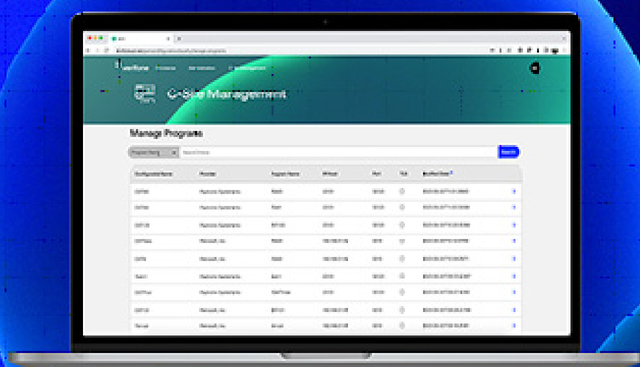
Verifone C-Site Management

User Guide



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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 T-Log 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, **Reports > Summary**, and Connect Device to Cloud sections. Added additional permissions into the Roles section.
04/17/2023	Reviewed and updated UI changes throughout document, Download Report for T-Log added, MID Bulk Upload feature added, Acknowledgment Added, User Table added.
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 Menus 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 Approval Chapter, VASC Access Chapter, Partner Access Chapter, Image Upload section to Site Configuration, and removed note that Menu Configuration was not editable.
10/31/2025	Added Account Types and Features, Major Oil Policy, Commercial Fleet Direct, and Automatic Site Assignments (Create Users).
11/21/2025	Added new forms to Site Configuration: House Accounts, Charity Donations, Promos and Discounts > Car Wash PLU Promotions, Forecourt > Fuel Display. Renamed certain menu options under "Store Operations" to maintain consistency. Site Asset CSV export now include serial numbers and dispenser firmware versions - Updated screen shots.
4/7/2026	Added new forms to Site Configuration > Store Operations: Self-Checkout, Close Lane. Added new forms to Site Configuration > Promos and Discounts: NAXML Deals and Coupons. Added new forms to Site Configuration > Payment Operations: Trigger Pull Settings, EPS Parameters, EMV Settings, Proprietary Fleet, PIN Pad, POS Settings, EPS Prepaid, Full Service Attendant, InComm, Cullinan, Payware Fleet, and Payware Loyalty. Updated Site Configuration > Payment Operations > Primary Payment. Updated VASC Access for Site Feature Control. Added new form for Site Configuration > Devices > Cash Recycler. Added new form for Site Configuration for System Settings > NTP Server. Added Site Transfer Between Merchant Accounts to the Sites chapter.

Contents

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

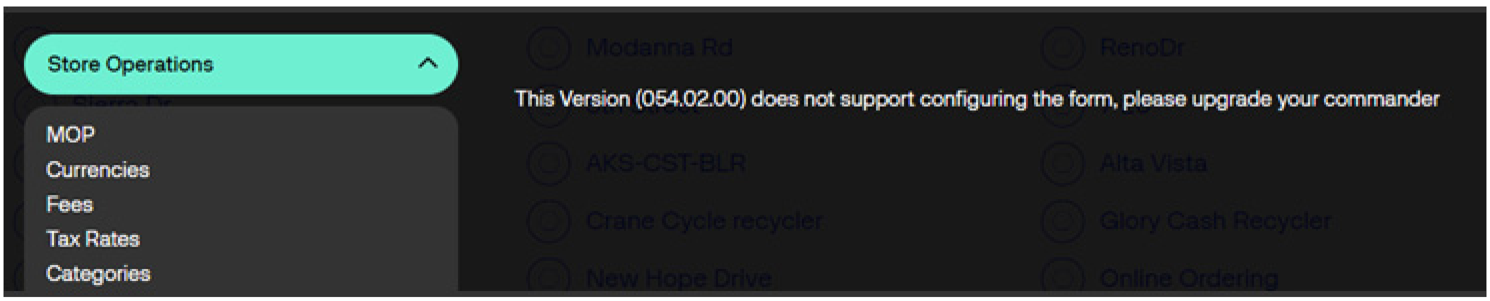
Release	Features Supported
53.35	T-Log Viewer, Site Assets, OTP
53.41	Mobile Payment Configuration, Viper Table Set Management
54.00	Loyalty Configuration
54.01	POS Configuration, Commander Configuration Acknowledgment
54.02	POS Security, Fuel Tax Exemptions, Enhanced C-Site Onboarding Support, Major 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
56.01	Tipping, Verifone Commander Password Management, Replicate Configuration

Release	Features Supported
56.02	External Access Menu under Administration for approving VASC Access and Partner Access, Image Upload, Editable Menu Configuration, Major Oil Policy, Commercial Fleet Direct, and User Site Assignments.
56.03	New Site Configuration forms: Store Operations > House Accounts, Store Operations > Charity Donations, Promos and Discounts > Car Wash PLU Promotions, and Forecourt > Fuel Display.
57.00	New Site Configuration > Store Operations forms: Self-Checkout, Close Lane. New Site Configuration > Promos and Discounts forms: NAXML Deals and Coupons. New Site Configuration > Payment Operations forms: Trigger Pull Settings, EPS Parameters, EMV Settings, Proprietary Fleet, PIN Pad, POS Settings, EPS Prepaid, Full Service Attendant, InComm, Cullinan, Payware Fleet, and Payware Loyalty. Updated Site Configuration > Payment Operations > Primary Payment. Updated VASC Access for Site Feature Control. Added new form for Site Configuration > Devices > Cash Recycler. Added new form for Site Configuration for System Settings > NTP Server.

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

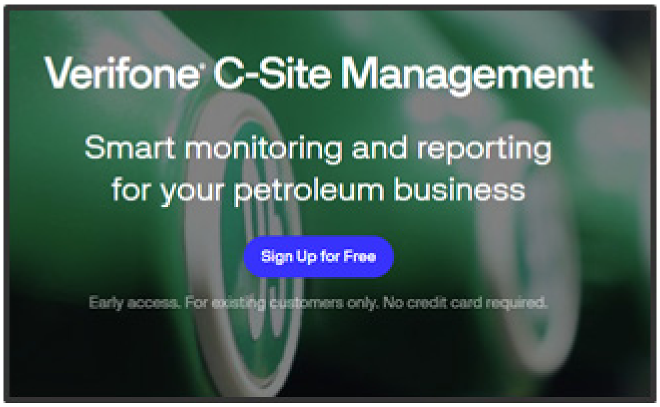
- Verifone Commander with supported POS
- Computer (Desktop or Laptop) with the most recent security updates
- Managed Network Service Provider (MNSP) Implemented
- Broadband Internet Connection

Synchronization

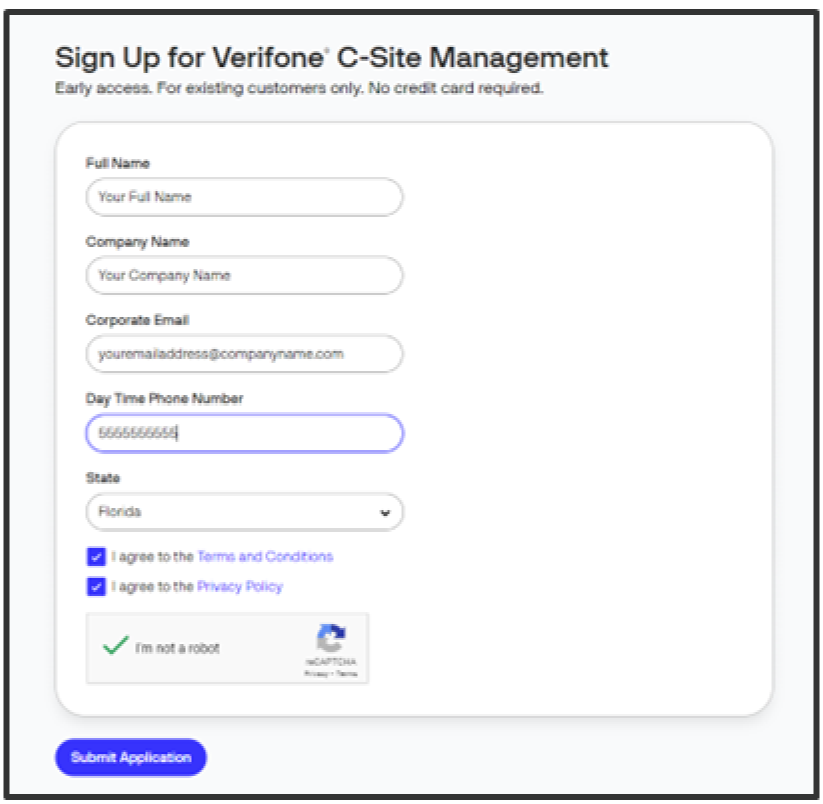
Verifone C-Site Management sends configuration changes immediately as they occur, ensuring updates are reflected in real time. Changes made directly on the Verifone Commander system are transmitted to C-Site Management every 15 minutes, or they can be pushed instantly by selecting Tools > Refresh Configuration in the Verifone Configuration Client.

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.

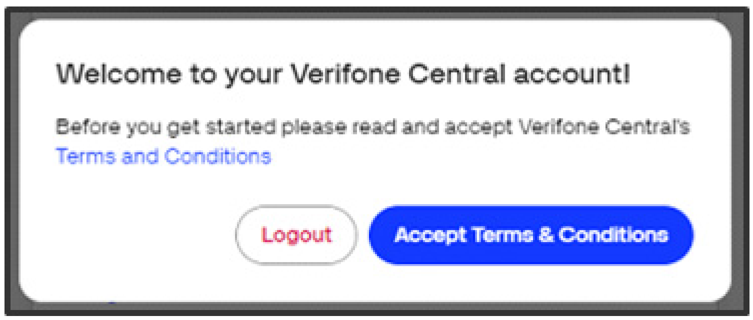


	NOTE	If the administrator has more than one store, only one account is needed. All sites should be onboarded to one account.

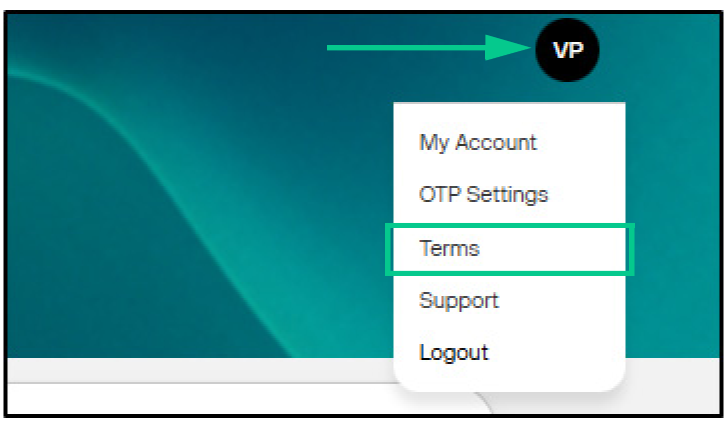
Terms and Conditions

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.



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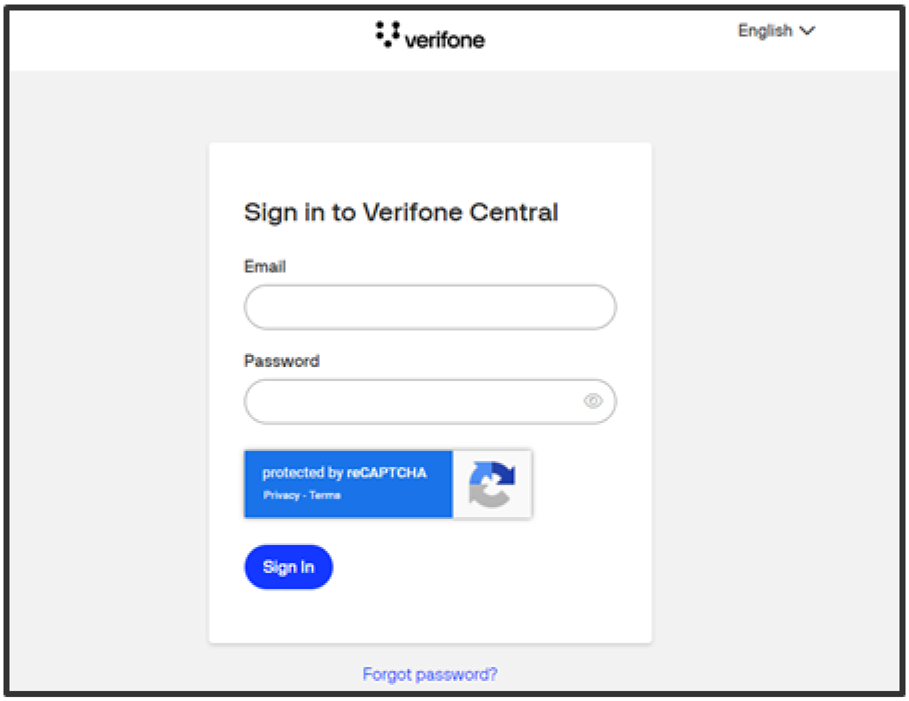
Website URL

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

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

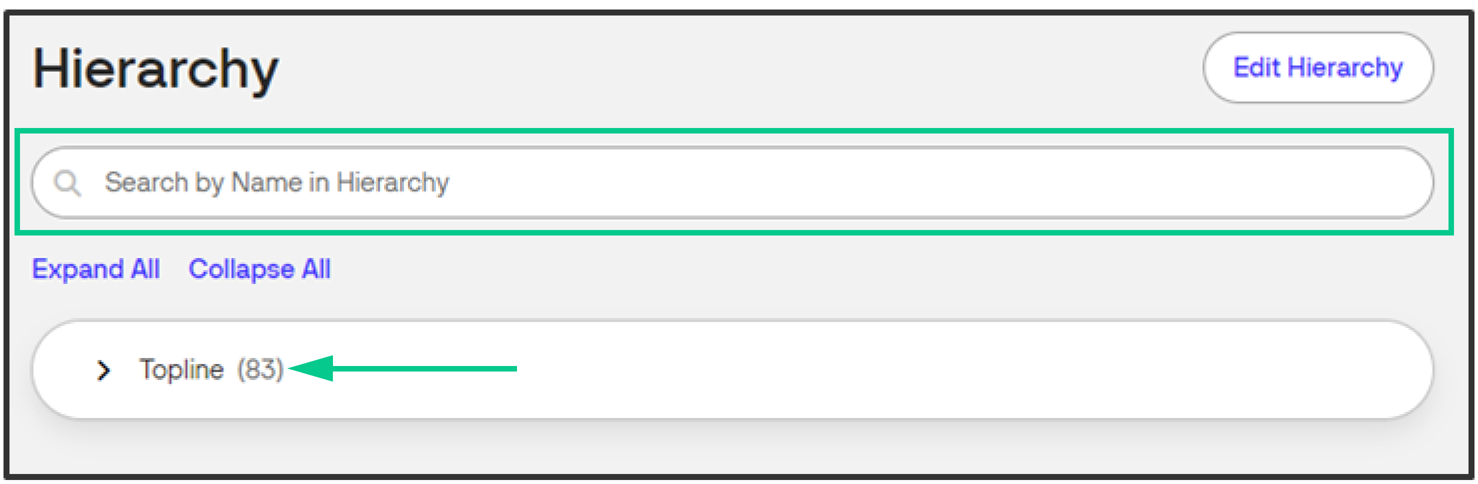


2 HIERARCHY

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

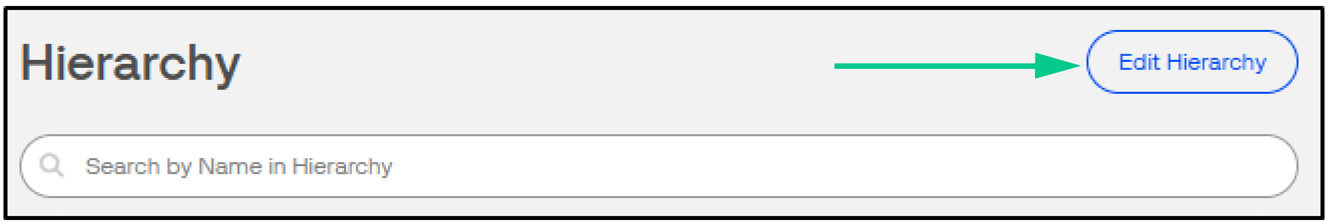
1. Log into the Verifone C-Site Management application.
2. Click on **Administration > Site Management > Hierarchy**.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.



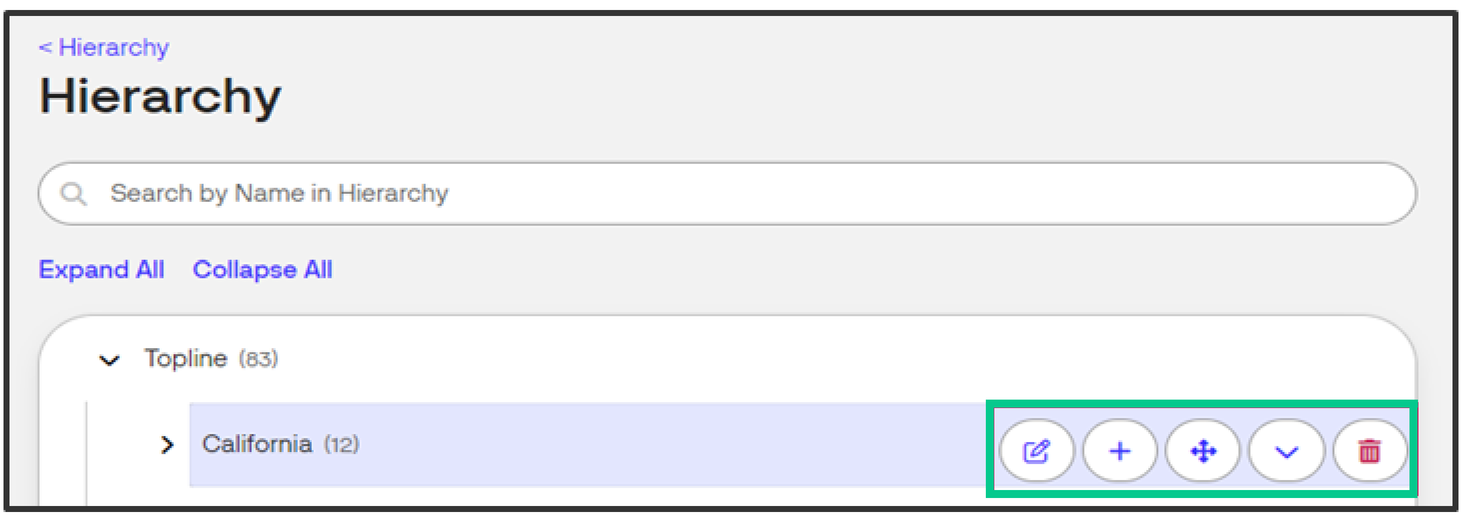
Edit Hierarchy

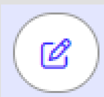
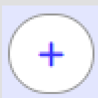
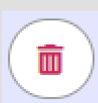
NOTE	If a new Merchant Administrator has not set up any hierarchy for the account, the display page will show the company name with any sub-entries all in one group.

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



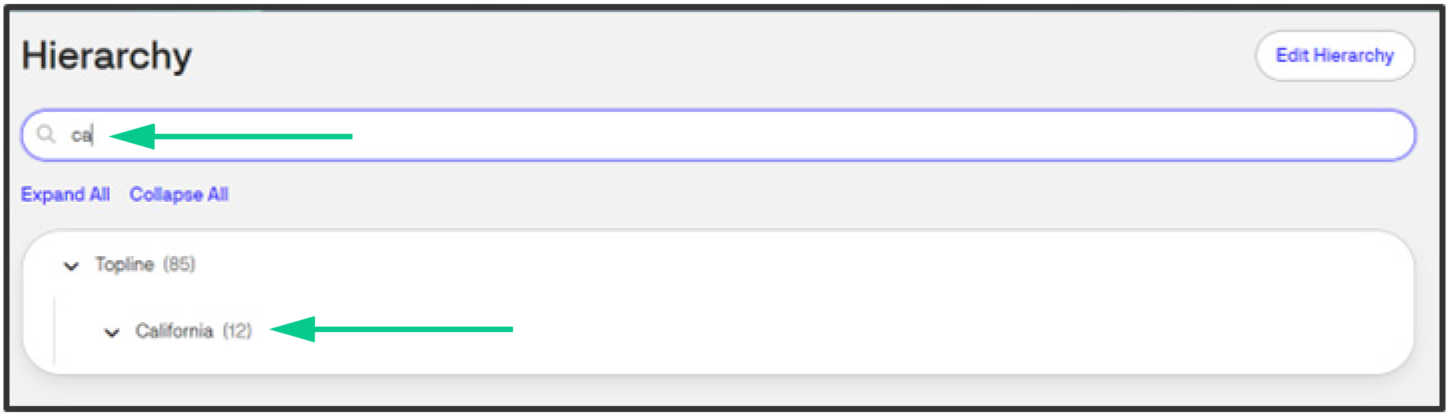
2. The following icons will appear next to the hierarchy names. Not all icons will appear next to each name based on the available functions for that row.



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. 
	Deletes a group

Search

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



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 is 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.

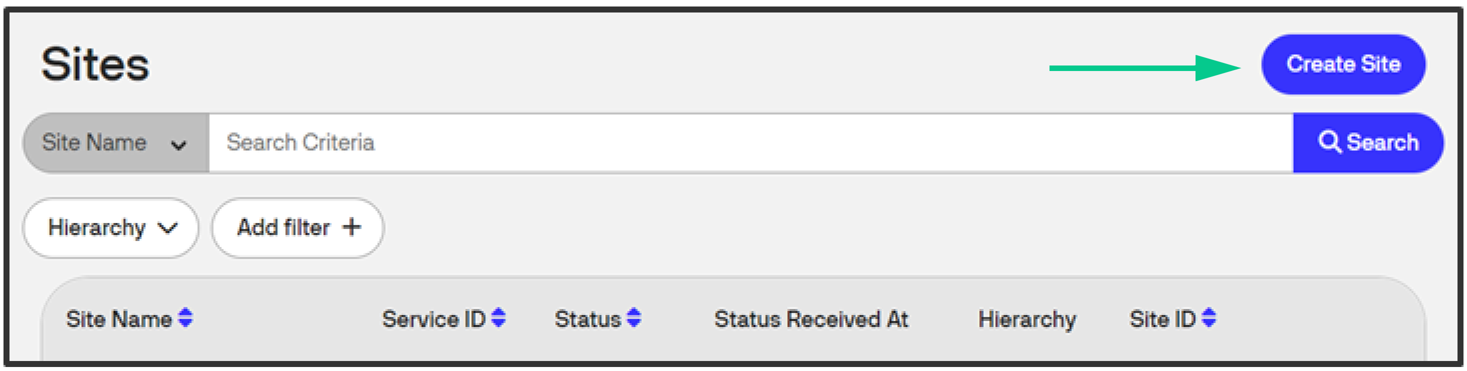
	NOTE	Before the site is onboarded, make sure the hierarchies are set up correctly.

Bulk Site Creation

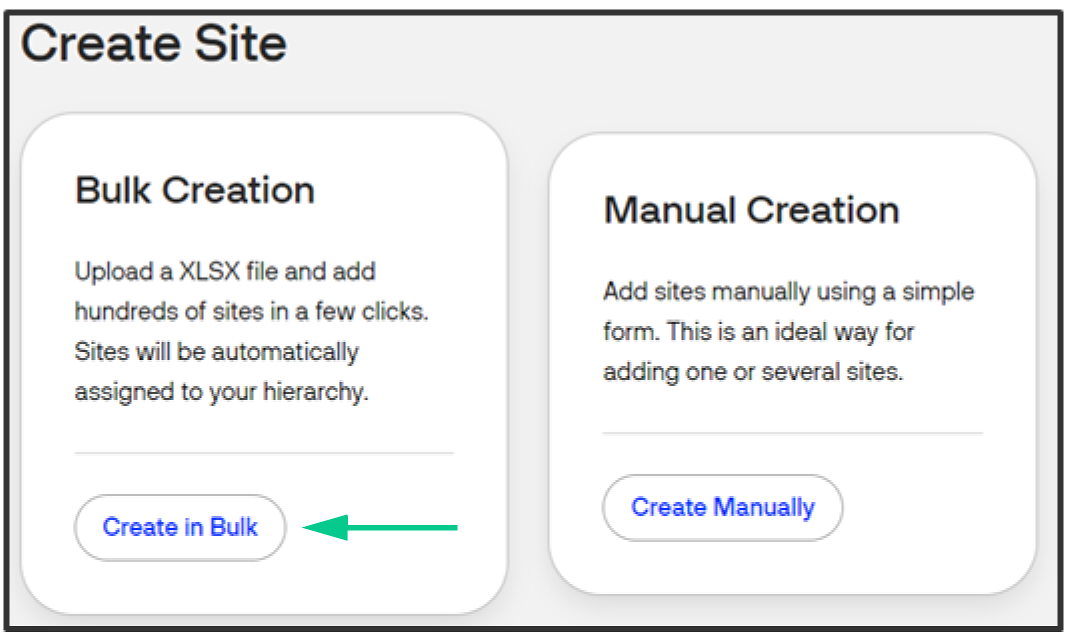
Bulk site creation is used to onboard up to 2,000 sites to Verifone's C-Site Management rather than one site at a time. This feature utilizes an Excel Spreadsheet where site information such as service ID, address, and hierarchy assignment are entered in a spreadsheet and then uploaded to the cloud. 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

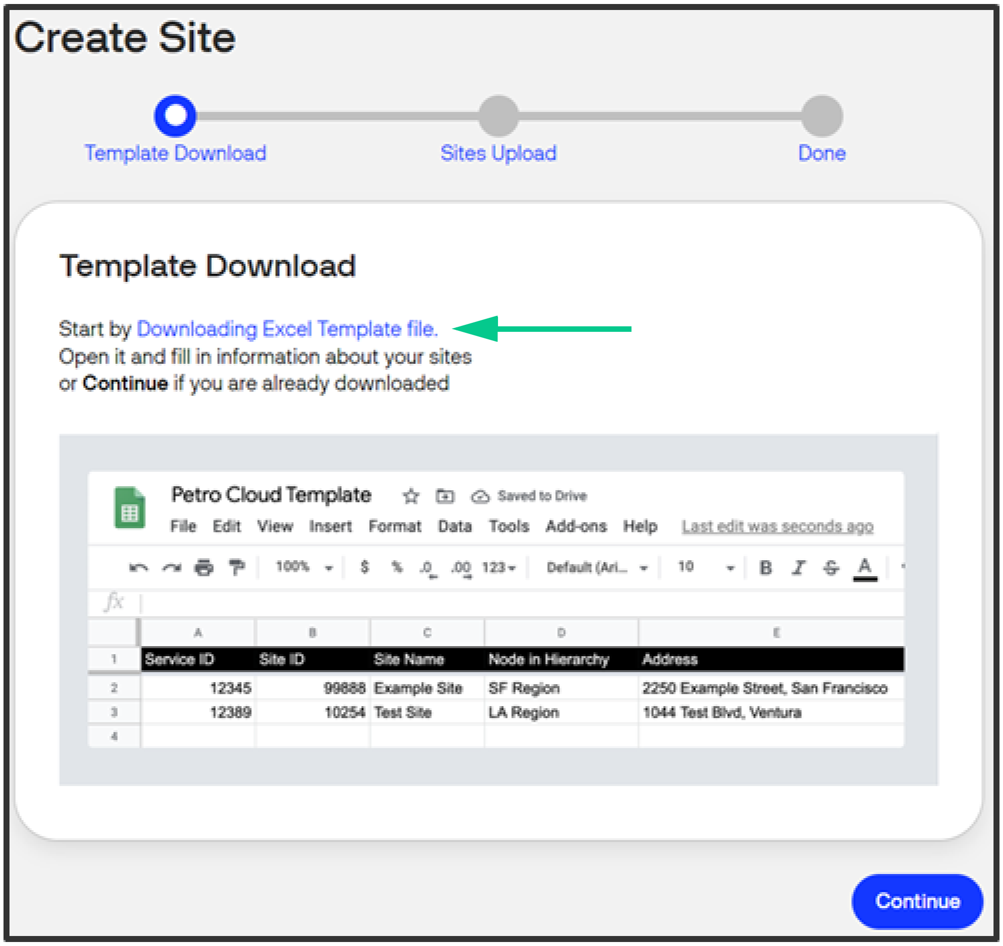
1. Navigate to **Administration > Site Management > Sites**.
2. Select **Create Site** in the top right corner of the menu.



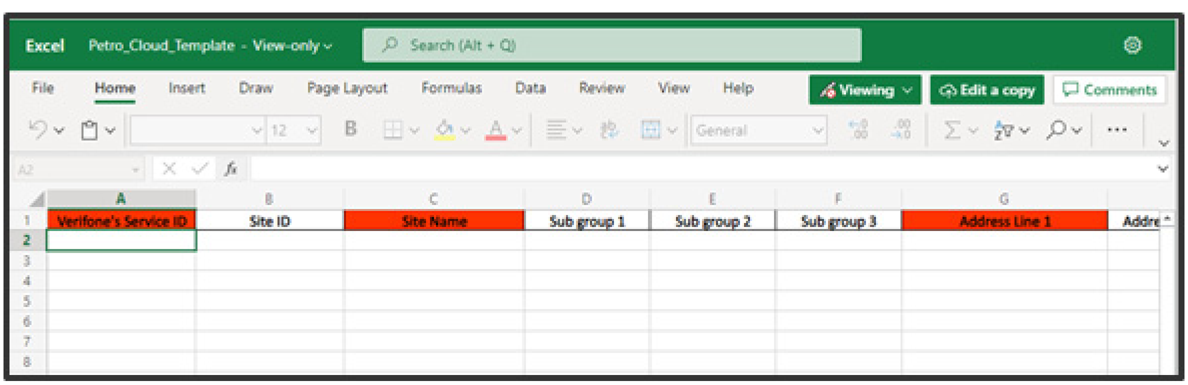
3. Select **Create in Bulk**.



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.



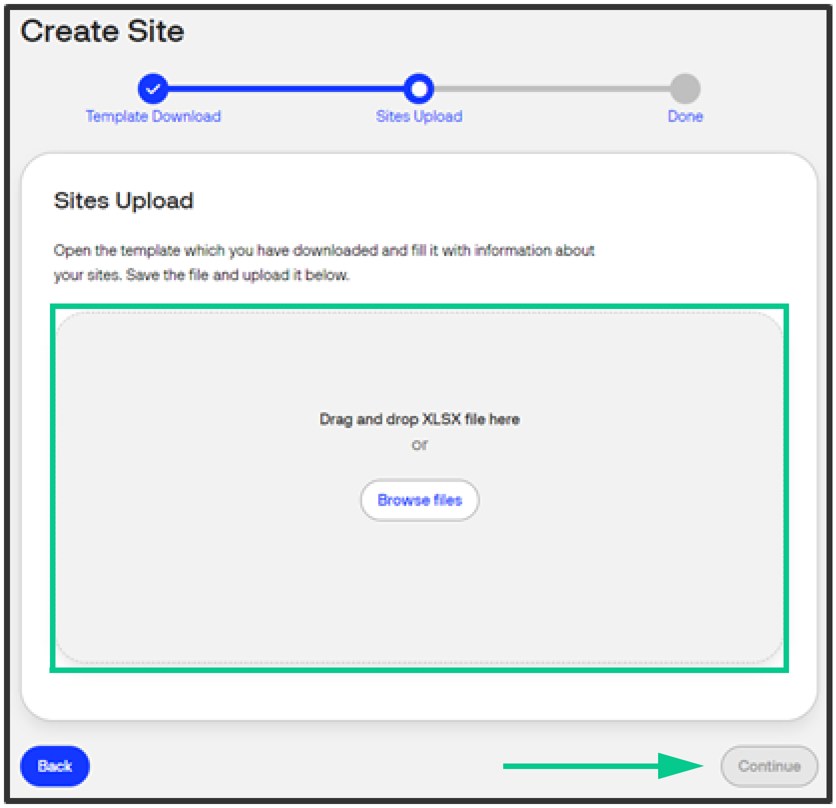
6. **Enter in the site information, one site per row.** All fields that have an asterisk (*) are required. After all the entries are completed, **save the changes** made to the spreadsheet.

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.

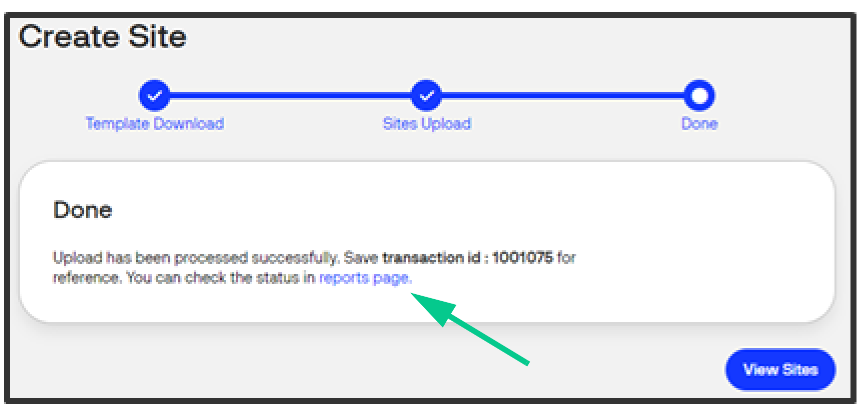
	WARNING	A valid Verifone Service ID **MUST** be entered. If the entry is incorrect the site will not be onboarded.

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.



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.



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.

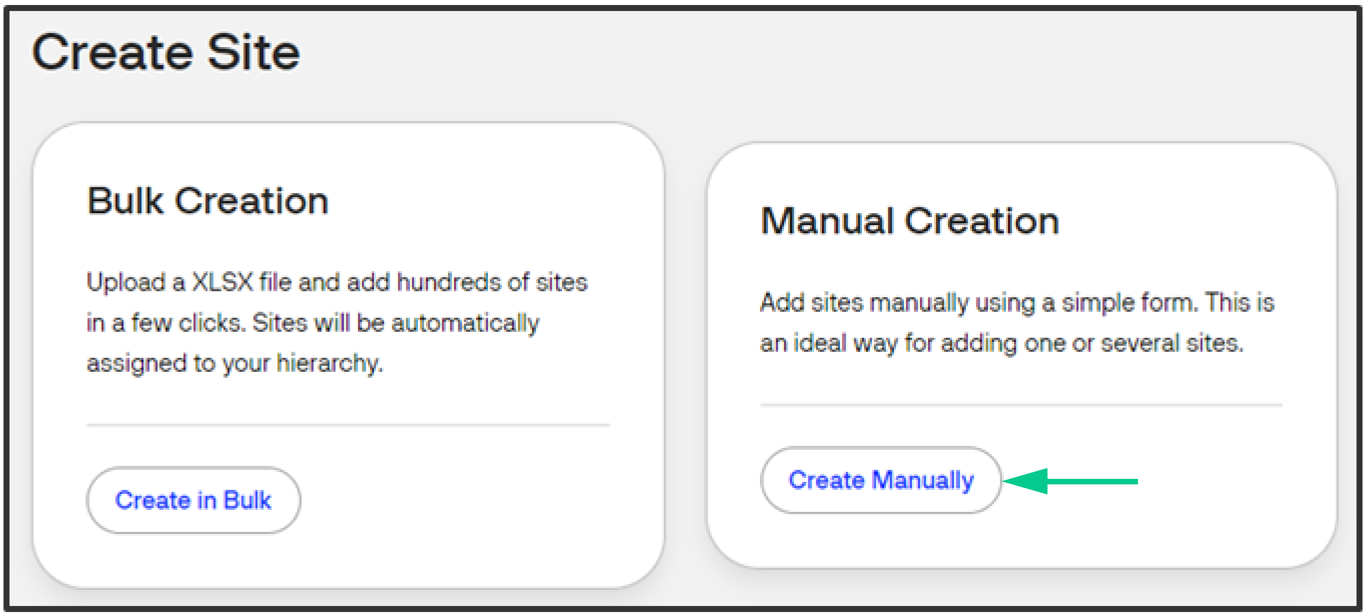
Error	Description	Resolution
Mandatory Fields Required	If any mandatory fields are missing (Service ID, Site Name, Address Line 1, Country, State, City, or Zip code).	Confirm that the information is present in the mandatory fields and upload the site again.
Invalid Service ID Range	If the Service ID 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 **Administration > Sites page.**
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 **Administration > Sites page.**

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 **Administration > Sites page.**
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

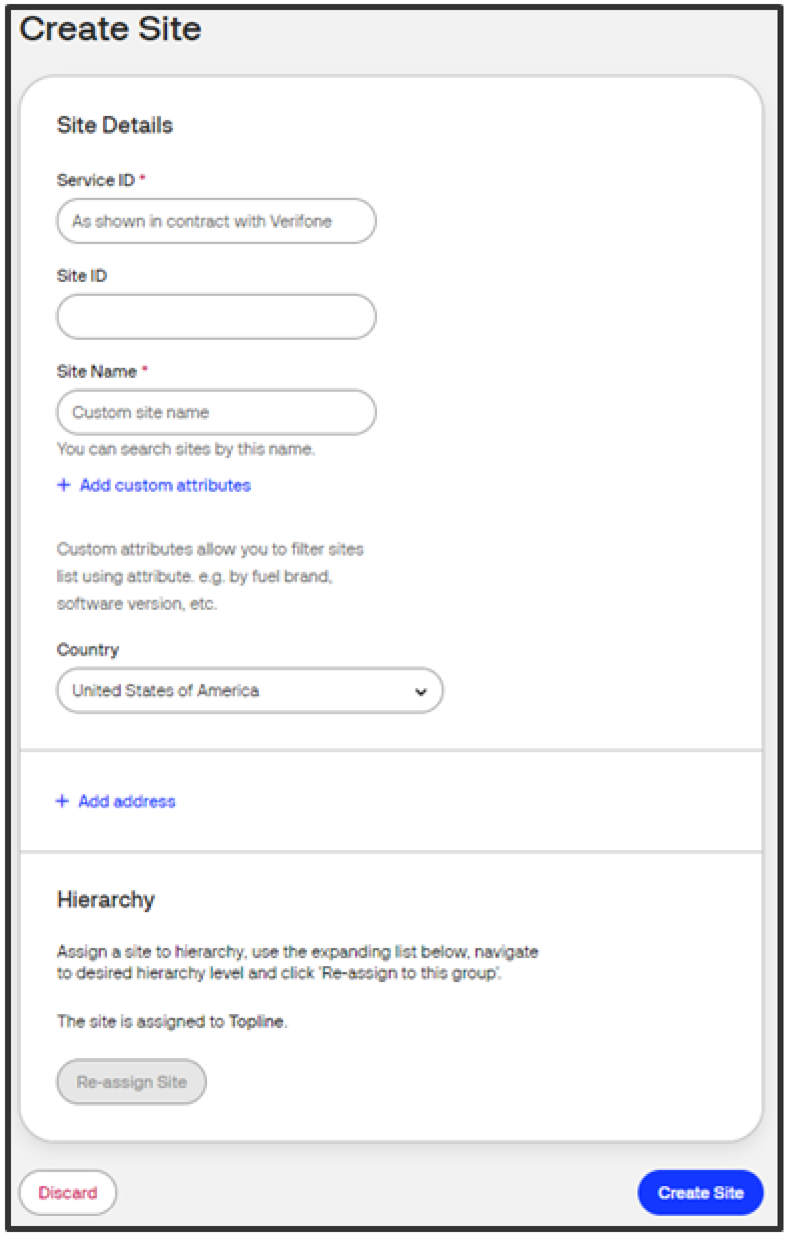
Manual creation is intended to be used to **add one site at a time**. To add multiple sites, use Bulk Site Creation. Manual creation utilizes a web form to fill in the required site details to onboard the site to Verifone C-Site Management System.

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.



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."

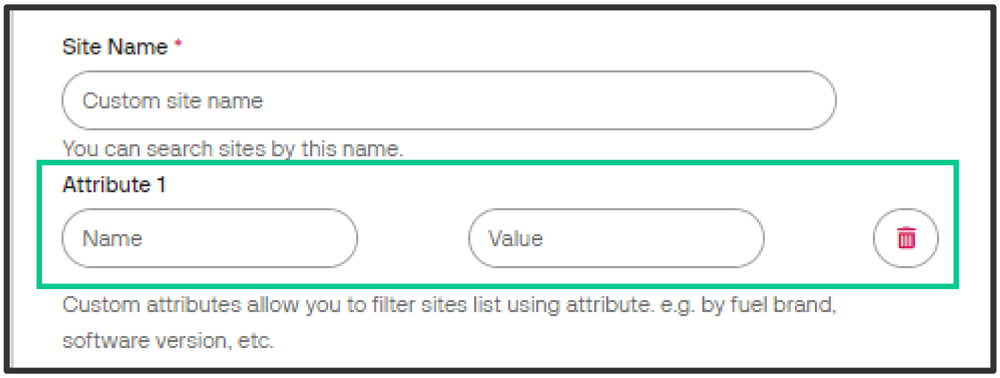


5. After filling in the fields is completed, click **Create Site** to add the new site or Discard to return to the Sites window.

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.

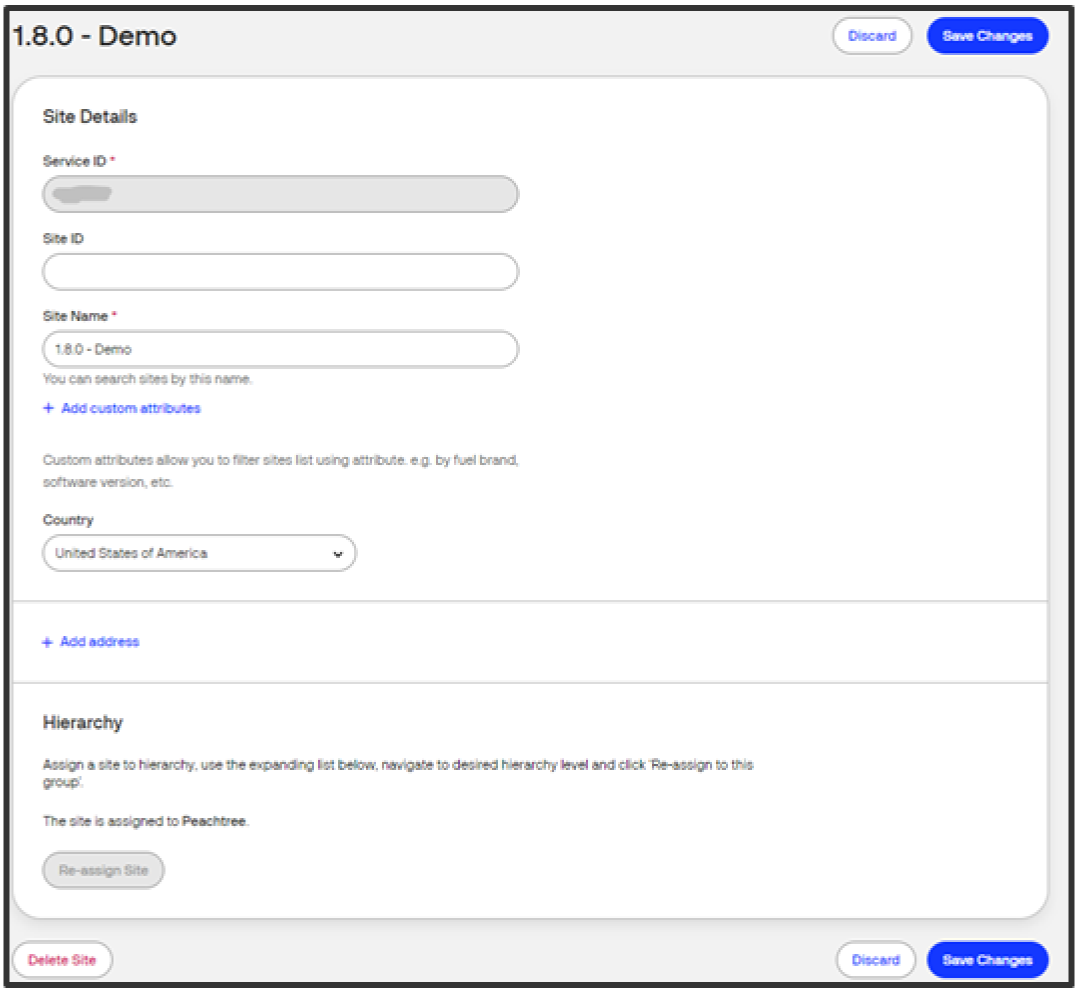
1. Select the **+ Add custom attributes** within the create site form under the Manual Site Creation form.
2. Enter the name for the attribute in the field that appears.
3. Enter a value in the field provided.



