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# News Release

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**FOR IMMEDIATE RELEASE**  
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## **System Upgrade will impact ESSO Fuel Ration Card Services**

**MAINZ-KASTEL, Germany** – The Army and Air Force Exchange Service information technology section will conduct system upgrades from 0600 Monday 27 May through 1500 Tuesday 28 May.

“Realizing that this has the potential to affect our ESSO fuel card users during the Memorial Day holiday, we want to get the word out and make sure the information is there to help factor in time for buying fuel before and during this busy weekend,” said Lt. Col. Tom Davison, Deputy Commander for the Exchange Europe and Southwest Asia.

Between 06:00 on 27 May 2013 until 1500 on 28 May 2013 –customer service functions will be unavailable – meaning –new fuel card accounts can’t be opened, new fuel cards or replacement cards can’t be issued. Also during this time, customers will not be able to add, edit or delete any online payments, however, existing payments will process as scheduled.

Of particular interest, we must stress that from 0800 and 12:00 on 28 May 2013, no tax free fuel purchases will be possible at the local ESSO Stations. Exchange Stations will remain open, but pre-paid cannot be used for fuel purchases.

The Exchange has worked on the new Vision Plus system for the past 2 years and will implement IT transition 27-28 May 2013.

ESSO fuel card users choosing to use off-post ESSO stations between 08:00 and 12:00 on 28 May 2013 will be charged the taxed price for their fuel purchases.