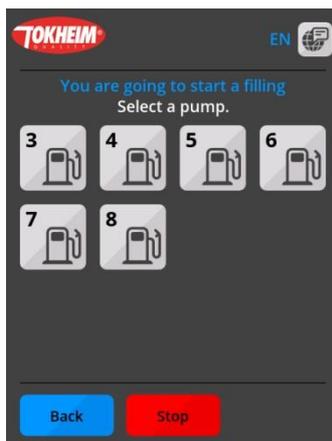
When the customer has selected the desired fuel, he has to select a pump.

Only the pumps on which the selected fuel is sold and that can be selected from the outdoor terminal will be displayed. The screen for selecting the fuel will again be displayed after pressing the 'Back' button.

The customer can also completely abort the transaction by pressing the 'Stop' button.

2.2.3.3 Select method of payment
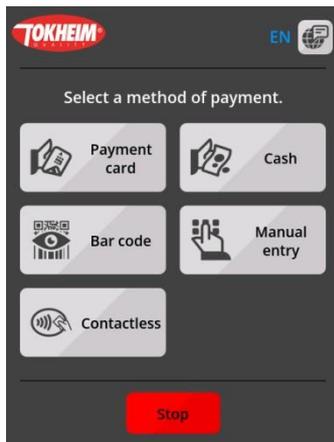
After having selected the desired fuel and the desired pump, the Crypto VGA will ask how the customer wants to pay. All methods of payment can be used for fillings. The available methods of payment do depend however on the type of terminal and on the methods of payment that are in general accepted in the station.

The customer can still completely abort the transaction by pressing the 'Stop' button.

The payment of a filling by means of a BNA credit note is described in this chapter. A BNA credit note is always identified by means of a unique number and can contain a bar code as well. The BNA credit note can be accepted both by scanning the bar code or by entering the unique number manually. The customer needs to press on the corresponding button. The transaction will however also proceed if the customer directly scans the bar code of a credit note without pressing the 'Bar code' button first.

If the customer chooses for a manual entry, then a screen will be opened allowing to enter the unique number of the BNA credit note (6 digits) or the bar code number (13 digits).

During the entering, the customer can still correct a wrong input. By pressing the 'CORR' button, the last entered figure will be deleted.

If the 'STOP' button is pressed, then screen for selecting the method of payment will again be displayed.

The bar code of the BNA credit note can be scanned when this button is pressed.

If the customer still wants to use another method of payment, then this is possible by pressing the 'Back' button and to make the selection in the previous screen.

If the bar code cannot be scanned, then the bar code number or the unique number of the BNA credit note can still be entered manually. The customer has to press the 'Manual entry' button.
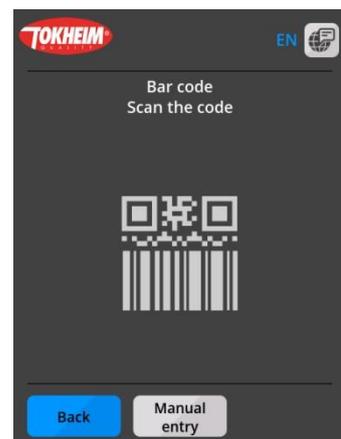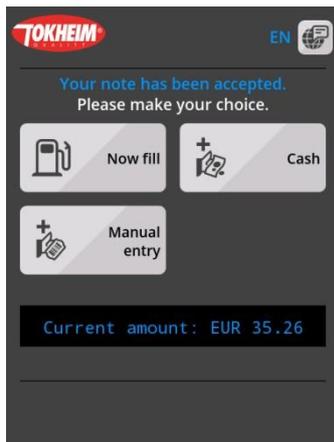
If the entered BNA credit note is valid and has been processed correctly, then the customer has three different options:

•Start the filling for an amount corresponding with the value of the BNA credit note. This amount will be displayed at the bottom of the screen.