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.



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).

Site Transfer Between Merchant Accounts

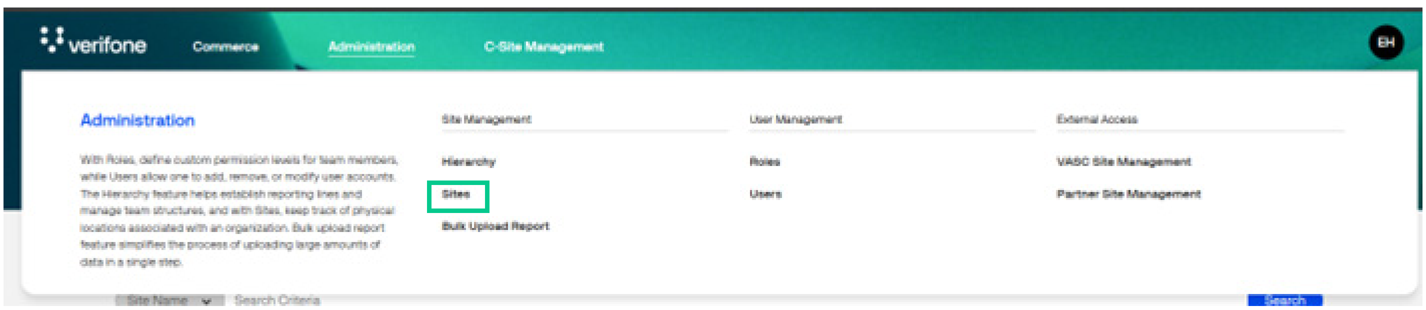
Overview

When attempting to onboard a site in Verifone C-Site Management, the message "**Service ID is used by another merchant**" indicates that the site is still associated with a different merchant account.

To transfer the site to a new merchant account, the administrator of the account where the site is currently registered must first delete the site. After the site has been removed from the original account, it can be successfully onboarded to the new merchant account.

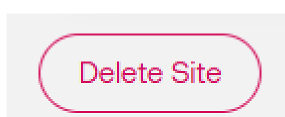
Deleting a Site

1. To delete a site from the current merchant account, the Verifone C-Site Management Administrator must log in to Verifone C-Site Management and navigate to Administration > Sites.



2. Select the site from the list that needs to be deleted.
3. Select the Edit Site button in the top or bottom right corner of the screen.

4. Scroll to the bottom of the Edit Site page and select the red Delete Site button.



5. Repeat steps 2 through 4 for any additional sites that need to be transferred to a new merchant account.

Unknown Site Administrator

If the Verifone C-Site Management administrator is unknown or unavailable, the Verifone Helpdesk can remove a site from a merchant account. For optimal support, use the chat feature available at **Verifone Support**.

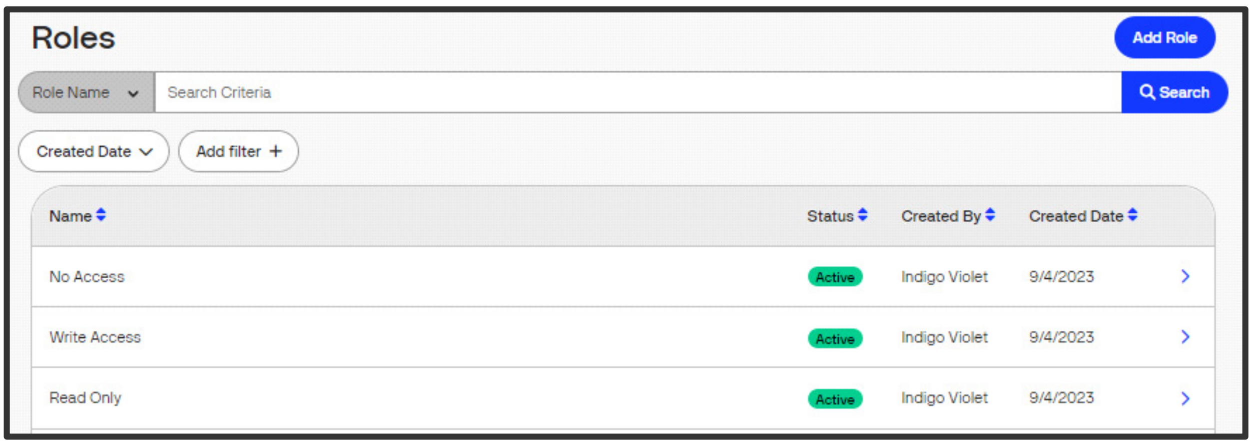
Bulk Site Removal

If multiple locations need to be removed and the Verifone C-Site Management administrator is unable to complete the deletion steps, the Verifone Helpdesk can remove the locations. For bulk site removal requests, the typical turnaround time is 3–5 business days.

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**.



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.

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	**Site Management**: Allows the user to access the Sites features under the Administration menu. (For more information, see the Site Management section.) **Roles Management**: Allows the user to access the User Roles functions. **User Management**: Allows the user to access the Users functions under the Administration menu. (For more information, see the User Management section.)
Configuration	**Store Operations:** 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. **Payment Operations Configuration:** Allows the user to edit and/or access Primary Payment, Mobile Payment & Loyalty Programs and site-specific configurations (For more information see the Primary Payment, Mobile Payment, and Loyalty sections.)

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 Account Types and Features

Currently, Verifone C-Site Management is designed to support a diverse set of users, each with specific responsibilities and access levels. Below is an introduction to the four primary account types:

- Merchant - They are the C-Site owners or operators for managing the daily operations of a gas station.
- Major Oil - They sell fuel products under well-known names. Branded gas stations are C-Sites that operate under the branding of these major oil companies.
- VASC - They are the Verifone Authorized Service Contractors that have received a certification through Verifone's training course. They are responsible for setting up, configuring, and ensuring proper operation of Verifone's POS equipment.
- Partner - They develop complimentary products or solutions that are designed to connect with, extend, or enhance the Verifone POS equipment. These partnerships are built on shared standards, APIs, or certifications to guarantee reliability and performance.

The following table organizes accessible features by mapping them to the above four account types for visibility and comparison.

Feature	Merchant	Major Oil	VASC	Partner
Site Provision	Yes	Yes	No	No
Hierarchy	Yes	Yes	Yes	Yes
Site Onboarding	Yes	No	Yes*	No
Site Assets Data	Yes	Yes	No	No
Transaction Data	Yes	No	No	No
Transaction Data though API	No	No	No	Yes*
Loyalty and Mobile Configuration	Yes	Yes	No	No
POS and Forecourt Configuration	Yes	No	No	No
Payment Configuration	Yes	Yes	Yes*	No
VIPER (EPS) Table Management	Yes	Yes	No	No
Major Oil Policy	No	Yes	No	No
Verifone Commander Generated OTP	Yes	No	No	No

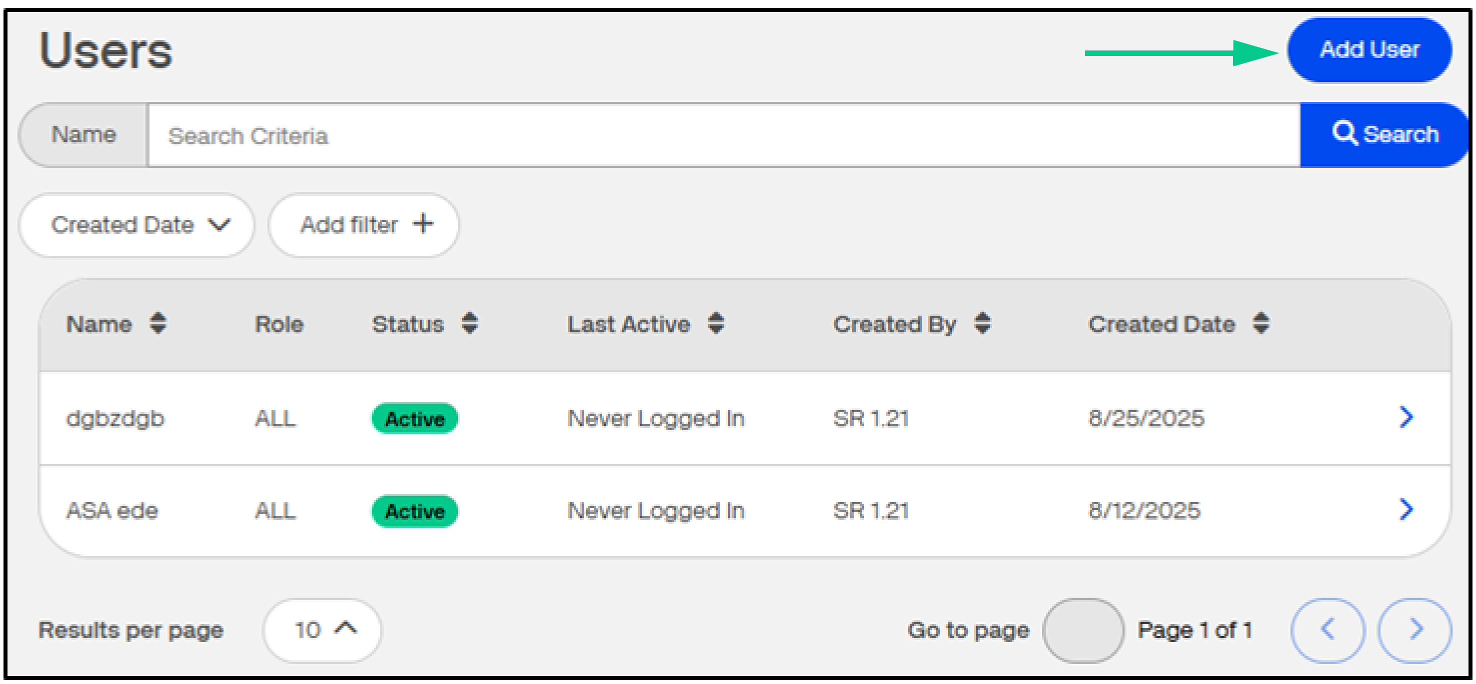
*Requires merchant administrator authorization.

6 Create Users

Create User

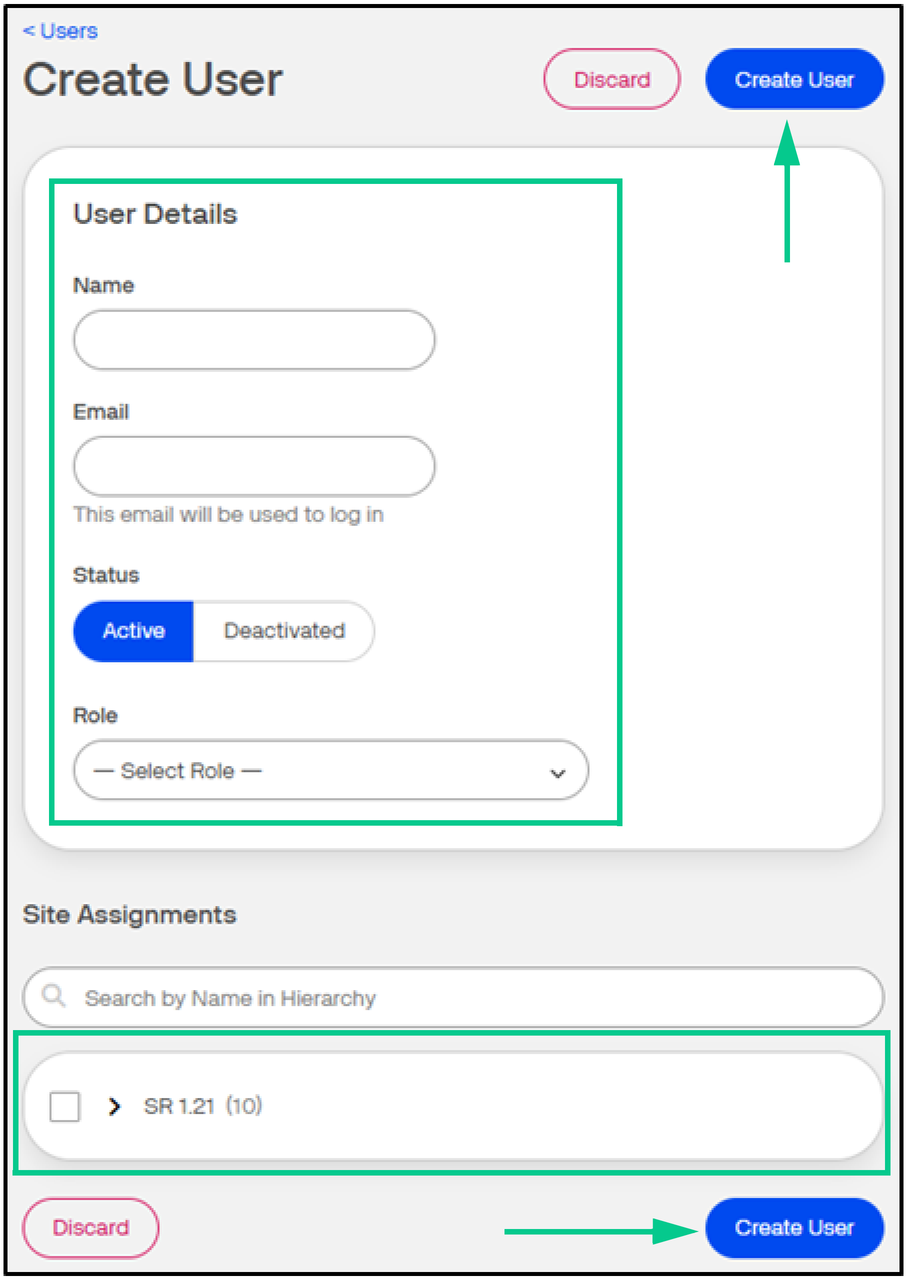
	NOTE	Before creating users, Hierarchies, Sites, and User Roles must already be configured.

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 the screenshot for reference and then click on **Create User.**



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.

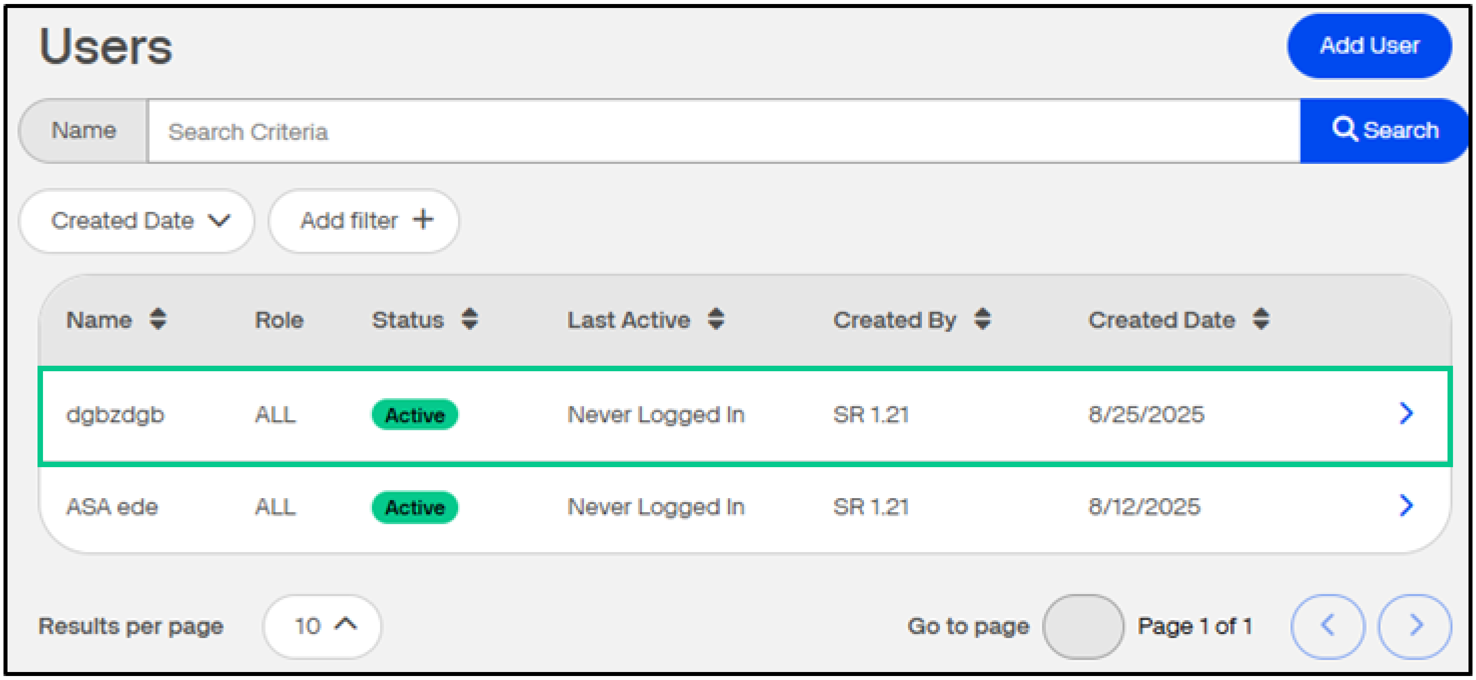
Automatic Site Assignment

When an administrator places a new Site or Verifone Commander into a subtree within the hierarchy that is already fully assigned to one or more users, the system will now automatically assign those users to the new Site/Verifone Commander.

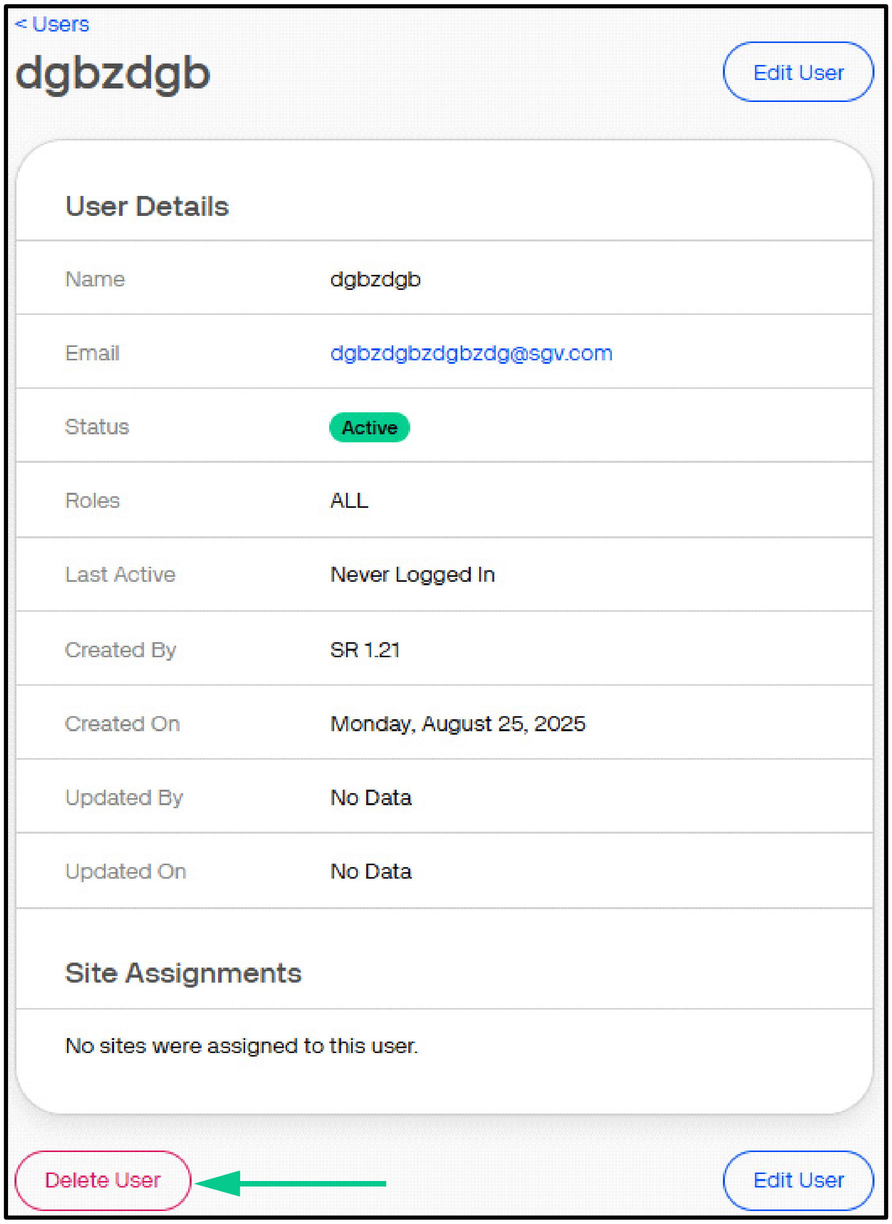
Previously, administrators were required to manually assign each site to individual user accounts.

Deleting a User

1. To delete users, navigate to **Administration > User Management > Users**.



2. Select the user from the list.

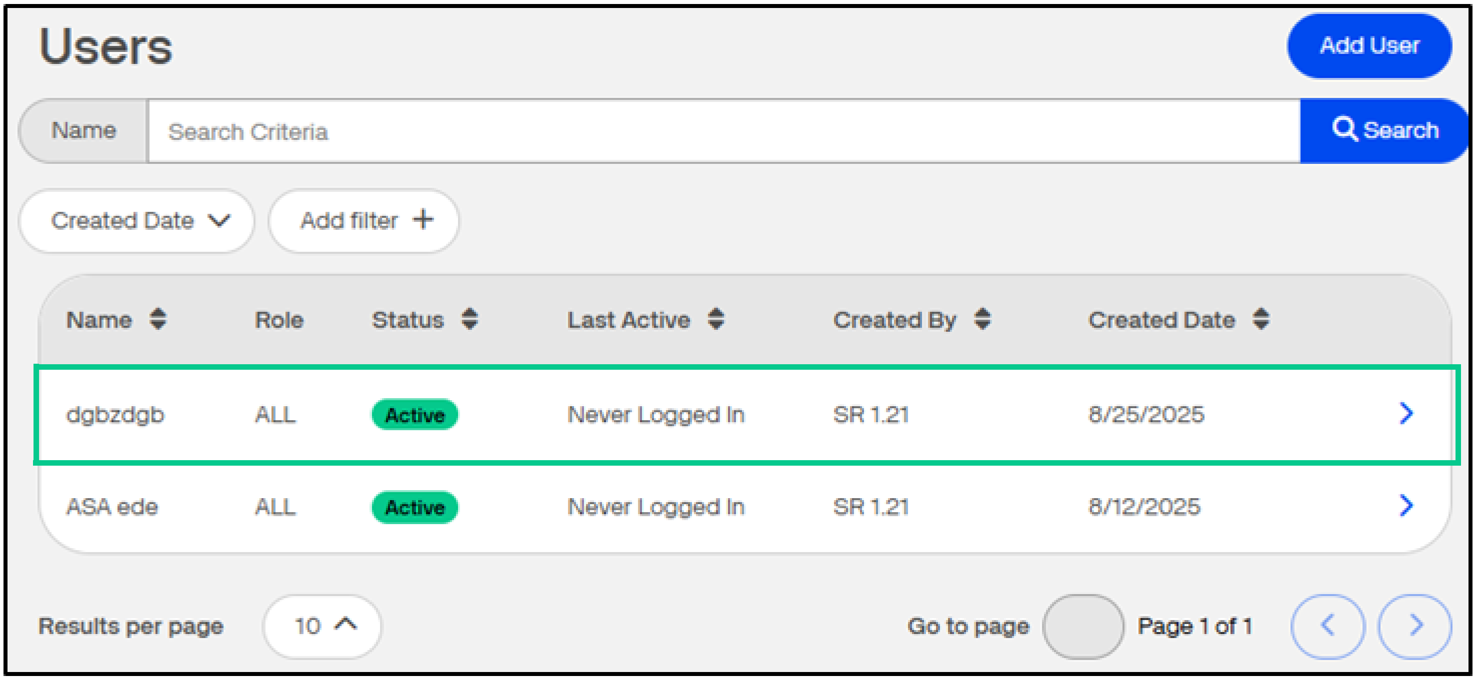


3. Select **Delete User** on the bottom left corner of the User Detail screen. To utilize the same email address, the Verifone Helpdesk must be contacted to fully remove the users email address.

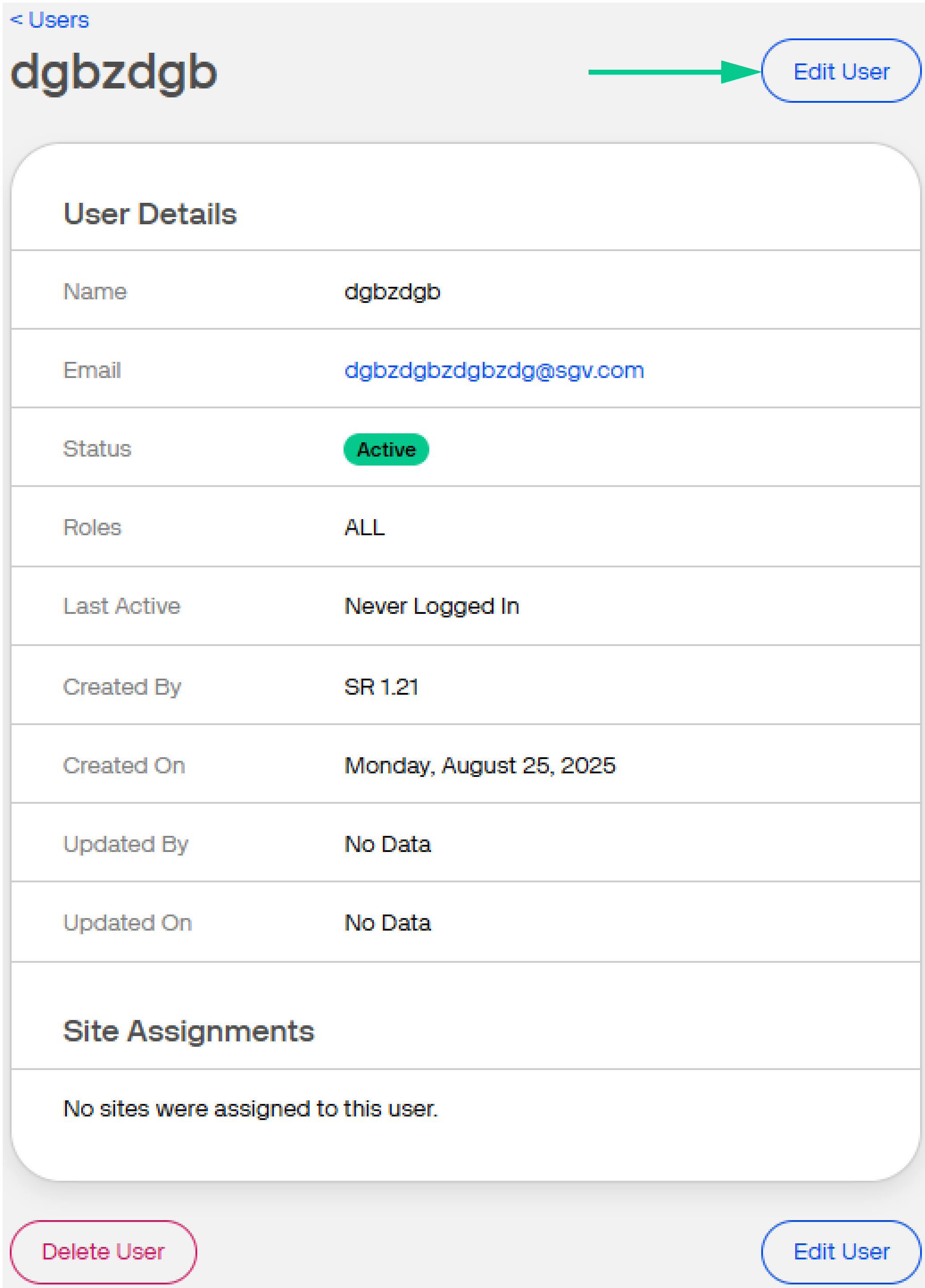
Creating an Additional Administrator Account

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.

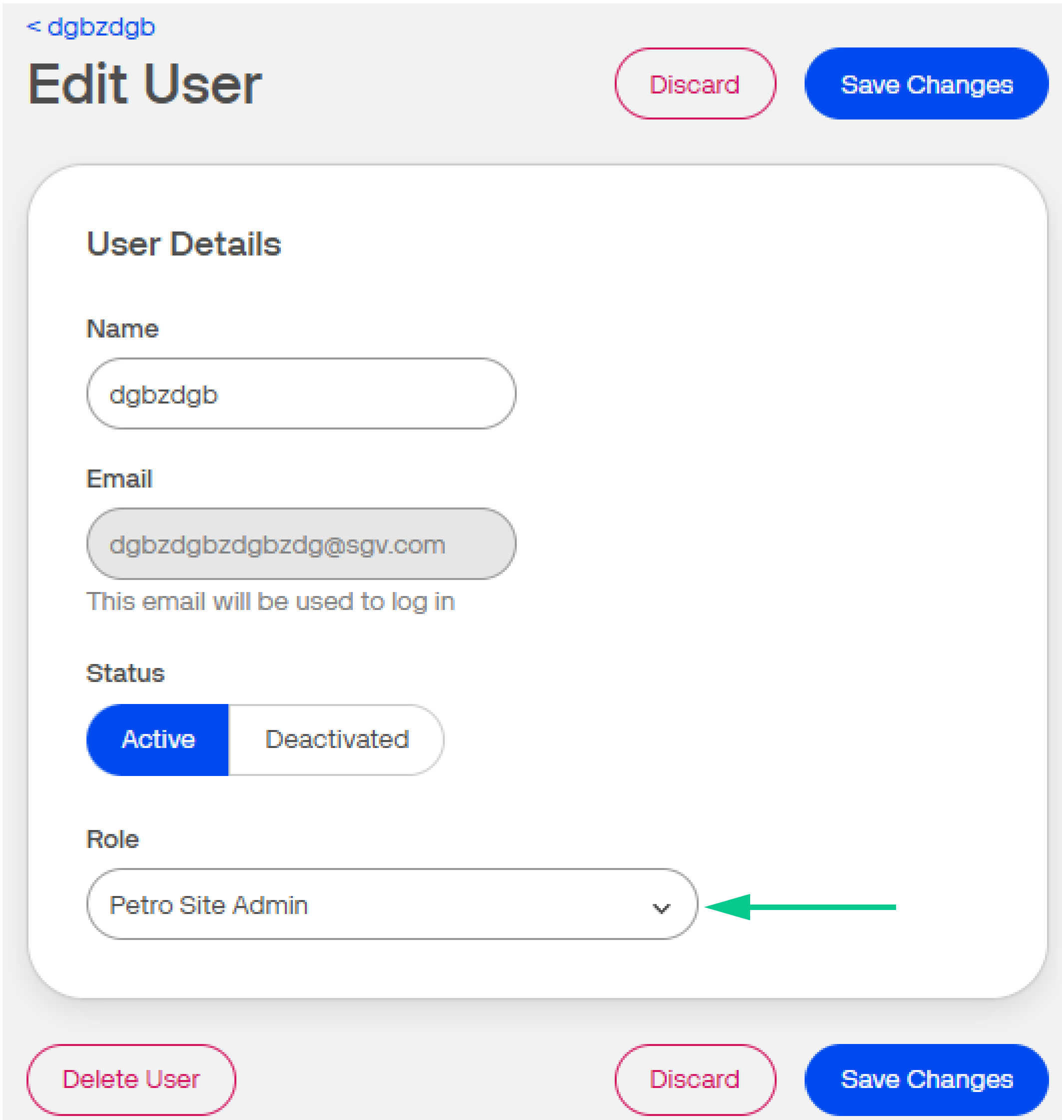
1. Login with the current Petro Site Administrator account.
2. Navigate to the newly created or existing user and select them from the user list under **Administration > User Management > Users**.



3. After the user is selected, click **Edit User** from the top right corner.



4. Update the user's role to **Petro Site Admin** from the Role drop-down menu.



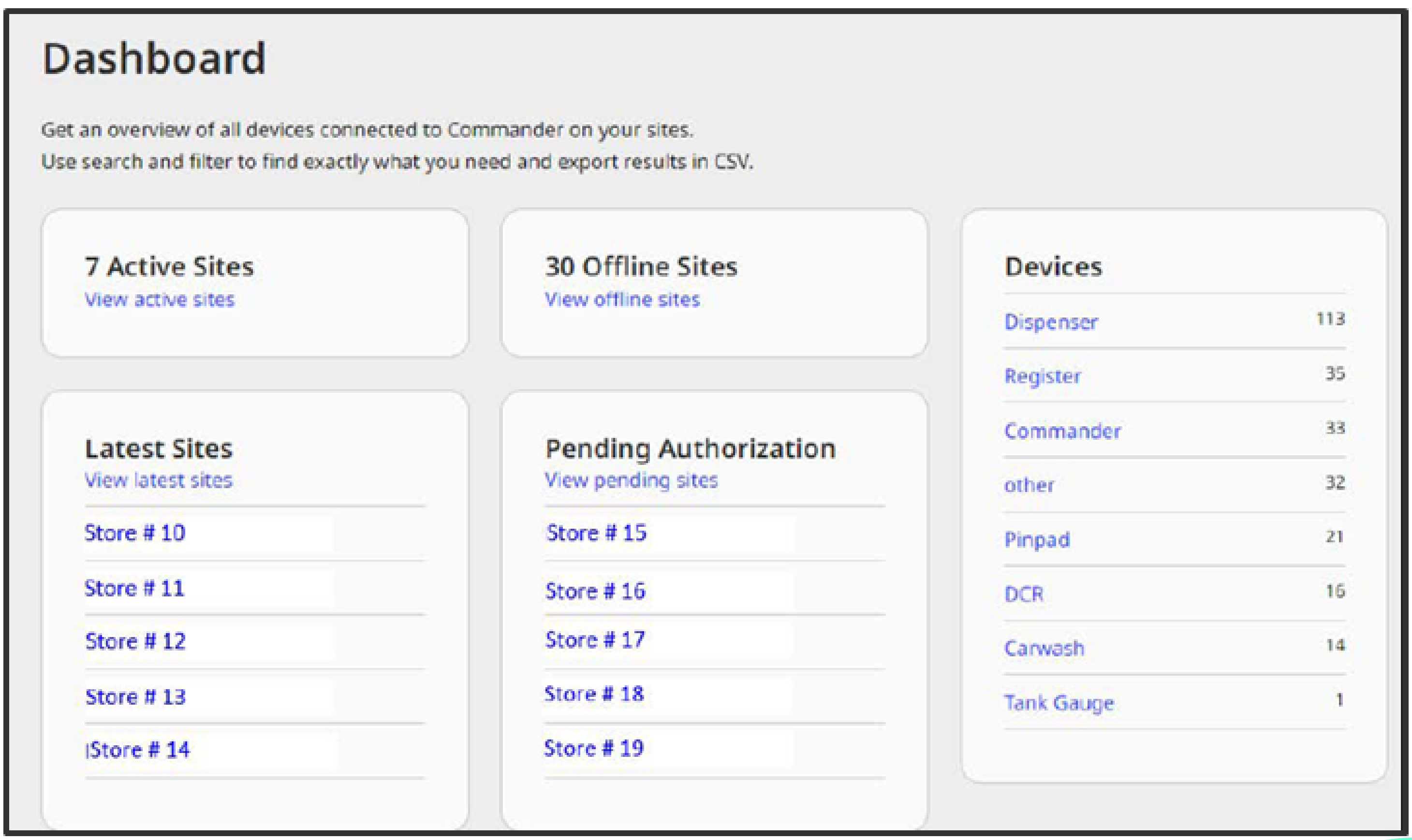
5. Click **Save Changes**.

7 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.**

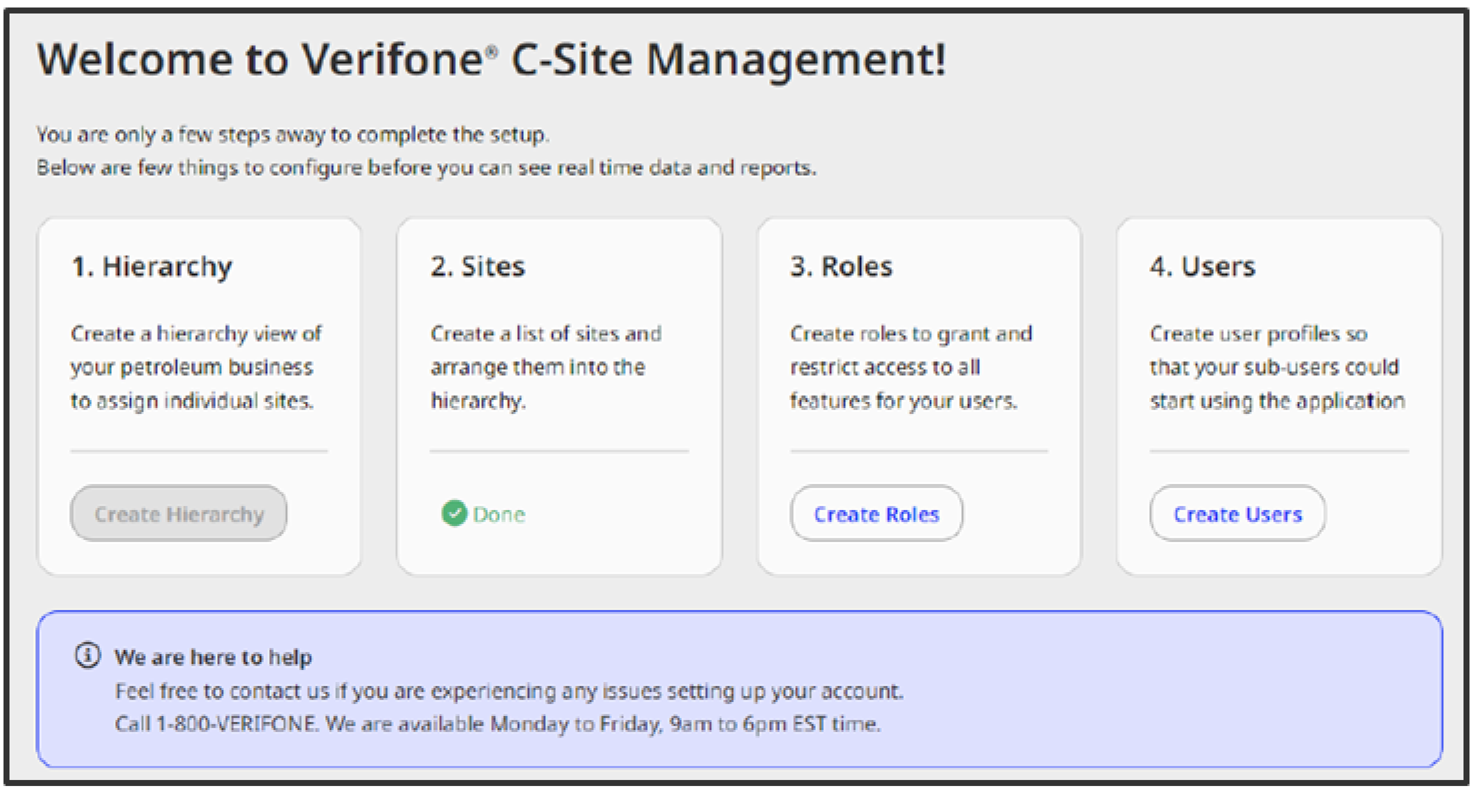
NOTE	Not all users will have access to all these features. Feature access will depend on a user's permissions. See the User Role and Users sections for more information.



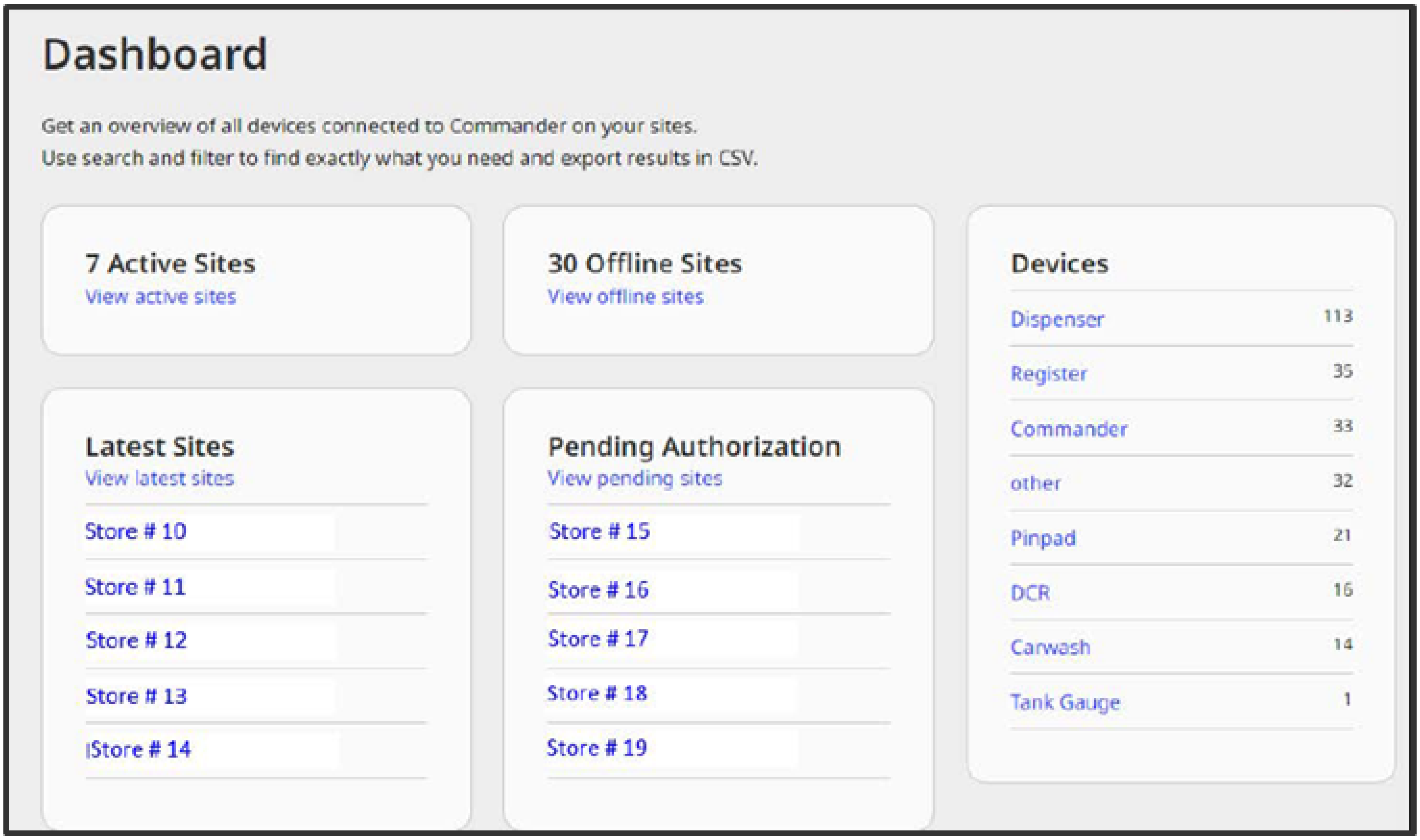
Dashboard on Initial Login

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.



