




Starcard Online Quick Reference

Ordering New Card

Cards > Order a Card

Hello, Teresa PalmaLogout | Help
AppFlow1 (0700001470)

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Order New Card

Please complete your fuel cards information below. Note: Those fields with an asterisk are required for a card to be ordered.

Card Details

| | | | |
|------------------------|------------------------------|------------------|-----------------------------------|
| *Card Offer | -Select One- | Card Number | |
| Card Product | | Cost Centre Code | |
| Card Type | | POS Prompts | <input type="checkbox"/> Odometer |
| *Card Expires On | | | |
| Domestic No | | | |
| CARDHOLDER / FREE TEXT | APPFLOW1 EMBOSSING | | |
| Identification Method | <input type="checkbox"/> PIN | | |

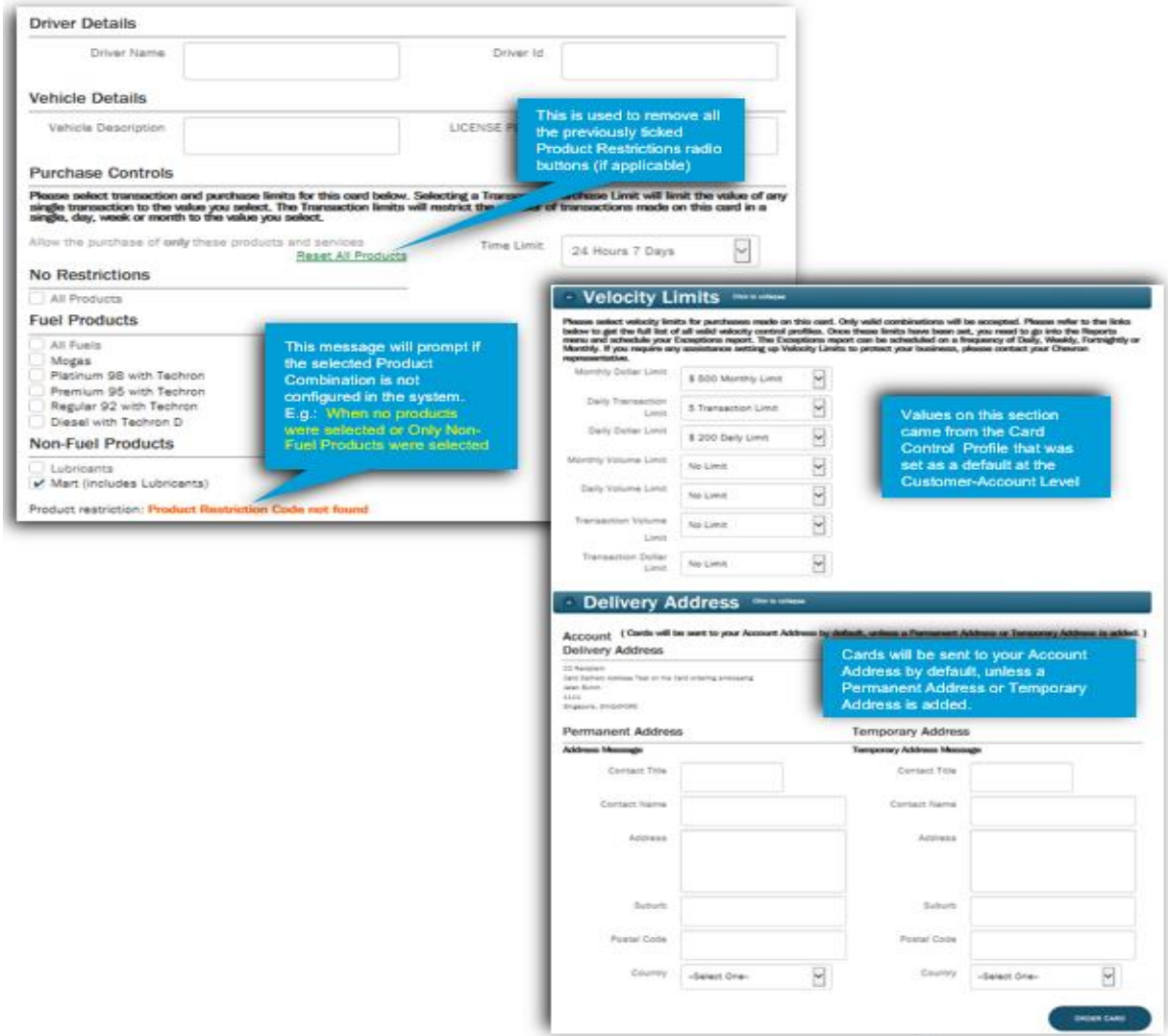
Driver Details

| | | | |
|-------------|--|-----------|--|
| Driver Name | | Driver Id | |
|-------------|--|-----------|--|

