

# User Guide



## **Verifone C-Site Management User Guide**

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## Revision History

Date	Description
04/13/2021	Initial Release.
10/18/2021	Added One-Time Password (OTP) chapter, and updated the Introduction to include the OTP, Connect Device to Cloud, and Reports information, as well as updating the appropriate site controller release information to 53.20+.
03/28/2022	Updates to the Reports chapter: Changed screenshot to show active Download Report button. Added info on Download Report Added TLog Viewer feature. Updated the Introduction section to add the applicable Reports information, and the most current software release. Edited to conform to newest branding guidelines.
04/12/2022	Added a table with search/report criteria to the Site Assets section of the Reports chapter, as well as a screenshot of a sample Site Assets report.
07/15/2022	Updated the Connect Device to Cloud section to reflect UI updates. Changed front matter to reflect new branding guidelines.
02/28/2023	Updated to include Bulk Site Upload and Mobile Payment Configuration. Updated My Accounts, <b>Reports &gt; Summary</b> , and Connect Device to Cloud sections. Added additional permissions into the Roles section.
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04/27/2023	Added C-Site Requirement notice.
06/30/2023	Added Loyalty Configuration.
07/14/2023	Added Site Configuration Section: MOP, Currencies, Fees, Tax Rates, Categories, Departments, Blue Laws, ID Checks
08/21/2023	Updated Branding for C-Site and Documentation
09/11/2023	Added Sign up process information.
10/4/2023	Added Website URL, DNS requirement for Onboarding, new onboarding process, added Appendix I details for Onboarding Requirements, Fuel Tax Exemption, and POS Security levels.
11/15/2023	T-Log Viewer Type on Search is Financial by default, Note added for software support error messaging added to Site Configuration forms, Automatic Site Creation Note added

02/09/2024	Added PLU Configuration, Sales Configuration, Login/Logout Message, Fuel Pricing, and Fuel Config – In Effect, Version support notification messaging, Added additional information about account onboarding.
03/25/2024	Updated software ‘base’ reference to ‘release’, Added instructions on how to create an additional Petro Site Administrator, Updated Site Asset Data to include new columns for Site ID and Location ID, Updated Instructions on how to access Loyalty Enterprise Configuration and Mobile Enterprise Configurations and any associated instructions
06/03/2024	Added additional host route for C-Site VIC to 54.02 LAN Configuration table.
06/07/2024	Replicate Configuration details added.
12/18/2024	Added Caloric Values, DCR Configuration, Payment Configuration, Administration Menu Updates to the Site Level. Added Payment Configuration to the Enterprise Level.
03/14/2025	Added Menu Configuration and Touch Screen Configuration. The EULA (Terms and Conditions) was updated within Verifone C-Site Management.
04/23/2025	Added Verifone Commander Password Management section, Updated Replicate Configuration screenshots, Added Tipping section.
07/23/2025	Added Commander (Service ID) Transfer Between Merchant Accounts section to Sites chapter, External Access Chapter, VASC Access Chapter, Partner Access Chapter, Image Upload section to Site Configuration, and removed note that Menu Configuration was not editable.



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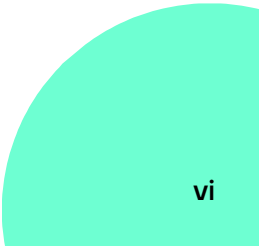
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# 1 INTRODUCTION

Verifone C-Site Management is a web application that enables Petroleum Merchants and Major Oil administrators to maintain a centralized point for site data, monitor sites remotely, and provides a convenient platform for synchronous oversight and configuration.

Verifone C-Site Management does not require a technician to visit each location to make changes and updates. Updates can be done selectively or all at once from the web application.

**This guide covers the following topics:**

- **Hierarchy:** Setting up and managing hierarchy, the arrangement of groups and sites to reflect the business structure (e.g. National > Regional > Western > Pacific).
- **Sites:** Setting up and managing sites (individual business locations) within the hierarchy.
- **User Administration:** Creating and managing users with various roles and permissions (e.g. access to administrative or reporting features within the C-Site Management application)
- **Dashboard:** An overview of the application's dashboard, from which the features can be accessed, view configuration steps (and their completion status), and find information on additional help and support.
- **My Account:** Information for users on viewing their account information. Editing user information is not available currently.
- **Reports:** Reporting allows near-real-time data for Transaction Logs (T-Logs), Site Assets, and Summary details to be readily viewed.
- **Configuration:** Remotely manage and synchronize site configurations for Password Management, Primary Payment, Mobile Payment, Loyalty Configuration, Viper Card Tables, and various site price book configurations.
- **Connect Device to Cloud:** This feature allows the connection to the Verifone Commander to the Verifone C-Site Management cloud application.
- **One-Time Password:** This feature allows the One-Time Password (OTP) to be sent from the Verifone Commander to an email address to access the OTP-dependent features of the Verifone Commander.

## System Requirements



### WARNING

If the Verifone Commander is not onboarded to the Verifone C-Site Management within a certain amount of time, it will not be able to perform merchandise and fuel transactions.

**See the Appendix I section for specific details.**

In release 55.01, the requirement to onboard onto C-Site Management still exists, but merchandise and fuel functionality will not be disabled.

## Software Requirements

- Verifone Software Release: Support begins in 53.35+
- Web Browser: Microsoft Edge, Chrome, Firefox, or Safari accessed through a computer.

## Software Release Specific Implementation

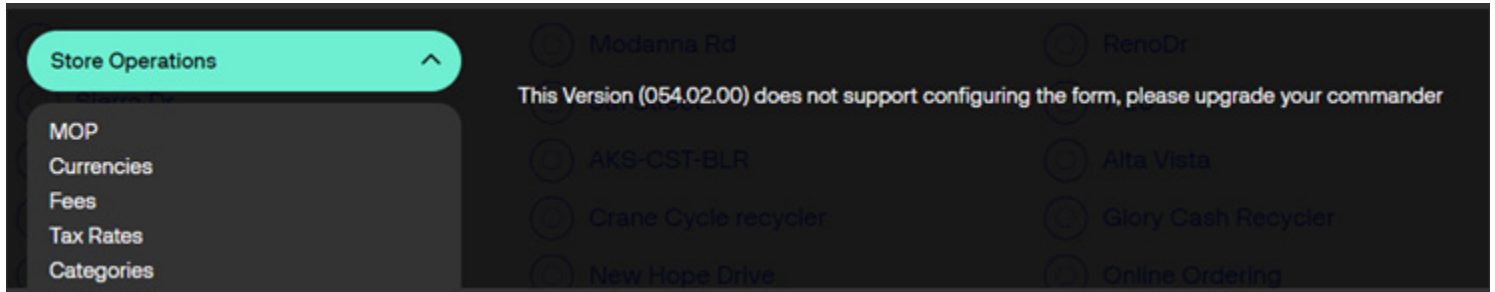
Release	Features Supported
53.35	Tlog Viewer, Site Assets, OTP
53.41	Mobile Payment Configuration, Viper Table Set Management
54.00	Loyalty Configuration
54.01	POS Configuration, Commander Configuration Acknowledgment
54.02	POS Security, Fuel Tax Exemptions, Enhanced C-Site Onboarding Support, Major oil accounts can use loyalty configuration from C-Site Management
55.00	PLUs, Sales Configuration, Login/Logout Message, Fuel Pricing - Pending, Fuel Configuration - In Effect
55.01	Dealer Location ID Presented in Site Asset Report
55.02	Caloric Values, DCR Configuration, Primary Payment Configuration
56.00	Menu Configuration (Read Only), and Touch Screen Configuration

Release	Features Supported
56.01	Tipping, Verifone Commander Password Management, Replicate Configuration
56.02	External Access, VASC Access, Partner Access, Image Upload, Editable Menu Configuration

## Version Support Notification

C-Site Management has been enhanced to display when the connected site's software release version does not support specific forms. Messaging will appear that states 'This Version (xxx.xx.xx) does not support configuring the form, please upgrade your Commander.'

Software upgrades can be requested through Verifone's Remote Software Delivery (VRSD) process. See the [VRSD Implementation Guide](#) for more details.



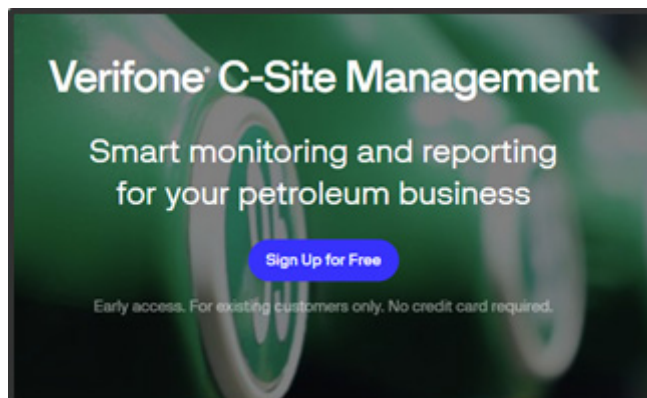
## Hardware Requirements

- Verifone Commander with supported POS
- Computer (Desktop or Laptop) with the most recent security updates
- Managed Network Service Provider (MNSP) Implemented
- Broadband Internet Connection

## Account Sign Up

1. To create an account for Verifone C-Site Management, navigate to the following URL and select 'Sign Up for Free'.

<https://petromop.verifone.cloud/home>





2. Complete and submit the form presented.

### Sign Up for Verifone® C-Site Management

Early access. For existing customers only. No credit card required.

Full Name

Your Full Name

Company Name

Your Company Name

Corporate Email

youremailaddress@companyname.com

Day Time Phone Number

5555555555

State


Florida

☒ I agree to the [Terms and Conditions](#)

☒ I agree to the [Privacy Policy](#)

✓

I'm not a robot



reCAPTCHA

Privacy - Terms

Submit Application



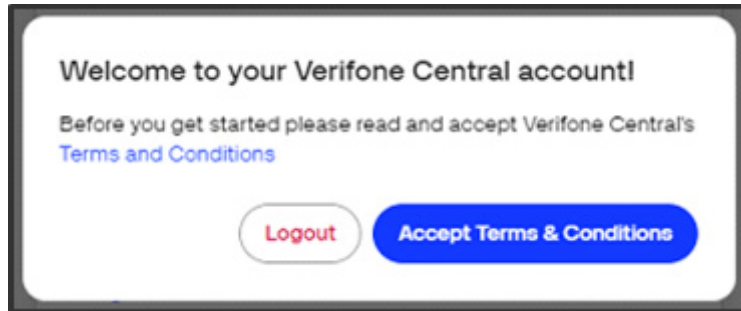
NOTE

If the administrator has more than one store, only one account is needed. All sites should be onboarded to one account.

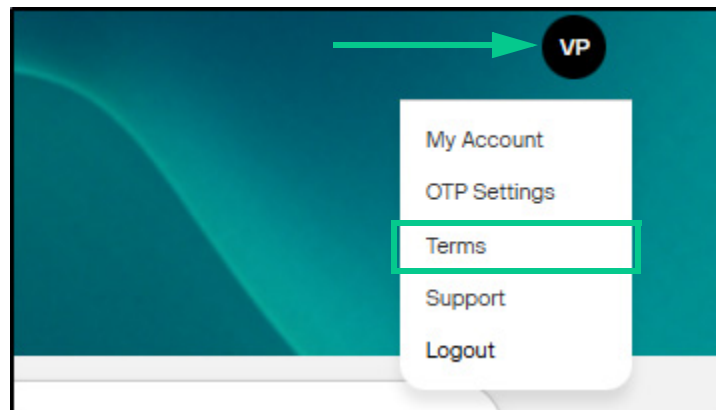
## Terms and Conditions

When logging into Verifone C-Site Management, a prompt appears to accept the terms and conditions. To log into the application, accept the terms and conditions to proceed.

To view the Terms and Conditions, select the blue text in the prompt.



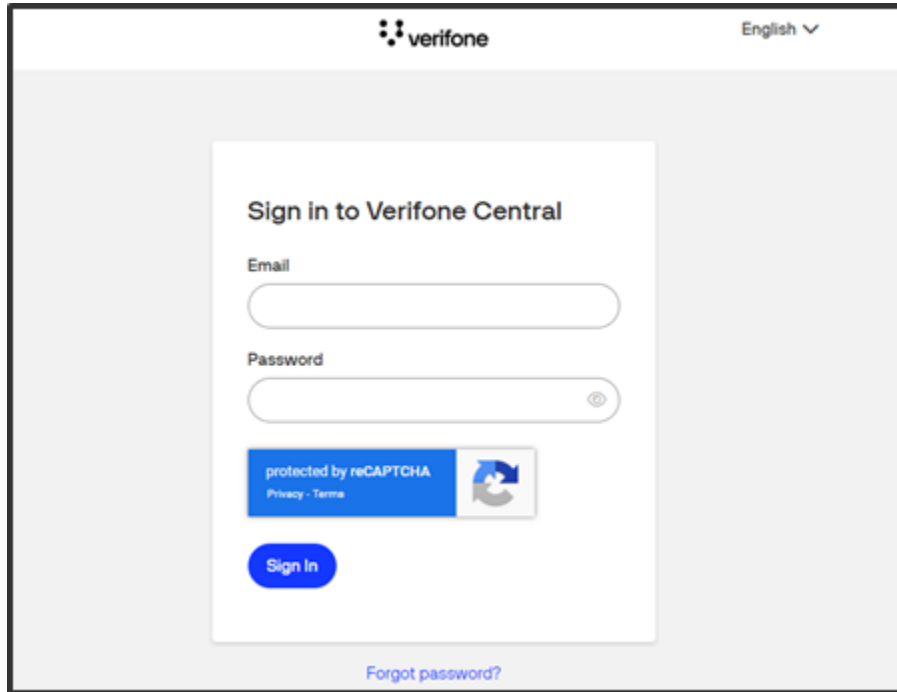
At anytime, the Terms and Conditions can be reviewed by clicking on the profile icon in the upper right-hand corner of the screen and selecting "Terms" from the menu.



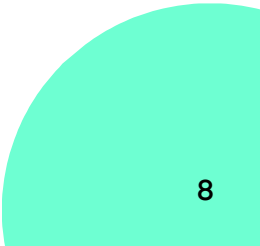
## Website URL

To access Verifone C-Site Management, navigate to the following URL using a web browser:

<https://us.live.verifone.cloud/>



The screenshot shows the Verifone Central sign-in interface. At the top, the Verifone logo is on the left and 'English' with a dropdown arrow is on the right. The main heading is 'Sign in to Verifone Central'. Below this are two input fields: 'Email' and 'Password'. The password field has an eye icon to toggle visibility. Below the password field is a blue box indicating 'protected by reCAPTCHA' with links for 'Privacy' and 'Terms', and a reCAPTCHA logo. A blue 'Sign In' button is positioned below the reCAPTCHA box. At the bottom of the sign-in area, there is a link for 'Forgot password?'.

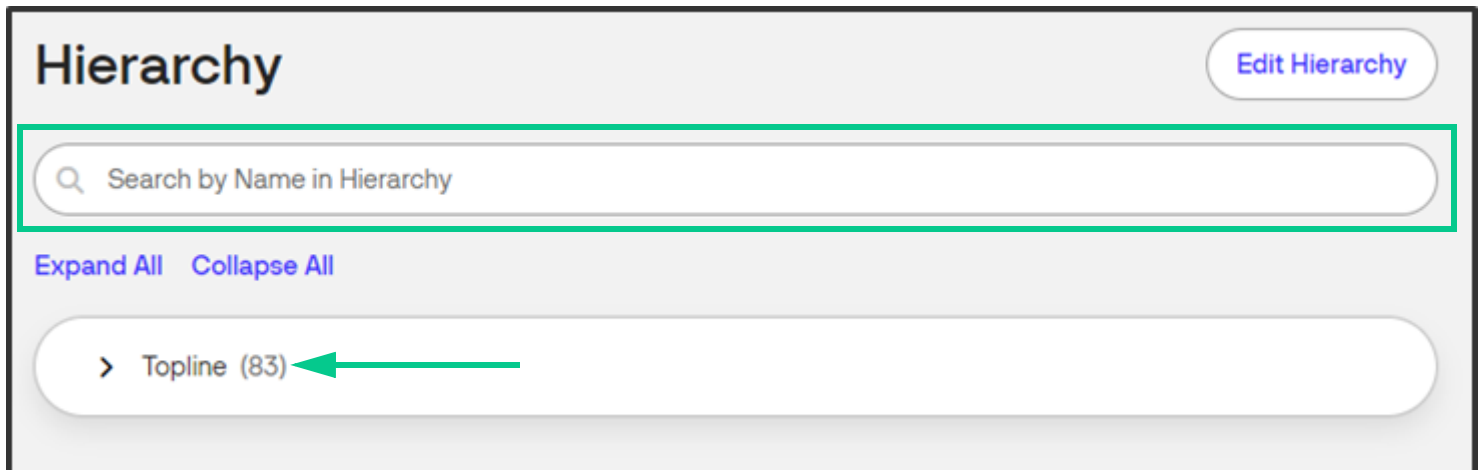


# 2 HIERARCHY

This section provides an overview of how to edit and manipulate hierarchies on the Merchant Administration page. A hierarchy structure allows the building or mapping of the business structure within Verifone C-Site Management. Hierarchies should be set up before adding sites to Verifone C-Site Management. This allows more effective use of the Bulk Site Upload feature.

## View Hierarchy

1. Log into the Verifone C-Site Management application.
2. Click on **Administration > Site Management > Hierarchy**.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.



The screenshot shows the 'Hierarchy' management interface. At the top left is the title 'Hierarchy'. At the top right is a button labeled 'Edit Hierarchy'. Below the title is a search bar with the placeholder text 'Search by Name in Hierarchy'. Below the search bar are two links: 'Expand All' and 'Collapse All'. Below these links is a collapsible menu item labeled '> Topline (83)'. A green arrow points to the right of the 'Topline (83)' text, indicating it is a clickable expand/collapse control.



## Edit Hierarchy



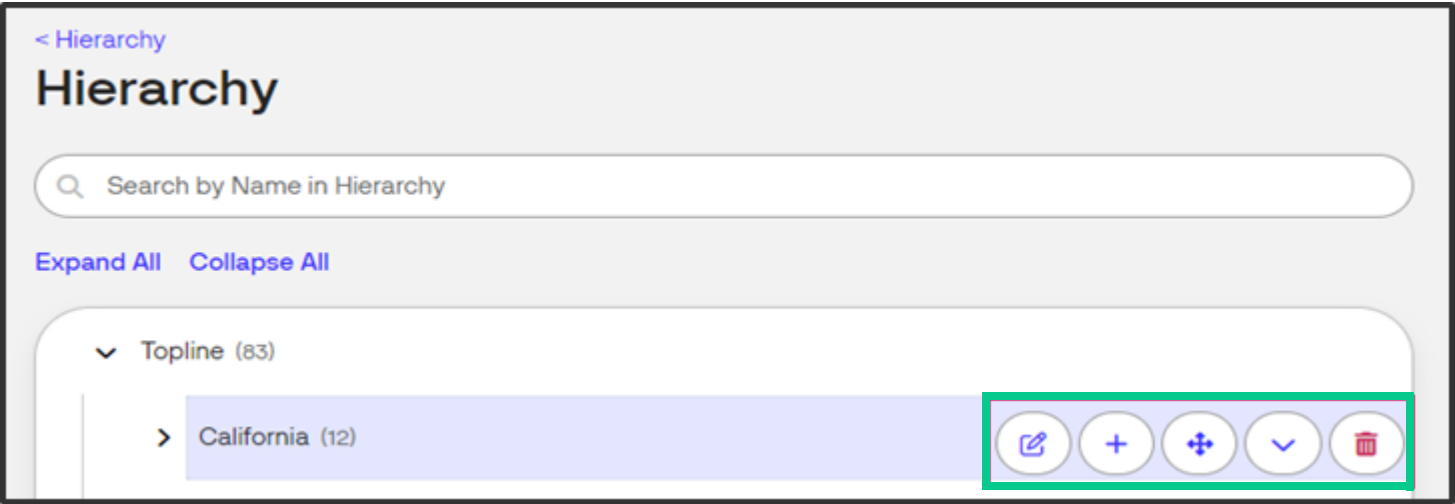
**NOTE**






If a new Merchant Administrator has not set up any hierarchy for the account, the display page will show the company name with any sub-entries all in one group.

1. Hierarchies can be edited by selected the Edit Hierarchy button in the top right corner of the Hierarchy window.



2. The following icons will appear next to the hierarchy names. Not all icons will appear next to each name based on the available functions for that row.



Icon	Description
	Edits an existing groups name.
	Adds a sub-group to an existing group.
	Reorders icons by selecting the group to move from the list, and then dragging and dropping the group.
	Adds a new group to the highlighted row. The new group name prompt will appear below this line when selecting this icon. <div data-bbox="358 936 1544 1096"><div>▼ Topline (63)</div><div><input type="text" value="Enter Name"/></div><div><span>Cancel</span><span>Save</span></div></div>
	Deletes a group

# Search

Key in the name of the group in the search field to narrow down the hierarchy to the entered characters.

Hierarchy

Edit Hierarchy

ca

Expand All

Collapse All

▼ Topline (85)

▼ California (12)

# 3 SITES

Sites (stores) are the individual C-store/gas station at which the Verifone Commander resides. The Verifone Commander at each location must be setup to communicate to the Verifone C-Site Management system in addition to being provisioned through Verifone C-Site Management. Those details are discussed in the Connect Device to Cloud section. This section will discuss how to add or onboard sites to the Verifone C-Site Management system individually or in bulk.

## Commander (Service ID) Transfer Between Merchant Accounts

### Validation During Onboarding

Verifone C-Site Management verifies that the provided serial number and Service ID are valid and not currently associated with any active merchant account. If the Verifone Commander is still onboarded to another merchant, an error will display stating that a Verifone C-Site Management account exists for the Verifone Commander. The original merchant must remove the Verifone Commander by deleting the site from their account before it can be added to a new account.

### Software Distribution Requirements

If the new merchant obtains a Verifone Commander with an existing software distribution installed, the Verifone Commander must be reloaded with a new software installation and then onboarded. (Also, the Verifone Commander must be removed from the original merchant account before onboarding to a new account.) Provisioning the new site/Verifone Commander in the new account is optional, but removal from the original account is mandatory.

### Major Oil Account Automation

For merchants associated with Major Oil, Verifone C-Site Management automates the transition. After the Verifone Commander is onboarded to the new merchant account, Verifone C-Site Management automatically removes it from the previous Major Oil account and adds it to the new one. If the Major Oil affiliation remains the same, no changes are made.



#### NOTE

If the previous merchant cannot be located to delete the account, call the Verifone Helpdesk.

In most cases, the Verifone Commander Service ID remains the same, only the Merchant ID changes.

## Required Site Information

The following information must be obtained from the sites you wish to onboard to Verifone C-Site management:

- Verifone Service ID as shown in the site's contract.
- Site's Name
- Site's Address
- Site's Phone number

## View Hierarchy

1. Log in to the Verifone C-Site Management application.
2. Click on Administration > Site Management > Hierarchy.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.



### NOTE

Before the site is onboarded, make sure the hierarchies are set up correctly.

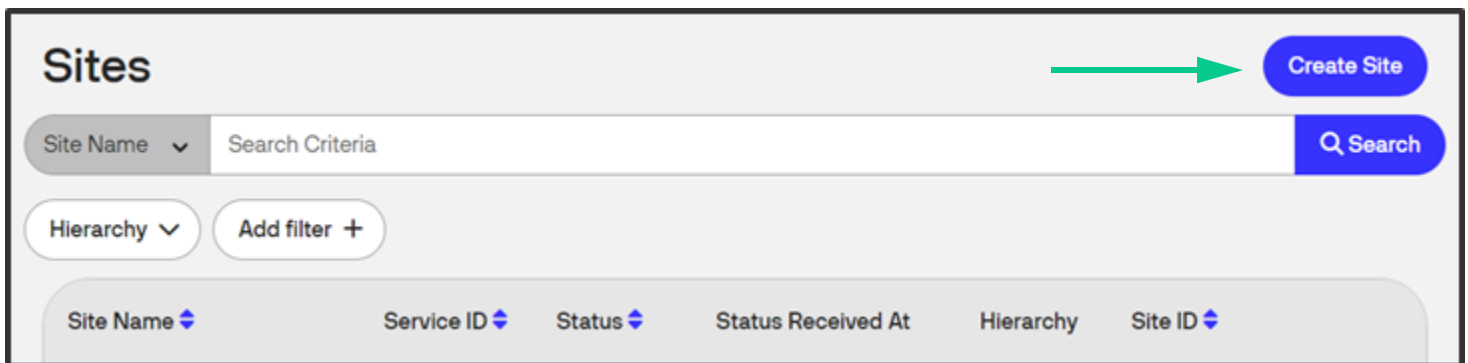


## Bulk Site Creation

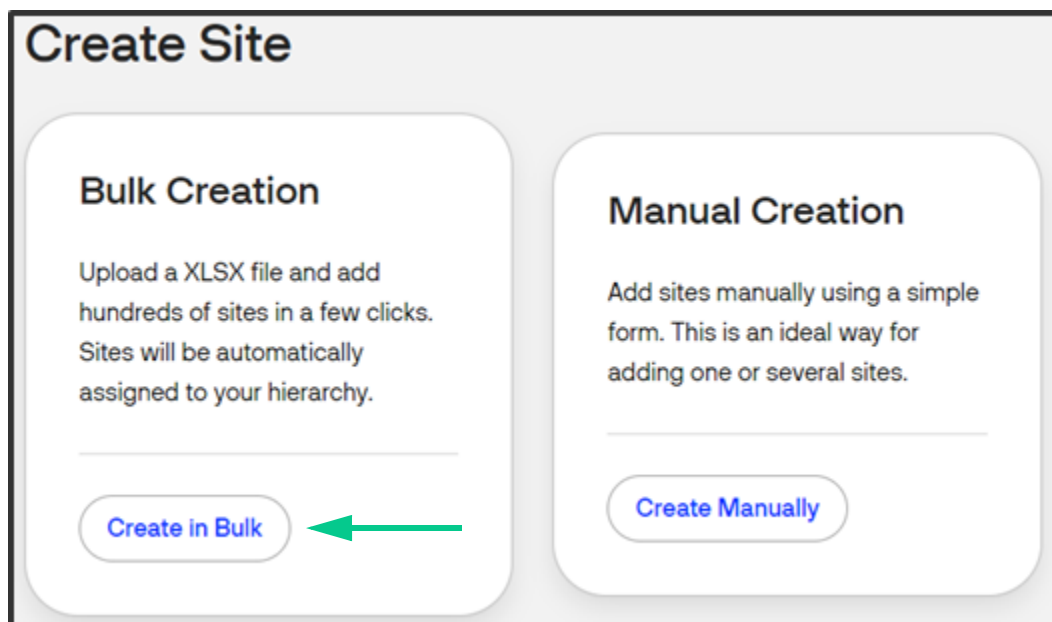
Bulk site creation is used to onboard up to 2,000 sites to Verifone's C-Site Management rather than one site at a time. This feature utilizes an Excel Spreadsheet where site information such as service ID, address, and hierarchy assignment are entered in a spreadsheet and then uploaded to the cloud. The data entered is checked for validity after it is uploaded to the cloud and a Bulk Upload Report is generated to provide information on whether the site creation was successful.

### Downloading the Template

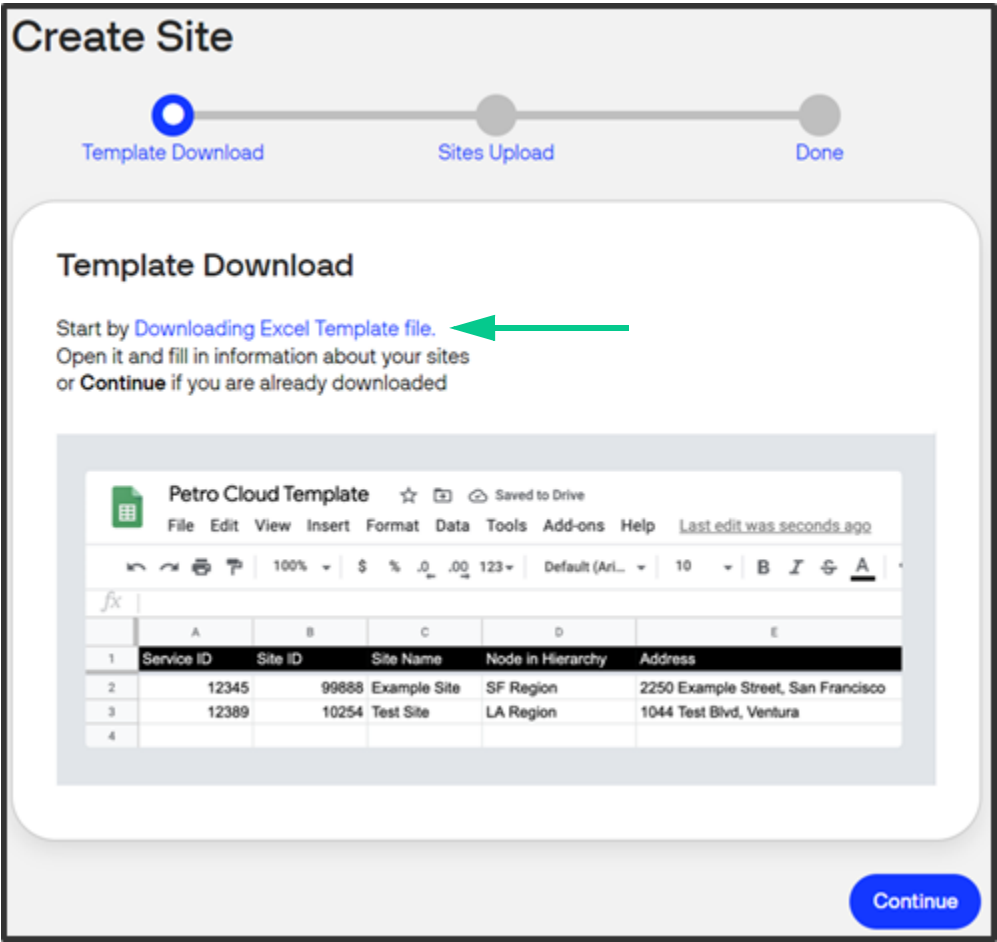
1. Navigate to **Administration > Site Management > Sites**.
2. Select **Create Site** in the top right corner of the menu.



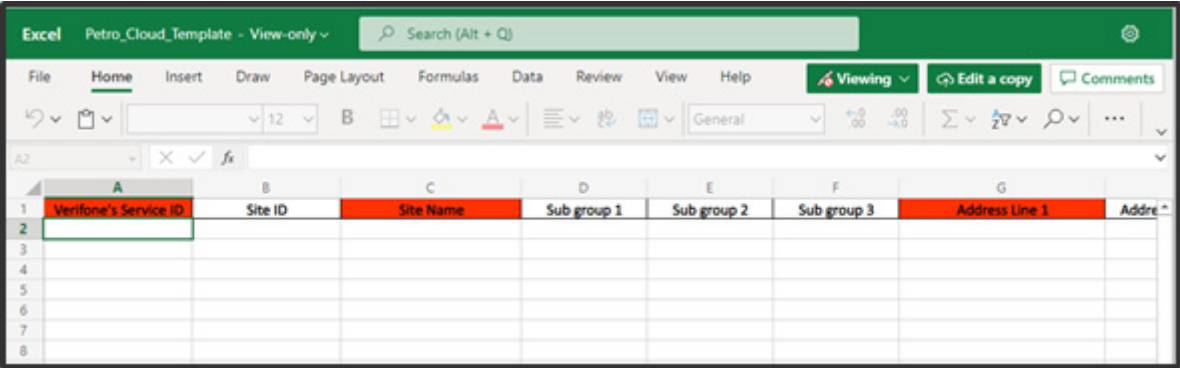
3. Select **Create in Bulk**.



4. Click on [Downloading Excel Template File](#).



5. Download the Excel document titled '**Petro\_Cloud\_Template.xlsx**'. When you open the document, you may need to Enable Editing depending upon your Microsoft Excel version.



6. **Enter in the site information, one site per row.** All fields that have an asterisk (\*) are required. After all the entries are completed, **save the changes** made to the spreadsheet.

Field	Description
Service ID*	The Verifone Service ID shown in the site's contract with Verifone.
Site ID	Any ID number used by the organization operating the site.
Site Name*	The name of the site. This is useful when searching for sites. You must enter a site name and it must be unique to the site.
Sub Groups*	Assign a site to a location in the hierarchy using the Sub Groups. The hierarchy subgroups must exist before the bulk upload, or the site will be added to the root company.
Street Address*	The physical address of the site.
City*	The municipality in which the site is located (or equivalent).
Zip Code*	The ZIP code for the site.
State*	Choose a state from the drop-down list.
Custom Attributes	You can create your own attributes for sorting and filtering sites. See below for more information.

**WARNING**

A valid Verifone Service ID **MUST** be entered. If the entry is incorrect the site will not be onboarded.

7. Return to the **Template Download** page on Verifone C-Site Management and select **Continue** at the bottom of the page.

8. **Drag and drop** the Petro Cloud Template Spread sheet in the dotted area or Browse files and locate the file to upload.

The screenshot shows the 'Create Site' interface with a progress bar at the top. The progress bar has three steps: 'Template Download' (completed with a checkmark), 'Sites Upload' (current step with a circle), and 'Done' (disabled with a grey circle). Below the progress bar, the 'Sites Upload' section contains the instruction: 'Open the template which you have downloaded and fill it with information about your sites. Save the file and upload it below.' A large dotted rectangular area is provided for file upload, with the text 'Drag and drop XLSX file here or' and a 'Browse files' button. At the bottom, there is a 'Back' button on the left and a 'Continue' button on the right, with a green arrow pointing from the 'Continue' button towards the next step.

9. After the file is ready to transfer, the 'Drag and drop XLS file here' will update to the name of the file selected. Click **Continue** to upload the file.
10. The Done screen will appear. A **transaction ID** for the upload will be generated for your reference. From here, you can select [reports page](#) on the screen to view the **Bulk Upload Report**, or you can navigate to View Sites.

The screenshot shows the 'Create Site' interface with the progress bar updated. 'Template Download' and 'Sites Upload' are both completed with checkmarks, and 'Done' is the current step with a circle. The 'Done' section contains the message: 'Upload has been processed successfully. Save transaction id : 1001075 for reference. You can check the status in [reports page](#).' A green arrow points to the 'reports page' link. At the bottom right, there is a 'View Sites' button.

## Bulk Upload Report

After a bulk site upload is completed, a Bulk Upload report is generated to provide details on which sites were successfully added to Verifone C-Site Management.

The report can be accessed by selecting the 'reports page' text in blue (shown above) or by navigating to **Administration > Site Management > Bulk Upload Report**. Each Bulk Upload performed has a Transaction ID generated, allowing you to review the specific Transaction ID in the reports list.

A status is generated to let you know if there was an Error in the upload, or if the upload completed successfully. Since multiple sites can be uploaded at the same time, an Error response will appear even if there is only one site that had an issue. If all sites upload without any errors, the Status will show a green Success.

### Bulk Upload Report Errors

The following errors may occur during upload. Utilize the table below to resolve any errors that occurred during the upload. Be sure to select the Transaction ID associated with the upload.

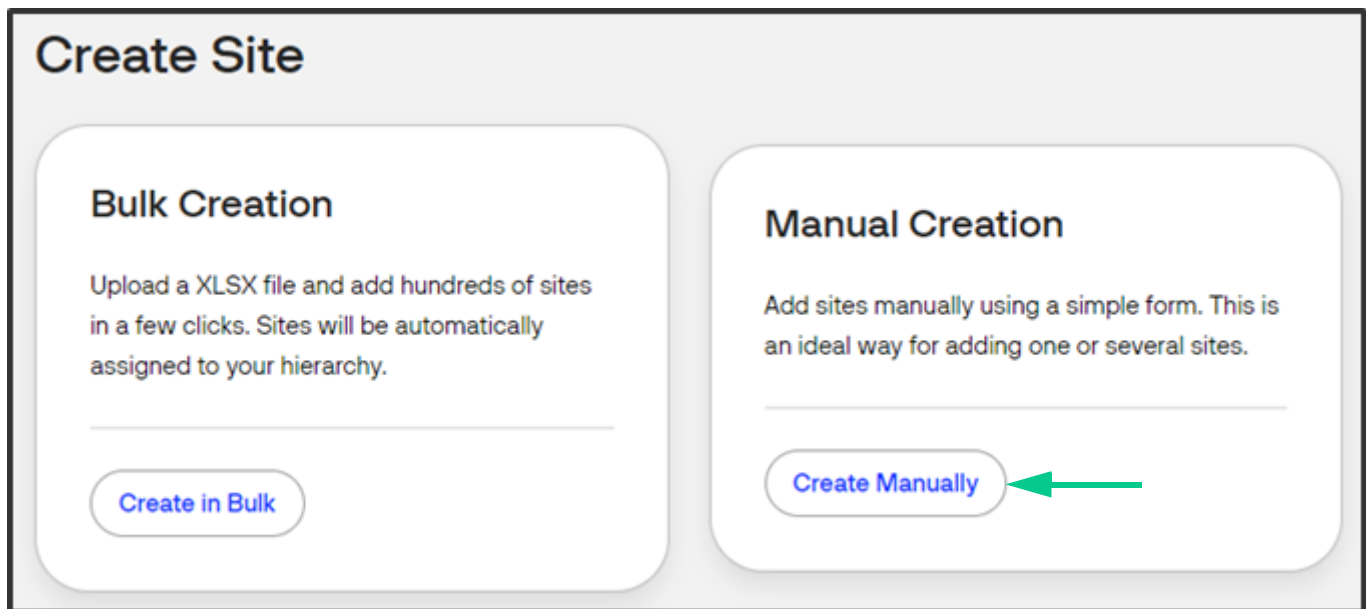
Error	Description	Resolution
Mandatory Fields Required	If any mandatory fields are missing (Service ID, Site Name, Address Line 1, Country, State, City, or Zip code).	Confirm that the information is present in the mandatory fields and upload the site again.
Invalid Service ID Range	If the Service ID Length is less than 7-Digits.	Confirm the Service ID entered is 7-Digits.
Service ID Not Found	Service ID Not found in CRM Database.	Confirm the Service ID is a valid Service ID.
Site Created Successfully	Site Created Successfully.	Upload completed without any errors.
Invalid Attribute. Site Created Successfully	Site created successfully and an invalid attribute was found.	The site was added to the Sites list, but an attribute was invalid. Make corrections to the site on the <b>Administration &gt; Sites page</b> .
Invalid Subgroup Combination Found. Invalid Attribute. Site Created Successfully	Site created successfully but has an invalid subgroup name and attribute combination.	An invalid attribute and subgroups (hierarchy assignment) were found in the uploaded document. Make corrections to the site on the <b>Administration &gt; Sites page</b> .

Error	Description	Resolution
Invalid subgroup combination found. Site Created Successfully	Site created successfully but subgroup combination is incorrect.	The subgroups (hierarchy assignment) was invalid in the uploaded document. Make corrections to the site on the <b>Administration &gt; Sites page</b> .
Site Name Already Exists	The site name already exist in sites table.	Either change the existing site record's name or change the site name in the upload document. The site will need to be added again after changes are made.
Duplicate Service ID and Site Name	A duplicate Service ID and Site Name combination found in the upload document.	Remove the duplicate records and upload the site again.
Duplicate Service ID	A duplicate Service ID was found in the upload document.	Remove the duplicate service ID and upload the site again.
Duplicate Site Name	A duplicate site name combination was found in the upload document.	Remove the duplicate site name and upload the site again.
Site: Entity Service Error	Site entity service failure.	Attempt the upload again.
Address: Entity Service Error	Address entity service failure.	Attempt the upload again.
Mandatory Fields Required	If any mandatory fields are missing (Service ID, Site Name, Address Line 1, Country, State, City, or ZIP code).	Confirm that the information is present in the mandatory fields and upload the site again.
Invalid Service ID Range	If the Service ID Length is less than 7-Digits.	Confirm the Service ID entered is 7-Digits.

## Manual Site Creation

Manual creation is intended to be used to **add one site at a time**. To add multiple sites, use Bulk Site Creation. Manual creation utilizes a web form to fill in the required site details to onboard the site to Verifone C-Site Management System.

1. Navigate to **Administration > Site Management > Sites**.
2. Select **Create Site** in the top right corner of the menu.
3. Select **Create Manually** under the Manual Creation section.



The screenshot displays the 'Create Site' interface. It features two main sections: 'Bulk Creation' and 'Manual Creation'. The 'Bulk Creation' section on the left describes uploading an XLSX file to add hundreds of sites. The 'Manual Creation' section on the right describes adding sites manually using a simple form. Below the 'Manual Creation' section, there is a button labeled 'Create Manually' which is highlighted with a green arrow. The 'Bulk Creation' section has a button labeled 'Create in Bulk'.

### Create Site

#### Bulk Creation

Upload a XLSX file and add hundreds of sites in a few clicks. Sites will be automatically assigned to your hierarchy.

Create in Bulk

#### Manual Creation

Add sites manually using a simple form. This is an ideal way for adding one or several sites.

Create Manually

4. Complete the Site Details form. Service ID, Site Name, Address Line 1, Country, State, City, and ZIP Code are required (\*) fields.

Field	Definition
Service ID*	The Verifone Service ID shown in the site's contract with Verifone.
Site ID	Any ID number used by the organization operating the site.
Site Name*	The name of the site. This is useful when searching for sites. You must enter a site name.
Custom Attributes	You can create your own attributes for sorting and filtering sites. See below for more information.
Street Address*	The physical address of the site.
City*	The municipality in which the site is located (or equivalent).
Zip Code*	The ZIP code for the site.
State*	Choose a state from the drop-down list.
Hierarchy*	Assign a site to a location in the hierarchy using this feature, by navigating to the correct location in the hierarchy, clicking on it, and then clicking "Re-assign site."

### Create Site

#### Site Details

**Service ID \***

As shown in contract with Verifone

**Site ID**

**Site Name \***

Custom site name

You can search sites by this name.

[+ Add custom attributes](#)

Custom attributes allow you to filter sites list using attribute. e.g. by fuel brand, software version, etc.

**Country**

United States of America

[+ Add address](#)

#### Hierarchy

Assign a site to hierarchy, use the expanding list below, navigate to desired hierarchy level and click 'Re-assign to this group'.

The site is assigned to Topline.

Re-assign Site

Discard

Create Site

5. After filling in the fields is completed, click **Create Site** to add the new site or Discard to return to the Sites window.



## Adding Custom Attributes

Custom attributes allow users to search for sites based on specific criteria relevant to those sites, such as brand of fuel sold, software version on the site controller, type of installation, etc. Up to five attributes can be added per site.


1. Select the **+ Add custom attributes** within the create site form under the Manual Site Creation form.
2. Enter the name for the attribute in the field that appears.
3. Enter a value in the field provided.

Site Name \*

Custom site name

You can search sites by this name.

Attribute 1

Name Value 

Custom attributes allow you to filter sites list using attribute. e.g. by fuel brand, software version, etc.

4. To delete an attribute, select the Trash can icon.
5. When selecting **Create Site**, the custom attributes will be added along with the rest of the site data.

## Editing Existing Sites

1. To edit a site, select the site from the site list.
2. In the top right corner of the screen, select **Edit Site**.
3. Changes can be saved (Save Changes) or Discarded (Discard). The site can also be deleted by selecting Delete Site on the bottom left corner.

1.8.0 - Demo

Discard Save Changes

**Site Details**

Service ID \*

Site ID

Site Name \*

1.8.0 - Demo

You can search sites by this name.

+ Add custom attributes

Custom attributes allow you to filter sites list using attribute. e.g. by fuel brand, software version, etc.

Country

United States of America

+ Add address

**Hierarchy**

Assign a site to hierarchy, use the expanding list below, navigate to desired hierarchy level and click 'Re-assign to this group'.

The site is assigned to Peachtree.

Re-assign Site

Delete Site

Discard Save Changes



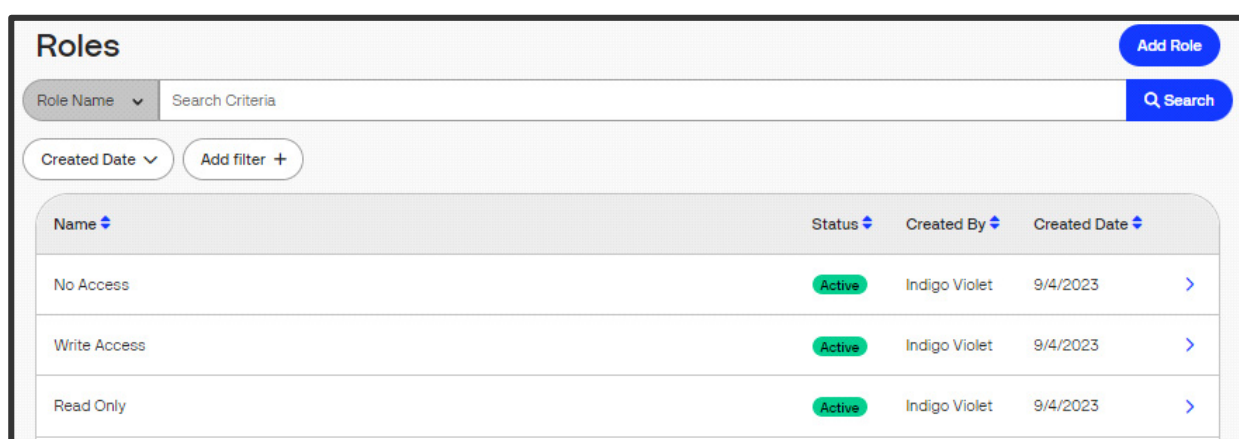
### NOTE

To re-assign a site's hierarchy, select the **'Re-Assign Site'** button on the Site Details page (before selecting the Edit Site button).

# 4 ROLES

The Roles feature is used to assign different permissions and features to a single or multiple users. It can restrict users or groups of users from accessing various features.

To navigate to Roles, select **Administration > User Management > Roles**.



Name	Status	Created By	Created Date
No Access	Active	Indigo Violet	9/4/2023
Write Access	Active	Indigo Violet	9/4/2023
Read Only	Active	Indigo Violet	9/4/2023



## NOTE

Verifone will configure default role permissions for the application. Administrator users will need to create roles using the permissions, and then assign them to users.

## Adding User Roles

1. To add user roles, navigate to **Administration > User Management > Roles** and select **Add Role** at the top of the page.

The screenshot shows the 'Roles' management page. At the top right, there is a blue 'Add Role' button, which is highlighted by a green arrow. Below this is a search bar with a 'Role Name' dropdown and a 'Search Criteria' input field, followed by a blue 'Search' button. Further down, there are filters for 'Created Date' and an 'Add filter +' button. The main table has columns for 'Name', 'Status', 'Created By', and 'Created Date'. A single row is visible with the values 'No Access', 'Active', 'Indigo Violet', and '9/4/2023'.

2. Complete the form by entering at least a role name and selecting appropriate permissions. Use the table below for more details.

Field	Description
Role Name	A name to easily identify the role that is unique and accurately describes the permissions assigned to the user. Ex. Store Manager, Pricebook Manager, Accounting
Role Description	An optional field where you can describe the roles' purpose and function.
Status	Allows the role to be enabled to deactivated.
Copy Permission from role	Clones all permissions from one user role to another. Useful if you want to then add or remove a single item.
Administration	<p><b>Site Management:</b> Allows the user to access the Sites features under the Administration menu. (For more information, see the Site Management section.)</p> <p><b>Roles Management:</b> Allows the user to access the User Roles functions.</p> <p><b>User Management:</b> Allows the user to access the Users functions under the Administration menu. (For more information, see the User Management section.)</p>
Configuration	<p><b>Store Operations:</b> Allows the user to access site specific configurations related to store operations such as MOP, Tax rates, Departments, Access Control, Fuel Prices, Fuel Configuration, etc.</p> <p><b>Payment Operations Configuration:</b> Allows the user to edit and/or access Primary Payment, Mobile Payment &amp; Loyalty Programs and site-specific configurations (For more information see the Primary Payment, Mobile Payment, and Loyalty sections.)</p>

Reports

**Site Assets:** Allows the user to run Site Asset reports.

**TLog:** Allows the user to run Transaction Log reports.

**Summary Report:** Allows the user to run Summary Reports.



# 5

## CREATE USERS



### NOTE

Before creating users, Hierarchies, Sites, and User Roles must already be configured.

1. To create new users, navigate to **Administration > User Management > Users**.
2. Click **Add User** in the top right corner of the screen.
3. Complete the required fields using the table below for reference.

Field	Description
Name	Enter in the name of the user. It is recommended to use the First and Last name in the name field.
Email	Enter in the email address for the user. It is recommended to use company email addresses when possible. The email address is used for logging into the Verifone C-Site application.
Status	Users can be set to active or deactivated if they no longer need access to the Verifone C-Site Application.
Role	Assign the role from the list that best fits the users job functions. See the Roles section for more detail on roles and role permissions.
Site Assignments	Users can be assigned to specific hierarchies, meaning they can be permitted access to only a subset of sites. If the user requires access to all sites, then select the first option under site assignments which will select all locations.

### Deleting a User

1. To delete users, navigate to **Administration > User Management > Users**.
2. Select the user from the list.
3. Select **Delete User** on the bottom left corner of the User Detail screen. To utilize the same email address, the Verifone Helpdesk must be contacted to fully remove the users email address.

## Creating an Additional Administrator Account

Only one site administrator exists when the account is created initially. If you need to create additional users with the same access level then the user's role will need to be modified.

1. Login with the current Petro Site Administrator account.
2. Navigate to the newly created or existing user and select them from the user list under
3. **Administration > User Management > Users.**
4. After the user is selected, click **Edit User** from the top right corner.
5. Update the user's role to
6. **Petro Site Admin** from the Role drop down.
7. Click **Save Changes.**

< User Name

### Edit User

Discard Save Changes

**User Details**

Name

User Name

Email

user@server.com

This email will be used to log in

Status

Active Deactivated

Role

Petro Site Admin

Delete User

Discard Save Changes



# 6 DASHBOARD

This section discusses the Verifone C-Site Management application Dashboard. The dashboard provides information on active sites, offline sites, latest sites added, pending authorization sites, and devices.

The Dashboard is located under **C-Site Management > Overview > Dashboard**.



## NOTE

Not all users will have access to all these features. Feature access will depend on a user's permissions. See the User Role and Users sections for more information.

### Dashboard

Get an overview of all devices connected to Commander on your sites.  
Use search and filter to find exactly what you need and export results in CSV.

#### 7 Active Sites

[View active sites](#)

#### 30 Offline Sites

[View offline sites](#)

#### Latest Sites

[View latest sites](#)

Store # 10

Store # 11

Store # 12

Store # 13

Store # 14

#### Pending Authorization

[View pending sites](#)

Store # 15

Store # 16

Store # 17

Store # 18

Store # 19

#### Devices

Dispenser	113
Register	35
Commander	33
other	32
Pinpad	21
DCR	16
Carwash	14
Tank Gauge	1

## Dashboard on Initial Login

Here is a sample dashboard layout with some steps already completed. You should work through each step-in sequence to properly configure the application. See the Hierarchy, Sites, Roles, and Users sections of the documentation for information on configuring each of these areas.

1. **Hierarchy:** Add and view hierarchies, which are lists of groups of sites as your business organizes them, e.g., **National > Regional > State**, etc.
2. **Sites:** Create and manipulate lists of sites that sit in various levels of the hierarchy.
3. **Roles:** Create user roles so you can assign permissions (configured by Verifone) to individual users or groups of users at one time.
4. **Users:** Create and manage user profiles for users who need to log in to perform various functions in the Cloud application.

### Welcome to Verifone® C-Site Management!

You are only a few steps away to complete the setup.  
Below are few things to configure before you can see real time data and reports.

#### 1. Hierarchy

Create a hierarchy view of your petroleum business to assign individual sites.

Create Hierarchy

#### 2. Sites

Create a list of sites and arrange them into the hierarchy.

✓ Done

#### 3. Roles

Create roles to grant and restrict access to all features for your users.

Create Roles

#### 4. Users

Create user profiles so that your sub-users could start using the application

Create Users

**📌 We are here to help**  
Feel free to contact us if you are experiencing any issues setting up your account.  
Call 1-800-VERIFONE. We are available Monday to Friday, 9am to 6pm EST time.

After you have completed all the setup steps, and have active Sites, the Dashboard will look like this:

## Dashboard

Get an overview of all devices connected to Commander on your sites.  
Use search and filter to find exactly what you need and export results in CSV.

### 7 Active Sites

[View active sites](#)

### 30 Offline Sites

[View offline sites](#)

### Latest Sites

[View latest sites](#)

Store # 10

Store # 11

Store # 12

Store # 13

Store # 14

### Pending Authorization

[View pending sites](#)

Store # 15

Store # 16


Store # 17

Store # 18

Store # 19

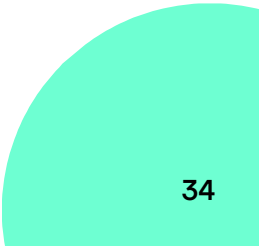
### Devices

Dispenser	113
Register	35
Commander	33
other	32
Pinpad	21
DCR	16
Carwash	14
Tank Gauge	1



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# 7 MY ACCOUNT

The My Account section allows you to view and edit details regarding to your specific user account including your name, language, and password.

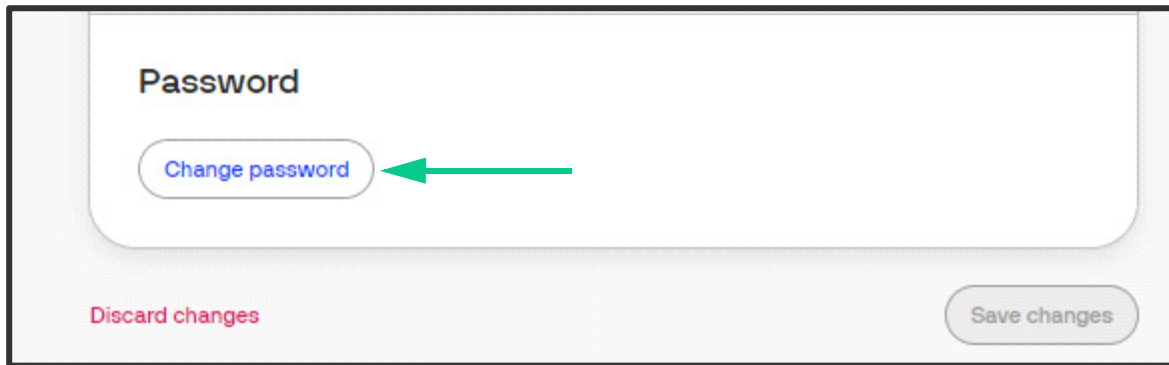
To view your account information, **click on the profile icon** in the top right corner of the Verifone C-Site Management web page after logging in. Select **My Account** from the drop down.

