

Context for Adding Fuel to Car SOP

Background

Because of confidentiality agreements, I've had to be innovative to create samples for my portfolio. While applying for a technical writing role, the interviewer tasked me with creating a procedure about adding gas to a car for a user who has never pumped gas. Because this task required my time for no pay and I went above and beyond to take pictures to ensure higher quality, usable instructions, I made the work worth my time even more by using the procedure as a writing sample in portfolio.

- **Audience:** A novice user who has never added gas to a car before.
- **Percentage of I wrote:** 100%.
- **Original content or revised content:** The document is my original writing.
- **Resources for drafting content:** To create the content, I relied on my knowledge of adding fuel to a car. I also took pictures at a gas station to add images to the procedure. The references used for drafting the content are listed in the document in the last section.
- **Content editing:** I edited the document myself as someone confident in my editing abilities because of my background. The document underwent heavy editing.
- **Style guide usage:** I did not use a style guide but used a style sheet.
- **Additional useful context, such as deadlines, achievements, etc.:** See the following sections.
- **Changes after publication and why:** As indicated by the revision number being 1 instead of 0, the SOP has been revised once before this context document was created. Therefore, I improved the SOP after observing how the SOP could be better. I would like to perform usability testing by finding someone who has never added fuel to a car, asking this person to follow the steps in the SOP, and revising it as needed. A child would be a good user or an adult who has never had to add fuel to a car because someone else has always done so.

My Process

Using my knowledge of adding fuel to a car and other resources, I created the steps for adding fuel to a car. Because I wanted to ensure safety information was included, I performed research on the hazards involved in handling fuel. I also ensured the procedure was easy to read and scannable by creating a template that enhanced readability and included the following:

- a revision history page.

- a table for each operation within the procedure where I could add safety information for each step (hazard level) and document control information.

I created an outline for the main steps needed to add fuel to a car and drafted more detailed steps from the main steps. Because a novice user would benefit more from pictures that clarify some information, I added pictures to ensure understanding.

How I Went Above and Beyond

Because of the quality of work that I believe in delivering, I went beyond what was required in the following ways:

- created an SOP template.
- ensured safety information was included.
- took pictures to enhance learning and instructions and provide clarity.

Standard Operating Procedure (SOP):

Adding Fuel to a Car

Operation: Refuel
SOP No: MJ-AFC-01
Location: Gas Station

REV: 1 Date: 11/12/2021

CHG: 0 Date: _____



Revision History

0	May 10, 2019	Initial Draft.
1	November 11, 2021	<ul style="list-style-type: none">• Changed “General Safety Requirements” to “General Safety Guidelines.”• Added more safety information to the General Safety Guidelines.• Added the acronym for standard operating procedure to the cover page: SOP.• Updated revision number and added date for the revision in the headers and operation table.• Removed printed date from footer and added SOP title to the footer.• Updated the note after the Step 1 heading.• Updated some image callouts and wording for “fuel tank” to make it “fuel filler”• Revised the steps of the procedure.

General Safety Guidelines

1. Turn off your car's engine. Put your car in park and/or set the emergency brake. Disable or turn off any auxiliary sources of ignition, such as a camper or trailer heater, cooking units, or pilot lights.
2. Do not smoke or light matches or lighters while refueling at the pump or when using gasoline anywhere else.
3. Use only the refueling latch provided on the gasoline dispenser nozzle. Never jam the refueling latch on the nozzle open.
4. Do not re-enter your vehicle during refueling. If you cannot avoid re-entering your car, discharge any static build-up BEFORE reaching for the nozzle by touching something metal with a bare hand, such as the car door.
5. In the unlikely event a static-caused fire occurs when refueling, leave the nozzle in the fill pipe and back away from the car. Notify the station attendant immediately.
6. Do not over-fill or top-off your car tank, which can cause gasoline spillage.
7. Never allow children under licensed driving age to operate the pump.
8. Avoid prolonged breathing of gasoline vapors. Use gasoline only in open areas that get plenty of fresh air. Keep your face away from the nozzle or container opening.
9. Never siphon gasoline by mouth nor put gasoline in your mouth for any reason. Gasoline can be harmful or fatal if swallowed. If someone swallows gasoline, do not induce vomiting. Contact a doctor or an emergency medical service provider immediately.
10. Keep gasoline away from your eyes and skin; it may cause irritation.
11. Use gasoline as a motor fuel only. Never use gasoline to wash your hands or as a cleaning solvent (Staying Safe, n.d.).
12. Follow safety guidelines posted at the gas pump.

