

## Card Reader Sale doesn't Provide Receipt

Verify card readers have paper loaded properly and check Allied status via keypad CLEAR key

Verify if the issue is at some or all fueling points

All card readers?

NO

Investigate printer failure/ issue

**EXTERNAL  
PROCESS**

YES

Verify Allied system type:  
ExxonMobil or All Others

XOM?

XOM

All Others

Verify Allied is formatting customer receipt;  
POS Formats Receipt= NO

Verify POS is formatting customer receipt;  
POS Formats Receipt= YES

Allied format  
Receipt?

NO

Correct DPT configuration for  
POS Formats Receipt

NO

POS format  
Receipt?

YES

Problem  
resolved?

NO

**Contact Allied  
Technical Support**

YES

**STOP**

YES