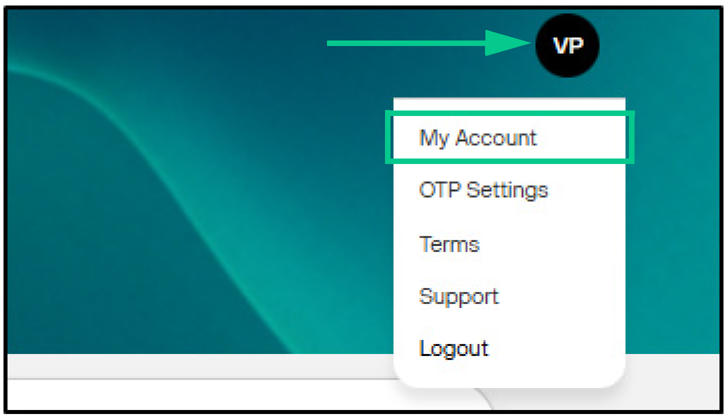
After you have completed all the setup steps, and have active Sites, the Dashboard will look like this:



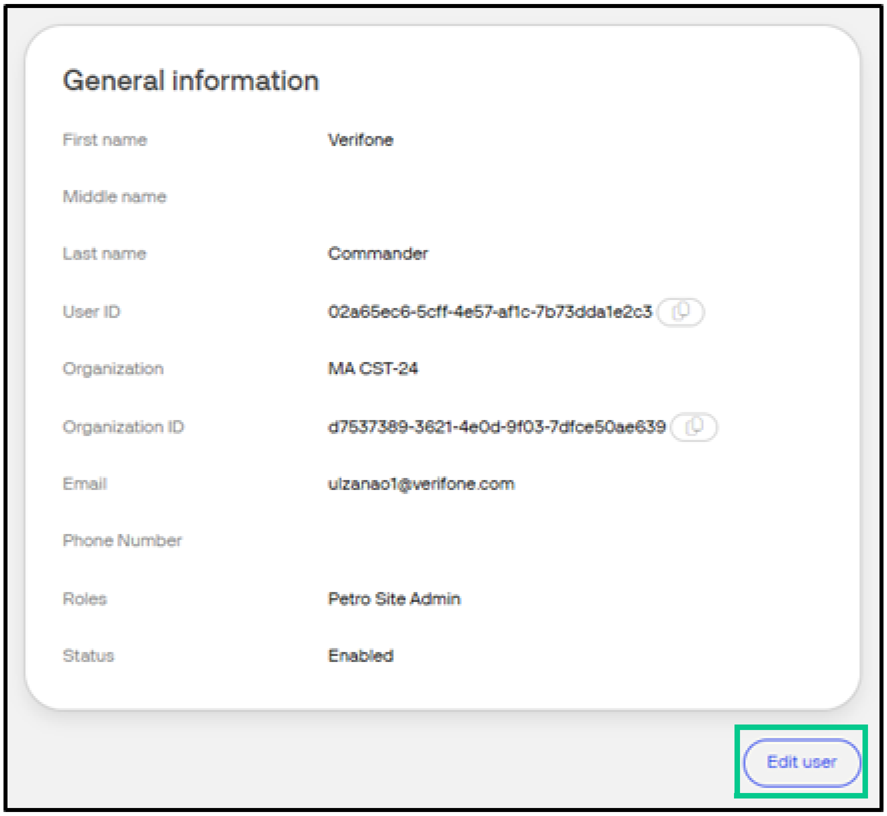
8 My Account

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.



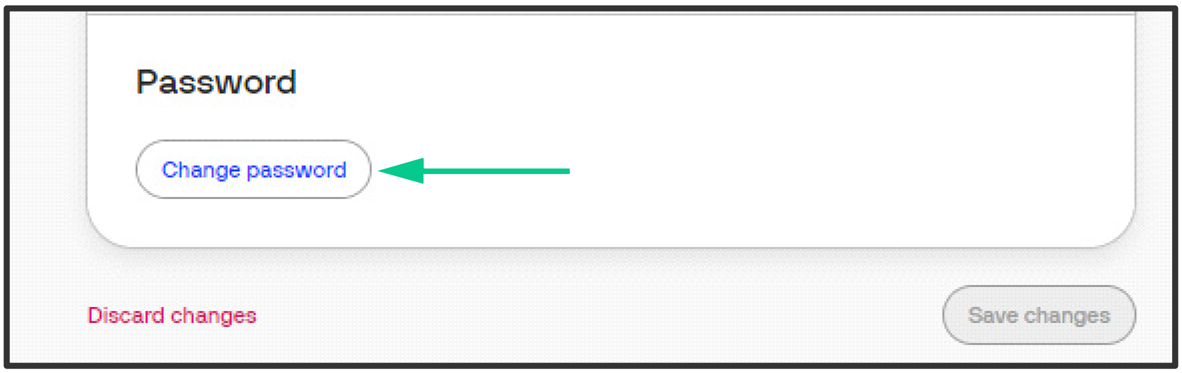
The first page will display the account's General Information. **To make any changes select the Edit User button in the lower right corner.**



Field	Description
First name, Middle name, Last name	Displays the users First, Middle (Optional), and Last (Optional) Name. **Note:** 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	Displays the organizations (company) name to which the user belongs.
Organization ID	Displays the Organization ID assigned to the company. This is a unique ID that is specific to the organization.
Email	Displays the user's email address.
Phone Number	Displays the user's phone number.
Roles	Displays all user roles assigned to the user. Role assignments cannot be changed in My Account. They are changed under **Administration > Users.**
Status	Displays 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.

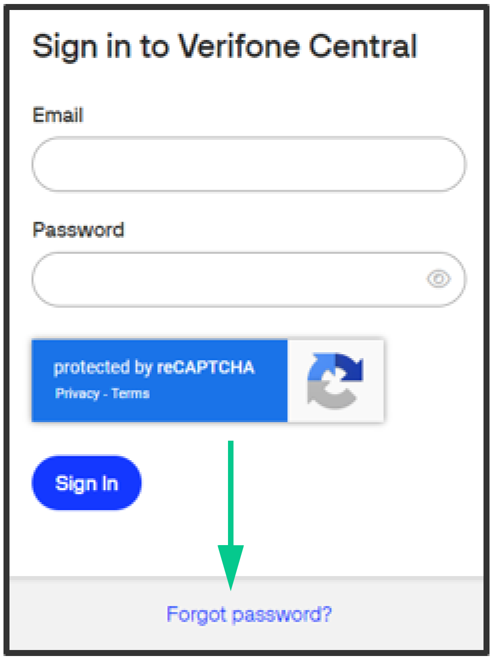


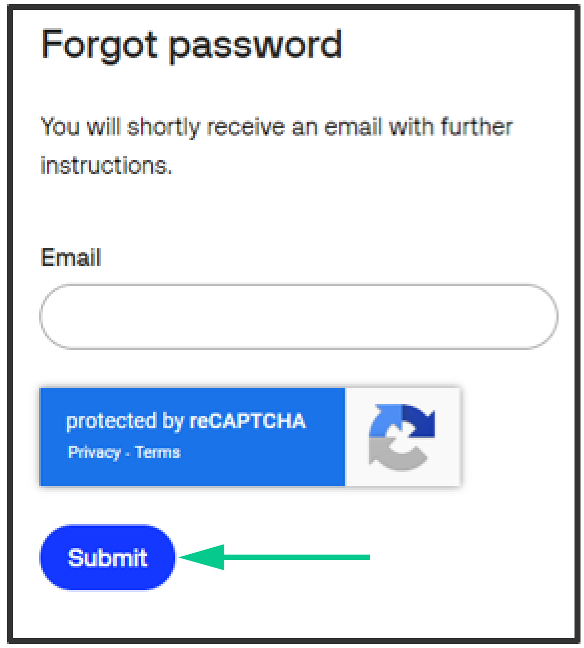
5. Enter in the current password in the first field. Type in the new password in the new password and Confirm new Password fields. Select Update to apply the new password.
    - Passwords must be at least eight characters long and contain at least 1 number, at least one capital letter, at least one lowercase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

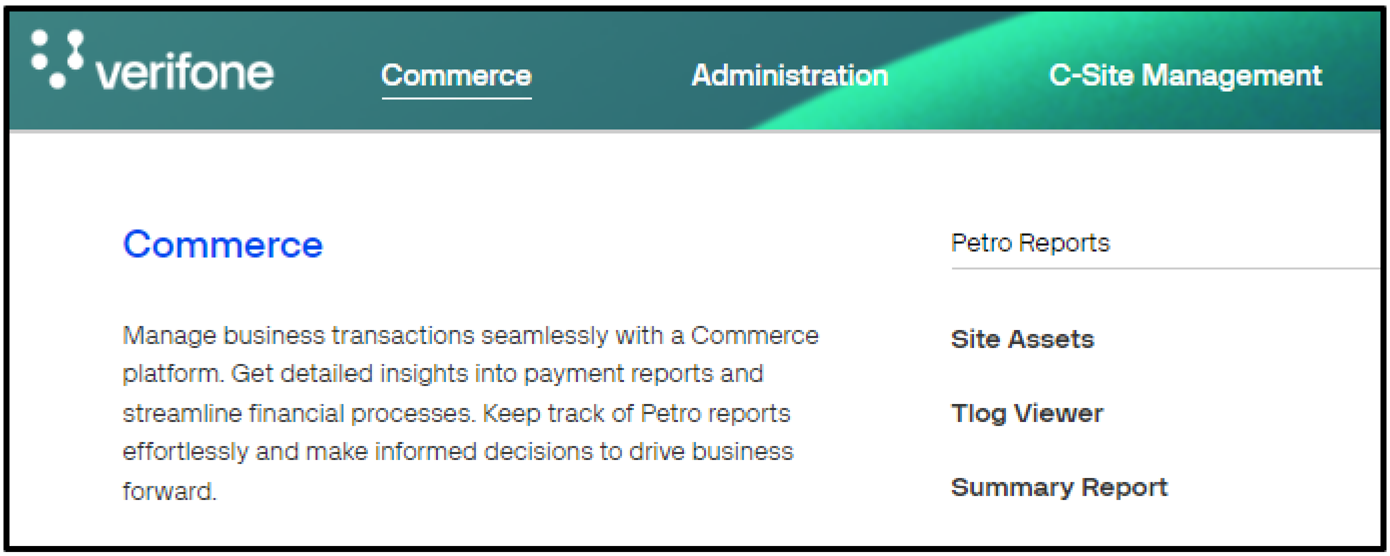




2. After the password has been reset, the user must log in with the new password.

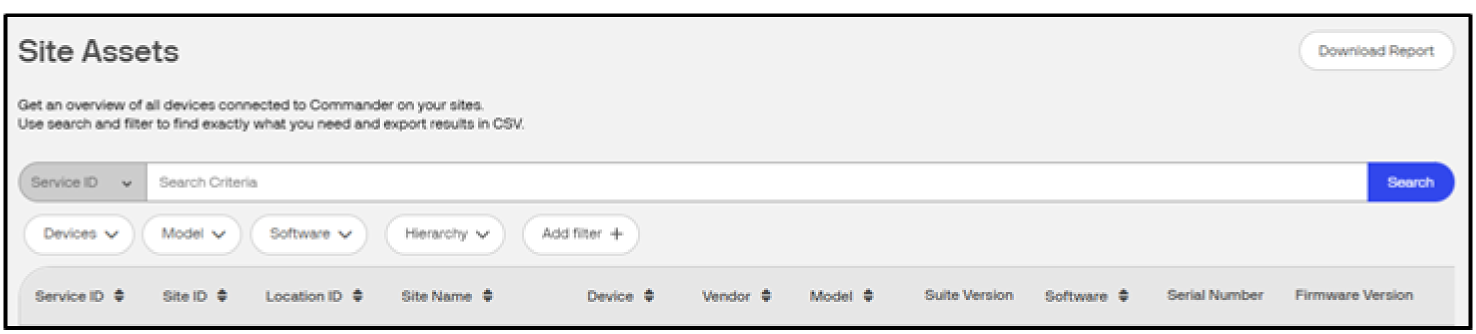
9 Reports

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

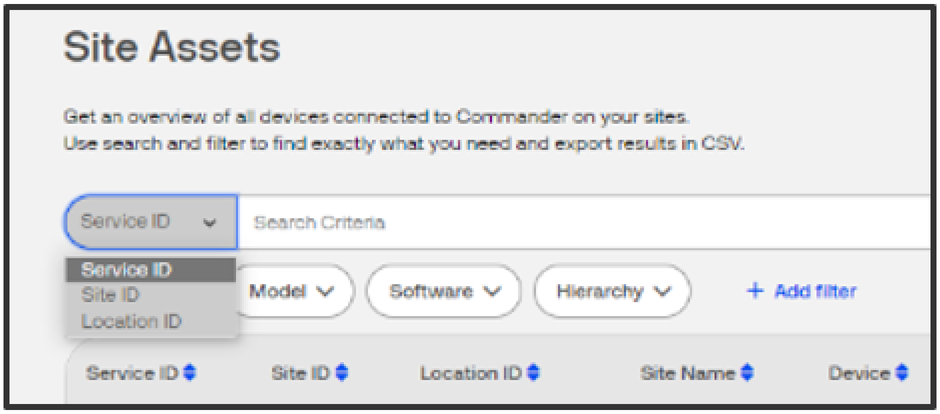


Site Asset Reports

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.**



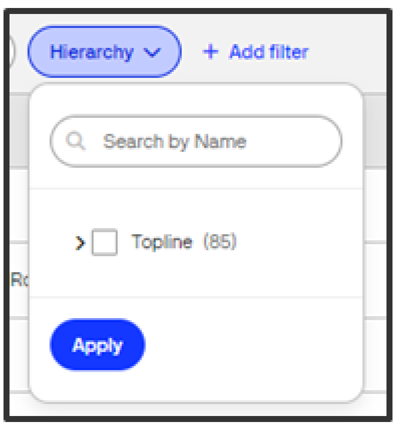
Search Functions in Site Asset Reports



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.

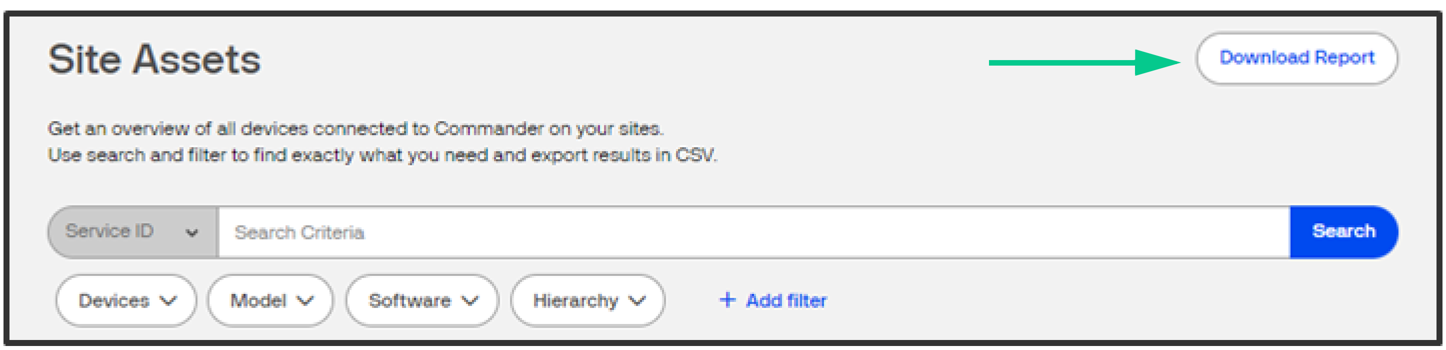
Reports can be filtered using the following criteria:

Field	Description
Devices	Displays the device type such as Dispenser, Register, Commander, PIN Pad, Other, DCR, etc.
Vendor	Displays the Vendor of the product when applicable. For example, dispensers will show the dispenser brand name when that information is available. Click **+ Add filter to** see this option.
Model	Displays model information available (e.g., Commander > Ruby Ci)
Software	Searches from the specific software for the device. For Commander software, this area displays 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 **+ Add filter to** 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.



T-Log Viewer

The T-Log 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 T-Logs are available for review.

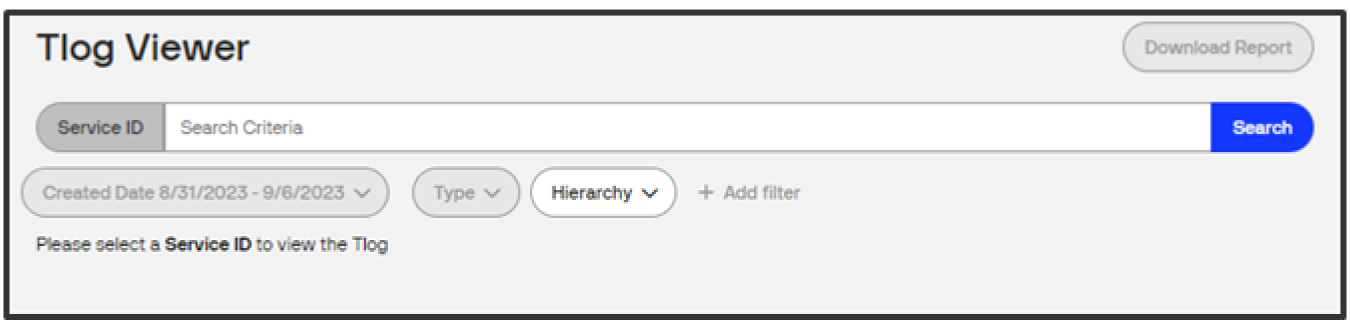
To locate the Site Asset Report, select Commerce > T-Log Viewer.

	NOTE	The retention period for T-Log data on Commander is 90 days. The database for C-Site application would also hold the T-Log data for a 90-day period.

	NOTE	This feature is only available to Merchants and Retailers.

Search Functions in T-Log Viewer

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



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 **last 7 Days.**

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).

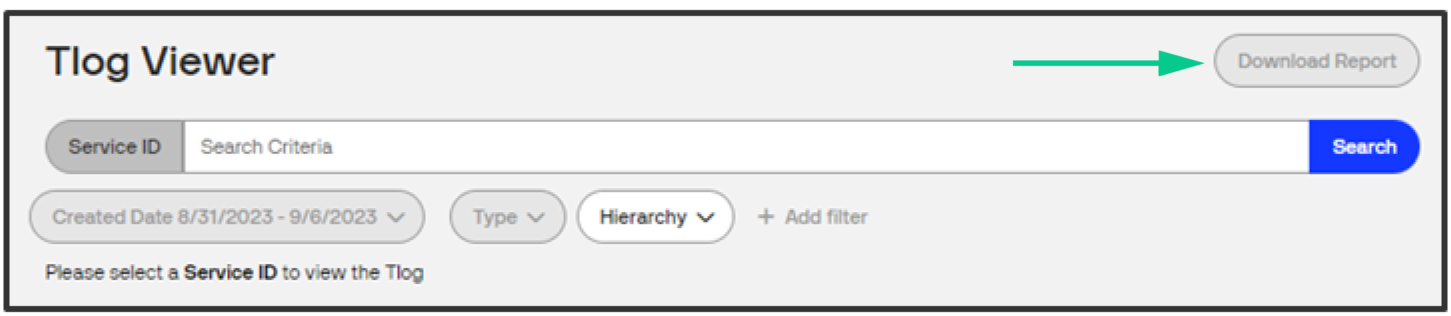
NOTE

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.

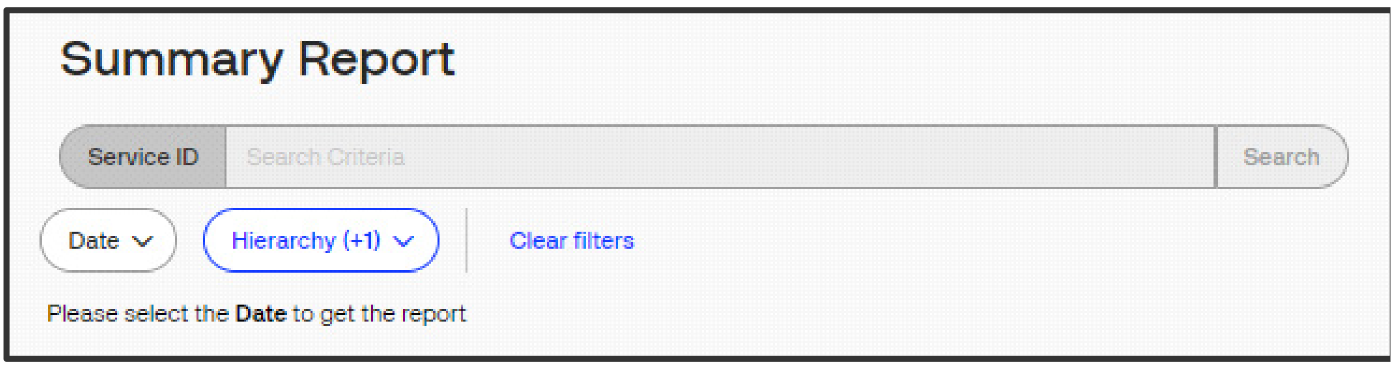
Selecting **Download Report** on the T-Log Viewer page will prompt for the report to be downloaded.



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.



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.
Merchandise Sales	
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.
Fuel Sales	
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.

10 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

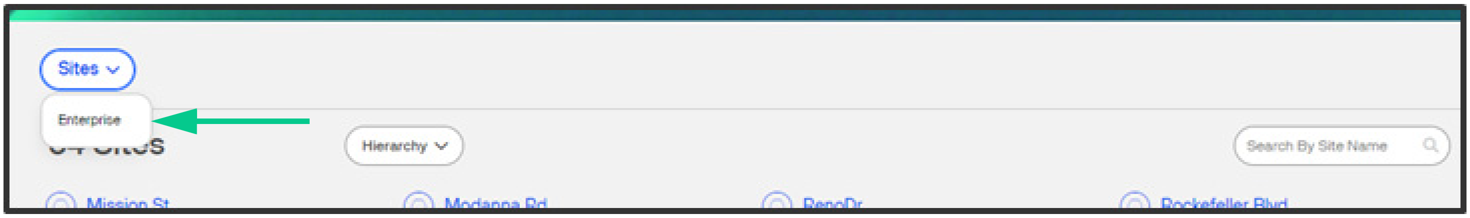
- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be accessed and transferred to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- After the site is onboarded to the cloud, User Administration will 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.

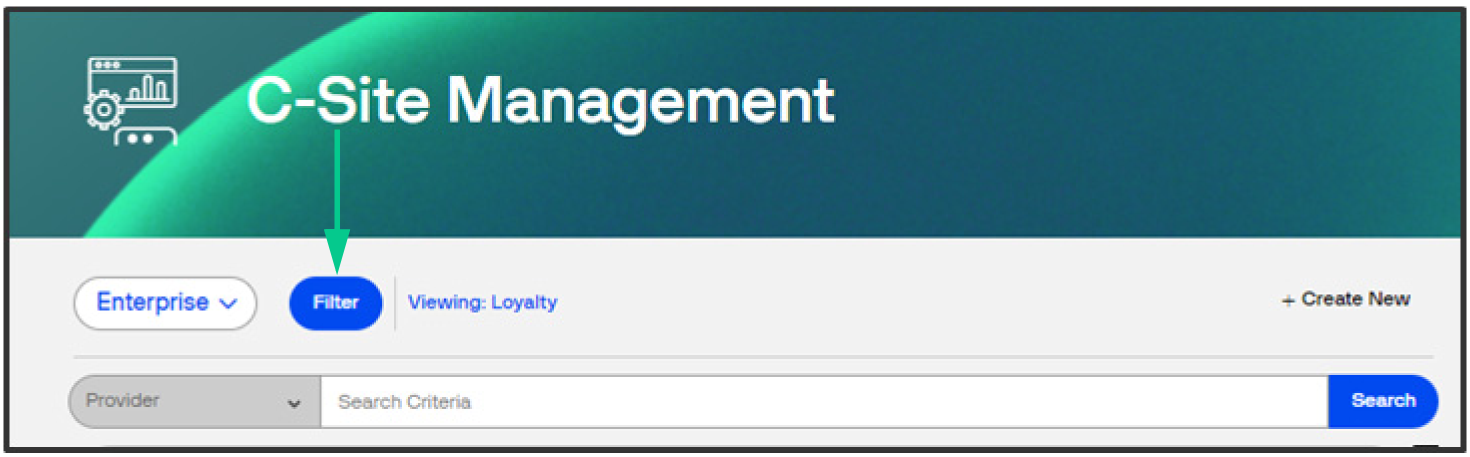
Password Management

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.

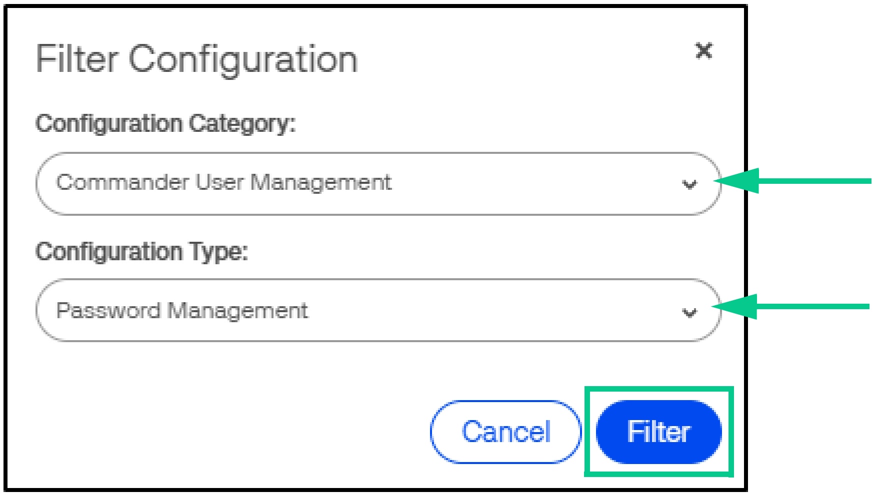
Manage Passwords

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.**

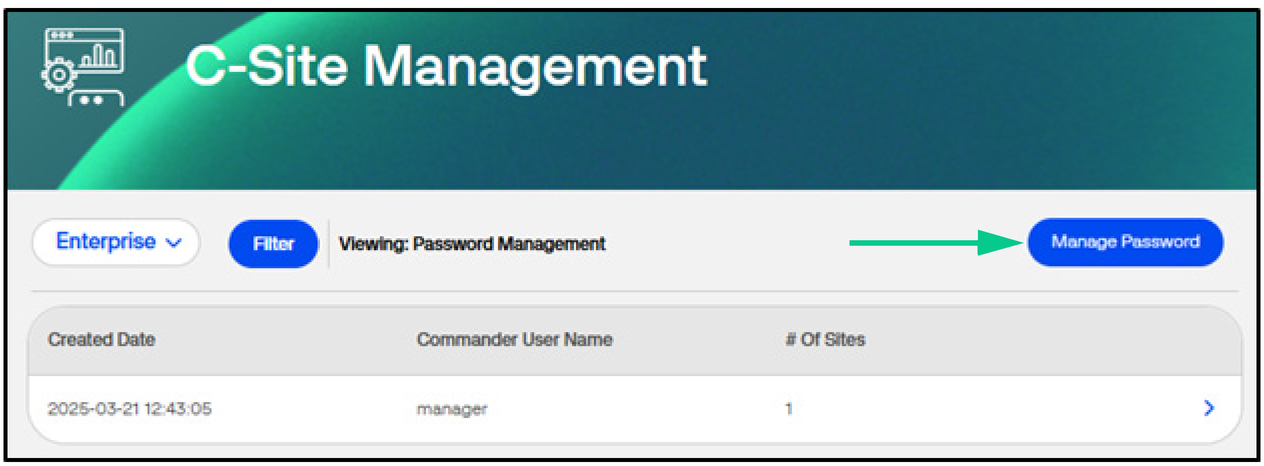




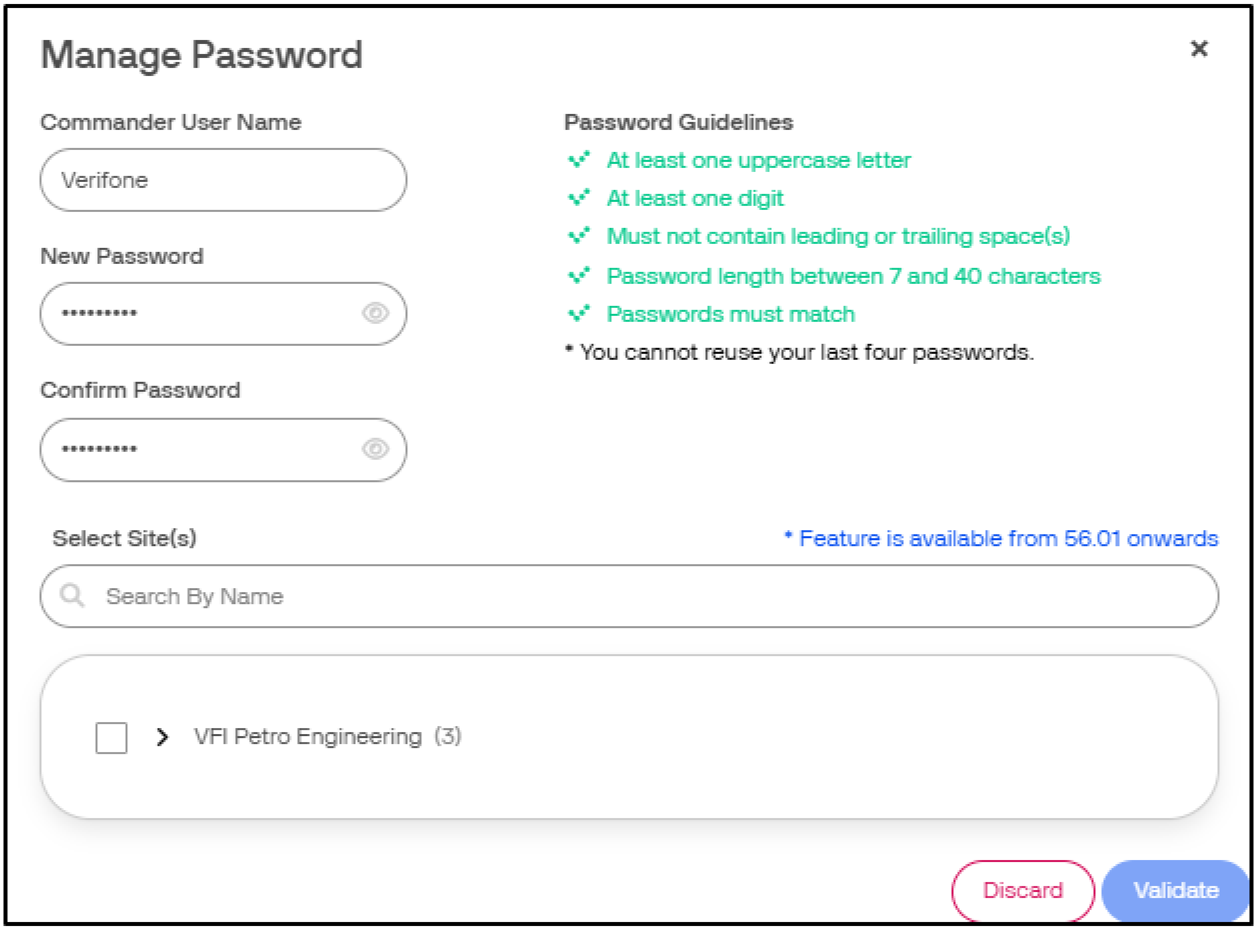
2. After navigating to the Enterprise view, select **Filter** in the middle of the screen.



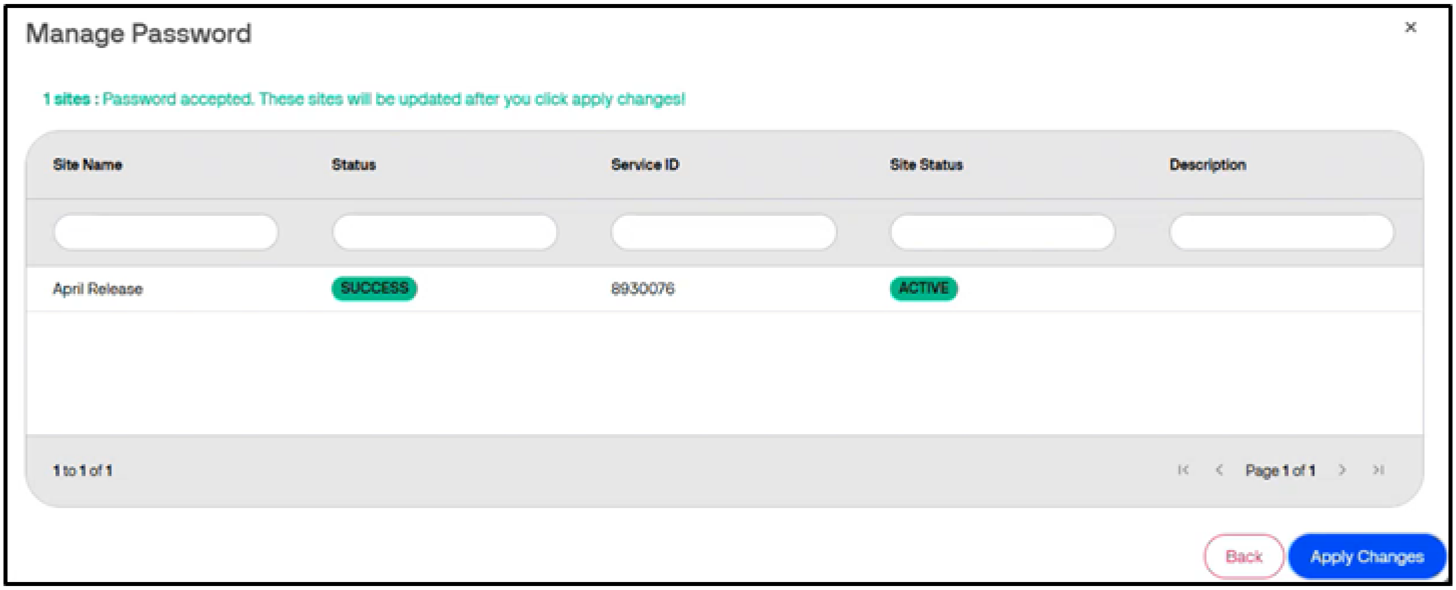
3. Select **Commander User Management** from the Configuration Category drop-down menu.
4. Select **Password Management** from the Configuration Type drop-down menu.
5. Click **Filter** to view Password Management.



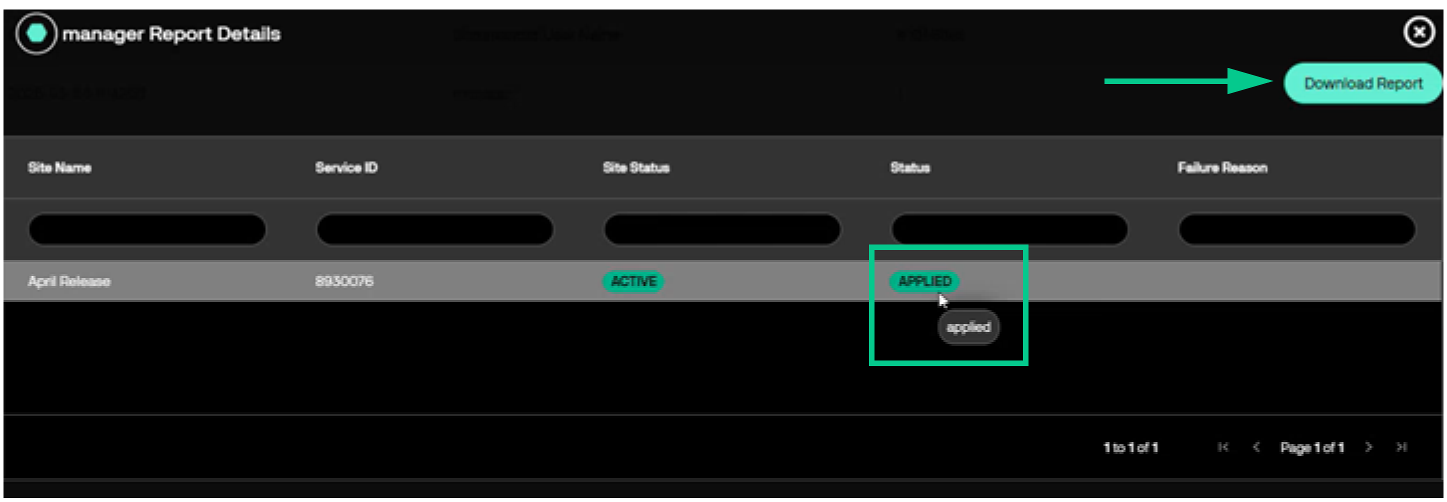
6. Click **Manage Password** to select and edit a password at one or more Verifone Commanders.



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



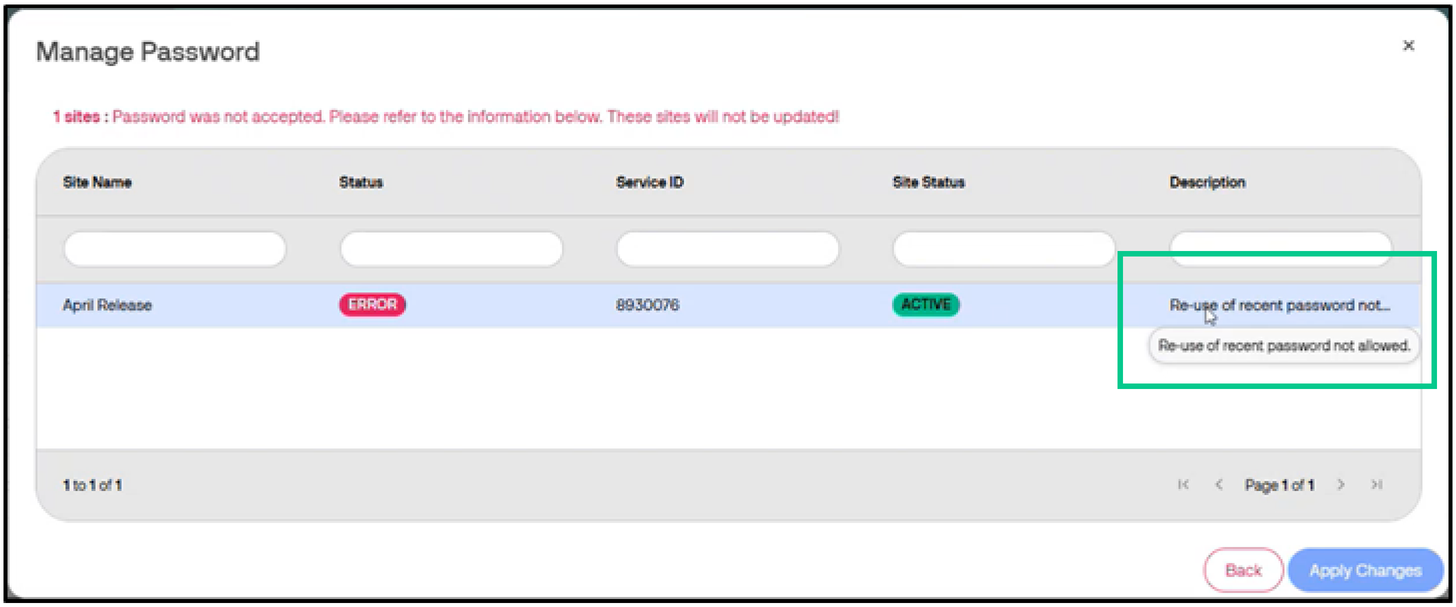
12. If the Password Validation is successful, click **Apply Changes** OR **Back** to correct the entries.



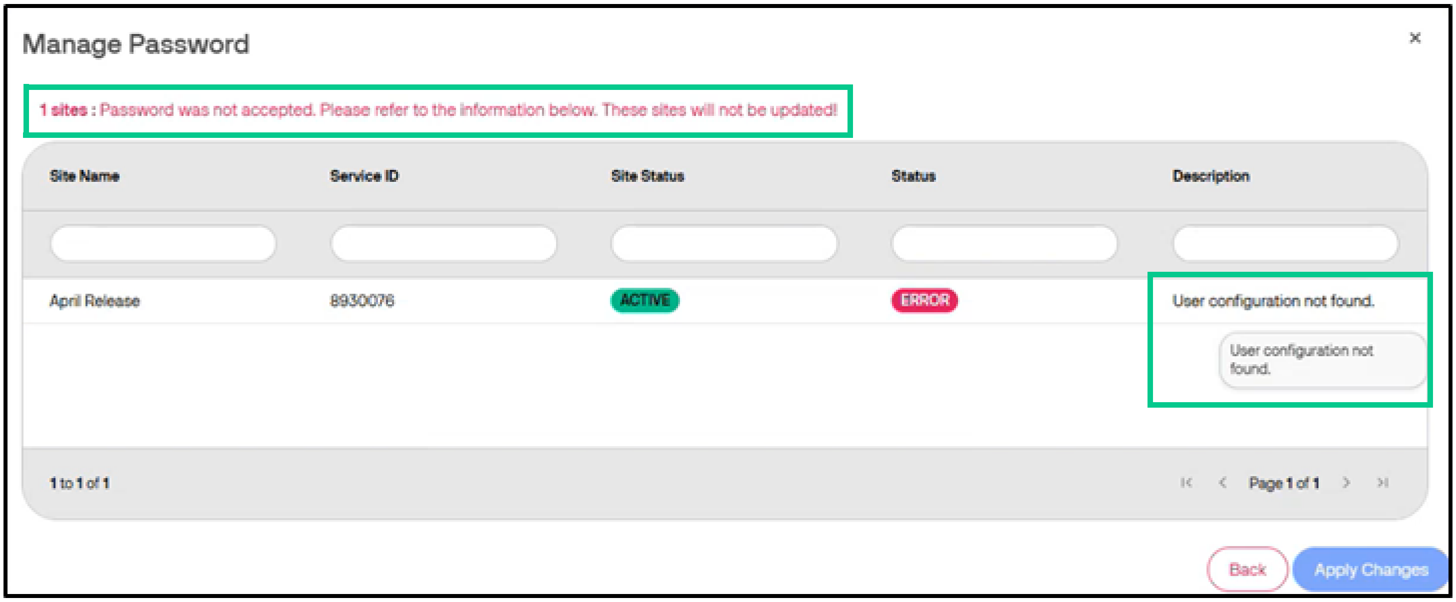
13. After the new password is applied, Download Report if needed. The sites can be filtered on the Manager Report Details by clicking on the column headers.