The first page will display the account's General Information. **To make any changes select the Edit User button in the lower right corner.**

Field	Description
First name, Middle name, Last name	Shows the users First, Middle (Optional), and Last (Optional) Name. <b>Note:</b> For some users the First Name may display the users email address or their first and last name. This can be updated in Edit User.
Organization	Shows the organizations (company) name to which the user belongs.
Organization ID	Shows the Organization ID assigned to the company. This is a unique ID that is specific to the organization.
Email	Shows the user's email address.
Roles	Shows all user roles assigned to the user. Role assignments cannot be changed in My Account. They are changed under <b>Administration &gt; Users</b> .
Status	Shows if the account is enabled or disabled.

## Changing Password

1. To change your password, login with your current username and password.
2. Select the **profile icon** in the top right corner of the Verifone C-Site Management website and choose My Account.
3. Select the **Edit user** button under the General Information section.
4. Towards the bottom of the page select the **Change password** button.



The screenshot displays a user interface for password management. At the top, the word "Password" is centered. Below it, a button labeled "Change password" is highlighted with a green arrow pointing to it from the right. At the bottom of the interface, there are two buttons: "Discard changes" on the left and "Save changes" on the right.

5. Enter in the current password in the first field. Type in the new password in the new password and Confirm new Password fields. Select Update to apply the new password.
  - Passwords must be at least eight characters long and contain at least 1 number, at least one capital letter, at least one lowercase letter, and at least 1 symbol.
  - Passwords must be different from the users last 10 passwords.

## Forgot Password

In the event a user has forgotten their password, there is a Forgot Password option at the login screen of Verifone C-Site Management.

1. To reset your password, **enter your email and select the submit button**. After the email has been sent, the user can no longer log in with their previous password. The user must reset their password following the email instructions.

**Sign in to Verifone Central**

Email

Password

protected by reCAPTCHA  
Privacy - Terms

Sign In

[Forgot password?](#)

**Forgot password**

You will shortly receive an email with further instructions.

Email

protected by reCAPTCHA  
Privacy - Terms

Submit

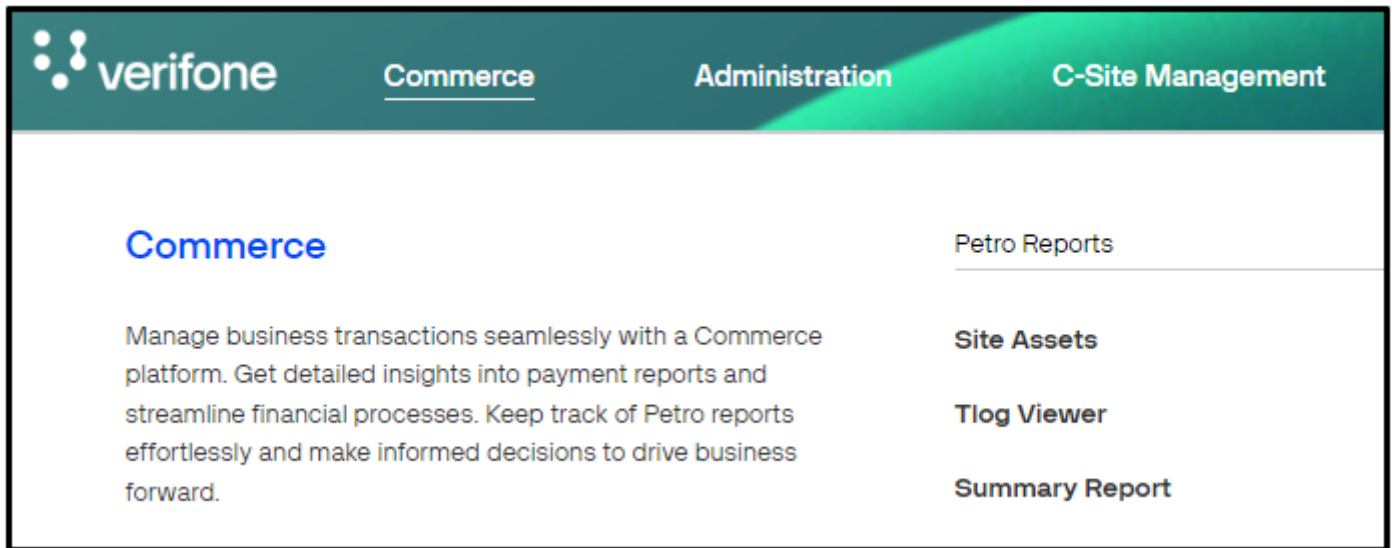
2. After the password has been reset, the user must log in with the new password.





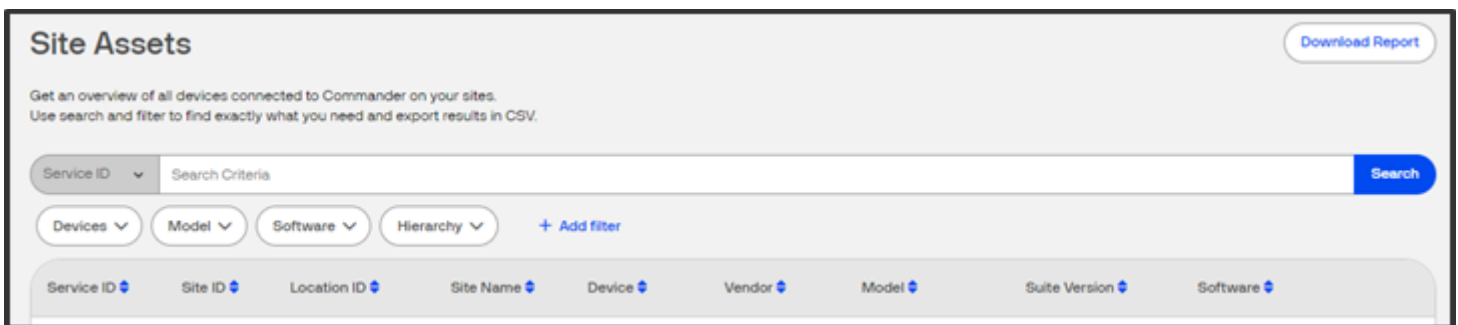
# 8 REPORTS

There are three different reporting options currently available within Verifone C-Site Management: Site Assets, Tlog Viewer, & Summary Report. Reports are located under **Commerce > Petro Reports**.

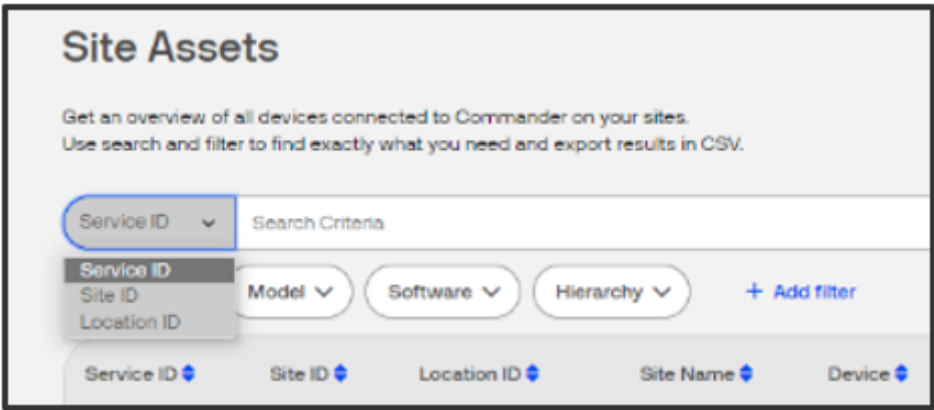


## Site Asset Reports

The site asset report provides an overview of all devices connected to the Commander at the onboarded locations. **To locate the Site Asset Report, select Commerce > Site Assets.**



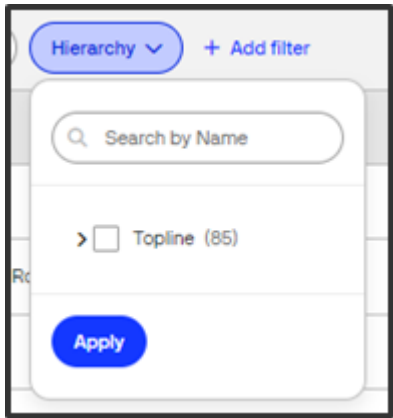
Search Functions in Site Asset Reports



To **search by Service ID**, enter the Service ID in the search field and click Search.

To **search by Site ID or Location ID**, click the Service ID drop down and change the selection. Location ID information is only available in release versions 55.01+.

To **search by name** within the Hierarchy, click the Hierarchy button and enter the name for which you wish to search, and click Apply.



To **filter results by item in the hierarchy**, click the Hierarchy button and use the checkboxes to select items (i.e., Florida and California in the screenshot below). When you have configured your search, click Apply.

The search results will appear on the Site Assets Report page.



NOTE

The items that appear beside the check boxes under the filter criteria buttons (e.g., Commander, Register, Car Wash in the screenshot above) depend on the equipment that is present at the site(s) you are including in the report.

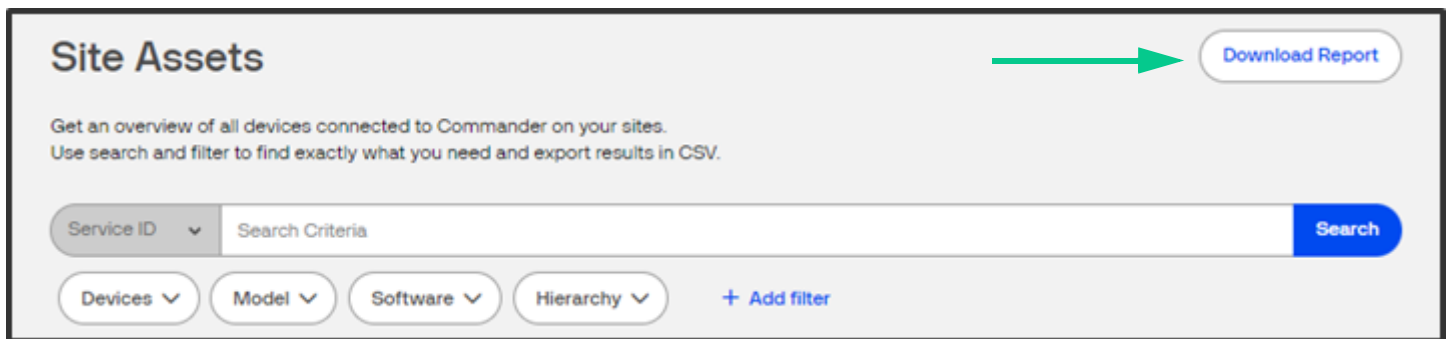
Reports can be filtered using the following criteria:

Field	Description
Devices	Shows the device type such as Dispenser, Register, Commander, PIN Pad, Other, DCR, etc.
Vendor	Shows the Vendor of the product when applicable. For example, dispensers will show the dispenser brand name when that information is available. Click <a href="#">+ Add filter to</a> see this option.
Model	Select from the model information available (e.g., Commander > Ruby Ci)
Software	Searches from the specific software for the device. For Commander software, this area shows the Release version of the software. For PIN pads it will display the entire software name and version.
Suite Version	Displays the specific Commander application version and green box version when applicable. Click <a href="#">+ Add filter to</a> see this option.
Hierarchy	Allows for the search information to narrow down locations based on their hierarchy organization. Multiple or individual sites can be selected using this option.

## Download Site Asset Report

The information shown can be downloaded in a **.csv file format** and saved to the local computer. If the information is filtered/searched, then the report download will populate with the displayed information.

Selecting **Download Report** on the Site Assets main page will prompt for the report to be downloaded.



**Site Assets**

Get an overview of all devices connected to Commander on your sites.  
Use search and filter to find exactly what you need and export results in CSV.

Service ID  Search Criteria

Devices    [+ Add filter](#)

[Download Report](#)

# Tlog Viewer

The Tlog viewer feature allows for financial transaction logs or transaction journal entries to be viewed from Verifone C-Site Management. Only the last 7-days of Tlogs are available for review.

To locate the Site Asset Report, select Commerce > Tlog Viewer.



NOTE

This feature is only available to Merchants and Retailers.

## Search Functions in Tlog Viewer

The Tlog viewer search requires a service ID or a site (one) selected from the Hierarchy drop down to perform a search.

Tlog Viewer

Download Report

Service ID

Search Criteria

Search

Created Date 8/31/2023 - 9/6/2023

Type

Hierarchy

+ Add filter

Please select a Service ID to view the Tlog

Field	Description
Service ID	(Default) Select Service ID from the drop-down menu to the left of the search criteria text box and enter the site’s service ID.
Date: Predefined	Choose from Today, Yesterday, or up to the <b>last 7 Days</b> .
Date: Custom	Select a date using the calendar controls. You can only select the last 7 days.
Type	Use the check boxes to select Financial and/or Journal entries. Financial is selected by default but can be changed by selecting the Type drop down.
Hierarchy	Use the check boxes to select Site Names from the Hierarchies configured within C-Site.
Add Filter: Trans Types	Use the check boxes to select from the transaction types configured on the system.

Add Filter: Journal Types	Use the check boxes to select from the journal entry types configured on the system.
Results per Page	Select how many entries you wish to view at a time (Default is 10).

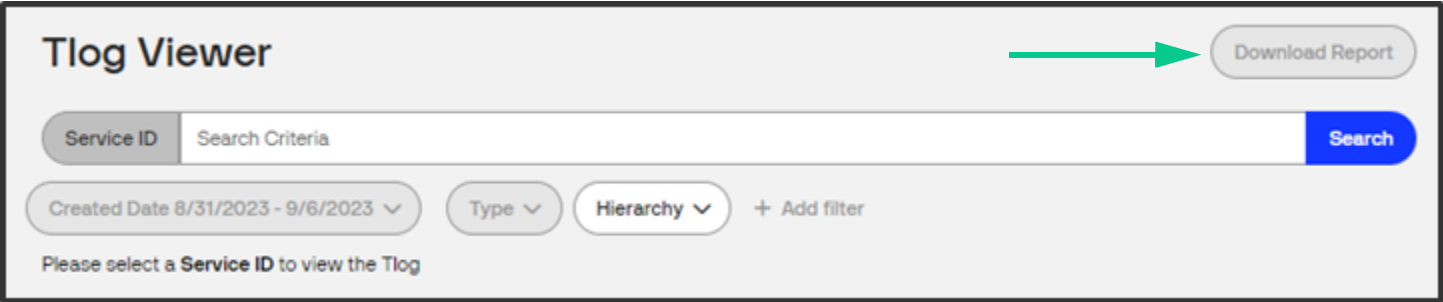


**NOTE**

Click on the record to view the transaction details. Details will vary based on the transaction type selected. Transaction logs will never display full card numbers.

Download Site Asset Report

The information shown can be downloaded in a **.csv file format** and saved to the local computer. If the information is filtered/searched, then the report download will populate with the displayed information. Selecting **Download Report** on the Tlog Viewer page will prompt for the report to be downloaded.



# Summary Report

The Summary Report provides data about merchandise sales by category and fuel sales. To access the summary report in Verifone C-Site Management go to **Commerce > Summary Report**.



NOTE

This feature is only available to Retail administrators and their users.

## Summary Report

Service ID

Search Criteria

Search

Date ▾

Hierarchy (+1) ▾

Clear filters

Please select the **Date** to get the report

To **view the summary report**, a date and location must be selected. Location can be located by using the Service ID or the Hierarchy selection. **Select the date and sequence number result to view the summary report details.**



NOTE

Only **one date can be selected** at a time. **Reports are archived within Verifone C-Site Management and accessible for only one week.** The week is based on a calendar week and not the site's day close.

## Summary Report Details

Field	Description
Site Information	Shown in the top row. From here, you can click See Site Info to view the site's information, but this will exit the report and you will have to generate it again.
Period Open/Close	Shows the date selected for the report.
<b>Merchandise Sales</b>	
Category	Shows the Category number for the transactions.
Description	Shows the category description for the transactions. This is configured in the POS system itself.
Sales	Shows the sale amount for each transaction.
Void Amount	Shows the dollar amount on sales cancelled by the cashier.
Void Count	Shows the number of cancelled sales.
Overall Total	This row shows the totals for each column for every transaction in the period.
<b>Fuel Sales</b>	
Fuel Cnt	Shows the total number of fuel sales transactions.
Fuel Amt	Shows the dollar amount of fuel sales.
Fuel Gallons	Shows the number of gallons of fuel sold per transaction.
Void Fuel Cnt	Shows the total number of fuel sales cancelled by the cashier.
Void Fuel Amt	Shows the dollar amount of cancelled fuel sales.
Drive Off Cnt	Shows the number of fuel sale transactions that were not paid for.
Drive Off Amt	Shows the total dollar amount from unpaid-for fuel sale transactions.





# 9

## PASSWORD MANAGEMENT (ENTERPRISE)



### NOTE

Password Management requires Verifone Commander 56.01 release version.

Enterprise Password Management in Verifone C-Site Management allows for password settings to be configured and managed in the cloud, and then transmitted to a single or multiple Verifone Commanders. Support for password remote management within the Verifone C-Site Management application requires software **Release 56.01** or higher.

### Configuration Syncing

#### Initial Onboarding

When the Verifone Commander is initially onboarded into the cloud, if it is on Release 56.01 or higher, it will transmit its current password management to the Verifone C-Site Management application.

The current password management is only transmitted to the Verifone C-Site Management application during the initial onboarding.

#### Configuration Updates

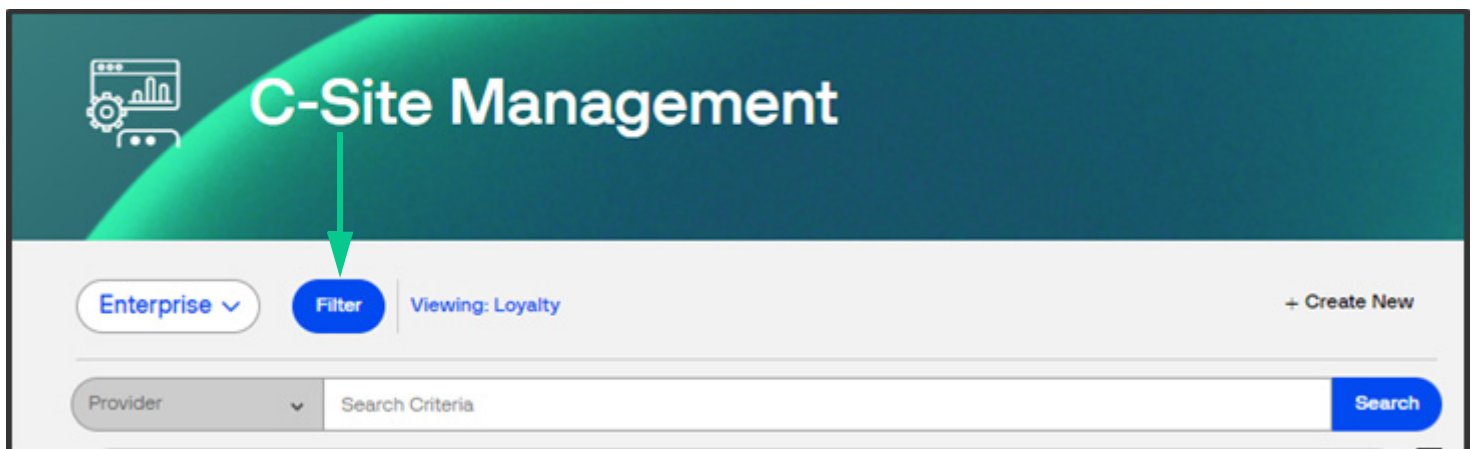
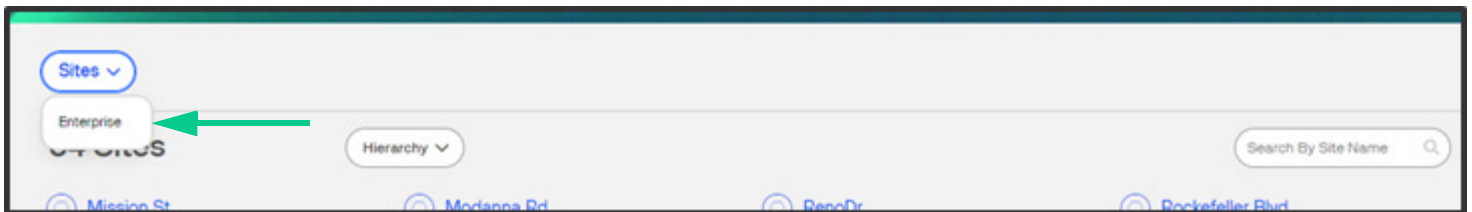
- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be accessed and transferred to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- After the site is onboarded to the cloud, User Administration will still be available within Verifone Configuration Client.
- If there are local changes within Verifone Configuration Client made to the User Administration at the site, these changes will **NOT** be transmitted to Verifone C-Site Management.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.

## Password Management

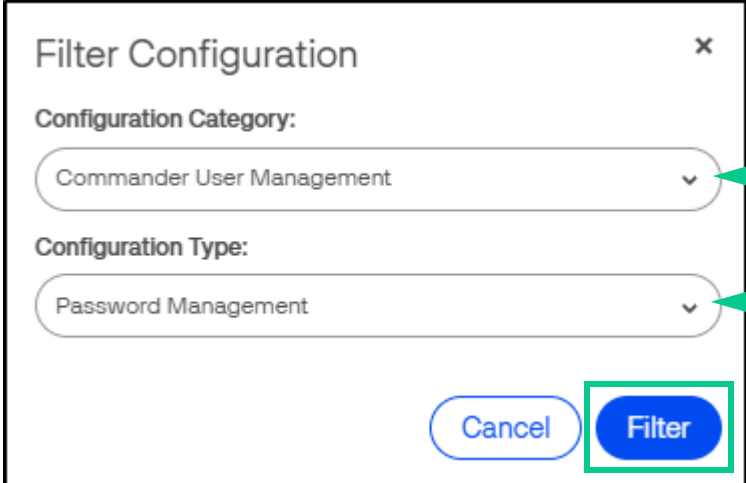
Managing passwords in Verifone C-Site Management involves securely storing and accessing passwords from single or multiple Verifone Commanders. This is done using Password Management.

### Manage Passwords

1. To manage passwords, navigate to **C-Site Management > Configuration > Site Management** and select the **Sites** drop-down menu and switch the view to **Enterprise**.

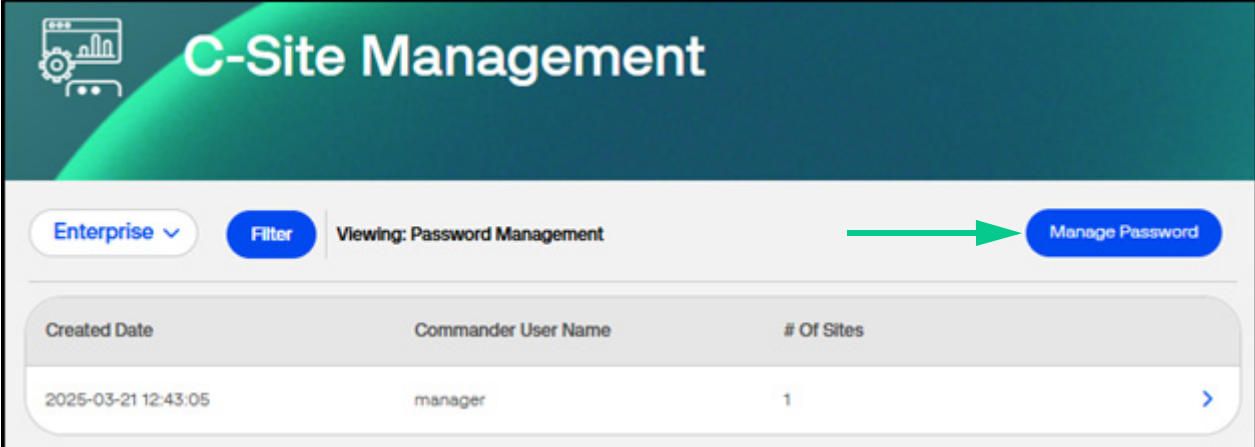


2. After navigating to the Enterprise view, select **Filter** in the middle of the screen.



The image shows a 'Filter Configuration' dialog box with a close button (X) in the top right corner. It contains two dropdown menus: 'Configuration Category' with 'Commander User Management' selected, and 'Configuration Type' with 'Password Management' selected. Two green arrows point to these dropdowns. At the bottom, there are 'Cancel' and 'Filter' buttons, with the 'Filter' button highlighted by a green rectangle.

3. Select **Commander User Management** from the Configuration Category drop-down menu.
4. Select **Password Management** from the Configuration Type drop-down menu.
5. Click **Filter** to view Password Management.



The image shows the 'C-Site Management' dashboard. The header has a green gradient background with a gear icon and the text 'C-Site Management'. Below the header, there is a navigation bar with 'Enterprise' (dropdown), 'Filter' (button), and 'Viewing: Password Management'. A green arrow points to the 'Manage Password' button. Below the navigation bar is a table with the following data:

Created Date	Commander User Name	# Of Sites
2025-03-21 12:43:05	manager	1

6. Click **Manage Password** to select and edit a password at one or more Verifone Commanders.

## Manage Password ×

Commander User Name

New Password

Confirm Password

Select Site(s)

☐ > VFI Petro Engineering (3)

Discard
Validate

**Password Guidelines**

- ✓ At least one uppercase letter
- ✓ At least one digit
- ✓ Must not contain leading or trailing space(s)
- ✓ Password length between 7 and 40 characters
- ✓ Passwords must match

\* You cannot reuse your last four passwords.

\* Feature is available from 56.01 onwards

- Key in the Commander User Name for the selected site(s).
- Key in the new password using the Password Guidelines on the right side of the form.
- Key in the new password again to confirm.
- Search or select the sites for the new password.
- Click on **Validate** to make sure Commander User Name is correct and the new password meets the criteria OR click **Discard** to remove changes.

Manage Password

1 sites : Password accepted. These sites will be updated after you click apply changes!

Site Name	Status	Service ID	Site Status	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
April Release	SUCCESS	8930076	ACTIVE	

1 to 1 of 1

Back

Apply Changes

12. If the Password Validation is successful, click **Apply Changes** OR **Back** to correct the entries.

manager Report Details

Download Report

Download Report

Site Name	Service ID	Site Status	Status	Failure Reason
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
April Release	8930076	ACTIVE	APPLIED	

1 to 1 of 1

Page 1 of 1

13. After the new password is applied, Download Report if needed. The sites can be filtered on the Manager Report Details by clicking on the column headers.

Password Creation Errors

If the new password does not meet the guidelines and the Verifone Commander rejects it, an error will display.

Manage Password

1 sites : Password was not accepted. Please refer to the information below. These sites will not be updated!

Site Name	Status	Service ID	Site Status	Description
April Release	ERROR	8930076	ACTIVE	<div>Re-use of recent password not... Re-use of recent password not allowed.</div>

1 to 1 of 1

Back

Apply Changes

If the username does not match the configuration in Verifone Commander, an error will display.

Manage Password

1 sites : Password was not accepted. Please refer to the information below. These sites will not be updated!

Site Name	Service ID	Site Status	Status	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
April Release	8930076	ACTIVE	ERROR	User configuration not found. <div>User configuration not found.</div>

1 to 1 of 1

Back

Apply Changes





# 10 LOYALTY (ENTERPRISE)

Loyalty Configuration in Verifone C-Site Management allows for Loyalty settings to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support Loyalty remote management within the Verifone C-Site Management application requires software **Release 54.00** or higher.

## Configuration Syncing

### Initial Onboarding

When the Verifone Commander is initially onboarded into the cloud, if it is on Release 54.00 or higher, it will transmit its current Loyalty configuration to the Verifone C-Site Management application.

The current configuration is only transmitted to the Verifone C-Site Management application during the initial onboarding.

### Configuration Updates

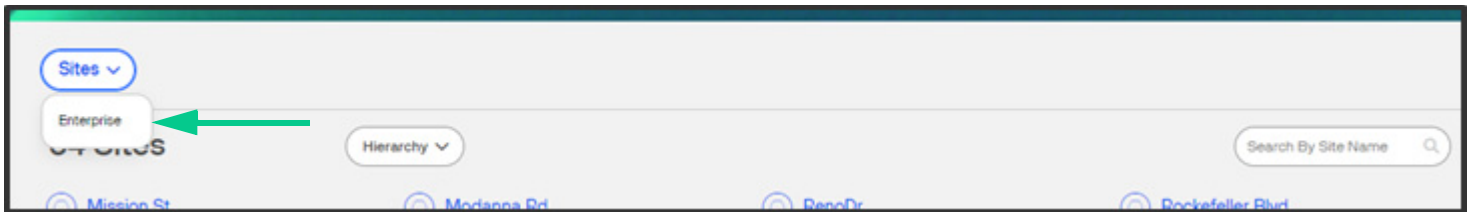
- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be accessed and transferred to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- After the site is onboarded to the cloud, Loyalty Configuration will still be available within Verifone Configuration Client.
- If there are local changes within Verifone Configuration Client made to the Loyalty Payment Configuration at the site, these changes will **NOT** be transmitted to Verifone C-Site Management.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.

## Loyalty Programs

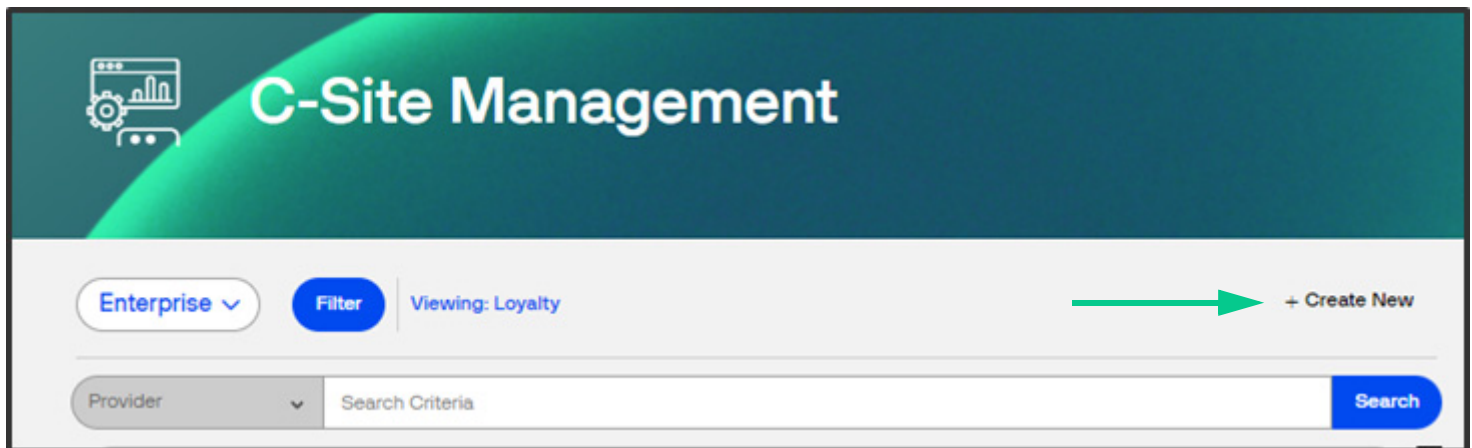
The loyalty payment program allows for different loyalty programs to be generated and assigned to multiple sites with specific Merchant IDs (MIDs) for each location. Loyalty Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

## Create Program

1. To create a new Loyalty program, navigate to **C-Site Management > Configuration > Site Management > Select the Sites drop down** and switch the view to **Enterprise**.



2. After navigating to the Enterprise view, select **+ Create New** in the top right corner.



3. From the Create New Data Set pop-up, select the Configuration Category of **Payment Operations**. Select the Configuration Type of **Loyalty**.

A screenshot of the 'Create New Data Set' pop-up form. The form has a title bar with a close button (X). It contains two dropdown menus: 'Configuration Category:' with 'Payment Operations' selected, and 'Configuration Type:' with 'Loyalty' selected. Below the dropdowns, there is a red warning message: 'Warning: You will need Merchant ID(s) to create a program.' At the bottom, there are two buttons: 'Cancel' and 'Continue'.

- Click **Continue** to open the creation form.
- Complete the following parameters shown specific to the Loyalty Program being configured. **See table below for details on each field.**

## Create Loyalty Program

COMM PARAMS & SETTINGS

CARD(S)

SITE(S) ASSIGNMENT

MIDS

REVIEW

DONE

← Back

Save & Next →

### Choose a template

☒ Create new

☐ Clone from existing

#### General

Configuration Name\*

Provider\*

Program Name\*

#### Communication Parameters

IP/Host\*

Port\*

Heartbeat(seconds)\*

TLS

☐ Enable TLS

#### Settings

☐ Enable Barcode Scan

☐ Enable Card Download

☐ Display FEP Inside for Multiple Loyalty

☐ Display FEP Outside for Multiple Loyalty

Receipt Offline Message\*

Field	Description
Create New or Clone from Existing	To create a new loyalty program, select the Create New bullet. To copy settings from another loyalty program to be modified, select Clone from existing. (See next section for more details)
Configuration Name	The specific name for the loyalty provider.
Provider	Select the loyalty provider from the list that is used to host the name. The list is a pre-defined selection of approved loyalty hosts.
Program Name	Sets the Program ID for the loyalty program.
IP/Host	Sets the IP address of the loyalty host. (Provided by loyalty host)
Port	Communication Port Number for the primary loyalty host (Provided by loyalty host)
Heartbeat (seconds)	Sets the interval in seconds between network status checks from the Electronic Payment Server to the Loyalty Host. Minimum amount allowed is 120 seconds.
Enable TLS	Enables the use of secure Transport Layer Security (TLS) connection to the loyalty host. When TLS is used, data is encrypted over the communication line.
Program Settings	<p><b>Enable Bar code Scan</b> - Enables bar code scanning for the related FEP.</p> <p>Display FEP inside for Multiple Loyalty -Displays loyalty programs at the POS when multiple loyalty is used.</p> <p><b>Enable Card Download</b> - Allows the loyalty host to send down loyalty cards through the Loyalty Card Table Download function.</p> <p><b>Display FEP Outside for Multiple Loyalty</b> - Displays the Loyalty Program at the DCR when multiple loyalty is used.</p>
Receipt Offline Message	When loyalty is offline the message entered here will print on the receipt.

6. Select **Save & Next** to save the parameters entered.

Clone from Existing Program

- 1. If the Clone from Existing Program is selected on the Create Program form, it will prompt to search for the name of the program to clone.

Choose a template

☐ Create new

☒ Clone from existing

Search Configuration

← Back

Save & Next →

- 2. After completing the search function, select clone or view from the return list displayed.

Choose a template

☐ Create new

☒ Clone from existing

Search Configuration

test

Configuration Name	Provider	Program Name	Host	Port	View	Clone
Testing_qat_loyalty	PCATS	testing_sanity	localhost	2000		
testing_qat_2_prog	PCATS	testing_qat_2_prog	localhost	2000		
Test-qat	PCATS	Test-qat	192.365.365	250		

- 3. Enter in the Configuration Name and Program Name for the configuration. Make any additional changes to the communication parameters and program settings before continuing. **See the table above for more details on each field.**

Add Loyalty Cards

- 1. The next section on the Create Program form allows loyalty cards to be added to the program.
- 2. If an Alternate ID is allowed with the loyalty card, select the check mark next to ‘Add Alternate ID’. An Alt ID Card name will be automatically added to the table. Alternate ID cannot be edited, it is only enabled by being added to the card table.
- 3. Select ‘**Add Another Card**’ to add additional loyalty cards to the list.

Card(s)

☒ Add Alternate ID

Card Name	Abbreviation	Lower ISO	Upper ISO	PAN Length	Enabled	Edit	Remove
AltId	AD	0000000000	9999999999	10	<input checked="" type="checkbox"/>		

Add Another Card

- 4. Complete the entry fields for the specific loyalty card being used.

Field	Description
Card Disabled	Disables the loyalty card.
Card Abbreviation	Two-character abbreviation for the card.
Lower Iso	Sets the lower value of the card bin range. The entered card number must be greater than or equal to this number to match the table entry. For standard bar codes and mag stripe loyalty cards this will be the first six-digits. For GS-128 bar codes, ‘8018’ is a special application ID and is required as the first four-digits of the Lower ISO range followed by the first two-digits of the bar code.
Upper Iso	Sets the upper value of the card bin range. The entered card number must be less than or equal this number to match the table entry. For standard bar codes, GS-128 bar codes, and mag stripe this will be the same as the lower ISO range or ending range value.
Pan Length	Sets the number of digits that are used with each card or barcode. Mag-stripe loyalty cards use 16-digits. Standard bar codes used 12-digits. GS-128 bar codes use 22-digits.

5. Select **Save in the Card** window to save the card. Add any additional cards needed for the specific loyalty program.
6. Select **Save & Next** to proceed to the Site Assignment Area.

## Site Assignment

The site assignment section displays a list of sites that have been onboarded to your C-Site Management account.

1. Select the sites this loyalty should apply to from the list. Selecting the top level of a group will select all sites within that group.
2. Select **Save & Next** after the sites are selected.

The screenshot shows the 'Site(s) Assignment' screen in the Verifone C-Site Management User Guide. At the top, there is a progress bar with six steps: 'COMM PARAMS & SETTINGS', 'CARD(S)', 'SITE(S) ASSIGNMENT' (which is the current step and highlighted with a blue circle), 'MIDS', 'REVIEW', and 'DONE'. Below the progress bar, there are two buttons: '← Back' on the left and 'Save & Next →' on the right. The main content area is titled 'Site(s) Assignment' and contains a list of sites. At the top of this list, there are four links: 'Expand All', 'Collapse All', 'Select All', and 'Deselect All'. Below these links, there are two items in the list: 'Topline (57)' with a checked checkbox and 'CMDR RFSH' with an unchecked checkbox.

Loyalty Merchant ID (MID)

Each location must have a merchant ID (MID) assigned to it for the loyalty provider. The MID allows the loyalty host to identify the site for transactions. Every location will have a unique MID.

Enter in the Merchant ID to the right of each selected location. Be sure to enter in the correct MID for each site as it is the loyalty provider’s unique identifier for the site.

MIDs

Bulk Upload

Service Id	Site Id	Site Name	Address	MerchantId
4557850	CLW QA	CLW QA	Not Present	<div>86753099</div>

There is an optional **Bulk Upload** feature that allows a spreadsheet to be utilized to import multiple MIDs at one time.

To complete a Bulk Upload for Loyalty MIDs, select the Bulk Upload button on the form, export the template, complete the form, and upload the file to the MID section.

MIDs

Tabular view

Export Template

Drag and drop XLSX file here

OR

Browse files

Upload File



Review the Parameters

Before applying the parameters, you can review the selections and entries made to confirm they are correct. At the bottom of the form, the Card(s) and Site(s) Assignment are collapsed. To expand those sections, click the title to expand or collapse those sections.

Click **Save & Next** to apply the configuration.

Review

COMM PARAMS & SETTINGS

Configuration Name  
Example

Communication Parameters

Provider	Program Name		
FIS	Example		
IP/Host	Port	Heartbeat(seconds)	TLS
localhost	2000	6000	<input checked="" type="checkbox"/> Enable TLS

Program Settings

☐ Enable Barcode Scan

☐ Enable Card Download

☒ Display FEP Inside for Multiple Loyalty

☒ Display FEP Outside for Multiple Loyalty

Receipt Offline Message  
this is test msg

CARD(S)

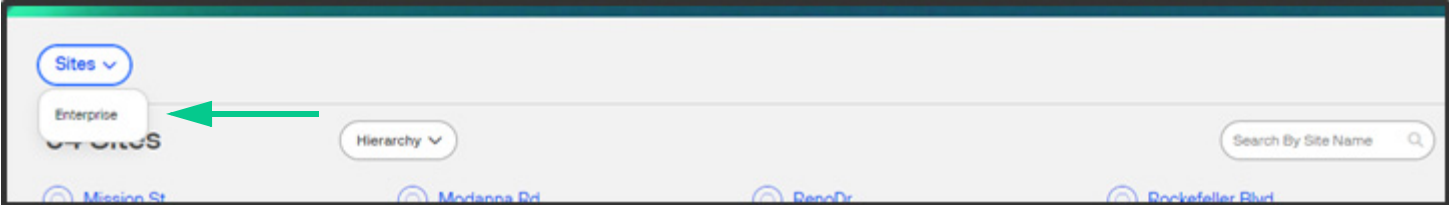
SITE(S) ASSIGNMENT

← Back

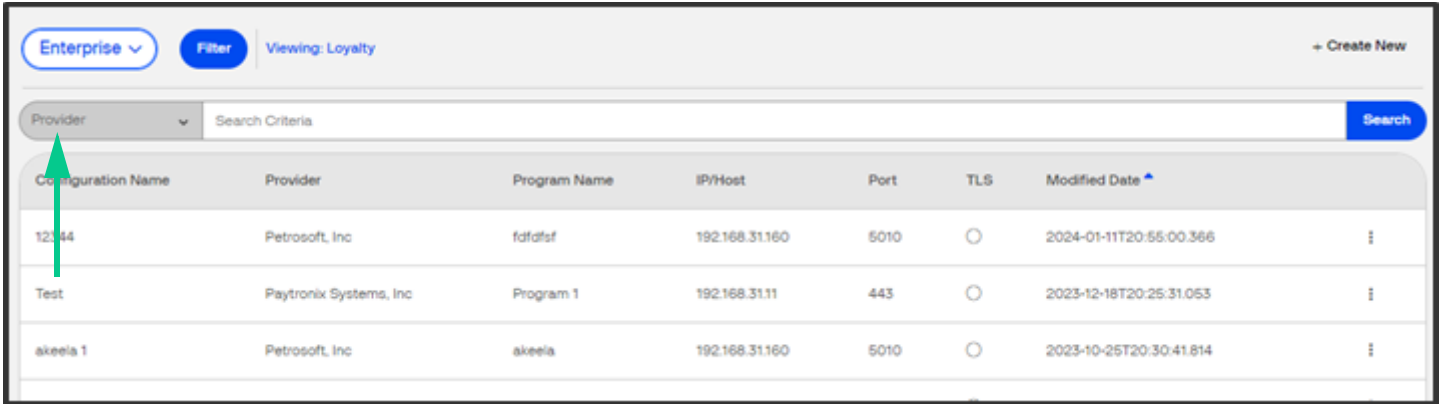
Save & Next →

View Existing Loyalty Programs

- 1. To create a new Loyalty program, navigate to **C-Site Management > Site Management > Select the Sites drop down** and switch the view to **Enterprise**.



- 2. Check the Viewing selection to the right of the filter button. If it is set to **Viewing: Loyalty**, then use the Filter function to switch to Loyalty (Configuration Category: Payment Operations | Configuration Type: Loyalty).
- 3. All loyalty programs will be displayed. To search for a specific loyalty configuration, use the drop down to the left of the search criteria bar to switch between loyalty provider, configuration name, or program name.
- 4. Select the **three dots** to the right of the Program Name view.
- 5. Click **View**.



VCF 2025 Details

Payment Operations

Loyalty

VCF 2025

General

Cards

Sites

General

Communication Parameters

Settings

FEP Enabled

Configuration Name

VCF 2025

Provider

Keystone Petroleum

Program Name

VCF 2025

IP/Host

google.com

Port

443

Heartbeat (seconds)

300

TLS

☒ Enable TLS

Enable Barcode Scan

Enable Card Download

Display FEP Inside for Multiple Loyalty

Display FEP Outside for Multiple Loyalty

Receipt Offline Message

See Cashier



# 11

## MOBILE PAYMENT (ENTERPRISE)

Mobile Payment Configuration in Verifone C-Site Management allows for Mobile Payment settings to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support Mobile Payment remote management within the Verifone C-Site Management application requires software **Release 53.41** or higher.

Mobile Payment Configuration in Verifone C-Site Management does NOT set up the Method of Payment (MOP), touchscreen, and DCRs. For details on how to configure Mobile Payments locally within Verifone Configuration Client see the Mobile Payment Feature Reference guide.

### Configuration Syncing

#### Initial Onboarding

- When the Verifone Commander is initially onboarded into the cloud, if it is on Release 53.41 or higher, it will transmit its current Mobile Payment configuration to the Verifone C-Site Management application.
- The current configuration is only transmitted to the Verifone C-Site Management application during the initial onboarding. If the Program Name does not exist, then the Verifone C-Site Management application will create a Program Name and store it.
- If a Program Name exists in Verifone C-Site Management that matches the Program Name in the site's local Mobile Payment Configuration, Verifone C-Site Management program will automatically update the site's configuration.

#### Configuration Updates

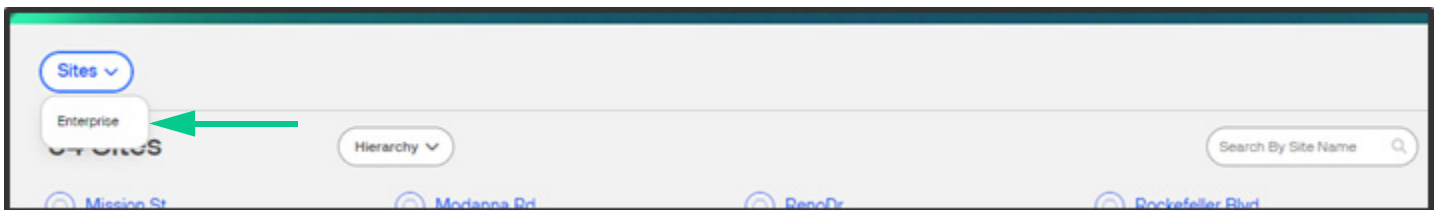
- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be sent to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- After the site is onboarded to the cloud, Mobile Payment Configuration management will still be available within Verifone Configuration Client.
- If there are local changes within Verifone Configuration Client made to the Mobile Payment Configuration at the site, these changes will NOT be transmitted to Verifone C-Site Management.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.

## Mobile Payment Programs

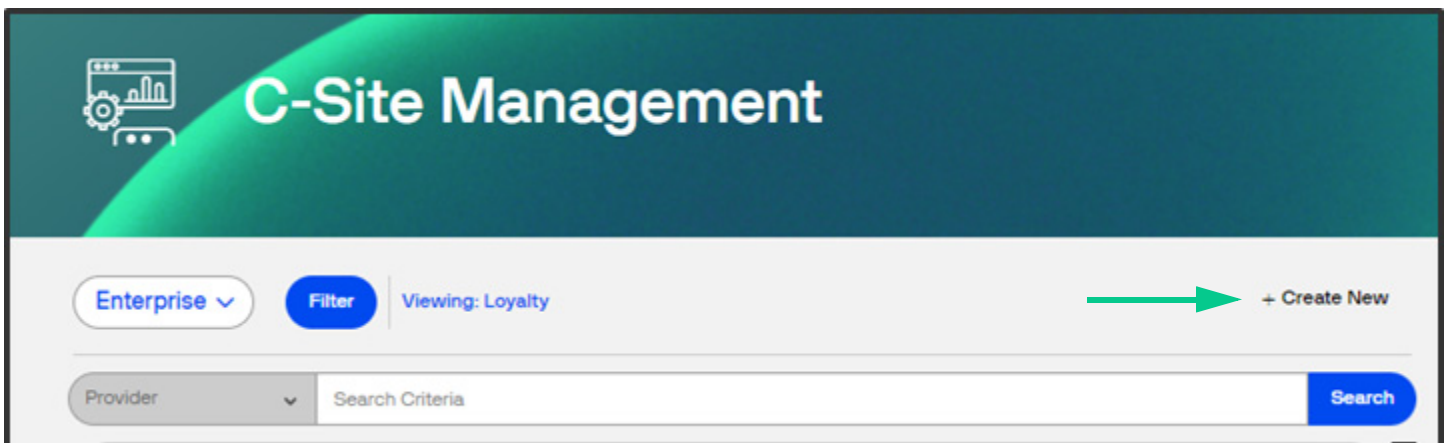
The Mobile Payment Program page allows multiple mobile payment configurations to be built and assigned to each site. Each program has a specific individual Program Name. Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

### Create Program

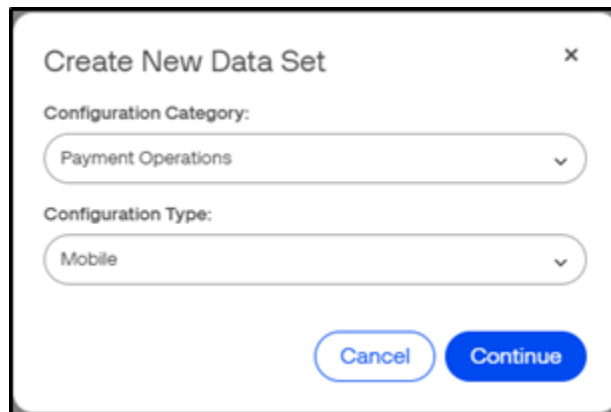
1. To create a new Mobile program, navigate to **C-Site Management > Configuration > Site Management > Select the Sites drop down** and switch the view to **Enterprise**.



2. After navigating to the Enterprise view, select **+ Create New** in the top right corner.

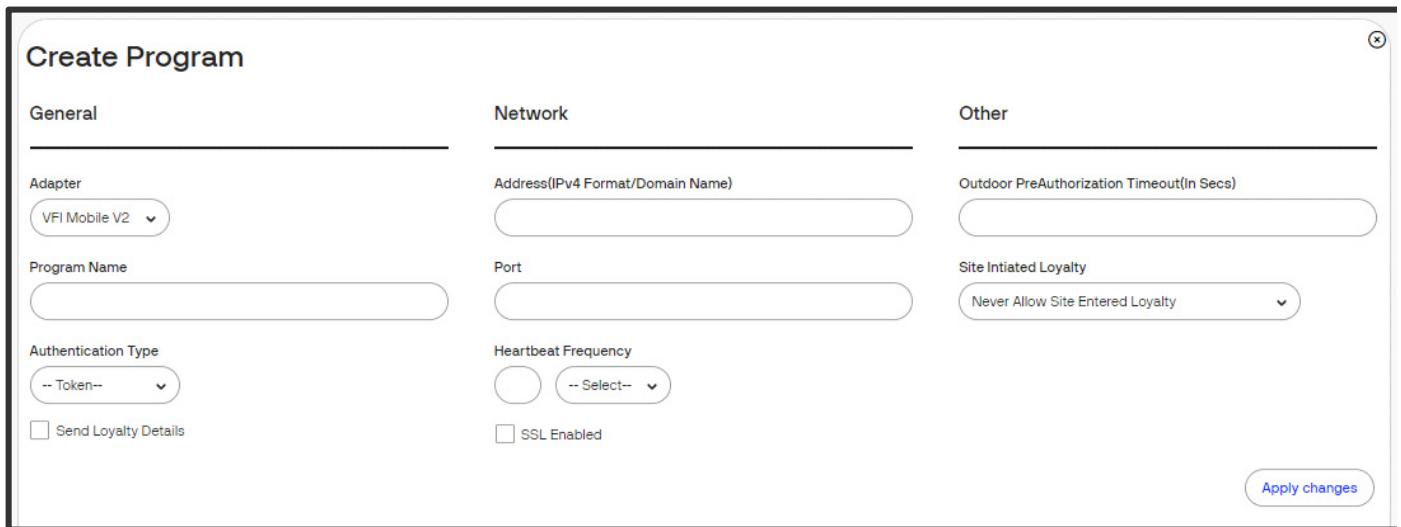


3. From the Create New Data Set pop up, select the Configuration Category of **Payment Operations**. Select the Configuration Type of **Mobile**.



A dialog box titled "Create New Data Set" with a close button (X) in the top right corner. It contains two dropdown menus: "Configuration Category:" with "Payment Operations" selected, and "Configuration Type:" with "Mobile" selected. At the bottom are two buttons: "Cancel" and "Continue".

- Click **Continue** to open the creation form.
- Complete the following parameters shown specific to the Mobile Payment Host being configured. **See table below for details on each field.**



A form titled "Create Program" with a close button (X) in the top right corner. It is divided into three columns: General, Network, and Other.

General	Network	Other
<b>Adapter</b> VFI Mobile V2 ▼	<b>Address(IPv4 Format/Domain Name)</b> <input type="text"/>	<b>Outdoor PreAuthorization Timeout(In Secs)</b> <input type="text"/>
<b>Program Name</b> <input type="text"/>	<b>Port</b> <input type="text"/>	<b>Site Initiated Loyalty</b> Never Allow Site Entered Loyalty ▼
<b>Authentication Type</b> -- Token-- ▼	<b>Heartbeat Frequency</b> <input type="radio"/> -- Select-- ▼	
<input type="checkbox"/> Send Loyalty Details	<input type="checkbox"/> SSL Enabled	
<a href="#">Apply changes</a>		

- Select **Apply Changes** to save the parameters entered.

Field	Description
Adapter	Select the communication standard being used: <ul style="list-style-type: none"> <li>• <b>VFI Mobile V1</b> - Connexus V1 Standard</li> <li>• <b>VFI Mobile V2</b> - Connexus V2 Standard</li> </ul>
Program Name	The program name is specific to the Mobile Payment Configuration. This parameter must be unique as it is the identifier for the Mobile Payment Configuration.
Authentication Type	<ul style="list-style-type: none"> <li>• <b>Scan Token</b> - QR Code Generated on the Mobile Payment Application is scanned using the POS Scanner</li> <li>• <b>Enter Token</b> - Customer or cashier enters a token on the PIN pad.</li> <li>• <b>Display Token</b> - A token for the customer to enter on PIN pad.</li> <li>• <b>Generate Token</b> - Both Display Token and Generate Token display a token on the PIN pad to be scanned or entered for authenticating the transaction. If a site has different Mobile Payment programs configured with Generate Token authentication type for all, the customer is not prompted to select a mobile payment program during the transaction. After selecting the mobile MOP, the PIN pad displays a QR code instead of a mobile payment programs election.</li> </ul>
Send Loyalty Details	Enabling this flag sends SLA/EPS loyalty program details to the Mobile Host Provider.
Address (IPv4 Format/ Domain Name)	Host IP or URL (IPv4 Format or HTTP domain name)
Port	Communication Port Number
Heartbeat Frequency	The time after which the Verifone Commander pings the mobile program host to check connection. If the host is offline, a mobile host offline alarm message will appear on the POS.
SSL Enabled	Enables Secure Socket Layer (SSL) for client/host communications.
Outdoor PreAuthorization Timeout (In Secs)	The DCR pre-authorization time out in seconds.
Site Initiated Loyalty	Select the site-initiated loyalty settings for outdoor transactions: <ul style="list-style-type: none"> <li>• <b>Never Allow Site Entered Loyalty</b> - Only allows mobile loyalty.</li> <li>• <b>Allow Site Entry i.e., Swiped Loyalty Card</b>- Both swiped and mobile loyalties allowed.</li> <li>• <b>Allow Site Entered Loyalty if no Mobile Loyalty</b> - Allows swiped loyalty if there is no mobile loyalty.</li> </ul>



## Edit an Existing Program

1. To edit an existing Mobile program, navigate to **C-Site Management > Site Management > Select the Sites drop down** and switch the view to **Enterprise**.
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Mobile**, then use the Filter function to switch to Mobile (Configuration Category: Payment Operations | Configuration Type: Mobile).
3. Select the **three dots** to the right of the Program Name view/edit.
4. Click **View/Edit**.
5. The **General** tab will display by default. The **Sites** tab will show which locations have this program applied.

