

10 STEPS FOR USING LABELS TO PREVENT SKIMMING

Protect your customers and YOU! From credit card fraud



Security labels can help uncover skimming crime, in which a device is installed in the pump to steal data as payment cards are swiped through the reader.

The major brands recommend the "We Care" labels NACS developed that affix to the dispenser and show "void" if the label has been disturbed.

Because the labels state they are meant to prevent tampering, their presence discourages thieves. But to be effective, the labels must be properly installed and monitored.

1. Place the sticker over the opening of the dispenser access panel - not across the hinge. Record the sticker's serial number and the fueling position, and note scratches and dents. That way, new damage can be flagged as evidence of tampering.
2. Consider taking photos inside and outside the dispensers for an accurate record of "as-is" condition.
3. Visually inspect every dispenser at least once daily. This can be done as part of shift change procedures.
4. Give employees an inspection checklist and train them to use it.
5. Inspect the stickers, making sure they're intact. Verify the serial numbers against those recorded to make sure the stickers haven't been removed and replaced.
6. Examine locks and panels for new scratches, dents or cuts.
7. Bag dispensers immediately and take them offline if there is evidence of tampering.
8. Contact a qualified service provider to check the interior for a skimmer. If found, contact local law enforcement but leave the skimmer in place.

9. Set standards for technician visits. Get proper IDs from technicians before work is performed on POS or dispensers. Be suspicious of unplanned service visits, especially off hours.
10. Remove obstructions so employees can see all dispensers from inside the store.

You can learn more about skimming and skimmers by watching this informational video:

[SKIMMING VIDEO](#)

Where to order Security Seals:

Shell – (800) 688-9528

Sunoco – Nova Vision (800) 336-6636 ext 4204

Can access through Sunoconet Portal > Marketing > Nova Vision

Chevron – (888) 416-0443 Direct Line to Eric Grider

Online: <https://www.novavisioninc.com/chevron>

- Fax: (419) 353-7908 Attn: Eric Grider
- Email: chevron@novavisioninc.com

ExxonMobil – (888) 423-4700

- [Order Form](#)

Generic Labels – NACS <http://WECARE.tydenbrooks.com>

User Name: NACS

Password: WECARE

Generic Labels – Nova Vision (800) 336-6636

<https://www.novavisioninc.com/>

Please call your brand manager below if you have any questions of what to do about suspected skimming.

Sincerely,

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