Password Creation Errors

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



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



11 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

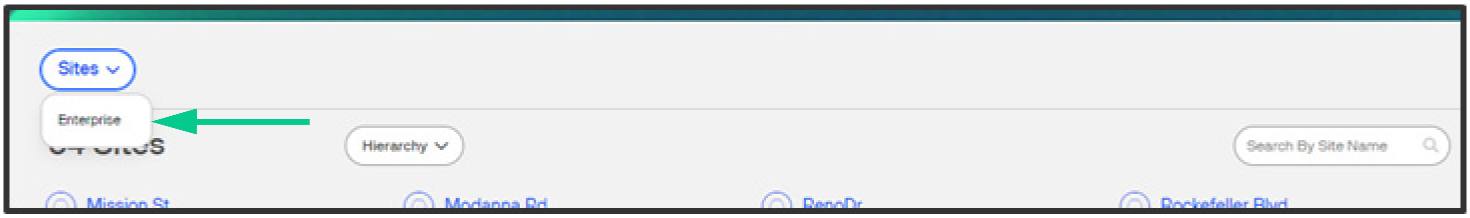
- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be accessed and transferred to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- After the site is onboarded to the cloud, Loyalty Configuration will 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

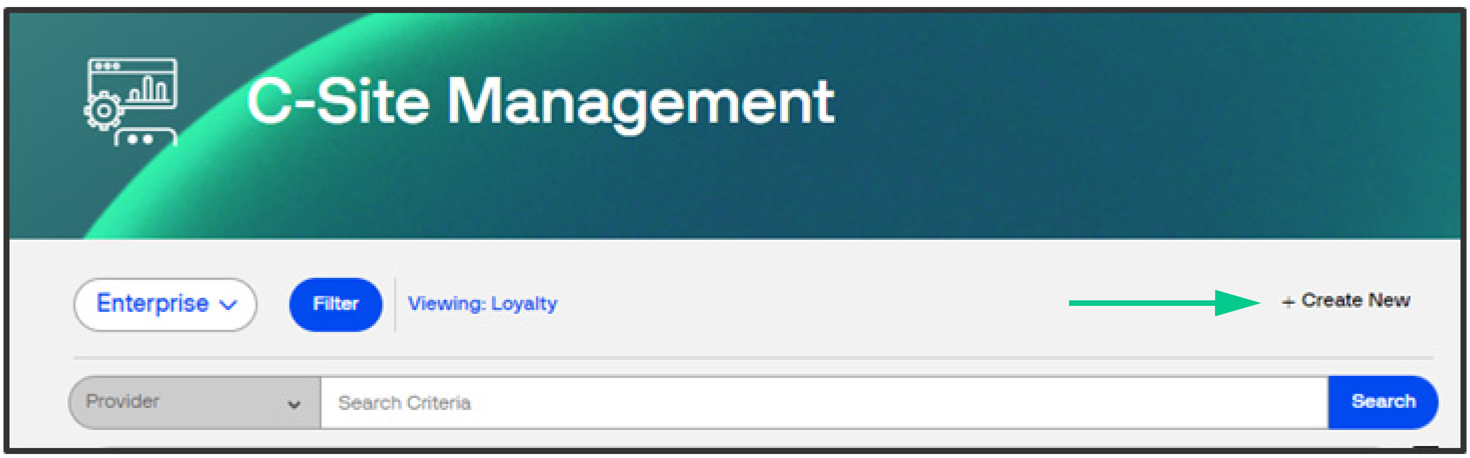
The loyalty payment program allows for different loyalty programs to be generated and assigned to multiple sites with specific Merchant IDs (MIDs) for each location. Loyalty Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

Create Program

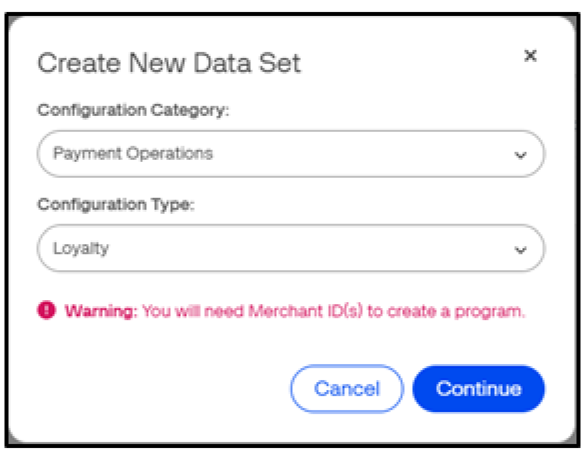
1. To create a new Loyalty program, navigate to **C-Site Management > Configuration > Site Management > Select the Sites drop down** and switch the view to **Enterprise.**



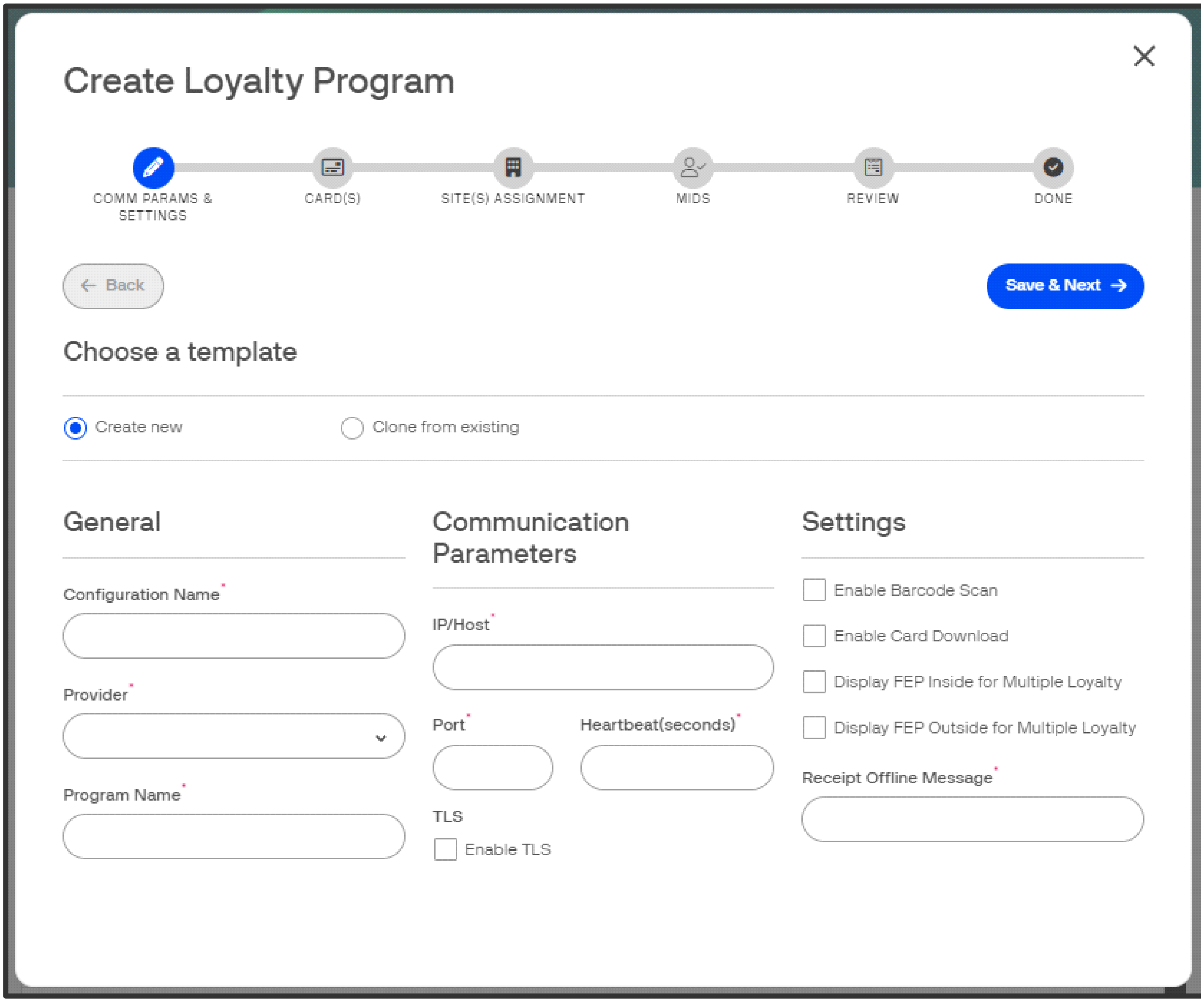
2. After navigating to the Enterprise view, select **+ Create New** in the top right corner.



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



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

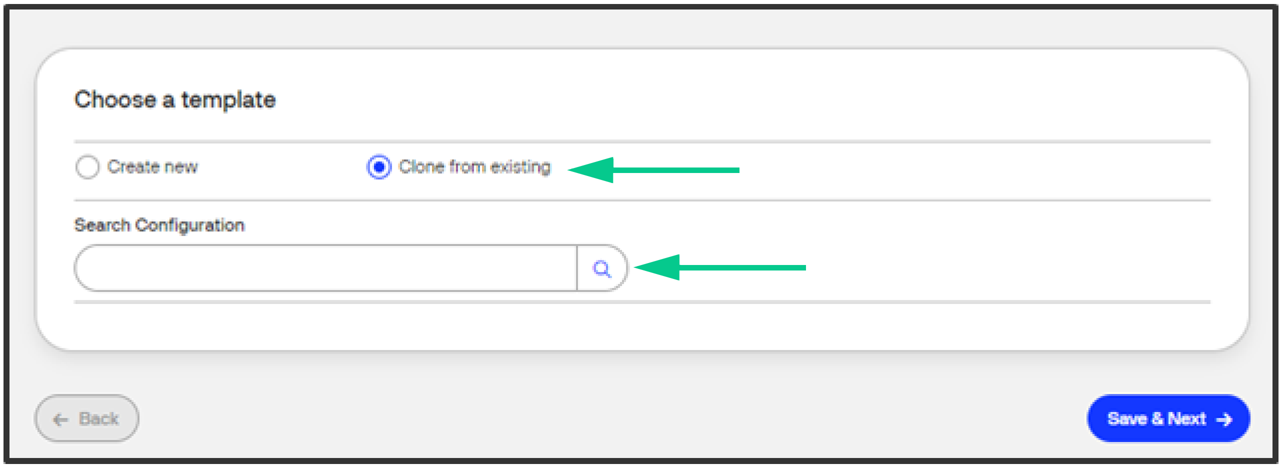


Field	Description
Create New or Clone from Existing	To create a new loyalty program, select the Create New bullet. To copy settings from another loyalty program to be modified, select Clone from existing. (See next section for more details)
Configuration Name	The specific name for the loyalty provider.
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	**Enable Bar code Scan** - Enables bar code scanning for the related FEP. Display FEP inside for Multiple Loyalty -Displays loyalty programs at the POS when multiple loyalty is used. **Enable Card Download** - Allows the loyalty host to send down loyalty cards through the Loyalty Card Table Download function. **Display FEP Outside for Multiple Loyalty** - Displays the 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.

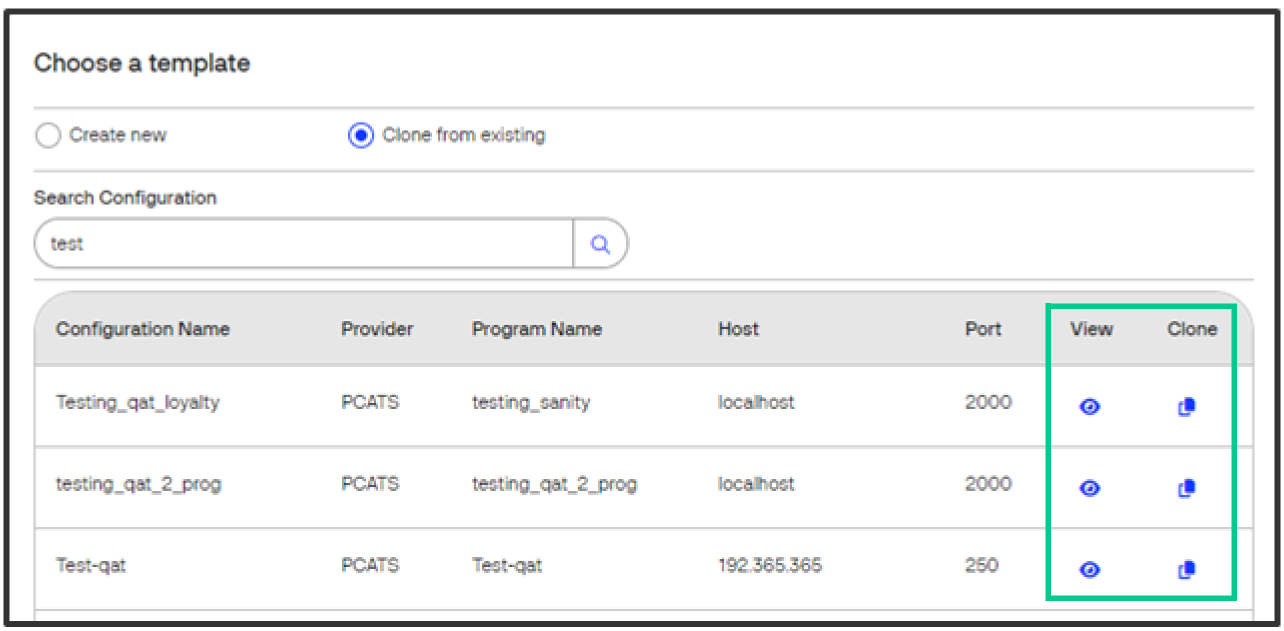
6. Select **Save & Next** to save the parameters entered.

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.



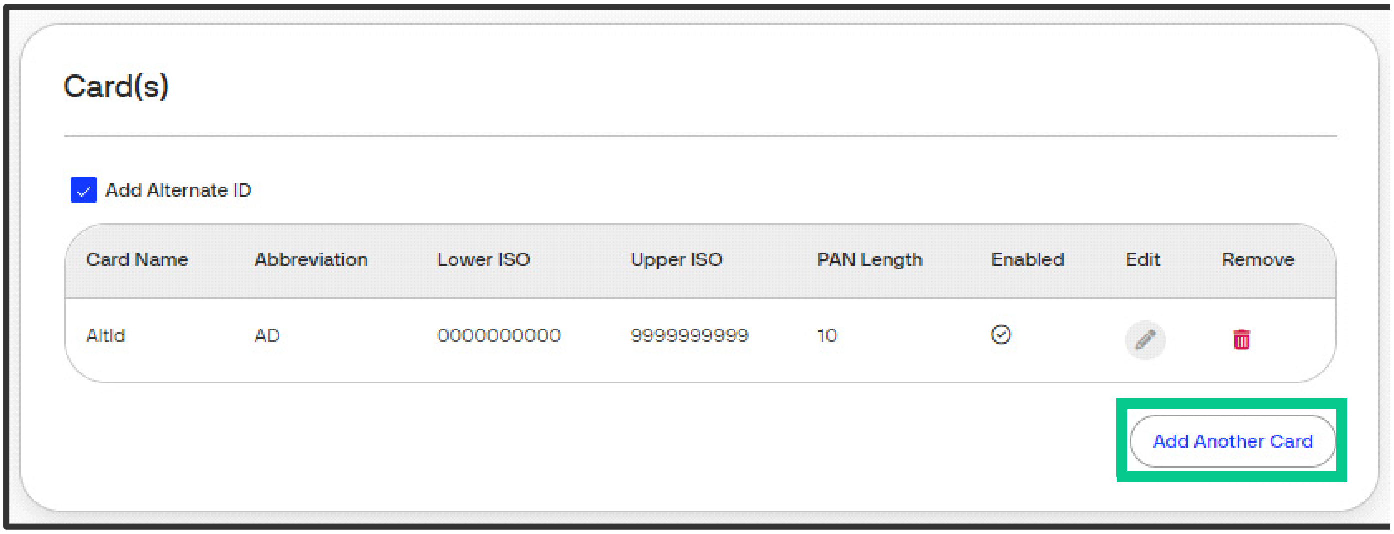
2. After completing the search function, select clone or view from the return list displayed.



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.



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

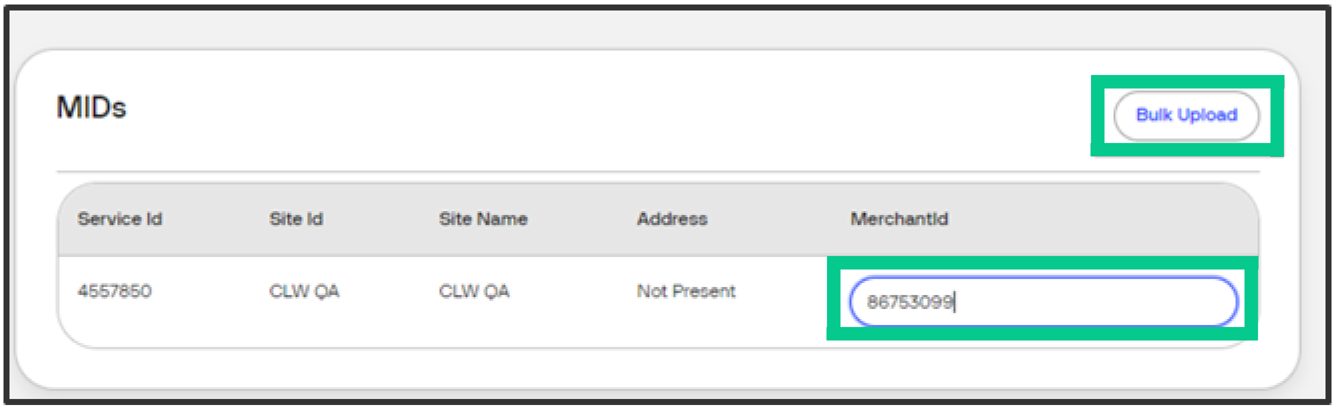
The site assignment section displays a list of sites that have been onboarded to your C-Site Management account.

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.

Loyalty Merchant ID (MID)

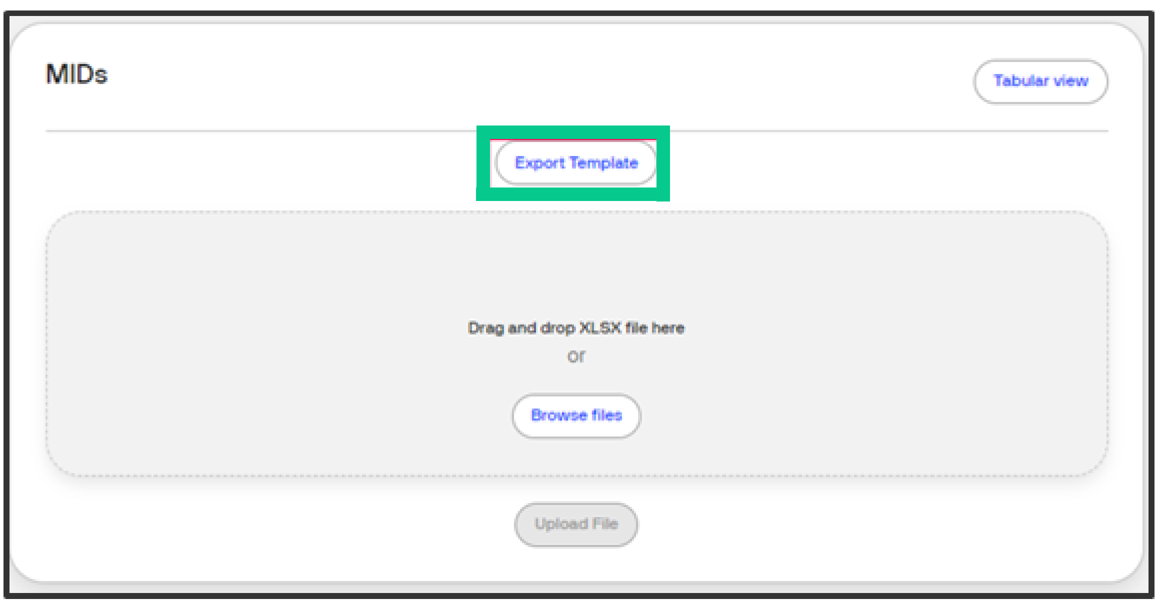
Each location must have a merchant ID (MID) assigned to it for the loyalty provider. The MID allows the loyalty host to identify the site for transactions. Every location will have a unique MID.

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.



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

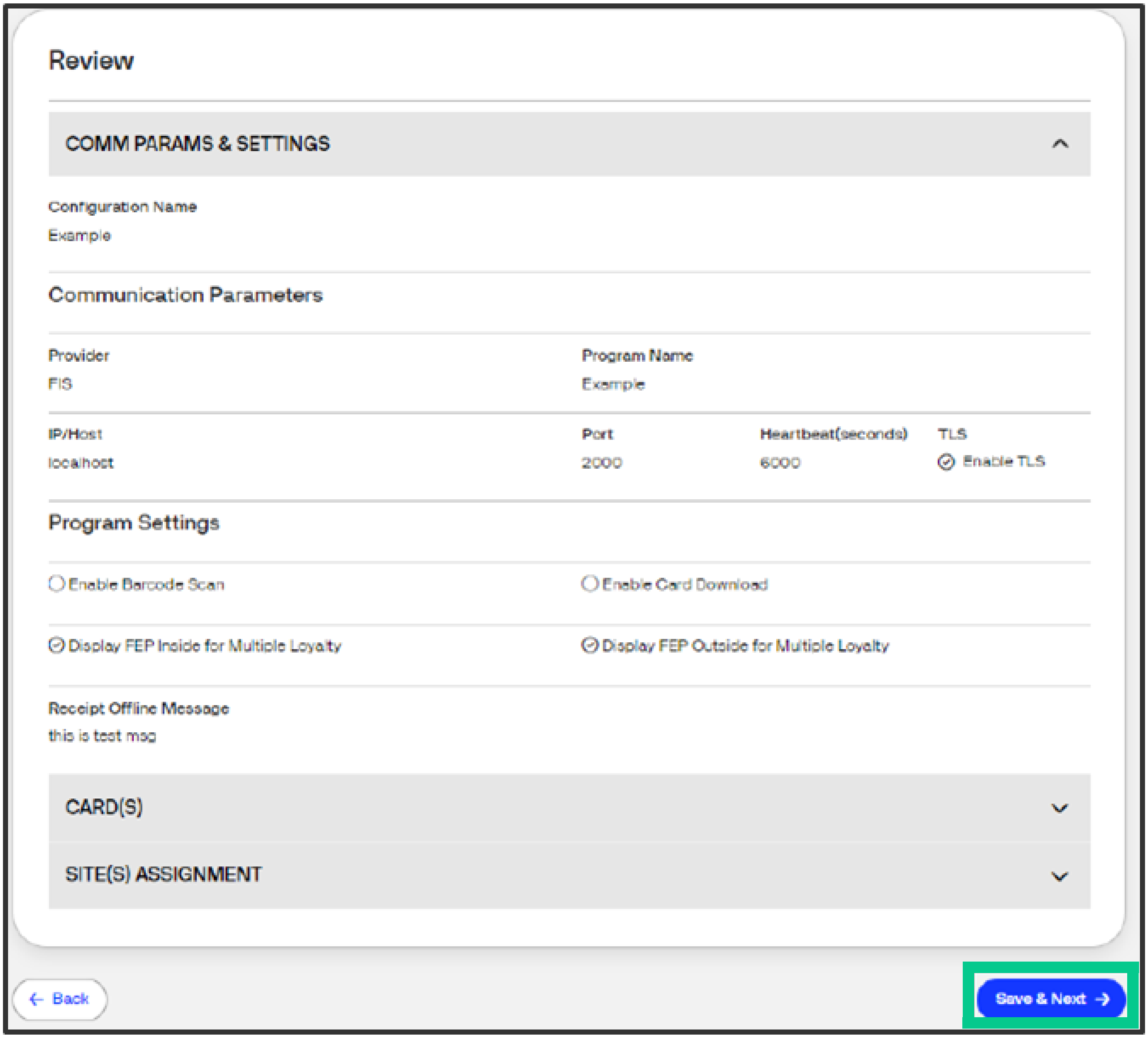
To complete a Bulk Upload for Loyalty MIDs, select the Bulk Upload button on the form, export the template, complete the form, and upload the file to the MID section.



Review the Parameters

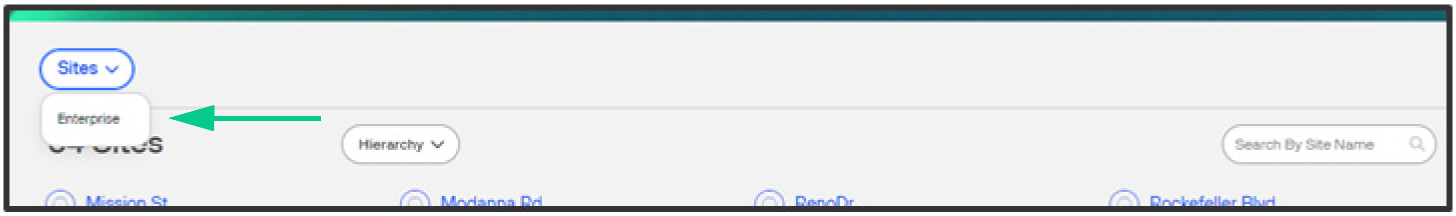
Before applying the parameters, you can review the selections and entries made to confirm they are correct. At the bottom of the form, the Card(s) and Site(s) Assignment are collapsed. To expand those sections, click the title to expand or collapse those sections.

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

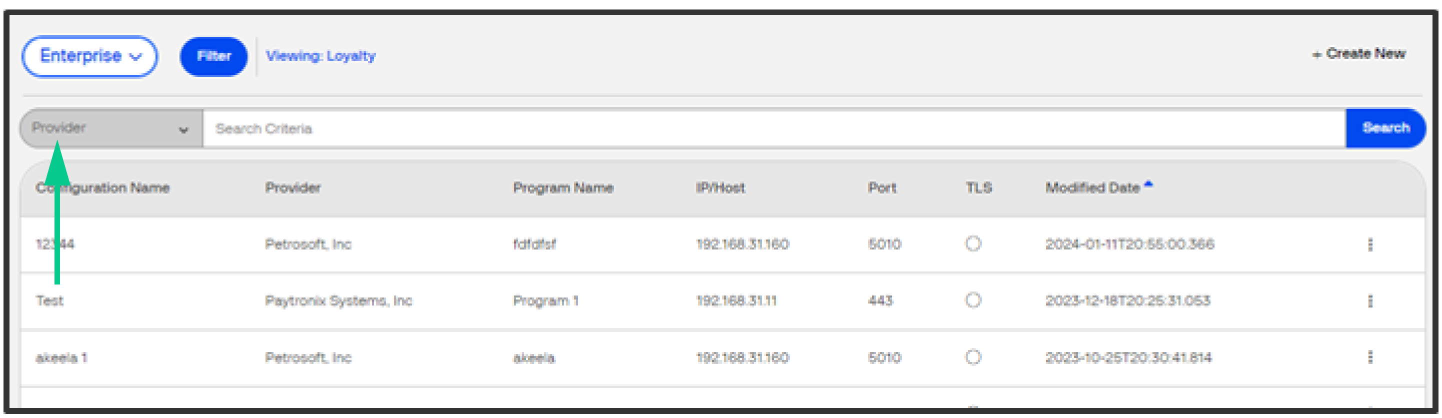


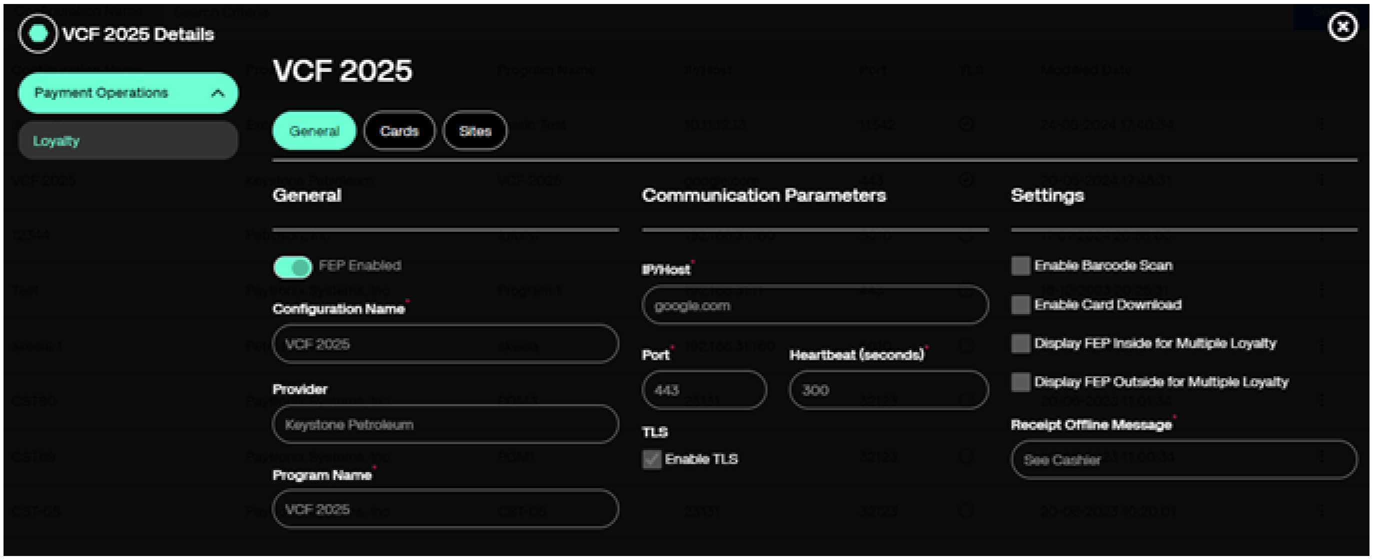
View Existing Loyalty Programs

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
FEP Enabled
Configuration Name
VCF 2025
Provider
Keystone Petroleum
Program Name
VCF 2025
Communication Parameters
IP/Host
google.com
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
See Cashier

12 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

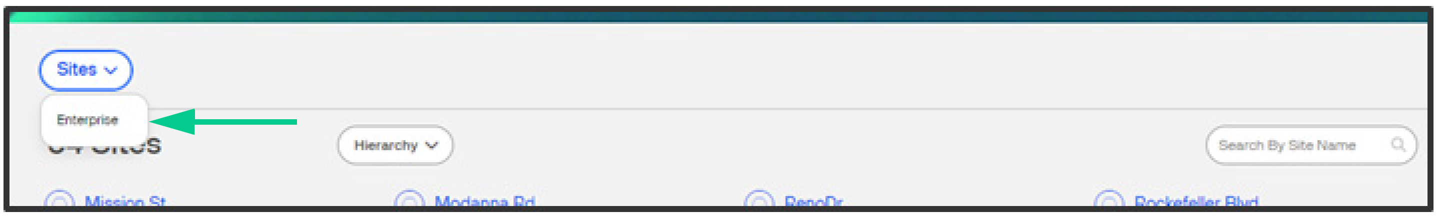
- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be sent to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- After the site is onboarded to the cloud, Mobile Payment Configuration management will 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

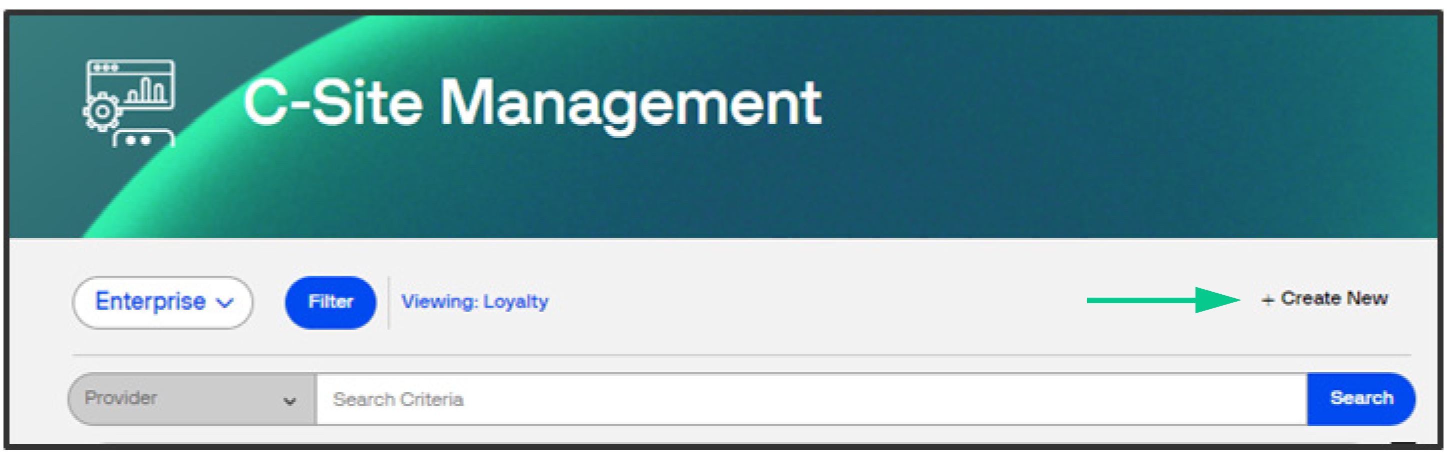
The Mobile Payment Program page allows multiple mobile payment configurations to be built and assigned to each site. Each program has a specific individual Program Name. Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

Create Program

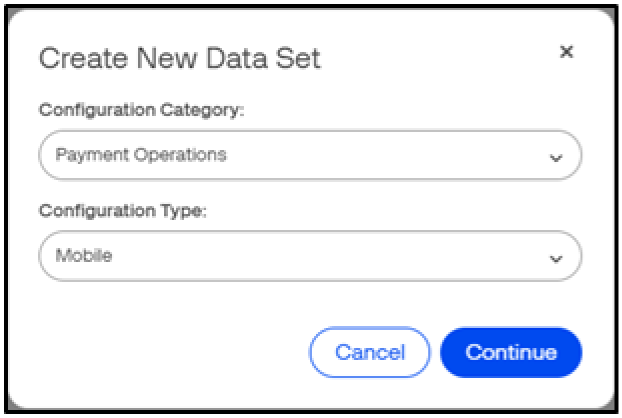
1. To create a new Mobile program, navigate to **C-Site Management > Configuration > Site Management > Select the Sites drop down** and switch the view to **Enterprise.**



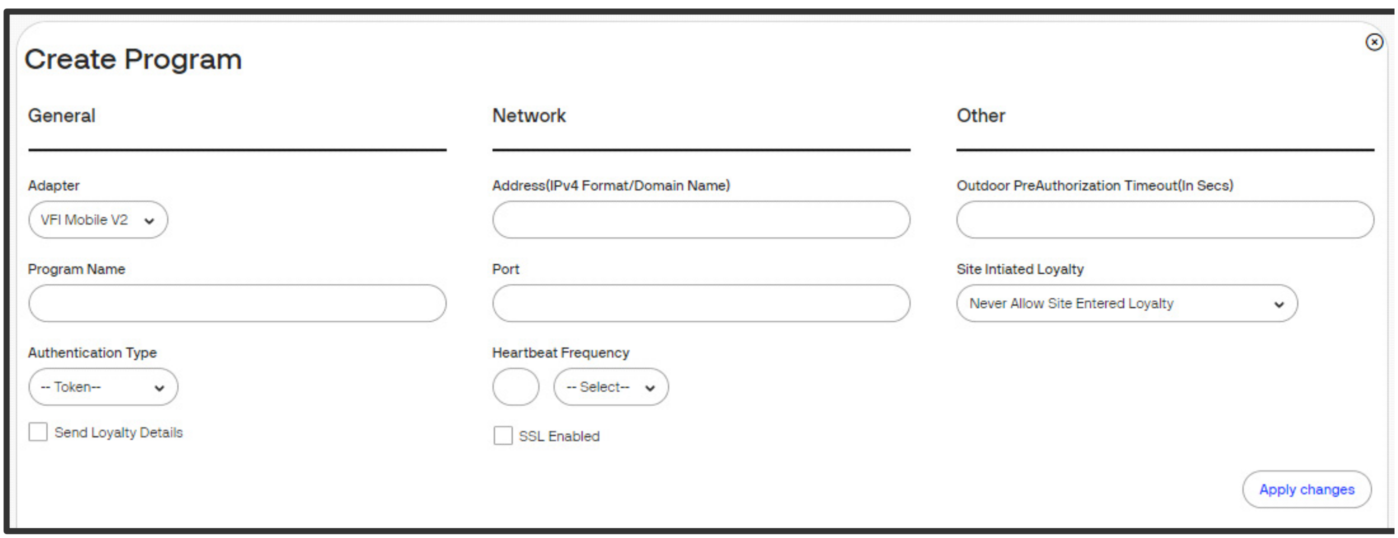
2. After navigating to the Enterprise view, select **+ Create New** in the top right corner.



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



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

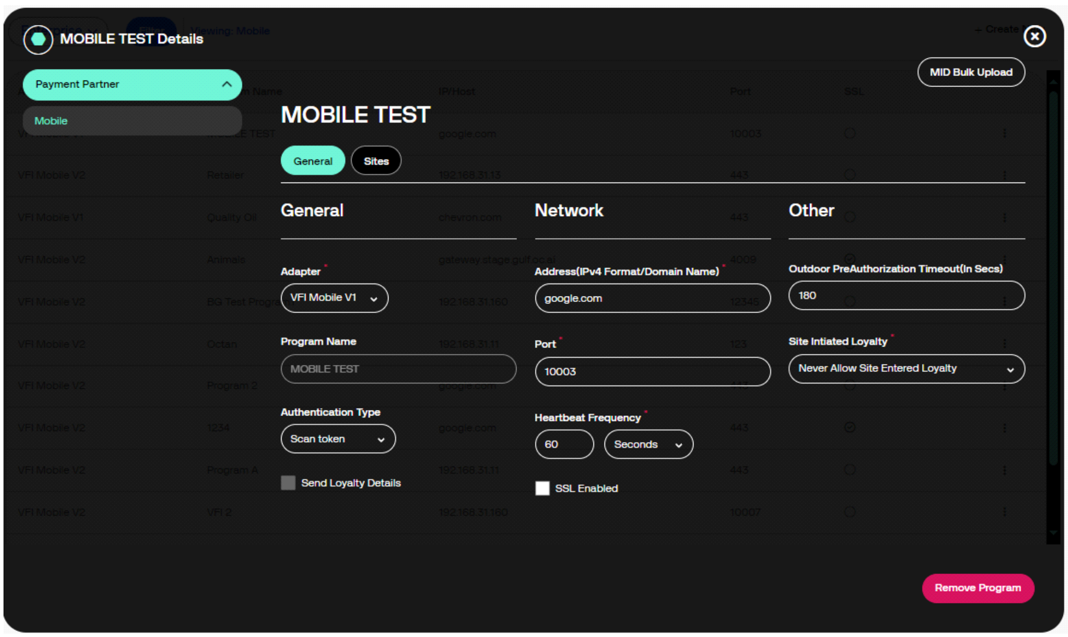


6. Select **Apply Changes** to save the parameters entered.

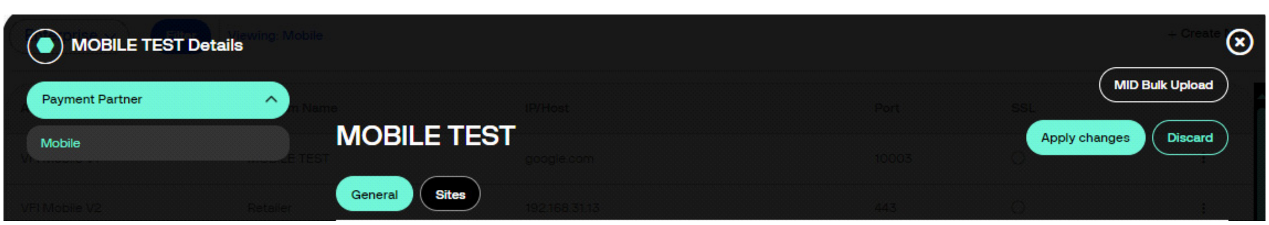
Field	Description
Adapter	Select the communication standard being used: · **VFI Mobile V1** - Connexxus V1 Standard · **VFI Mobile V2** - Connexxus V2 Standard
Program Name	The program name is specific to the Mobile Payment Configuration. This parameter must be unique as it is the identifier for the Mobile Payment Configuration.
Authentication Type	· **Scan Token** - QR Code Generated on the Mobile Payment Application is scanned using the POS Scanner · **Enter Token** - Customer or cashier enters a token on the PIN pad. · **Display Token** - A token for the customer to enter on PIN pad. · **Generate Token** - 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.
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: · **Never Allow Site Entered Loyalty** - Only allows mobile loyalty. · **Allow Site Entry i.e., Swiped Loyalty Card**- Both swiped and mobile loyalties allowed. · **Allow Site Entered Loyalty if no Mobile Loyalty** - Allows swiped loyalty is there is no mobile loyalty.

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.



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.



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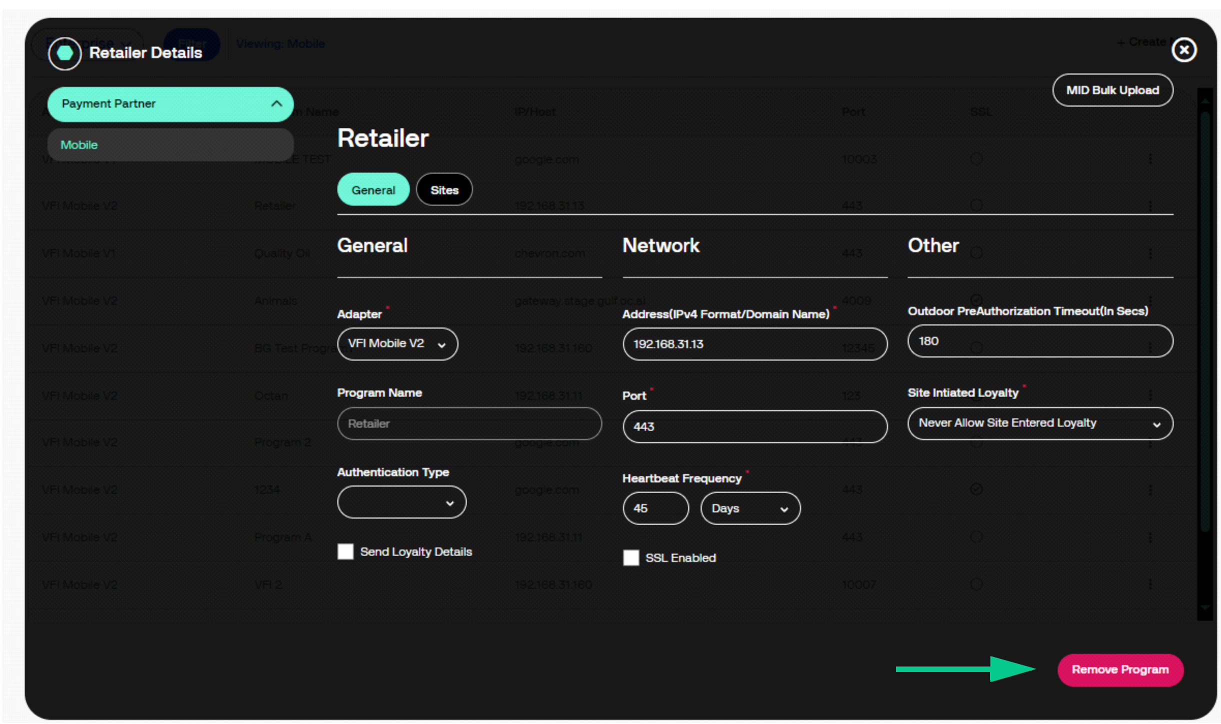
Delete an Existing Program

	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.

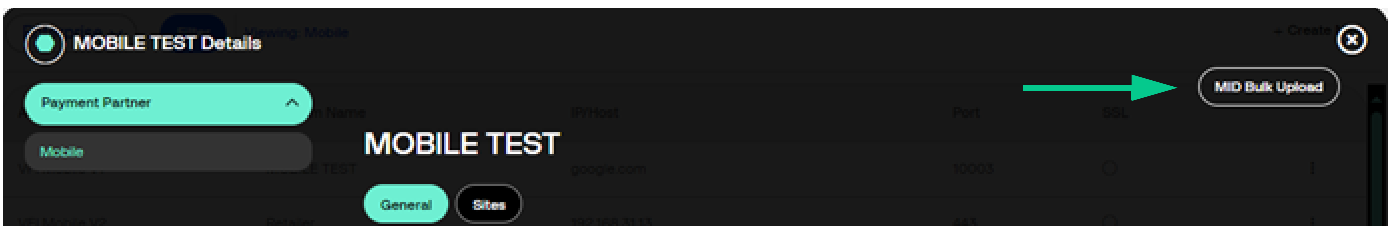


MID Bulk Upload

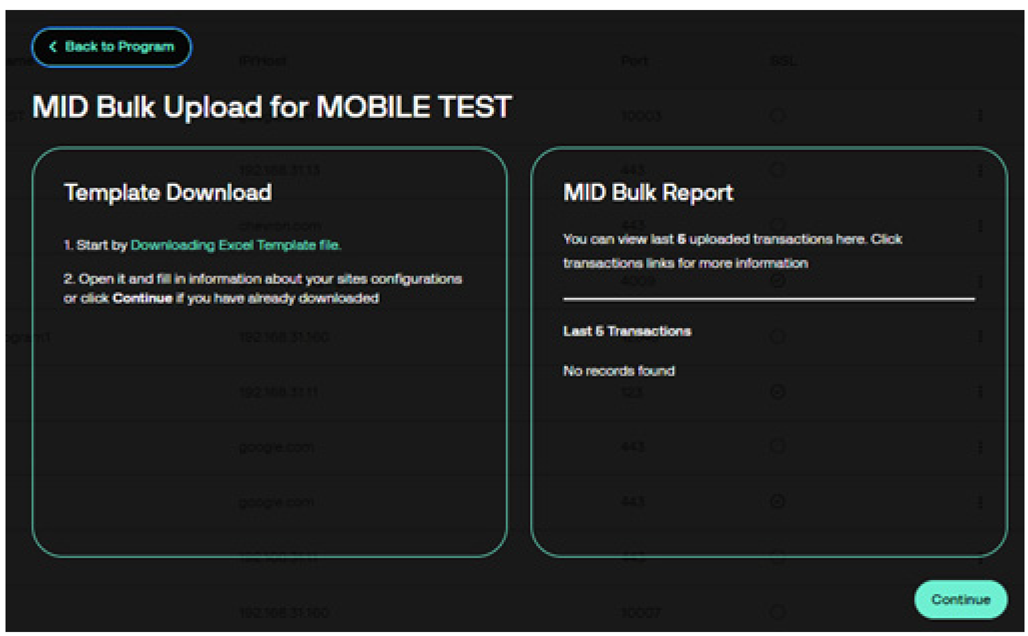
MID Bulk Upload feature allows for site specific MIDs to be added in bulk for one specific program. This feature is useful for onboarding multiple sites within a new Mobile Payment host program.