**MOBILE TEST Details**

Payment Partner: Mobile

**MOBILE TEST**

**General** | Sites

Adapter: VFI Mobile V1

Address (IPv4 Format/Domain Name): google.com

Port: 10003

SSL: ☒

Outdoor PreAuthorization Timeout(In Secs): 180

Program Name: MOBILE TEST

Port: 10003

Site Initiated Loyalty: Never Allow Site Entered Loyalty

Authentication Type: Scan token

Heartbeat Frequency: 60 Seconds

Send Loyalty Details: ☒

SSL Enabled: ☒

Remove Program

6. After changes have been made to the configuration, confirm that those changes are correct and select **Apply changes** in the top right corner of the screen.

**MOBILE TEST Details**

Payment Partner: Mobile

**MOBILE TEST**

**General** | Sites

Apply changes

Discard

## Delete an Existing Program



### WARNING

Deleting the existing program within the Enterprise configuration will delete the Mobile configuration from any associated sites.

1. To delete an existing Mobile program, navigate to **C-Site Management > Site Management > Select the Sites drop down** and switch the view to **Enterprise**.
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Mobile**, then use the Filter function to switch to Mobile (Configuration Category: Payment Operations | Configuration Type: Mobile).
3. Select the **three dots** to the right of the Program Name you wish to remove.
4. Click **View/Edit**.
5. Use the **Sites** tab to see which sites have the Mobile program applied to it.
6. Use the **General** tab to remove the program, by selecting **Remove Program** in the bottom right corner of the screen.

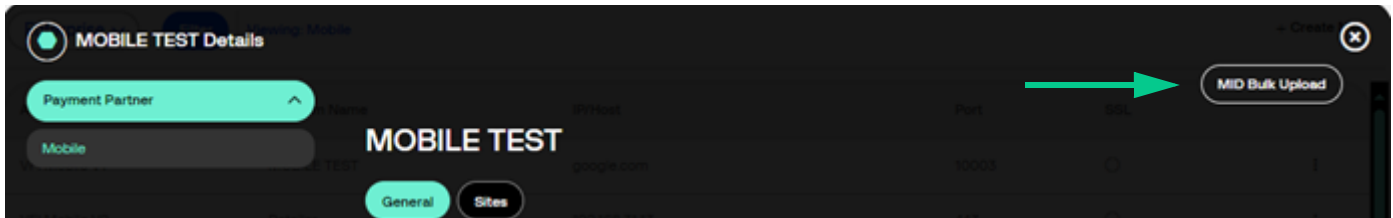
The screenshot shows the 'Retailer Details' screen in the Verifone C-Site Management interface. The 'Viewing: Mobile' tab is selected. The 'General' tab is active, displaying fields for Adapter, Address, Port, and other configuration details. A red arrow points to the 'Remove Program' button in the bottom right corner.

## MID Bulk Upload

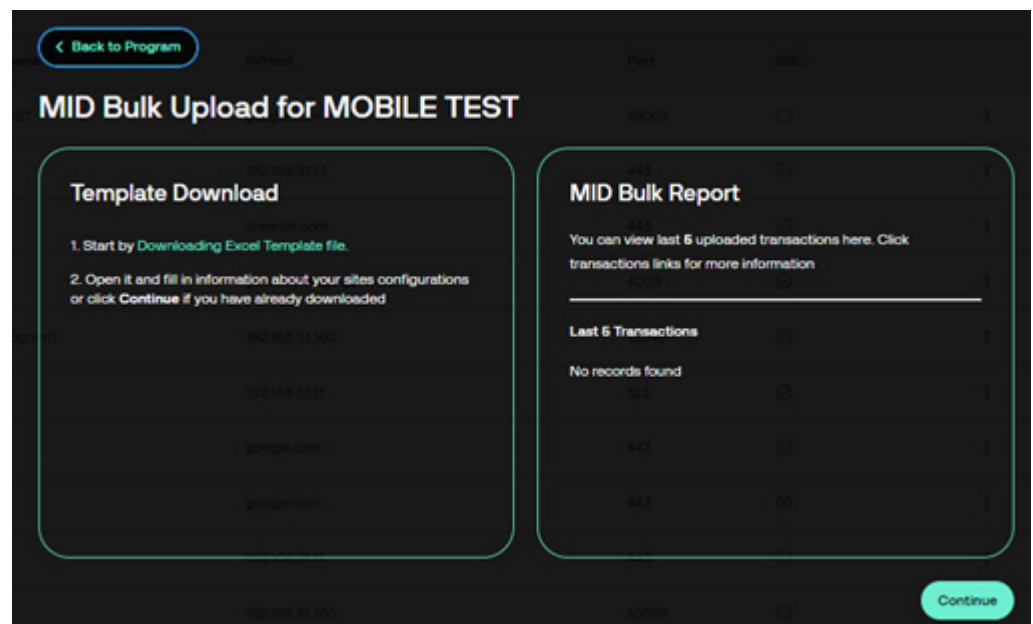
MID Bulk Upload feature allows for site specific MIDs to be added in bulk for one specific program. This feature is useful for onboarding multiple sites within a new Mobile Payment host program.

**The MID Bulk upload feature requires the site's service ID and the site specific MID to be known.**

1. To use MID Bulk Upload, navigate to **C-Site Management > Site Management > Select the Sites drop down** and switch the view to **Enterprise**.
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Mobile**, then use the Filter function to switch to Mobile (Configuration Category: Payment Operations | Configuration Type: Mobile).
3. Select the **three dots** to the right of the Program Name you wish to remove.
4. Click **View/Edit**.
5. Select **MID Bulk Upload** in the top right corner of the Site selection screen.



6. Select the **Downloading Excel Template File** link on the Template Download screen. After the template is downloaded, fill in the Service ID fields along with the associated site MIDs.
7. **Save the document to your computer** and click Continue on the Template Download screen.



8. Either drag and drop the saved Service ID / MID list file into the dotted lines or browser for the files. After the file is found, select the **Upload File** button.

**MID Bulk Upload for MOBILE TEST**

Open the template which you have downloaded and fill it with information about your sites. Save the file and upload it below.

Drag and drop XLSX file here  
Or  
**Browse files**

**Back** **Upload File**

9. The screen will return to the MID Bulk Upload form. A “Done” message will appear in the left side of the screen. To upload more MIDs to the selected program, select **Upload Again**.
10. To view the result of the upload, select the MID Bulk Report on the left column. The **MID Bulk Report** will display the last five MID Bulk Upload results. It is recommended to review the results after the upload to confirm if the MID was successfully uploaded to the entered Service ID.

**MID Bulk Upload for MOBILE TEST**

**Done**

Upload process for transaction MOBILE TEST 03-26-24 21:00 PM is completed.

**Upload Again**

**MID Bulk Report**

You can view last 5 uploaded transactions here. Click transactions links for more information

**Last 5 Transactions**

MOBILE ... 3/26/24 5:00 PM **COMPLETE**

**MID Bulk Report**

Service ID	MID	Status	Reason
test	test	failed	Invalid Service Id

# 12 PRIMARY PAYMENT (ENTERPRISE)

Primary Payment Configuration in Verifone C-Site Management allows for Primary Payment settings to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support Primary Payment remote management within the Verifone C-Site Management application requires software **Release 55.02** or higher.

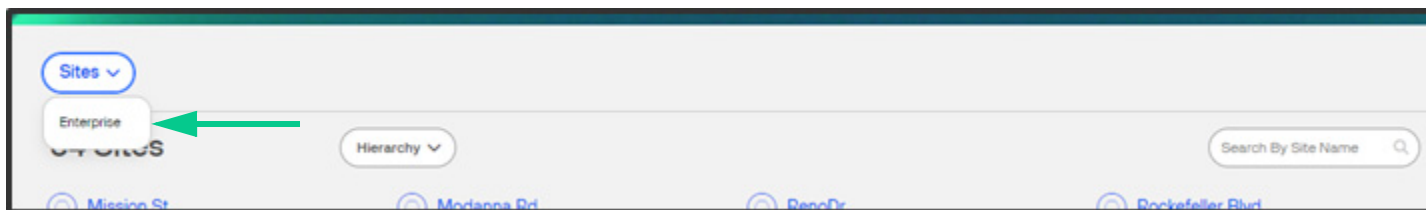
Primary Payment Configuration in Verifone C-Site Management does NOT set up the Method of Payment (MOP), touchscreen, and DCRs. For details on how to configure payments locally within Verifone Configuration Client, see the Commander User Reference manual.

## Primary Payment Programs

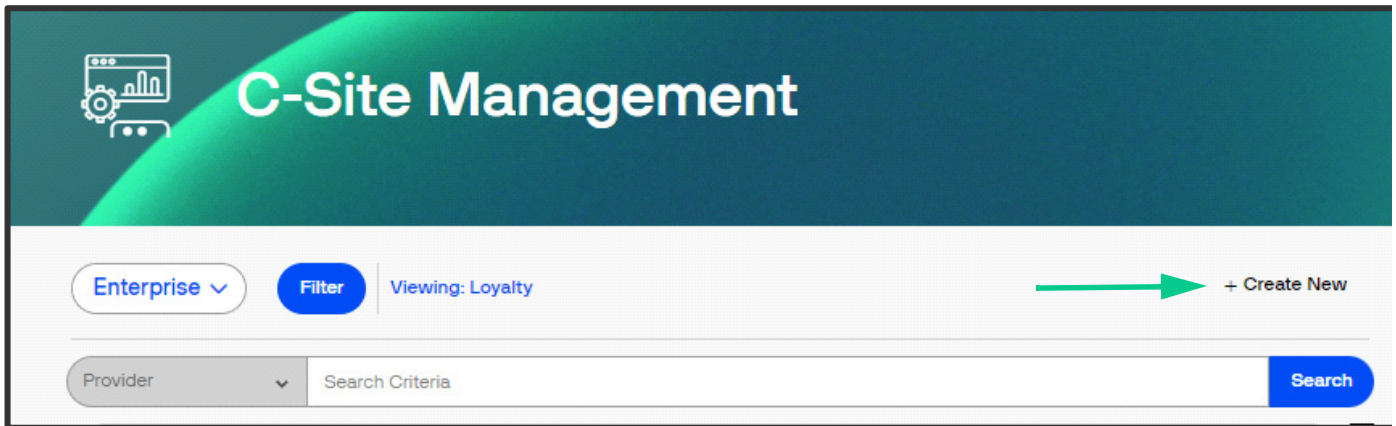
The Primary Payment Program page allows multiple primary payment configurations to be built and assigned to each site. Each program has a specific individual Program Name. Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

### Create Program

1. To create a new Primary Payment program, navigate to **C-Site Management > Configuration > Site Management > Select the Sites drop-down menu** and switch the view to **Enterprise**.



2. After navigating to the Enterprise view, select **+ Create New** in the top right corner.



- From the Create New Data Set pop up, select the Configuration Category of **Payment Operations**. Select the Configuration Type of **Primary Payment**.

- Click **Continue** to open the creation form.
- Complete the following parameters shown specific to the **Primary Payment > Cashback and Fees** being configured. **See table below for details on each field.**

Primary Payment

CASHBACK & FEES

CARD PRICE TIERS

SITE(S) ASSIGNMENT

REVIEW

DONE

← Back

Next →

Cashback

EBT Cashback

Convenience Fee

☒ Cashback Enabled

☒ Force PIN Entry

☐ EMV Cashback Prompt - Wait for Cashier?

Cashback Fee

\$ 0.00

☐ EBT Cashback Enabled

☐ Enable Convenience Fee

Fee Amount

\$ 0.00

Field	Description
Cashback Enabled	Enables cashback on cards. Cashback fee is an added amount to the customer’s transaction to cover the processing cashback on a debit card.
Force PIN Entry	Enforces the customer to enter a PIN.
EMV Cashback Prompt – Wait for Cashier?	The transaction waits for the cashier to approve cashback on the POS that was entered on the PIN pad.
Cashback Fee	Sets the Cashback Fee.
EBT Cashback Enabled	Enables Electronic Benefits Transfer (EBT) Cashback.
Enable Convenience Fee	Enables the convenience fee. Convenience fee is an added amount to the customer’s transaction to cover the higher costs of processing a credit or debit card rather than using cash or check.
Fee Amount	Sets the amount to be used for the Convenience Fee.

6. Select **Next** to continue to Card Price Tiers.

7. Complete the following parameters shown specific to the **Primary Payment > Card Price Tiers** being configured. **See table below for details on each field.**

Primary Payment

CASHBACK & FEES

CARD PRICE TIERS

SITE(S) ASSIGNMENT

REVIEW

DONE

Back

Next

Price Tier Configurations

Version

0

0

Select Card

AX - AMEX

AX - AMEX

DB - AEMP DEBIT

DB - DEBIT

DB - GASPRO DEBIT

DB - GASPRO DEBIT

DB - MC DEBIT

Price Tier

Credit

Cash

Credit

Discard Changes

Field	Description
Version	It is the name given to the Primary Payment Configuration entered in the Review form after the Site(s) Assignment. The default configuration version is zero.
Select Card	Select a card to assign a Price Tier.
Price Tier	Assigns “Cash” or “Credit” to the card selected.
Discard Changes	Removes recent changes.

8. Select **Next** to continue to Site(s) Assignment.



- Complete the following Site(s) Assignments shown specific to the Primary Payment being configured.

The screenshot shows a configuration window titled "Primary Payment" with a close button (X) in the top right corner. A progress bar at the top indicates five steps: CASHBACK & FEES, CARD PRICE TIERS, SITE(S) ASSIGNMENT (currently active), REVIEW, and DONE. Below the progress bar, there are "Back" and "Next" buttons. The main section is titled "Site(s) Assignment" and contains a list of sites. A legend indicates that a grey square represents a branded site. The list shows one site: "VFI Petro Engineering (13)".

Primary Payment

CASHBACK & FEES CARD PRICE TIERS SITE(S) ASSIGNMENT REVIEW DONE

Back Next

Site(s) Assignment

represents the Branded site(s).

☐ > VFI Petro Engineering (13)

- Select **Next** to continue to Review. Review the following parameters and then click **Back** if changes are needed.

- 11. Enter the name of the Primary Payment Configuration that will be shared across sites.
- 12. Click **Submit**.

Primary Payment

CASHBACK & FEES

CARD PRICE TIERS

SITE(S) ASSIGNMENT

REVIEW

DONE

Back

Submit

Review

Configuration Name

This name will be shared across configuration(s).

Cashback & Fees

Card Price Tiers

Site(s) Assignment

Cashback

EBT Cashback

Convenience Fee

☒ Cashback Enabled

☒ Force PIN Entry

☐ EMV Cashback Prompt - Wait for Cashier?

Cashback Fee

\$ 0.00

☐ EBT Cashback Enabled

Fee Amount

\$ 0.00

Primary Payment

CASHBACK & FEES

CARD PRICE TIERS

SITE(S) ASSIGNMENT

REVIEW

DONE

Back

Submit

Done

Payment Configuration "Test" has been successfully configured!

## Card Price Tiers

1. To edit an existing Primary Payment program, navigate to **C-Site Management > Site Management > Select the Sites drop-down menu** and switch the view to **Enterprise**.
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Card Price Tiers**, then use the Filter function to switch to Primary Payment (Configuration Category: Payment Operations | Configuration Type: Primary Payment).
3. Select the **three dots** to the right of the Program Name view/edit.
4. Click **View/Edit**.
5. The **General** tab will display by default. The **Sites** tab will show which locations have this program applied.

The screenshot shows the 'Demo Primary Payment Details' screen with the 'Cards Price Tiers' section. The 'General' tab is selected. The 'Select Card' dropdown is open, showing a list of cards. The 'Price Tier' dropdown is also open, showing 'Cash' and 'Credit'. A red arrow points to the 'Save Changes' button in the bottom right corner.

6. After changes have been made to the configuration, confirm that those changes are correct and select **Save Changes** in the lower right corner of the screen.

## Cashback & Fees

1. To edit an existing Primary Payment program, navigate to **C-Site Management > Site Management > Select the Sites drop-down menu** and switch the view to **Enterprise**.
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Cashback & Fees**, then use the Filter function to switch to Primary Payment (Configuration Category: Payment Operations | Configuration Type: Primary Payment).
3. Select the **three dots** to the right of the Program Name view/edit.
4. Click **View/Edit**.
5. The **General** tab will display by default. The **Sites** tab will show which locations have this program applied.

**Demo Primary Payment Details**

**Debit Configurations**

Payment Operations **Cashback & Fees**

General Sites

**Cashback**

- ☒ Cashback Enabled
- ☒ Force PIN Entry
- ☒ EMV Cashback Prompt - Wait for Cashier?

**Cashback Fee**

\$ 3.00

**EBT Cashback**

- ☒ EBT Cashback Enabled

**Convenience Fee**

- ☒ Enable Convenience Fee

**Fee Amount**

\$ 2.50

Save Changes Discard

6. After changes have been made to the configuration, confirm that those changes are correct and select **Save Changes** in the lower right corner of the screen.

# 13 SITE CONFIGURATION

Site Configuration in Verifone C-Site Management allows for site level price book configurations to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support for Site Configurations remote management within the Verifone C-Site Management application requires software **Release 54.01** or higher.

Site Configurations consists of the information previously located under Store Operations in Configuration Client.

## Configuration Syncing

### Initial Onboarding

- When the Verifone Commander is initially onboarded into the cloud, if it is on Release 54.01 or higher, it will transmit its current Site configuration to the Verifone C-Site Management application.
- The current configuration is only transmitted to the Verifone C-Site Management application during the initial onboarding.

### Configuration Updates

- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be sent to the site by the merchant administrator.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.
- Any changes performed on the local site Verifone Commander will sync to the Verifone C-Site Management.

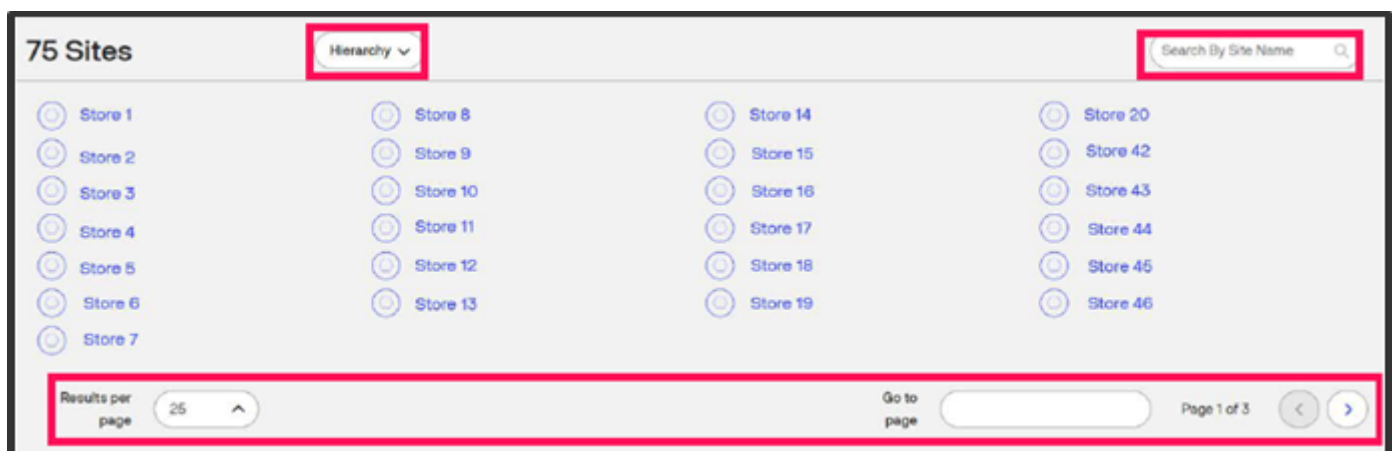


#### NOTE

A message will be displayed on Site Configuration forms when the Verifone Commander software release version doesn't support configuring the form.

## Site Search

1. Site Configurations are uploaded and managed by each individual site. To search for the specific site, navigate to **C-Site Management > Site Management**.
2. Sites can be searched in three ways:
  - Searching by site name.
  - Using the Hierarchy drop-down menu to filter specific groups of sites.
  - Paging through the site listings.

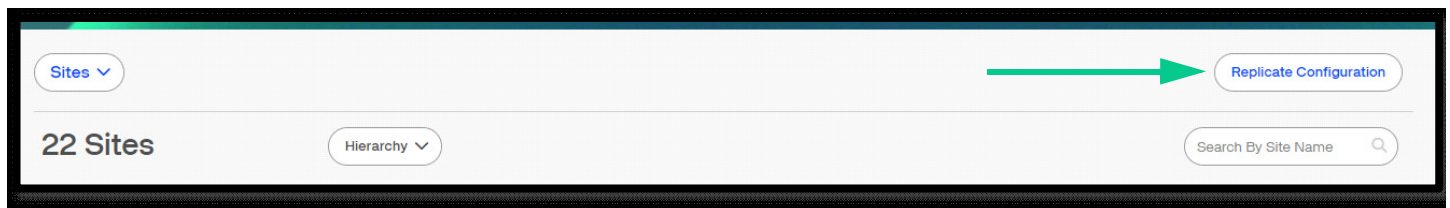


3. After locating the site to view, select it from the list to open the site configurations.

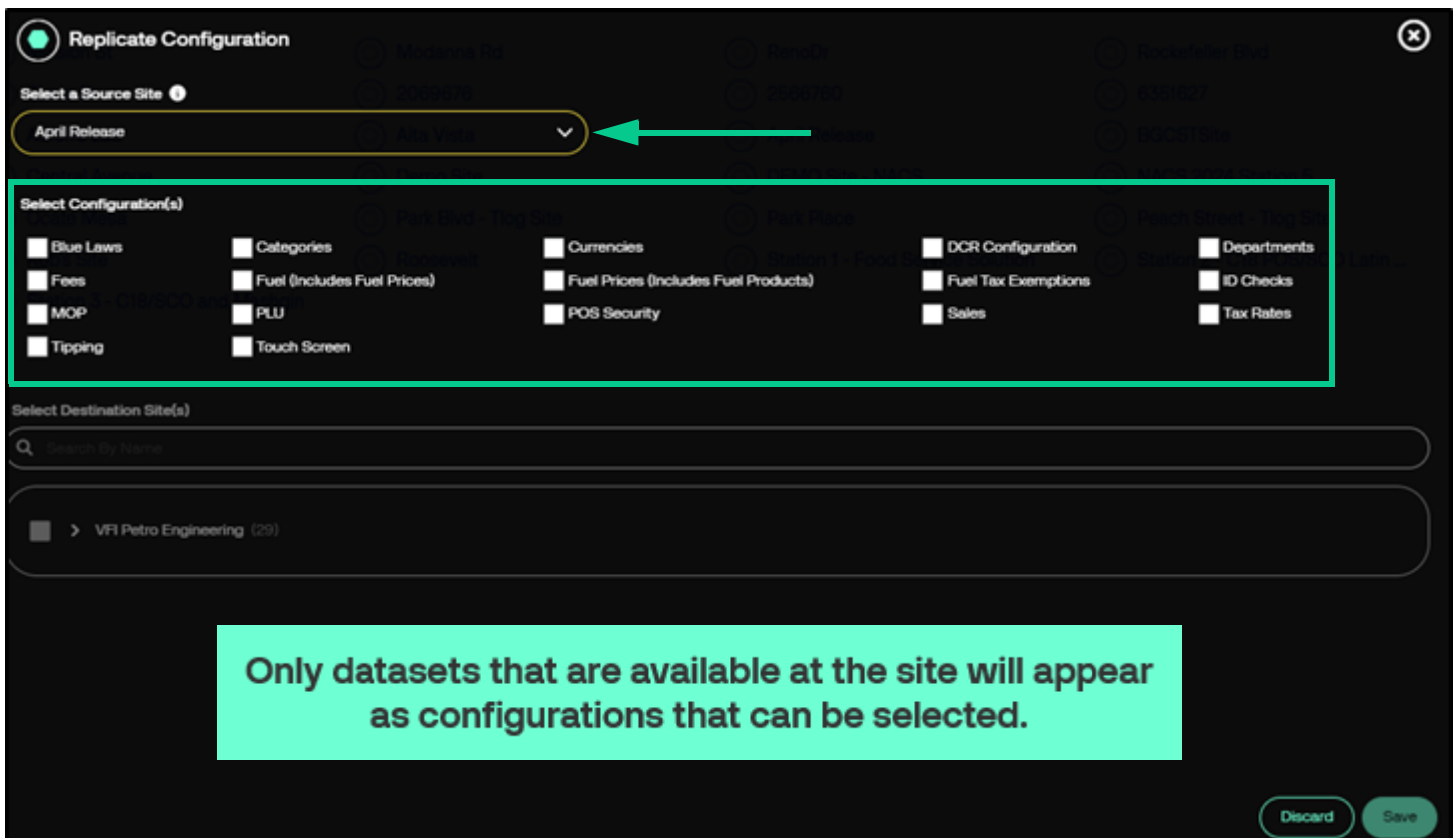
## Replicate Configuration

The Replicate Configuration feature allows a site's datasets to be copied from one location to multiple other site locations. Support for this functionality relies upon the datasets being present and available in both the Source Site and the Destination Site(s).

1. To replicate a site's configuration, navigate to **C-Site Management > Site Management**. Select Replicate Configuration from the top right corner.



2. Select a source site from the drop-down menu. The source site must be onboarded to be selected.



3. Select the configuration(s) to be copied from the available list. Be aware that if the destination site(s) do not have the dataset available, they will not appear in the Select Destination Site(s) list.

Replicate Configuration

Select a Source Site

April Release

Select Configuration(s)

☐ Blue Laws

☐ Fees

☐ MOP

☒ Tipping

☐ Categories

☒ Fuel (Includes Fuel Prices)

☐ PLU

☒ Touch Screen

☐ Currencies

☒ Fuel Prices (Includes Fuel Products)

☐ POS Security

☒ DCR Configuration

☐ Fuel Tax Exemptions

☐ Sales

☐ Departments

☐ ID Checks

☐ Tax Rates

Select Destination Site(s)

Search By Name

VFI Petro Engineering (3)

Only stores that support the configuration will appear in the Select Destination Site(s) list.

Discard

Save



4. Either search for the site(s) by name using the 'Search by Name' field, or use the hierarchy selection drop-down menu to select the site(s) to copy the datasets to.

Replicate Configuration

Select a Source Site

April Release

Select Configuration(s)

☐ Blue Laws

☐ Fees

☐ MOP

☒ Tipping

☐ Categories

☒ Fuel (Includes Fuel Prices)

☐ PLU

☒ Touch Screen

☐ Currencies

☒ Fuel Prices (Includes Fuel Products)

☐ POS Security

☒ DCR Configuration

☐ Fuel Tax Exemptions

☐ Sales

☐ Departments

☐ ID Checks

☐ Tax Rates

Select Destination Site(s)

Search By Name

☒ VFI Petro Engineering (3)

☒ 6351627

☐ Group 1 - F (0)

☐ > Texas (0)

☐ > Florida (0)

☐ > Nevada (0)

The selected configuration will be sent to 3 site(s)

Discard

Save

5. Select **Save** to complete the transfer to the selected site(s). Changes made to the locations dataset can be checked within the Site's configuration page. Selecting **Discard** will cancel all the options selected and reset the form.

## Store Operations

The following Store Operation configurations are currently available under **C-Site Management > Site Management:**

- MOP - Method of Payment
- Currencies
- Fees
- Tax Rates
- Categories
- Departments
- PLU
- Blue Laws
- ID Checks
- Sales
- Images
- Menu Configuration
- Touch Screen
- Tipping

Search MOP

Select MOP

1 - CASH

2 - CHECK

3 - Card Payment

4 - DEBIT

5 - MAN CRED

6 - IN-HOUSE

7 - MAN DEBIT

8 - FOODSTAMP

9 - LOTTERY

10 - DRIVE OFF

<<

<

Page 1 of 2

>

>>

ID

1

Add

Delete

Name

CASH

MOP Code

0 - CASH

Minimum Amount

0.00

Maximum Amount

0.00

Limit

0.00

#Additional Receipts

0

Tender Code

generic

Tender Sub Code

generic

Options

☐ Force Safe Drop

☒ Tender Amount Required

☐ Allow Zero Entry

☒ Allow Refund

☒ Allow Safe Drop

☐ Force Ticket Print

☒ Allow Lottery Purchase

☒ Open Drawer on Sale

☒ Cashier Report Prompt

☐ Allow Without Sale

☒ Allow Change

☐ Allow Money Order Purchase

☐ Force Quick Cash Key

### Method of Payment (MOP)

Method of Payment configuration allows payments that are accepted at the store to be configured and modified. Preconfigured MOPs are loaded into the Verifone Commander at the time of installation. MOPs can only be selected if they are configured on the point-of-sale touch screen or self-checkout. It is best practice to leave any unused MOP configurations available in case they are needed in the future.

Field	Description
ID	The record number for the Method of Payment.
Name	The name of the method of payment is entered here. The name will appear on receipts and reports.

MOP Code	<p>The MOP Code defines how the MOP should function. Review the list to determine which MOP should be used. Selection may vary depending upon the network configuration:</p> <p><b>0 - Cash:</b> Used for cash transactions that will be accepted at the POS.</p> <p><b>1 - Credit:</b> Used for credit cards sent through the card network. Some reports may show this MOP as 'Charges' or by card name.</p> <p><b>2 - Debit:</b> Used for debit cards that require a PIN entry prompt on the PIN pad. Tender amount required should not be selected for this option.</p> <p><b>3 - Manual Credit:</b> Used for credit cards not sent through a credit card network.</p> <p><b>4 - Manual Debit:</b> Used for debit cards not sent through a credit or debit card network.</p> <p><b>5 - Lotto:</b> Used for winning lotto tickets tendered as MOPs.</p> <p><b>6 - Check:</b> Used for written checks. If customers are not permitted to write checks for more than the amount of purchase, do not enable 'Change Allowed' setting.</p> <p><b>7 - Tax Coupon:</b> Use for product coupons as MOPs. The 'Change Allowed' parameter should not be enabled.</p> <p><b>8 - \$1 Cash:</b> Automatically enters the tendered amount as \$1.00 cash. 'Tender Amount Required' should not be selected for this option.</p> <p><b>9 - \$5 Cash:</b> Automatically enters the tendered amount as \$5.00 cash. 'Tender Amount Required' should not be selected for this option.</p> <p><b>10 - \$10 Cash:</b> Automatically enters the tendered amount as \$10.00 cash. 'Tender Amount Required' should not be selected for this option.</p> <p><b>11 - \$20 Cash:</b> Automatically enters the tendered amount as \$20.00 cash. 'Tender Amount Required' should not be selected for this option.</p> <p><b>12 - \$50 Cash:</b> Automatically enters the tendered amount as \$50.00 cash. 'Tender Amount Required' should not be selected for this option.</p> <p><b>13 - Food Stamp:</b> Used for paper food stamps only. Amounts entered must be as whole dollars for this MOP.</p> <p><b>14 - Drive Off:</b> Used to setup an MOP for clearing fuel sales for customers that drive off without paying for dispensed fuel.</p> <p><b>15 - Special Discount:</b> A MOP used to provide a percentage based discount applied to PLUs and Department sales enabled for special discounts. See the Special Discount Feature Reference for more details.</p> <p><b>16 - Manual FS:</b> Electronic, non-paper food stamps.</p> <p><b>17 - Lottery:</b> Used for scratch-off lottery tickets tendered as MOPs.</p> <p><b>18 - In-House:</b> Store credit method of payment used to provide local vendors/customers a store manage invoicing payment type. See the In-House Account Feature Reference for more details.</p> <p><b>19 - Pump Test:</b> Used for testing dispensers. Typically, used during installation of new dispensers and POS equipment.</p> <p><b>20 - EBT Food Stamp:</b> Electronic, non-paper food stamps.</p> <p><b>21 - EBT Cash Benefit:</b> Electronic, non-paper cash benefit.</p> <p><b>22 - Manual EBT CB:</b> Manual non-paper cash benefit.</p>
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MOP Code (Cont'd)	<p><b>23 - ECheck:</b> Standalone electronic check processing. The balance of the ticket amount is sent to the host for approval.</p> <p><b>24 - Stored Value Card:</b> Used for prepaid stored value cards.</p> <p><b>25 - Manual Entry:</b> Selected for manual entry of credit card numbers. Check with the card processing network to see if this functionality is permitted.</p> <p><b>26 - Force Post:</b> This MOP is used when entering transactions that were processed when the host was offline.</p> <p><b>27 - Post Entry</b></p> <p><b>28 - Mobile:</b> Used for Mobile Payment. See the Mobile Payment Feature Reference guide for more information.</p> <p><b>29 - Unattended Refund:</b> Used refunding unattended fuel sales.</p> <p><b>30 - Non-Tax Coupon:</b> Used for Product coupons as MOPs. Tax due may be reduced because of applying this coupon.</p> <p><b>31 - Fuel Voucher:</b> Used for fuel vouchers (paper) only.</p> <p><b>32 - Tax Exempt Voucher:</b> When applied, the MOP will reduce the amount due based on which taxes are configured to be exempt. Multiple types of tax exemptions can be configured, and the appropriate prompts will be presented to the cashier based on the configurations.</p> <p><b>33 - Fleet Check:</b> Fleet Checks can be exchanged for cash or be used as MOP in a transaction. See the Fleet Cards Feature Reference for more information.</p>
Min. Amount	The minimum amount accepted by the MOP. (0.00-9999.99)
Max Amount	The maximum amount accepted for this MOP (0.00 - 9999.99)
Limit	The drawer limit amount is entered in this field. When the limit is reached the POS will prompt the cashier to perform a Safe Drop. Ensure Allow Safe Drop is selected when a drawer limit is set.
# of Additional Receipts	Prints additional receipts for the MOP. Force Ticket Print must be selected to enable this parameter. Some transaction types and MOPs will print additional receipts regardless of this setting.
Tender Code	Used to assign the NACs tender code to Verifone MOPs. Helps to create the NAXML POS Journal from the transaction log without manually looking up or mapping the tender. The recommended value is the default values for each MOP. In order to select a new value from the list or enter a new value other than from the list, delete the default value first.
Tender Sub Code	Used to assign the NACs tender code to Verifone MOPs. Helps to create the NAXML POS Journal from the transaction log without manually looking up or mapping the tender. The recommended value is the default values for each MOP. In order to select a new value from the list or enter a new value other than from the list, delete the default value first.
Force Safe Drop	Forces the cashier to perform a safe drop before any further sales can be performed on the register. This selection will automatically enable Allow Safe Drop. A limit (drawer limit) must also be configured for this functionality to work properly.
Open Drawer on Sale	Opens the cash drawer when the method of payment is selected.
Tender Amount Required	Requires the cashier to enter the amount tendered (cash/payment given) before selecting the method of payment.
Cashier Report Prompt	Prompts the cashier to enter the actual (counted) drawer total for this MOP when printing the cashier report under <b>CSR Functions &gt; Reports &gt; Print Cashier Report</b> .

Allow Zero Entry	Allows the amount of zero to be entered when entering the actual (counted) drawer totals for this mop when printing the cashier report.
Allow Without Sale	Allows the method of payment to be used when there are no sales / items rang into the register. For example, if the MOP was cashing winning lottery tickets, then the customer would not need to purchase anything in the store.
Allow Refund	Allows this method of payment to be used for Refunds.
Allow Change	Allows the cashier to provide change to the customer when the tendered amount is more than the transaction total. Used for cash transactions and when the store allows cash back for checks.
Allow Safe Drop	Allows this method of payment to be used with the safe drop function. If a drawer limit is set, then this function must be enabled.
Allow Money Order Purchase	Allows this method of payment to be used for the purchase of money orders. See the Money Order Feature Reference for more details.
Force Ticket Print	Forces the receipt to print at the end of a transaction.
Force Quick Cash Key	Allows a set amount to a Speed Cash key using the “00-Cash” MOP code.
Allow Lottery Purchase	Allows this method of payment to be used for the purchase of lottery.

Currencies

Currencies are used to define an alternative currency that can be accepted at the store along with the exchange rate. Up to two currencies can be configured, with the default currency set to US Dollars.

Select Currency

1 - US DOLLAR

2 - EURO

Add

Delete

Name

US DOLLAR

Symbol

\$

Currency Code

USD

Exchange Rate

1.000000

Singular Print Name

US DOLLAR

Plural Print Name

US DOLLARS

Field	Description
Name	The name of the currency. All method of payments uses the default US Dollar currency unless the Other Currency function (must be added to the touchscreen) is used.
Symbol	The symbol that will appear on the receipt representing the currency.
Currency Code	The official three letter ISO 4217 currency code. For example, USD stands for US Dollar and CAD stands for Canadian Dollar.
Exchange Rate	For the default currency, the exchange rate will always be 1.00000, however when setting a secondary currency, the exchange rate will be the exchange rate based off the software release / default currency. For example, the exchange rate for the Canadian Dollar would be entered as \$1.32 (According to the July 14th,2023 exchange rate.)
Singular Print Name	Allows the singular printed name for the currency to be modified.
Plural Print Name	Allows the plural printed name for the currency to be modified.

Fees

Fees are used to charge an additional amount to a department or PLU. Up to 99 different fees can be added.

Search Fee

Select Fee

1 - FEE

2 - FEE2

3 - FEE-3-PERCENTAGE

4 - FEE-4

5 - FEE-REFUNDABLE

6 - FEE2-REFUNDABLE

7 - BTL DEPOSIT .05 9PK

8 - BTL DEPOSIT .05 10PK

9 - BTL DEPOSIT .05 12PK

10 - BTL DEPOSIT .05 15PK

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Page 1 of 3

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ID

1

Add

Delete

Name

FEE

Department

9995 - TEST A DI

☐ Fee is Refundable

☒ Range/Amt

☐ Percentage

Amount

20.00

Range

0.00

Amount

0.00

Range

0.00

Amount

0.00

Range

0.00

Amount

0.00

Range

0.00

Amount

0.00

Range

0.00

Field	Description
Name	Enter a descriptive name for the fee. The name prints on the receipt.
Department	The department assigned here is where the fee totals will appear in reports.
Fee is Refundable	Allows the fee to be refunded with the original sale.
Fee Type	Percentage - Enter a flat percentage that will be charged for the department or PLU sale.
Amount	Range/Amount - Calculates the fee amount based on the department or PLU sale. This fee type uses a dollar range to determine the fee amount.
Range	The ending dollar amount for which the fee will be charged. If left at 0.00, it will default to the maximum amount allowed by the register. The starting dollar range for the first fee is always 0.00. The first range entry (top right) is from \$0.00 to \$xx.xx. The second range value will start at the next cent of the previous range.



## Tax Rates

Tax rates configurations allows for up to eight different tax rates to be configured at one location. Tax rates can be added to departments or PLUs after they have been created to ensure the correct tax amount is collected on different types of sales.

The screenshot displays the 'Tax Rates' configuration screen. On the left, a 'Select Tax Rate' panel lists eight options: '1 - TEST' (highlighted), '2 - Tax-12', '3 - Tax-13', '4 - Tax-14', '5 - Tax-15', '6 - Tax-16', '7 - Tax-17', and '8 - Tax-18'. To the right, the configuration for the selected rate '1 - TEST' is shown. It includes an 'ID' field with the value '1', a 'Name' field with 'TEST', an 'Indicator' dropdown menu set to 'T', a 'Rate' field with '25.000', and a 'Percent Start' field with '0.00'. Below these fields, there are four checkboxes under the 'Options' section: 'Price Includes Tax', 'Use Canadian GST', 'Use Break Point Table', and 'Prompt For Exemption'. At the top right of the configuration area, there are 'Add' and 'Delete' buttons.

Field	Description
Name	Enter a descriptive name for the fee. The name prints on the receipt.
Indicator	Assigns an indicator to the item the tax was added to. The indicator will print out on the receipt to indicate one or more taxes were applied to specific departments or plus.
Rate	Enter in the percentage of the tax rate. For example, if the state tax rate was 7% then the rate would be 7.
Percent Start	The minimum dollar amount that can be taxed. For example, if taxes did not apply to transactions less than \$0.10 then the percent start would be \$0.10.
Price Includes Tax	Select this option if the price includes taxes.
Use Canadian GST	Used for Canadian Goods and Services tax.
Use Breakpoint Table	Select this option if the taxes configured require a breakpoint table. A breakpoint table specifies the taxable amount for the department or PLU it is assigned based on the cost of the individual line item.
Prompt for Exemption	See the Verifone Commander User Reference for more details on Breakpoint Tax configurations.



Categories

Categories are used to group departments for reporting purposes. Categories consist of a number from 1-9999 and a Name. Use the Add button to add a new category or Delete to remove an existing category.

Search Category

Add

Delete

Select Category

1 - FUEL

2 - BEER

3 - GENERAL MDSE

4 - CANDY

5 - OTHER TOBACCO

6 - GEN MERCH

7 - SNACKS

8 - GROCERY

9 - HBC/FBC

10 - HABA

Number

1

Name

FUEL

<<

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Departments

A department is a group of similar PLUs/items. For example, the Frozen Foods department may consist of ice cream, Popsicles, and frozen pizzas. Up to 9999 departments can exist within the configuration. Do not use Departments 9990-9999 as they are reserved for specific purposes.

Search Department

Q

Add

Delete

Select Department

2 - ENERGY SUPP

3 - COFFEE REFILLS

4 - BUR/SAND/SAL

5 - FOUNTAIN

6 - FOUNTAIN REFILL

7 - HOT DOG/GRILL

8 - READ TO EAT

9 - COOKIES CRACK

10 - NUTS SEEDS

11 - MEAT SNACK

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Options

☐ Allow Food Stamps

☐ Allow Special Discount

☐ Allow Fractional Quantity

☐ Negative Department

☐ Fuel Department

☐ Money Order Department

☐ Prompt Serial Num

☐ Prohibit Manual Discount

Number

2

Minimum Amount

0.00

Product Code

421-PACKED BEV NON-ALCO

Fuel Tax Exemption

Select Fuel Tax

Fees

Taxes

x 1-TEST

Name

ENERGY SUPP

Maximum Amount

0.00

Category

30-TAXABLE BEV

Transaction Quantity Limit

0.00

ID Check

Blue Laws

Field	Description
Number	Enter in an unused number from 1-9990
Name	Enter the name of the department. If items are rung in using the department the name will appear on the receipt.
Minimum Amount	The minimum allowable dollar amount for a line-item sale using this department or an item within this department.

Maximum Amount	The maximum allowable dollar amount for a line-item sale using this department or an item within this department.
Product Code	Assign a product code that categorizes the products sold accurately. Product codes are used by the card processing network to properly categorize items and may prohibit the sale of certain items for specific cards. If you are unsure what product code to use for a specific item, contact your card processing network for direction. Departments MUST have a product code assigned.
Category	Departments can be assigned to categories for reporting purposes. Categories are not required.
Fuel Tax Exemption	Only used by fuel departments that allow a fuel tax exemption to be applied to the sale.
Transaction Quantity Limit	Limits the number of line items per transaction. The default value of 0.00 indicates there are no restrictions.
Fees	Assigns a predefined fee to the department that will be assessed based on the Fee configuration. Multiple fees can be assigned to a single department.
ID Checks	Prompts for an ID check when a transaction using the specified department is used. Multiple ID checks can be assigned to a single department.
Taxes	Charges different tax rates that are selected for the specified department. Multiple taxes can be assigned to a department.
Blue Laws	If the sale of an item is restricted to specific times and/or days, then a blue law can be assigned. Multiple blue laws can be assigned to the department.
Allow Food Stamps	Select this option if the department qualifies for food stamps.
Fractional Quantity	Select this option if items are sold by weight. For example, if the quantity is 1 3/4 lbs of turkey, then entering in the value of 175 and selecting a department with fractional quantity enabled will enter in 1.75 instead of 175.
Fuel Department	If the Department is used for Fuel, then this option should be selected.
Prompt Serial Number	Enable this to prompt for the serial number that is entered by the cashier and printed on the receipt. For example, if the store is selling electronic devices they may want to prompt for serial numbers or warranty or return purposes.
Special Discount	Select this parameter if special discounts can be applied to this department.
Negative Department	Select this option if the items rang into this department, are a negative value. For example, a coupon department would subtract from the transaction total rather than add to it.
Money Order Department	If the department is used for selling Money Orders, then this option should be selected. See the Money Order Feature Reference for more details.
Prohibit Manual Discount	Prohibits discounts configured to be applied using the discount function. This parameter does not affect PLU promotions, NAXML Promos, or Loyalty line-item discounts.

PLUs

PLU or Price Loop Ups are the individual items added to the price book. PLUs may be scannable (representing a barcode) or may be assigned to buttons or menus on the touch screen. PLUs can be created within **Site Configuration > Location Name > Store Operations > PLUs**. The add and delete button can be used to create new PLUs or delete the selected PLU from the store’s price book.

Search Description

Q

V

UPC

Description

00000000001106/000

BACON

00000000001113/000

PEPPERON ...

00000000001120/000

HAM

00000000001137/000

STEAK

00000000001144/000

BLACK OL ...

00000000001151/000

ONIONS

00000000001168/000

BANANA P ...

00000000001175/000

PINEAPPL ...

00000000001182/000

MOZZAREL ...

00000000001199/000

MUSHROOM ...

<

Page 2 of 30

>

Options

☐ Open

☐ Not Sold

☒ Returnable

☐ Food Stamp

☒ Special Discount

☒ Promo

☐ Fractional Qty

☐ Prompt Serial Num

☐ Prohibit Manual Discount

PLU

0000000000110

6

000

Description

BACON

Price

0.00

Sell Unit

1.000

Calories

Department

1 - PIZZA

Product Code

Taxes

Fees

ID Check

Blue Laws

Group ID

Sequence

Trans Qty Limit

0.00

Taxable Rebate(Addition tax added to this PLU when sold)

Field	Description
Search Description	Use this area to search for the description of an item. The filter icon next to the search description box allows the search to be filtered by UPC, Description, Department, Product Code, and Price.
PLU	The PLU number is the number used to identify the product. The field supports up to 14-digits. If the item has a barcode, then the PLU will be based on the barcode information. If the item does not have a barcode, the PLU can be any unused number in the pricebook. PLUs can be assigned to a touchscreen button, a menu, a key, or entered in manual using the on screen keypad when in sales mode.
Check Digit	This field will automatically be entered upon saving a new PLU. It cannot be modified

Modifier	The modifier is used to create a PLU using the same PLU number but allow different pricing points or PLU configurations to be set. For example, if you sold a 6 pack of soda the barcode would be the same if you sold them in individual cans. If a modifier is added to the single can or 6 pack PLU, when scanned the POS will present two options for the cashier to select the correct option the customer is purchasing. A maximum of 3-digits is supported. If modifiers are not used with the PLU, then this is left at 000.
Description	The name that appears on the POS, line-item display, and customer receipt to identify the item.
Price	The price of the item.
Sell Unit	The smallest unit of a product that is sold to a customer. This is typically left at 1.
Calories	Assigns calories to an item to be displayed on the Verifone C18 Self Checkout. If left blank, no calories will be displayed.
Department	The department is used to group PLUs and is a required field for PLUs. Select the drop-down menu to assign the appropriate department to the PLU. If one does not exist, see the previous section to create a new department for the item.
Product Code	Assign a product code that categorizes the products sold accurately. Product codes are used by the card processing network to properly categorize items and may prohibit the sale of certain items for specific cards. If you are unsure what product code to use for a specific item, contact your card processing network for direction.
Fees	Assigns a predefined fee to the department that will be assessed based on the Fee configuration. Multiple fees can be assigned to a single PLU.
Taxes	Charges different tax rates that are selected for the specified department. Multiple taxes can be assigned to a PLU.
ID Check	Prompts for an ID check when a transaction using the specified department is used. Multiple ID checks can be assigned to a single PLU.
Blue Laws	If the sale of an item is restricted to specific times and/or days, then a blue law can be assigned. Multiple blue laws can be assigned to a PLU.
Group ID	The group ID to which the PLU belongs. When one of the items in the group is scanned, the system will allow the cashier to select from a menu of the grouped items. The selected item is added to the ticket, which may not be the original item scanned. This feature only works if enabled within System Properties at the store level.
Sequence	The sequence number is used with the Group ID to determine the order of the PLU in the group.
Trans Qty Limit	Limits the quantity of the item that can be sold in a single transaction.
Open	When enabled, allows the price to be entered when the item is sold. Creates a PLU that functions like a department sale but can be used to be more specific.
Returnable	Determines whether the item can be returned to the store by using the refund function on within sales mode on the POS. If the item is not returnable, then deselect this option. It is enabled by default.
Special Discount	Select this parameter if special discounts can be applied to this PLU.

Fractional Quantity	Select this option if items are sold by weight. For example, if the quantity is 1 3/4 lbs of turkey, then entering in the value of 175 and selecting the PLU with fractional quantity enabled will enter in 1.75 instead of 175.
Prohibit Manual Discount	Prohibits discounts configured to be applied using the discount function. This parameter does not affect PLU promotions, NAXML Promos, or Loyalty line-item discounts.
Not Sold	Select this option if the PLU cannot be sold within sales mode, but still needs to remain in the price book for reporting purposes.
Food Stamp	Select this option if the department qualifies for food stamps.
Promo	The promo options allows the PLU to be used within a PLU Promotion. This option is enabled by default. If the item isn't set up within PLU Promotions, then it will not apply any promotion.
Prompt Serial Number	Enable this to prompt for the serial number that is entered by the cashier and printed on the receipt. For example, if the store is selling electronic devices they may want to prompt for serial numbers or warranty or return purposes.
Taxable Rebate	The rebate amount and taxes that are applied to the rebate amount can be assigned here. Taxable Rebate must be enabled within <b>Sales Configuration &gt; Enable Receipt Tax Detail</b> .

Taxable Rebate(Addition tax added to this PLU when sold)

Rebate Amount

Taxes

0.00

▼

## Blue Laws

Blue Laws prohibit the sale of certain items during specific days and times. **Blue Laws are dependent upon local government laws/regulations.**

Up to two blue laws can be configured.

Select Blue Law		Start1	End1	Start2	End2	
<input checked="" type="checkbox"/> Sunday	Blue Laws - 1	01 : 00	23 : 59	00 : 00	00 : 00	⋮
<input checked="" type="checkbox"/> Monday		01 : 00	23 : 59	00 : 00	00 : 00	⋮
<input checked="" type="checkbox"/> Tuesday		01 : 00	23 : 59	00 : 00	00 : 00	⋮
<input checked="" type="checkbox"/> Wednesday		01 : 00	23 : 59	00 : 00	00 : 00	⋮
<input checked="" type="checkbox"/> Thursday		01 : 00	23 : 59	00 : 00	00 : 00	⋮
<input checked="" type="checkbox"/> Friday		01 : 00	23 : 59	00 : 00	00 : 00	⋮
<input checked="" type="checkbox"/> Saturday		01 : 00	23 : 59	00 : 00	00 : 00	⋮

## Adding a Blue Law


1. Select the Blue law from the drop-down list in the top left corner.
2. Select the **days of the week** the blue law applies.
3. **Enter in the start and end times for the blue law.** Times are entered based on military time. There are two start and end times that can be used in the event the blue law starts at midnight and ends in the morning, but then starts again in the afternoon.

Values can be copied to different days of the week by selecting the three dots to the right of the End 2 time. The change applies to the selected day of the week **immediately** upon selection.

Select Blue Law

Blue Laws - 1

Go to page Discard Save Page 1 of 1

	Start1	End1	Start2	End2	
<input checked="" type="checkbox"/> Sunday	01 : 00	23 : 59	00 : 00	00 : 00	
<input checked="" type="checkbox"/> Monday	01 : 00	23 : 59	00 : 00	00 : 00	
<input checked="" type="checkbox"/> Tuesday	01 : 00	23 : 59	00 : 00	00 : 00	
<input checked="" type="checkbox"/> Wednesday	01 : 00	23 : 59	00 : 00	00 : 00	

Copy values to

Thursday

Reset

4. Blue Laws can be assigned to Departments and PLUs after they are created.



ID Checks

ID Checks allow the point of sale to prompt the cashier to collect the customer’s ID information to confirm they are old enough to purchase the product. There can be up to six different ID Checks configured. See the Age Restriction Feature Reference Manual for more information on ID Check configuration.