A. Standard Operating Procedures: Adding Fuel to a Car		B. Operation No.: 1	C. Location: Gas Station
D. Low Hazard(s)	<input checked="" type="checkbox"/>	E. SOP No.: MJ-AFC-01	Date: 5/10/2019
Moderate Hazard(s)	<input type="checkbox"/>	F. Rev. No.: 1	Date: 11/11/2021
High Hazard(s)	<input type="checkbox"/>	G. Change No.: 0	Date:
H. Operation: Pump Gas into a Car			

I. INSTRUCTIONS

NOTE: The grade of gasoline that is required for the car is specified in the car's maintenance manual, so refer to the manual for the correct grade, which will be needed for sub-step 2.4.

1. Setting Up Car to Receive Gas

NOTE: A car that uses gasoline has a car fuel gauge on the dashboard that shows the gas tank fuel level. The gauge will have an "F" at the top for "Full," a gas pump symbol in the middle, and an "E" at the bottom for "Empty." The lines on the gas gauge are increments of 1/4, representing your gas tank's fuel level. A fuel indicator will point to the location on the gauge to display how much fuel is in the car. The closer the line is to the "F," the fuller the car is with fuel.

1.1. CHOOSE a gas station to retrieve gas.

NOTE: The fuel filler for the fuel tank on a car may be located on right or left side at the back of the car. Looking at the car fuel gauge on the dashboard will reveal where the gas tank is on the car (a small arrow pointing to the gas tank side of your car). In older model cars, the fuel tank may be at the back of the car under the trunk lid.

1.2. DETERMINE where the gas filler is located on the car.

1.3. According to where the car's fuel filler is located, **PULL** the car close to the gas pump to ensure the pump reaches the car's fuel filler, and **TURN** the car off.

NOTE: On some cars, you will be able to open the fuel tank by pulling the fuel filler door open on the outside of the car. Some cars will require you to pull a lever under the dashboard or push a button near the car door. The lever will likely have a gas pump indicator on it, but refer to car manual for lever location if needed.

1.4. RELEASE your fuel door if it must be done from inside the vehicle.

1.5. EXIT the car, and **WALK** over to the car's fuel filler.

1.6. OPEN the car's fuel filler door, and **UNSCREW** the gas cap by turning the cap counter-clockwise (left). If you have a different way of accessing the fuel filler, **PERFORM** whatever step is needed to reveal the fuel filler hole, which is usually indicated on the cap.

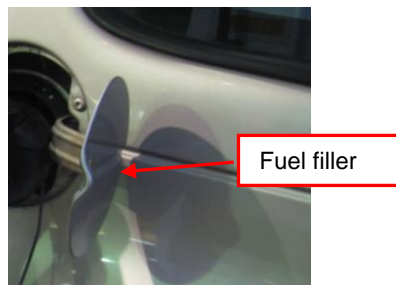


Figure 1: Fuel filler door

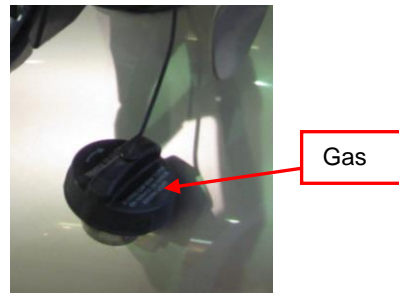


Figure 2: Gas cap

2. Processing Payment Method and Selecting Gas for the Car

2.1. **DECIDE** your payment method, and **PAY** for the gas.

2.1.1. If paying with cash, **WALK** into the gas station/store.

2.1.1.1. **INFORM** the cashier of how much gas in dollars is desired.

2.1.1.2. If a full tank is desired, **ESTIMATE** how much cash will fill the tank based on the gallons the car will hold, and **GIVE** more cash than enough to fill the tank.

NOTE: The cashier will take the cash and set the pump to allocate only the amount specified. If more money was given than what was needed to fill the tank, the cashier will refund the excess money after the tank is filled inside the store.

2.1.1.3. **WALK** outside and back to the gas pump, and **PROCEED** to step 2.2.

2.1.2. If paying with a debit card, credit card, or gas card, **INSERT** the card into the card slot at the gas pump (Figure 3).

