



## **SOP for POS unit & mobile E-Wallet usage at Retail Outlets**

### **Safety Guidelines**

***Based on the PESO guidelines on usage of Mobile Devices at Petrol Pumps, follow the below mentioned Standard Operating Practices (SOP) while performing transactions through POS units / Mobile e-wallets.***

1. POS unit / mobile e-wallets should not be used while fuelling.
2. The hazardous area zone 1 (45 cm all around the dispensing unit) should be prominently painted with red marking on the floor.
3. Usage of POS unit / mobile e-wallet is prohibited within the red marking up to a height of 1.2 meter from base of the dispensing unit.
4. Beyond the red marking area, usage of POS unit / mobile e-wallet is prohibited up to a height of 45cm from the floor level & 6 meters horizontally around the dispensing unit.
5. Usage of POS unit / mobile e-wallet is prohibited within a radius of 3 meters up to height of 45 cm, from the unloading (fill) point.
6. Do not paste QR Codes/ virtual ID of dealers for accepting mobile e-wallet payments on dispensing units.
7. Ensure standees displaying QR Codes/ virtual ID of dealers are fixed outside areas as mentioned above and are visible at all designated location/s.
8. Remember to be polite but firm when requesting customers to refrain from using mobile devices in the areas mentioned above.
9. Above all, customer attendants/managers/dealers must refrain from carrying mobile phones within the areas as mentioned above.