Select ID Check

1 - ALCOHOL ID CHECK

2 - TOBACCO ID CHECK

3 - Force scan ID check

4 - Manual entry overrid

5 - ID legitimacy check

6 - military

ID

1

Add

Delete

Name

ALCOHOL ID CHECK

Age

21

☒ Bypass ID Check

☐ Force Scan/Swipe Only

Security Level

7

☐ Perform ID Legitimacy Check

☐ Manual Entry Override

Confirmation Prompt

I confirm age is legal

Security Level

☒ Online Age Verification

Exceptions

☐ Military

☐ Date Based

Minimum Age

99

Minimum Age

99

yyyy-mm-dd

1970-01-01

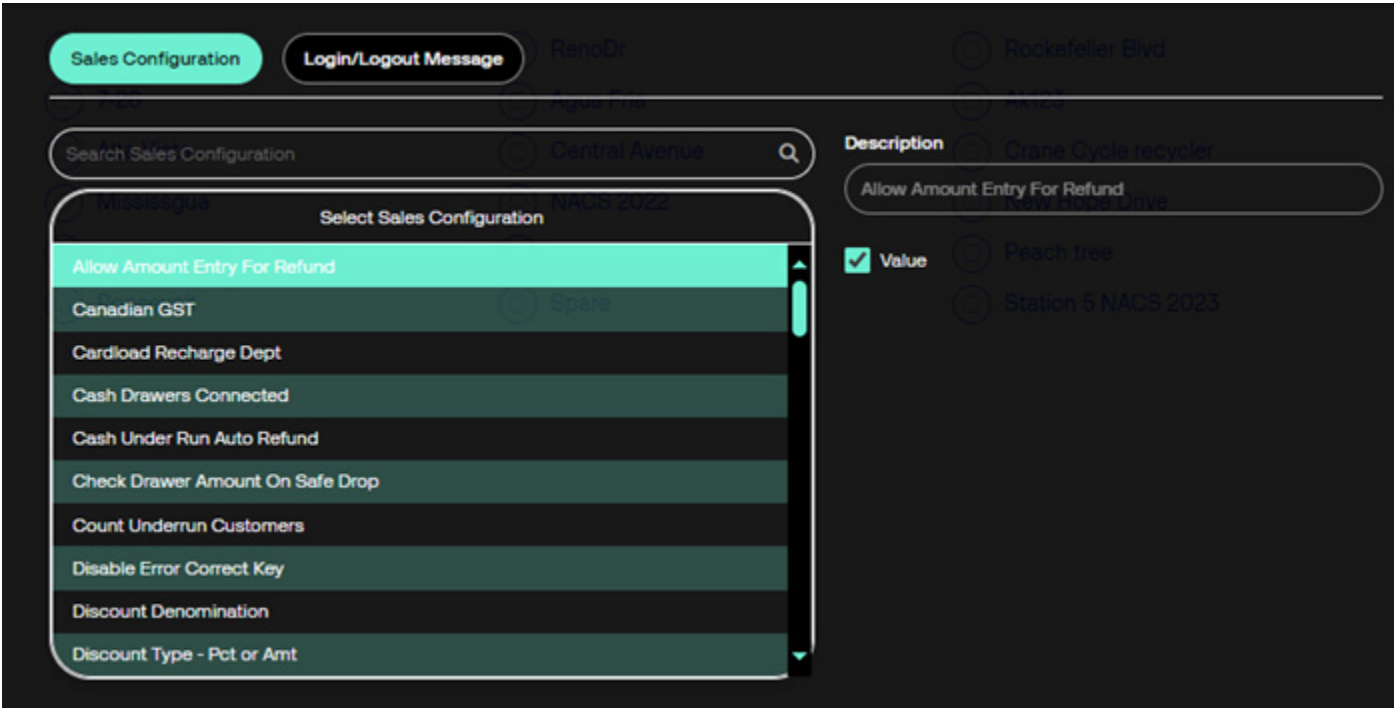
Field	Description
Name	The name of the ID check will be entered here.
Age	The minimum age of the customer who can purchase the item. The date calculation is based off the local Verifone Commander’s date and time settings.
Bypass ID Check	If this parameter is enabled, it allows the cashier to skip the ID Check and confirm the customer is allowed to purchase the item. If the cashier does not select confirm, then the item is not added to the transaction.
Security Level	This setting is used with the Bypass ID Check field. The security level field sets a security level for the Bypass ID function. For example, if the security level was set to 7 then POS users with security level of 7 would be able to use the Bypass ID check function.

Confirmation Prompt	This setting is used with the Bypass ID Check field. It will prompt the cashier to accept the confirmation prompt that the customer is permitted to buy the item.
Force Scan / Swipe Only	When Force Scan/Swipe Only is enabled, the cashier is not allowed to enter the details manually. A bar code scanner or magnetic strip reader (MSR) captures birth date information from the ID card's bar code or magnetic stripe. The collected information will perform an automated mathematical check to ensure the consumer meets the minimum age requirement to approve the transaction. If the consumer is below the minimum age requirement, the transaction will not complete.
Perform ID Legitimacy Check	<p>This setting is used with Force Scan/Swipe Only. A bar code scanner or MSR captures at least two pieces of personal information from the ID card's bar code/magnetic stripe and temporarily display them to the clerk on the POS screen.</p> <ul style="list-style-type: none"> <li>• Piece of personal information #1: ID Card Full Name</li> <li>• Piece of personal information #2: License Number</li> </ul> <p>The cashier compares the information displayed on the POS screen with the information on the physical ID. If there is no mismatch the cashier can approve the transaction, or they can decline the transaction if there is a mismatch between the information presented.</p>
Manual Security Override	<p>This setting is used with Force Scan/Swipe Only. When selected, a POS user with a high enough security level can manually enter ID details even when 'Force Scan/Swipe Only' is selected.</p> <p>The <b>Security Level</b> drop-down menu below this option is the security level set for Manual Security Override.</p>
Online Age Verification	Enable for TruAge Digital ID verification. Additional settings are needed for this functionality to work. See the Age Restriction Feature Reference for more details.
Exceptions	<p>Military and date-based exceptions can be configured for each ID Check.</p> <p><b>Military Exception</b> - After manual entry of the date of birth (DOB) from the ID, if the DOB fails standard minimum age limit check, but passes military minimum age limit test, a prompt will appear for the cashier to confirm if it is a military ID.</p> <p><b>Date Based or Grandfather Exception</b> - Grandfather age check is based on a past minimum age requirement. If the DOB check meets this secondary date-based exception, the transaction can be completed.</p>

Sales

Sales Configuration

The sales configuration form is used to configure sales functions such as Print Receipt, Force DOB on ID Check, Error correction Security level, and other sales related functions.



Field	Description
Allow Amount Entry for Refund	Allows amount entry for refund so that the cashier can give the amount entered as refund to the customer as a roundoff figure after taking the difference from the customer.
Canadian GST	Select if the site collects Canadian GST tax. Special prompts for Canadian GST appear in the Tax Rate File.
Cardload Recharge Dept	Select to assign the department number for cardload recharge.
Cash Drawers Connected	Allows the number of cash drawers connected to the POS to be increased from one to a maximum of two cash drawers. Connecting two cash drawers allows two cashiers to utilize one point of sale, while keeping their drawer totals separate.
Cash Under Run Auto Refund	If disabled, cashier must complete the underrun transaction by selecting a MOP. If enabled, when cashier claims the fuel sale, amount is automatically refunded.

Check Drawer Amount on Safe Drop	Select to compare the amount of the MOP entered to the calculated amount currently in the cash drawer.
Count Underrun Customers	When a cashier completes a prepay underrun transaction, the underrun customer count is incremented in the Summary Report, Shift Report and Daily Report with the attribute “Underrun Customer”.
Disable Error Correct Key	“Error Correct” button is not displayed on the POS touchscreen when this parameter is enabled.
Discount Denomination	See the Discount Denominations in the Verifone Commander User Reference for configuring discounts.  Select so that when the cashier selects the discount key (hard key, soft key, or touch-to-modify menu), any configured discounts are displayed as part of the discount overlay.
Discount Type – Pct or Amt	Select the type of discount to apply when the Discount function/button is used. <b>Percent</b> — The discount is calculated as a percentage of the price and then subtracted from the price of the item. <b>Amount</b> — The Discount is directly subtracted as a dollar amount from the price of the item.
Display PLU Not Found Department List	Select to set a department number to assign to PLUs that are not in the PLU department list.
Drawer Alarm Timer	Enter the number of seconds a cash drawer is allowed to remain open before an alarm is triggered (0-99). “Drawer Open During Sale” must not be selected for the drawer alarm time to work.
Drawer Open During Sales	Allows the cash drawer to remain open during transactions. If it is not selected, the cash drawer must be closed before the next transaction can be started.
Employee Number Login	Allows a cashier to login using their Employee Number instead of their POS ID number. The employee number is assigned within <b>Security &gt; POS Security &gt; Employees</b> . When enabled all employees must login with their employee number.
Enable Auto Settle Overrun	Select to determine whether to apply a charge on a prepaid sale in case of an overrun. When enabled, the overrun amount should automatically be settled to “Drive Off” MOP to complete the transaction.
Enable Managed Update	Enable to provide an interim approval step during the PLU file update process and to allow updates to take effect within the POS system immediately upon approval. No restart required after approval.
Enable Receipt Tax Detail	Enable to print the tax details on the receipt. Even if this feature is disabled, if there is a taxable rebate in the transaction, the tax details are printed on the receipt.
Error Message Prompt Timer	Enter the length of time (in seconds) that error messages display (2 - 30).
Fixed Discount Rate	If “Is Fixed Discount” is selected, enter the percent or amount (set in “Discount Type”) that is automatically applied when the Discount button is pressed.
Food Service Default PLU	Not Used.
Force DOB on ID Check	Select to force ID checks by displaying messages, beeping, and restricting sales until a birth date is entered, scanned, or swiped.

Force No Sale Print	Prints a receipt for any No Sales that are completed.
Force Refund Print	Prints a receipt for any Refunds completed.
Force Void Line Print	Prints a receipt for any transactions that contain a Void Line.
Force Void Transaction Print	Prints a receipt for any transactions that were Voided.
Fuel Discount	Enter the dollar amount per gallon discount that is applied when a fuel discount key is used (0.00 – 99.99).
Fuel Discount Title	To rename Fuel Discount with a descriptive name, enter up to 30 characters.
Idle Prompt Displays Due Sale	Not Used.
Is Fixed Discount	Select to automatically enter discounts (set in “Discount Type” as a percent or amount) for the amount entered in “Fixed Discount Rate” when the Discount button is pressed. If it is not selected all discounts must be entered as individual amounts.
Is cashier # required for each sale	Select to require the cashier/employee number and password before starting each sale.
Is subtotal required	Requires the cashier to select the Total button before the Method of Payment (MOP) can be selected.
Is total in double	Prints the transaction in Double-Wide characters on the Receipt.
Maximum Amount	Enter the maximum amount that any one department item may cost if ‘0’ is entered for <b>Department &gt; Maximum Amt (0.00 – 9999.99)</b>
Maximum Discount	Enter the maximum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the Discount button (0.00 – 99.99).
Maximum Quantity	Enter the maximum quantity of any one item that may be sold in one transaction (0.00 – 9999).
Maximum Till Transaction Amount	Enter the maximum transaction amount.
Minimum Amount	Enter the minimum amount that any one department item may cost if ‘0’ is entered for <b>Department &gt; Min Amt (0.00 – 9999.99)</b> .
Minimum Discount	Enter the minimum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the Discount button (0.00 – 99.99).
Money Order Low	Enter the number of checks remaining before an alarm message indicates that the money order machine needs to have more checks loaded (0 - 99). See the Money Order Feature Reference for more information on this feature.
One Cashier Per Drawer	Select to limit login to one cashier per cash drawer until totals are closed. This can be overridden by personnel with higher security levels than the cashier. If not selected, more than one cashier is allowed per cash drawer.
Open Drawer Cashier Close	Select to close open drawer before another cashier can use the cash drawer.

PLU Not Found Department	Enter a department number to assign to PLUs that are not on the PLU File and are entered as a sale (0 – 9999). Entering a value of 0000 disables the department not found function. The department record must be available within the Department configuration.
Prepaid Card Activate Department	Enter the department number for prepaid card activation sales transactions.
Prepaid Card Recharge Department	Enter the department number for prepaid card recharge sales transactions.
Prevent Modify Key Cycling	Not Used.
Print DOB on Journal	Select to print DOB on journal logs.
Print DOB on Receipt	Select to print DOB on receipt.
Print Receipt	Select to print a receipt for every transaction (if not selected, a receipt will only print for No Sale, Pay In, Pay Out, Clock In/Clock Out, Void, Car Wash, POP Discounts, Credit Transactions).
Print UPC on Receipt	When this feature is enabled, the actual UPC or PLU will be printed on the receipt, along with the description.
Prompt Dine In	Select to prompt dine in for food orders.
Prompt Food Order Name	Enable to prompt for entering customer name for food orders.
Prompt Food Order Phone #	Enable to prompt for entering customer name for food orders.
Prompt Loyalty for PLU Not Found	When enabled, if a scanned bar code or manually entered number comes as “PLU Not Found”, the system asks the user if the number is a Loyalty Card.
Receipt Print PPG Discount Table	Enable to print clearer breakdown of discounts on the fuel receipt. This includes pop, loyalty, and any other discounts taken off fuel prices.
Receipt Print Program Name	Receipt prints loyalty program name.
Register Time-Out Timer	Enter the number of minutes (001 – 999) after which an idle terminal automatically switches out of Sales Mode. Entering 000 indicates that an idle terminal will not log out of sales mode.
Release Terminal During Close	Select to allow the terminal to return immediately to Sales mode after a close shift or close daily is started.
Reminder to Use Imprinter	Not Used.
Reset Display on Drawer Close	Idle sales message returns when the drawer closes.
Reset Display on Timeout	Enter the time (in seconds) before the idle sales message returns to the operator display after a transaction is complete. When “Reset Display on Time-out” is selected, a value must be entered here (2 – 3600). 1 = 2 seconds. 0 disables the option to reset display on time-out.

Stack Manual Discount	If enabled, multiple manual discounts can be applied on a line item. Cannot apply multiple discounts if item has NAXML discount applied to it.
Store Number	Enter the number or name that identifies the store. This information is printed on receipts and reports (alphanumeric, 1 - 5 characters).
Value Added Tax (VAT)	Select if value added tax (VAT) is collected at the site. Special prompts for VAT appear in the Tax Rate File (U.S. and Canadian sites usually do not collect VAT).



NOTE

See the Verifone Commander User Reference in the event the function is not listed above.

Login/Logout Message

The Sales Login/Logout Messages display a message when logging in or out of sales mode for the cashier to review. The messages only appear at the time of logging in or out of sales. Messages will appear for all cashiers.

Sales Configuration

Login/Logout Message

RenoDr

Log In

Alta Vista

Central Avenue

NACS 2022

Park Place

Spare

Line 1

REMEMBER TO ASK IF CUSTOMER IF THEY WANT

Line 2

TO USE THEIR LOYALTY CARD!

Line 3

Log Out


Line 1

Please settle the

Line 2

Suspended Transactions

Line 3



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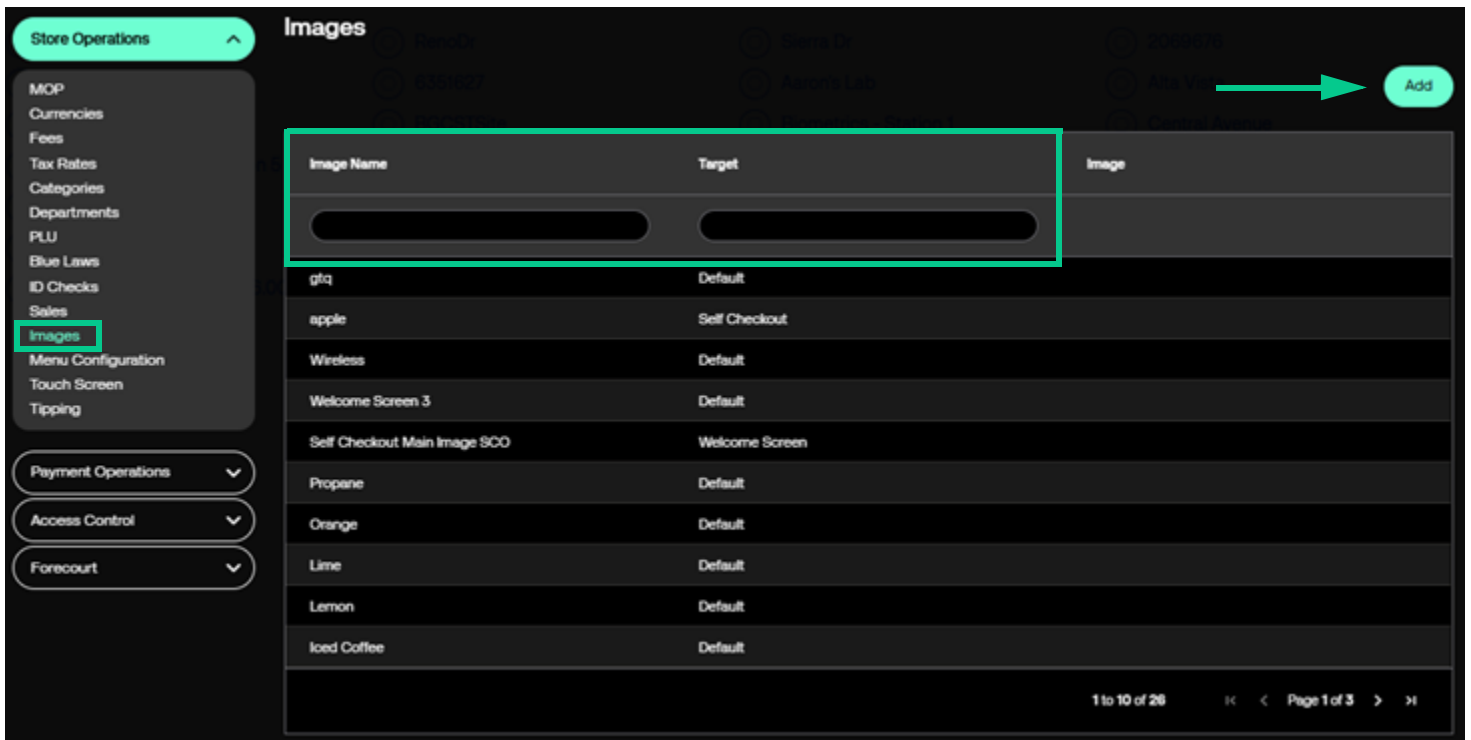
110



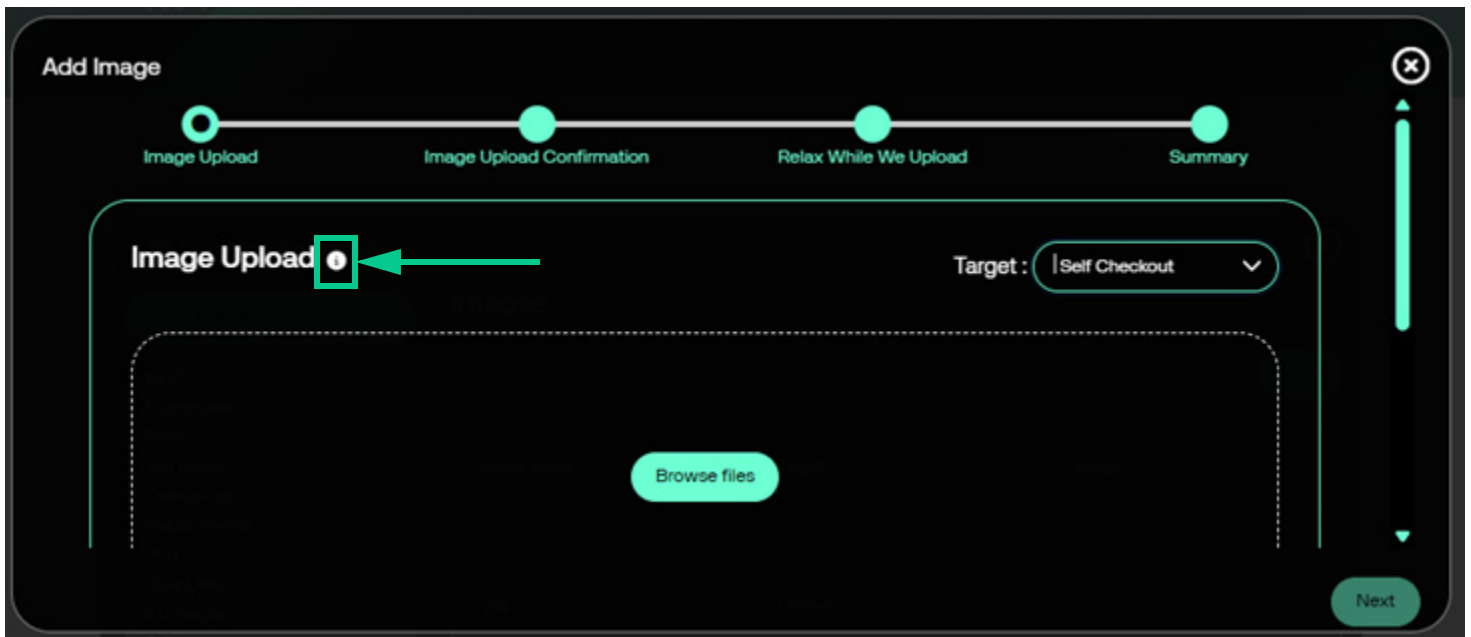
## Images

Users can upload images for menu items to different areas such as the Welcome screen.

1. Navigate to C-Site Management > Configuration > Site Management and then select a site.
2. Navigate to Store Operations and then click on Images.



3. Use the search boxes to find the Image Name or Target.
4. Click on Add to upload a new image.



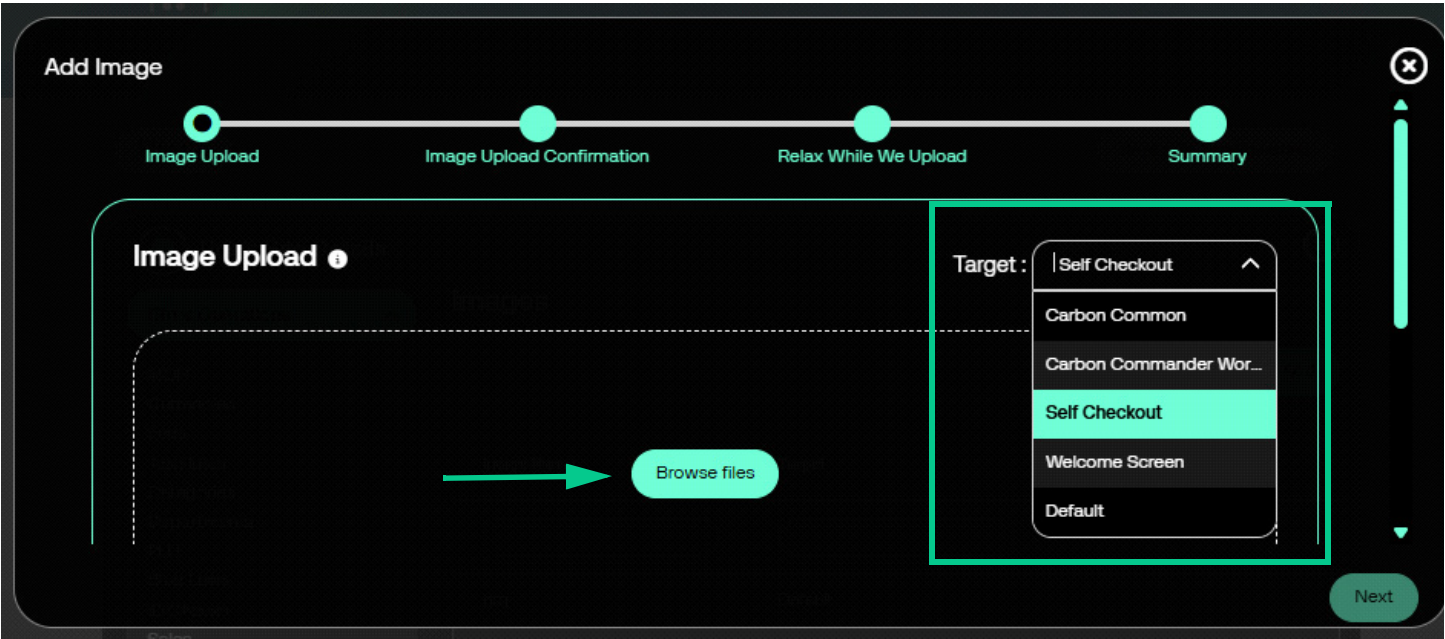
5. Click on the information icon next to Image Upload for the image guidelines.

### Guidelines

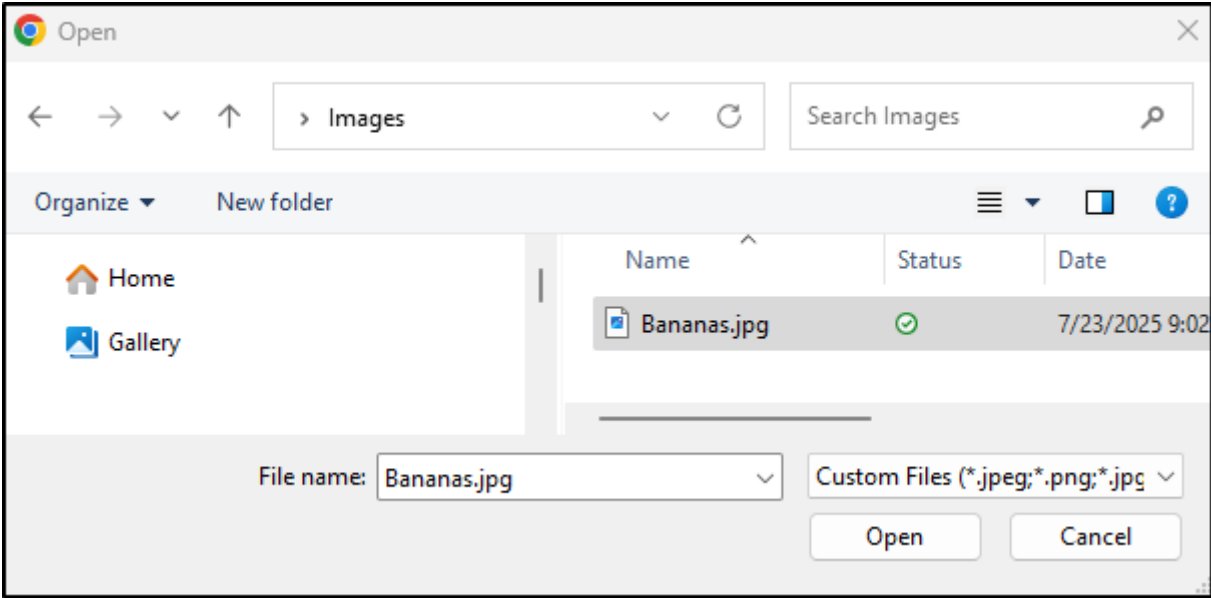
- Only 100 files can be uploaded at once. A maximum of 500 files is supported.
- File names can have a-z, A-Z, 0-9, hyphens, underscores, and spaces.
- Only JPEG, JPG, and PNG images are supported for buttons.
- Images used for items and payment buttons support a resolution size of 854x480 with a file size up to 300kb.
- The welcome screen supports JPEG, JPG, GIF, and PNG file types.
- Images and GIFs used for the welcome screen can have a resolution size up to 1920x1080 or 1080x1920 with a file size up to 3mb. A maximum of 10 GIF files can be uploaded.
- Deleting or changing the details of an image will affect the configuration(s) that use the image.

Close

6. After reading the Guidelines, click Close.



7. Select target for the image upload and then click on Browse files.



8. Select the image.

**Add Image**

Image Upload Image Upload Confirmation Relax While We Upload Summary

Target : Self Checkout

**Name**  
Bananas

**Target**  
Self Checkout

Size : 4.97 KB Type : jpeg

Back Save

9. Click Save and the system validates the image specific to the image guidelines.

Menu Configuration



NOTE

Menu Configuration requires Verifone Commander 56.00.00 and higher release version.

Use **Store Operations > Menu Configuration** to view the menus.

The Menu Configuration form allows the ability to view PLU items in menus and menus that are linked together in menu chains / order menus. Menus are assigned to the POS touchscreen, Self Checkout touchscreen, or to the register keyboard if one is used.

The Menu Selector displays a list of existing menus sorted in the order of their Menu ID number. The menu selector displays the Menu ID number, Menu Name, and any Notes.

The note field displays additional information about the menu for configuration use only. The note is displayed in only in areas of the configuration such as menu configuration, touchscreen configuration, self checkout configuration, etc. Notes appear in parenthesis to the right of the description.

Select menu type

Search Menus

Menu	Note	Type
1-CAR W ...		Ex ...
2-FOUNT ...		Ex ...
3-COFFE ...		Ex ...
4-DESSE ...		Ex ...
5-SIDES		Ex ...

Page 1 of 4

Number

1

Name

CAR WASH

Type

Express Menu

Note

PLUs

SL#	UPC	Display Name	Image
1	00000000015011/000	BASIC WASH	-
2	00000000015028/000	DELUXE WASH	-
3	00000000015035/000	WORKS WASH	-

Menu Selector

Menu Items

Field	Description
Select Menu Type	<p>Select the menu type. These are the menu types:</p> <p><b>Expanded Menu</b> — Displays several PLUs and allows only one PLU to be selected. The menu clears after one selection. It is also known as single-select menu.</p> <p><b>Multi-Select Menu</b> — Displays items in the menu until “Done” is selected.</p> <p><b>Express Menu</b> — Displays six items in an overlay or pop-up and the menu clears after one selection. It was previously known as Ruby menu.</p> <p><b>Menu Chain and Order Menu</b> — Both these menu types can be assigned one or more Expanded or Multi-selector Express menu types and when selected, leads to the other menus.</p> <p>In the Order Menu, all menus are added as sub-items and treated as a single line item in the ticket. When voided, entire order will be removed from the ticket.</p> <p>In the Menu Chain, each menu item is added as a separate line in the ticket and each item must be voided separately.</p>
Search Menus	The search menus field is a context sensitive search field that allows menus presented in the menu selector to be easily searched.
Menu Selector	The menu selector displays the Menu ID number, Menu Name, Menu Type, and any Notes when used. The menu selector displays a list of existing menus sorted in the order of their Menu ID number. The user can go forward or backward through the selections.
Number	Displays the menu number.
Name	Displays the name of menu that will appear on the POS or Self Checkout.
Type	Displays the type of menu.
Note	The note field is used to add additional information about the menu for configuration use only. The note is displayed only in areas of the configuration such as menu configuration, touchscreen configuration, self checkout configuration, etc.
Parked	It indicates if a menu is used in the parked menu panel of the POS screen. This option is not available for menu chains and order menus.
Menu Items	Displays the PLUs in a menu with the number, UPC, display name and image.
Filters	Menu items can be filtered by UPC or name. The search can contain or not contain certain numbers or characters.

## Touch Screen



### NOTE

Touch Screen requires Verifone Commander 56.00 release version.

Use **Store Operations > Touch Screen** to configure the screen panels. The Touch Screen is divided into three sections:

- Panels — The area within a screen with these panels is collectively referred to as User Panel.
- Screens — Each screen has a name and can be configured to have up to three panels. All screens appear as tabs on the register. A screen can have only one fuel panel and one parked menu panel. Also, only one fuel panel and parked menu panel can be assigned to a POS register, but these fuel panels and parked menu panels can be included in multiple screens on the register.
- Registers — Each Register or POS can be configured to have one or more screens.

## Panels Configuration

Use **Store Operations > Touch Screen > Panel Configuration** to configure panels and to configure items assigned to panels.

Panels have the following types:

- Item Panels
- Parked Menu Panels
- Fuel Panels
- Fuel Details

Item Panels

Use Item Panels form to configure panels that have PLU, Department, MOP, Function or Menu Key items.

Panels

Screens

Registers

Item Panels

Parked Menu Panels

Fuel Panels

Fuel Details

Search Item Panel

Q

Select Item Panel

2-11

DELI

DEPARTMENTS

FUNCTIONS

Menus

Delete

Copy

Add

NACS 2024 Station 5

Peach Street - Tlog Site

Station 2 - C18 POS/SCO Latin ...

Assigned Screen(s) : None

Rockefeller Blvd

Aaron's Lab

Demo - January Release

Create Menu

Rob's Site

Station 3 - C18/SCO and Mashgin

Edit Panel

Preview:

PIZZA

123

<

>

Discard

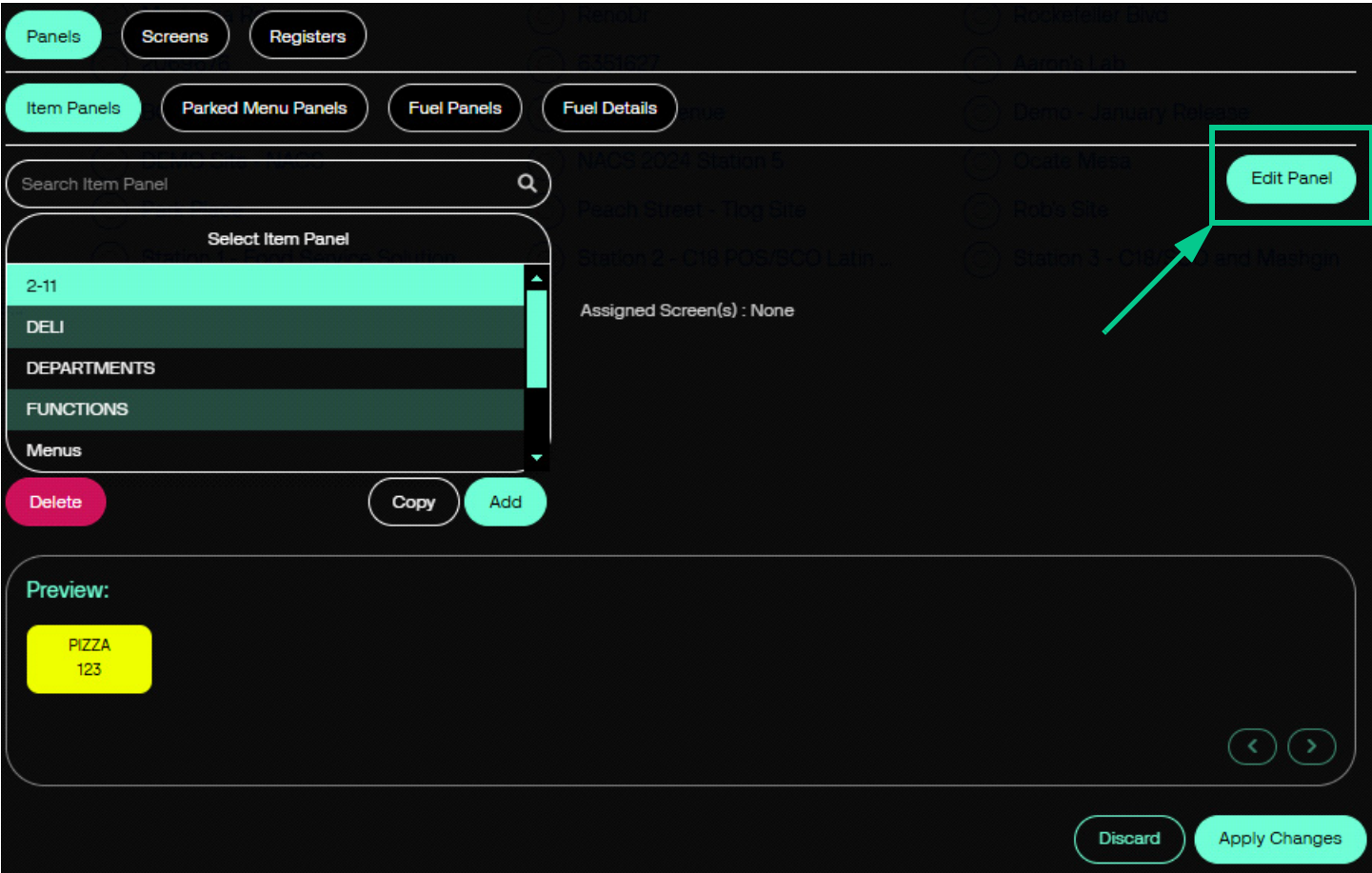
Apply Changes

Field	Description
Search Item Panel	Search for an existing item panel.
Edit Panel	Edit a selected panel
Select Item Panel	Select the item panel to be edited, deleted, or copied.
Delete	Delete a selected item panel.
Copy	Copy a selected item panel.
Add	Add a new item panel.
Preview	Preview the buttons on an item panel.



View or edit an item panel

Click on **Edit Panel**.




### View or edit an item panel (Continued)



## NOTE

New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field	Description
Delete Item	Select and delete an item from the panel.
Add Item	Add an item to the panel using the Item Properties on the right side.
Name	Name of the panel.
Platform	Platform or POS used.
No of Rows	Number of Rows used on the panel.
Utility Panel	Check the box if this is a Utility Panel.

Item Properties	<p>Use to edit existing items or assign properties to new items.</p> <p><b>Inactive</b> - It defaults to inactive.</p> <p><b>Item Type</b> - Sets the item as a function, department, MOP, Menu, PLU, or Monitor. The next value input is assigned based on the item type.</p> <p><b>Line 1</b> - Enter eight alphanumeric characters.</p> <p><b>Line 2</b> - Enter eight alphanumeric characters.</p> <p><b>Text Color</b> - Enter the Hex Color Code for the button label.</p> <p><b>Background Color</b> - Enter the Hex Color Code for the button color.</p> <p><b>Item Position</b> - Use the arrows to move the item around on the panel. Alternatively, use the mouse or mouse pad to drag and drop the item into a different location on the panel.</p> <div data-bbox="597 646 1308 798"><p>Item Position</p></div> <p>Also, the user can drag and drop the buttons as well from the screen.</p>
Discard	Remove any changes made to this form.
Save	Save all changes made to this form.

Parked Menu Panels

Panels

Screens

Registers

Item Panels

Parked Menu Panels

Fuel Panels

Fuel Details

Search Parked Menu

Q

Select Parked Menu

Test

Assigned Register(s) : 103, 104

Select Menu

2-FOUNTAIN

▼

Text Color

#FFFFFF

Background Color

#0000FF

Preview Text

Discard

Apply Changes



NOTE

New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field	Description
Search Parked Menu	Search for an existing Parked Menu.
Select Parked Menu	Select a Parked Menu for editing.
Assigned Register(s)	Register or POS terminals assigned to the Parked Menu.
Select Menu	Add a menu to a Parked Menu.
Text Color	Enter the Hex Color Code for the button label.
Background Color	Enter the Hex Color Code for the button color.
Delete	Delete a selected Parked Menu.

Add	Add a new Parked Menu.
Preview Text	Displays a preview of the menu button colors.
Copy	Select a Parked Menu the list and make a copy of it.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Fuel Panels

Panels

Screens

Registers

Item Panels

Parked Menu Panels

Fuel Panels

Fuel Details

Search Fuel Panel

Q

Select Fuel Panel

Fuel

Rockefeller Blvd

Apple's Lab

Demo - January Release

Orate Meta

Rob's Site

Station 3 - C18/SCO and Washin

NACS 2024 Station 5

Peach Street - Tlog Site

Assigned Register(s) : Default, 103, 104

Details

Starting Fuel Point

1

Number Of Fuel Points

16

Fuel Point Assignments ⓘ

Reset

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

Discard

Apply Changes



NOTE

New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field	Description
Search Fuel Panel	Search for an existing Fuel Panel.
Select Fuel Panel	Select a Fuel Panel for editing.
Assigned Register(s)	Registers or POS terminals assigned to the Fuel Panel.
Select Menu	Add a menu to a Fuel Panel.
Delete	Delete a selected Fuel Panel.
Copy	Select a Fuel Panel the list and make a copy of it.



Add	Add a new Fuel Panel.
Starting Fuel Point	Enter the fueling point number where the fuel points should start on the fuel panel.
Number of Fuel Points	Enter the number of fueling points for the fuel panel.
Fuel Point Assignments	Use the mouse or mouse pad to drag and drop the fuel points into a desired order.
Reset	Click to set the fuel point assignments to the default order.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

## Fuel Details

Panels

Screens

Registers

Item Panels

Parked Menu Panels

Fuel Panels

Fuel Details

Search Prepay Profile

Q

Select Prepay Profile

Copy of test

test

Vendor

NAUGS 2024 Station 5

Peach Street - Twp Site

Assigned Register(s) : 103

Station 3 - C18/SCD Latin ...

Fuel Details

Station 3 - C18/SCD Latin ...

Station 3 - C18/SCD and Mashgo

Rockefeller L20

Amesbury L20

Demo - January Release

Ocala Mesa

Rob's Site

Station 3 - C18/SCD and Mashgo

Fuel Prepay Buttons

\$ 250

\$ 200

\$ 20

\$ 1

\$ 1

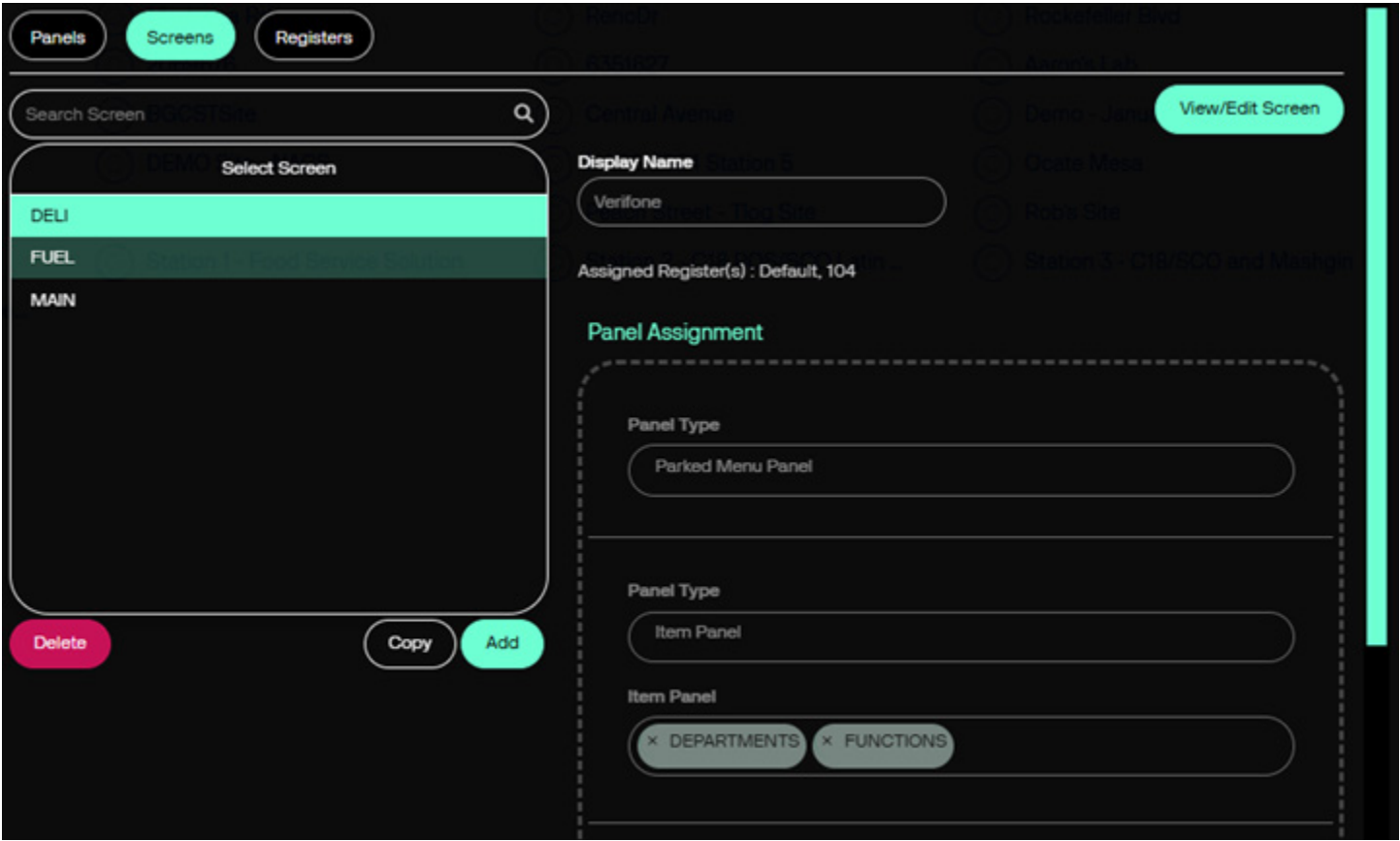
Discard

Apply Changes

Field	Description
Search Prepay Profile	Search for an existing Prepay Profile of Fuel Prepay Buttons.
Select Prepay Profile	Select the Prepay Profile to edit.
Assigned Register(s)	Registers that are assigned to the selected Prepay Profile.
Fuel Prepay Buttons	Create preset buttons for certain amounts.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Screens Configuration

Each screen has a name and can be configured to have up to three panels. A screen can have only one fuel panel and one parked menu panel, but these fuel panel and parked menu panels can be included in multiple screens on the register.

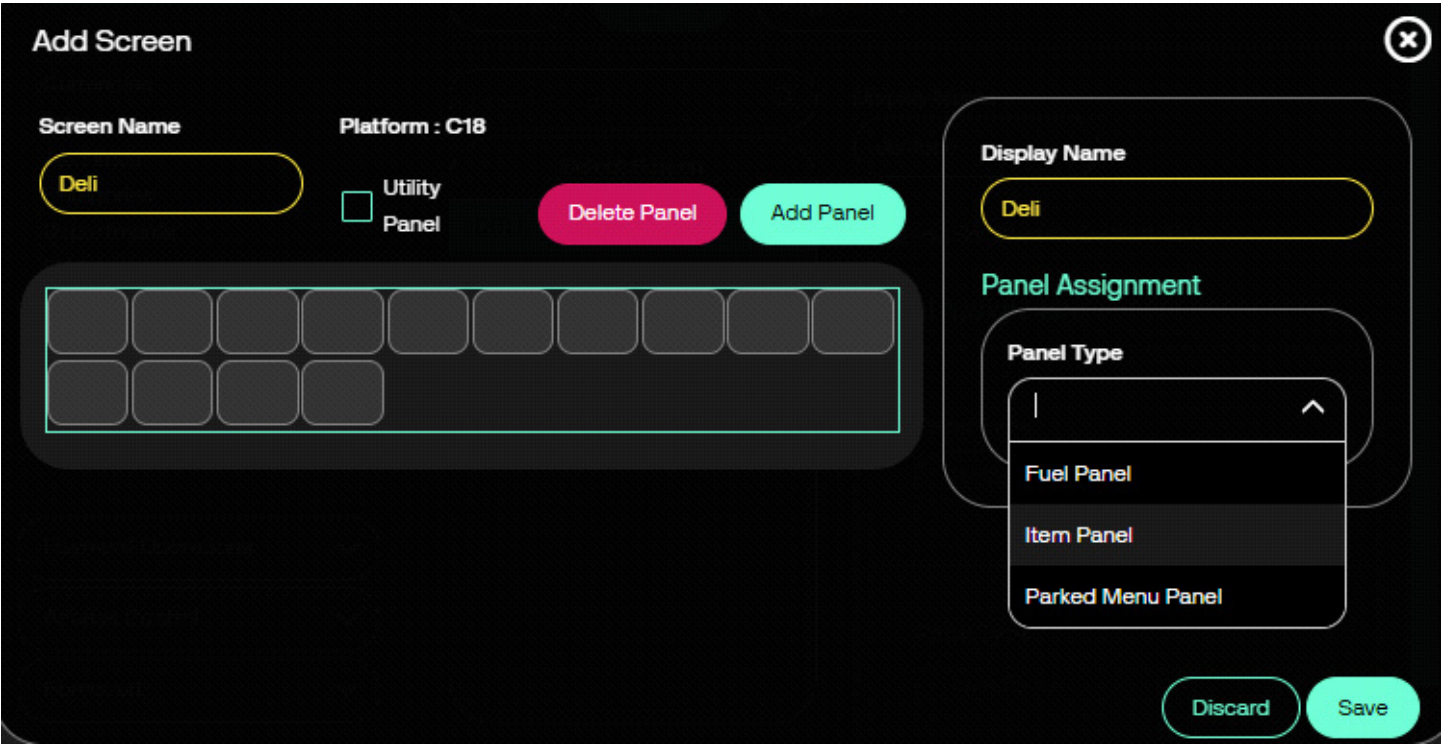
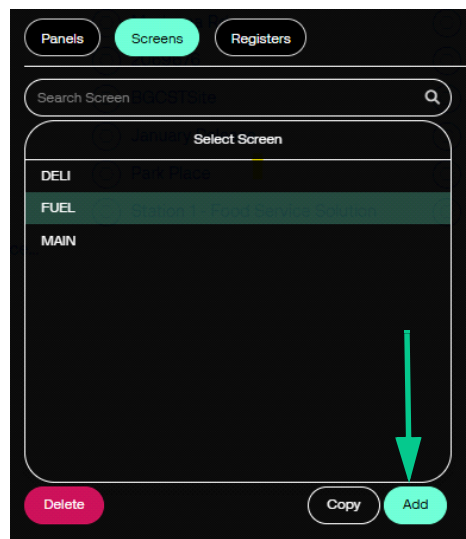


Field	Description
Search Screen	Search for an existing created screen.
View/Edit Screen	Use to view or edit an existing screen from the selected screen on the left side.
Select Screen	Select the screen to edit.
Assigned Register(s)	Registers that are assigned to the selected screen.
Display Name	Displays the name of the screen on a tab to the cashier.
Panel Assignment	Displays up to three panels with panel types and item panels.
Delete	Delete a selected screen.
Copy	Copy a selected screen.
Add	Add a new screen.



Add a New Screen

To add a new screen, click Add.



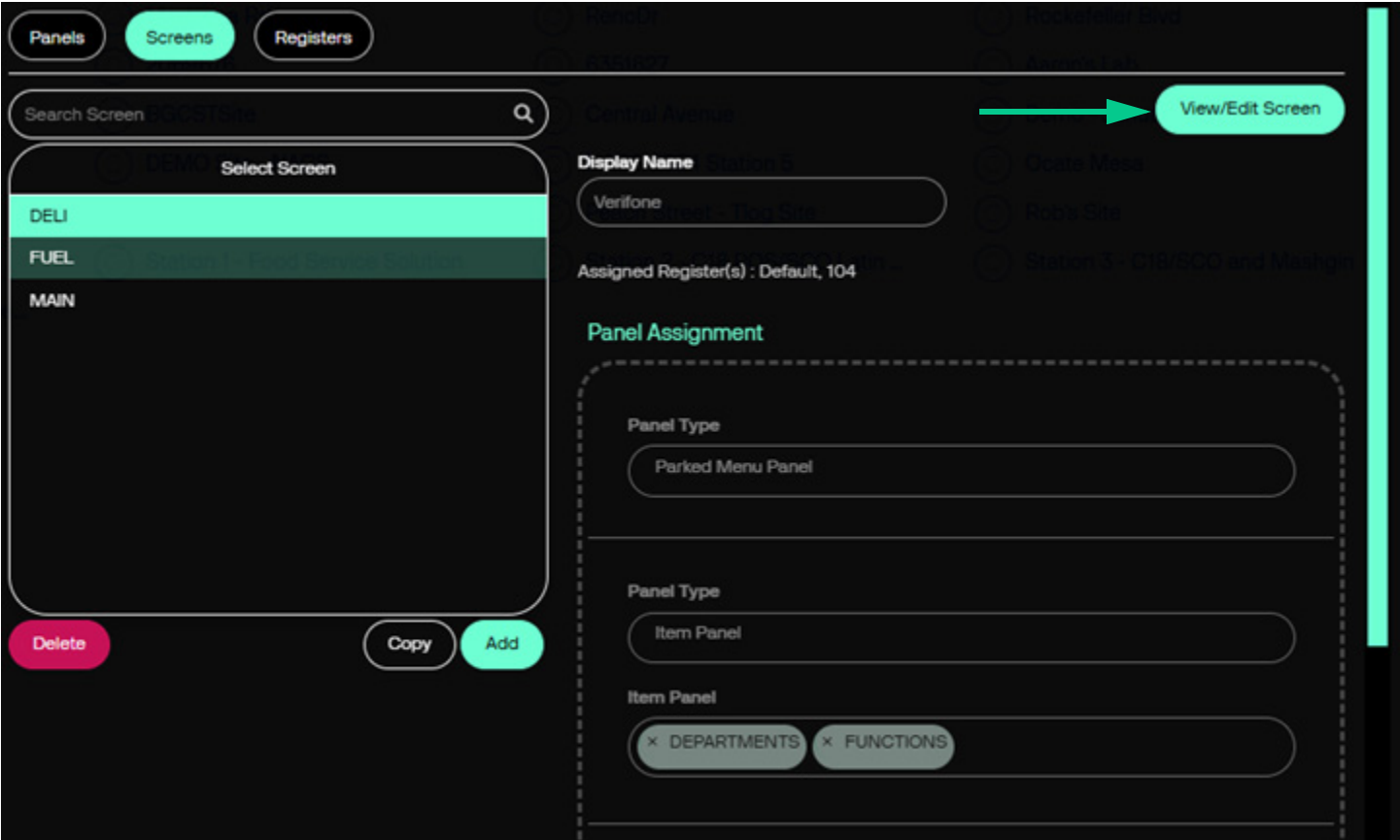
**NOTE**

New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field	Description
Screen Name	Give the new screen a name.
Platform	Platform or POS used.
Utility Panel	Check the box if this is a Utility Panel.
Delete Panel	Delete the selected panel.
Add Panel	To add a panel, click Add Panel and then use the Panel Assignment to the right on the screen. There can only be three panels per screen.
Display Name	It is the name of the screen that displays as a tab to the cashier on the POS. The cashier can switch back and forth between tabs.
Panel Assignment	It configures the panel by type. Panels can be moved using the mouse or mouse pad.
Panel Type	The panel type can be configured by Fuel Panel, Item Panel, or Parked Menu Panel. There can only be one Fuel Panel and one Parked Menu Panel.
Item Panel Selection(s)	After selecting Item Panel for Panel Type, select the items.
Discard	Remove any changes made to this form.
Save	Save all changes made to this form.

View or Edit an Existing Screen

Click on View/Edit Screen on the Screen main form.



View or Edit an Existing Screen (Continued)

View / Edit Screen

Screen Name

DELI

Platform : C18

☐ Utility Panel

Delete Panel

Add Panel

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

Parked Menu

CHICKEN

PIZZA

CHICKEN

CANDY

SIDES

Lottery Scratch

DESSERTS

Lottery Payout

GROCERY TAX

GROCERY NO TAX

CIGARS

BEER

WATER

GRILL

OPEN RING

Lottery

DELI

SODA

TICKET PRINT

FUEL TCK PRINT

Pay In

Pay Out

Safe Drop

No Sale

SUSPEND

Modify

Network Functions

Total

Quantity

Clock In /Out

DESSERTS

SIDES

CAR WASH

FOUNTAIN

COFFEE

CHICKEN SANDWICH

BLT 123454

CLUB

CUBAN

HAM EGGS CHEESE CROSSANT

Display Name

Verifone

Panel Assignment

Panel Type

Parked Menu Panel

Discard

Save



NOTE

New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field	Description
Screen Name	Select the screen to be viewed or edited.
Platform	Displays POS platform.
Utility Panel	Check the box if this is a Utility Panel.
Delete Panel	Delete the selected panel.
Add Panel	Not used.
Display Name	It is the name of the screen that displays as a tab to the cashier on the POS. The cashier can switch back and forth between tabs.
Panel Assignment	It configures the panel by type. The user can also drag and drop panels.
Panel Type	The panel type can be configured by Fuel Panel, Item Panel, or Parked Menu Panel.

