

# Team VSC Fueling Problem Reporting

Since customer satisfaction is very important please provide as much information as possible to allow us to determine the cause of the problem and resolve it as soon as possible..

1.	Name of person experiencing problem.:
2.	Contact Information (phone number, Email, etc.):
3.	Last four digits of the card so we can track it against the transaction attempts and errors reported.
4.	Name(s) of person(s) reporting problem to Dean and/or Karl (message trail):
5.	Contact Information (phone number, Email, etc.):
6.	Date and Time of problem.:
7.	Description of the problem (Screen message, etc.):
8.	If the card is declined or not accepted, it may not be configured. Please provide the first 6 digits of the card so we can verify ( <b>Do not</b> give us or anyone the remaining digits so your card information remains secure.):
9.	Fuel grade attempting to purchase:                      87                      91
10.	Dispenser side:    West (1)            East (2)
11.	Describe the procedure you followed in trying to perform a transaction.:
12.	Information found on the dispenser display and other observations.:
13.	Other information that would be helpful to determine the source of the problem.:
14.	This form date.: 5/15/2021