•Insert a bank note. This is possible by pressing the 'Cash' button or by inserting the note directly.

•Use a payment voucher. This is possible by pressing the 'Manual entry' button or by scanning the bar code of a payment voucher directly. This will be explained further in the user manual.

Only 1 credit note can be used per transaction, so it is not possible to enter the code of a second credit note.
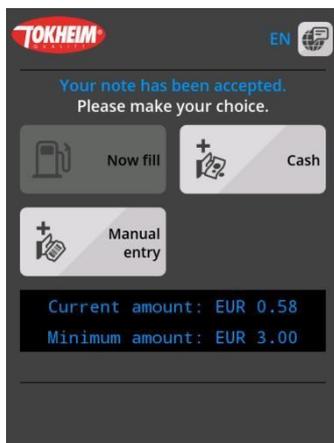
A filling cannot be started for an amount lower than € 3.00. If a BNA credit note with a lower value is inserted, then the option 'Now fill' will not be available.

The customer needs to add at least one bank note or payment voucher to reach the minimum amount of € 3.00.

2.2.3.4 You can fill

When the BNA credit note insertion has been terminated correctly, the customer can actually start the filling.

As soon as the customer sees that he can start the filling, he'll have 90 seconds to take out the nozzle. If the customer waits too long, then the transaction will be automatically cancelled. After that, he can request a new credit note at the payment terminal.

2.2.3.5 Request receipt / credit note
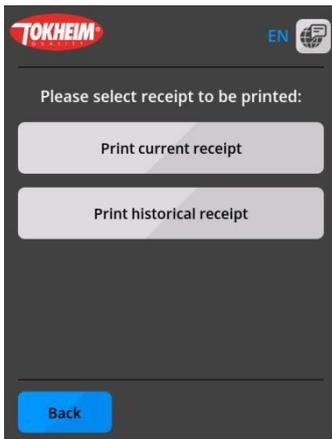
The request for a receipt is started by pressing the 'Ticket' button. This button is available on both the welcome screen and the selection screen that is presented after pressing the icon in the middle of the welcome screen.

If duplicate receipts can be printed in the station via the outdoor terminal, then the customer first has to indicate whether a receipt of the just finished transaction is desired, or whether a receipt is desired of an ancient card transaction. This selection screen is skipped if no duplicate receipts can be printed.

The customer needs to select 'Print current receipt' in this screen to print the receipt of the just finished transaction.

The welcome screen will again be displayed after pressing the 'Back' button, without printing a receipt.

Next the customer has to indicate on which pump the transaction has been done.

The welcome screen will again be displayed after pressing the 'Back' button, without printing a receipt.
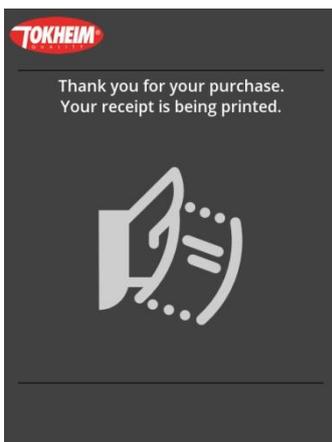
This screen will be displayed during the printing.

Example of a receipt/credit note:

```
Station Tokoil
Everdongenlaan 31
2300 Turnhout
Belgium
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TOKHEIM

CUSTOMER
RECEIPT

```
Date    10-05-2017 16:18


*
Pump 3          Diesel
Volume          24.65 ☐
Price       € 1.009/☐
TOTAL           € 24.87
*
VAT   21.00 %   € 4.32
Nett            € 20.55


Credit note     € 4.87
Bank notes      € 20.00
                +-------
Total paid      € 24.87


--- Used credit note ---
No.                979516
Reference     0563520023
Value           € 4.87


Station number       8010
Receipt no.   0563520023
51-000190-13549882


      Thank you - Goodbye !
Merci - A bientôt !
Danke - Auf Wiedersehen!
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