Registers Configuration

Use the Registers Option to assign fuel options and screens to each POS or register.

Options

PanelsScreensRegisters

OptionsConfigurations

Search Option

Select Option

Copy of Test

Test

Wendy

Wendy

Central Avenue

NACS 2024 Station 5

Reach Street - Tlog Site

Assigned Register(s) : None

Fuel Options

☒ Zoned Fuel Control

☒ Allow One-touch Approval

☒ Allow One-touch Claim

Rocketeer Blvd

Aspen Lake

Demo Site

Ocate Mesa

Rob's Site

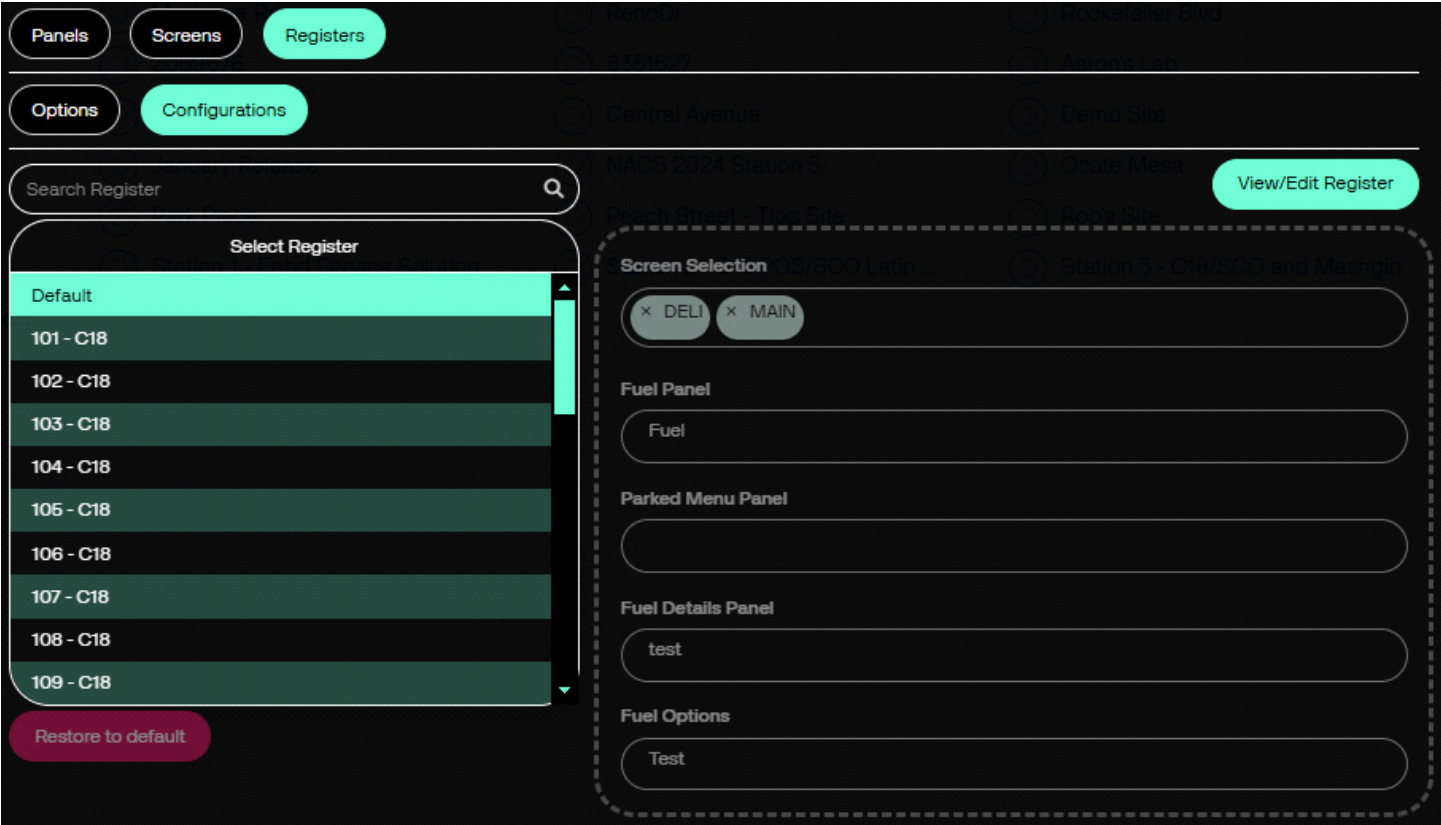
Station 3 - C18/SOD and Maahgin

Discard

Apply Changes

Field	Description
Search Option	Search for an option that has fuel options assigned to it.
Select Option	Select the option to view or edit.
Assigned Register(s)	Registers that are assigned to the selected option.
Fuel Options	<div>These Fuel Options assigned to an option:</div> <ul style="list-style-type: none"><li>• Zoned Fuel Control - This function disables the approve all functionality.</li><li>• Allow One-Touch Approval - Allows the cashier to touch a fueling icon just once to approve a calling fueling position.</li><li>• Allow One-Touch Claim - Allows the cashier to touch a fueling icon just once to claim a due fuel sale.</li></ul>
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

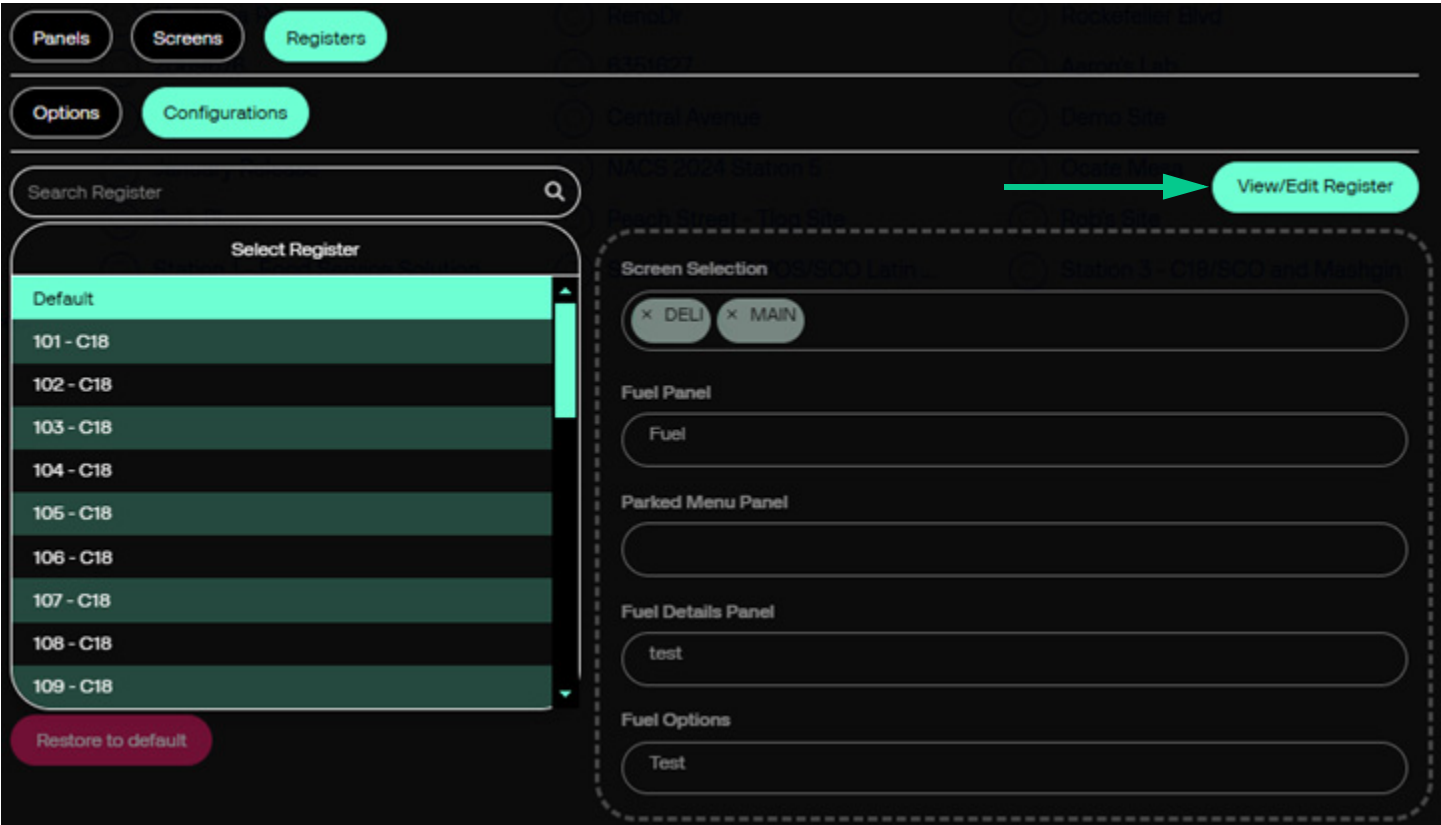
Configurations



Field	Description
Search Resister	Search for an installed register or POS.
View/Edit Register	Use to view or edit an installed register or POS from the selected register on the left side.
Select Register	Select the installed register or POS to edit.
Assigned Register(s)	Registers that are assigned to the selected screen.
Display Name	Displays the name of the screen.
Panel Assignment	Displays up to three panels with panel types and item panels.
Delete	Delete a selected screen.
Copy	Copy a selected screen.
Add	Add a new screen.

View or Edit an Existing Register

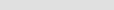
Click on View/Edit Register or POS on the Register main form.





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 **NOTE** New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field	Description
Register Name	Select the Register to be viewed or edited.
Copy To	Copy the selected register's touch screen configuration to another installed register or POS. Do not use the default register.
Tabs	These are displayed to the cashier and added using the Screen Selection drop-down menu on the left side.
Platform	Displays POS platform.
Utility Panel	Check the box if this is a Utility Panel.
Screen Selection	This function adds screen tabs to allow the cashier to switch back and forth between screens.



Fuel Panel	Select and add a fuel panel from the drop-down menu to the screen. A screen can have only one fuel panel.
Parked Menu Panel	Select and add a parked menu panel from the drop-down menu to the screen. A screen can have only one parked menu panel.
Fuel Details Panel	Select and add a Prepay Profile from the drop-down menu to the screen.
Fuel Options	Select and add a Fuel Options profile from the drop-down menu to the screen.

## Tipping

The Verifone Commander now provides flexible tipping options for sites that sell prepared items. The tipping prompt will be displayed on the PIN pad. Preset amounts or percentages for customer selection will be configured in Verifone C-Site Management. The “Prompt for Tip” will be enabled in the department and will apply to all PLUs within that department. Customers will have the option to enter a custom amount. The prompt is customizable.



**NOTE**

Tipping requires Verifone Commander 56.01 release version.  
See the Tipping Feature Reference on how to configure the Tipping feature on Verifone C-Site Management.  
The Tipping Feature can only be configured on Verifone C-Site Management. It is not available in Verifone Configuration Client.

Prompt Configuration

☒ Enable Tipping

Customer Prompt

Add a Tip ?

Display By

Percentage

☒ Display Custom Amount

☒ Display No Tip

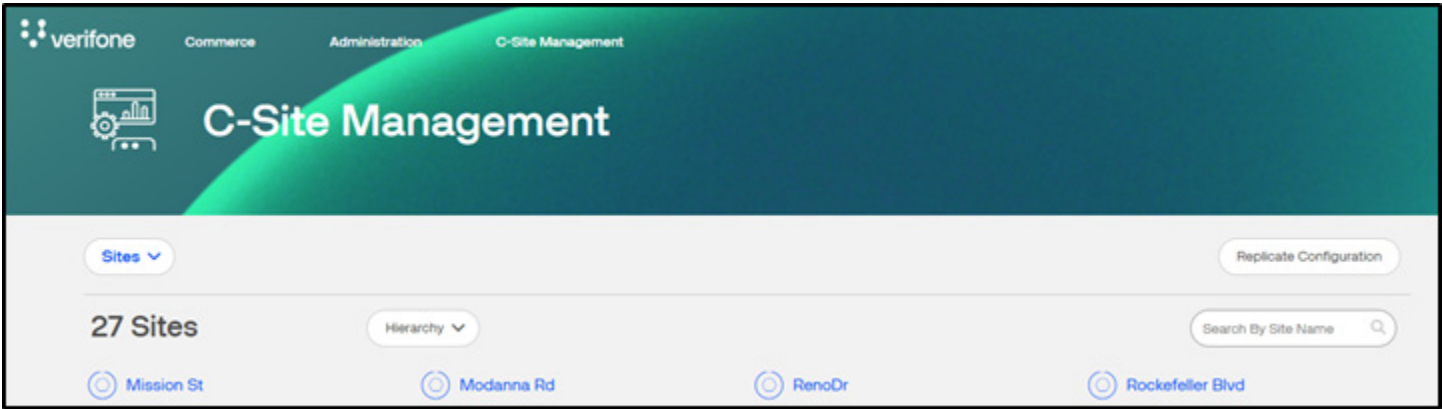
Tip Value 1

Tip Value 2

Tip Value 3

# Payment Operations

To configure Loyalty, Mobile Payment, or Primary Payments at a site, navigate to **C-Site Management > Configuration > Site Management** and select a site. Use the following sections to configure the Payment Operations.



Loyalty

Loyalty Sales allow the processing and redemption of loyalty transactions, both inside at the Point of Sale (POS) and outside at the Dispenser Card Readers (DCR). Each locations loyalty configuration can be viewed and modified for individual sites. The individual site configuration for loyalty is found under **C-Site Management > Site Management > Site Name > Payment Operations > Loyalty**.

Complete the following parameters shown specific to the Loyalty Host being configured. **See table below for details on each field.**

Parameters

1: PROGRAM01

PROGRAM01

ParametersCards

General

Communication Parameters

Settings

FEP Enabled

Provider

Merchant ID

Program Name

PCATS01

1234567

PROGRAM01

IP/Host

Port

TLS

127.0.0.1

9000

☐ Enable TLS

Heartbeat (seconds)

Enable Barcode Scan

Enable Card Download

Display FEP Inside for Multiple Loyalty

Display FEP Outside for Multiple Loyalty

Receipt Offline Message

6000

☐

☐

☒

☒

Remove Program

Field	Description
FEP Enabled	Enables the loyalty program.
Provider	Select the loyalty provider from the list that is used to host the name. The list is a predefined selection of approved loyalty hosts.
Merchant ID	Sets the Merchant ID provided by the network.

Program Name	Sets the Program ID for the loyalty program.
IP/Host	Sets the IP address of the loyalty host. (Provided by loyalty host)
Port	Communication Port Number for the primary loyalty host. (Provided by loyalty host)
Heartbeat (Seconds)	Sets the interval in seconds between network status checks from the Electronic Payment Server to the Loyalty Host. Minimum amount allowed is 120 seconds.
Enable TLS	Enables the use of a secure Transport Layer Security (TLS) connection to the loyalty host. When TLS is used, data is encrypted over the communication line.
Enable Barcode Scan	Enables a Barcode Scanning for the related FEP. The flag default is disabled.
Enable Card Download	Enables the Loyalty Card Table Download that allows the Loyalty Host to send down card table entries. The flag default is disabled.
Display FEP Inside for Multiple Loyalty	Displays Loyalty Program at the POS when multiple loyalty is used.
Display FEP Outside for Multiple Loyalty	Displays Loyalty Program at the DCR when multiple loyalty is used.
Receipt Offline Message	When loyalty is offline, the message entered here will print on the receipt.
Remove Program	Removes the loyalty program.

## Cards

Parameters

Cards

VOF

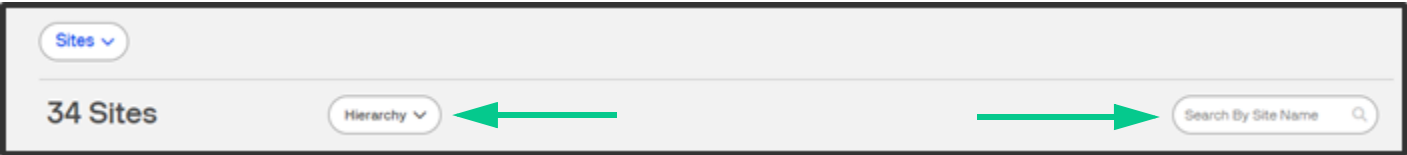
Card Name	Abbreviation	Lower ISO	Upper ISO	PAN Length	Hybrid
AltId	AD	0000000000	9999999999	10	<input type="radio"/>

Field	Description
Card Name	Name given to identify this entry.
Abbreviation	Sets a two digit abbreviation for the card.
Lower ISO	Sets the lower value of the card (BIN) range. The entered card number must be greater than or equal to this number to match the table entry.
Upper ISO	Sets the upper value of the card (BIN) range. The entered card number must be less than or equal to this number to match the table entry.

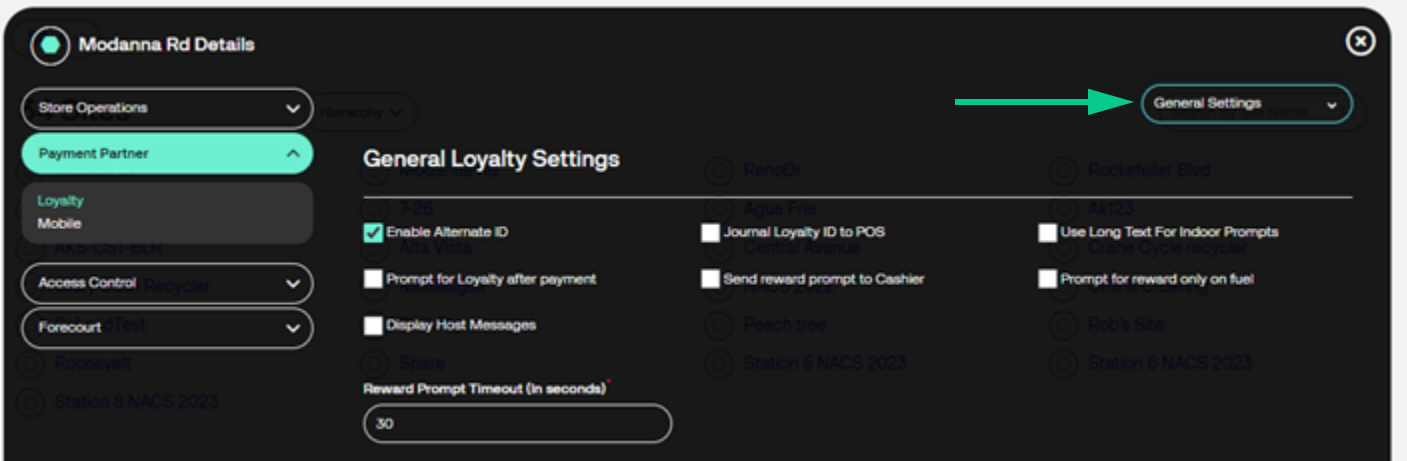
PAN Length	Sets the number of digits to be used with the card.
Hybrid	Sets the card as a hybrid card.

General Settings

- 1. To view or edit individual site loyalty configurations navigate to **C-Site Management > Configuration > Site Management**
- 2. Use the search by **Site name** or **Hierarchy** drop-down menu to locate the site you wish to modify the loyalty configurations for. After the site name is located, **click on the name** to open the site configuration.



- 3. Select **Payment Operations > Loyalty** from the left column to view the site’s loyalty parameters.
- 4. To view the site’s general loyalty settings, use the drop-down menu on the top left column to switch from the loyalty programs to **General Settings**.



Field	Description
Enable Alternate ID	Enables the payment device to prompt for an alternative ID for loyalty.
Prompt for Loyalty after payment	Prompts the customer for loyalty after they have paid for the transaction.
Display Host Messages	Loyalty messages will appear on the POS from the loyalty host.

Journal Loyalty ID to POS	Captures the customer's loyalty ID in the site's POS journal logs.
Send Reward prompt to Cashier	Enables the cashier to answer the PIN pad prompt from the POS in the event the customer hands the cashier cash and leaves the store without using the PIN pad display.
Reward Prompt Timeout (in seconds)	Sets a time out value for the loyalty reward prompt in seconds.
Use Long Test for Indoor Prompts	Shows longer prompts inside for loyalty rather than abbreviating them.
Prompt for reward on fuel only	Enabling this setting will only prompt the customer for loyalty if they are purchasing fuel.

- Loyalty Programs (PCATs Loyalty in Verifone Commander's Configuration Client) assigned to the site will be found under the **Programs** drop-down menu.  
If the loyalty program is managed through Enterprise configuration, then it will have a label next to the program name indicating **'Enterprise'**.

**Modanna Rd Details**

Store Operations | Hierarchy | **Programs** By Site Name

Payment Partner | Loyalty | Mobile | Access Control | Recycler | Forecourt | JTest

1: akeela | 2: Program 1

**Program 1** Enterprise

Parameters | Cards

**General**

☒ FEP Enabled

Provider: Paytronix Systems, Inc

Merchant ID: 12343

Program Name: Program 1

**Communication Parameters**

IP/Host: 192.168.31.11

Port: 443

Heartbeat (seconds): 300

TLS: ☐ Enable TLS

**Settings**

☐ Enable Barcode Scan

☐ Enable Card Download

☐ Display FEP Inside for Multiple Loyalty

☐ Display FEP Outside for Multiple Loyalty

Receipt Offline Message: Please scan the card

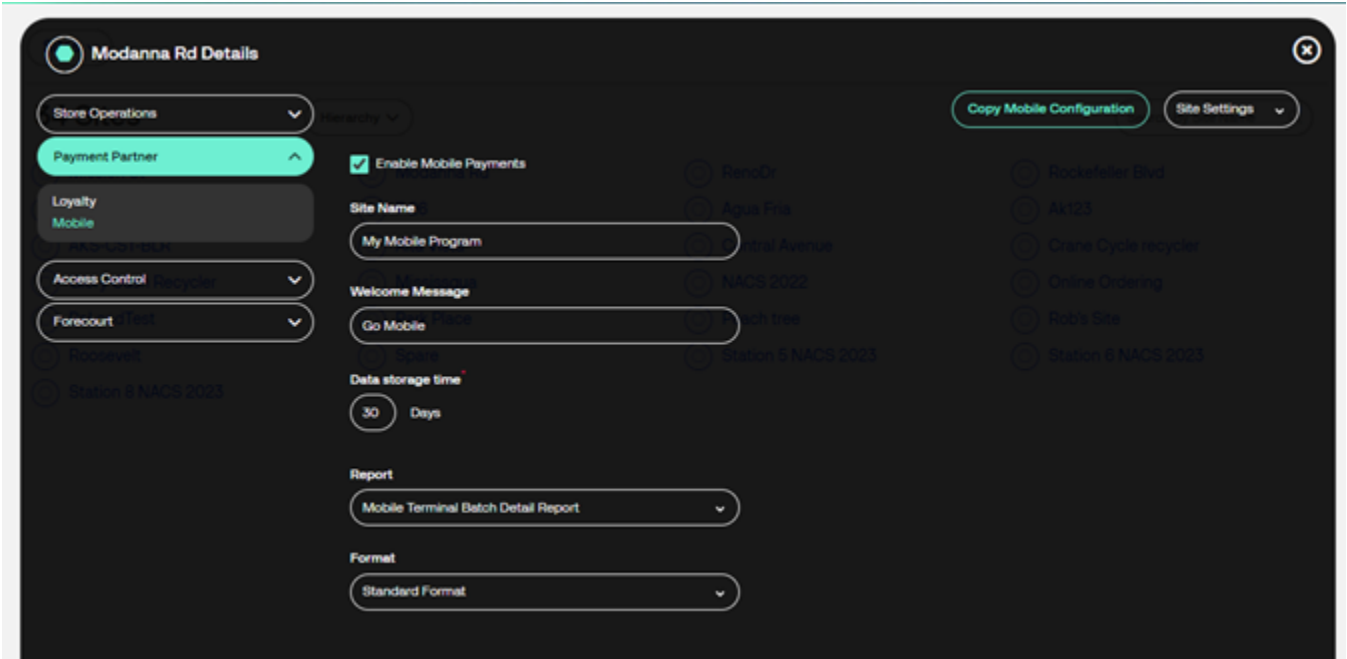
Remove Program

Mobile

Individual site configurations for mobile payments is found under **C-Site Management > Configuration > Site Management > Site Name > Payment Operations > Mobile**.

Edit Site Details

- 1. To edit site mobile configurations, navigate to **C-Site Management > Configuration > Site Management > Select the Site Name** from the list.
- 2. Select **Payment Operations > Mobile**.
- 3. The **Site Settings** are presented by default. Complete the following parameters shown specific to the Mobile Payment Host being configured. **See table below for details on each field.**



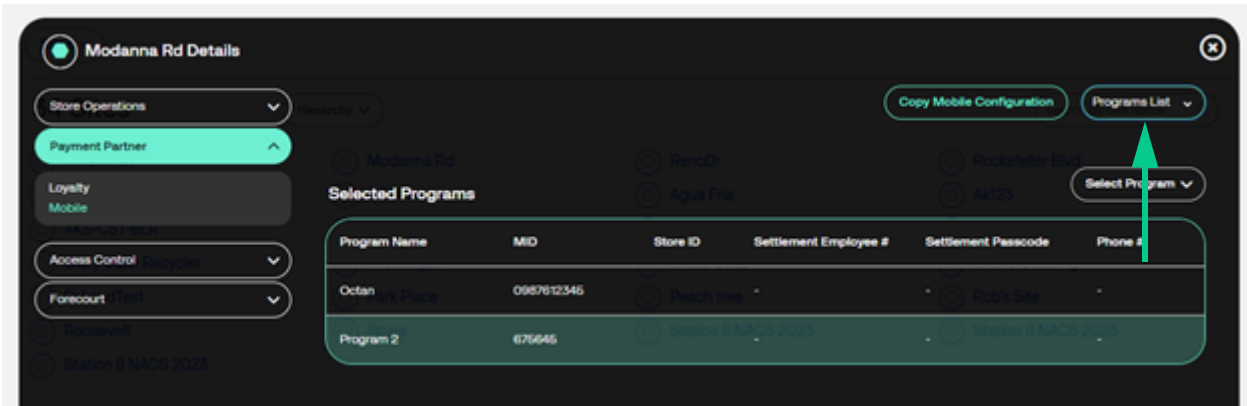
Field	Description
Enable Mobile Payments	Enable to accept Mobile Payments.
Welcome Message	The site's welcome message (100 characters).
Data Storage Time	The Data Storage Time for retention (0-30 days).
Report	The Mobile Terminal Batch Detail Report is the only report for the format type below.



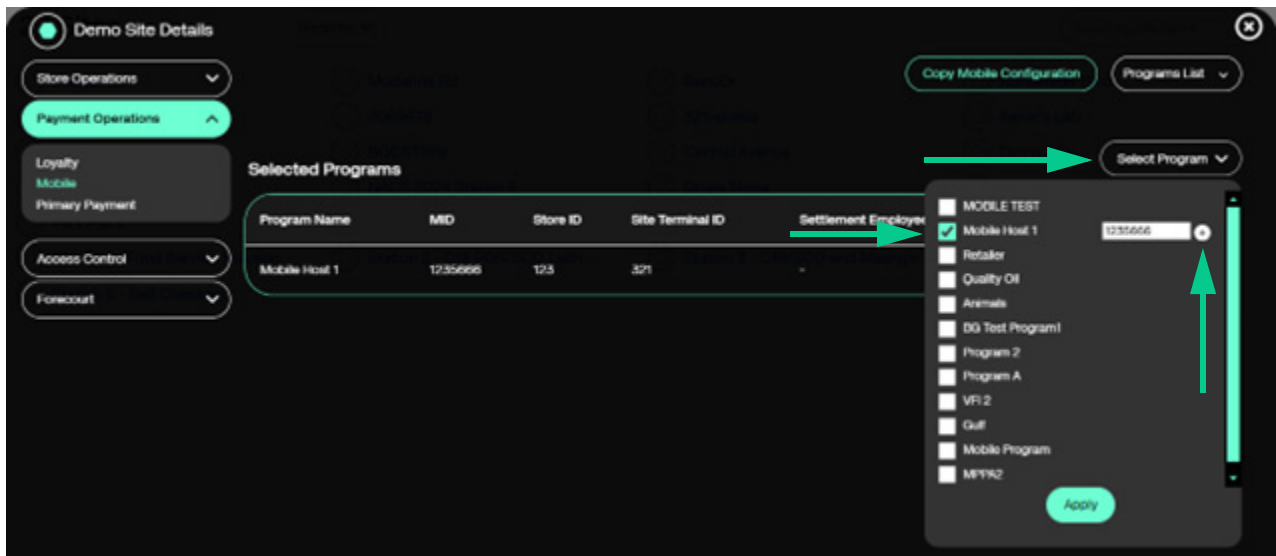
Format	<p>The combination of these fields are used to set the format type for each report from the report drop-down menu.</p> <p>The values are “Standard” and “Extended Authorization.”</p> <p>The default format type would be “Standard” for all reports.</p> <p>In the Chevron distribution, the Mobile Terminal Batch Detail Report will default to Extended Authorization format.</p> <p>Standard: In this format max limit for authorization number is 14 digits and first 14 digits gets printed.</p> <p>Extended Authorization Format: Min limit for authorization number is 1; no upper limit.</p> <p>As of now, this feature is applicable only for Mobile Terminal Batch Detail Report.</p>
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Edit Program Details

- 1. To edit site mobile configurations, navigate to **C-Site Management > Configuration > Site Management > Select the Site Name** from the list.
- 2. Select **Payment Operations > Mobile**.
- 3. The **Site Settings** are presented by default. To modify the programs, switch the drop-down menu to **Program List**.



- 4. Use the **Select Program** drop-down menu under **Program List** to modify any site specific MIDs. They must have the **checkbox enabled** to add any site specific details.



5. Use the (+) next to the MID to add additional details such as Store ID, Settlement Employee Number, Settlement Passcode, and Phone Number. **See table below for details on each field.**

Add More Details for Mobile Host 1

Store ID

123

Site Terminal ID

321

Settlement Employee Number

Settlement Passcode

Phone Number

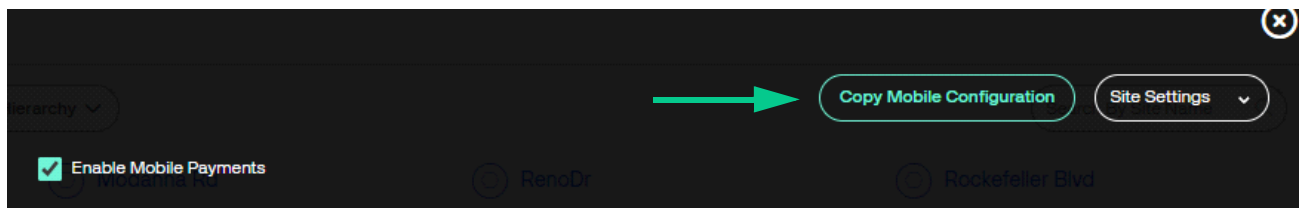
Discard

Apply

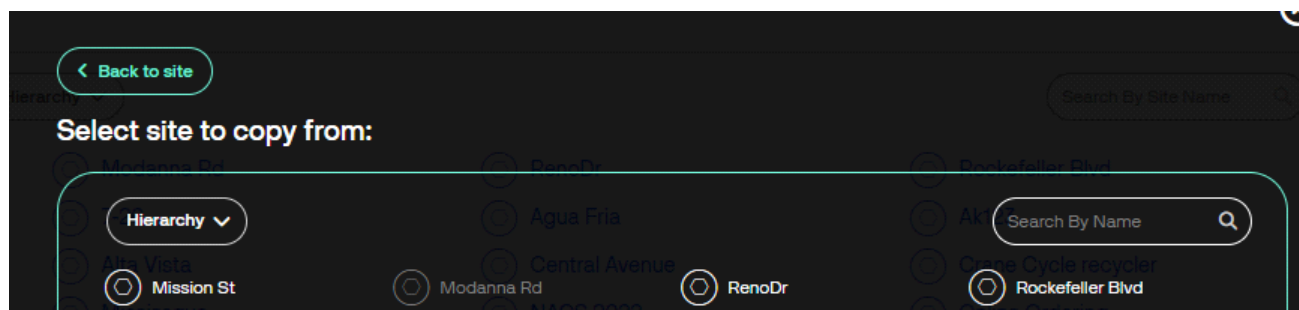
Field	Description
Store ID	The Store Identification (ID) Number.
Site Terminal ID	It is the ID number for the terminal received from the mobile payment host.
Settlement Employee Number	It is the number used by the Verifone Commander for settlement with Mobile Payment Host. The Settlement Employee Number is provided by the Mobile Payment Host.
Settlement Passcode	It is the Passcode used during settlement assigned by Mobile Payment Host.
Phone Number	Store Phone Number.

### Copy Mobile Configuration

1. To edit site mobile configurations, navigate to **C-Site Management > Configuration > Site Management > Select the Site Name** from the list.
2. Select **Payment Operations > Mobile**.
3. Click **Copy Mobile Configuration** from the top right corner of the screen.



4. A list of sites will appear to select a location to copy the configuration **from**. Use the Hierarchy drop-down menu or the search by name function to narrow down the site. **Select the site you want to copy the Mobile Program from.**



5. The copy form will open after the site is selected. The MIDs are copied from the store selected on the previous screen, along with their configurations. **Make sure you click the Select Program button to edit and update the MIDs for the location.**

The screenshot displays the 'Copy from' dialog box in the Verifone C-Site Management application. The dialog box is titled 'Copy from ' Mission St ' to ' Modanna Rd' and features a search bar labeled 'Search By Site Name'. Below the search bar, there are several site names listed, including 'Modanna Rd', 'RenoDr', 'Pockefeller Blvd', 'Alta Vista', 'Central Avenue', 'NACS 2022', 'Peach tree', 'Park Place', and 'Station 5 NACS'. The 'Modanna Rd' site is selected, and its details are shown in a form. The form includes a 'Site Name' field with the value 'test', a 'Welcome Message' field, a 'Data storage time' field set to '30 Days', a 'Report' dropdown menu set to 'Mobile Terminal Batch Detail Report', and a 'Format' dropdown menu set to 'Standard Format'. A 'Select Program' dropdown menu is also present, with a list of programs: 'MOBILE TEST', 'Retailer', 'Quality Oil', 'Animals', 'BG Test Program1', 'Octan', 'Program 2', '1234', 'Program A', 'VF1 2', 'Gulf', and 'MPPA2'. The 'Quality Oil', 'Animals', and 'Octan' programs are checked. To the right of the program list, there are input fields for '526999', 'MG1331556900', and '1234', each with a '+' button next to it. A red arrow points to the '+' button next to the '526999' field. At the bottom of the dialog box, there are 'Apply changes' and 'Discard' buttons.

6. Selecting the + next to the MID will allow entry of additional configuration parameters: Store ID, Settlement Employee Number, Settlement Passcode, and Phone number. **See table below for details on each field.**

Add More Details for Mobile Host 1

Store ID

123

Site Terminal ID

321

Settlement Employee Number

Settlement Passcode

Phone Number

Discard

Apply

Field	Description
Store ID	The Store Identification (ID) Number.
Site Terminal ID	It is the ID number for the terminal received from the mobile payment host.
Settlement Employee Number	It is the number used by the Verifone Commander for settlement with Mobile Payment Host. The Settlement Employee Number is provided by the Mobile Payment Host.
Settlement Passcode	It is the Passcode used during settlement assigned by Mobile Payment Host.
Phone Number	Store Phone Number

7. After all changes are made, select **Apply changes**.

**Disable Mobile Payments for an Individual Site**

1. To edit site mobile configurations, navigate to **C-Site Management > Configuration > Site Management > Select the Site Name** from the list.
2. Select **Payment Operations > Mobile**.
3. Deselect the **Enable Mobile Payments** check box.

☐ **Enable Mobile Payments**

**Site Name**  
 My Mobile Program

**Welcome Message**  
 Go Mobile

**Data storage time**  
 30 Days

**Report**  
 Mobile Terminal Batch Detail Report

**Format**  
 Standard Format

Apply changes Discard

- Click **Apply changes** in the bottom right corner.

### Mobile Payment Configuration Troubleshooting

- Mobile Site Configuration Not Found** — If the site is Active, confirm they are on Release 53.41 software or higher. Site Assets can be checked under **Reports > Site Assets**. Search for the Service ID of the location and then confirm the Verifone Commander's Software Release is showing 53.41 or higher.
- Mobile Payment Program Adapter is Blank** — The Mobile Payment Program Adapter selection only supports VFI Mobile 1 and VFI Mobile 2. If the program was imported from a site that had FDC Mobile or Local MPPA was selected, then the field will be blank in the Mobile Payment Program after it is imported.

Primary Payment

Card Price Tiers

Card Price Tiers

Cashback & Fees

Aaron's Lab

Central Avenue

Search Cards

Q

Select Card

AX - AMEX

DB - AEMP DEBIT

DB - DEBIT

DB - GASCRD DEBIT

DB - GASPRO DEBIT

DB - MC DEBIT

DB - VISA DEBIT

DS - DISCOVER

DS - DS OPERATION

DS - UPAY

Card Name

AMEX

Price Tier

credit

▼

Station 3 - C18/SCQ and Mashgin

VCF

Station 4 - C18 SCQ/Cash App

Field	Description
Search Cards	Use search box to find a card.
Select Card	Use the scroll bar to select a card to assign a Price Tier.
Card Name	Displays the selected card.
Price Tier	Assigns “Cash” or “Credit” to the card selected.

Cashback & Fees

Card Price Tiers

Cashback & Fees

Barcode

Rocketfaller Blvd

Arson's Lab

Central Avenue

Cashback

Station Street - Tlog Site

Station 2 - C18 POS/SCD Latin

Station 3 - C18/SCD and Mashgin

Station 4 - C18 SCD/Cash Acce...

EBT Cashback

EBT Cashback Enabled

Enable Convenience Fee

Fee Amount

\$ 0.00

Cashback Fee

\$ 0.00

Field	Description
Cashback Enabled	Enables cashback on cards.
Force PIN Entry	Enforces the customer to enter a PIN.
EMV Cashback Prompt – Wait for Cashier?	Displays “Wait for Cashier” prompt during EMV Cashback transactions.
Cashback Fee	Sets the fee associated with cashback on MOP transactions.
EBT Cashback Enabled	Enables cashback on EBT transactions.
Enable Convenience Fee	Enables the fee for convenience.
Fee Amount	Sets the convenience fee amount.



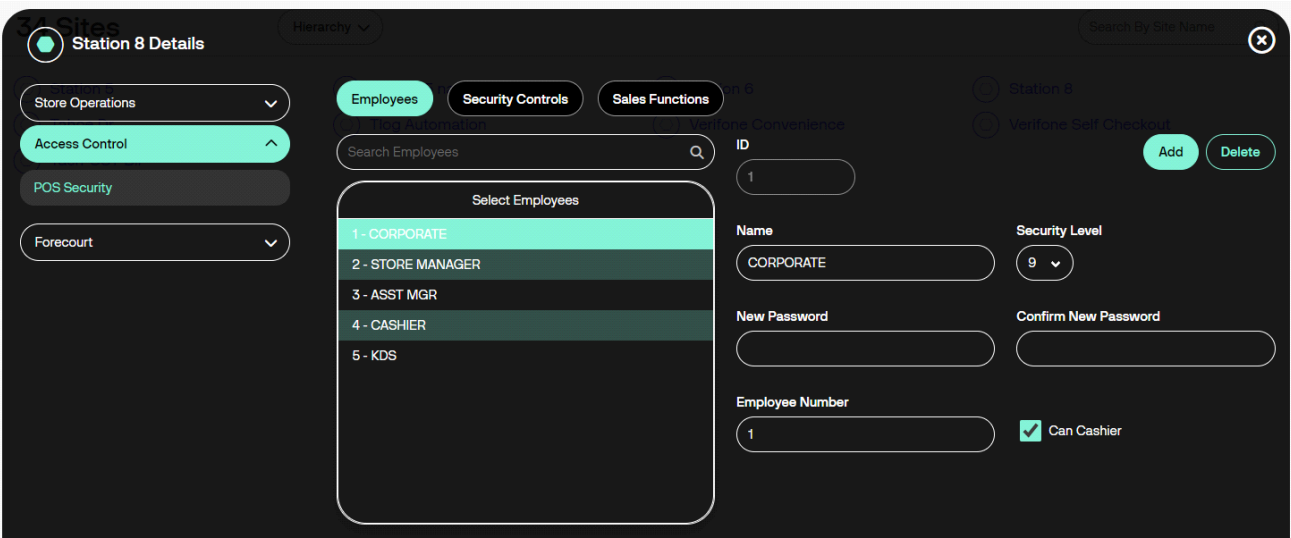
Access Control

POS Security

The POS Security section is located under **C-Site Management > Site Management > (Select Site) > Access Control**. POS Security is used for creating POS users, such as cashiers, and controlling their access levels to functions within the POS. Changes made at the site will sync with the dashboard, and changes made within Verifone C-Site will sync with the store after saved.

Employees

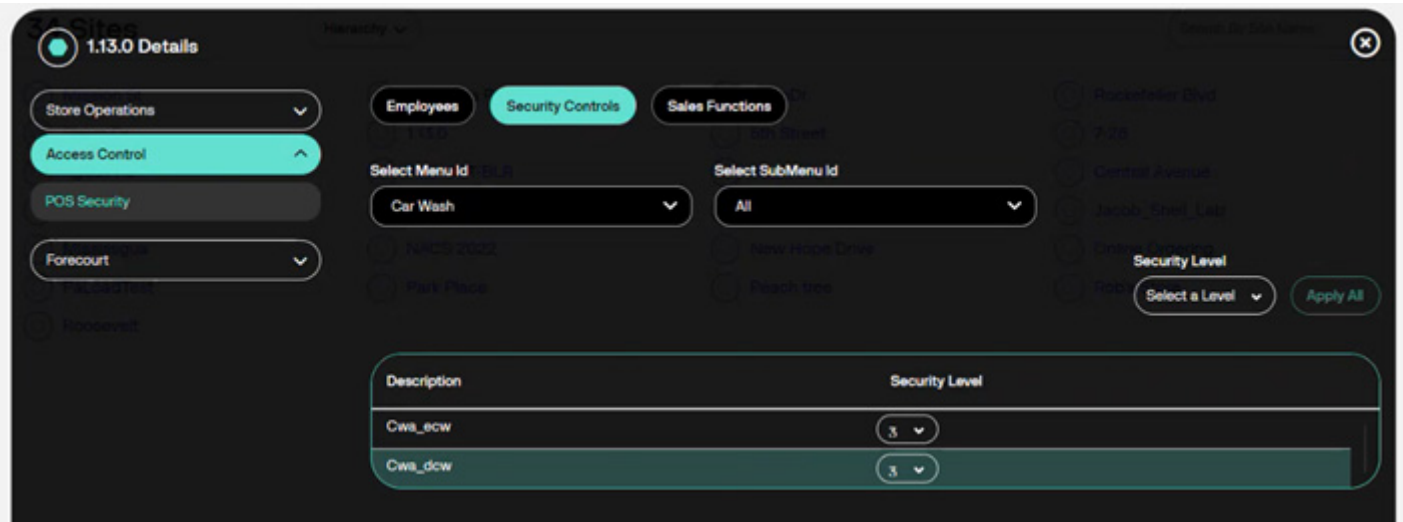
The Employees tab is used to add new employees who can access the point of sale. The ID number assigned to the employee will be entered into the POS at the time of login along with the password.



Field	Description
Search Employees	Allows for employees to be searched by their name or exact ID number entered.
Select Employees	Displays a list of existing employees.
ID	The number entered in when a cashier or store personnel log into the register. The ID assigned must be a unique number from 1-2000.
Name	Used to identify the POS user/employee.

Security Level	A value between 0 and 9 that defines what areas the employee has access to on the point of sale. The level of 9 provides the most access to areas within the POS. Specific details on what security levels are required for functions on the POS can be found within the Security Controls tab and the Sales Functions tab.
New Password / Confirm password	The password used when the employee logs into the POS. The value can letters and numbers.
Employee Number	The employee number is a required field. This number is used for payroll reports.
Can Cashier	Enabling the Can Cashier check box allows the employee to log into sales mode (CSR Functions) on the register. If this option is disabled, they will not be able to log into the register and ring in sales.

Security Controls



Field	Description
Select Menu ID	Allows the category
Select SubMenu ID	Allows further filtering of specific security controls within a selected security control menu ID. This field will vary depending upon the Select Menu ID options.
Description & Security Level Table	Shows the description of the security function along with the minimum required security level to utilize that function.
Apply All / Security Level Function	The security level drop-down menu and Apply All button allows the security level for all the displayed security controls to be changed in bulk to the selected Security level. Select the Security level from the drop-down menu and select Apply All to see the change. Select Apply Changes on the form to save the changes. Use Discard to clear any changes made.

Sales Functions

Functions that are tied to sales are separated into the Sales Functions tab. Options such as Error Correct, No Sale, Suspend, and Price Override can be found here. If the security level is 0, then all users with the cashier checkbox enabled can perform the function.

The **security level drop-down menu** allows a security level to be set for all sales functions shown. An additional **search box** allows the functions to be filtered down searching for the first letter of the description. For example, typing A will display apply updates.

Employees

Security Controls

Sales Functions

Station 6 NACS 2023

Station 8 NACS 2023

Verifone Convenience

Verifone Self Checkout

Yash-CST-Blr

Security Level

Select a Level

Apply All

Search

Description	Security Level
Delete Order (DFO)	0
Discount (MDC)	0
Error Correct (ECR)	0
Apply Updates (MUP)	5
No Sale (NSA)	0
Pay Out (POU)	7
Price Override (POR)	0
Refund (REF)	0
Safe Drop Correction (SDC)	0
SUSPEND (SUS)	0

Forecourt

DCR Configuration

Receipt Settings

Receipt Settings

Site Settings

DCR Settings

Receipts settings

☒ Always Print Receipt ⓘ

☐ Receipt Prompt Before Sale ⓘ

☐ Receipt Prompt After Sale ⓘ

Rockefeller Blvd

Park Blvd - Tlog Site

Roosevelt

Station 4 - C18 SOO/Cash Acce...

Receipt Header

WELCOME

Center

Center

Center

Center

Center

✕

✕

✕

✕

✕

Receipt Trailer

THANK YOU

HAVE A NICE DAY

Center

Center

Center

Center

Center

✕

✕

✕

✕

✕


Add

Add

WELCOME

THANK YOU

HAVE A NICE DAY



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154

Field	Description
Always Print Receipt	Receipt prints always after fueling. If disabled, the customer will be prompted to print the receipt.
Receipt Prompt Before Sale	Customer will be prompted for a receipt before fueling.
Receipt Prompt After Sale	Customer will be prompted for a receipt after fueling.
Low Paper Alarm	Alerts the cashier when the DCR is low on receipt paper.
Prompt Prepay Receipt Outside	Customer will be prompted for a receipt at the DCR after prepaying inside.
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.

Receipt Header

The screenshot displays the 'Receipt Header' configuration screen. On the left, there are five text input fields. The first field contains the text 'WELCOME'. To the right of each input field is a dropdown menu for alignment, with options 'Center', 'Left', and 'Right'. The third dropdown menu is currently open, showing 'Center' as the selected option. To the right of each alignment dropdown is a red 'X' icon for deleting the line. At the bottom right of the configuration area is a red 'Add' button.

1. Key in up to 20-characters for each of the five available text lines for the Receipt Header. It will be displayed on the form on the right side of the page.
2. For the Receipt Header alignment, select Left, Center, Right.
3. Click the circled 'X' to delete the available text line.
4. Click 'Add' to enable the displayed text.

## Receipt Trailer

Receipt Trailer

THANK YOU

HAVE A NICE DAY

Center

Left

Center

Right

Center

Center

Add

1. Key in up to 20-characters for each of the five available text lines for the Receipt Trailer. It will be displayed on the form on the right side of the page.
2. For the Receipt Trailer alignment, select Left, Center, Right.
3. Click the circled 'X' to delete the available text line.
4. Click 'Add' to enable the displayed text.

Prompt Settings

Receipt Settings

Site Settings

DCR Settings

Prompt Settings

Other Settings

Prompt Settings

Handle Up Alert Message (In Seconds) ⓘ

35

Error Prompt Time (In Seconds) ⓘ

5

Info Prompt Time (In Seconds) ⓘ

5

User Prompt Time (In Seconds) ⓘ

15

☒ Enable Keypress Beep ⓘ

☒ Enable Attention Beep ⓘ

☒ Enable Mistake Beep ⓘ

☐ Pay Inside Cash/Credit Prompts

☐ Audible Help Message On POS

Discard

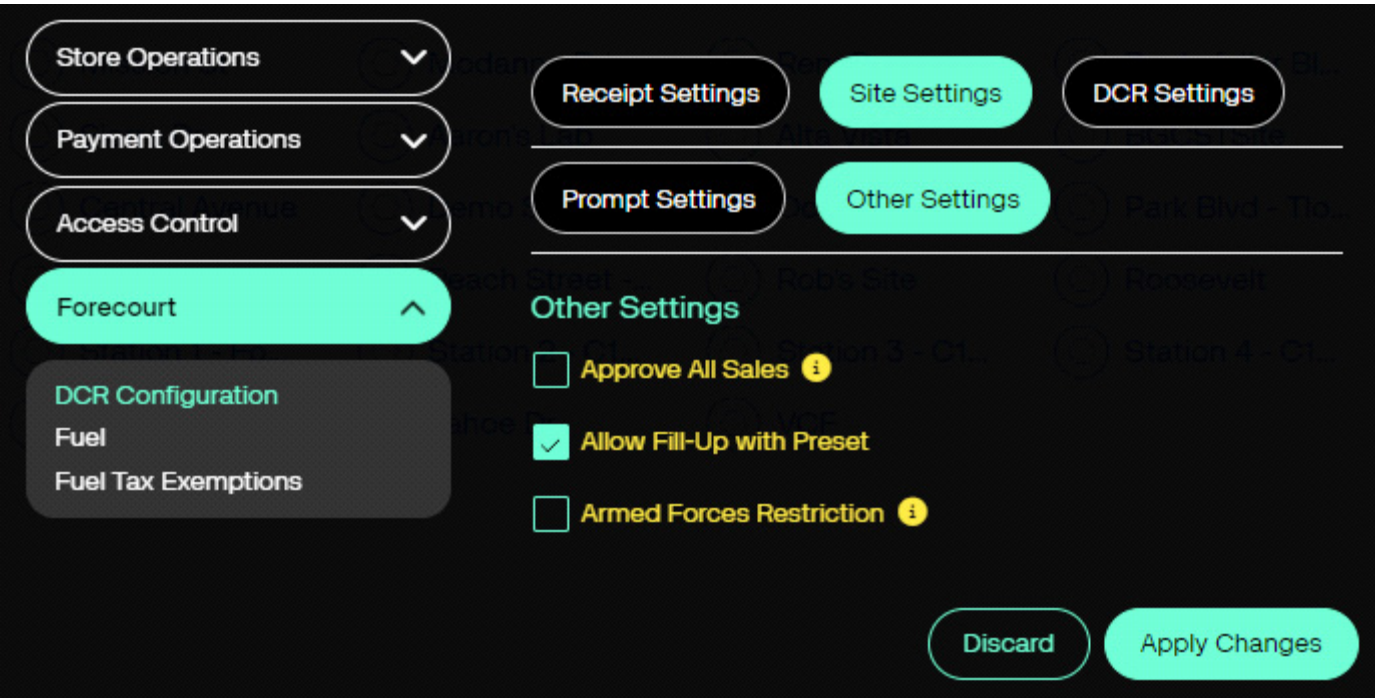
Apply Changes

Field	Description
Handle Up Alert Message (In Seconds)	Amount of seconds the Handle Up Alert displays on the POS for the cashier when the dispenser handle is removed with no activity.
Error Prompt Time (In Seconds)	Amount of seconds an error prompt on the DCR.
Info Prompt Time (In Seconds)	Amount of seconds the last message displays on the DCR.
User Prompt Time (In Seconds)	Amount of seconds user input is required for DCR prompts.
Enable Keypress Beep	Enables a beep on the DCR for keypresses. This only applied to Wayne and Tokheim DCRs.

Enable Attention Beep	Enables a beep to get the attention of the customer. This only applies to Wayne, Gilbarco, and Schlumberger DCRs.
Enable Mistake Beep	Enables a beep when the customer presses an incorrect button selection. This only applies to Wayne, Gilbarco, and Schlumberger DCRs.
Pay Inside Cash/ Credit Prompts	Enables Pay Inside Cash/Credit Prompts to be displayed on the DCR.
Audible Help Message On POS	Enables an audible help message on the POS when pressed at the DCR.
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.



Other Settings



Field	Description
Approve All Sales	If enabled, cashier can approve all outside sales.
Allow Fill-Up with Preset	Enable to allow the transaction to show the preset amount for fueling before the customer begins dispensing fuel. The amount can be changed by the customer.
Armed Forces Restriction	If enabled, DCR displays the Armed Forces prompt “Are you authorized [Y/N]?” prior to dispensing.
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.

DCR Settings

Receipt Settings

Site Settings

DCR Settings

Hand Dr

Rockefeller Blvd

Idle Screen

Keys Configuration

Position Settings

Auto Voids

DCR State

DCR Promo Message ⓘ

THANK YOU FOR SHOPPING WITH US TODAY.

Attended Idle Screens ▾

Search By Name 🔍

Select Attended Screen

Default

123

Name

Default

Copy Screen

Assigned Position: 2-5,7-9,13-16

☐

Graphic Enabled

Text Line 1

Press Payment Key

Text Line 2

Text Line 3

Discard

Apply Changes

Field	Description
DCR Promo Message	Key in the text for the customer to view while they are fueling.
Add	Click 'Add' to enable the DCR Promo Message.
Delete	Click 'Delete' to remove the DCR Promo Message.
Attended Idle Screens	Use the drop-down menu to select "Attended Idle Screens" for adding new or selecting saved screens.
Unattended Idle Screens	Use the drop-down menu to select "Unattended Idle Screens" for adding new or selecting saved screens.