Vehicle Details

| | | | |
|---------------------|--|---------------|--|
| Vehicle Description | | LICENSE PLATE | |
|---------------------|--|---------------|--|

1. Go to **Starcard Online website**
2. Log in to Starcard Online using the given **User ID and Password**
3. Select an **Account** to work on (if applicable)
4. Go to **Cards Menu > Order a Card Sub-menu > Card Details Section**
5. Choose the **"Card Offer"** from the dropdown options
6. Default **"Card Product"** set at the Customer level will populate but can be changed by choosing from the dropdown options if needed. Please call customer service if you need more information.
7. **"Card Type"** will be defaulted
8. **"Expiry Date"** will be defaulted
9. If applicable, enter the **"Domestic Number"**
10. Enter the name to be embossed on the card on the **"CARDHOLDER / FREE TEXT"** field. *By not changing this field, Embossing line 3 will be blank (max. 27 characters)*
11. Optional: Validate if: **"PIN"** radio button is ticked/unticked (to indicate that the card will/will not require PIN on every transaction). Please call customer service if you need more information.
12. If applicable, enter the **"Cost Centre Code"**
13. Optional: Tick/Untick the **"Odometer"** radio button to indicate that the card will/will not require Odometer reading entry on every transaction. Please call customer service if you need more information.
14. If applicable, enter the Name of the Driver Name on the **"Driver name"** field for information purposes only
15. If applicable, enter the make and Model of the vehicle on the **"Vehicle Description"** field for information purposes only.
16. If creating a vehicle card, entering the Plate Number on the **"License Plate"** field will emboss the Rego of the vehicle

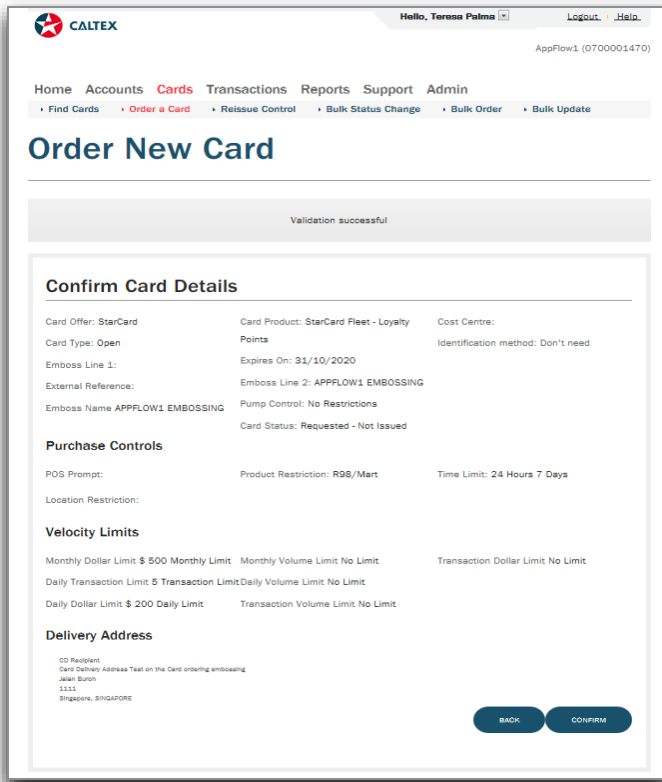


The screenshot displays three main sections of the CALTEX account setup interface, each with callouts:

- Driver Details:** Includes fields for Driver Name and Driver Id.
- Vehicle Details:** Includes fields for Vehicle Description and LICENSE #.
- Purchase Controls:** Contains a "Reset All Products" link and a "Time Limit" dropdown set to "24 Hours 7 Days".
- Product Restrictions:** Features radio buttons for "No Restrictions", "Fuel Products" (All Fuels, Mogas, Platinum 98 with Techron, Premium 95 with Techron, Regular 92 with Techron, Diesel with Techron D), and "Non-Fuel Products" (Lubricants, Mart (includes Lubricants)). A callout states: "This message will prompt if the selected Product Combination is not configured in the system. E.g.: When no products were selected or Only Non-Fuel Products were selected".
- Velocity Limits:** A section with a "View to release" link and various limit dropdowns (Monthly Dollar, Daily Transaction, Daily Dollar, Monthly Volume, Daily Volume, Transaction Volume, Transaction Dollar). A callout notes: "Values on this section came from the Card Control Profile that was set as a default at the Customer-Account Level".
- Delivery Address:** Includes fields for Account, Delivery Address, Permanent Address, and Temporary Address, each with contact details (Title, Name, Address, Suburb, Postal Code, Country). A callout states: "Cards will be sent to your Account Address by default, unless a Permanent Address or Temporary Address is added".