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

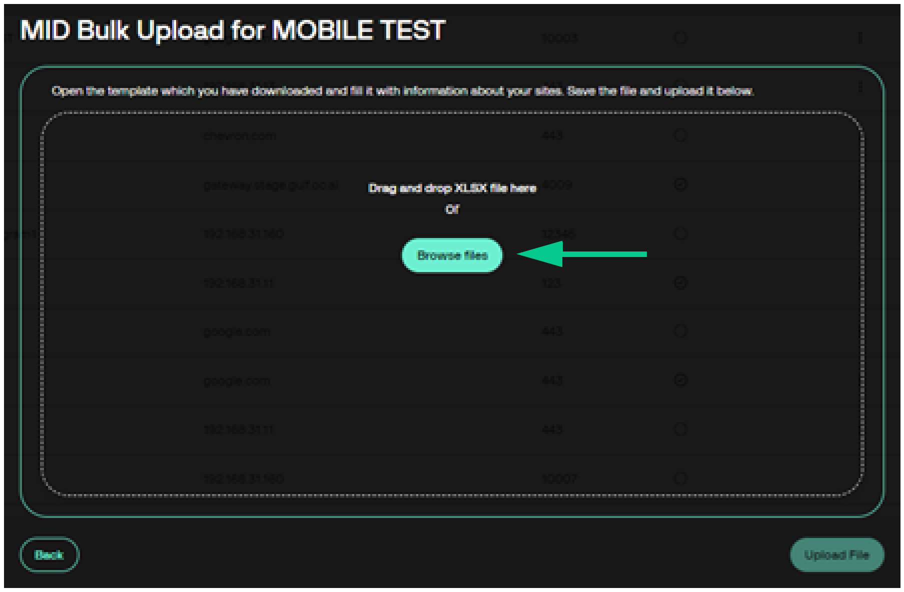
1. To use MID Bulk Upload, navigate to **C-Site Management > Site Management > Select the Sites drop down** and switch the view to **Enterprise.**
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Mobile,** then use the Filter function to switch to Mobile (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.



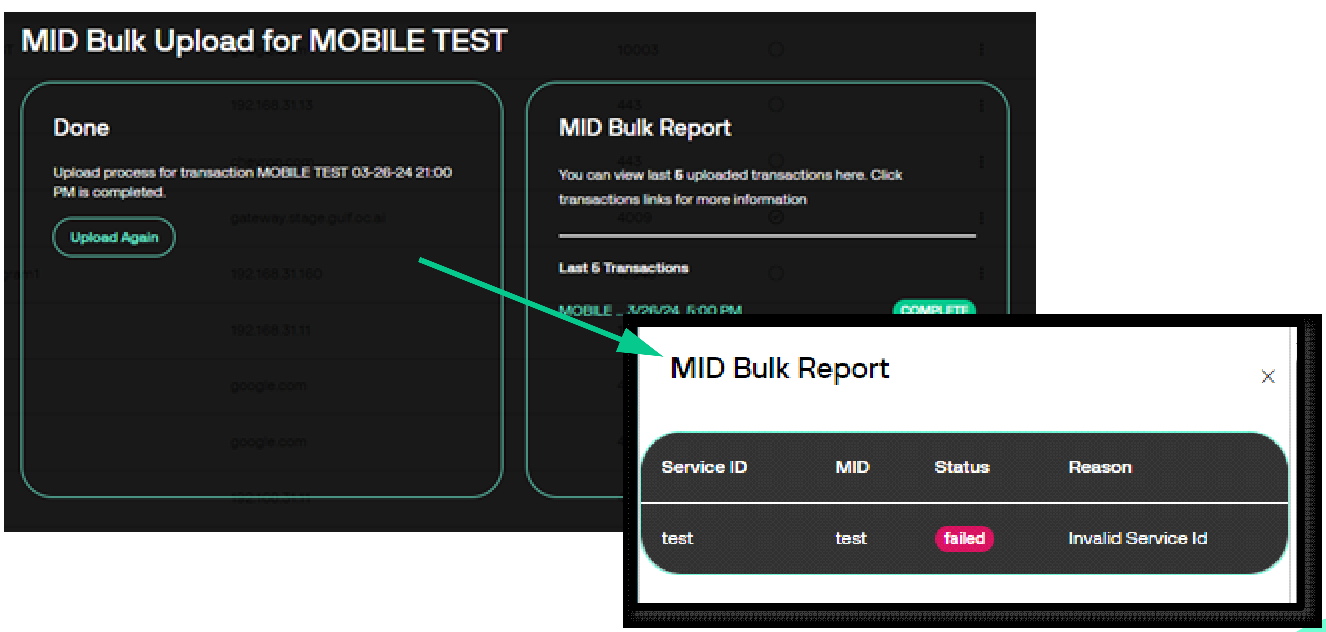
6. Select the **Downloading Excel Template File** link on the Template Download screen. After the template is downloaded, fill in the Service ID fields along with the associated site MIDs.
7. **Save the document to your computer** and click Continue on the Template Download screen.



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.



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.



13 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.

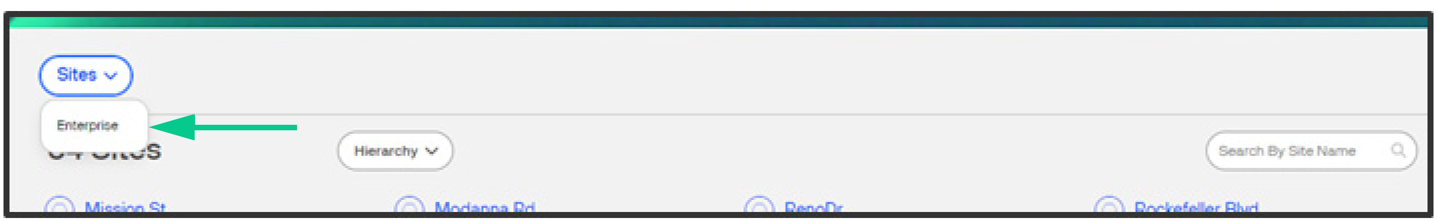
Primary Payment Configuration in Verifone C-Site Management does NOT set up the Method of Payment (MOP), touchscreen, and DCRs. For details on how to configure payments locally within Verifone Configuration Client, see the Commander User Reference manual.

Primary Payment Programs

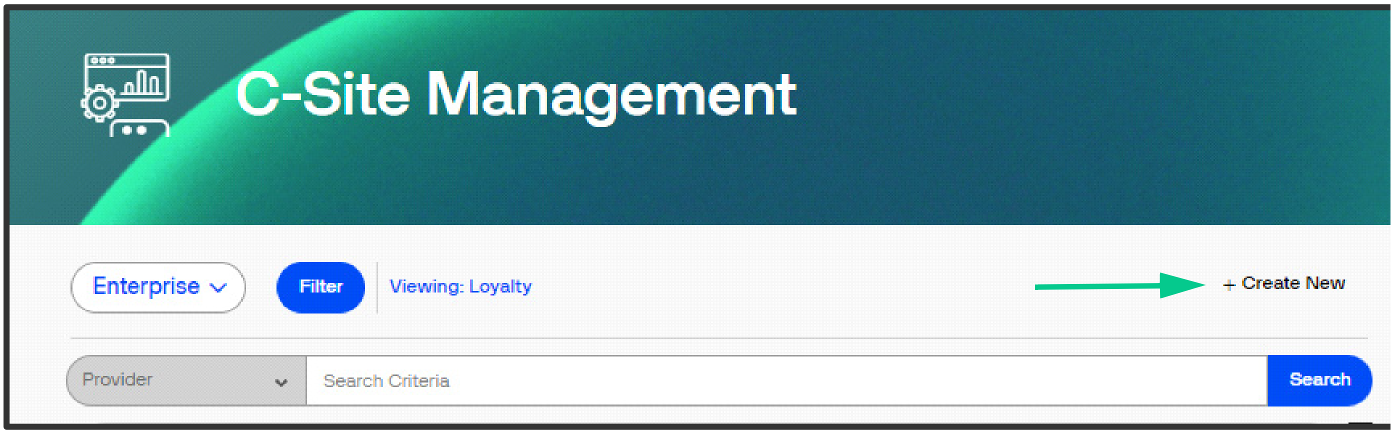
The Primary Payment Program page allows multiple primary payment configurations to be built and assigned to each site. Each program has a specific individual Program Name. Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

Create Program

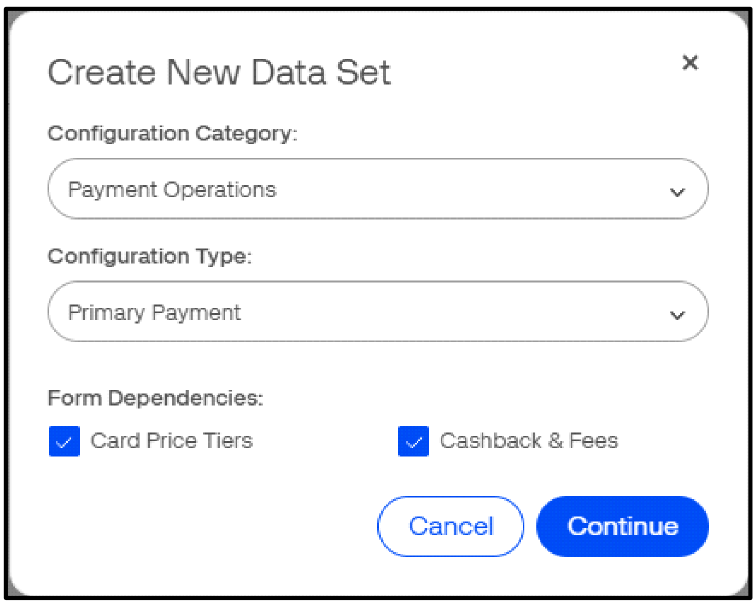
1. To create a new Primary Payment program, navigate to **C-Site Management > Configuration > Site Management > Select the Sites drop-down menu** and switch the view to **Enterprise.**



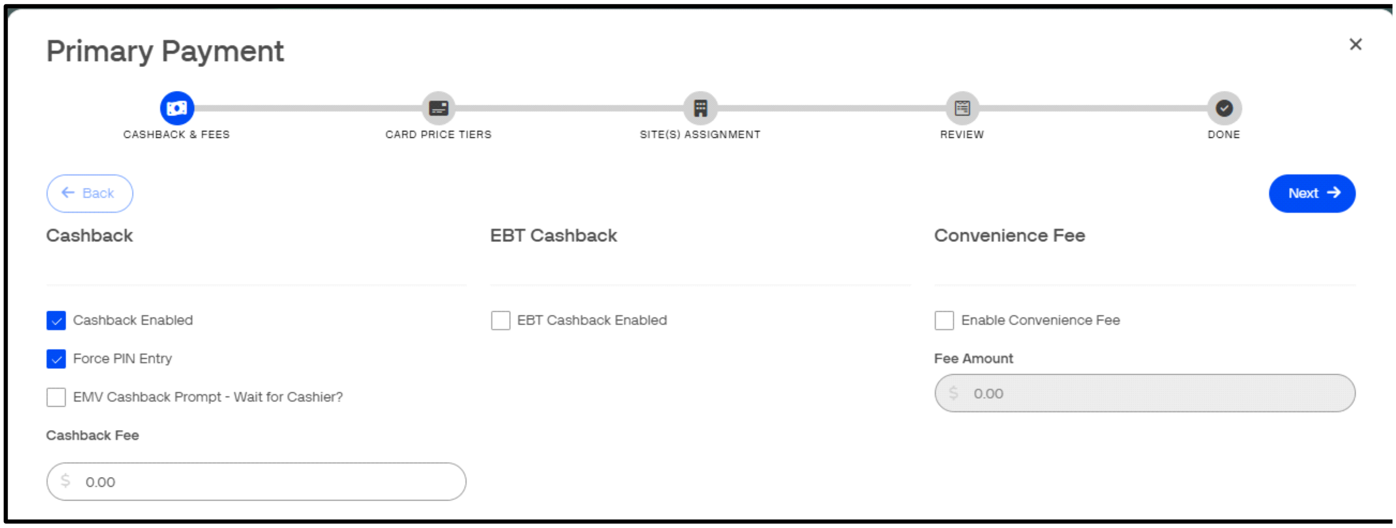
2. After navigating to the Enterprise view, select **+ Create New** in the top right corner.



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



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



	NOTE	Cashback and Fees is located in Verifone Configuration Client at Payment Controller > EPS Global Configuration > EPS Tab,

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.

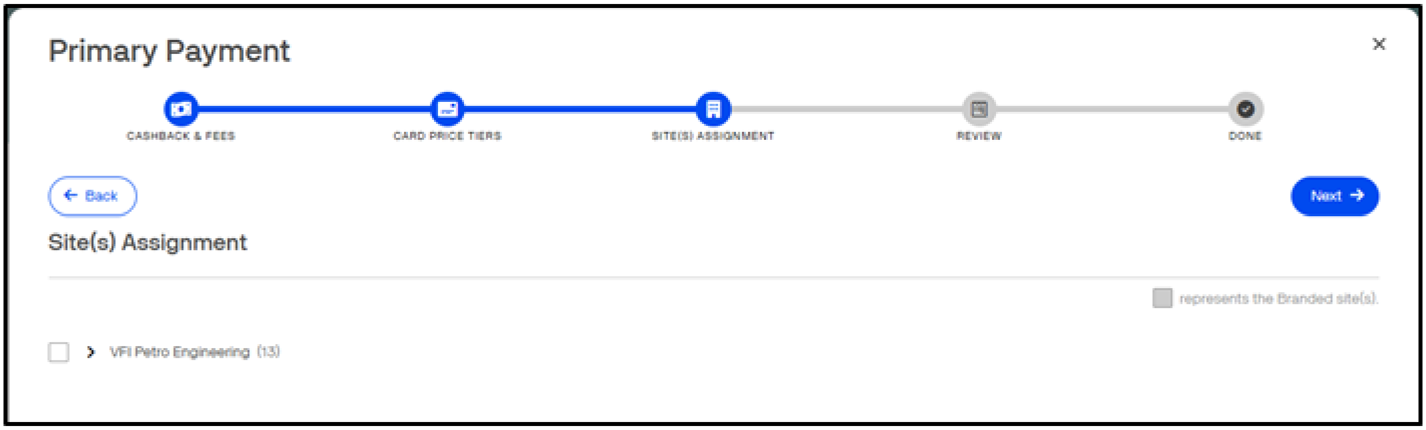
6. Select **Next** to continue to Card Price Tiers.

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

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.

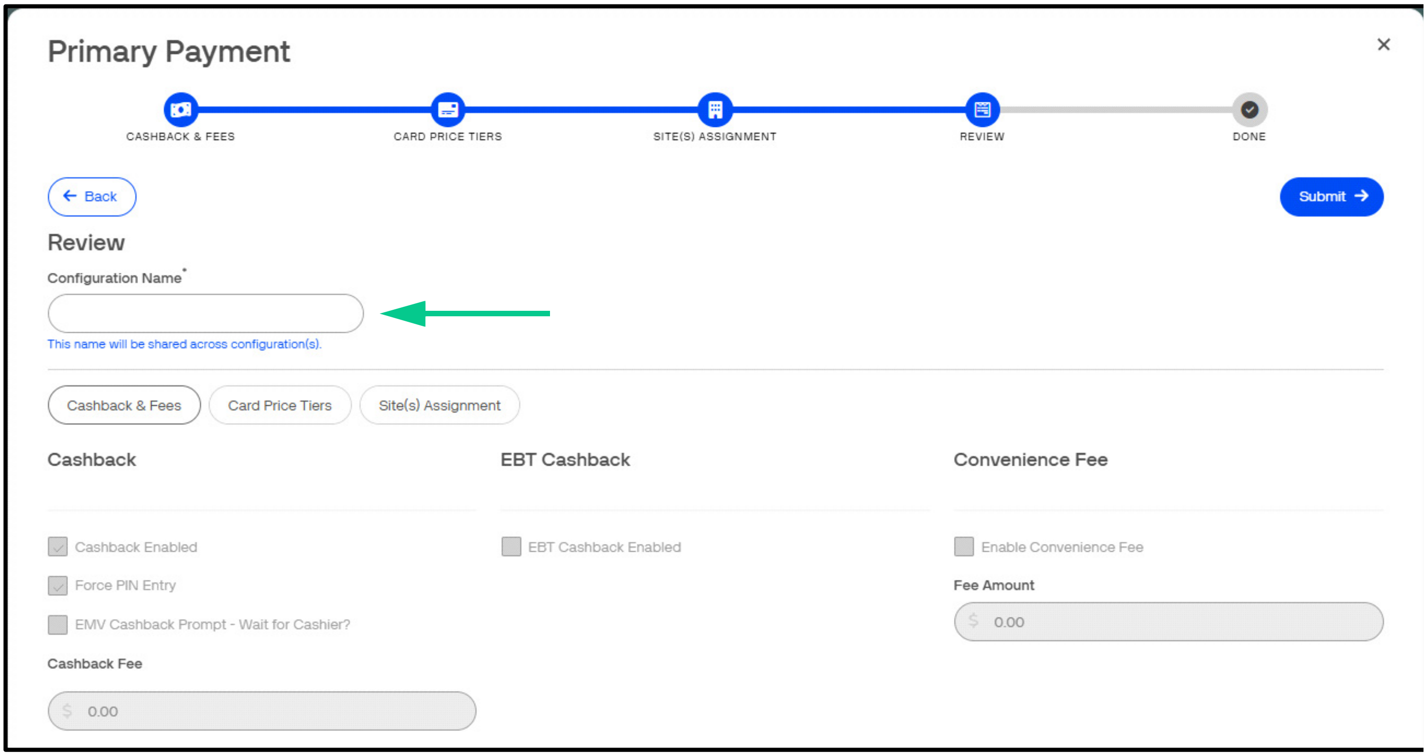
8. Select **Next** to continue to Site(s) Assignment.

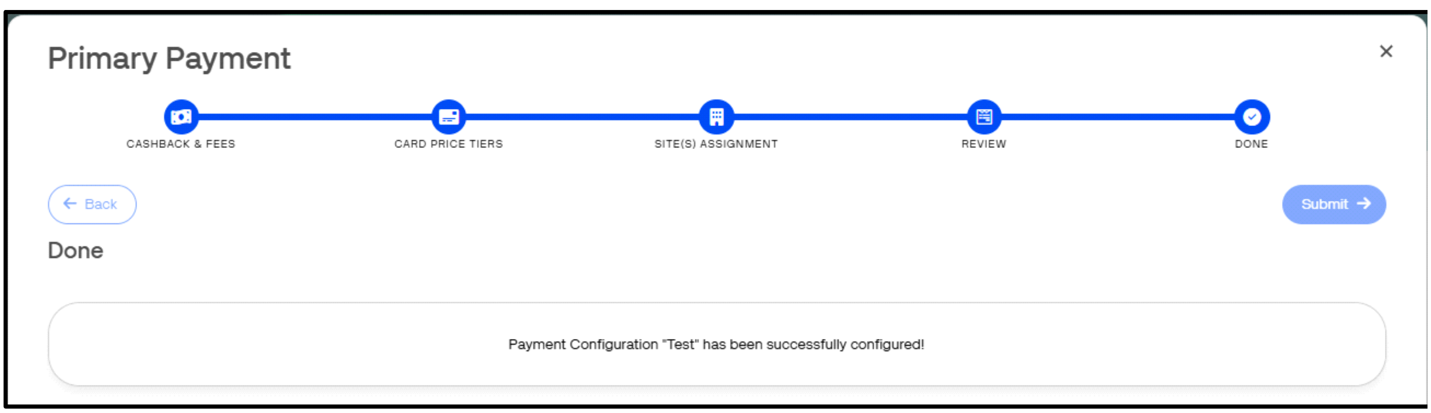
9. Complete the following Site(s) Assignments shown specific to the Primary Payment being configured.



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

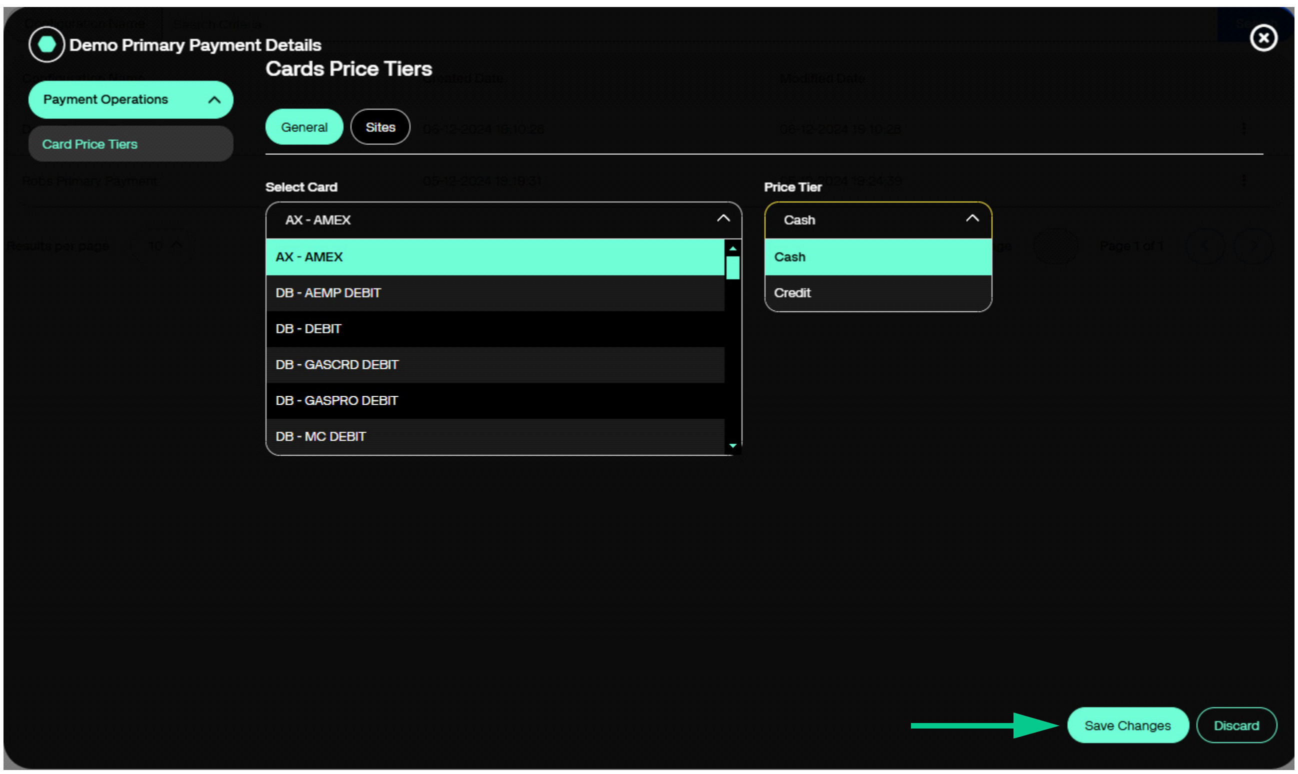
11. Enter the name of the Primary Payment Configuration that will be shared across sites.
12. Click **Submit**.





Card Price Tiers

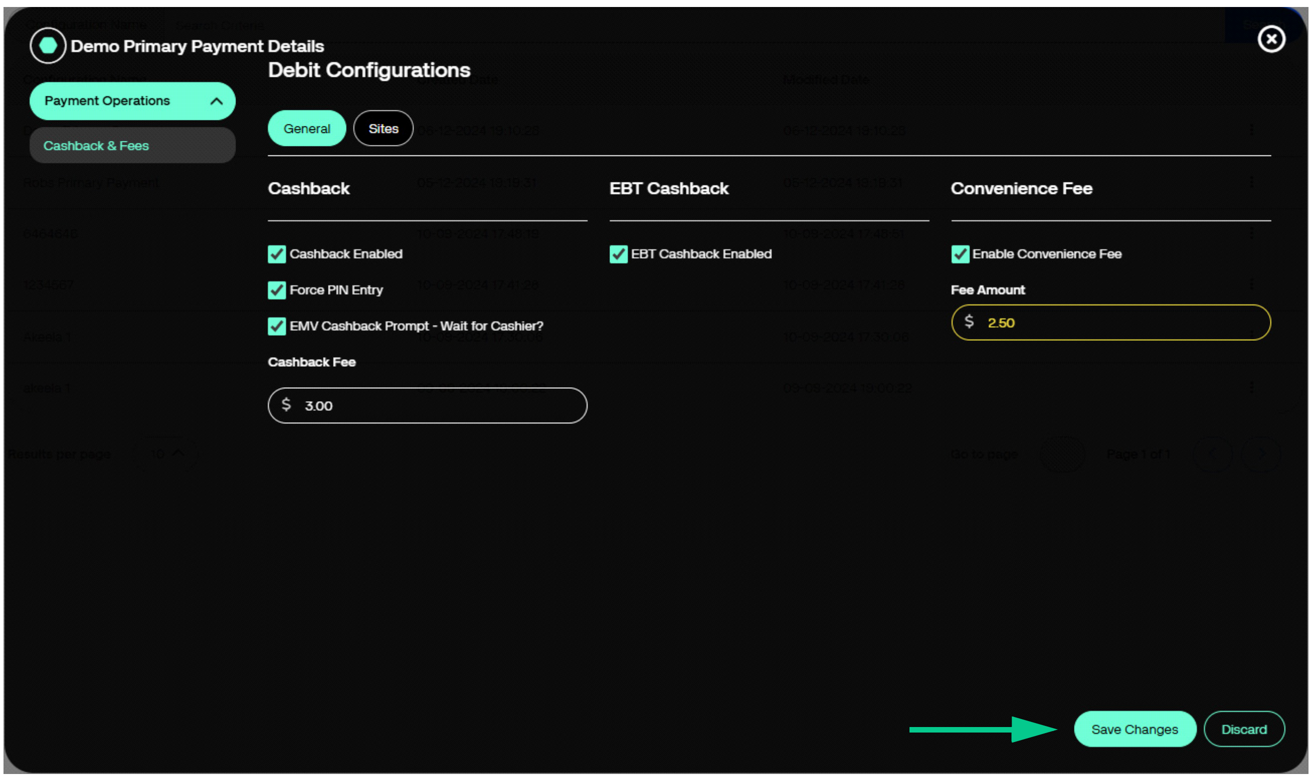
1. To edit an existing Primary Payment program, navigate to **C-Site Management > Site Management > Select the Sites drop-down menu** and switch the view to **Enterprise.**
2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Card Price Tiers,** then use the 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 **Genera**l tab will display by default. The **Sites** tab will show which locations have this program applied.



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 **Genera**l tab will display by default. The **Sites** tab will show which locations have this program applied.



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.

14 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

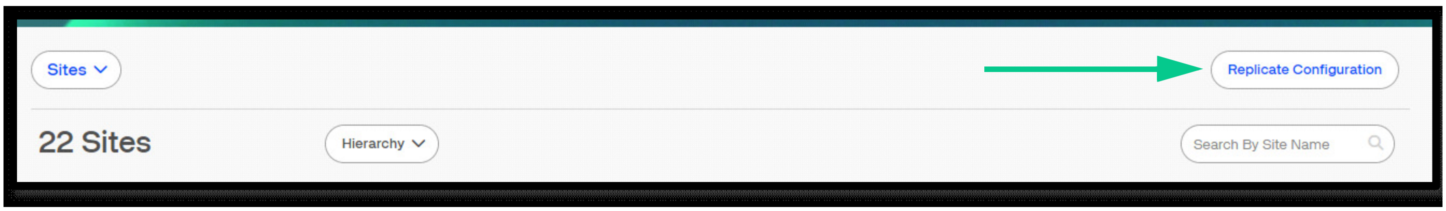
1. Site Configurations are uploaded and managed by each individual site. To search for the specific site, navigate to **C-Site Management** > **Site Management**.
2. Sites can be searched in three ways:
    - Searching by site name.
    - Using the Hierarchy drop-down menu to filter specific groups of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

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

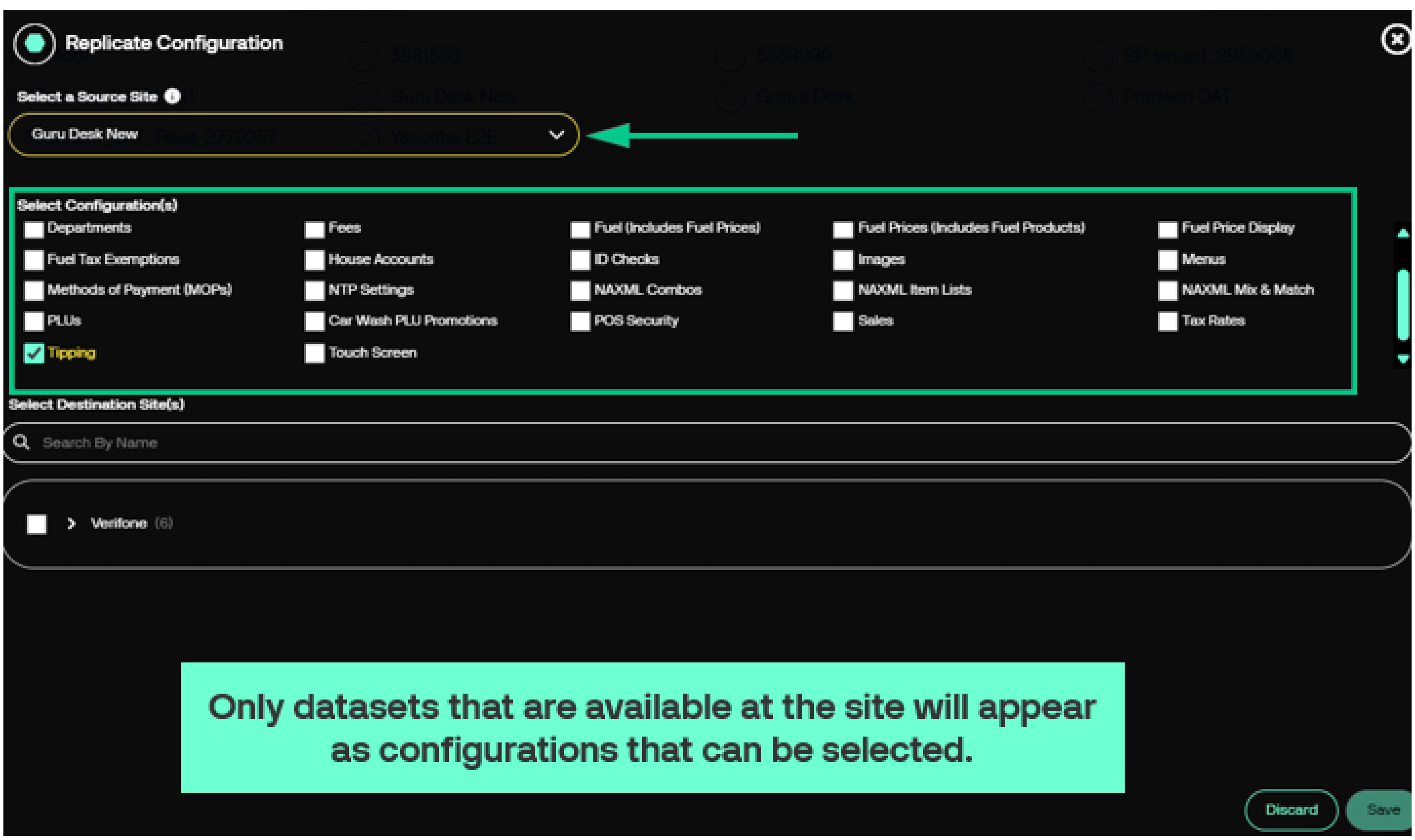
Replicate Configuration

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).

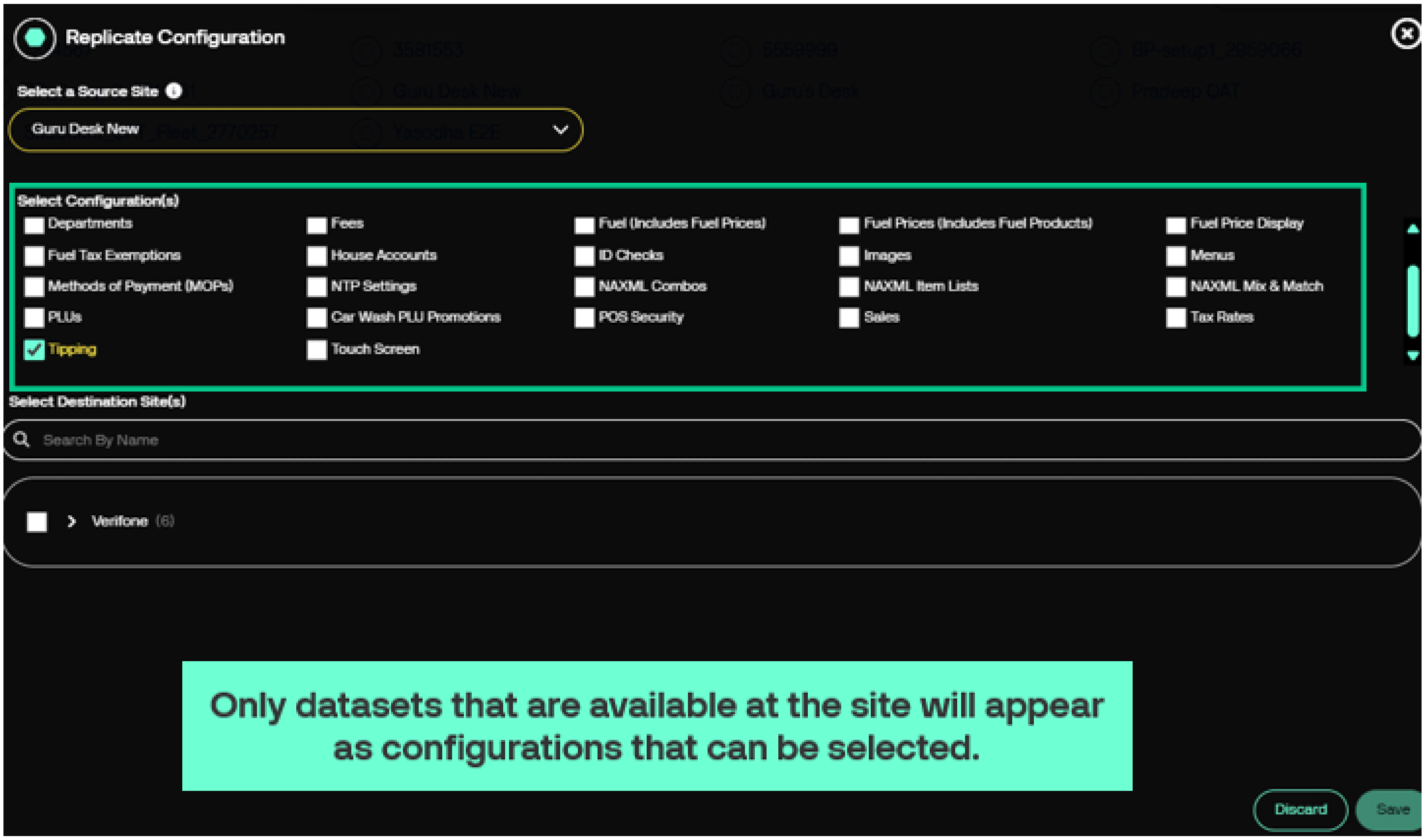
1. To replicate a site's configuration, navigate to **C-Site Management > Site Management**. Select Replicate Configuration from the top right corner.

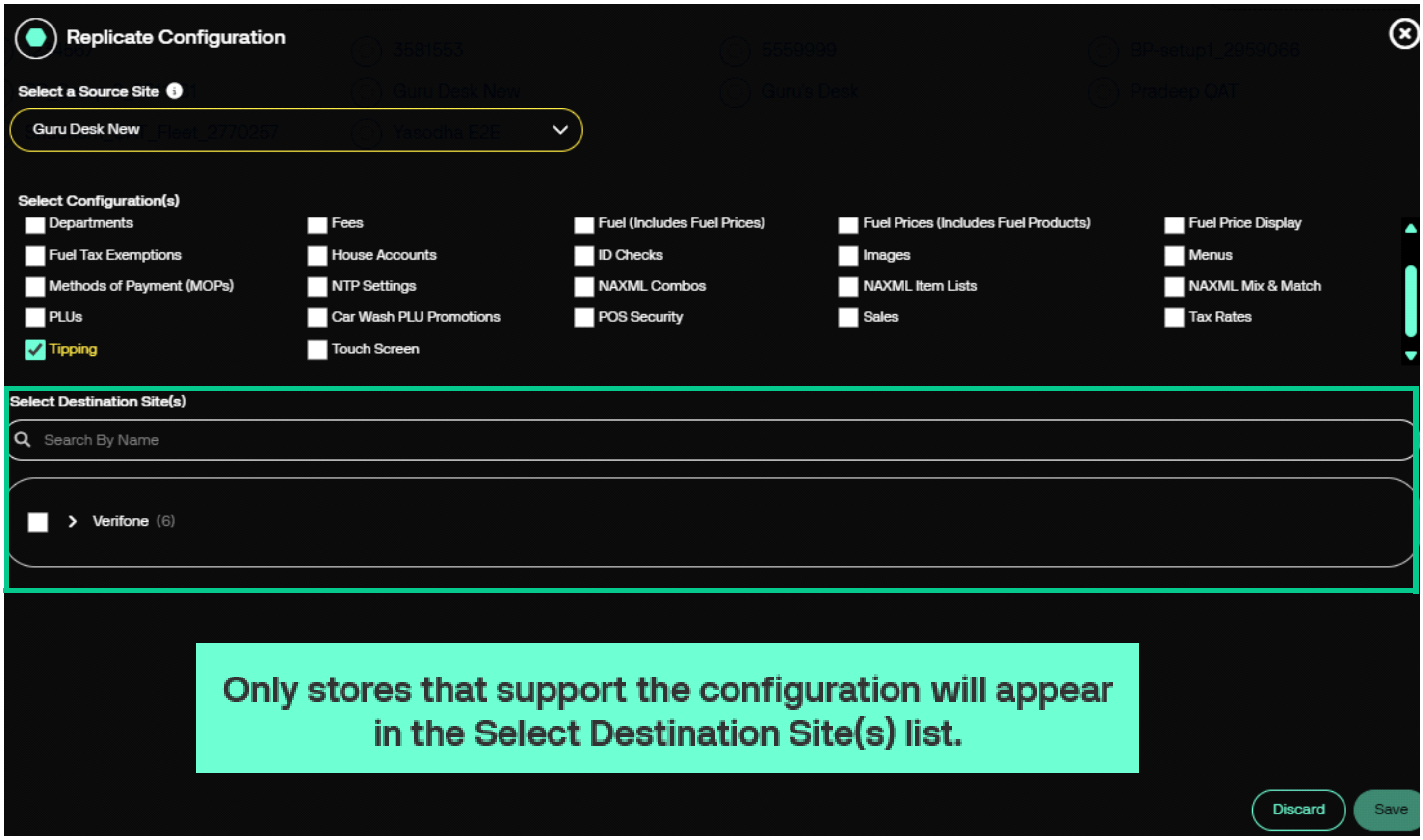


2. Select a source site from the drop-down menu. The source site must be onboarded to be selected.



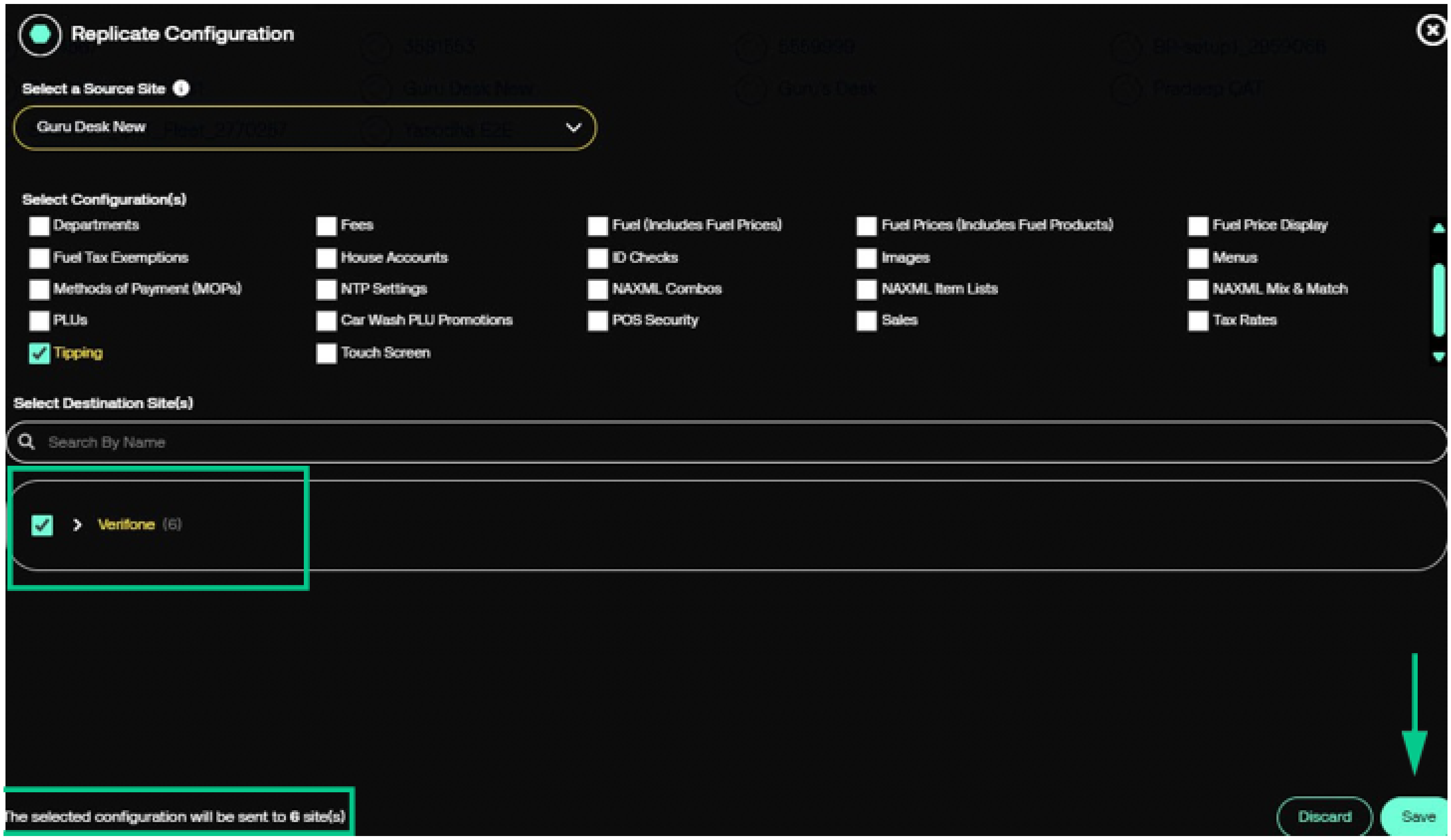
3. Select the configuration(s) to be copied from the available list. Be aware that if the destination site(s) do not have the dataset available, they will not appear in the Select Destination Site(s) list.





Replicate Configuration
Select a Source Site
Guru Desk New
Select Configuration(s)
Departments
Fees
Fuel (Includes Fuel Prices)
Fuel Prices (Includes Fuel Products)
Fuel Price Display
Fuel Tax Exemptions
House Accounts
ID Checks
Images
Menus
Methods of Payment (MOPs)
NTP Settings
NAXML Combos
NAXML Item Lists
NAXML Mix & Match
PLUs
Car Wash PLU Promotions
POS Security
Sales
Tax Rates
Tipping
Touch Screen
Select Destination Site(s)
Search By Name
Verifone (6)
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.



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.