Search By Name	Use the search box to find saved idle screens.
Select Attended Screen	Click on the desired DCR idle screen name in the list.
Name	Key in the text for the new DCR idle screen or edit an existing one.
Copy Screen	Use the “Copy Screen” button to make a copy of the selected or newly created DCR idle screen.
Assigned Position	DCRs that are assigned the selected idle screen.
Graphic Enabled	Enable if the DCR has a graphic interface.
Text Lines 1-4	Key in the text to be displayed on the DCR idle screen.
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.

Key Configuration

Receipt Settings

Site Settings

DCR Settings

Idle Screen

Keys Configuration

Position Settings

Search Key Name

Select Key Name

Test

Name

Test

Station 3 - C18 SCD and Madhgin

Station 4 - C18 SCD/Cash App...

# of rows

5

# of columns

5

Enable Alphanumeric

NA

Enter

NA

NA

NA

1

2

3

Clear / Cancel

NA

4

5

6

NA

NA

7

8

9

NA

NA

Clear

0

Enter

NA

NA

Discard

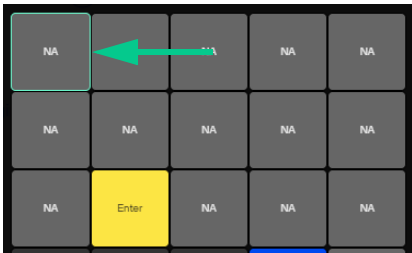
Apply Changes

Field	Description
Search Key Name	Search by keying in the name of the DCR keypad layout.
Select Key Name	Select the DCR keypad to make changes.
Name	This is the name of the DCR keypad layout.
# of rows	Select the desired number of supported rows for the DCR keypad layout.
# of columns	Select the desired number of supported columns for the DCR keypad layout.
Enable Alphanumeric	Select to enable a DCR to allow alphanumeric keys.

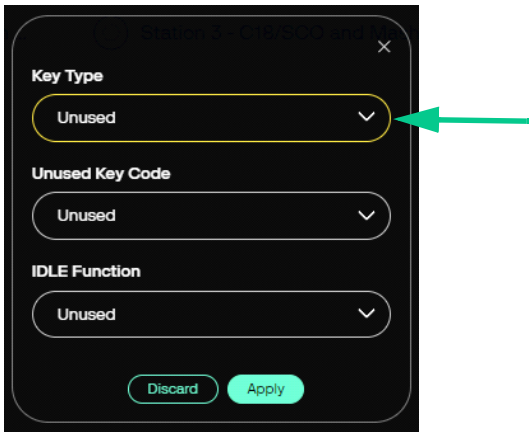
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.

Assigning an MOP to a DCR Key

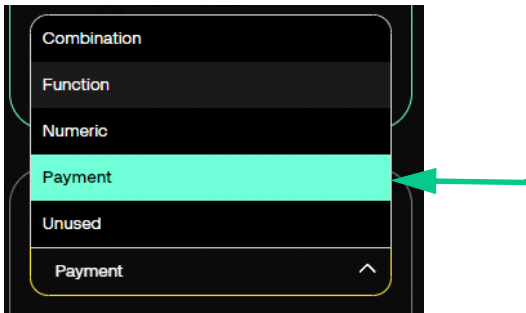
- 1. Click on the desired key and three drop-down menus display on the left side of the keys.



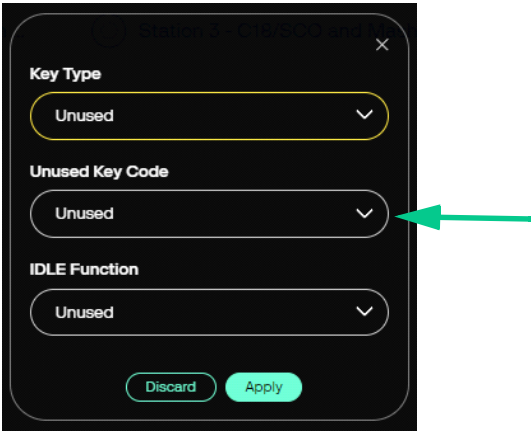
- 2. Click on the Key Type drop-down menu.



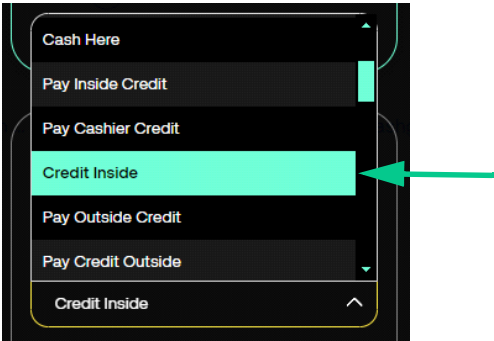
- 3. Select "Payment."



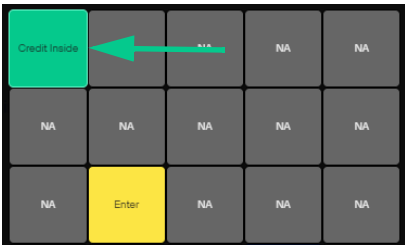
4. Click on the Key Code drop-down menu.



5. Select the desired MOP Key Code from the Payment Key Code drop-down menu.



6. Click Apply to enable changes or Discard to remove changes.

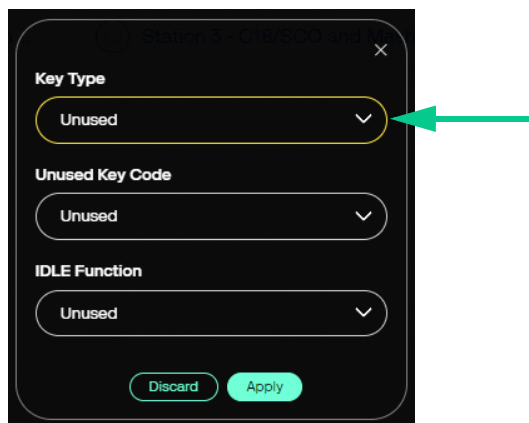


## Assigning a Combination to a DCR Key

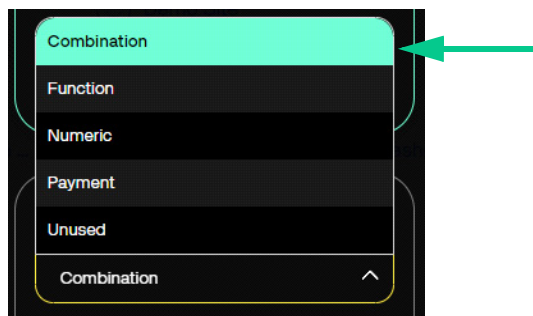
1. Click on the desired key and three drop-down menus display on the left side of the keys.



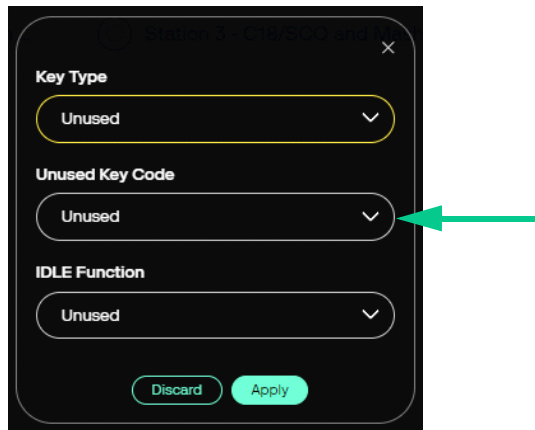
2. Click on the Key Type drop-down menu.



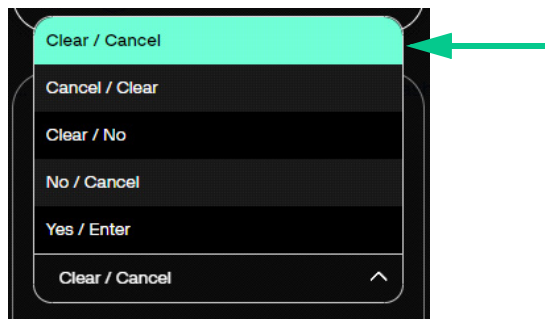
3. Select "Combination."



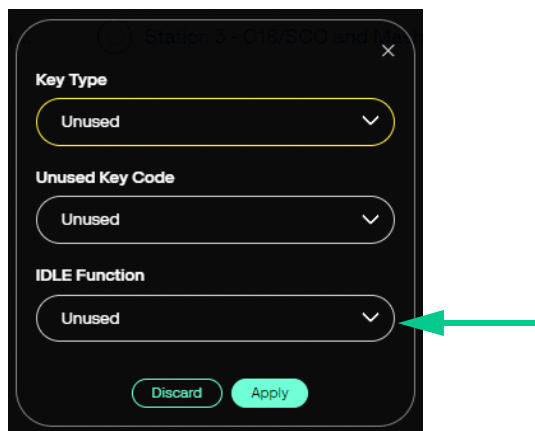
- Click on the Key Code drop-down menu.



- Select the desired Combination Key Code from the Combination Key Code drop-down menu.

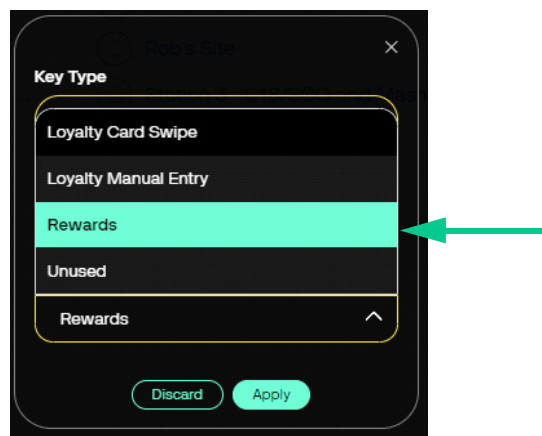


- Click on the Idle Function drop-down menu.

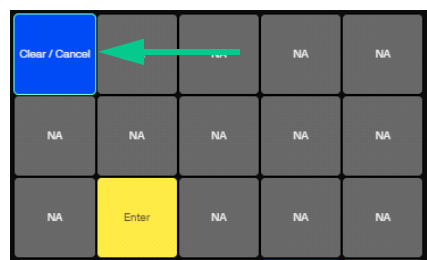




- 7. Select the desired Loyalty function or leave as Unused.

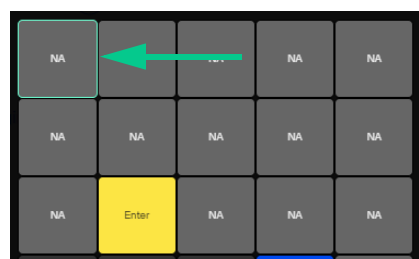


- 8. Click Apply to enable changes or Discard to remove changes.

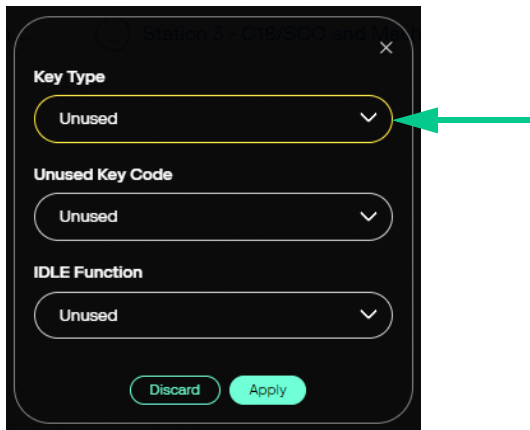


Assigning a Function to a DCR Key

- 1. Click on the desired key and three drop-down menus display on the left side of the keys.



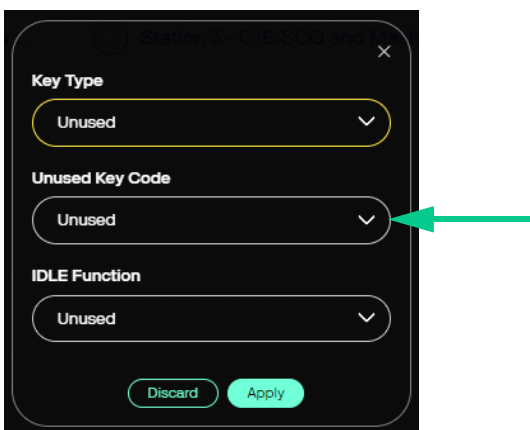
- Click on the Key Type drop-down menu.



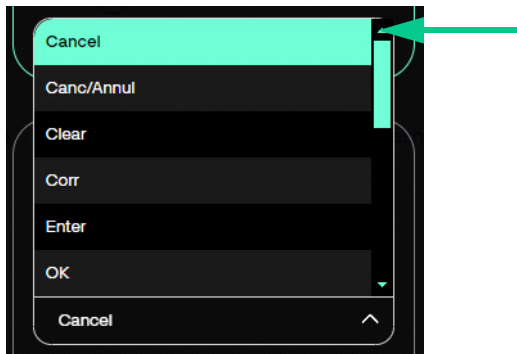
- Select "Function."



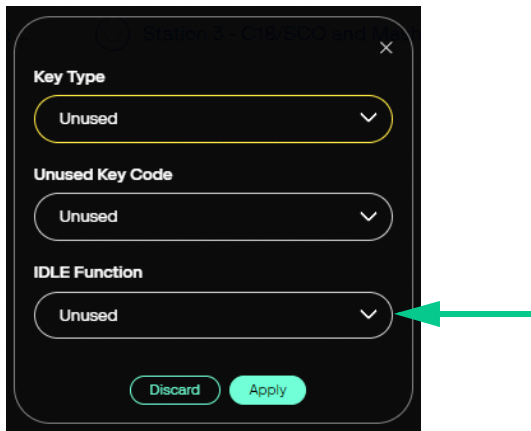
- Click on the Key Code drop-down menu.



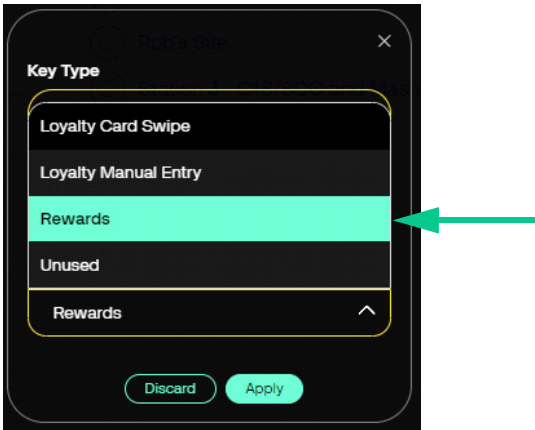
5. Select the desired Function Key Code from the Function Key Code drop-down menu.



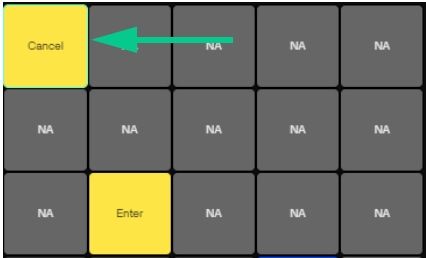
6. Click on the Idle Function drop-down menu.



7. Select the desired Loyalty function or leave as Unused.

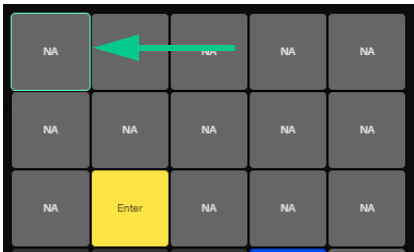


8. Click Apply to enable changes or Discard to remove changes.

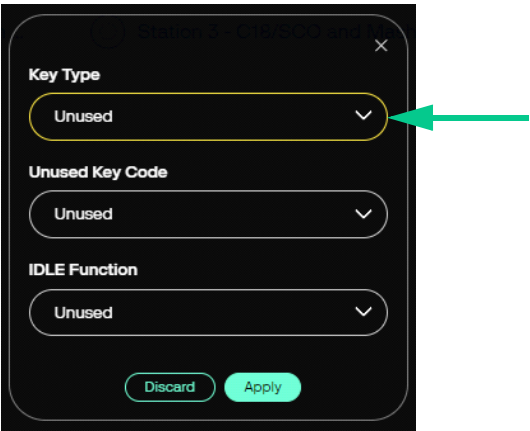


**Assigning a Numeric to a DCR Key**

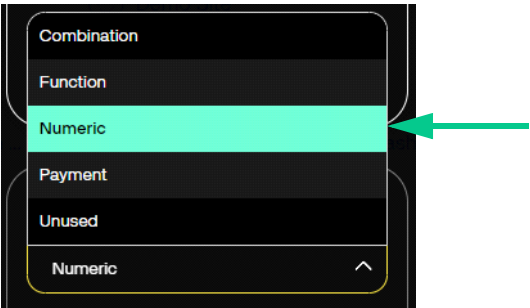
1. Click on the desired key and three drop-down menus display on the left side of the keys.



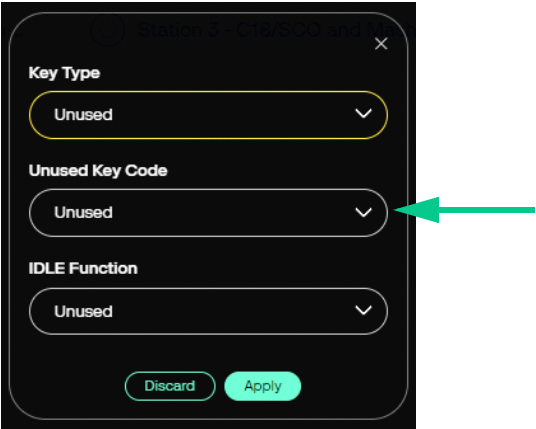
2. Click on the Key Type drop-down menu.



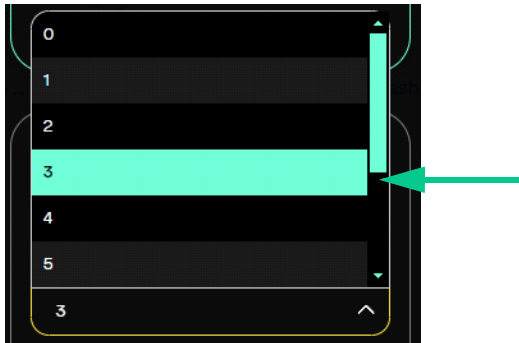
3. Select “Numeric.”



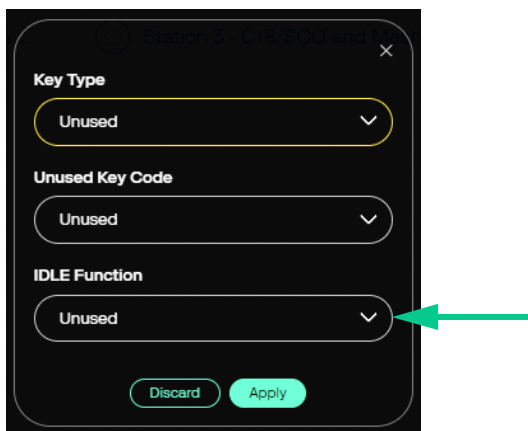
4. Click on the Key Code drop-down menu.



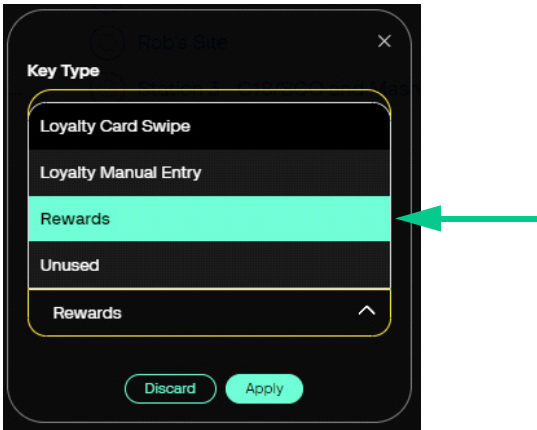
5. Select the desired Numeric Key Code from the Numeric Key Code drop-down menu.



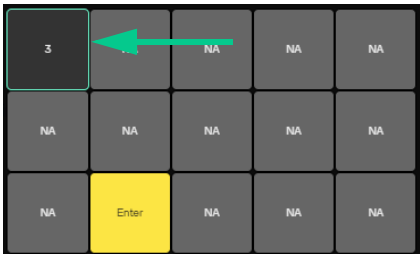
6. Click on the Idle Function drop-down menu.



7. Select the desired Loyalty function or leave as Unused.



8. Click Apply to enable changes or Discard to remove changes.



DCR Settings > Position Settings

Receipt Settings

Site Settings

DCR Settings

Barcode

Rockefeller Blvd

Idle Screen

Keys Configuration

Position Settings

Alta Vista

El Centro Site

Select DCR Position

1

Copy To

Roosevelt

Add

Delete

C18/SCO and Mashgin

Station 4 - C18 SCO/Cash Acce

Screen Settings

☒ Enable Graphic Support

☐ Graphic Keypad

☐ Graphic Printer

Attended Idle Screen

Unattended Idle Screen

DCR Key

123

X

Default 123

X

Test

X

Graphic Display

Graphic Screen Size

Graphic Text Lines

None

5 INCHES

2 Lines

Payment Settings

☐ Enable EMV

☐ Pay At Pump ⓘ

☐ Enable Debit

IP Address

Port

Contactless Mode

0

Contactless Disabled

Advanced Settings

☐ Push To Start Button

☐ Grade Select Button

☐ Lever On Pump

☐ Enable Scanner

☒ Menu Capable

Primary Graphic Side ⓘ

0

Discard

Apply Changes



## Select DCR Position

Field	Description
Select DCR Position	Select a DCR position to apply the position settings.
Copy To	Select one or multiple DCR Positions to apply the same settings to each one.
Add	Click on Add to apply the settings to the DCR position(s).
Delete	Click on Delete to remove the settings from the DCR position(s).

## Screen Settings

Field	Description
Enable Graphic Support	Enable if the DCR supports graphics.
Graphic Keypad	Enable if the DCR has a graphic keypad.
Graphic Printer	Enable if the DCR has a graphic printer.
Attended Idle Screen	Select the Idle Screen that the customer or attendant will see when used in Attended Mode.
Unattended Idle Screen	Select the Idle Screen that the customer will see when used in Attended Mode.
DCR Key	Select the DCR Key layout.
Graphic Display	Select 'Monochrome', 'Color', 'ROM', or 'Monochrome + ROM' for the Graphic Display.
Graphic Screen Size	Select the supported size between 5" to 12" for the Graphic Screen Size.
Graphic Text Lines	Select between '1' to '4' lines or 'full screen' for the Graphic Text Lines.

## Payment Settings

Field	Description
Enable EMV	Select to allow EMV at the DCR.
Pay At Pump	Select if the pump has a DCR and is available for use.
Enable Debit	Select to allow Debit at the DCR.
IP Address	Enter the IP Address for DCR Communication.
Port	Enter the Port number.
Contactless Mode	Select to enable 'Contactless MSD', 'Contactless EMV' or 'Contactless Disabled' Mode.

## Advanced Settings

Field	Description
Push To Start Button	Ensures that the correct instructions display on the DCR.
Grade Select Button	Customer must press a corresponding fuel button when a pump dispenses multiple fuel products from a single hose.
Lever On Pump	Select to enable the DCR prompts to display instructions for starting to fuel from dispensers with or without a lever.
Enable Scanner	Select if the DCR has a scanner and is available for use.
Menu Capable	Select if the DCR position has graphics.
Primary Graphic Side	Gilbarco Only. Enter the position number of the DCR that operates the graphic for both sides of a pump.
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.

Fuel

Fuel Prices

Location fuel prices can be modified by selecting the Pending Prices option on the right side of the screen. Prices that are currently active at the store will be found by selecting ‘In Effect Prices’.

Fuel prices are set based on the products and service levels assigned at the location. If there is uncertainty which products are assigned at the dispensers, see the **Fuel Configuration – In Effect tab > Fuel Positions**.

Fuel PricesFuel Configuration

Product

UNLD1

Minimum Street Price

1.1

Pending Prices

Tier One Prices

Apply to all the Tier One Prices

Apply

Tier Two Prices

Apply to all the Tier Two Prices

Apply

Service level	MOP	Price	Service level	MOP	Price
SELF	CASH	3.999	SELF	CASH	1.112
SELF	CREDIT	4.109	SELF	CREDIT	1.122
FULL	CASH	3.799	FULL	CASH	1.212
FULL	CREDIT	3.799	FULL	CREDIT	1.222
MINI	CASH	3.799	MINI	CASH	1.312
MINI	CREDIT	3.799	MINI	CREDIT	1.322


After the product is selected, the price can be changed for all the service level and MOP options by entering in an amount in the ‘Apply to all the Tier One (Two) Prices’ field and selecting Apply. Prices can also be entered in for each Service Level and MOP.

The Minimum Street Price is currently a read only field and sets the minimum amount that fuel prices can be set to. This field is intended to prevent incorrect fuel prices from being assigned.

Select **Apply Changes** on the bottom of the page to save the updates. Select **Discard** to undo any changes made.

Fuel Configuration

The Fuel Configuration area is **read only** shows the Fuel Configuration that is 'In effect' at the site. Fuel configuration is set up at the time of installation by a Verifone Authorized Service Contractor (VASC).



**CAUTION**

Modifications to the store's fuel configuration can negatively impact site functionality. Consult the Verifone Helpdesk or a Verifone Authorized Service Contractor (VASC) prior to making changes.

Fuel PricesFuel Configuration

ParametersTanksFuel GradesFuel Positions

Unit of Measure

Gallons

Halt Mode

Hard

PPU Decimal Position

3

Autodisapproval

5.0

Ignore MOP Conflict

☒

Force .9 Cents Per Gallon

☐

Approve All Enabled

☒

Recall Autocollect Inside

☐

Gilbarco Six Digits Money Display

☐

Require Attendant Card

☐

Collect Additional Data

☐

Offline Fuel Prompt

Number of Seconds

1

Real Time Sales Data

Notif. Freq. (Milliseconds)

0

Tier2 Schedule Settings

Start Tier 2 Pricing

0

Postpay Schedule Settings

Start Postpay Allowed

0

Manual Approval Schedule Settings

Start Manual Approval Required

0

Grade Restriction

Enforce Prompting Inside

☐

Commercial Configuration

Alert Cashier (Minutes)

5

Number of Tier Hours

0

Number of Postpay Hours

24

Number Manual Approval Hours

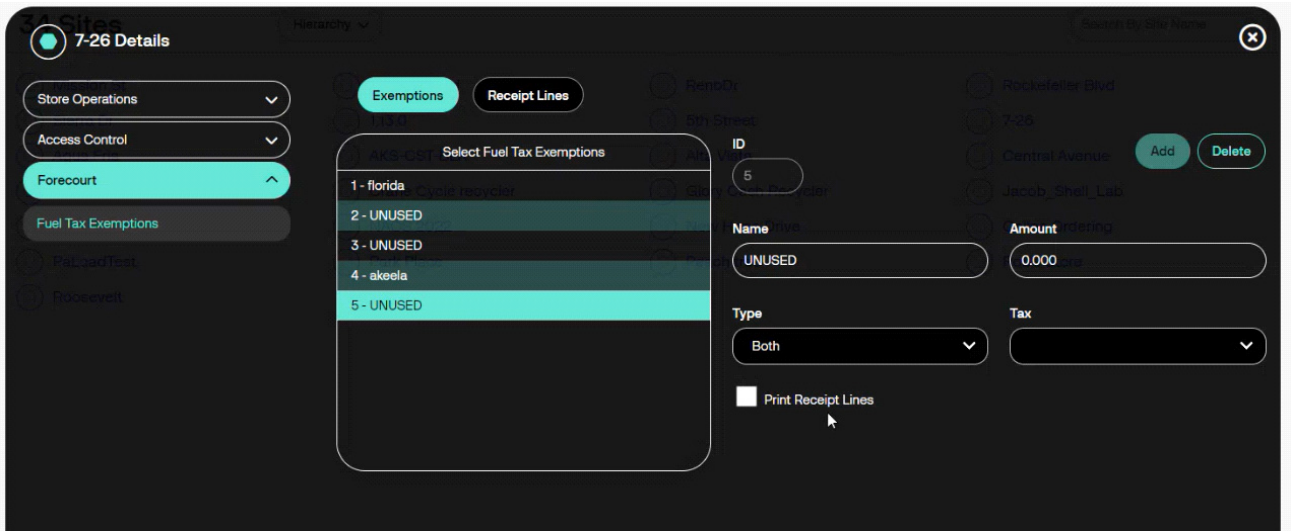
0

Prompt Restriction Outside

☐

Fuel Tax Exemptions

The Fuel Tax Exemption section is located under **C-Site Management > Site Management > (Select Site) > Forecourt**. Fuel Tax Exemptions are used to configure tax exemptions on fuel sales that can be applied to post pay fuel sales. The Fuel Tax Exemption configuration form allows up to five fuel tax exemptions to be entered. The exemption can be based on an amount per gallon, tax rate configuration, or both.



Field	Description
Fuel Tax Exempt Record ID	A record number must be entered from 1-5 for the fuel tax exemption.
Name	Enter a description for the fuel tax exemption.
Amount	Enter the amount for fuel tax exemption if amount per gallon or both are selected for the Type drop-down menu.
Type	Select between Amount Per Gallon, Tax File Entry, or both to determine how the tax exemption is applied. If Tax File Entry or Both are selected, a tax will need to be selected from the tax drop-down menu.
Print Receipt Line (Signature Line)	Determines whether the fuel tax receipt lines configured will print with the sale or not.
Fuel Tax Receipt Line	Allows the receipt printed for transactions with fuel tax exemption to include specialized receipt information.



# 14 EXTERNAL ACCESS APPROVAL

The External Access Menu contains Verifone Authorized Service Contractor (VASC) Site Management and Partner Site Management. A Petro Site Administrator can now assign or unassign a site and features to or from a VASC or Partner company. This feature allows Verifone Commanders at those sites to be onboarded with VASC credentials.

## VASC Site Management

To assign or remove a VASC Company, navigate to the top menu on Verifone C-Site Management and select **Administration > External Access** and click on **VASC Site Management**.

Service ID	Site Name	Connection Status	VASC Company
------------	-----------	-------------------	--------------



### NOTE

Only the site administrator can assign VASC companies.

Use the search boxes to display the Service ID, Site Name, Connection Status, or VASC Company.

Field	Description
Service ID	It is a number assigned by Verifone to a site.
Site Name	It is the name of the site.
Connection Status	It lists the sites that are offline, online, or pending.
VASC Company	It lists the Verifone Authorized Service Contractor (VASC) company.



Click on **Manage Sites**.



Manage Sites

Assign Sites



- 1. Select **Assign Sites**.



- 2. Select a VASC from the drop-down menu.

**VASC** Manage Sites

Site Name Connection Status VASC Company

Assign Sites Unassign Sites

Select VASC

Test CST

No sites assigned to **Test CST**, select from the list below to assign sites

Search by Name in Hierarchy

- ☒ **VFI Petro Engineering** (35)
  - ☒ **Commercial Fleet - Station 5**
  - ☐ 6351627
  - ☒ **Food Service - Station 3**
  - ☐ Biometrics - Station 1
  - ☒ **Demo Site**
  - ☒ **Texas** (6)

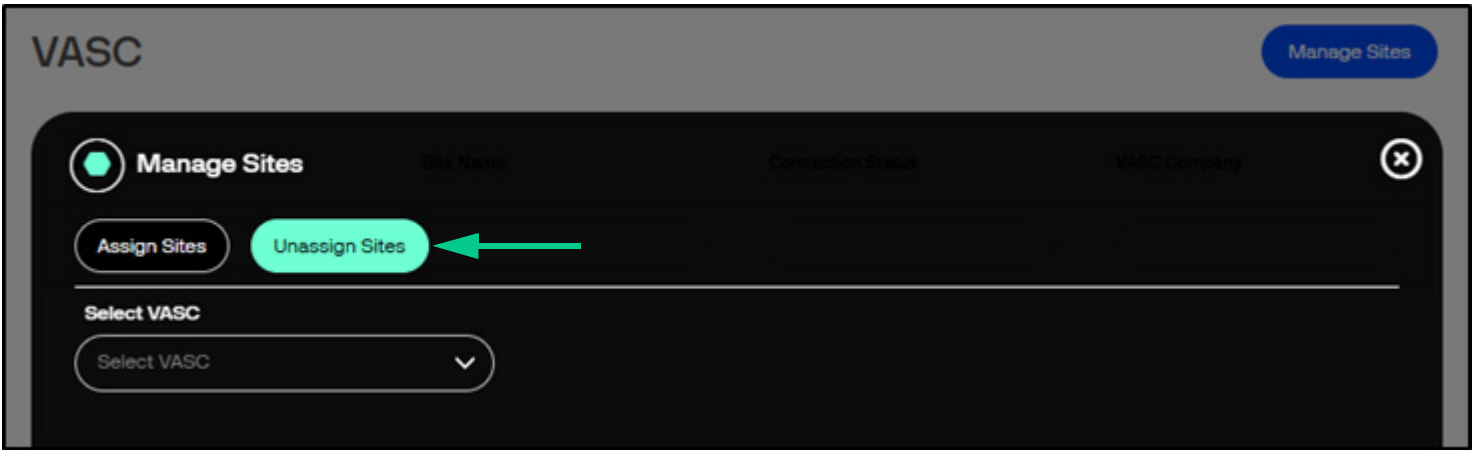
☒ **I AGREE**

BY CLICKING "I AGREE" YOU ARE DIRECTING VERIFONE TO PROVIDE SITE SOLUTION ACCESS TO YOUR VERIFONE AUTHORIZED SERVICE CONTRACTOR ("VASC") TO USE THE SITE SOLUTION ON YOUR BEHALF, AND TO ACCESS YOUR SITE SOLUTION DATA, AND YOU WILL BE SOLELY LIABLE FOR YOUR VASC'S USE OF THE SITE SOLUTION ON YOUR BEHALF AND THE VASC'S USE AND HANDLING OF YOUR SITE SOLUTION DATA, AND YOU WILL INDEMNIFY, DEFEND, AND HOLD HARMLESS VERIFONE AND ITS AFFILIATES AND THEIR RESPECTIVE OFFICERS, EMPLOYEES, AND AGENTS (COLLECTIVELY, THE "VERIFONE INDEMNITEES") AGAINST AND FROM ALL CLAIMS (WHETHER ALLEGED, ADJUDICATED, OR OTHERWISE, AND INCLUDING THIRD-PARTY CLAIMS AND CLAIMS BETWEEN YOU AND VERIFONE), LOSSES, DAMAGES, AND EXPENSES (INCLUDING ATTORNEYS' FEES) INCURRED BY ANY OF THE VERIFONE INDEMNITEES RELATED TO, ARISING OUT OF OR IN CONNECTION WITH YOUR VASC'S ACTS OR OMISSIONS ON THE SITE SOLUTION

Assign

3. Add check mark(s) to the boxes next to the sites to be assigned to the VASC.
4. Read the agreement and then add a check mark agreeing to the terms and conditions displayed on the form.
5. Click **Assign** and a message displays the quantity of sites assigned to the VASC.
6. Click **Close**.

Unassign Sites



- 1. Select Unassign Sites.



- 2. Select a VASC from the drop-down menu.

**VASC** Manage Sites

**Manage Sites** Site Name Connection Status VASC Company ✕

Assign Sites Unassign Sites

**Select VASC** Demo Site Test CST Test CST

Test CST ▼

1 site is assigned to **Test CST**, select from the list below to Unassign the sites.

Q Search by Name in Hierarchy

- ☒ **VFI Petro Engineering (1)**
  - ☒ **Demo Site**
  - ☐ > Texas (0)
  - ☐ > Florida (0)
  - ☐ > Nevada (0)
  - ☐ > California (0)
  - ☐ > Georgia (0)

☒ **I UNDERSTAND**  
 BY CLICKING "I UNDERSTAND" YOU ARE DIRECTING VERIFONE TO CEASE PROVIDING YOUR VASC SITE SOLUTION ACCESS ON YOUR BEHALF. NOTWITHSTANDING THE FOREGOING, YOU ACKNOWLEDGE AND AGREE THAT ANY PREVIOUSLY SHARED DATA WILL STILL RESIDE WITH YOUR VASC AND YOU WILL BE SOLELY LIABLE FOR YOUR VASC'S RETURN OR DESTRUCTION THEREOF.

→ Unassign

3. Add check mark(s) to the boxes next to the sites to be unassigned from the VASC.
4. Read the agreement and then add a check mark understanding the terms and conditions displayed on the form.
5. Click **Unassign** and a message displays the quantity of sites unassigned from the VASC.
6. Click **Close**.

## Partner Site Management

To assign or remove a Partner Company, navigate to the top menu on Verifone C-Site Management and select **Administration > External Access** and click on **Partner Site Management**.

Partners

Manage Sites

Manage Features

Service ID	Site Name	Connection Status	Partner Company	Features
3333114	Mission St	OFFLINE	Verifone Partner Lab	Tlog
3333114	Mission St	OFFLINE	Babu Partner Company ...	Tlog
3333114	Mission St	OFFLINE	Petro CO 101297	Tlog
3333114	Mission St	OFFLINE	Veri-partner	Tlog
3333117	Modanna Rd	OFFLINE	Verifone Partner Lab	Tlog
3333117	Modanna Rd	OFFLINE	Babu Partner Company ...	Tlog
3333117	Modanna Rd	OFFLINE	Veri-partner	Tlog
3333117	Modanna Rd	OFFLINE	Petro CO 101297	Tlog
3333116	RenoDr	OFFLINE	Verifone Partner Lab	Tlog
3333116	RenoDr	OFFLINE	Veri-partner	Tlog

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Page 1 of 11

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NOTE

Only the site administrator can assign Partner companies.

Use the search boxes to display the Service ID, Site Name, Connection Status, or VASC Company.

Field	Description
Service ID	It is a number assigned by Verifone to a site.
Site Name	It is the name of the site.
Connection Status	It lists the sites that are offline, online, or pending.
Partner Company	It lists the Partner company.

Partners

→

Manage Sites

Manage Features

Service ID	Site Name	Connection Status	Partner Company	Features
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3333114	Mission St	OFFLINE	Verifone Partner Lab	Tlog
3333114	Mission St	OFFLINE	Babu Partner Company ...	Tlog
3333114	Mission St	OFFLINE	Petro CO 101297	Tlog
3333114	Mission St	OFFLINE	Veri-partner	Tlog
3333117	Modanna Rd	OFFLINE	Verifone Partner Lab	Tlog
3333117	Modanna Rd	OFFLINE	Babu Partner Company ...	Tlog
3333117	Modanna Rd	OFFLINE	Veri-partner	Tlog
3333117	Modanna Rd	OFFLINE	Petro CO 101297	Tlog
3333116	RenoDr	OFFLINE	Verifone Partner Lab	Tlog
3333116	RenoDr	OFFLINE	Veri-partner	Tlog

1 to 10 of 103

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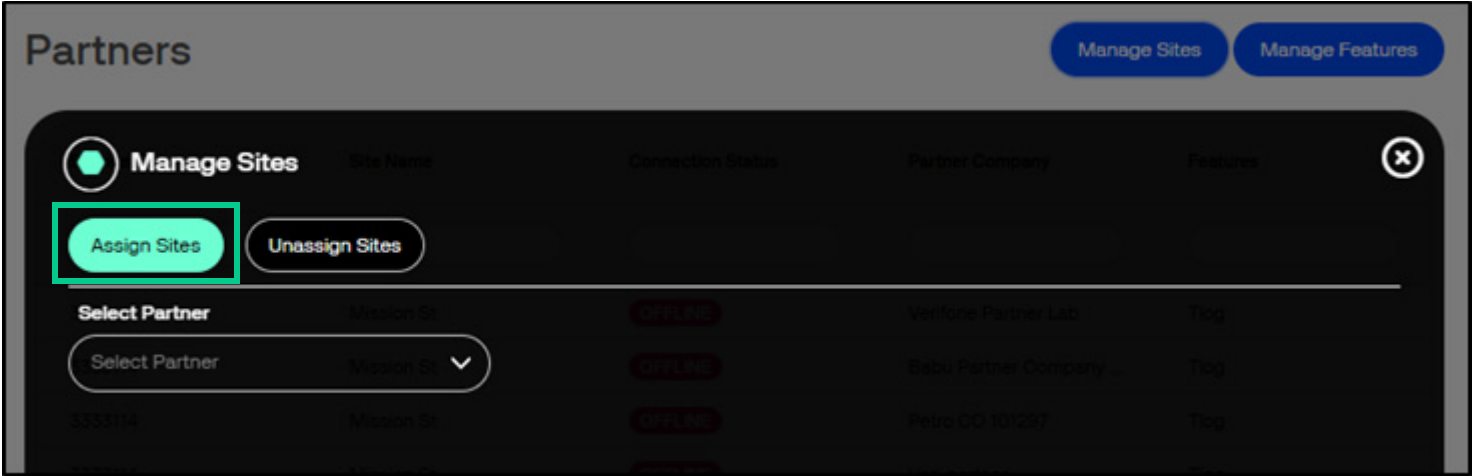
>

⏩

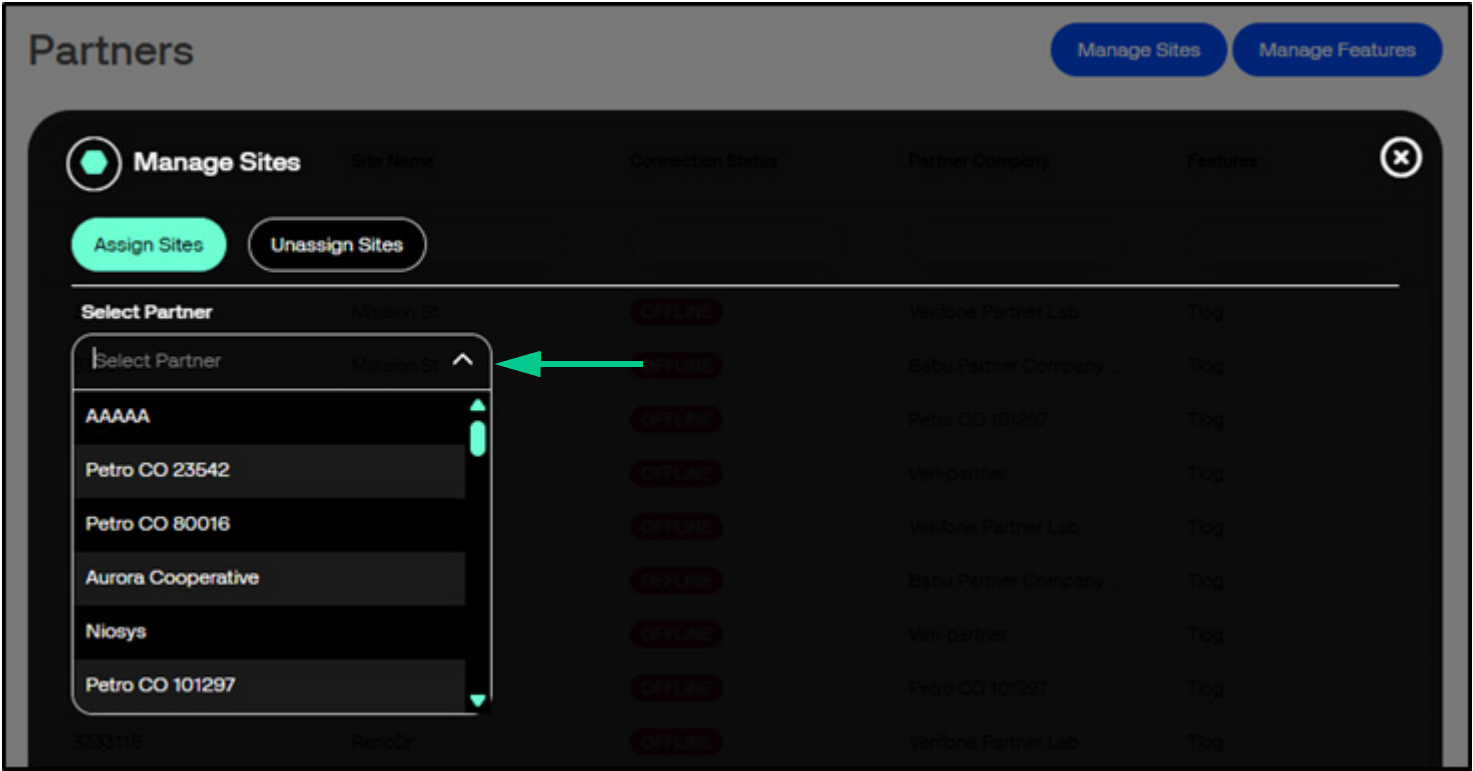
Click on **Manage Sites**.

Manage Sites

Assign Sites



- 1. Select **Assign Sites**.



- 2. Select a Partner from the drop-down menu.



## Partners

Manage Sites
Manage Features

---

### Manage Sites

Site Name	Connection Status	Partner Company	Features
<b>Select Partner</b>	Mission St.	Verifone Partner Lab	Tlog
<b>Veri-partner</b>	Mission St. ▼	Babu Partner Company	Tlog
3333114	Mission St.	Petro CG 101297	Tlog

28 sites are assigned to **Veri-partner**, select from the list below to assign additional sites

- ☒ **VFI Petro Engineering (35)**
- ☐ Commercial Fleet - Station 5
- ☐ 6351627
- ☒ Food Service - Station 3
- ☐ Biometrics - Station 1
- ☐ Demo Site
- ☐ > Texas (6)

3333117	Modanna Rd.	Babu Partner Company	Tlog
3333114	Modanna Rd.	Veri-partner	Tlog
3333117	Modanna Rd.	Petro CG 101297	Tlog
3333116	Petro Dr.	Verifone Partner Lab	Tlog
3333116	Petro Dr.	Veri-partner	Tlog

Page 1 of 11

☒

**I AGREE**

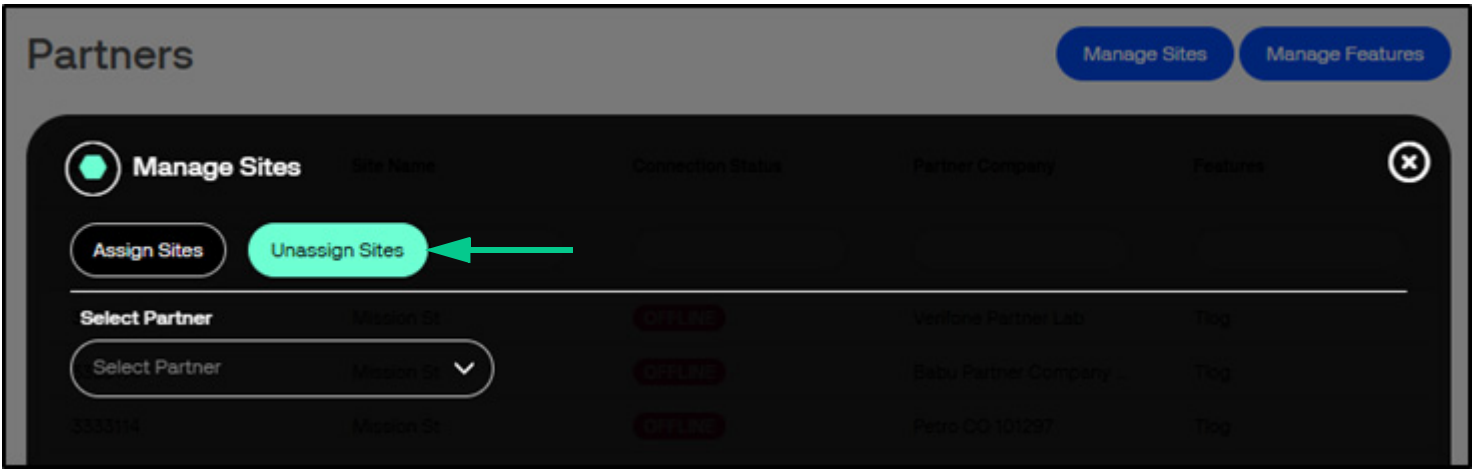
BY CLICKING "ASSIGN" YOU ARE DIRECTING VERIFONE TO PROVIDE ACCESS TO YOUR DATA TO PARTNER, AND YOU WILL BE SOLELY LIABLE FOR PARTNER'S USE AND/OR HANDLING OF SUCH DATA, AND YOU WILL INDEMNIFY, DEFEND, AND HOLD HARMLESS VERIFONE AND ITS AFFILIATES AND THEIR RESPECTIVE OFFICERS, EMPLOYEES, AND AGENTS (COLLECTIVELY, THE "VERIFONE INDEMNITEES") AGAINST AND FROM ALL CLAIMS (WHETHER ALLEGED, ADJUDICATED, OR OTHERWISE, AND INCLUDING THIRD-PARTY CLAIMS AND CLAIMS BETWEEN YOU AND VERIFONE), LOSSES, DAMAGES, AND EXPENSES (INCLUDING ATTORNEYS' FEES) INCURRED BY THE VERIFONE INDEMNITEES RELATED TO, ARISING OUT OF, OR IN CONNECTION WITH PARTNER'S ACTS OR OMISSIONS WITH YOUR DATA.

Assign

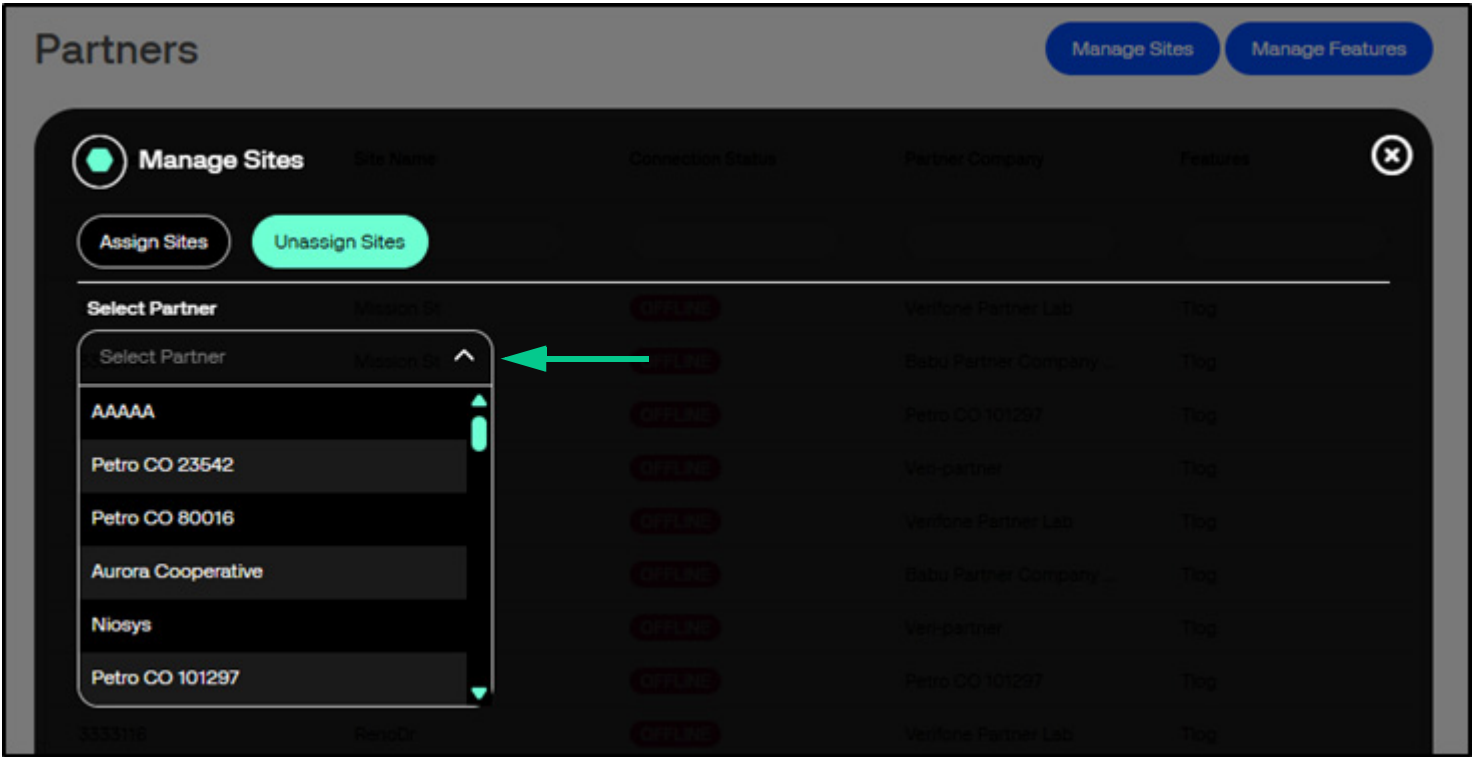
3. Add check mark(s) to the boxes next to the sites to be assigned to the Partner.
4. Read the agreement and then add a check mark agreeing to the terms and conditions displayed on the form.
5. Click **Assign** and a message displays the quantity of sites assigned to the Partner.
6. Click **Close**.



Unassign Sites



- 1. Select **Unassign Sites**.



- 2. Select a Partner from the drop-down menu.

**Partners** Manage Sites Manage Features

**Manage Sites** Site Name Connection Status Partner Company Features ✕

Assign Sites Unassign Sites

**Select Partner**

**Veri-partner** Mission St OPEN Verifone Partner Lab Tag

**Veri-partner** Mission St OPEN Sabu Partner Company Tag

**Veri-partner** Mission St OPEN Petro CO 101287 Tag

28 sites are assigned to **Veri-partner**, select from the list below to Unassign the sites.

Search by Name in Hierarchy

☒ **VFI Petro Engineering (28)**

☒ **I UNDERSTAND**

BY CLICKING "UNASSIGN" YOU ARE DIRECTING VERIFONE TO CEASE PROVIDING YOUR PARTNER ACCESS TO YOUR DATA. NOTWITHSTANDING THE FOREGOING, YOU ACKNOWLEDGE AND AGREE THAT ANY PREVIOUSLY SHARED DATA WILL STILL RESIDE WITH YOUR PARTNER AND YOU WILL BE SOLELY LIABLE FOR YOUR PARTNER'S RETURN OR DESTRUCTION THEREOF.