At the bottom right, there is a blue "ORDER CARD" button.

17. On the Purchase Control Section, "**Product Restrictions**" by ticking the appropriate radio buttons
18. On the **Velocity Limits Section**, choose the card limits to be set up to the card from the dropdown options (No Limits = 0)
19. Optional: On the **Delivery Address Section**, enter a Permanent or Temporary Card Delivery Address if applicable (*Cards will be sent to the Customer Account Address by default, unless a Permanent Address or Temporary Address is added*)
20. Click the "**Order Card**" button at the bottom of the screen. A message will appear at the screen showing: "**Validation Successful**"
21. Confirm the Card Order Details then click "**Confirm**" to proceed or "**Back**" to go back to the order screen to do the corrections.



Validation successful

Confirm Card Details

| | | |
|--------------------------------|--|-----------------------------------|
| Card Offer: StarCard | Card Product: StarCard Fleet - Loyalty | Cost Centre: |
| Card Type: Open | Points | Identification method: Don't need |
| Emboss Line 1: | Expires On: 31/10/2020 | |
| External Reference: | Emboss Line 2: APPFLOW1 EMBOSSING | |
| Emboss Name APPFLOW1 EMBOSSING | Pump Control: No Restrictions | |
| | Card Status: Requested - Not Issued | |

Purchase Controls

| | | |
|-----------------------|-------------------------------|-----------------------------|
| POS Prompt: | Product Restriction: R98/Mart | Time Limit: 24 Hours 7 Days |
| Location Restriction: | | |

Velocity Limits

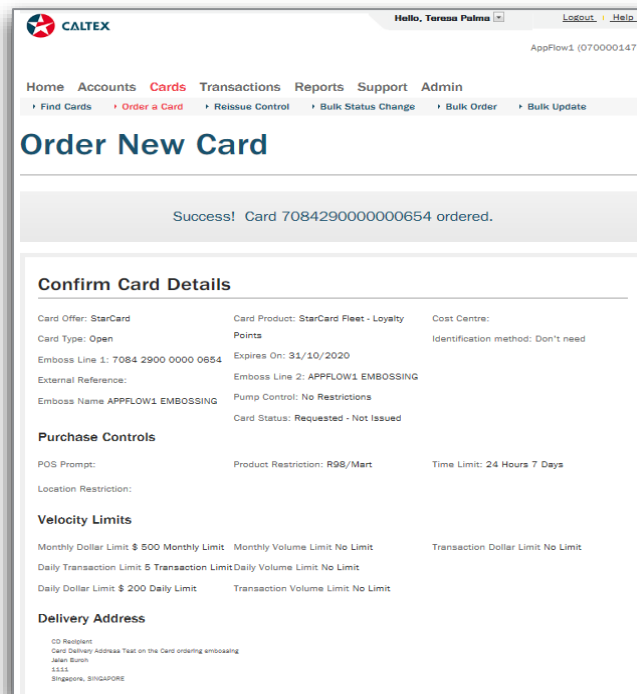
| | | |
|---|-----------------------------------|-----------------------------------|
| Monthly Dollar Limit \$ 500 Monthly Limit | Monthly Volume Limit No Limit | Transaction Dollar Limit No Limit |
| Daily Transaction Limit 5 Transaction Limit | Daily Volume Limit No Limit | |
| Daily Dollar Limit \$ 200 Daily Limit | Transaction Volume Limit No Limit | |

Delivery Address

CO Recipient
Card Delivery Address Test on the Card ordering embossing
Jalan Buroh
1111
Singapore, SINGAPORE

[BACK](#) [CONFIRM](#)

22. When the “Confirm” button is clicked. A message will appear at the screen showing the Card number of the newly ordered card



Success! Card 7084290000000654 ordered.

Confirm Card Details

| | | |
|------------------------------------|--|-----------------------------------|
| Card Offer: StarCard | Card Product: StarCard Fleet - Loyalty | Cost Centre: |
| Card Type: Open | Points | Identification method: Don't need |
| Emboss Line 1: 7084 2900 0000 0654 | Expires On: 31/10/2020 | |
| External Reference: | Emboss Line 2: APPFLOW1 EMBOSSING | |
| Emboss Name APPFLOW1 EMBOSSING | Pump Control: No Restrictions | |
| | Card Status: Requested - Not Issued | |

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Velocity Limits

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|---|-----------------------------------|-----------------------------------|
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