



**Costco Wholesale Australia**  
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## MEMORANDUM

**Date:** 30 April 2018

**Re:** FUEL PAYMENT ACCESSIBILITY

Please be alert when a vehicle horn is sound, as the member of their vehicle will require some assistance. Below is a step by step instruction on what to do in this circumstances.

1. If a member requires assistance at the pump, the member will tap their vehicle horn for support. This will alert the fuel attendant to arrive at the member's vehicle and assist the member needing help
2. While the member remains in their car, the Fuel Attendant will radio for the duty manager to bring the mobile EFT terminal to the Fuel station
3. The pump shall be activated by the duty manager
4. The fuel attendant will assist the member in fueling their vehicle while the member remains in their vehicle
5. The duty manager shall finalise the payment at the pump and print the receipt
6. The duty manager shall initiate a transaction on the mobile EFT terminal by entering the amount
7. Pass the terminal to the member to finalise the payment
8. The transaction is approved and the "customer copy" is printed and given to the member

Thank you

A handwritten signature in blue ink, appearing to read "Rob Leiss".

Rob Leiss  
Vice President of Operations