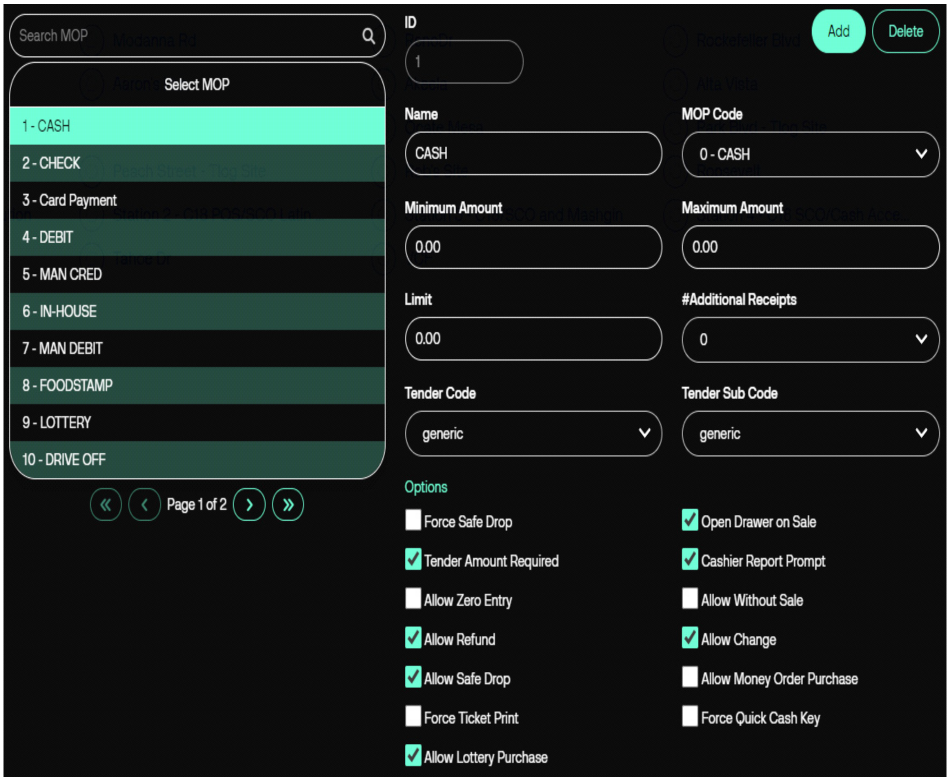
Store Operations

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

- Methods of Payment (MOPs)
- Currencies
- Fees
- Tax Rates
- Categories
- Departments
- PLUs
- Blue Laws
- ID Checks
- Sales
- Images
- Menus
- Touch Screen
- Tipping
- House Accounts
- Charity Donations
- Self-Checkout
- Close Lane

Methods of Payment (MOPs)

Methods 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/Button	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.

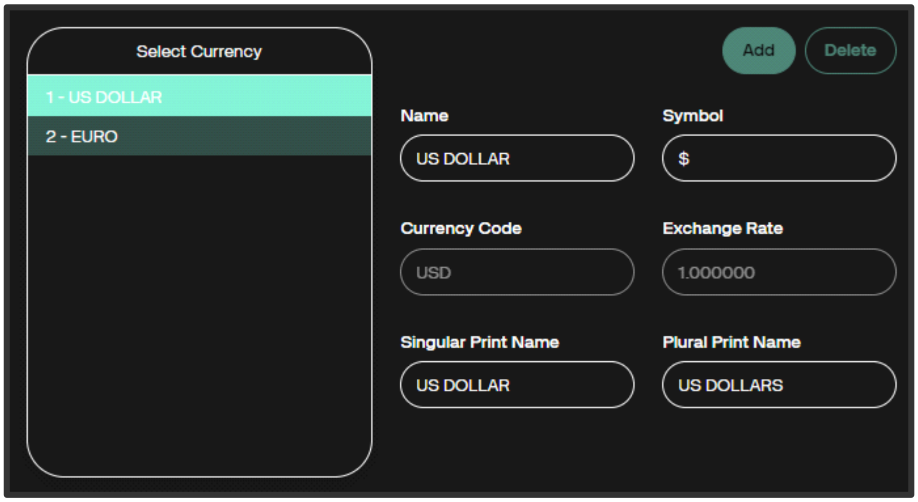
MOP Code	The MOP Code defines how the MOP should function. Review the list to determine which MOP should be used. Selection may vary depending upon the network configuration: **0 - Cash**: Used for cash transactions that will be accepted at the POS. **1 - Credit**: Used for credit cards sent through the card network. Some reports may show this MOP as ‘Charges’ or by card name. **2 - Debit:** Used for debit cards that require a PIN entry prompt on the PIN pad. Tender amount required should not be selected for this option. **3 - Manual Credit:** Used for credit cards not sent through a credit card network. **4 - Manual Debit**: Used for debit cards not sent through a credit or debit card network. **5 - Lotto**: Used for winning lotto tickets tendered as MOPs. **6 - Check**: 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. **7 - Tax Coupon**: Use for product coupons as MOPs. The ‘Change Allowed’ parameter should not be enabled. **8 - $1 Cash**: Automatically enters the tendered amount as $1.00 cash. ‘Tender Amount Required’ should not be selected for this option. **9 - $5 Cash**: Automatically enters the tendered amount as $5.00 cash. ‘Tender Amount Required’ should not be selected for this option. **10 - $10 Cash**: Automatically enters the tendered amount as $10.00 cash. ‘Tender Amount Required’ should not be selected for this option. **11 - $20 Cash**: Automatically enters the tendered amount as $20.00 cash. ‘Tender Amount Required’ should not be selected for this option. **12 - $50 Cash**: Automatically enters the tendered amount as $50.00 cash. ‘Tender Amount Required’ should not be selected for this option. **13 - Food Stamp**: Used for paper food stamps only. Amounts entered must be as whole dollars for this MOP. **14 - Drive Off**: Used to setup an MOP for clearing fuel sales for customers that drive off without paying for dispensed fuel. **15 - Special Discount**: 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. **16 - Manual FS**: Electronic, non-paper food stamps. **17 - Lottery**: Used for scratch-off lottery tickets tendered as MOPs. **18 - In-House**: 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. **19 - Pump Test**: Used for testing dispensers. Typically, used during installation of new dispensers and POS equipment. **20 - EBT Food Stamp**: Electronic, non-paper food stamps. **21 - EBT Cash Benefit**: Electronic, non-paper cash benefit. **22 - Manual EBT CB**: Manual non-paper cash benefit.

MOP Code (Cont'd)	**23 - ECheck**: Standalone electronic check processing. The balance of the ticket amount is sent to the host for approval. **24 - Stored Value Card**: Used for prepaid stored value cards. **25 - Manual Entry**: Selected for manual entry of credit card numbers. Check with the card processing network to see if this functionality is permitted. **26 - Force Post**: This MOP is used when entering transactions that were processed when the host was offline. 27 - Post Entry **28 - Mobile**: Used for Mobile Payment. See the Mobile Payment Feature Reference guide for more information. **29 - Unattended Refund**: Used refunding unattended fuel sales. **30 - Non-Tax Coupon**: Used for Product coupons as MOPs. Tax due may be reduced because of applying this coupon. **31 - Fuel Voucher**: Used for fuel vouches (paper) only. **32 - Tax Exempt Voucher**: 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. **33 - Fleet Check**: Fleet Checks can be exchanged for cash or be used as MOP in a transaction. See the Fleet Cards Feature Reference for more information.
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 **CSR Functions > Reports > Print Cashier Report**.

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

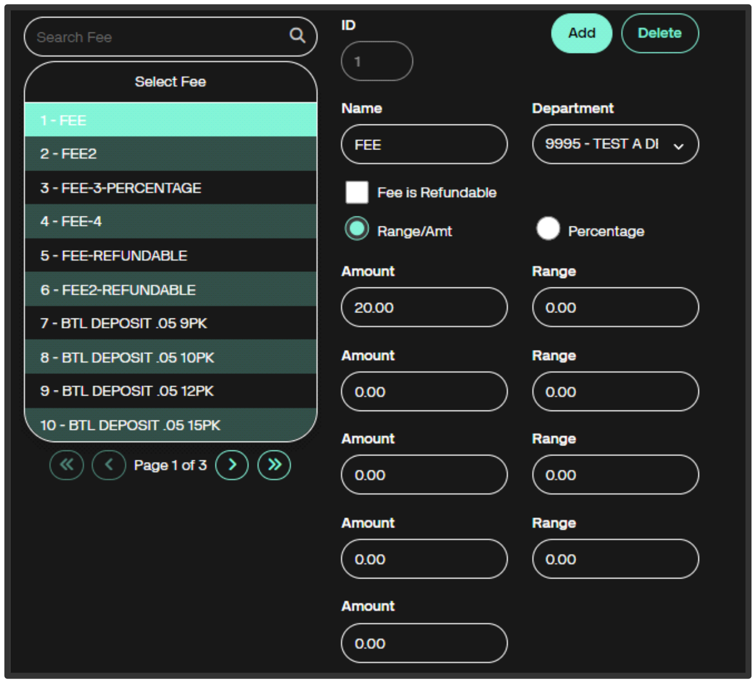
Currencies are used to define an alternative currency that can be accepted at the store along with the exchange rate. Up to two currencies can be configured, with the default currency set to US Dollars.



Field/Button	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

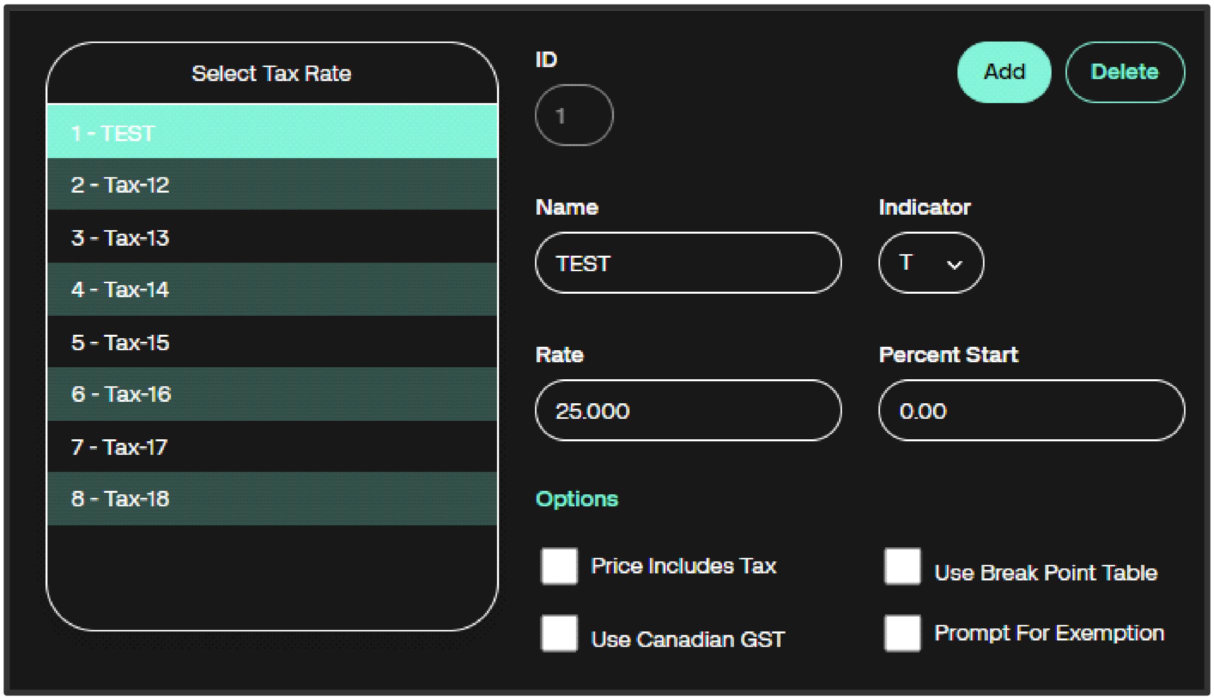
Fees are used to charge an additional amount to a department or PLU. Up to 99 different fees can be added.



Field/Button	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

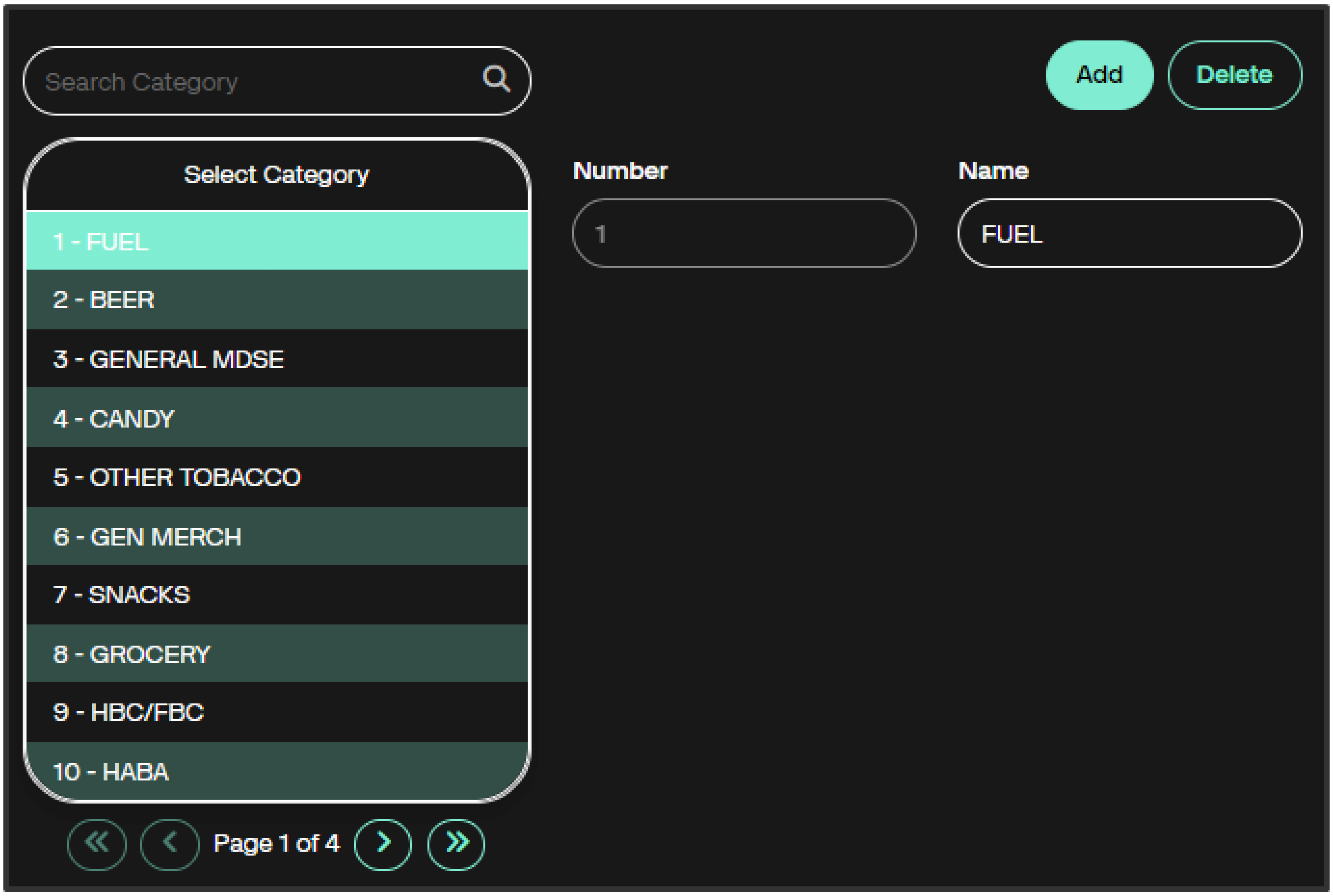
Tax rates configurations allows for up to eight different tax rates to be configured at one location. Tax rates can be added to departments or PLUs after they have been created to ensure the correct tax amount is collected on different types of sales.



Field/Button	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.

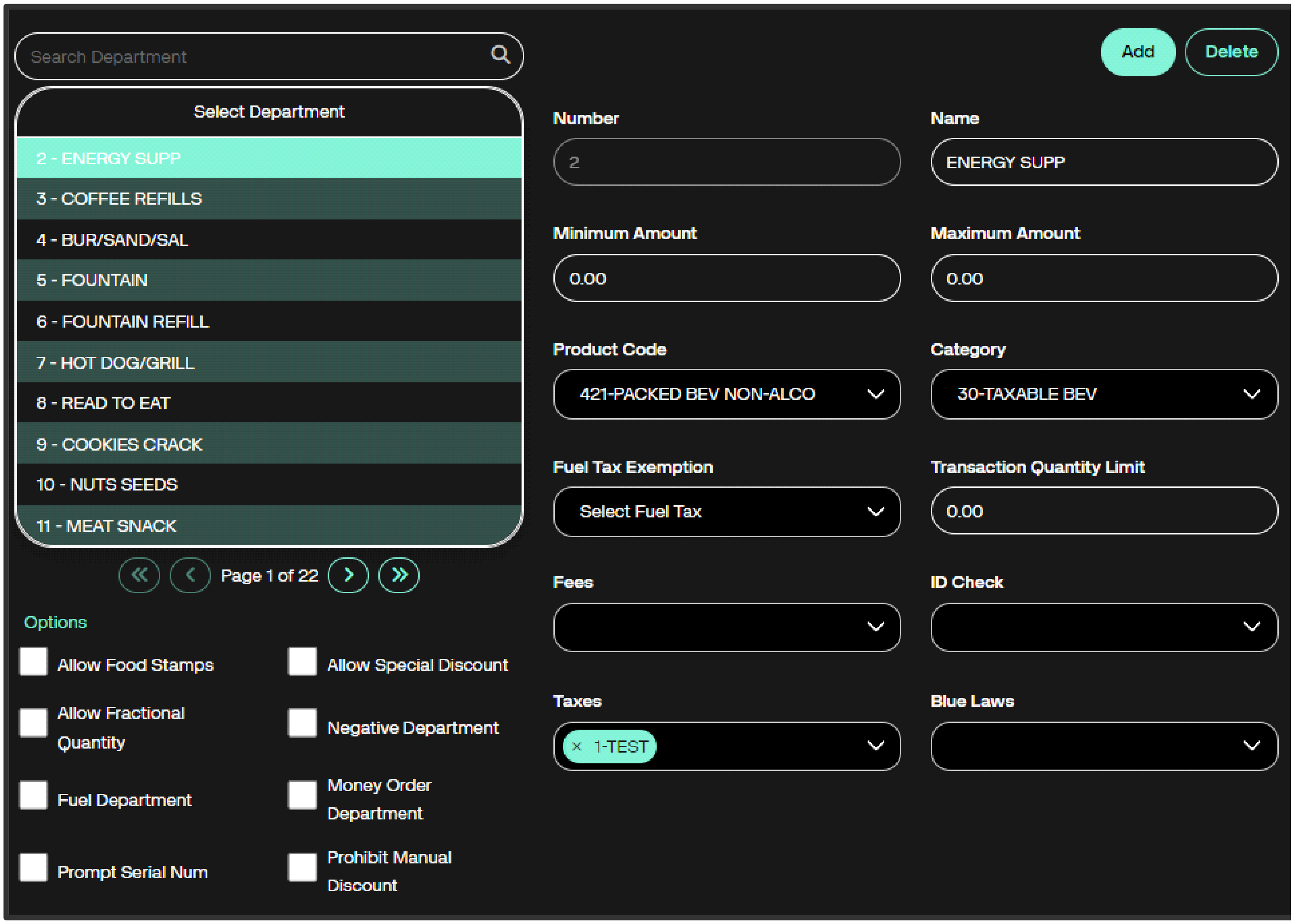
Categories

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.



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.

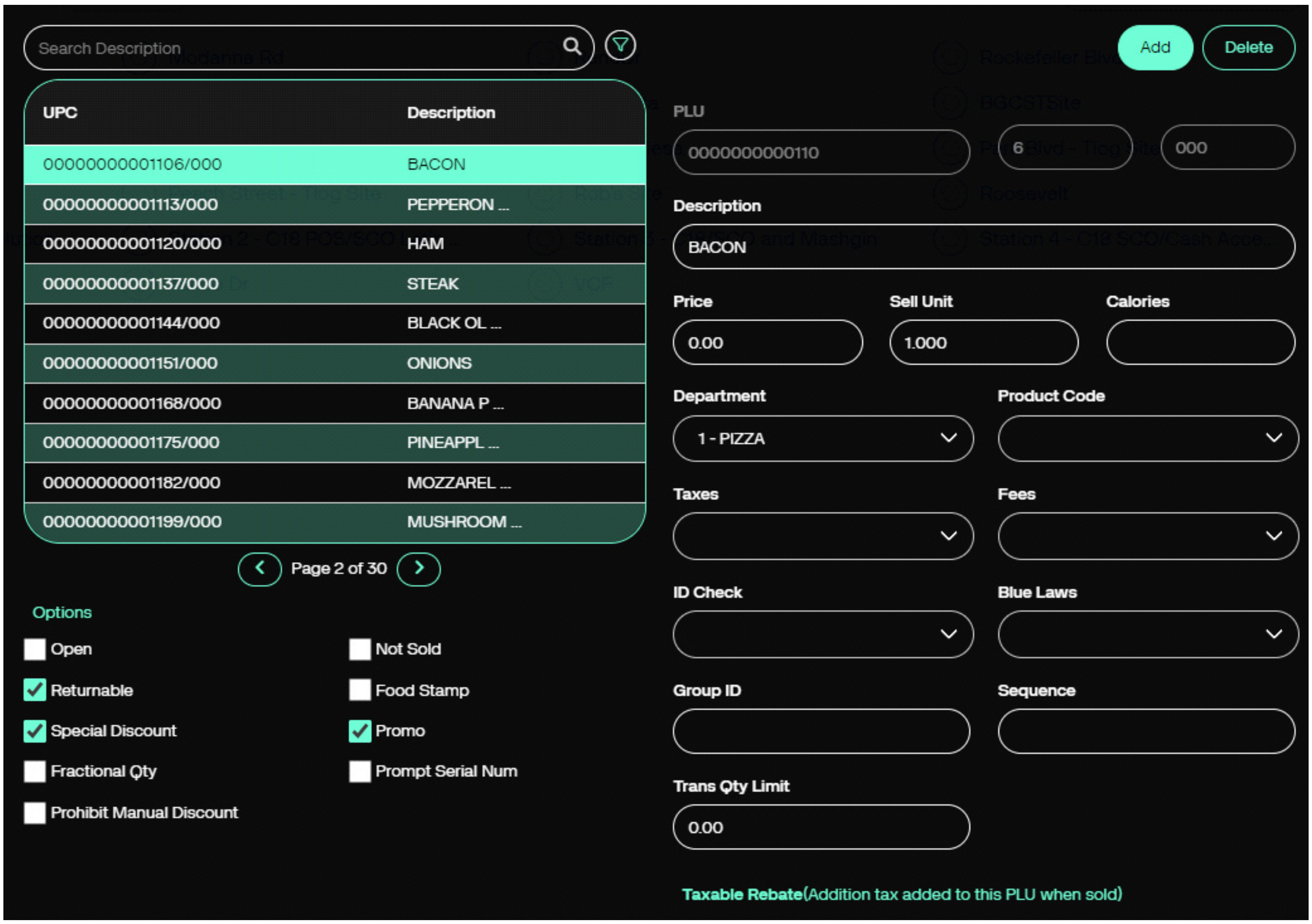


Field/Button	Description
Number	Enter in an unused number from 1-9990
Name	Enter the name of the department. If items are rung in using the department the name will appear on the receipt.
Minimum Amount	The minimum allowable dollar amount for a line-item sale using this department or an item within this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

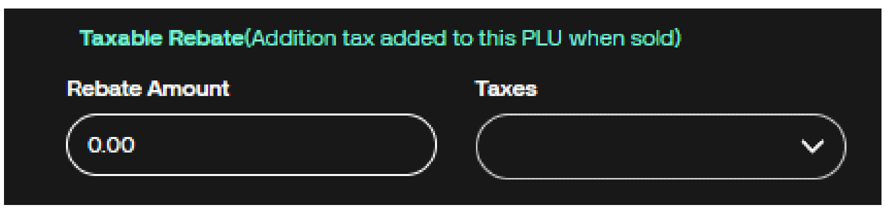
PLU or Price Loop Ups are the individual items added to the price book. PLUs may be scannable (representing a barcode) or may be assigned to buttons or menus on the touch screen. PLUs can be created within **Site Configuration > Location Name > Store Operations > PLUs**. The add and delete button can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



Field/Button	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

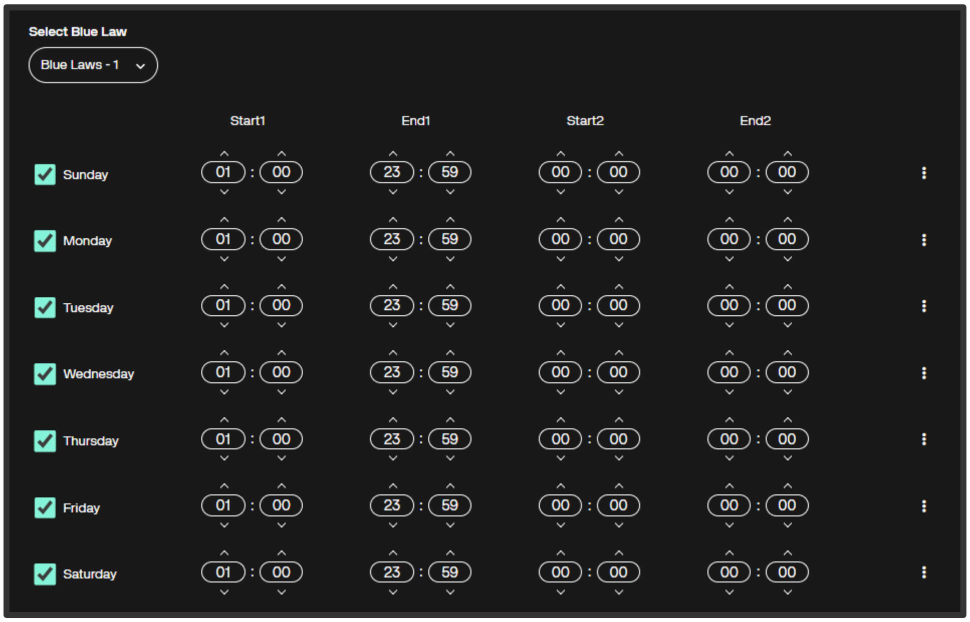
Modifier	The modifier is used to create a PLU using the same PLU number but allow different pricing points or PLU configurations to be set. For example, if you sold a 6 pack of soda the barcode would be the same if you sold them in individual cans. If a modifier is added to the single can or 6 pack PLU, 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 **Sales Configuration > Enable Receipt Tax Detail.**



Blue Laws

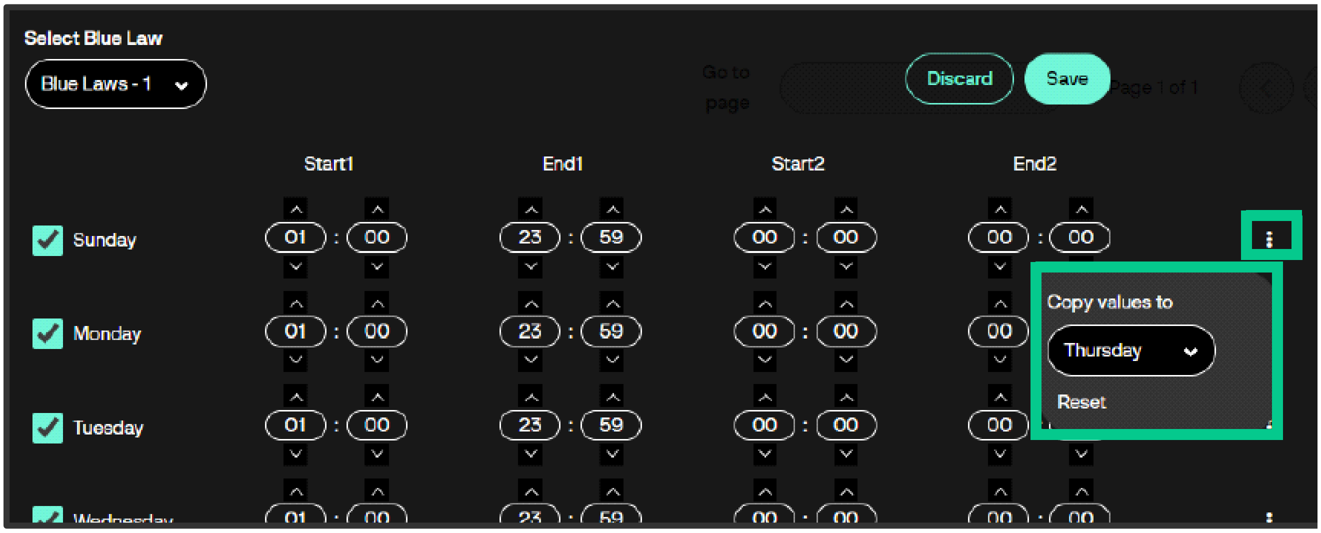
Blue Laws prohibit the sale of certain items during specific days and times. **Blue Laws are dependent upon local government laws/regulations.** Up to two blue laws can be configured.



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.

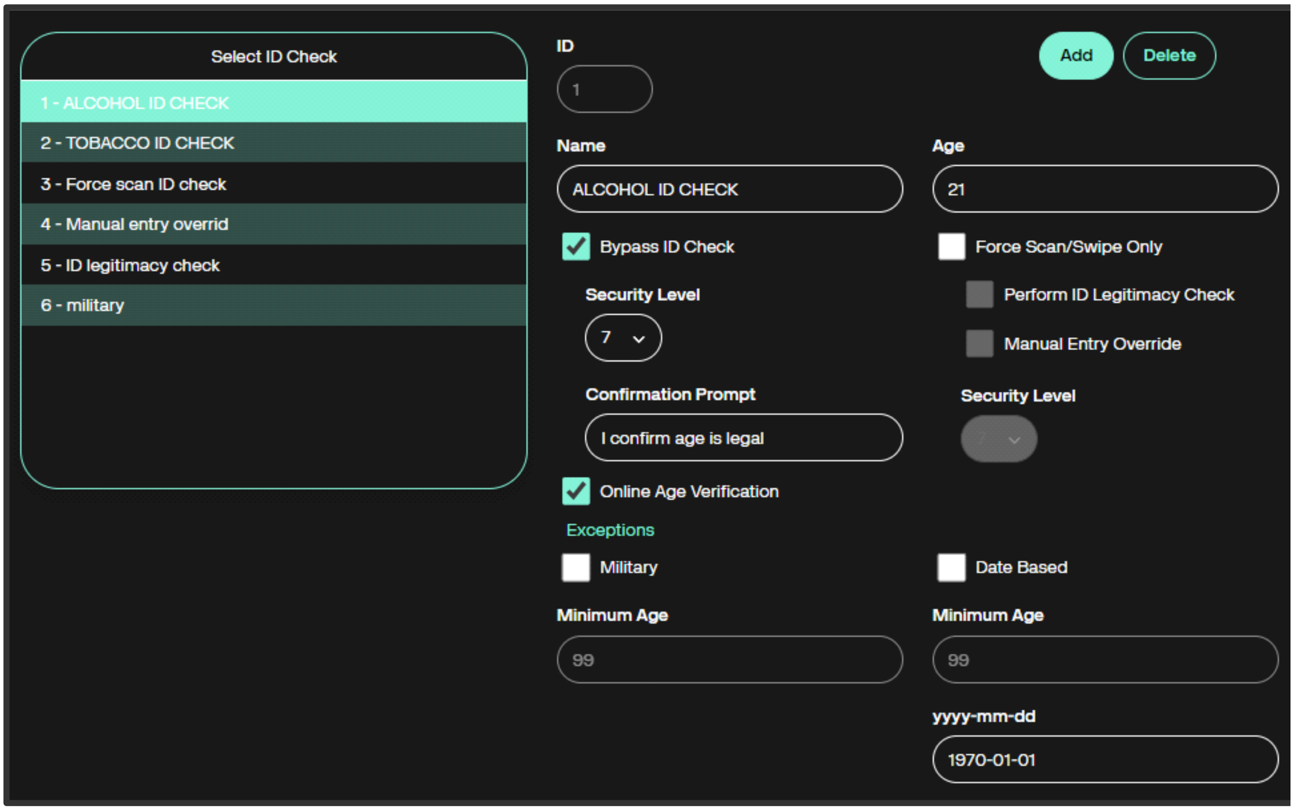
   Values can be copied to different days of the week by selecting the three dots to the right of the End 2 time. The change applies to the selected day of the week **immediately** upon selection.



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.



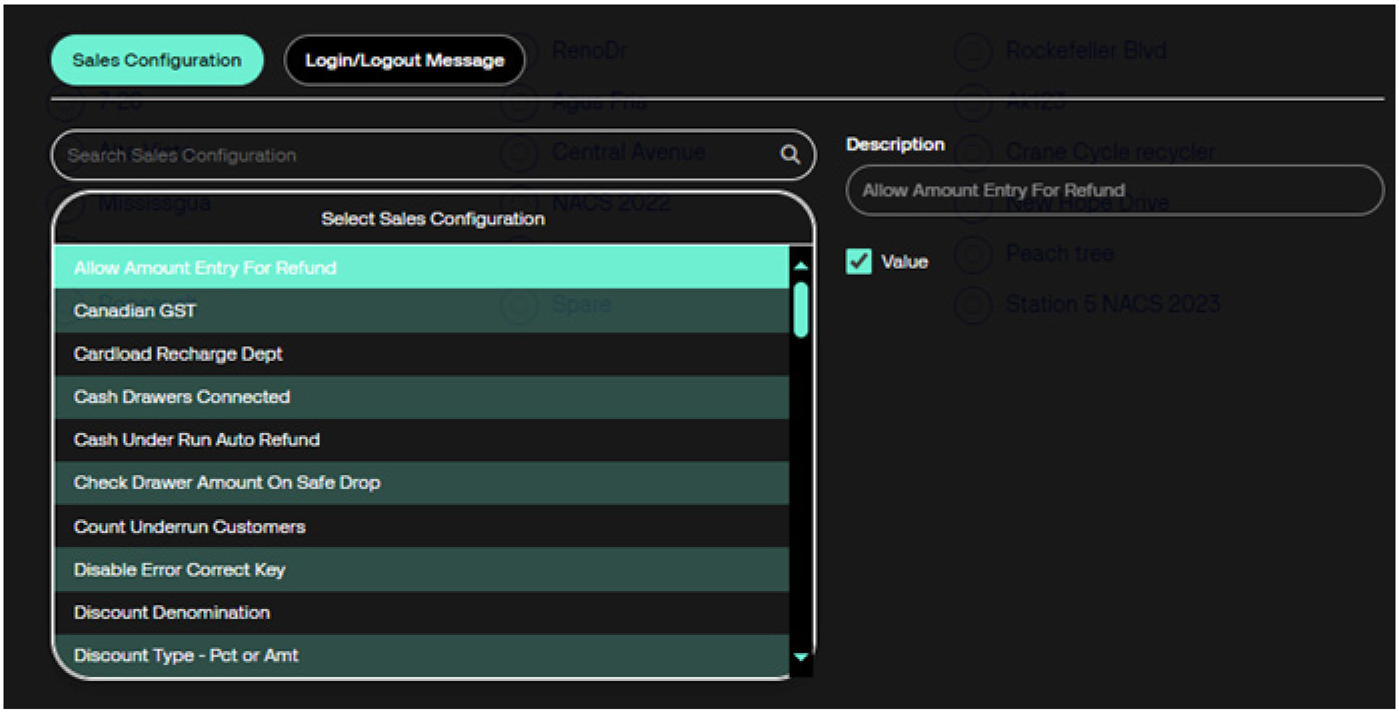
Field/Button	Description
Name	The name of the ID check will be entered here.
Age	The minimum age of the customer who can purchase the item. The date calculation is based off the local Verifone Commander's date and time settings.
Bypass ID Check	If this parameter is enabled, it allows the cashier to skip 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	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. • Piece of personal information #1: ID Card Full Name • Piece of personal information #2: License Number 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.
Manual Security Override	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. The **Security Level** drop-down menu below this option is the security level set for Manual Security Override.
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	Military and date-based exceptions can be configured for each ID Check. **Military Exception** - 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. **Date Based or Grandfather Exception** - 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.

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/Button	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. **Percent** — The discount is calculated as a percentage of the price and then subtracted from the price of the item. **Amount** – 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 **Security > POS Security > Employees**. 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 **Department > Maximum Amt (0.00 – 9999.99)**
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 **Department > Min Amt (0.00 – 9999.99)**.
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).

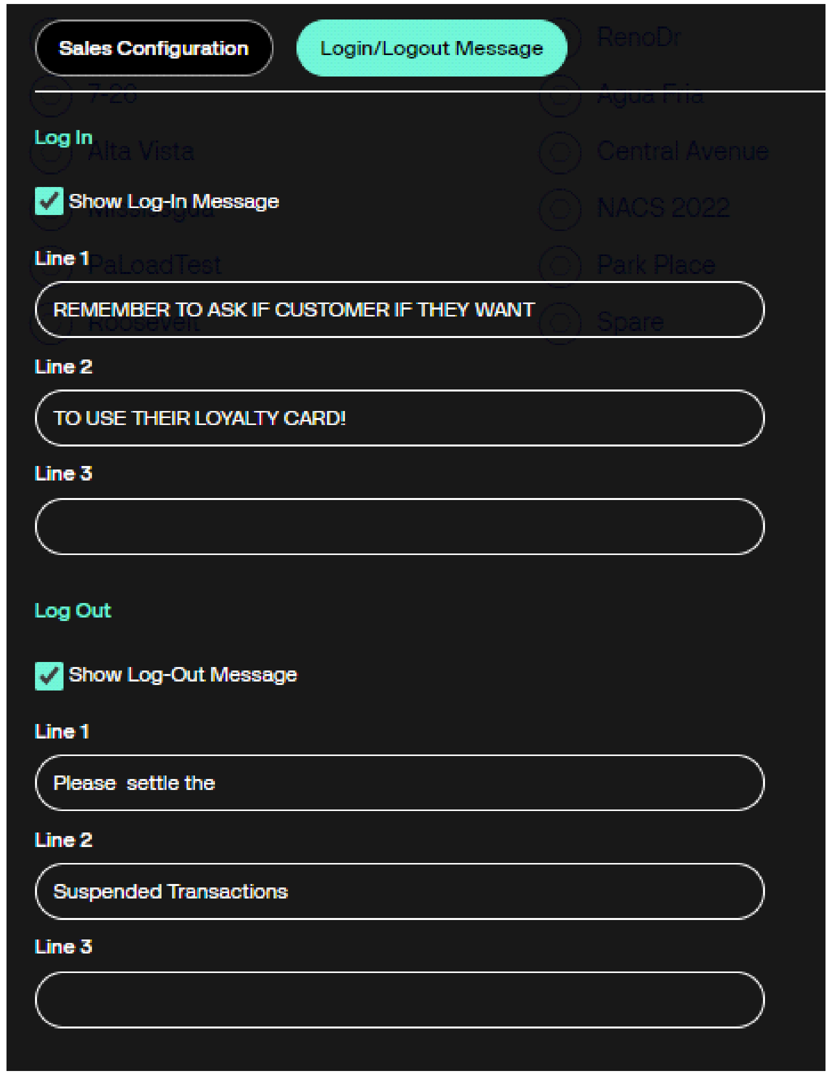
NOTE

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.

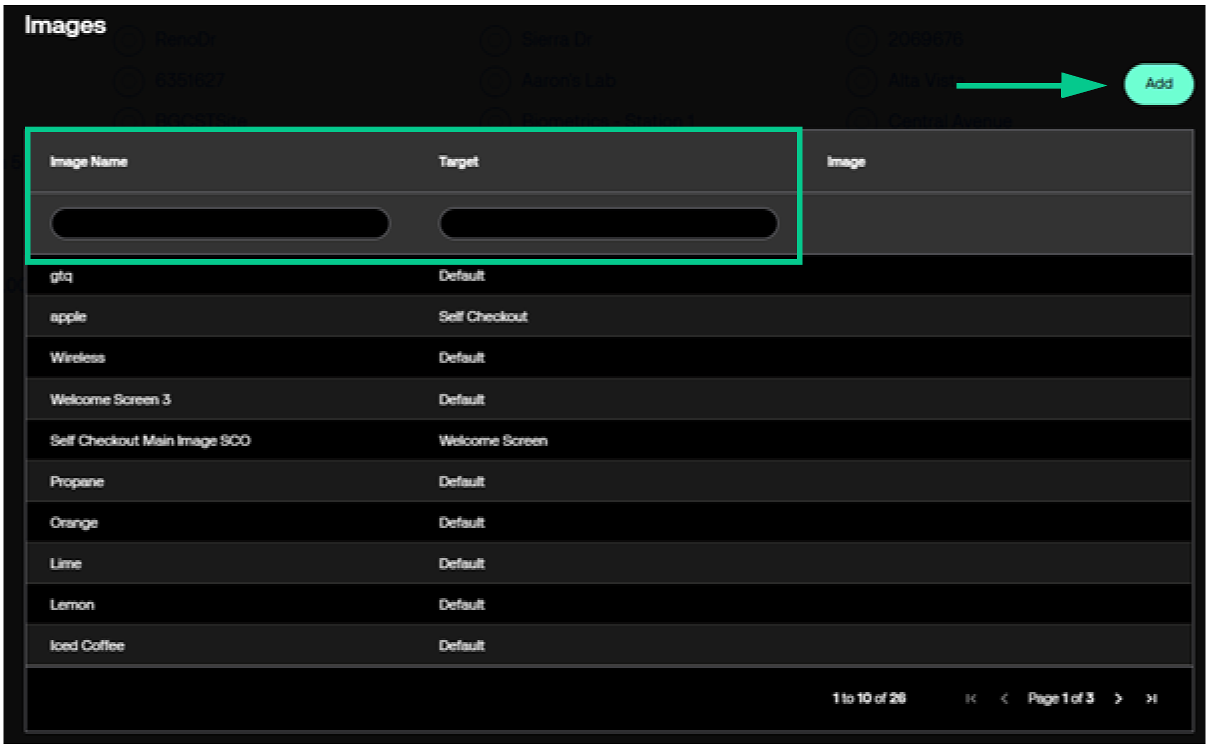
Messages will appear for all cashiers.



Images

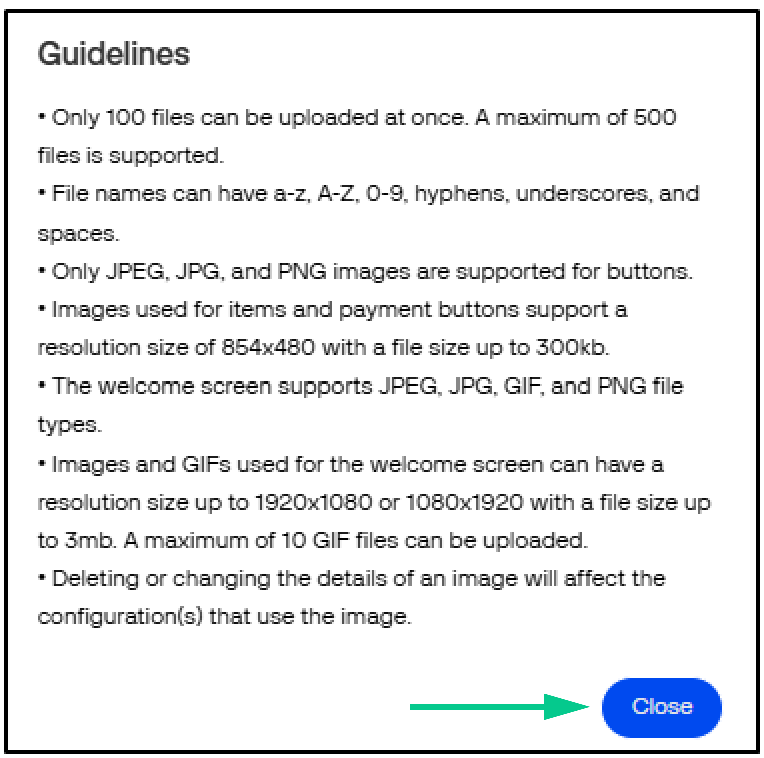
Users can upload images for menu items to different areas such as the Welcome screen.