NOTE: The card slot may look differently than what is shown in Figure 3, but Figure 3 will give you an idea of how a slot looks. Instructions for how to insert the card is on the gas pump (Figure 3).

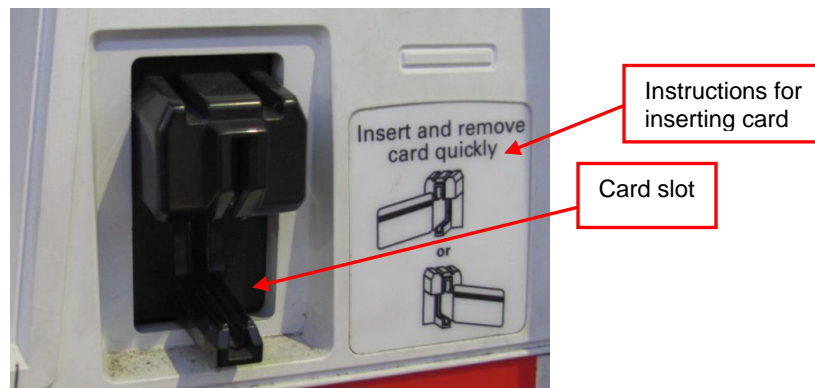


Figure 3: Card slot

2.1.2.1. **FOLLOW** the prompts on the gas pump's screen to process the payment (Figure 4).

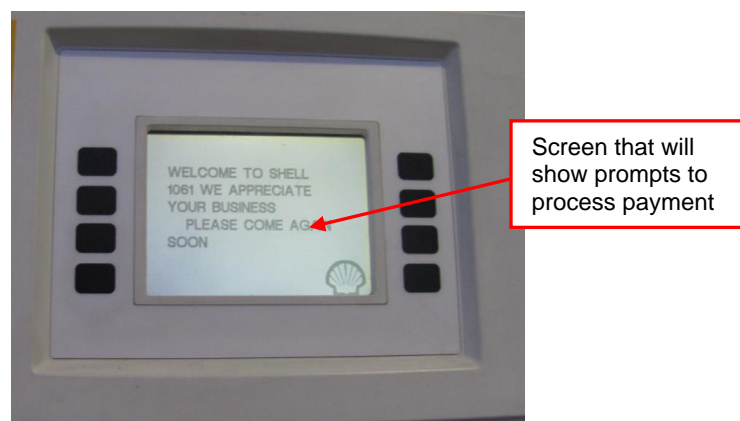


Figure 4: Gas pump screen

NOTE: When the screen prompts you to enter numbers, the keypad is available for entering numbers (Figure 5).



Figure 5: Keypad

NOTE: The last prompt will indicate when it's time to remove the gas nozzle from the gas pump. The gas pump will only release the amount of gas you specified to the cashier if you paid with cash. Otherwise, you have full control of the amount and when the pump stops.

- 2.2. **REMOVE** the gas nozzle from the gas pump (Figure 6).



Figure 6: Gas pump with gas nozzle

- 2.3. **INSERT** the gas nozzle into the fuel filler (Figure 7).

(Figure on next page)



Figure 7: Gas nozzle in fuel filler

- 2.4. On the gas pump, **SELECT** the type of gas based on the type required for car (Figure 8).



Figure 8: Gas type panel

- 2.5. **PUSH** the yellow button containing the type of gas specified by the car's manual (Figure 8).

NOTE: The amount for the other types not chosen will disappear; only the amount for the type selected will appear, indicating that the type has been selected (Figure 8).

- 2.6. (Alternate to 2.5) If at a gas pump that has a start button instead of buttons like shown above, **PUSH** the "Start" button beside the gas type to select the type.

NOTE: Some older model gas pumps prompt you to select a type and pull up the lever from which the gas nozzle was removed.

- 2.7. (Alternate to 2.5 based on note above) **SELECT** gas type, and **PULL UP** the lever from which the gas nozzle was removed.

3. Pumping the Gas

- 3.1. **PLACE** your thumb over the top of the nozzle, and **PLACE** the other four fingers through the hole or open space to hold the pump.

NOTE: You will feel a lever that can be pulled up with the four fingers resting in the open space (Figure 9).



Figure 9: Gas nozzle

- 3.2. **PULL** the lever up.