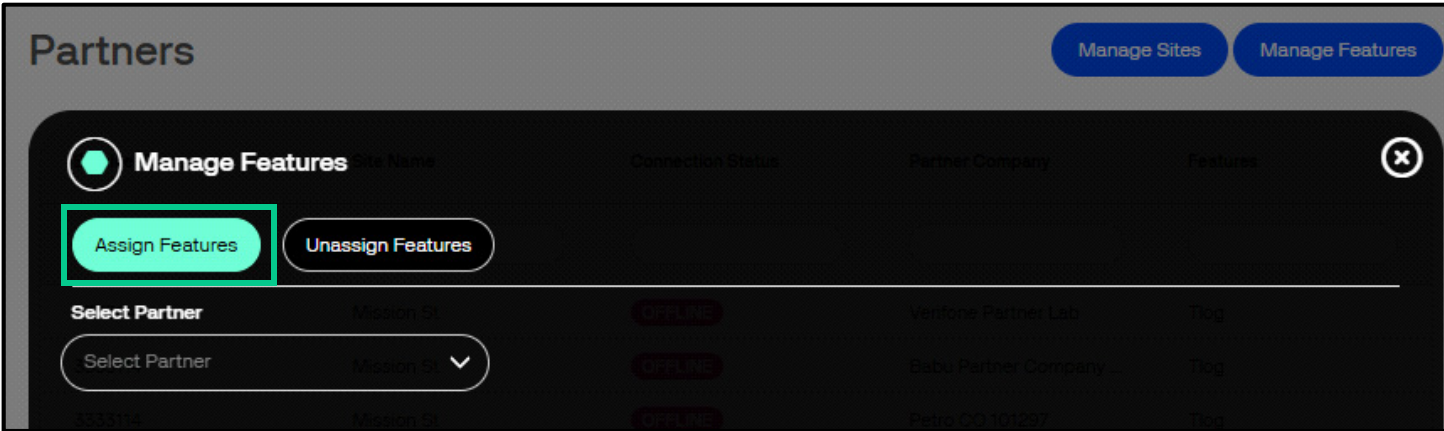
1 to 10 of 103 Page 1 of 11

Unassign

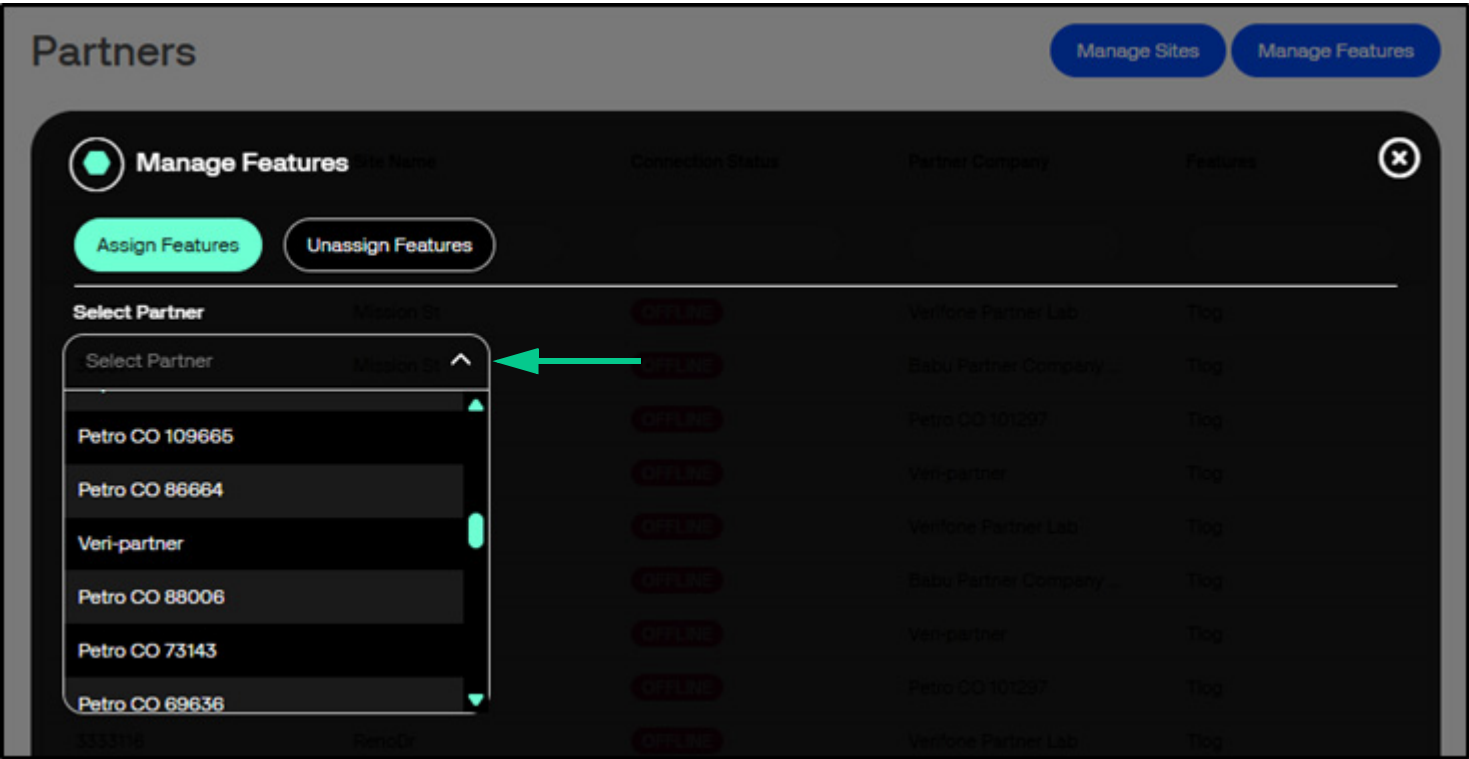
3. Add check mark(s) to the boxes next to the sites to be unassigned from the Partner.
4. Read the agreement and then add a check mark understanding the terms and conditions displayed on the form.
5. Click **Unassign** and a message displays the quantity of sites unassigned from the Partner.
6. Click **Close**.

Manage Features

Assign Features



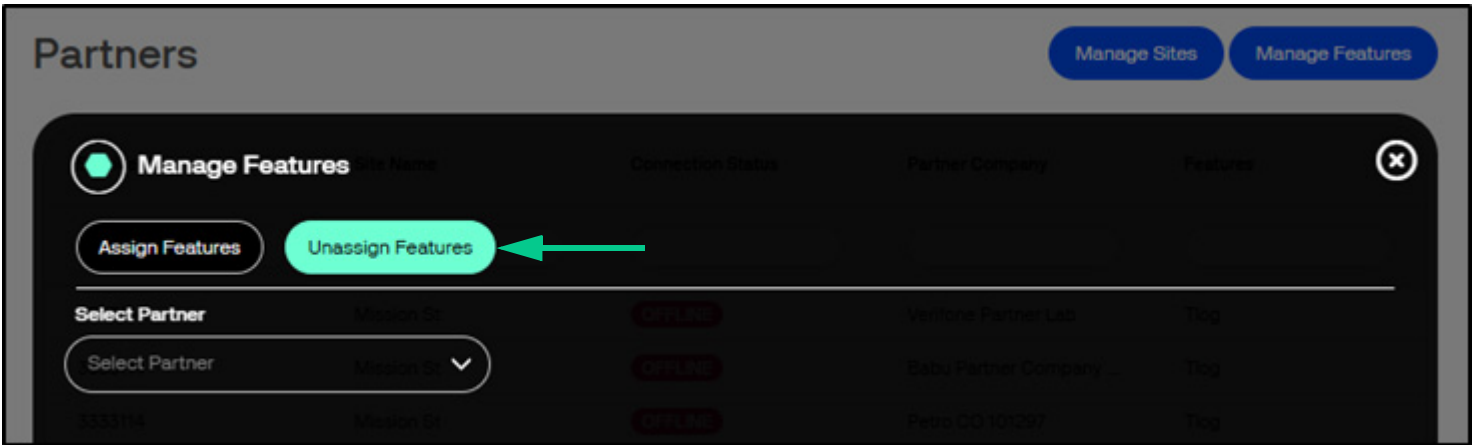
- 1. Select **Assign Features**.



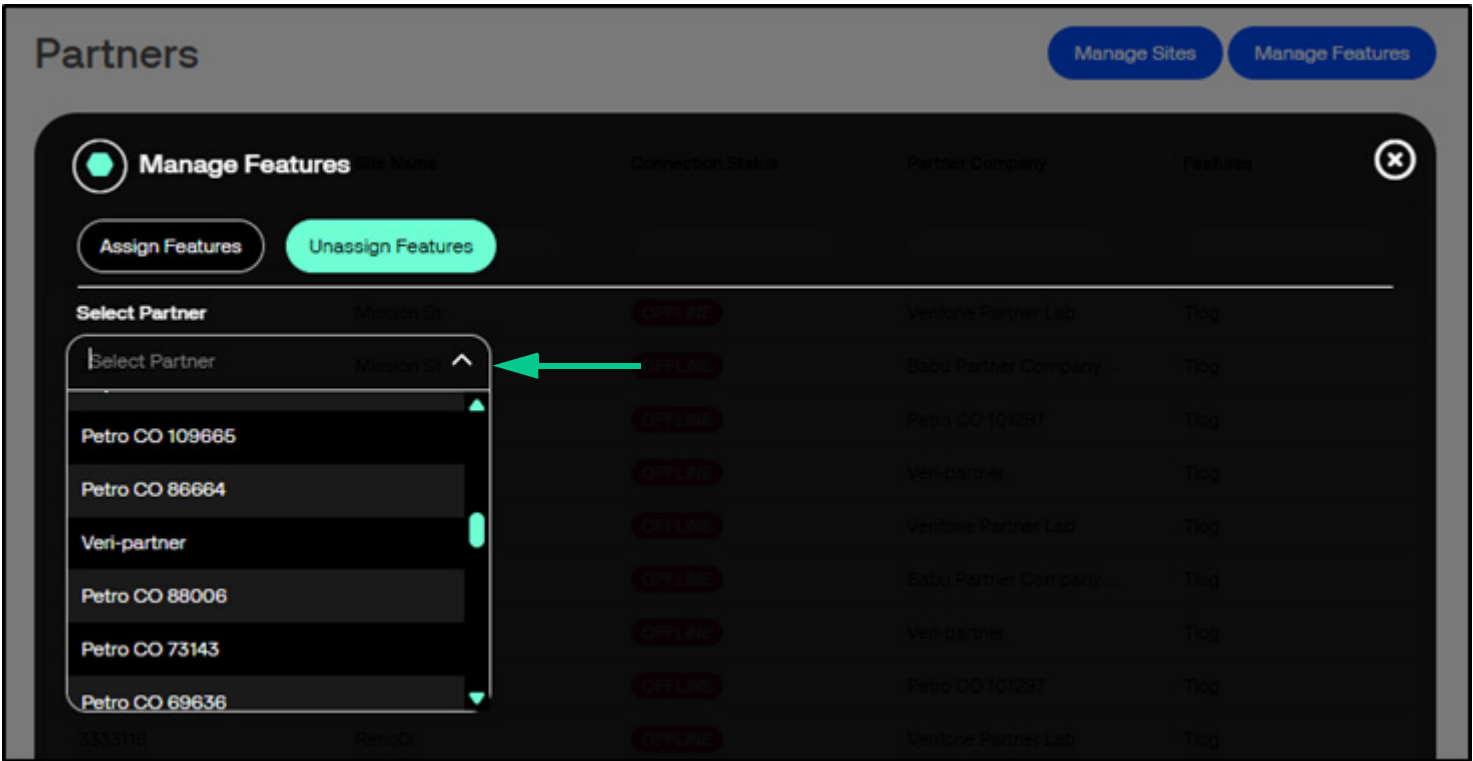
- 2. Select a Partner from the drop-down menu.



Unassign Features



- 1. Select Unassign Features.



- 2. Select a Partner from the drop-down menu.

**Partners** Manage Sites Manage Features

**Manage Features** Close

Assign Features Unassign Features

Select Partner Mission St. Online Verifone Partner Lab Tlog

Veri-partner Mission St. ▾ Online Babu Partner Company Tlog

3333154 Mission St. Online Petro CO 101297 Tlog

Please select the site and the feature to complete the unassignment.

Search by Name in Hierarchy

☒ > VFI Petro Engineering (28)

☒ Tlog

1 to 10 of 103 Page 1 of 11 1 2 3 4 5 6 7 8 9 10

Unassign

3. Add check mark(s) to the boxes next to the sites to be unassigned from the Partner.
4. Add a check mark to the Feature to be unassigned from the site(s) from the Partner.
5. Click **Unassign** and a message displays the feature unassigned from a number of sites from the Partner.
6. Click **Close**.

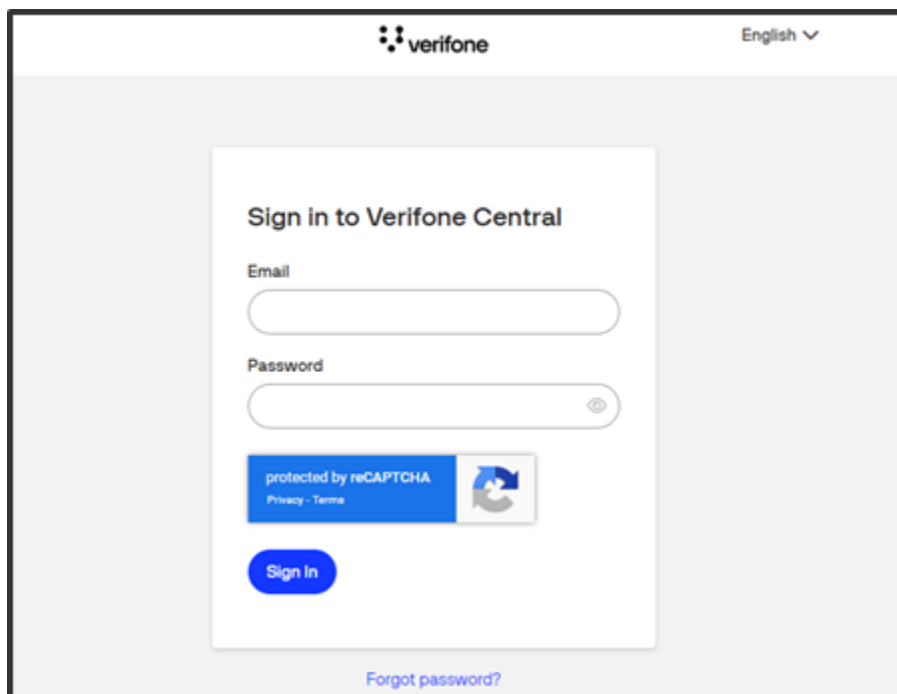
# 15 VASC ACCESS

The VASC company should email [Training@Verifone.com](mailto:Training@Verifone.com) to establish an initial VASC admin account unless one has already been created. Afterwards, the VASC can perform limited tasks and onboarding.

## Website URL

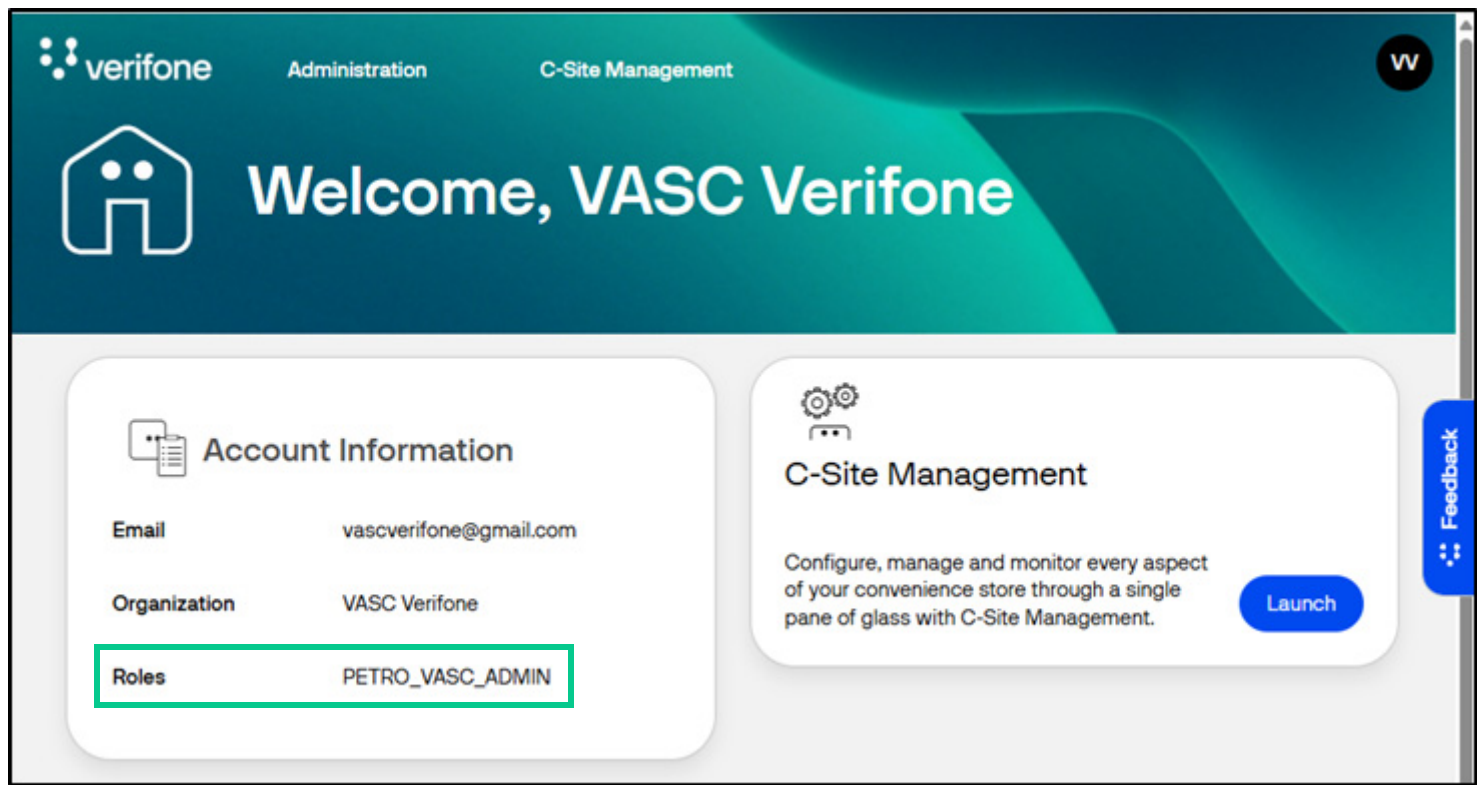
To access Verifone C-Site Management, navigate to the following URL using a web browser:


<https://us.live.verifone.cloud/>

A screenshot of the Verifone Central sign-in page. The page has a light gray background. At the top, the Verifone logo is on the left and "English" with a dropdown arrow is on the right. In the center, there is a white card with the title "Sign in to Verifone Central". Below the title are two input fields: "Email" and "Password". The "Password" field has a toggle icon on the right. Below the input fields is a blue button labeled "Sign In". Above the "Sign In" button is a reCAPTCHA widget with the text "protected by reCAPTCHA" and "Privacy - Terms". At the bottom of the card, there is a link that says "Forgot password?".

## VASC Welcome Page

After the VASC logs in, the Welcome Page Displays.





**NOTE**

Currently, the C-Site Management Dashboard > Launch has not been implemented.



## Hierarchy Menu

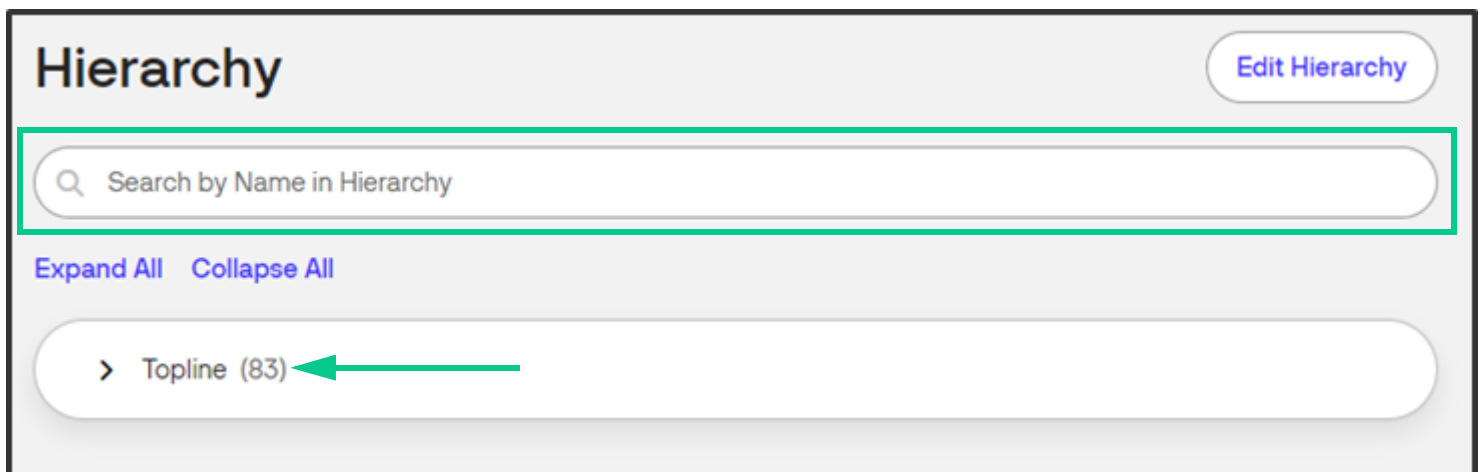
This section provides an overview of how to edit and manipulate hierarchies on the Merchant Administration page. A hierarchy structure allows the building or mapping of the business structure within Verifone C-Site Management. Hierarchies should be configured before adding sites to Verifone C-Site Management.

### Hierarchy Menu

Navigate to **Administration > Site Management > Hierarchy**.

### View Hierarchy

1. Log into the Verifone C-Site Management application.
2. Click on **Administration > Site Management > Hierarchy**.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.



Edit Hierarchy



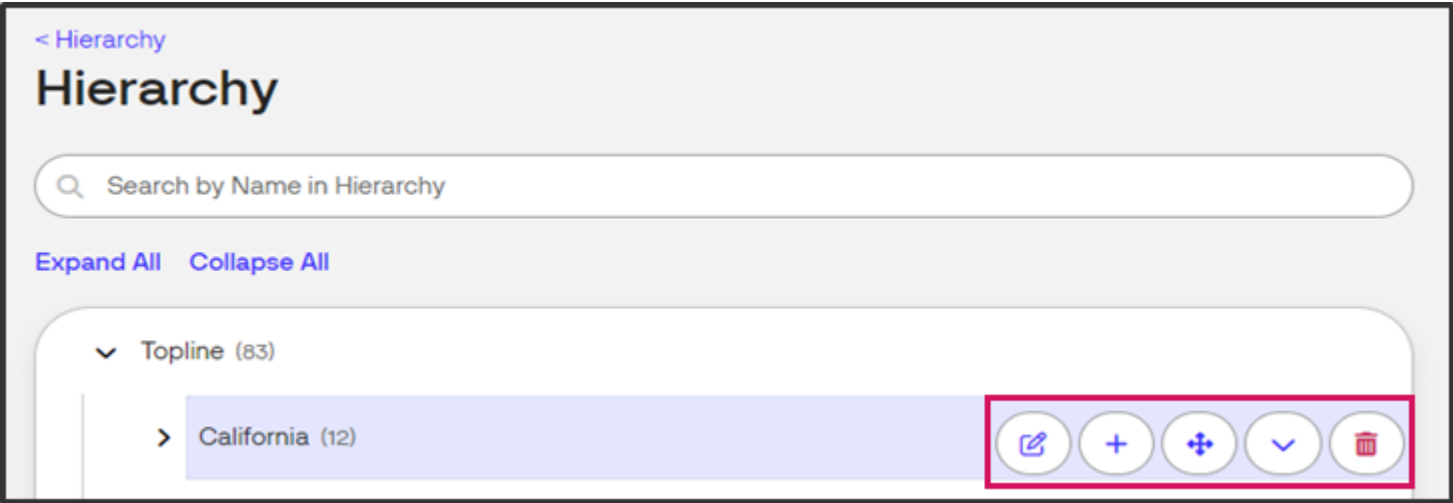
NOTE






If a new VASC Administrator has not set up any hierarchy for the account, the display page will show the company name with any sub-entries all in one group.

- 1. Hierarchies can be edited by selected the Edit Hierarchy button in the top right corner of the Hierarchy window.



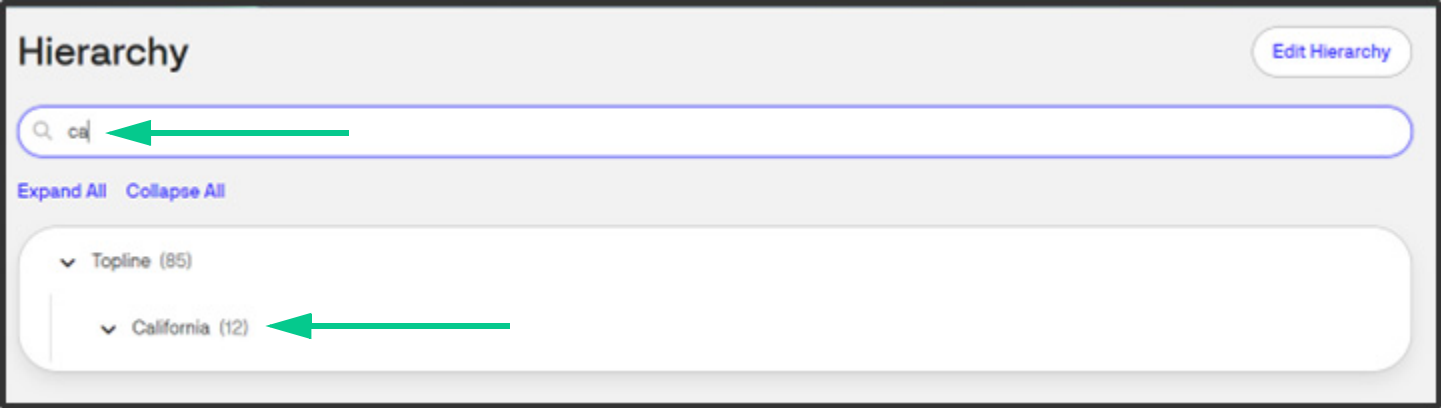
- 2. The following icons, if available, will appear next to the hierarchy names. Not all icons will appear next to each name based on the available functions for that row.



Icon	Description
	Edits an existing groups name.
	Adds a sub-group to an existing group.
	Reorders icons by selecting the group to move from the list, and then dragging and dropping the group.
	Adds a new group to the highlighted row. The new group name prompt will appear below this line when selecting this icon. <div><div>▼ Topline (83)</div><div><div>Enter Name</div><div>CancelSave</div></div></div>
	Deletes a group

Search Hierarchy

Key in the name of the group in the search field to narrow down the hierarchy to the entered characters.



# Sites Menu

- 1. Log into the Verifone C-Site Management application.
- 2. Click on **Administration > Site Management > Sites**.

Sites

Service ID	Site Name	Site ID	Merchant Company	Features	Attributes	Connection Status
<input type="text"/>	<input type="text"/>					
1455161	1455161-RestAssuredS...	14551619007291	Topline	Onboarding		PENDING
1726058	1726058-RestAssured...	17260584082723	Topline	Onboarding		ONLINE
2351429	2351429-RestAssured...	23514291369529	Topline	Onboarding		ONLINE
2557155	2557155-RestAssured...	25571557315367	Topline	Onboarding		ONLINE
2580682	2580682		Topline	Onboarding		ONLINE
3177915	3177915-RestAssuredS...	31779152100552	Topline	Onboarding		ONLINE
3280184	3280184 Akshay_JMeter	3280184 Akshay_JMeter	Topline	Onboarding		PENDING
4977113	4977113-RestAssuredS...	49771138931690	Topline	Onboarding		ONLINE
5522577	5522577-RestAssured...	552257710813925	Topline	Onboarding		ONLINE
5632240	5632240-RestAssured...	56322402823322	Topline	Onboarding		ONLINE

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Page 1 of 17

- 3. Use the Search bar to search for the Service ID, Site Name, or scroll through pages.
- 4. Click on a site to view the Site Details, Custom Attributes, or Hierarchy.

Site Details

View the site details and see the table below for descriptions.

6512467-RestAssuredSite Details

Site Details

Custom Attributes

Hierarchy

Connection Status:

653591-RestAssuredSite

ONLINE

653594595348613

Topline

Onboarding

Status Description:

615571-RestAssuredSite

ONBOARDED

615571510725917

Topline

Onboarding

Status Received at:

622511-RestAssuredSite

2024-01-30 15:16:12

6225953 Akshay\_JMet...

Topline

Onboarding

Merchant Company Name:

651121-RestAssuredSite

Topline

65112276590091

Topline

Onboarding

Features:

651121-RestAssuredSite

Onboarding

65112276590091

Topline

Onboarding

Site

Service ID \*

6512467

Site ID

65124678970946

Site Name

6512467-RestAssuredSite

Address

Address Line 1

Address Line 2

Address Line 3

Country

-- No country selected --

State

-- No state selected --

City

Zip Code

Phone

Field	Definition
Service ID*	The Verifone Service ID shown in the site’s contract with Verifone.
Site ID	Any ID number used by the organization operating the site.
Site Name	The name of the site. This is useful when searching for sites. You must enter a site name.

Field	Definition
Street Address	The physical address of the site.
Country	Choose a state from the drop-down list.
State	Choose a state from the drop-down list.
City	The municipality in which the site is located (or equivalent).
Zip Code	The ZIP code for the site.
Phone	The phone number for the site.

## Custom Attributes

Custom attributes allow users to search for sites based on specific criteria relevant to those sites, such as brand of fuel sold, software version on the site controller, type of installation, etc. Up to five attributes can be added per site.

1. Select the **Custom Attributes** within the Site Details form.
2. Select **+Create New**.
3. Enter the name for the attribute in the field that appears.
4. Enter a value in the field provided.

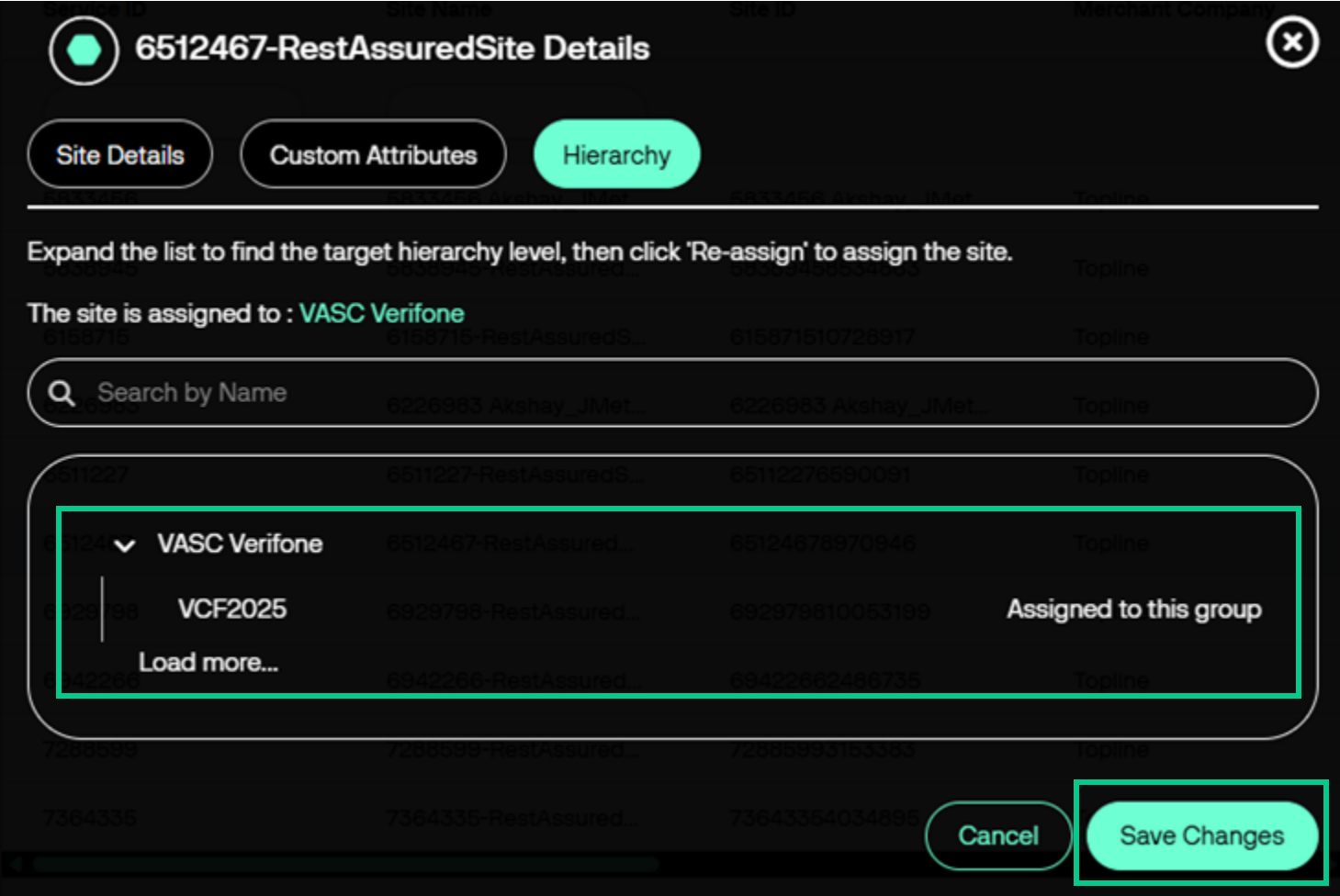
The screenshot shows a mobile application interface for site management. At the top, there's a header bar with a site ID '6512467-RestAssuredSite Details' and a close button. Below the header, there are three tabs: 'Site Details', 'Custom Attributes' (which is selected and highlighted in blue), and 'Hierarchy'. The main content area shows a list of attributes. The first attribute, 'Attribute 1', is highlighted with a red box. It has two input fields: 'Name' and 'Value', and a red trash can icon to its right. Below the list, there's a note: 'Custom attributes allow you to filter sites list using attribute. e.g. by fuel brand, software version, etc.'

5. To delete an attribute, select the Trash can icon.

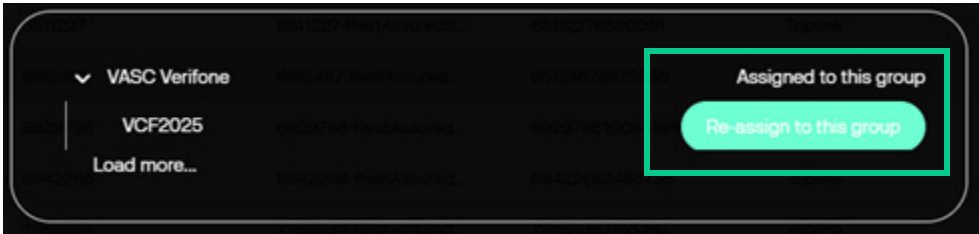


Hierarchy

Use this section to re-assign a site to another group.



- 1. Select the **Hierarchy** within the Site Details form.
- 2. Search for the new VASC group by name.
- 3. Click on the VASC group and then click on the **Re-assign to this group** button.



- 4. Click **Save Changes** or **Cancel**.

# Users Menu



**NOTE**

Before creating users, Hierarchies and Sites must already be configured.

Users

Add User

Name

Search Criteria

Q Search

Created Date ▾

Add filter +

Name ▴ ▾

Role

Status ▴ ▾

Last Active ▴ ▾

Created By ▴ ▾

Created Date ▴ ▾

No users found

Results per page

10 ▴ ▾

Go to page

Page 1 of 1

<

>

# Search for a User

1. To search for a user, navigate to **Administration > User Management > Users**.
2. Search by name, created date, or filter.

## Add User

- 1. To create new users, navigate to **Administration > User Management > Users**.
- 2. Click **Add User** in the top right corner of the screen. Complete the required fields using the table below for reference.

< Users

Create User

Discard

Create User

User Details

Name

Email

This email will be used to log in

Status

Active

Deactivated

Technician ID

Role

— Select Role —

Site Assignments

Search by Name in Hierarchy

☐

> VASC Verifone (166)

Discard

Create User

Field	Description
Name	Enter in the name of the VASC. It is recommended to use the First and Last name in the name field.
Email	Enter in the email address for the VASC. It is recommended to use company email addresses when possible. The email address is used for logging into the Verifone C-Site application.

Status	VASCs can be set to active or deactivated if they no longer need access to the Verifone C-Site Management Application.
Technician ID	Enter the ID for the VASC.
Role	Assign the role from the list that best fits the VASC's job functions.
Site Assignments	VASCs can be assigned to specific hierarchies, meaning they can be permitted access to only a subset of sites. If the VASC requires access to all sites, then select the first option under site assignments which will select all locations.
Create User	Click to create the user (VASC).
Discard	Click to discard all entries on the current form.

## Deleting a User

1. To delete users, navigate to **Administration > User Management > Users**.
2. Select the user from the list.
3. Select **Delete User** on the bottom left corner of the User Detail screen. To utilize the same email address, the Verifone Helpdesk must be contacted to fully remove the users email address.

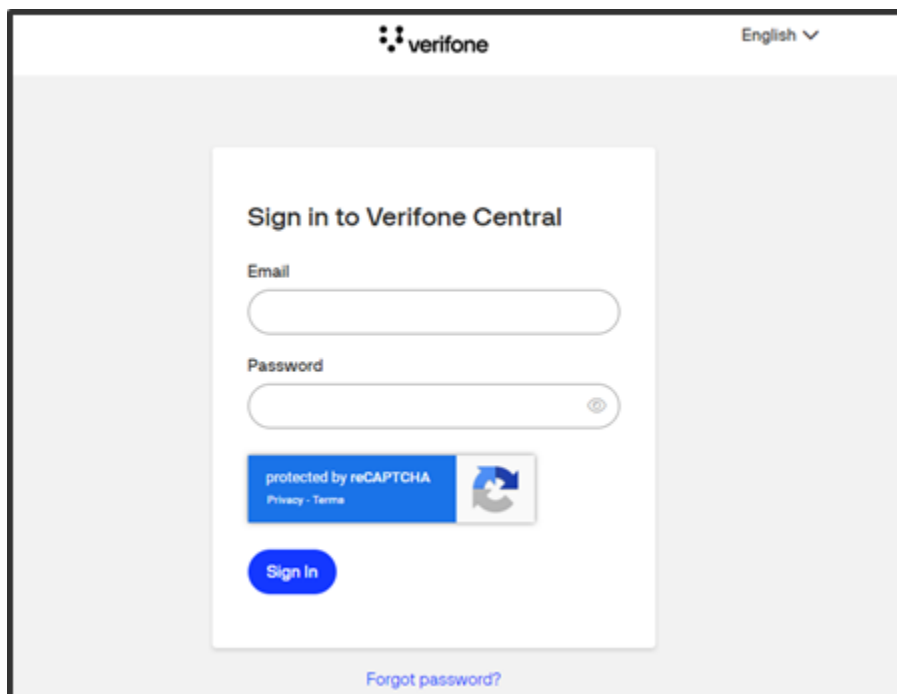
# 16 PARTNER ACCESS

The Partner company should work with Partner team to establish a Partner admin account. Afterwards, the Partner can perform limited tasks.

## Website URL

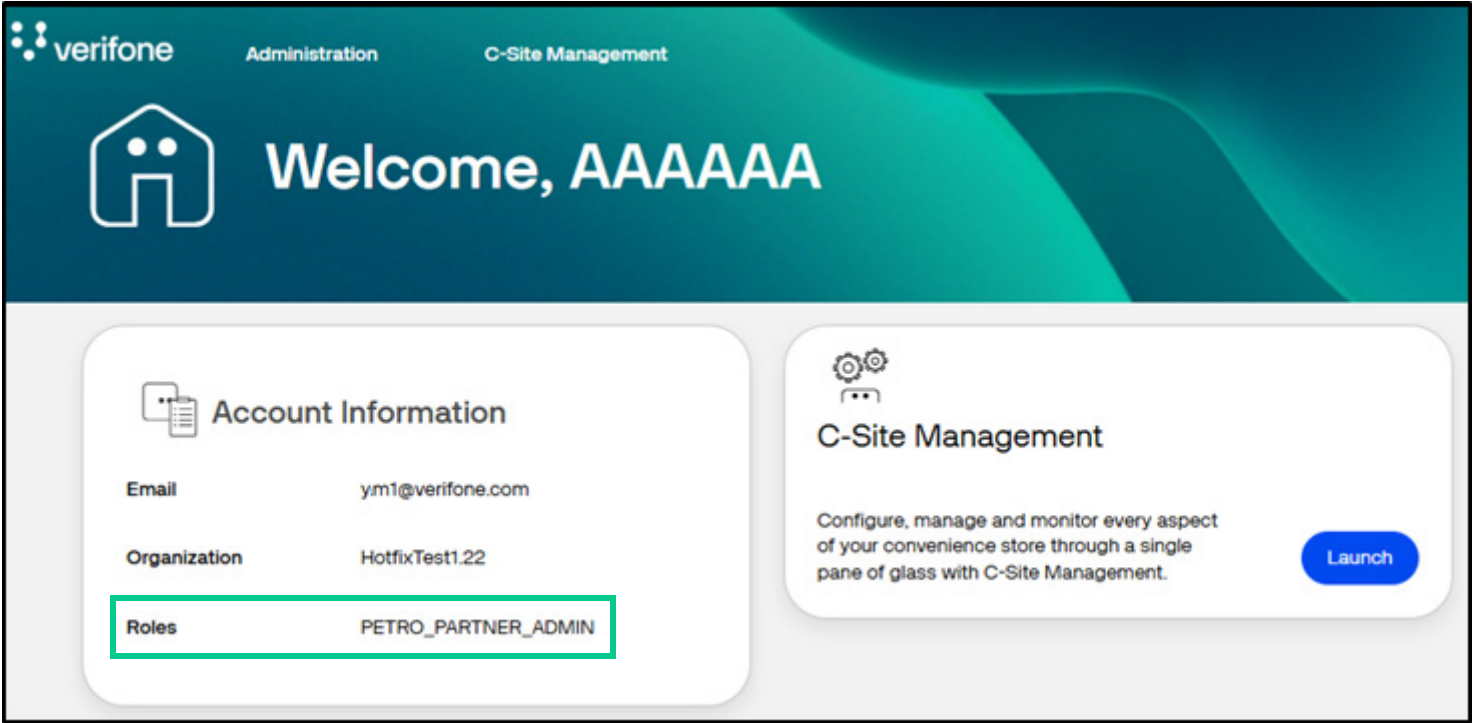
To access Verifone C-Site Management, navigate to the following URL using a web browser:

<https://us.live.verifone.cloud/>

A screenshot of the Verifone Central sign-in page. The page has a light gray background. At the top, the Verifone logo is on the left and "English" with a dropdown arrow is on the right. In the center, there is a white card with the title "Sign in to Verifone Central". Below the title are two input fields: "Email" and "Password". The "Password" field has a toggle icon on the right. Below the input fields is a blue button labeled "Sign In". Above the "Sign In" button is a reCAPTCHA widget with the text "protected by reCAPTCHA" and "Privacy - Terms". At the bottom of the card, there is a link that says "Forgot password?".

## Partner Welcome Page

After the Partner logs in, the Welcome Page displays.



**NOTE**

Currently, the C-Site Management Dashboard > Launch has not been implemented.

## Hierarchy Menu

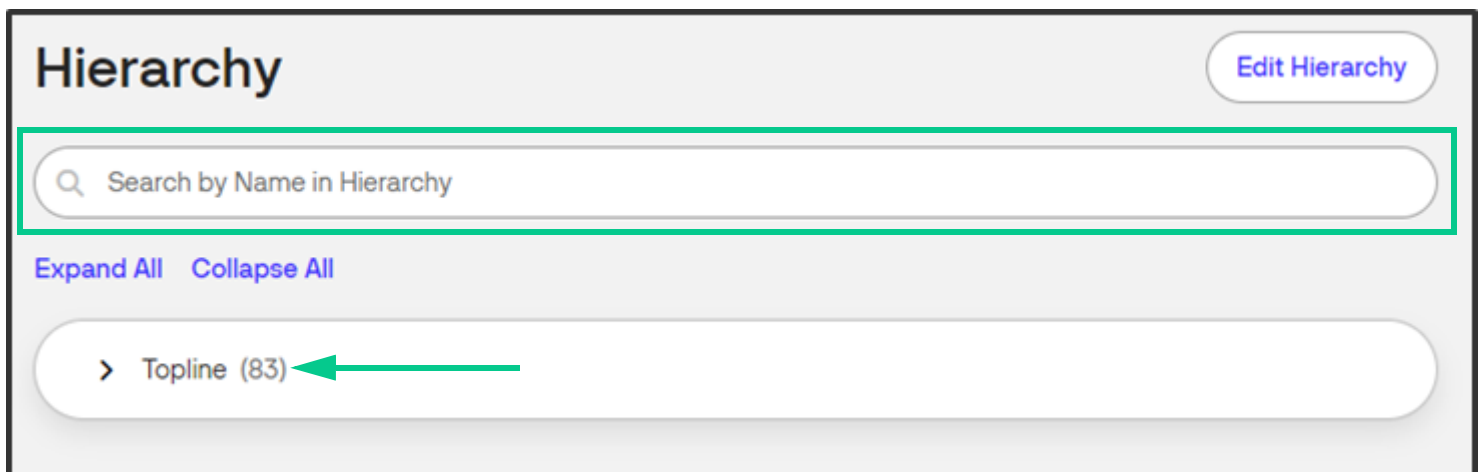
This section provides an overview of how to edit and manipulate hierarchies on the Merchant Administration page. A hierarchy structure allows the building or mapping of the business structure within Verifone C-Site Management. Hierarchies should be configured before adding sites to Verifone C-Site Management.

### Hierarchy Menu

Navigate to **Administration > Site Management > Hierarchy**.

### View Hierarchy

1. Log into the Verifone C-Site Management application.
2. Click on **Administration > Site Management > Hierarchy**.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.



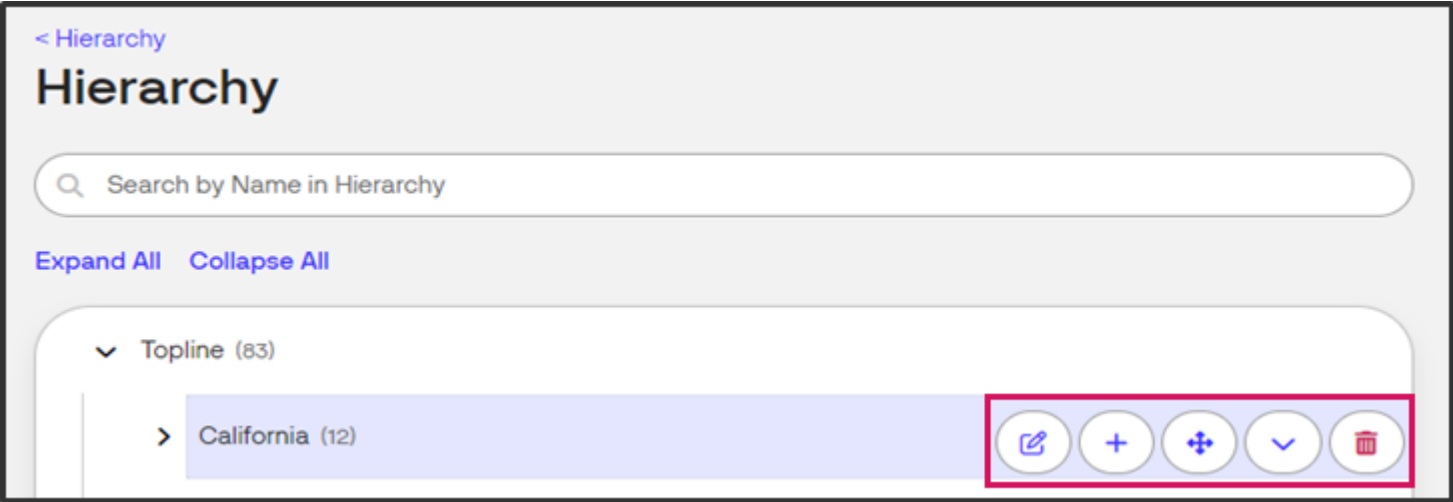
Edit Hierarchy



NOTE




If a new Merchant Administrator has not set up any hierarchy for the account, the display page will show the company name with any sub-entries all in one group.

- 1. Hierarchies can be edited by selected the Edit Hierarchy button in the top right corner of the Hierarchy window.
- 2. The following icons will appear, if available, next to the hierarchy names. Not all icons will appear next to each name based on the available functions for that row.



Icon	Description
	Edits an existing groups name.
	Adds a sub-group to an existing group.



Icon	Description
	Reorders icons by selecting the group to move from the list, and then dragging and dropping the group.
	<p>Adds a new group to the highlighted row. The new group name prompt will appear below this line when selecting this icon.</p> <div><div>▼ Topline (63)</div><div><input type="text" value="Enter Name"/></div><div><button>Cancel</button><button>Save</button></div></div>
	Deletes a group

Search Hierarchy

Key in the name of the group in the search field to narrow down the hierarchy to the entered characters.

Hierarchy

Edit Hierarchy

ca

Expand All

Collapse All

▼

Topline (85)

▼

California (12)

## Sites Menu

- 1. Log into the Verifone C-Site Management application.
- 2. Click on **Administration > Site Management > Sites**.

Sites						
Service ID	Site Name	Site ID	Merchant Company	Features	Attributes	Connection Status
1104727	1104727-RestAssuredS...	11047274630681	Rayan's store	Tlog		ONLINE
1142297	1142297-RestAssuredS...	11422978358028	Rayan's store	Tlog		ONLINE
1306143	1306143		Rayan's store	Tlog		OFFLINE
1400131	1400131-RestAssuredS...	14001316535375	Rayan's store	Tlog		ONLINE
2208006	2208006-RestAssured...	22080065850947	Rayan's store	Tlog		ONLINE
2245928	2245928-RestAssured...	22459284528752	Rayan's store	Tlog		PENDING
2383125	2383125-RestAssured...	23831252518129	Rayan's store	Tlog		ONLINE
2417503	2417503-RestAssured...	24175031178608	Rayan's store	Tlog		ONLINE
2692720	2692720-RestAssured...	269272010060283	Rayan's store	Tlog		ONLINE
2767370	2767370-RestAssured...	27673703885699	Rayan's store	Tlog		ONLINE
1 to 10 of 31						
Page 1 of 4						

- 3. Use the Search bar to search for the Service ID, Site Name, or scroll through pages.
- 4. Click on a site to view the Site Details, Custom Attributes, or Hierarchy.

Site Details

View the site details or edit the Site ID. See the table below for descriptions.

Sites

5502137-RestAssuredSite Details

Site Details

Custom Attributes

Hierarchy

Connection Status:

5502137-RestAssured

ONLINE

5502137-RestAssured

Rayan's store

Tag

ONLINE

Status Description:

5502137-RestAssured

ONBOARDED

5502137-RestAssured

Rayan's store

Tag

ONLINE

Status Received at:

5502137-RestAssured

2024-05-10 10:45:58

5502137-RestAssured

Rayan's store

Tag

ONLINE

Merchant Company Name:

5502137-RestAssured

Rayan's store

5502137-RestAssured

Rayan's store

Tag

ONLINE

Features:

5502137-RestAssured

Tlog

5502137-RestAssured

Rayan's store

Tag

ONLINE

Site

Service ID \*

5502137-RestAssured

430204

Site ID

5502137-RestAssured

Tag

Site Name

5502137-RestAssuredSite

ONLINE

5502137

5502137-RestAssured

5502137

5502137984197

5502137-RestAssured

Tag

You can search sites by this name.

ONLINE

Address

Address Line 1

5502137-RestAssured

5502137

Address Line 2

5502137-RestAssured

Tag

Address Line 3

5502137-RestAssured

ONLINE

Country

State

City

-- No country selected --

-- No state selected --

Zip Code

Phone

Discard

Save Changes

Field	Definition
Service ID*	The Verifone Service ID shown in the site’s contract with Verifone.
Site ID	Any ID number used by the organization operating the site. It is the only value that can be edited.
Site Name	The name of the site. This is useful when searching for sites. You must enter a site name.
Street Address	The physical address of the site.
Country	Choose a state from the drop-down list.

Field	Definition
State	Choose a state from the drop-down list.
City	The municipality in which the site is located (or equivalent).
Zip Code	The ZIP code for the site.
Phone	The phone number for the site.
Save Changes	Click to save Changes.
Discard	Click to discard changes on the current form.

## Custom Attributes

Custom attributes allow users to search for sites based on specific criteria relevant to those sites, such as brand of fuel sold, software version on the site controller, type of installation, etc. Up to five attributes can be added per site.

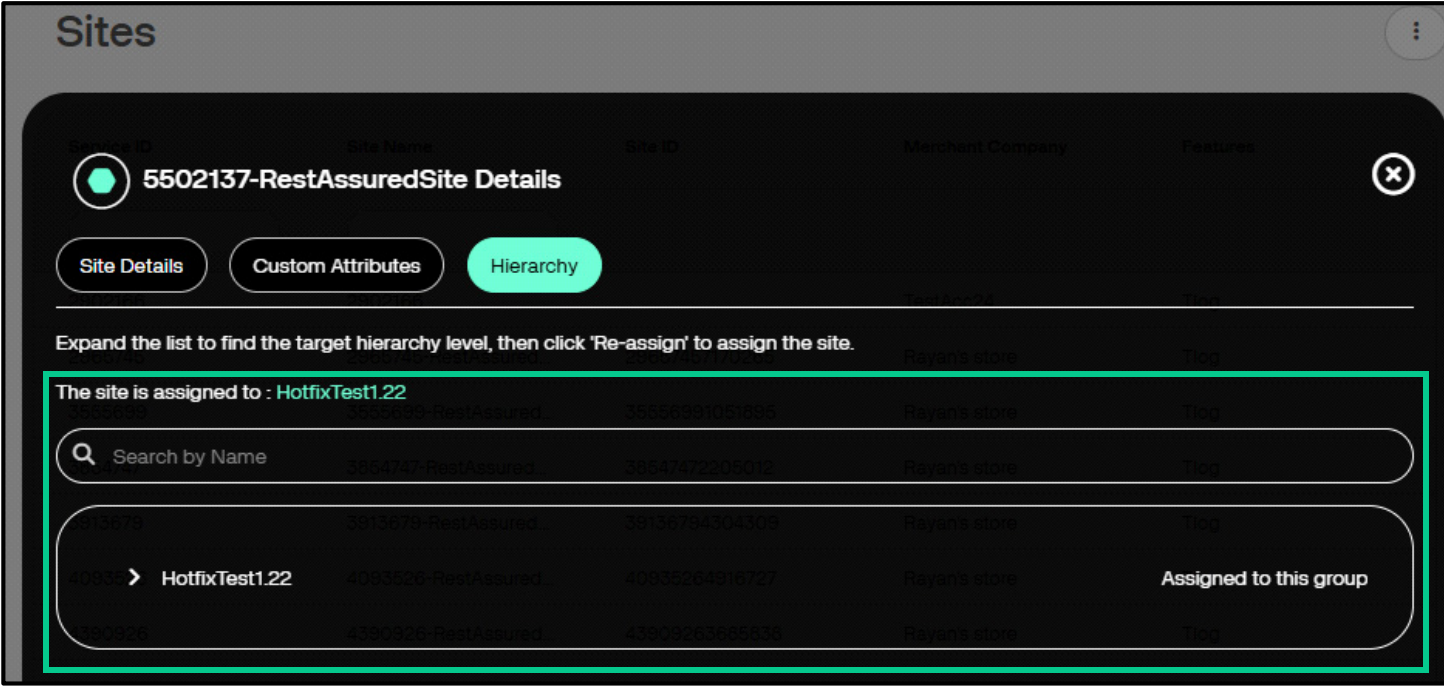
1. Select the **Custom Attributes** within the Site Details form.
2. Select **+Create New**.
3. Enter the name for the attribute in the field that appears.
4. Enter a value in the field provided.