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

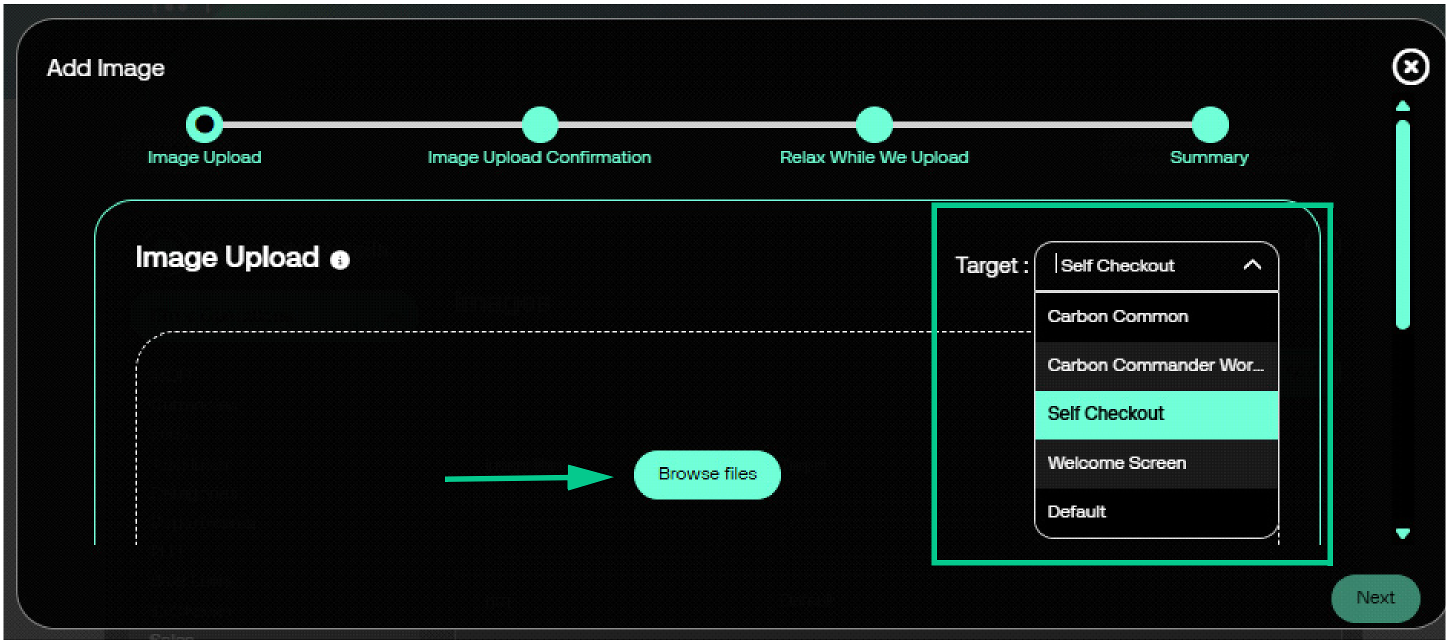


3. Use the search boxes to find the Image Name or Target.
4. Click on Add to upload a new image.

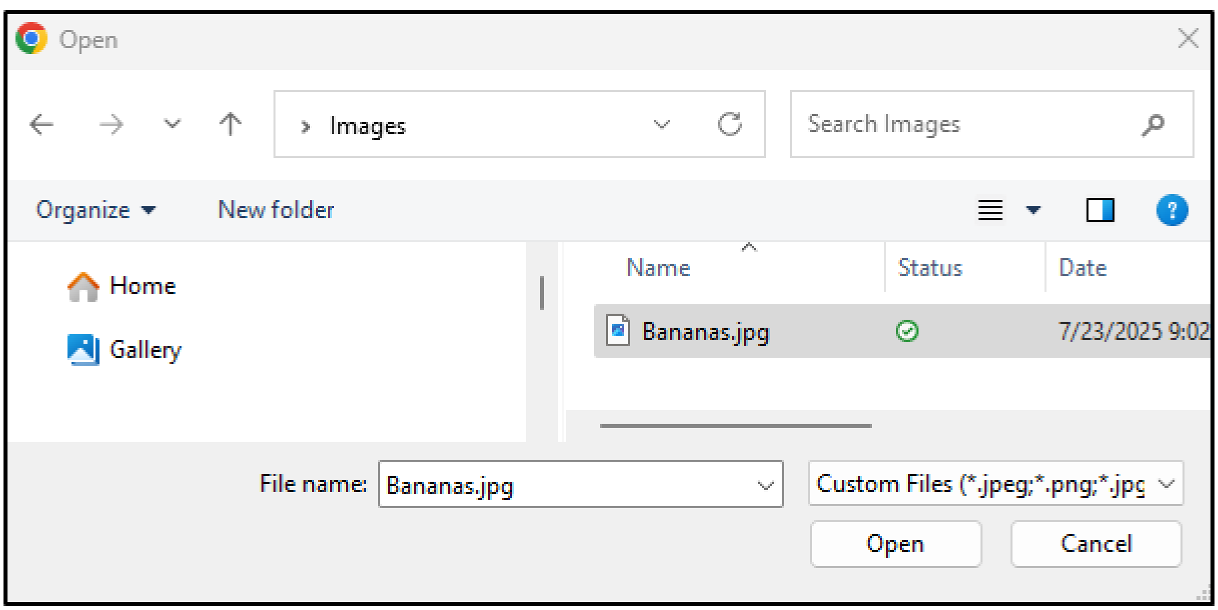
5. Click on the information icon next to Image Upload for the image guidelines.



6. After reading the Guidelines, click Close.



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



8. Select the image.

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

Menus

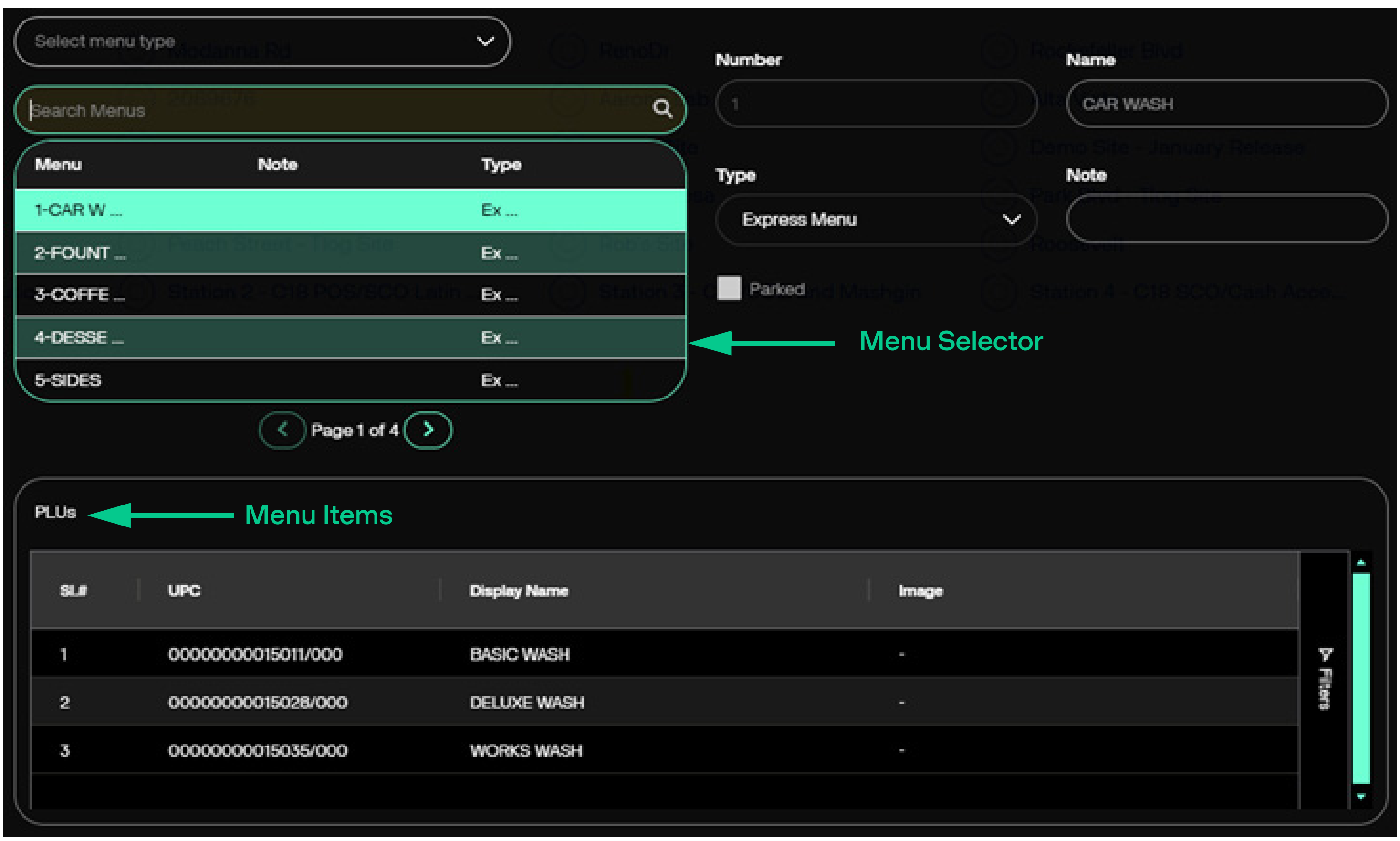
	NOTE	Menus requires Verifone Commander 56.00.00 and higher release version.

Use **Store Operations > Menus** to view the menus.

The Menus 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 menus, touchscreen configuration, self checkout configuration, etc. Notes appear in parenthesis to the right of the description.



Field/Button	Description
Select Menu Type	Select the menu type. These are the menu types: **Expanded Menu** — 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. **Multi-Select Menu** — Displays items in the menu until “Done” is selected. **Express Menu** — Displays six items in an overlay or pop-up and the menu clears after one selection. It was previously known as Ruby menu. **Menu Chain** and **Order Menu** — 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. 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. In the Menu Chain, each menu item is added as a separate line in the ticket and each item must be voided separately.
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 menus, 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.

Touch Screen is located under C-Site Management > Site Management > (Select Site) > Store Operations. Use the following sections 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

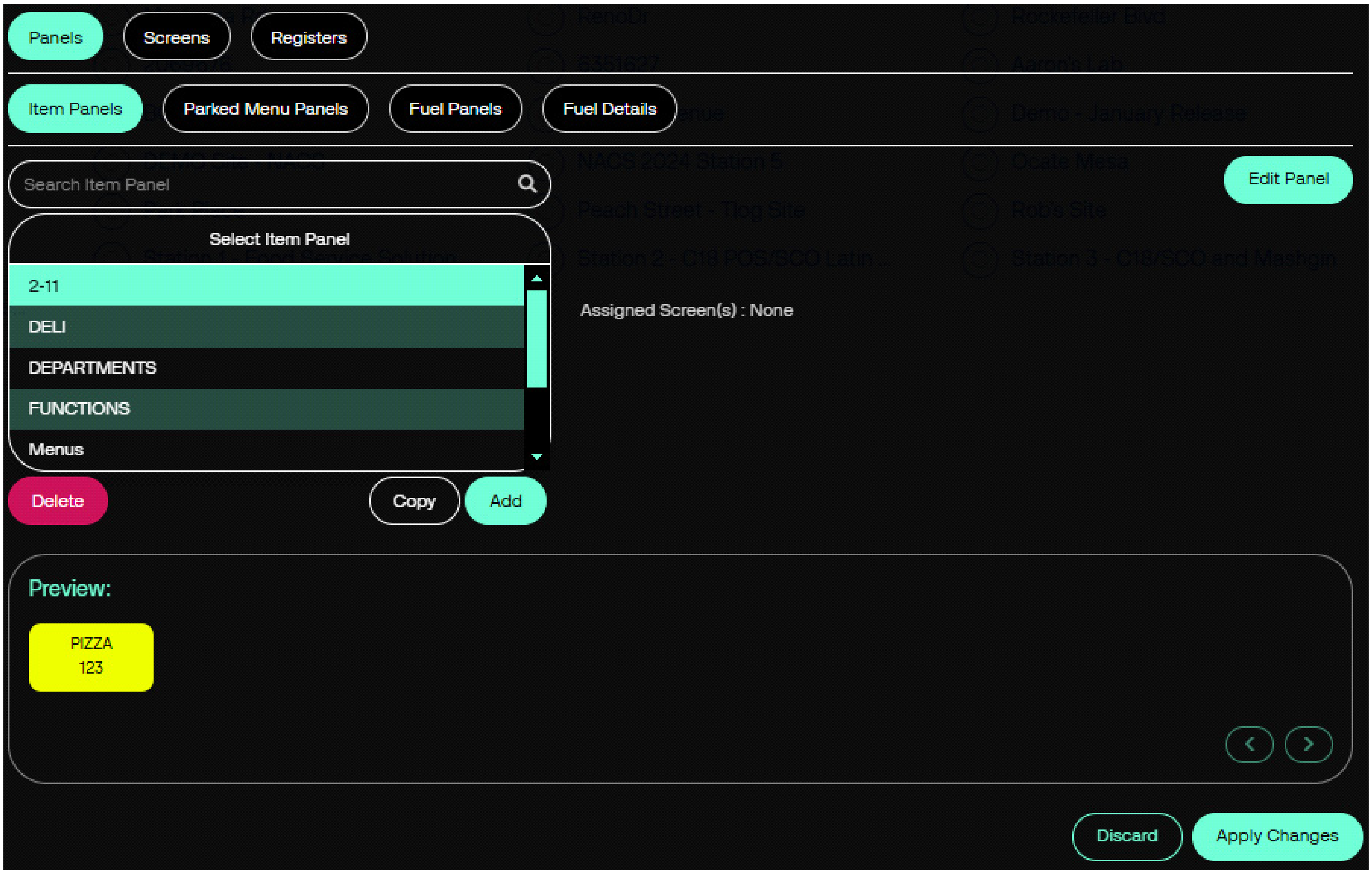
Use **Store Operations > Touch Screen > Panel Configuration** to configure panels and to configure items assigned to panels.

Panels have the following types:

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

Item Panels

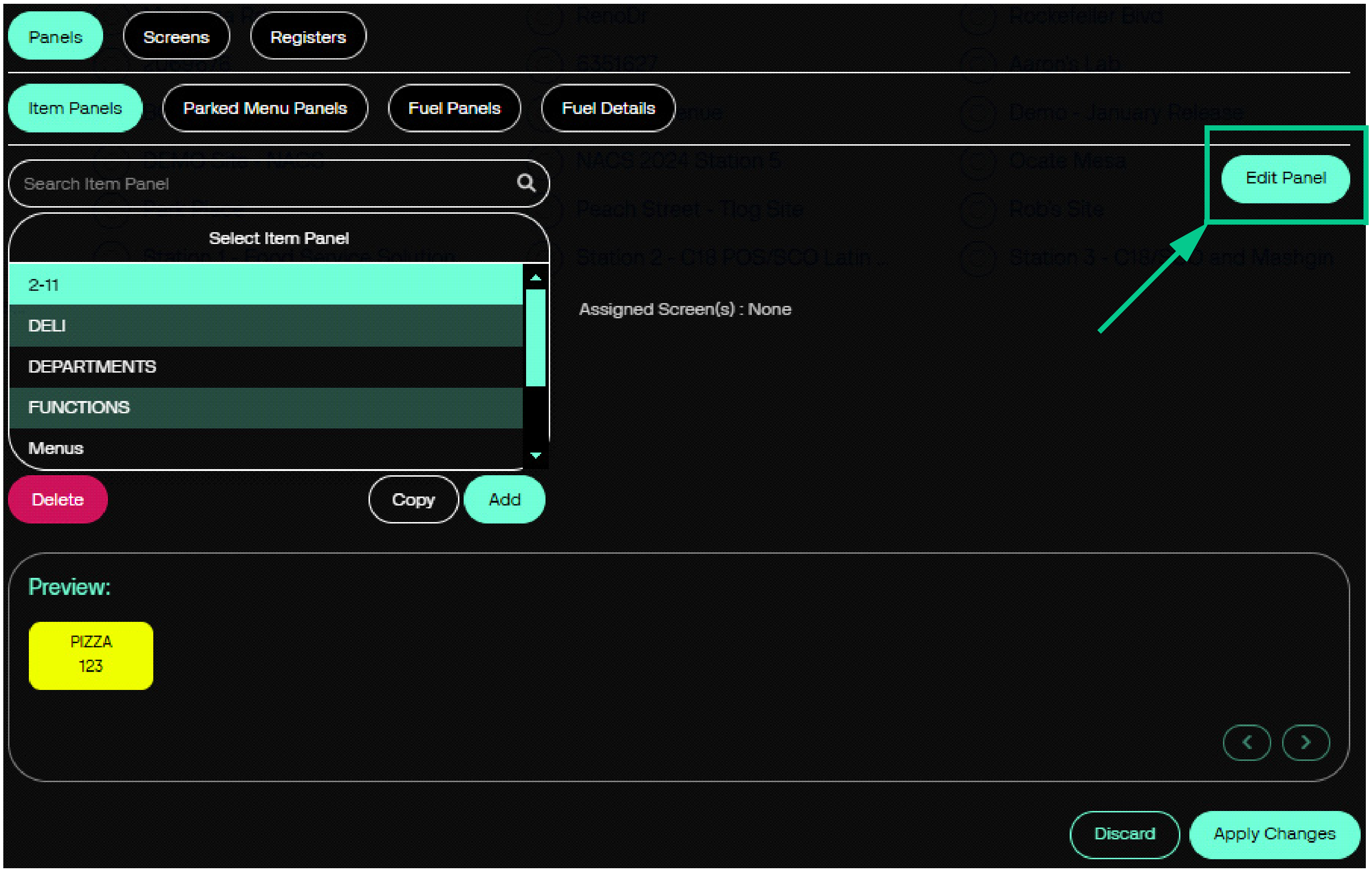
Use Item Panels form to configure panels that have PLU, Department, MOP, Function or Menu Key items.



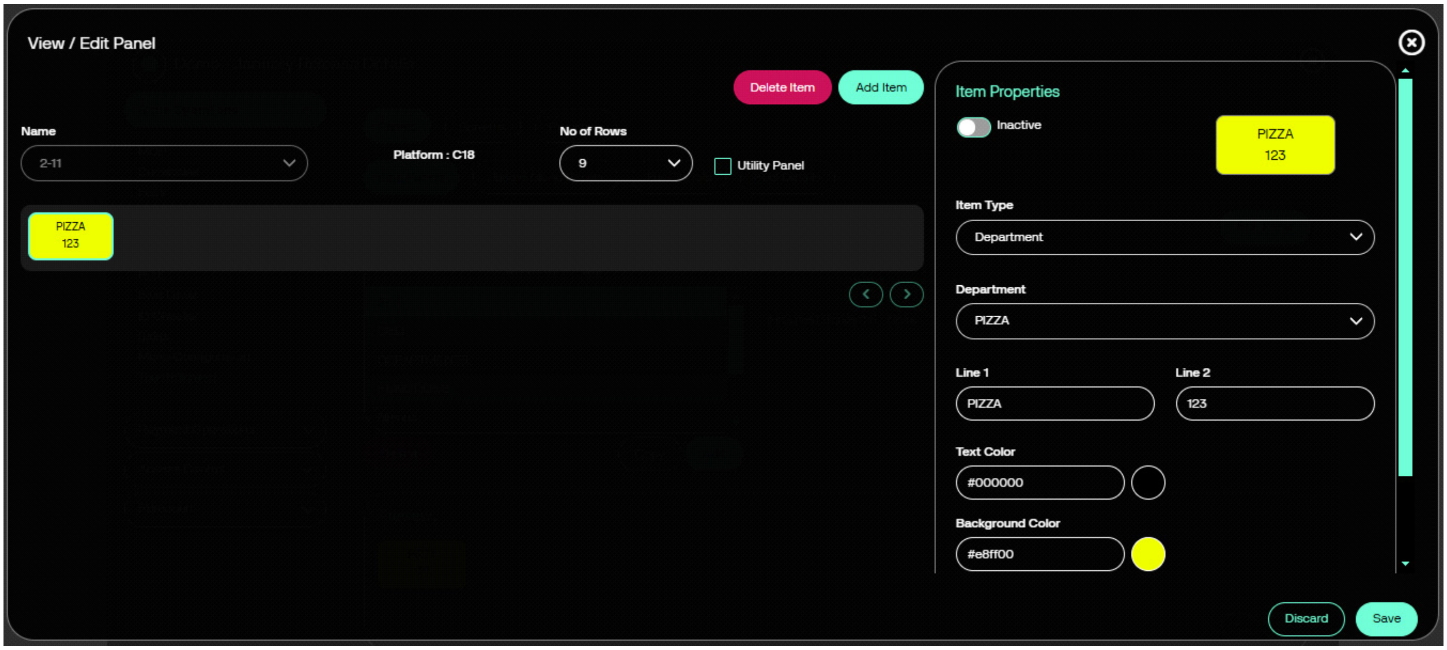
Field/Button	Description
Search Item Panel	Search for an existing item panel.
Edit Panel	Edit a selected panel
Select Item Panel	Select the item panel to be edited, deleted, or copied.
Delete	Delete a selected item panel.
Copy	Copy a selected item panel.
Add	Add a new item panel.
Preview	Preview the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

View or edit an item panel

Click on **Edit Panel**.

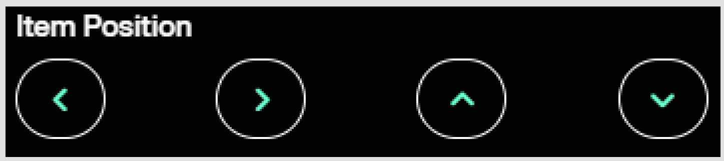


View or edit an item panel (Continued)

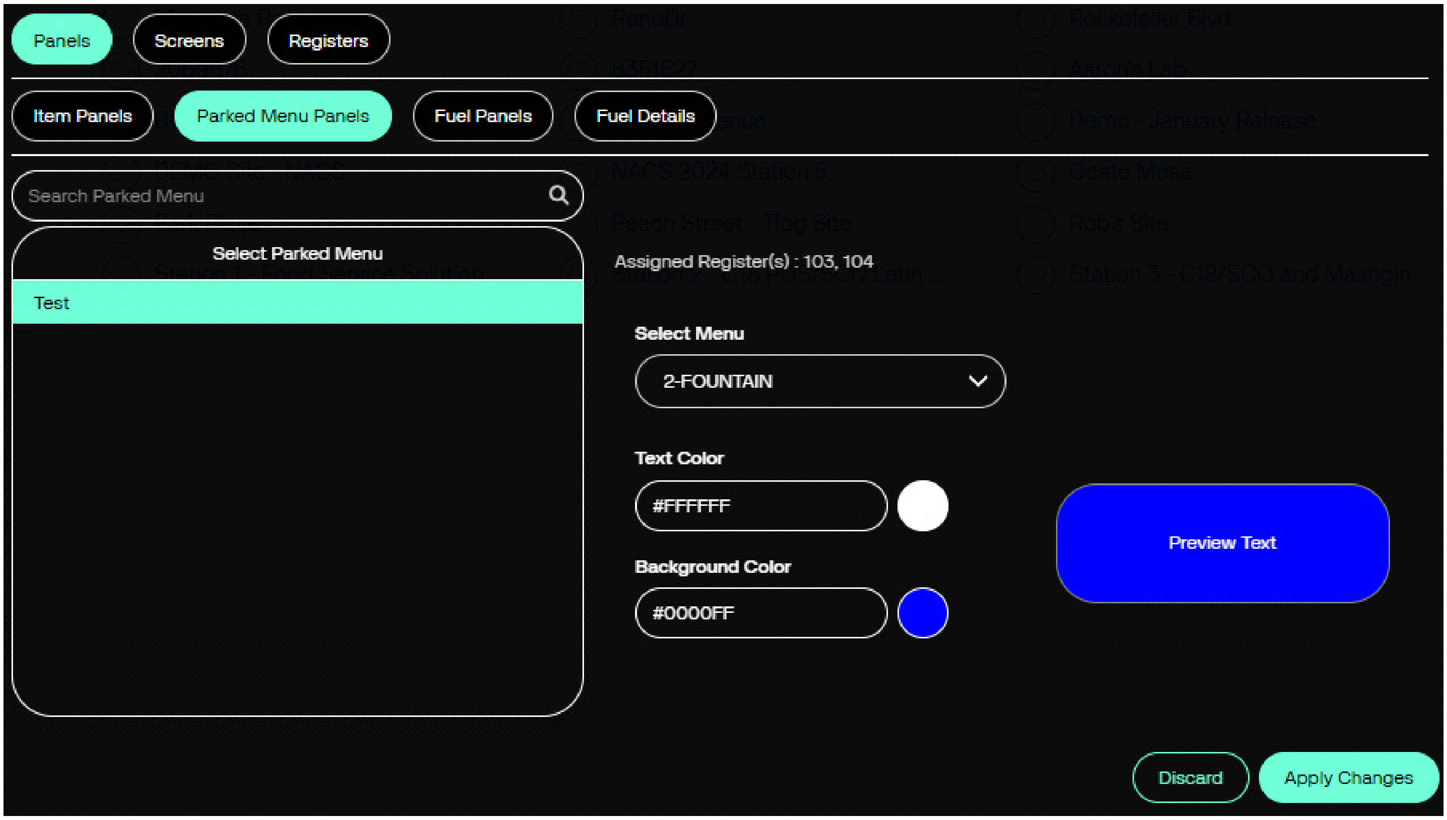


	NOTE	New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field/Button	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	Use to edit existing items or assign properties to new items. **Inactive** - It defaults to inactive. **Item Type** - Sets the item as a function, department, MOP, Menu, PLU, or Monitor. The next value input is assigned based on the item type. **Line 1** - Enter eight alphanumeric characters. **Line 2** - Enter eight alphanumeric characters. **Text Color** - Enter the Hex Color Code for the button label. **Background Color** - Enter the Hex Color Code for the button color. **Item Position** - 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.  Also, the user can drag and drop the buttons as well from the screen.
Discard	Remove any changes made to this form.
Save	Save all changes made to this form.

Parked Menu Panels



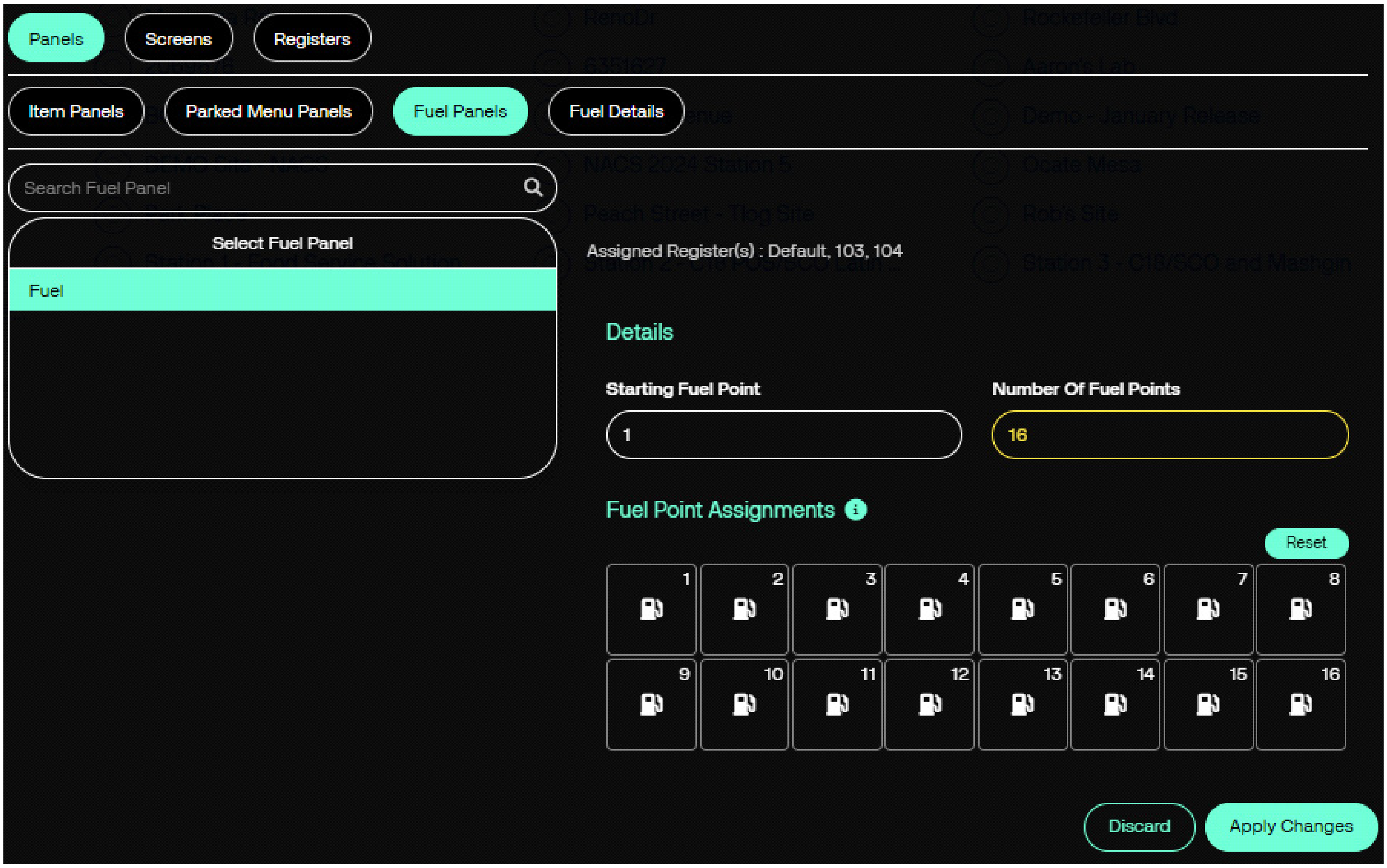
NOTE

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/Button	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

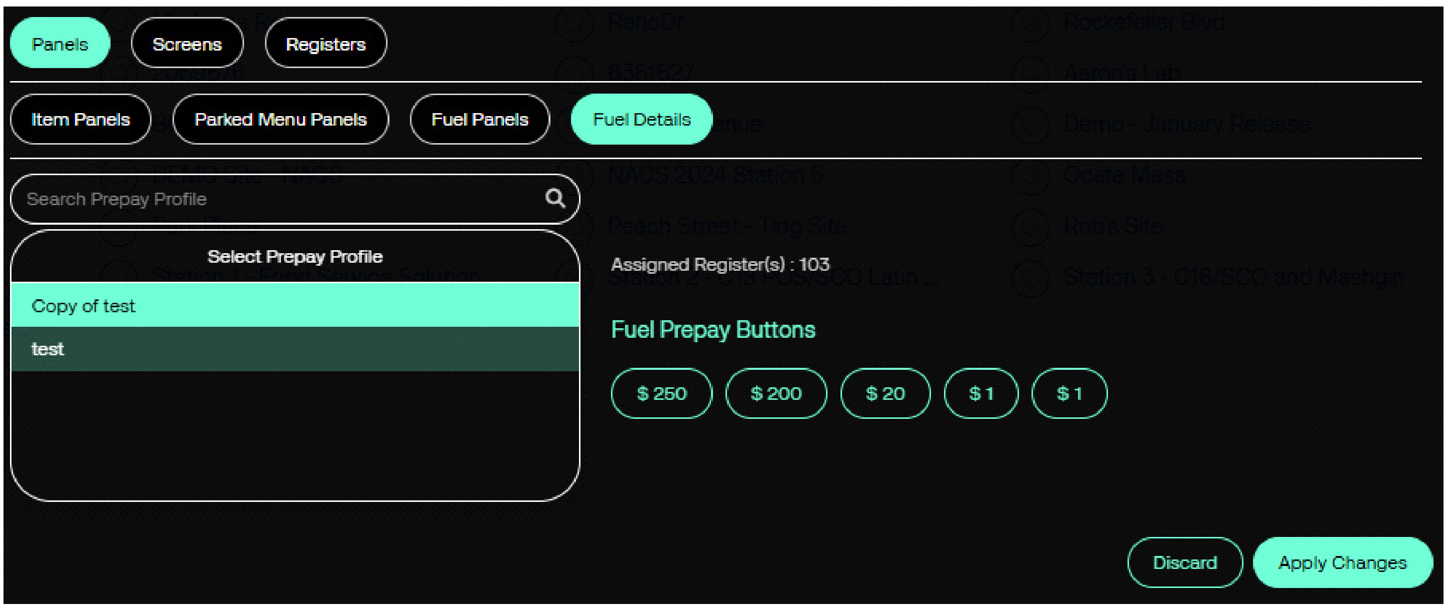


	NOTE	New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field/Button	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.

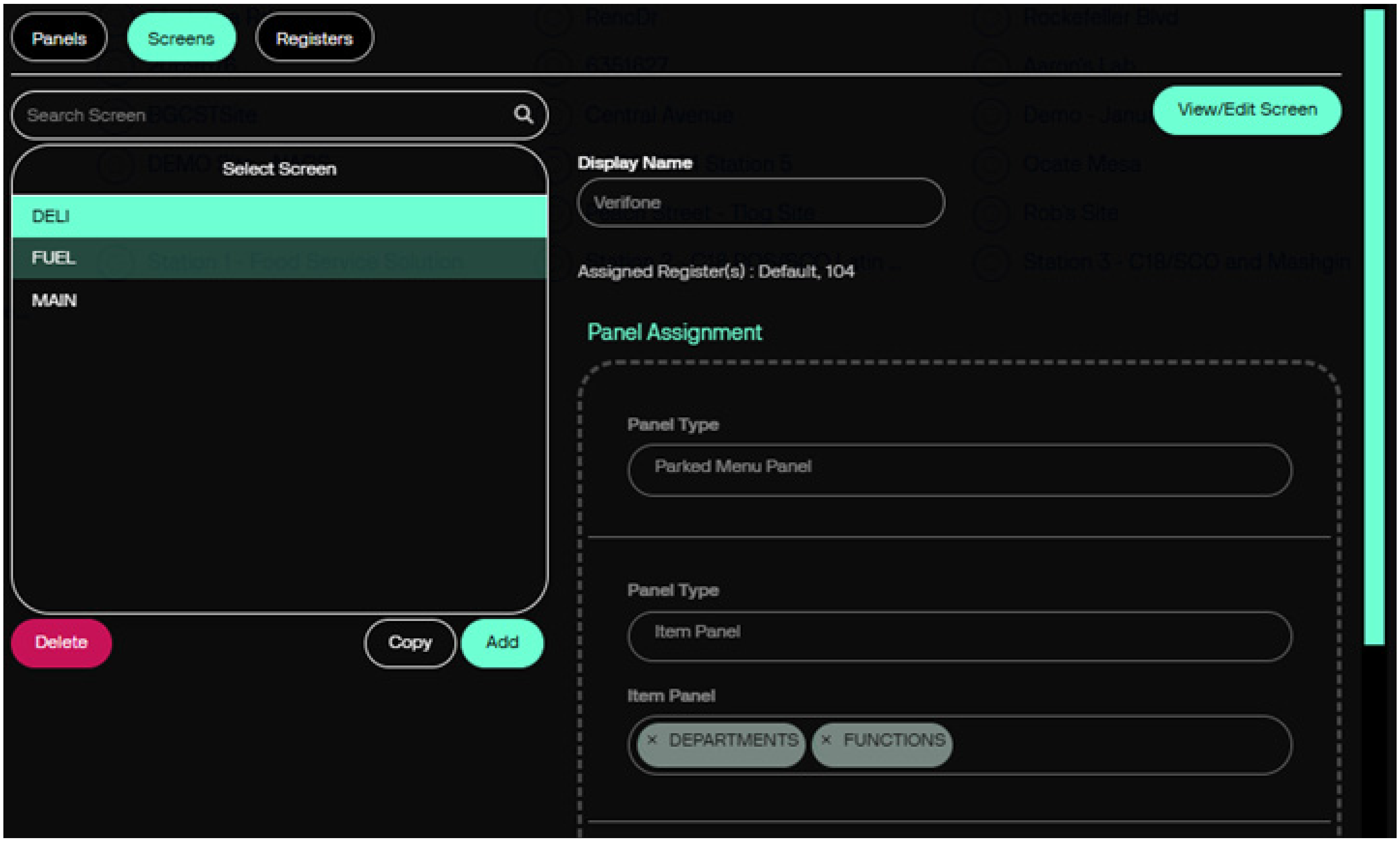
Fuel Details



Field/Button	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

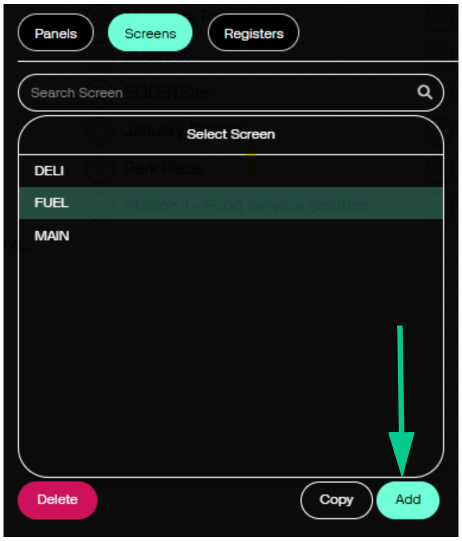
Each screen has a name and can be configured to have up to three panels. A screen can have only one fuel panel and one parked menu panel, but these fuel panel and parked menu panels can be included in multiple screens on the register.

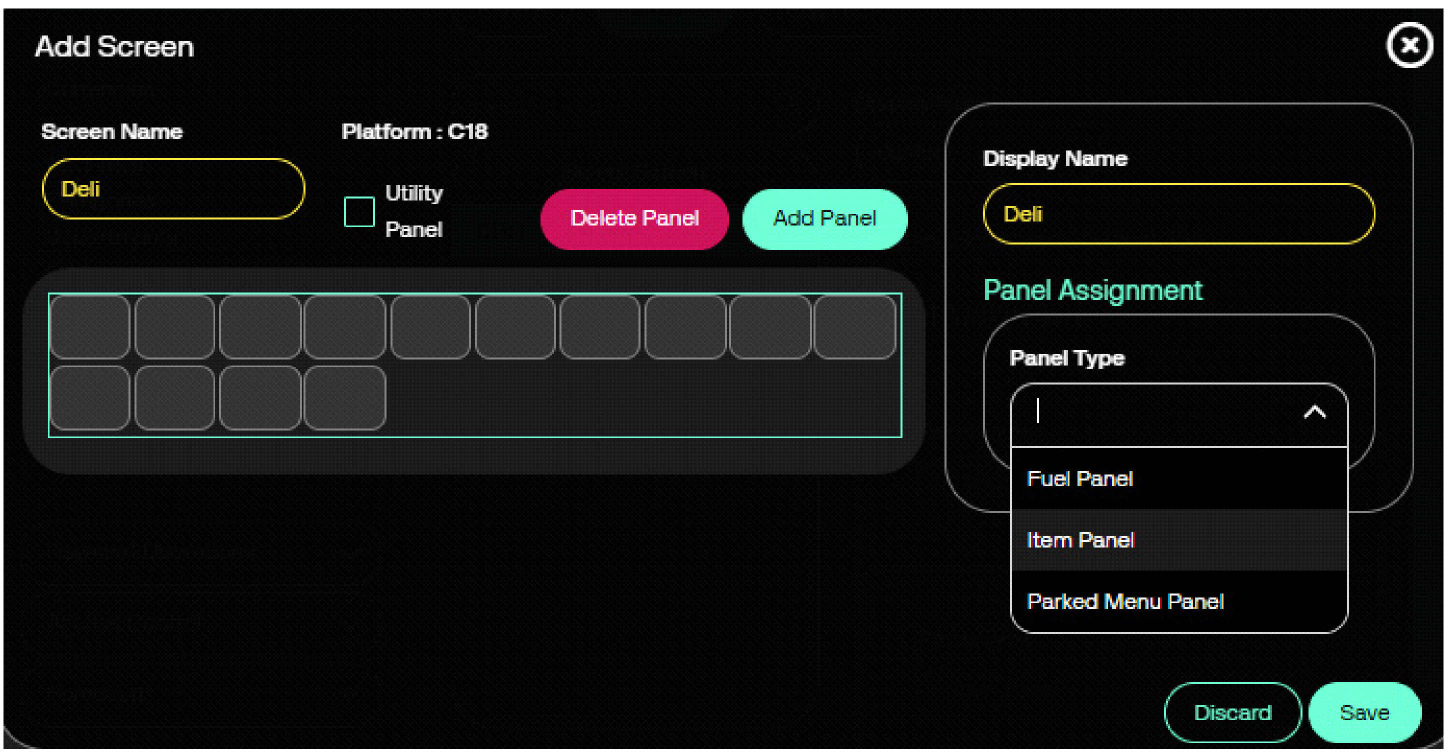


Field/Button	Description
Search Screen	Search for an existing created screen.
View/Edit Screen	Use to view or edit an existing screen from the selected screen on the left side.
Select Screen	Select the screen to edit.
Assigned Register(s)	Registers that are assigned to the selected screen.
Display Name	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**.