NOTE: You will feel pressure and hear the gas flowing from the pump to the car. The dollar amount and gallons will show on the pump as the gas flows from the pump to the car. If you paid with cash, the pump will stop on the amount set by the cashier.

- 3.2.1. If the gas was paid for at the pump with a card, **RELEASE** the lever to manually stop the gas flow on the desired gallon amount or cash amount.

- 3.3. **RELEASE** the lever, and **RETURN** the nozzle to the gas pump by placing it into the same position as found.

NOTE: The screen may ask if you want a receipt and give you options.

- 3.4. **TAKE** the receipt if you chose “yes” for a receipt.

NOTE: The receipt will exit the pump (Figure 10).

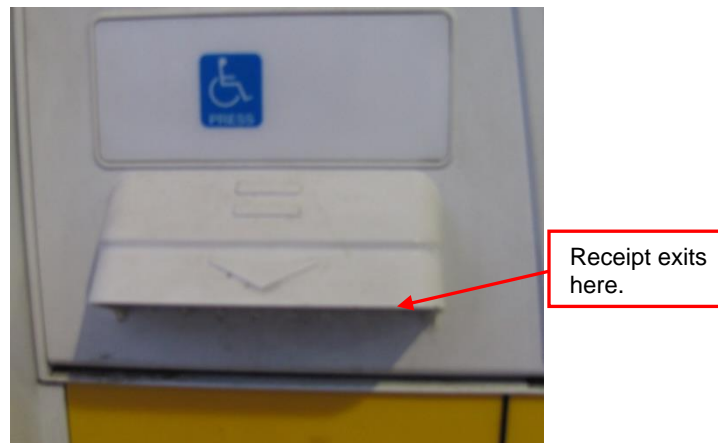


Figure 10: Receipt exit slot

- 3.5. **SCREW** the gas cap back on the fuel filler, and **CLOSE** the fuel filler’s door.
3.6. **GET** into the car, and **LEAVE** the gas station.

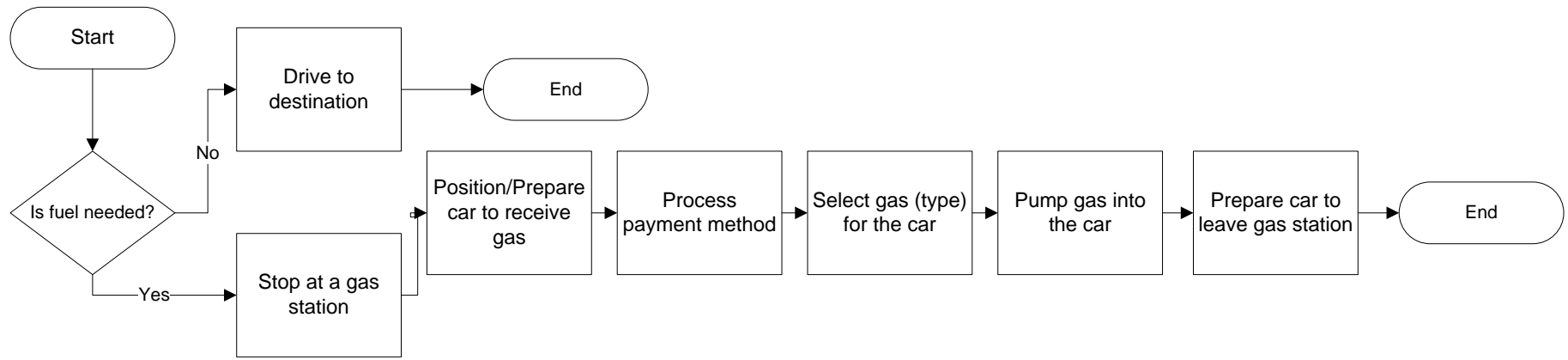
J. SPECIAL REQUIREMENTS

N/A

K. EQUIPMENT, TOOLS, GAGES, AND SUPPLIES

Item	Quantity Required	Spec. or Dwg. No.	NSN
car	1	commercial	n/a
Payment method – cash, debit card, credit card, or gas card	1	commercial	n/a
gas pump	1	commercial	n/a

Appendix Process Flow Diagram



References

American Petroleum Institute. (n.d.). "Staying Safe at the Pump." Retrieved November 11, 2021, from <https://www.api.org/oil-and-natural-gas/consumer-information/consumer-resources/staying-safe-pump>