The screenshot shows a mobile application interface for '6512467-RestAssuredSite Details'. At the top, there are three tabs: 'Site Details', 'Custom Attributes' (which is selected and highlighted in red), and 'Hierarchy'. Below the tabs, there is a table with columns for 'Attribute Name', 'Attribute ID', and 'Attribute Value'. The first row is labeled 'Attribute 1' and has a red box around it. This row contains a 'Name' input field, a 'Value' input field, and a red trash can icon. Below the table, there is a note: 'Custom attributes allow you to filter sites list using attribute. e.g. by fuel brand, software version, etc.'

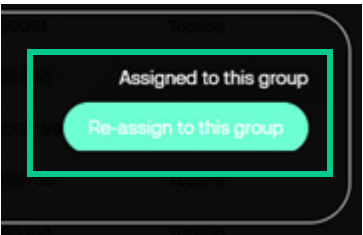
5. To delete an attribute, select the Trash can icon.

## Hierarchy

Use this section to re-assign a site to another group.



1. Select the **Hierarchy** within the Site Details form.
2. Search for the new Partner group by name.
3. Click on the Partner group and then click on the **Re-assign to this group** button.

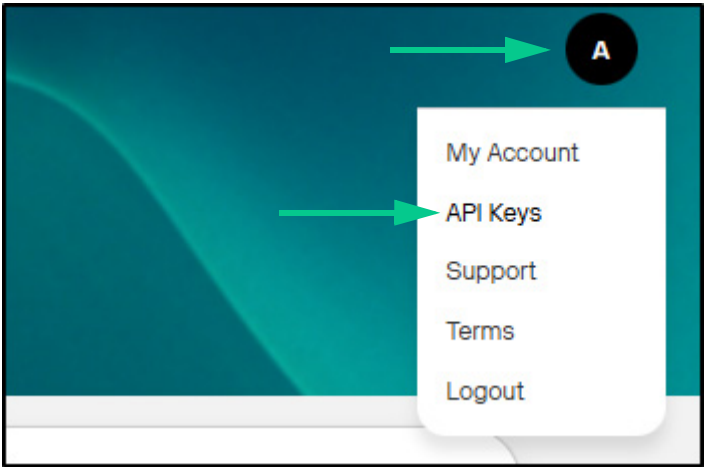


4. Click **Save Changes** or **Cancel**.

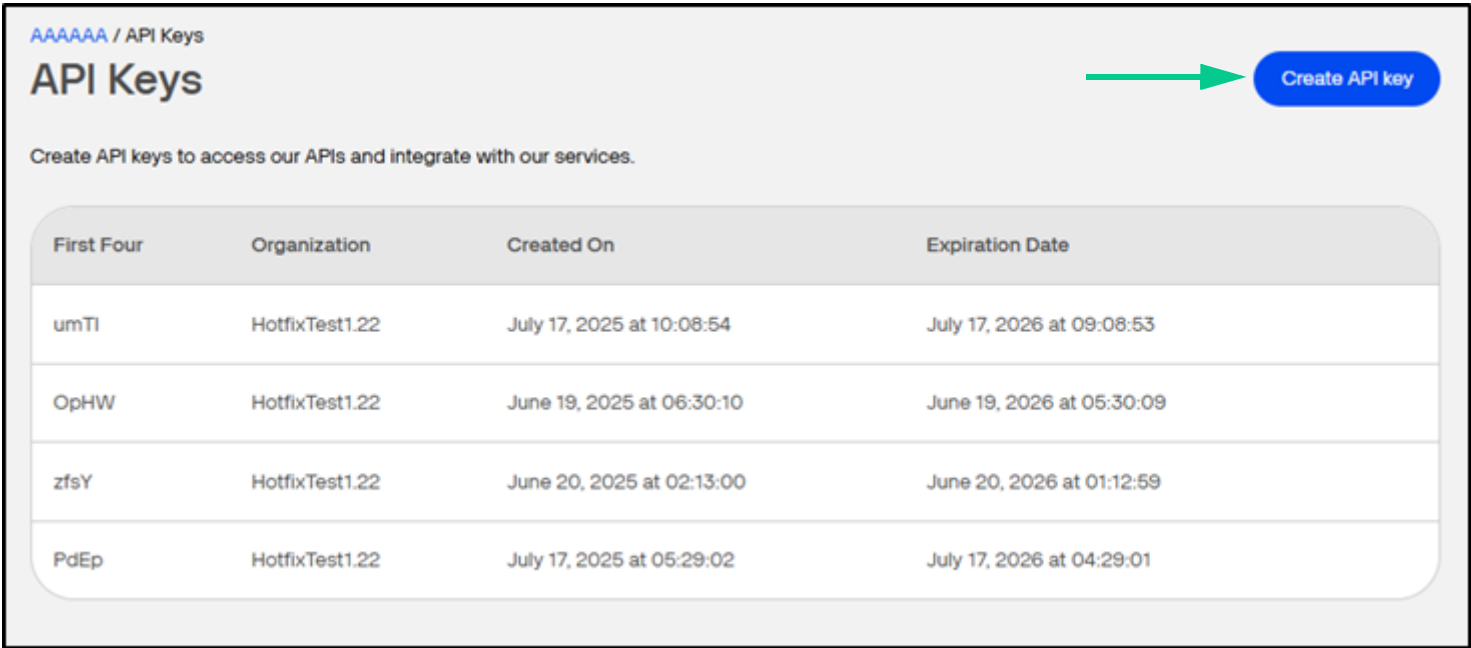
## API Keys

A Partner will need an Application Programming Interface (API) Key and the User ID in order to use the Verifone C-Site Management APIs. Use the following steps to obtain the API Key and User ID.

1. Navigate to the Partner Welcome page and click on the profile icon in the upper right-hand corner of the screen.



2. Click on API Keys.



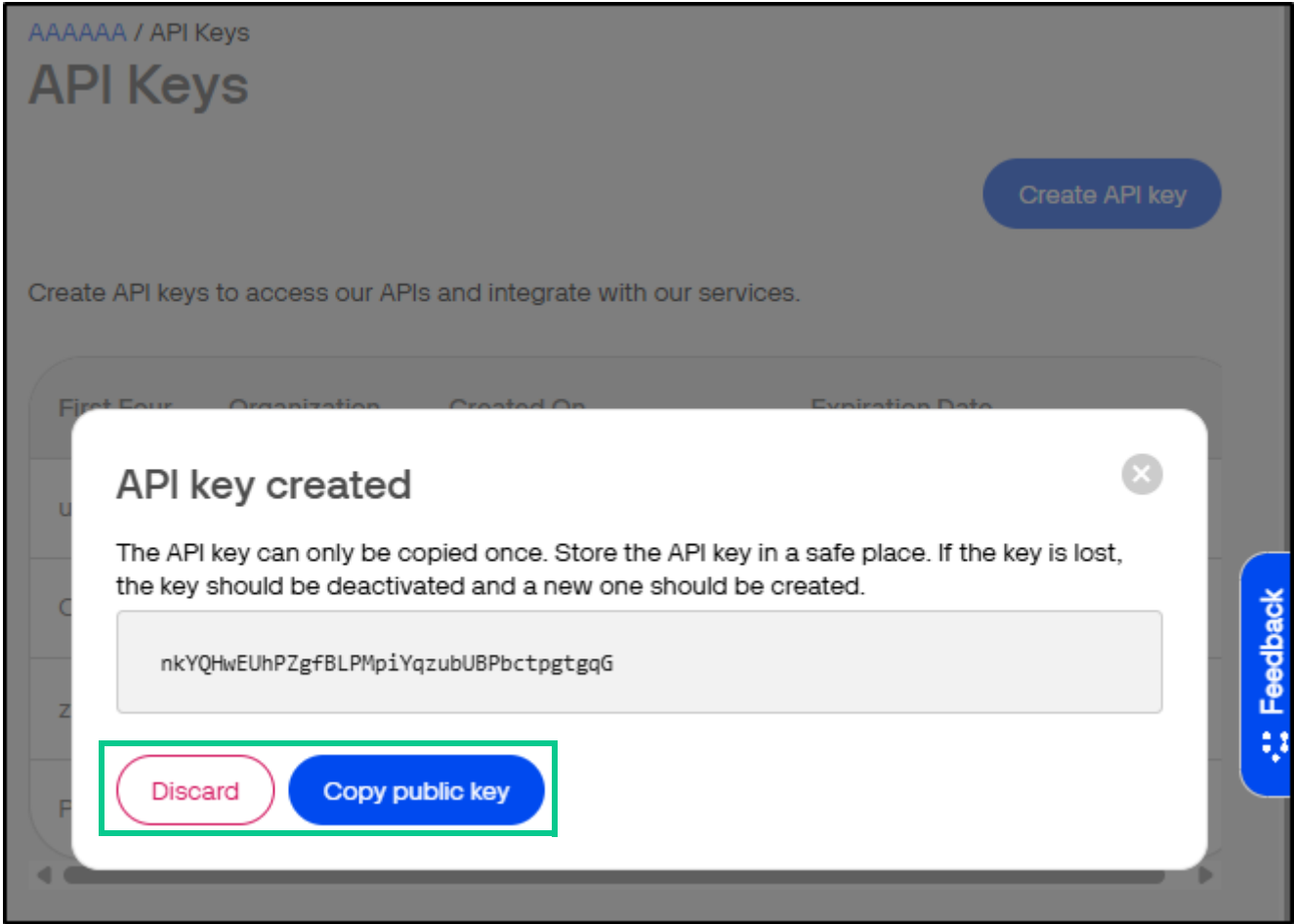
3. Click on Create API Key.





NOTE

The maximum allowed keys is five. An unused key can be revoked by clicking on the API key and then clicking on the Revoke Access button from the panel on the right side of the screen.



4. Click on **Copy public key** or **Discard**.



NOTE

The API key can only be copied once. Store the API key in a safe place. If the key is lost, the key should be deactivated and a new one should be created.

AAAAAA / API Keys

# API Keys

Create API Key


Create API keys to access our APIs and integrate with our services.

First Four	Organization	Created On	Expiration Date	
umTI	HotfixTest1.22	July 17, 2025 at 10:08:54	July 17, 2026 at 09:08:53	
nkYQ	HotfixTest1.22	July 18, 2025 at 13:41:49	July 18, 2026 at 12:41:49	>
OpHW	HotfixTest1.22	June 19, 2025 at 06:30:10	June 19, 2026 at 05:30:09	
zfsY	HotfixTest1.22	June 20, 2025 at 02:13:00	June 20, 2026 at 01:12:59	
PdEp	HotfixTest1.22	July 17, 2025 at 05:29:02	July 17, 2026 at 04:29:01	

Feedback

- 5. Click on the newly created API Key to obtain the User ID.

verifone

Administration

AAAAAA / API Keys

API Keys

Create API keys to access our APIs and integrate with our

First Four	Organization	Created On
umTI	HotfixTest1.22	July 17, 2025 a
nkYQ	HotfixTest1.22	July 18, 2025 a
OpHW	HotfixTest1.22	June 19, 2025
zfsY	HotfixTest1.22	June 20, 2025
PdEp	HotfixTest1.22	July 17, 2025 a

nkYQ

First Four  
nkYQ


User ID  
7d8f33a9-2517-4d25-96dc-17651624b255

Organization  
HotfixTest1.22

Created On  
July 18, 2025 at 13:41:49

Expiration Date  
July 18, 2026 at 12:41:49

Revoke Access



Feedback

6. Click on Copy button and paste the User ID to a same place as the API Key.

Revoke Access

- 1. Click on the API Key to delete or revoke the access.

AAAAAA / API Keys

API Keys


Create API Key

Create API keys to access our APIs and integrate with our services.

First Four	Organization	Created On	Expiration Date
umTI	HotfixTest1.22	July 17, 2025 at 10:08:54	July 17, 2026 at 09:08:53
nkYQ	HotfixTest1.22	July 18, 2025 at 13:41:49	July 18, 2026 at 12:41:49
OpHW	HotfixTest1.22	June 19, 2025 at 06:30:10	June 19, 2026 at 05:30:09
zfsY	HotfixTest1.22	June 20, 2025 at 02:13:00	June 20, 2026 at 01:12:59
PdEp	HotfixTest1.22	July 17, 2025 at 05:29:02	July 17, 2026 at 04:29:01

Feedback

verifone

Administration

AAAAAA / API Keys

API Keys

Create API keys to access our APIs and integrate with our

First Four	Organization	Created On
umTI	HotfixTest1.22	July 17, 2025 a
nkYQ	HotfixTest1.22	July 18, 2025 a
OpHW	HotfixTest1.22	June 19, 2025
zfsY	HotfixTest1.22	June 20, 2025
PdEp	HotfixTest1.22	July 17, 2025 a

nkYQ

First Four  
nkYQ

User ID  
7d8f33a9-2517-4d25-96dc-17651624b255

Organization  
HotfixTest1.22

Created On  
July 18, 2025 at 13:41:49

Expiration Date  
July 18, 2026 at 12:41:49

Revoke Access

Feedback

2. Click on Revoke Access to delete the API Key.



# 17

## VIPER TABLE MANAGEMENT

Viper Table Set Management is intended to perform scheduled updates to the card tables in the Verifone Commander. Table updates are XML formatted and must be specifically formatted to ensure no errors occur.

Updates should not be performed without assistance from Verifone at this time.



### CAUTION

**Updates should not be performed without assistance from Verifone at this time.**





# 18 CONNECT DEVICE TO CLOUD

The Connect Device to Cloud section will provide details on how to enable the Cloud Connect feature in Verifone Configuration Client. Each Verifone Commander must be onboarded to the cloud within Verifone Configuration Client and added to Verifone C-Site Management.



## NOTE

If the site's information was not added to Verifone C-Site Management prior to completing the Verifone Configuration Client onboarding steps, the site will automatically be added to Sites within Verifone C-Site Management.

The site name will be the site's service ID and the hierarchy will need to be modified.

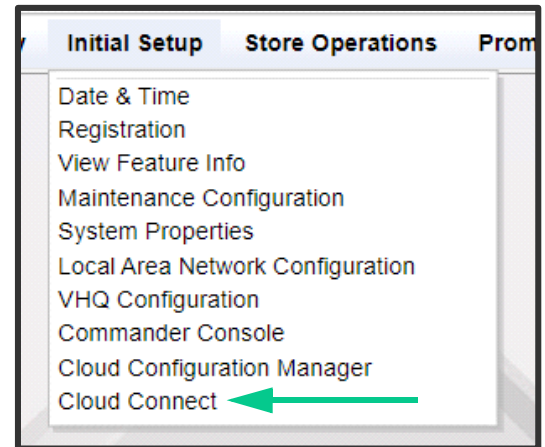
## Requirements

- The site where the device is located is set up within Verifone C-Site Management within **Administration > Sites**.
- The Verifone Commander onboarder must have credentials for Verifone C-Site Management.
- DNS must be enabled within Verifone Configuration Client (Local Area Network Configuration) for the connection to be successful.

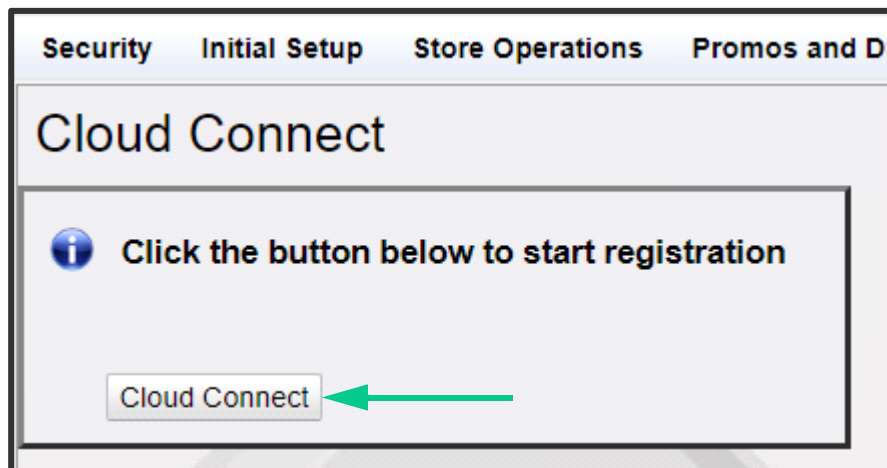
## Pre-Release 54.02 - Connecting Device to Verifone C-Site Management

Ensure that the instructions are followed for the correct software release installed on the Verifone Commander prior to beginning onboarding. To begin the process of attaching the Verifone Commander to the cloud:

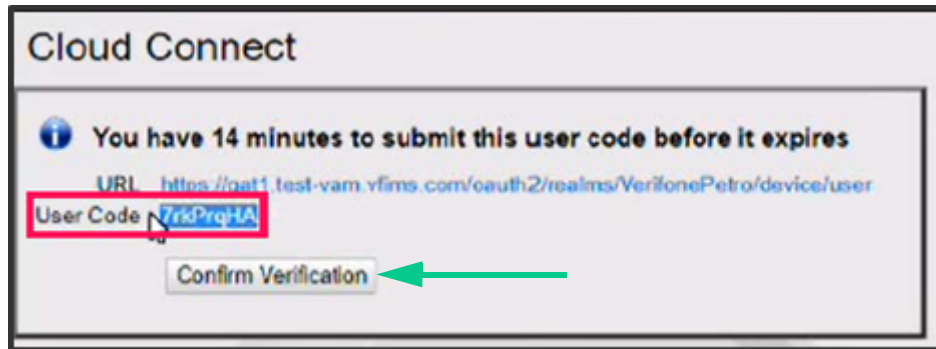
1. Log in as Manager in Verifone Configuration Client and navigate to **Initial Setup > Cloud Connect**.



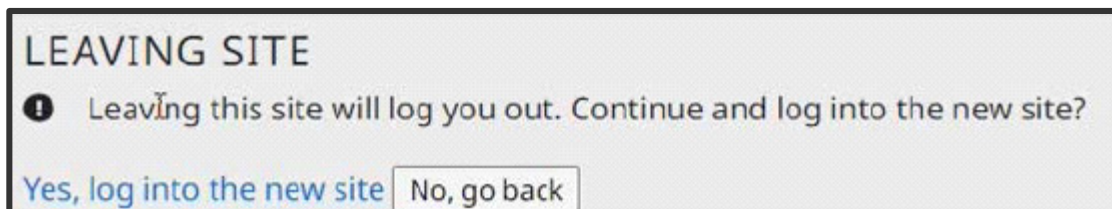
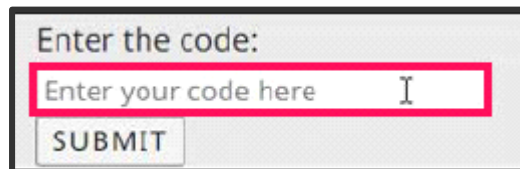
2. Select the Cloud Connect button from the screen.



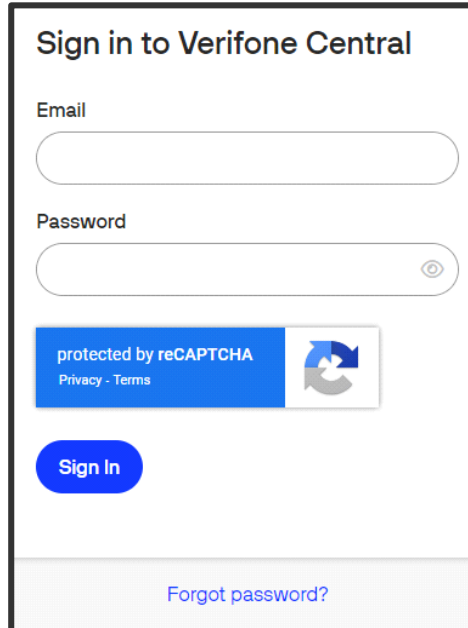
3. A URL and a user code is generated. **Copy the User Code** that was generated on your Configuration Client and then **select the URL on your screen**.



4. After the URL opens, enter the user code from Configuration Client into the **'Enter your code here'** field and click **Submit**.



5. Click **Yes, log into the new site**. A page will open that will prompt you to log into C-Site Management.
6. Login with the credentials for Verifone C-Site Management.



**Sign in to Verifone Central**

Email

Password

protected by reCAPTCHA  
Privacy - Terms

**Sign In**

[Forgot password?](#)

7. The next prompt will prompt you to allow sharing the information from the Verifone Commander. Select **Allow**. A message will display **'DONE!'**.



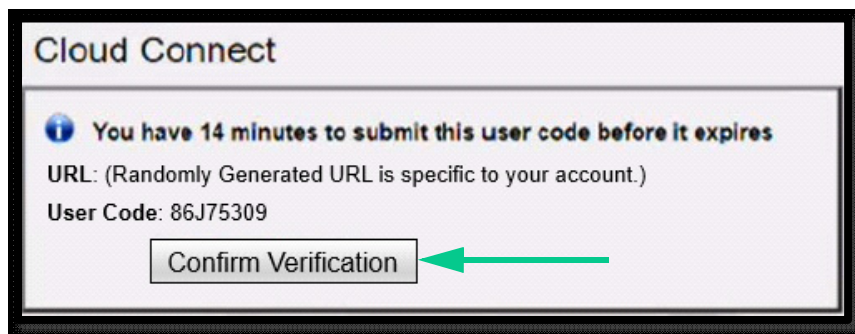
**PETROCLIENT**

This application is requesting the following private information:

write

You are signed in as: undefined mayur.patel@verifone.com

8. **Return to the Configuration Client page**. Select **Confirm Verification** from the Cloud Connect window.



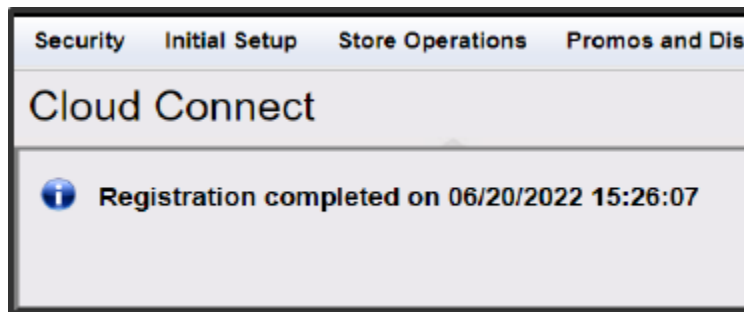
**Cloud Connect**

**You have 14 minutes to submit this user code before it expires**

URL: (Randomly Generated URL is specific to your account.)

User Code: 86J75309

9. The Cloud Connect window will display 'Registration completed on (Date / Time)'.

**NOTE**

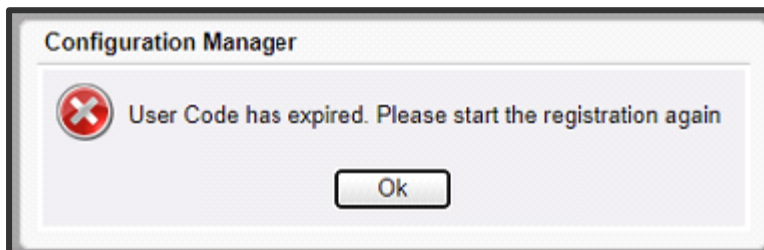
There is a 5-minute delay from when the site will show Active within Verifone C-Site Management after it is registered.

**WARNING**

If DNS is not enabled in Configuration Client > Initial Setup > Local Area Network Connection, then the Verifone Commander will not be able to resolve the IP from the URL and onboarding will fail.

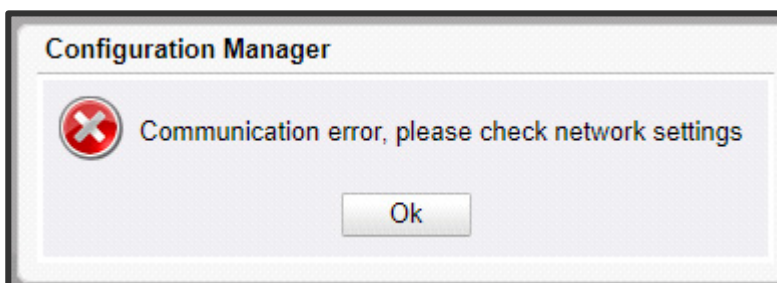
## Troubleshooting

Error response 'User Code has Expired. Please start the registration again.'



- Make sure the user trying to onboard the Verifone Commander has the '**Commander Onboarder Role**' assigned within Verifone C-Site. If the role has been assigned to the user, then contact the Verifone Helpdesk. The expiration time for the user code is 14 minutes, but the role assignment issue will appear immediately.

Error response 'Communication error, please check network settings.'



1. For the following payment networks, no routes need to be added into **Initial setup > LAN Configuration** as the MNSP will make the changes needed: BP, Sunoco, and Chevron\*. Chevron is making the changes to the MNSP with the assumption that the Payment NIC is configured for the default route. If the Payment NIC is not the default route, then it needs to be changed to the default route, saved, and the Verifone Commander must be rebooted. See the Chevron Playbook for more details.
2. For Shell, Generic Bypass, etc. where the Payment NIC is **NOT** the default route, then DNS routes are required. DNS 1 8.8.8.8 and DNS 2 8.8.4.4 – Unless other DNS routes are required by the site's network administrator.
3. Site such as Exxon, Generic Bypass (Gulf, Sinclair, etc.) and others who do not have their own IP scheme and has the Payment NIC set as the default route would need to add the following Host Routes and DNS settings into **Initial Setup > LAN Configuration**:

## Host Routes

Host Route Description	IP Address	Gateway	Subnet
C-Site VAM 1	23.23.135.174	192.168.31.31	255.255.255.255
C-Site VAM 2	18.213.229.217	192.168.31.31	255.255.255.255
C-Site VIC 1	34.117.16.222	192.168.31.31	255.255.255.255
C-Site GSC 1	184.72.129.214	192.168.31.31	255.255.255.255
C-Site GSC 2	54.221.203.197	192.168.31.31	255.255.255.255
C-Site GSC 3	52.72.155.235	192.168.31.31	255.255.255.255
C-Site MQTT 1	184.73.231.196	192.168.31.31	255.255.255.255
C-Site MQTT 2	3.212.149.223	192.168.31.31	255.255.255.255
C-Site MQTT3	52.6.28.56	192.168.31.31	255.255.255.255
DNS 1	8.8.8.8	192.168.31.31	255.255.255.255
DNS 2	8.8.4.4	192.168.31.31	255.255.255.255

## DNS Settings

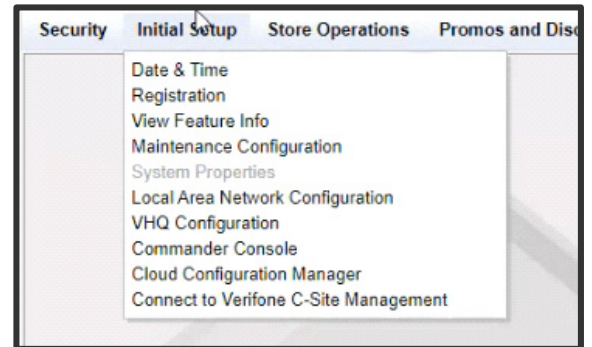
- DNS 1: 8.8.8.8
- DNS 2: 8.8.4.4

## Release 54.02+ - Connecting Device to Verifone C-Site Management

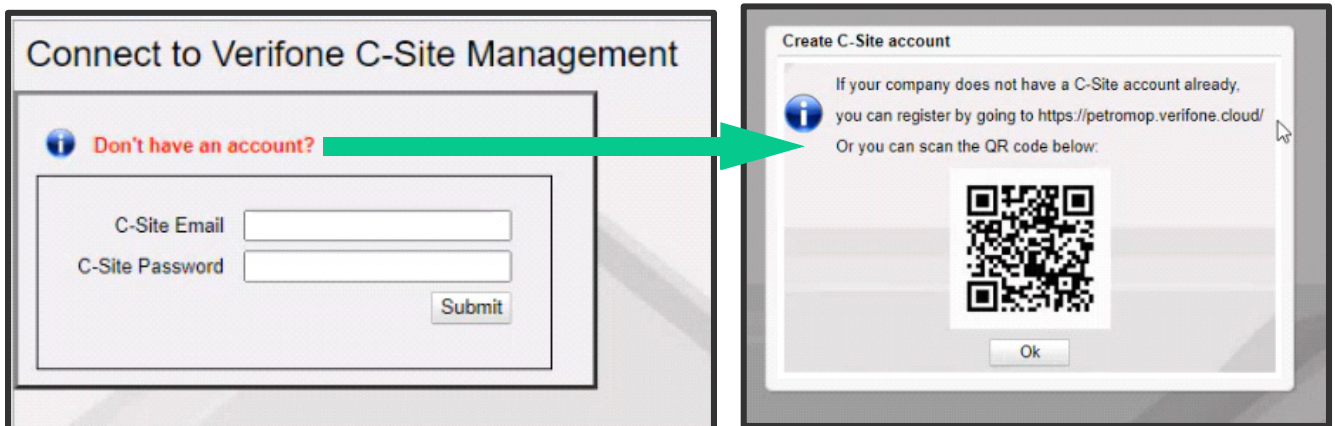
In Verifone Commander software release 54.02 and higher, there have been enhancements made to onboard the Verifone Commander. The steps have been simplified from previous releases.

**Ensure that the instructions are followed for the correct software release installed on the Verifone Commander prior to beginning onboarding.**

1. Log into Configuration Client and navigate to **Initial Setup > Connect to Verifone C-Site Management**.



2. Enter in the C-Site Email and Password to connect the Verifone Commander to C-Site. Do not use the Configuration Client Credentials – they will not work. If the site doesn't have an account, selecting the 'Don't have an account?' option will provide information for the site to sign up for Verifone C-Site Management.

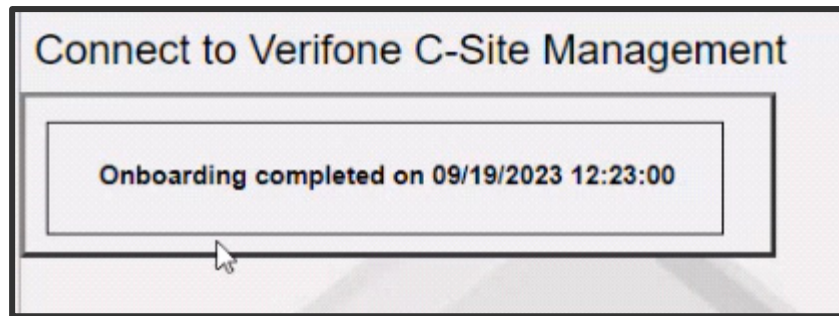


3. When the correct credentials are entered in, Configuration Client will display '**Connecting to Verifone C-Site Management in Progress**'.



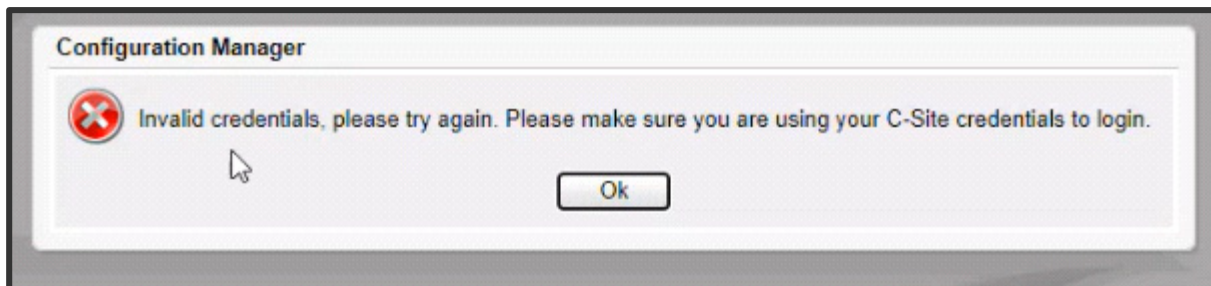


4. After the onboarding is complete, then below message will be displayed.



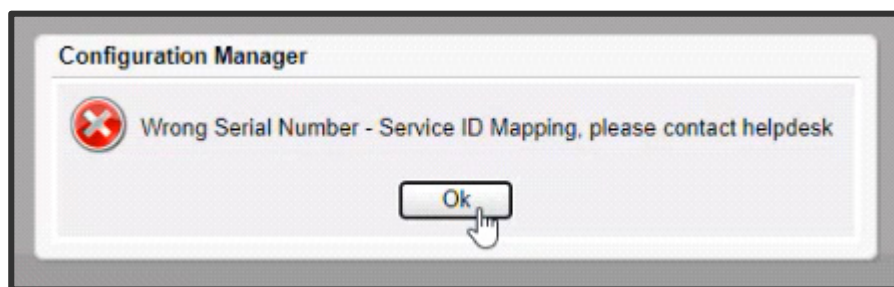
### Troubleshooting

Error message 'Invalid credentials, please try again. Please make sure you are using your C-Site credentials to login':



- Confirm the Verifone C-Site Credentials are being used and not the Verifone Configuration Client Credentials.

Error message 'Wrong Serial Number – Service ID Mapping. Please contact helpdesk':



- The service ID may be incorrect in the Verifone Commander. Confirm the site's service ID is entered in by navigating to **Help > Support** in Configuration client to verify it is correct. If the service ID entered is incorrect, contact the Verifone helpdesk to correct the service ID.
- Verifone Commander serial number may not match what the site has registered. Reach out to the Verifone Helpdesk to correct the Verifone Commander Serial number and/or Service ID.



# 19 ONE-TIME PASSWORD

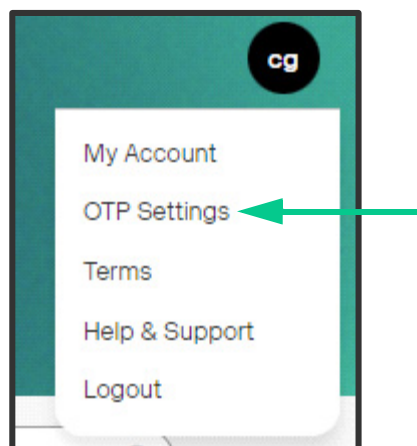
The One-Time Password feature allows a one-time password (OTP) for a site's Verifone Commander to be sent to an email address. An OTP may be required to make changes to specific areas within Verifone Configuration Client, such as Manage Users. However, the OTP is only displayed locally on the Verifone Commander or Verifone POS.

## Requirements

- A valid account with Verifone C-Site Management
- An active site, onboarded with Verifone C-Site Management
- Verifone Software Release 53.35+
- An active email associate with Verifone C-Site Management
- Manager access to Verifone Configuration Client.

## Configuring OTP Emails

1. Log in to the Verifone C-Site Management application. In the top right corner of the application, select your account profile icon and select **OTP Settings**.



2. If the **Send OTP check box** is not selected, click on **Edit** to enable the parameter. Save the changes if they have been made.



OTP Settings

☒ Send OTP

☐ Email

Email

customerdemo0712@gmail.com

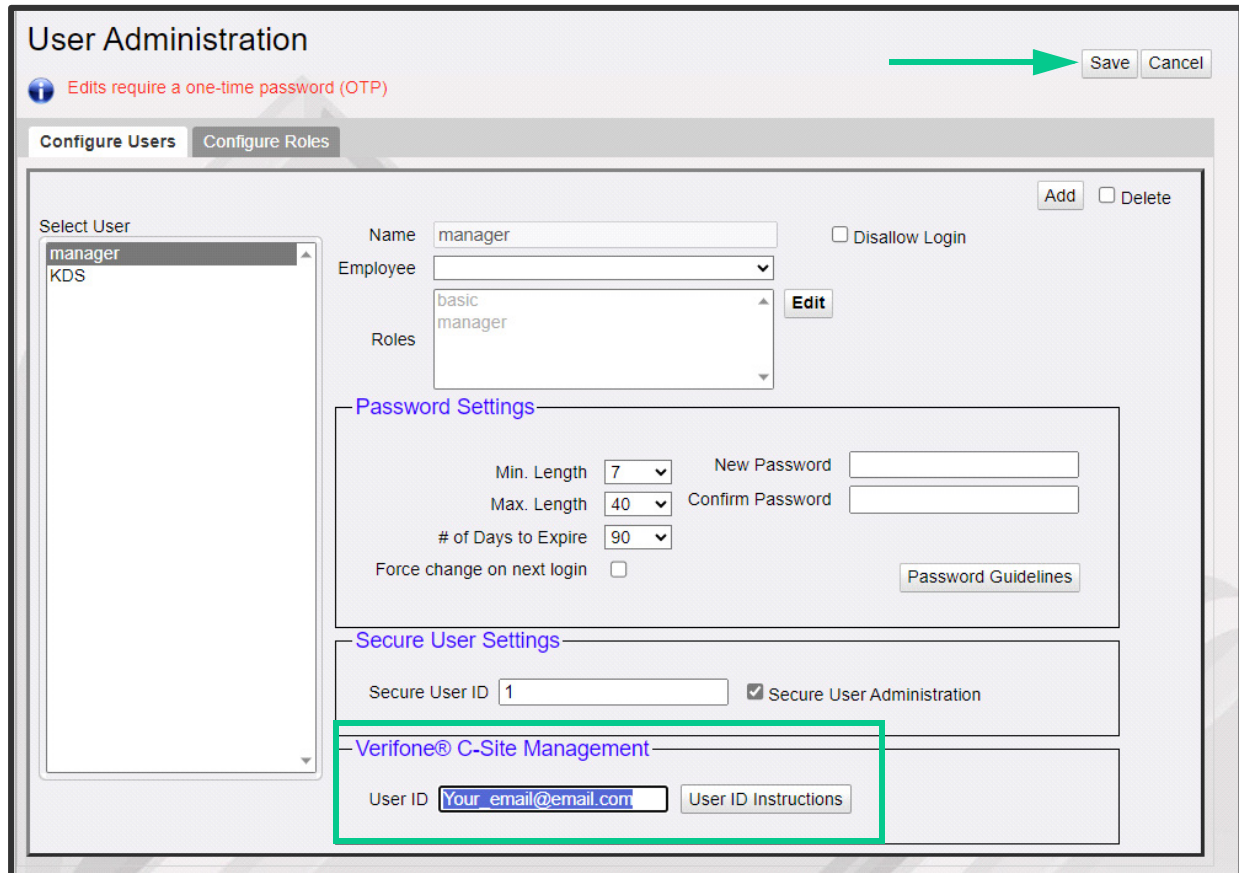
Edit

**NOTE**

The email address cannot be changed as it is the User ID.

3. Login to Verifone Configuration Client and go to **Security > Manage Users**. Enter in the OTP when prompted.

4. Enter in the **Verifone C-Site Management email address** (the same one as used in the OTP settings) in the User ID Field. Select **Save** on the User administration form.



**User Administration**

Edits require a one-time password (OTP)

**Configure Users** **Configure Roles**

Select User

- manager
- KDS

Name: manager

Employee:

Roles: basic, manager

☐ Disallow Login

**Password Settings**

Min. Length: 7

Max. Length: 40

# of Days to Expire: 90

Force change on next login: ☐

New Password:

Confirm Password:

**Secure User Settings**

Secure User ID: 1

☒ Secure User Administration

**Verifone® C-Site Management**

User ID: Your\_email@email.com

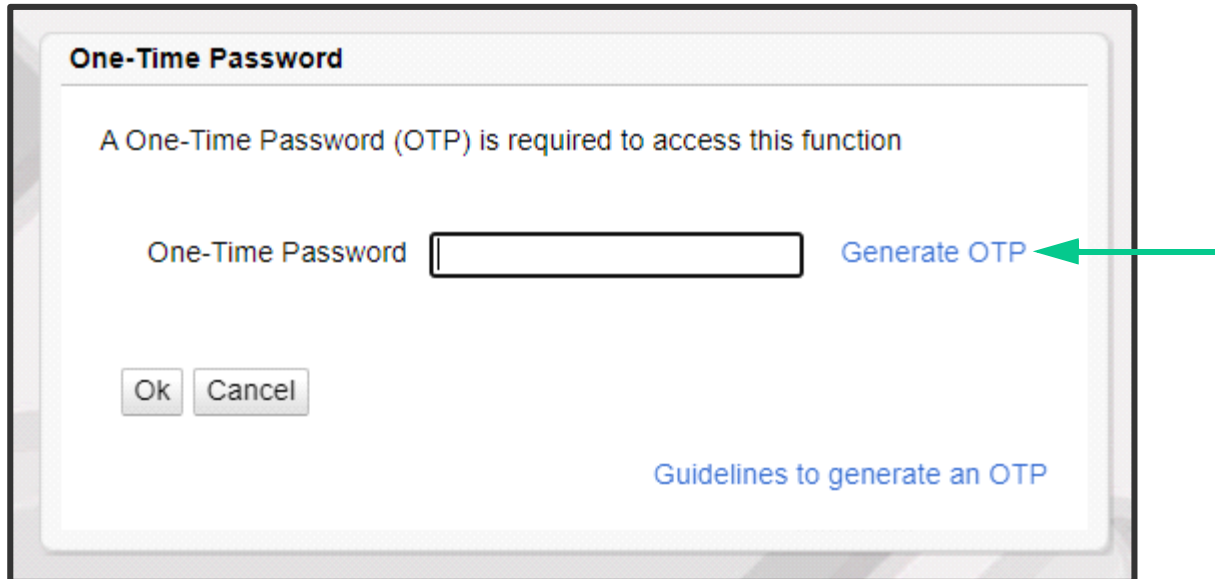


#### NOTE

As mentioned above in the Requirements section, Verifone Configuration Client users must have a Verifone C-Site Management user ID to receive OTPs by email.

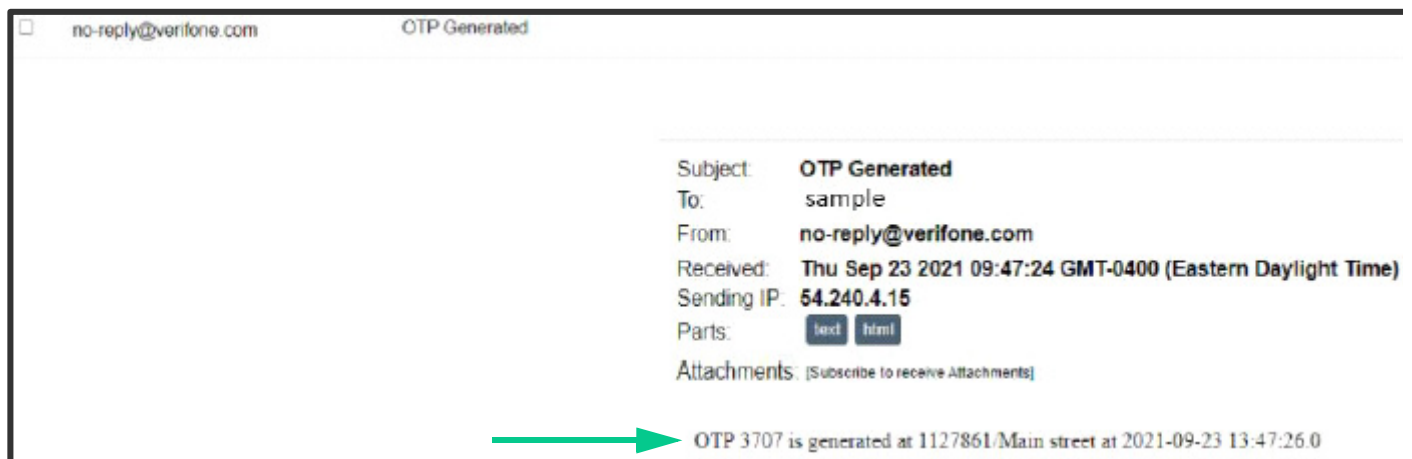
## Using the OTP to Email Feature

1. Any areas of Configuration Client that require an OTP will prompt for a One Time Password (as shown below). Select Generate OTP to the right of the entry field. The OTP will be sent to the email configured.



The image shows a dialog box titled "One-Time Password". Inside the dialog, there is a message: "A One-Time Password (OTP) is required to access this function". Below this message, there is a text input field labeled "One-Time Password" and a button labeled "Generate OTP" to its right. A green arrow points to the "Generate OTP" button. At the bottom left of the dialog are "Ok" and "Cancel" buttons. At the bottom right is a link that says "Guidelines to generate an OTP".

2. Check the email to retrieve the OTP and enter the prompt on Configuration Client.



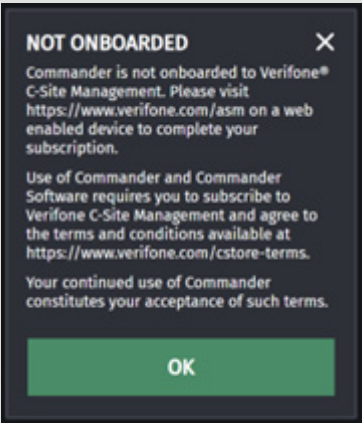
# A APPENDIX

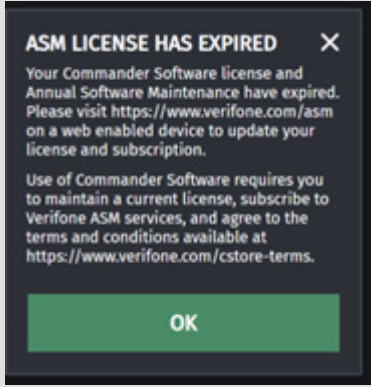
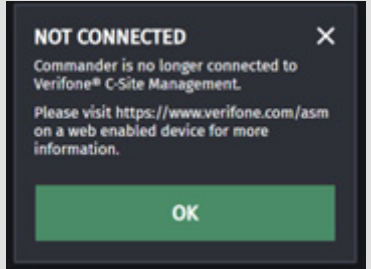


## NOTE

Self-checkout end users will not see prompting messages. Messages will only appear when accessing cashier screens.

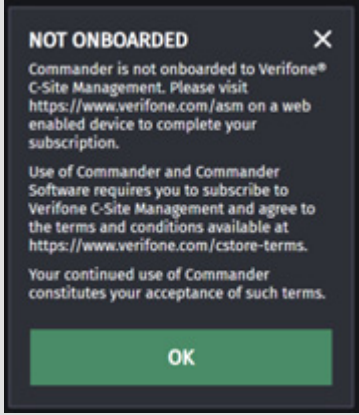
## Verifone Commander Release 53.41

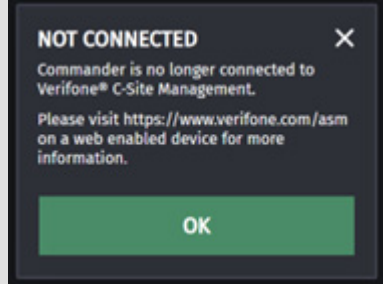
Topic	When will this appear	Frequency	Feature Disablement	Messages	Resolution
Verifone Commander not onboarded	120 days post installation of the Verifone Commander Software	Appears at login	N/A		Onboard the Verifone Commander

Verifone Commander Onboarded, but ASM Expired	120 days post installation of the Verifone Commander Software	Every Transaction	N/A	 <p><b>ASM LICENSE HAS EXPIRED</b> ✕</p> <p>Your Commander Software license and Annual Software Maintenance have expired. Please visit <a href="https://www.verifone.com/asm">https://www.verifone.com/asm</a> on a web enabled device to update your license and subscription.</p> <p>Use of Commander Software requires you to maintain a current license, subscribe to Verifone ASM services, and agree to the terms and conditions available at <a href="https://www.verifone.com/cstore-terms">https://www.verifone.com/cstore-terms</a>.</p> <p>OK</p>	Renew ASM License
Not Connected	Any time after Onboarding	When connectivity is lost to C-Site. Appears at POS Login.	N/A	 <p><b>NOT CONNECTED</b> ✕</p> <p>Commander is no longer connected to Verifone® C-Site Management.</p> <p>Please visit <a href="https://www.verifone.com/asm">https://www.verifone.com/asm</a> on a web enabled device for more information.</p> <p>OK</p>	<p>1. Work with your MNISP to confirm connectivity to Verifone C-Site is maintained.</p> <p>2. Contact the helpdesk for assistance.</p>

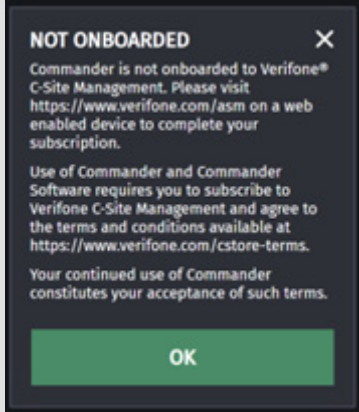


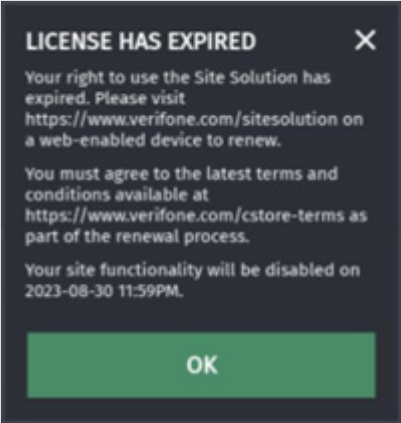
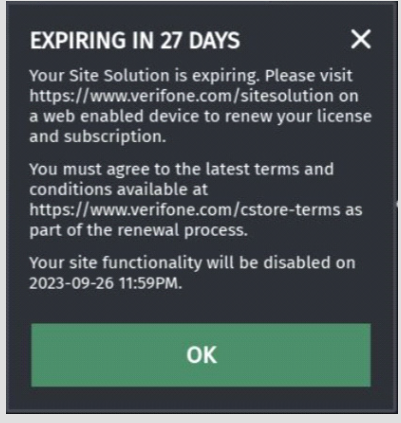
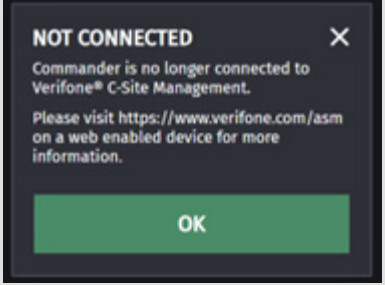
## Verifone Commander Release 54.00 and 54.01

Topic	When will this appear	Frequency	Feature Disablement	Messages	Resolution
Verifone Commander not onboarded	60 days post installation of the Verifone Commander Software	Every transaction	Forecourt and POS functionality  Disablement occurs at 90 days for Forecourt and 91 days for the POS. <b>Occurs at midnight when the system is idle.</b>	 <p><b>NOT ONBOARDED</b> X</p> <p>Commander is not onboarded to Verifone® C-Site Management. Please visit <a href="https://www.verifone.com/asm">https://www.verifone.com/asm</a> on a web enabled device to complete your subscription.</p> <p>Use of Commander and Commander Software requires you to subscribe to Verifone C-Site Management and agree to the terms and conditions available at <a href="https://www.verifone.com/cstore-terms">https://www.verifone.com/cstore-terms</a>.</p> <p>Your continued use of Commander constitutes your acceptance of such terms.</p> <p>OK</p>	Onboard the Verifone Commander
Verifone Commander Onboarded, but ASM Expired	60 days post installation of the Verifone Commander Software	Every Transaction	Forecourt and POS functionality  Disablement occurs at 90 days for Forecourt and 91 days for the POS. <b>Occurs at midnight when the system is idle.</b>		Renew ASM License

Not Connected	Anytime after Onboarding		N/A	 <p>NOT CONNECTED</p> <p>Commander is no longer connected to Verifone® C-Site Management.</p> <p>Please visit <a href="https://www.verifone.com/asm">https://www.verifone.com/asm</a> on a web enabled device for more information.</p> <p>OK</p>	<p>1. Work with your MNSP to confirm connectivity to Verifone C-Site is maintained.</p> <p>2. Contact the helpdesk for assistance.</p>
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## Verifone Commander Release 54.02

Topic	When will this appear	Frequency	Feature Disablement	Messages	Resolution
Verifone Commander not onboarded	60 days post installation of the Verifone Commander Software	Every transaction	<p>Forecourt and POS functionality</p> <p>Disablement occurs at 90 days for Payment (inside), Self-Checkout, and Forecourt. POS is disabled at 91 days. <b>Occurs at midnight when the system is idle.</b></p>	 <p>NOT ONBOARDED</p> <p>Commander is not onboarded to Verifone® C-Site Management. Please visit <a href="https://www.verifone.com/asm">https://www.verifone.com/asm</a> on a web enabled device to complete your subscription.</p> <p>Use of Commander and Commander Software requires you to subscribe to Verifone C-Site Management and agree to the terms and conditions available at <a href="https://www.verifone.com/cstore-terms">https://www.verifone.com/cstore-terms</a>.</p> <p>Your continued use of Commander constitutes your acceptance of such terms.</p> <p>OK</p>	Onboard the Verifone Commander

Verifone Commander Onboarded, but ASM Expired	60 days post installation of the Verifone Commander Software	Every Transaction	<p>Forecourt and POS functionality</p> <p>Disablement occurs at 90 days for Payment (inside), Self-Checkout, and Forecourt. POS is disabled at 91 days. <b>Occurs at midnight when the system is idle.</b></p>	 	Renew ASM License
Not Connected	Anytime after Onboarding		N/A		<p>1. Work with your MNISP to confirm connectivity to Verifone C-Site is maintained.</p> <p>2. Contact the helpdesk for assistance.</p>

**Verifone**

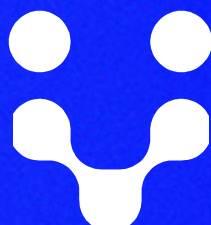
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