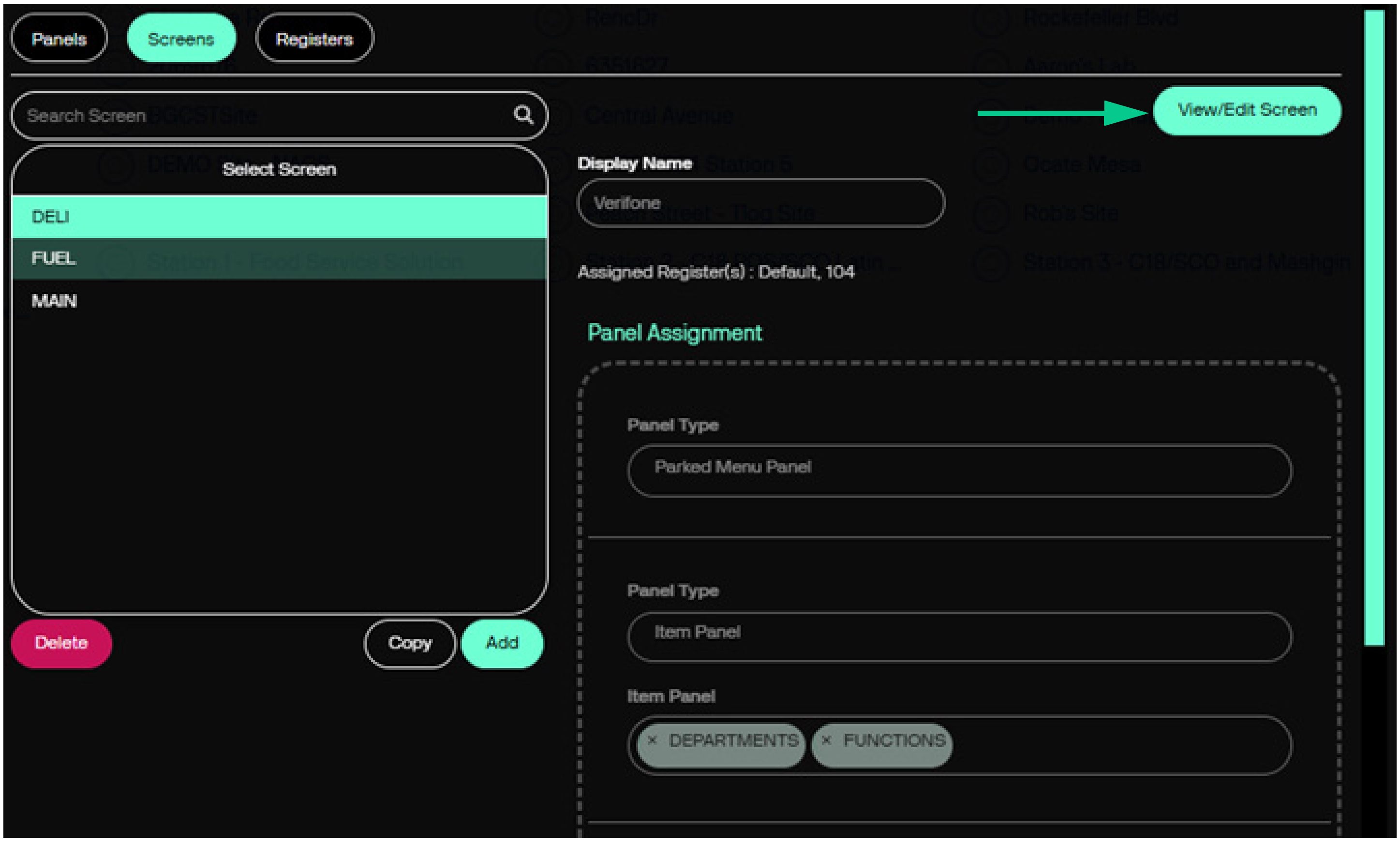


	NOTE	New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

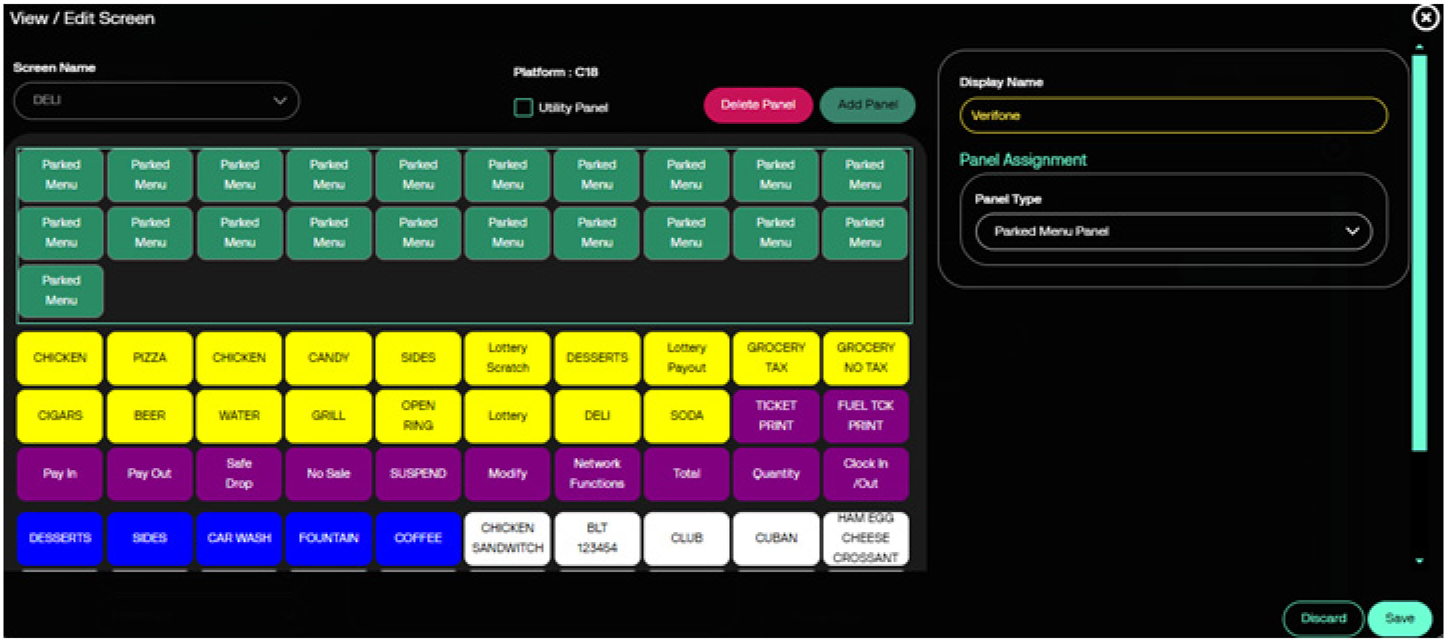
Field/Button	Description
Screen Name	Give the new screen a name.
Platform	Platform or POS used.
Utility Panel	Check the box if this is a Utility Panel.
Delete Panel	Delete the selected panel.
Add Panel	To add a panel, click Add Panel and then use the Panel Assignment to the right on the screen. There 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)



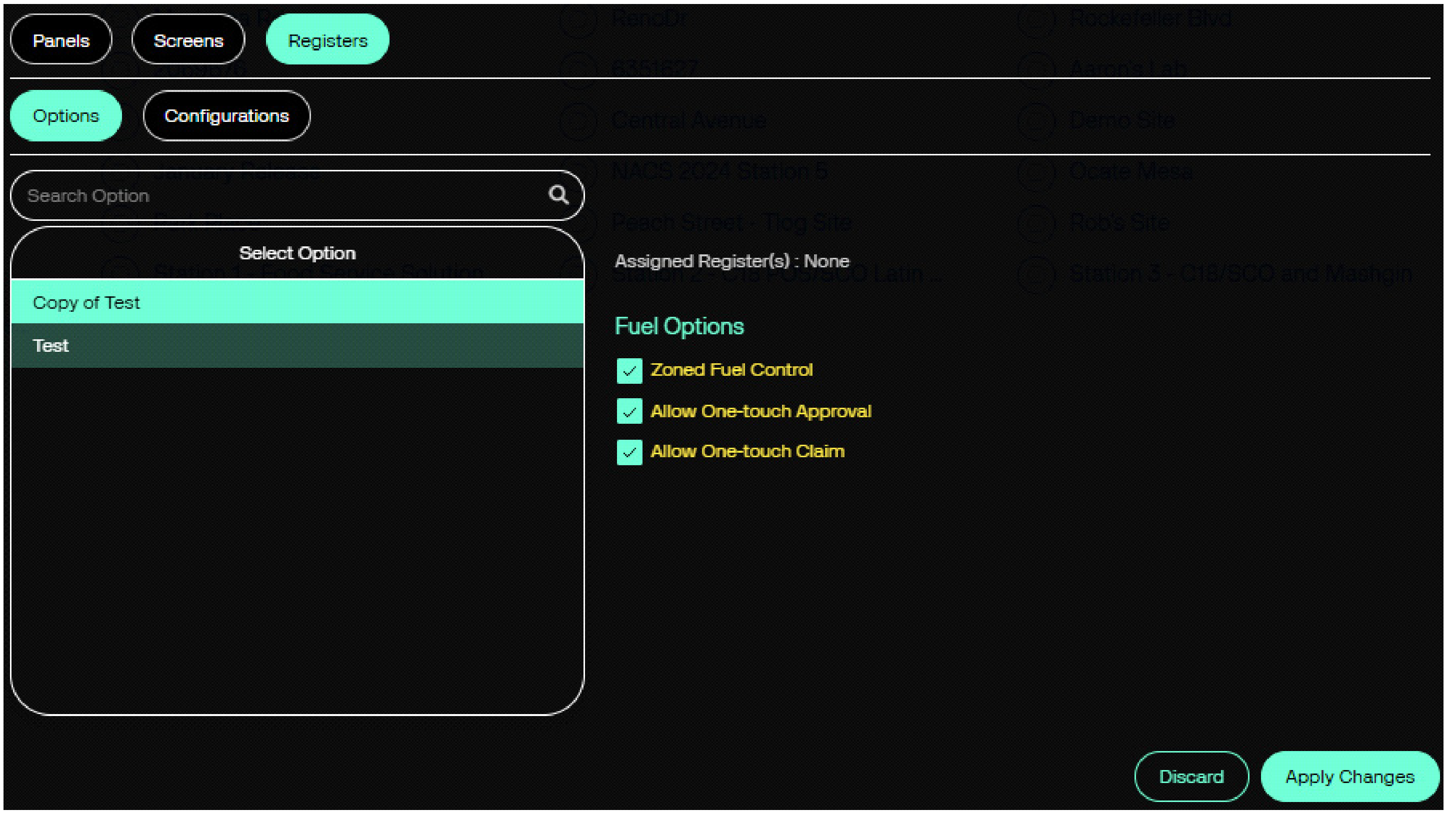
	NOTE	New functionality has been added in conjunction with Verifone Commander Release 56.00 where the user can use drag and drop with panels, buttons, and screens.

Field/Button	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

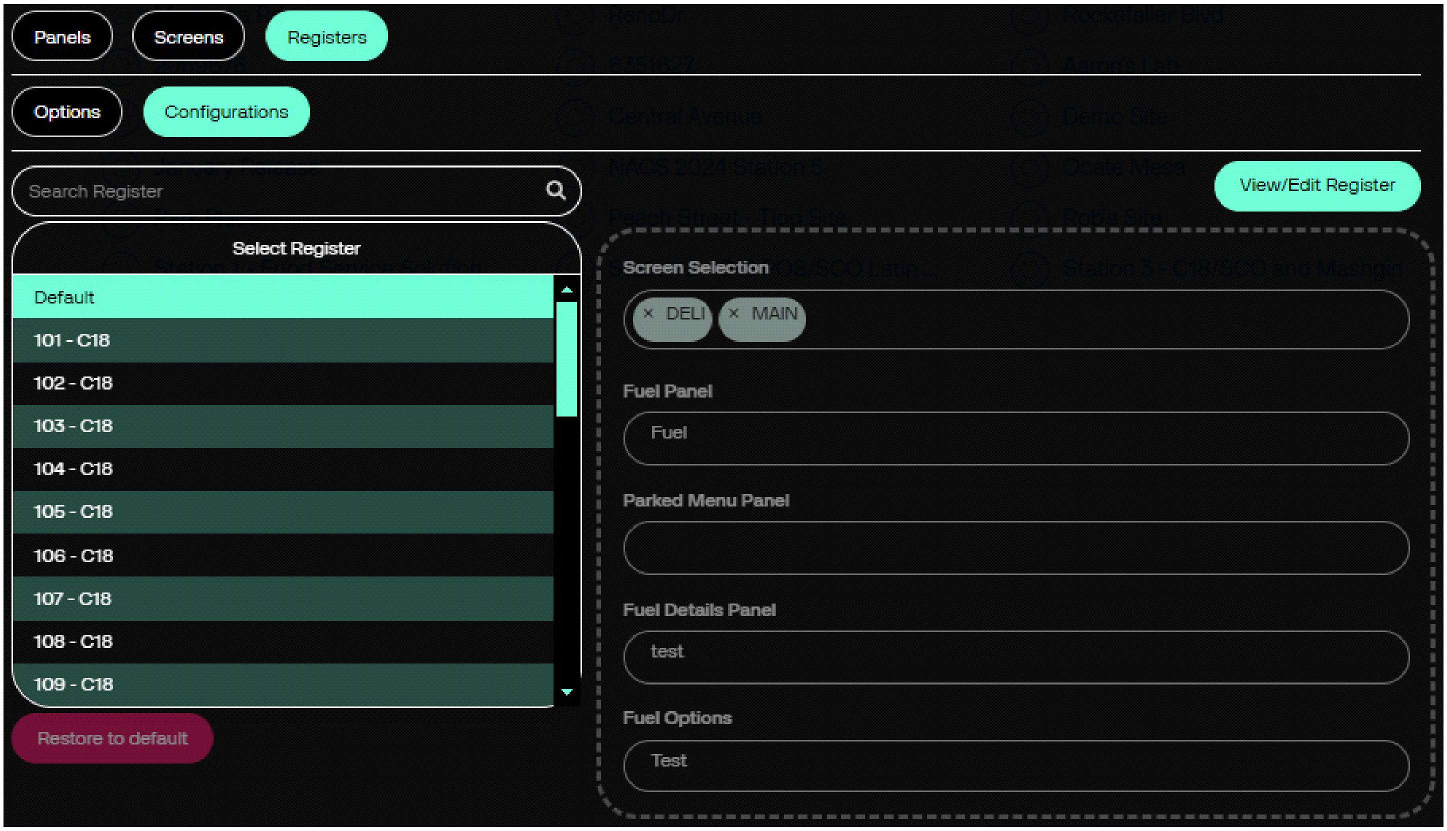
Use the Registers Option to assign fuel options and screens to each POS or register.

Options



Field/Button	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	These Fuel Options assigned to an option: • Zoned Fuel Control - This function disables the approve all functionality. • Allow One-Touch Approval - Allows the cashier to touch a fueling icon just once to approve a calling fueling position. • Allow One-Touch Claim - Allows the cashier to touch a fueling icon just once to claim a due fuel sale.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

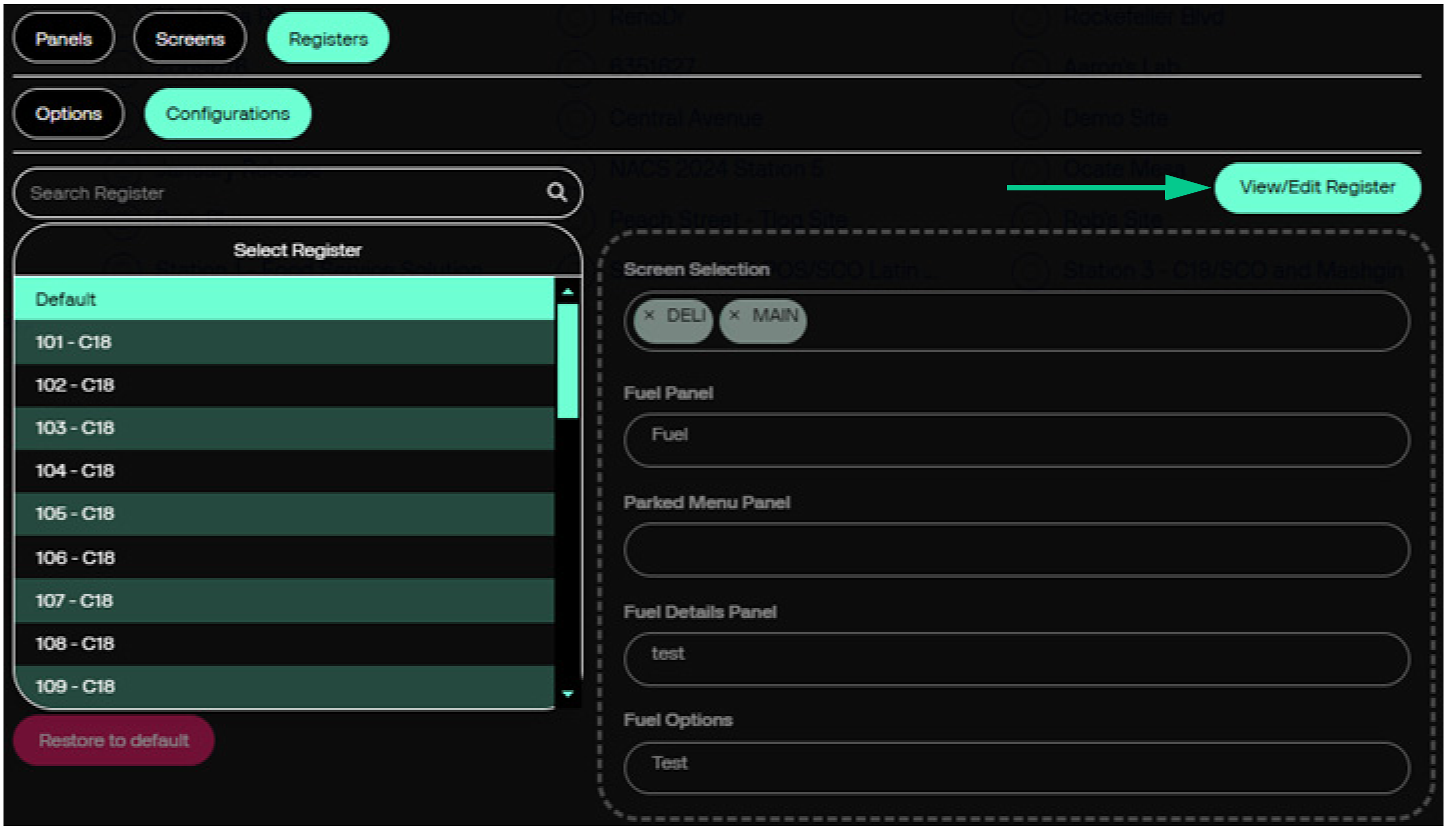
Configurations



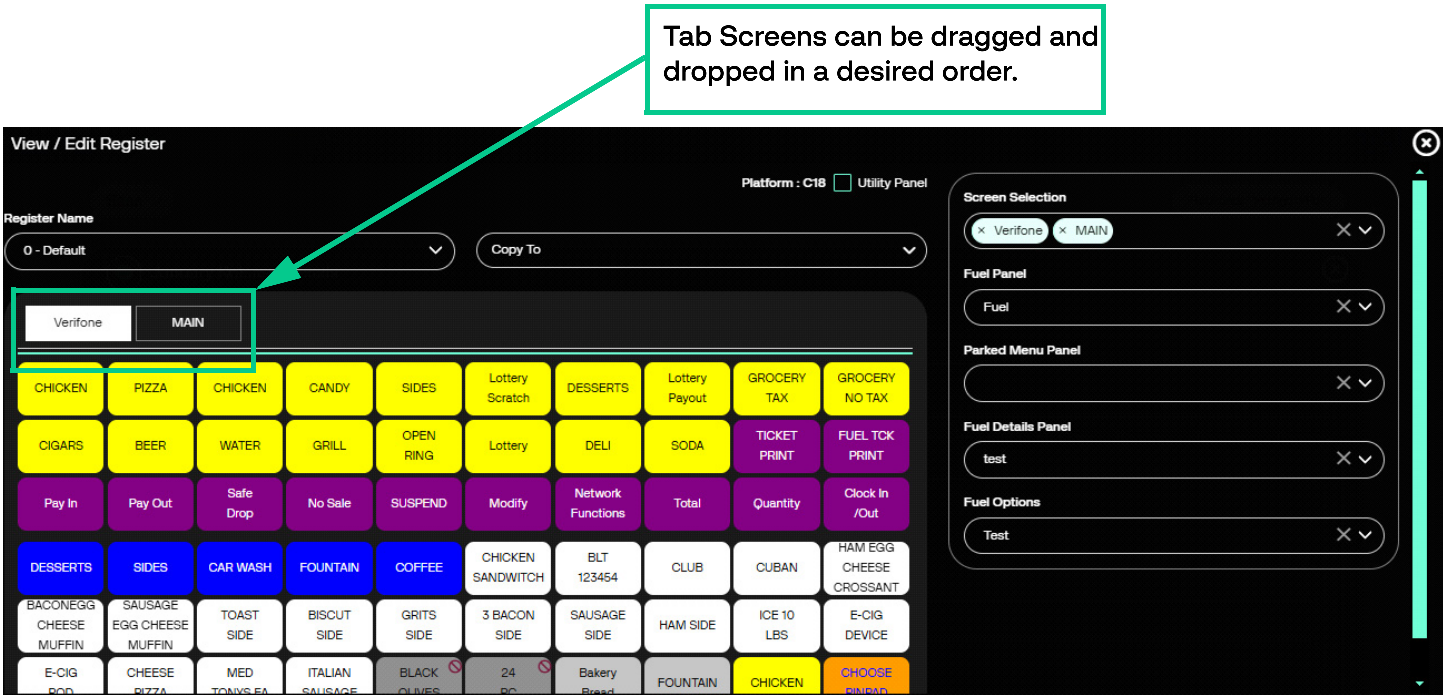
Field/Button	Description
Search Resister	Search for an installed register or POS.
View/Edit Register	Use to view or edit an installed register or POS from the selected register on the left side.
Select Register	Select the installed register or POS to edit.
Assigned Register(s)	Registers that are assigned 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.



View or Edit an Existing Register (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/Button	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.

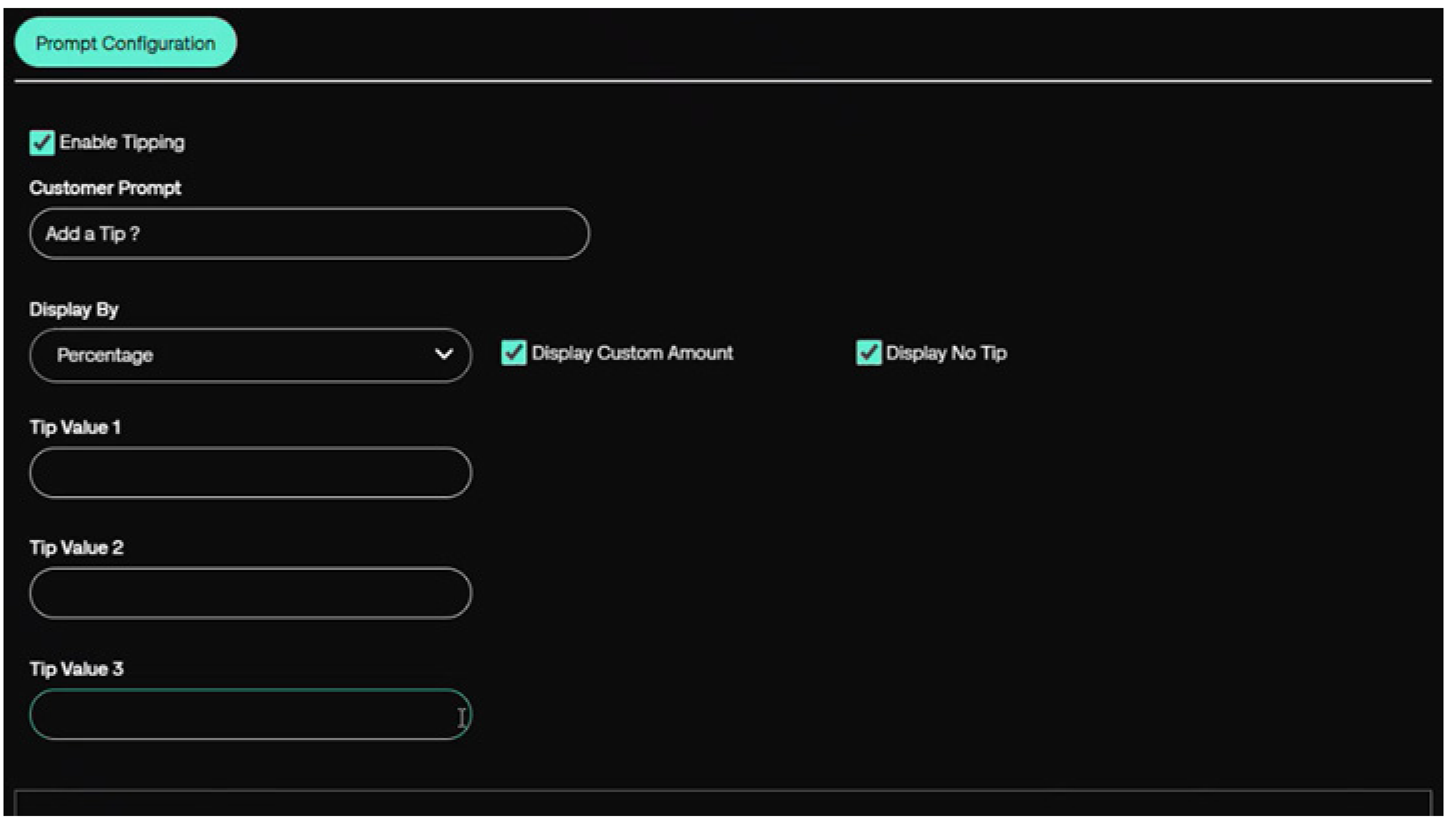
Fuel Panel	Select and add a fuel panel from the drop-down menu to the screen. A screen can have only one fuel panel.
Parked Menu Panel	Select and add a parked menu panel from the drop-down menu to the screen. A screen can have only one parked menu panel.
Fuel Details Panel	Select and add a Prepay Profile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

Tipping is located under C-Site Management > Site Management > (Select Site) > Store Operations. 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.

Navigate to **Store Operations > Tipping** to view the configuration.

	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.



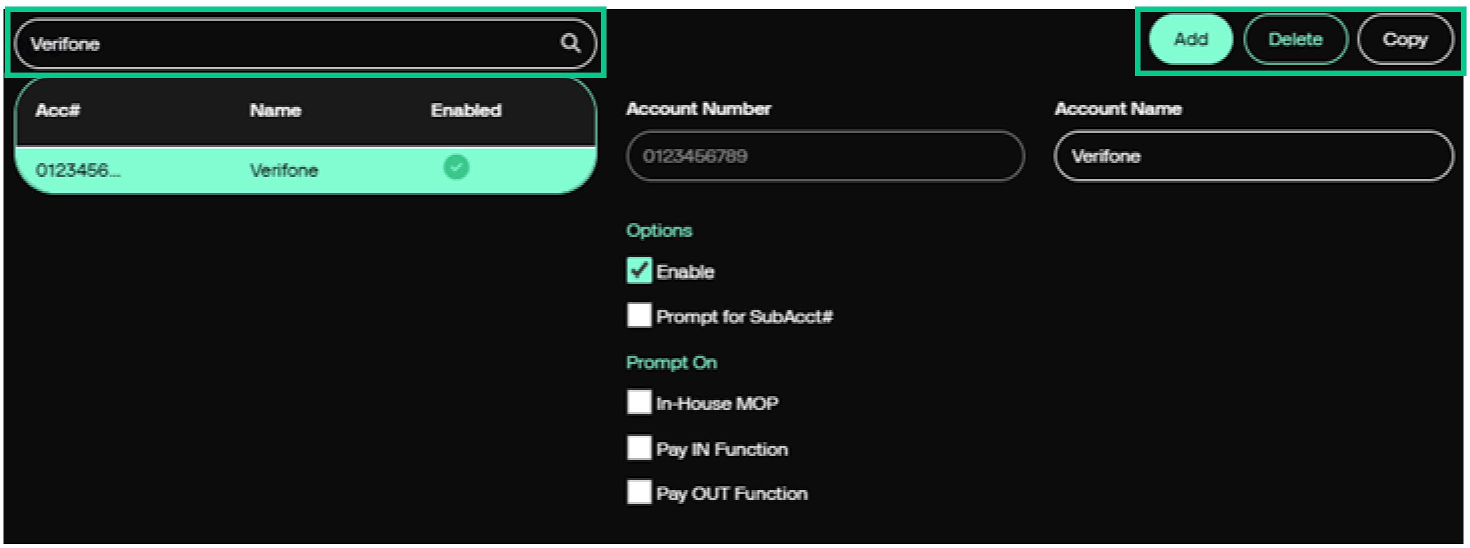
House Accounts

NOTE

House Accounts requires Verifone Commander 56.03.00 and higher release version.

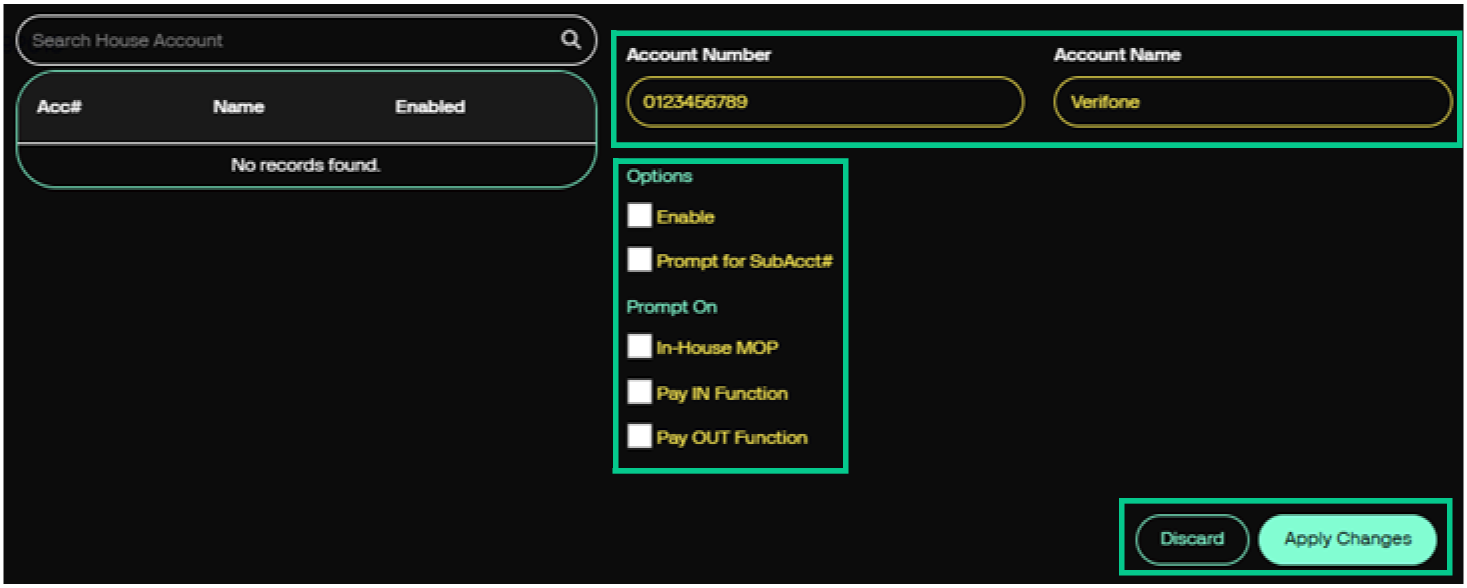
House Accounts is located under C-Site Management > Site Management > (Select Site) > Store Operations. A House Account is a non-network, local store account that is set up with credit granted at the discretion of the site manager. House accounts require an account number, which prints on the receipt. Verifone Commander keeps and reports totals for House accounts but does not keep records of individual transactions or balances. Follow store policy to manually record transactions.

1. Navigate to Store Operations > House Accounts.



Field/Button	Description
Search Bar	Search by account number or house account name.
Add	Click to add a new house account.
Delete	Click to delete a house account.
Copy	Click to copy an existing account settings currently displayed and then add a new account number.

2. Click **Add**.



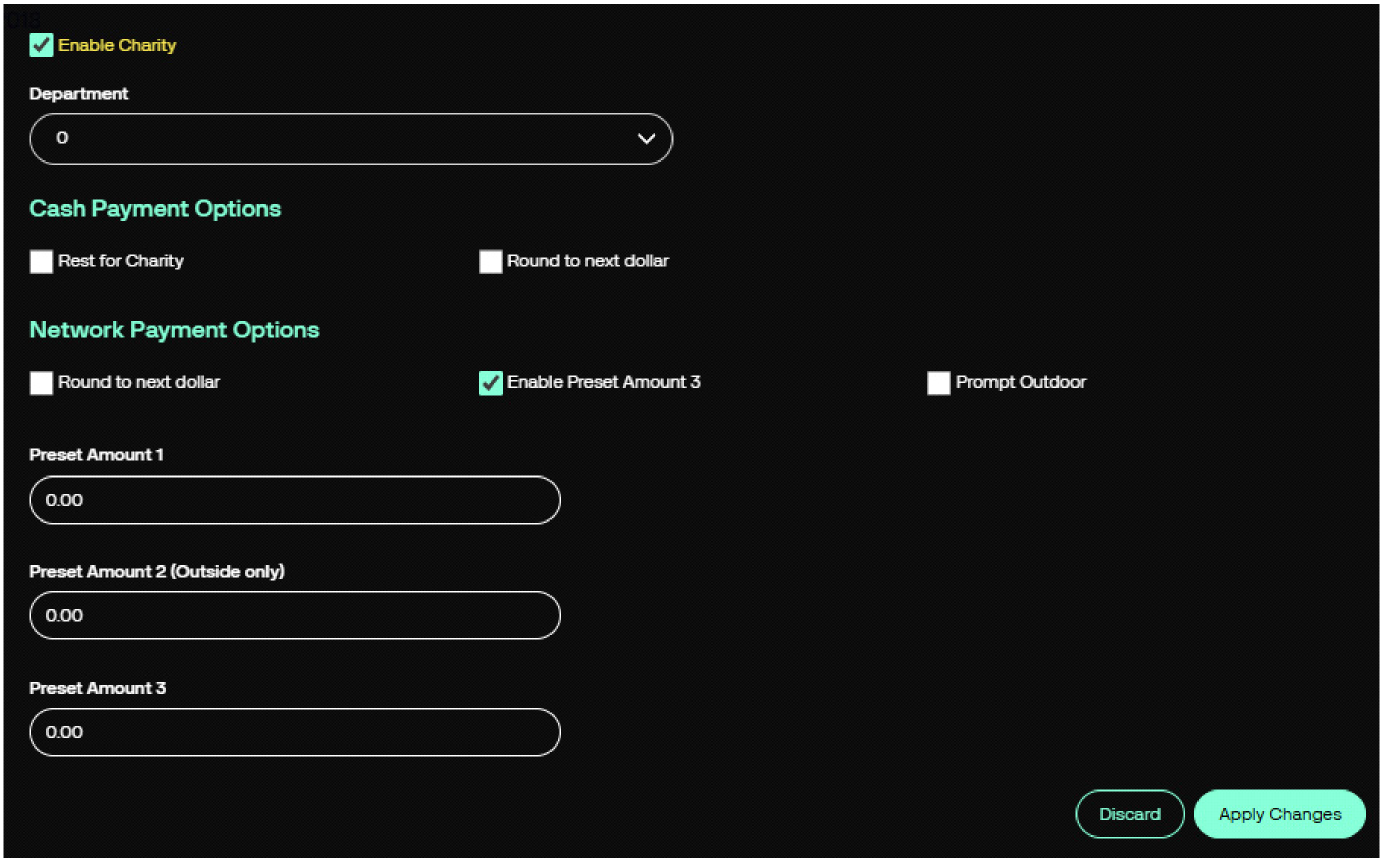
Field/Button	Description
Account Number	Enter the account number. (Alphanumeric, 1-+20 characters)
Account Name	Enter the name of the customer. (Alphanumeric, 1-+20 characters)
Enable	Select to enable the house account.
Prompt for SubAcct#	Enable to prompt for sub account number.
In-House MOP	Prompt for “House Account? [Y/N] when an In-House MOP is used in a transaction.
Pay IN Function	Prompt for “House Account? [Y/N] when the Pay-In function is used in a transaction.
Pay OUT Function	Prompt for “House Account? [Y/N] when the Pay-Out function is used in a transaction.
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.

Charity Donations

	NOTE	Charity Donations requires Verifone Commander 56.03.00 and higher release version.

Charity Donations is located under C-Site Management > Site Management > (Select Site) > Store Operations. The charity donation feature enables a customer to donate certain amount to a charity. The system prompts customers during tendering process for charity donation. Customers are asked if they wish to make a charity donation. When the customer is using Cash as MOP there are two options that can be enabled from configuration client to be presented to the customers on the PIN pad:

- Donate change amount (rest for charity) and is calculated as the difference between the amount due and the amount paid.
- Round to next dollar amount which rounds off their transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.



Field/Button		Description
Enable		Enables the Charity Donations program.
Department		Select the charity department. **Note**: If the charity department does not have a NACS product code 971 assigned, it will not appear in the department drop-down in this form.
Cash Payment Options (Inside Only)	Rest for Charity	Enable this option for cash payments. It donates the remaining change amount for charity.
	Round to next dollar	Enable this option for cash payments. Rounds off the transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.

Network Payment Options	Round to next dollar	Enable this option for Network Payments. Rounds off the transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.
	Enable Preset Amount 3	Enable the third preset amount.
	Prompt Outdoor	Enable to prompt for charity donation outside.
Preset Amount 1		Enter the preset amount option 1.
Preset Amount 2 (Outside Only)		Enter the preset amount option 2. This option is only available for outside transactions.
Preset Amount 3		Enter the preset amount option 3.
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.

Self Checkout

Self-Checkout on the C18 is a customer-facing solution that lets petro station shoppers scan items, pay, and complete their purchase independently, using the C18 touchscreen as a streamlined self-service checkout designed specifically for the petroleum retail environment.

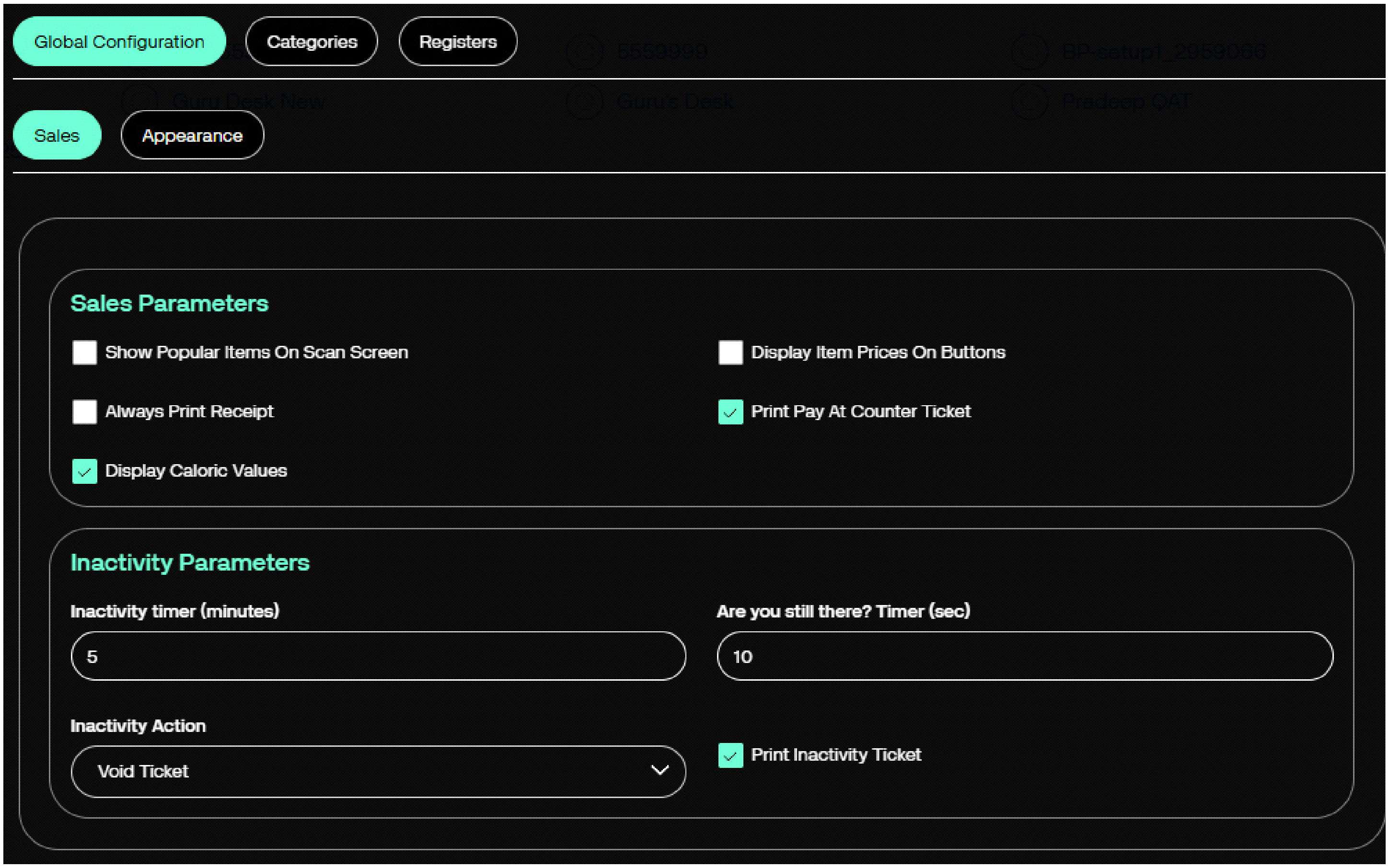
	NOTE	See the Self Checkout User Reference Guide for more information.

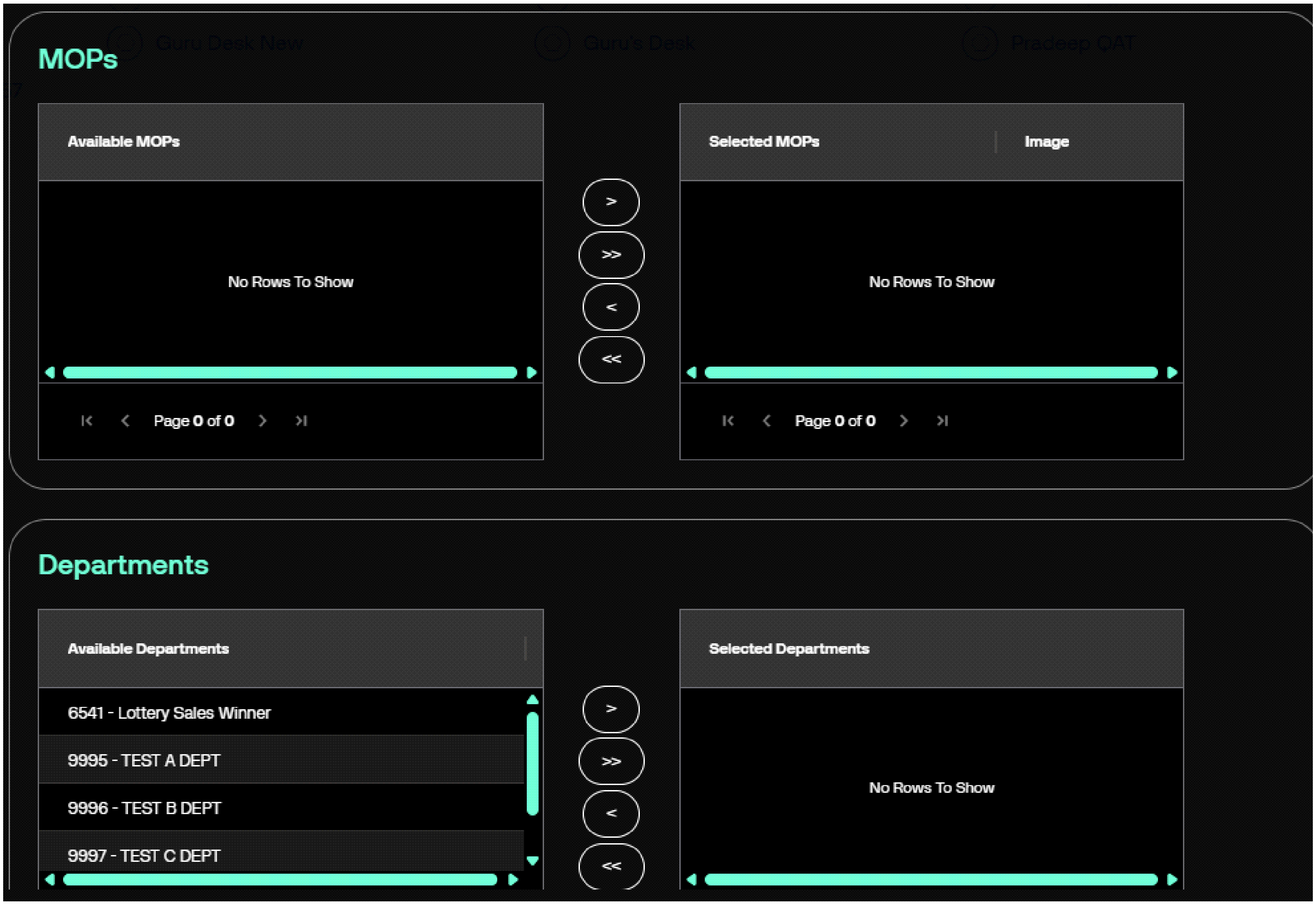
Global Configuration

Use Store Operations > Self-checkout > Global Configuration to assign global configurations like MOPs, Departments, Sales Parameters and Themes to the Self Checkout devices.

Sales

The Sales Parameters within Global Configuration control how items, pricing, and customer-facing behaviors appear during the self-checkout experience.


Global Configuration
Categories
Registers
Sales
Appearance
Sales Parameters
Show Popular Items On Scan Screen
Display Item Prices On Buttons
Always Print Receipt
Print Pay At Counter Ticket
Display Caloric Values
Inactivity Parameters
Inactivity timer (minutes)
5
Are you still there? Timer (sec)
10
Inactivity Action
Void Ticket
Print Inactivity Ticket



Field/Button	Description
Sales Parameters	
Show Popular Items On Scan Screen	Displays frequently purchased items as quick select buttons on the scan screen.
Display Item Prices On Buttons	Shows each item's price directly on its on screen selection button.
Always Print Receipt	Forces the system to print a receipt for every completed transaction.
Print Pay At Counter Ticket	Prints a ticket instructing the customer to complete payment at the counter when required.
Display Caloric Values	Shows calorie information for applicable items on the customer interface.

Inactivity Parameters	
Inactivity Timer (minutes)	Sets how long the system waits before treating a session as inactive.
Are You Still There? Timer (sec)	Defines when the system displays a prompt asking the customer to confirm they are still present
Inactivity Action > Void Ticket	Determines whether the system automatically voids the transaction after inactivity.
Print Inactivity Ticket	Prints a ticket indicating the transaction ended due to inactivity.
MOPs	
Available MOPs	Lists all payment methods the system supports but are not yet enabled for use.
Selected MOPs	Shows the payment methods currently activated for self-checkout transactions.
Image	Displays the icon or graphic associated with the payment method for customer-facing buttons.
Departments	
Available Departments	Lists all departments the system supports but are not yet enabled for use.
Selected Departments	Shows the departments currently activated for self-checkout transactions.

Appearance

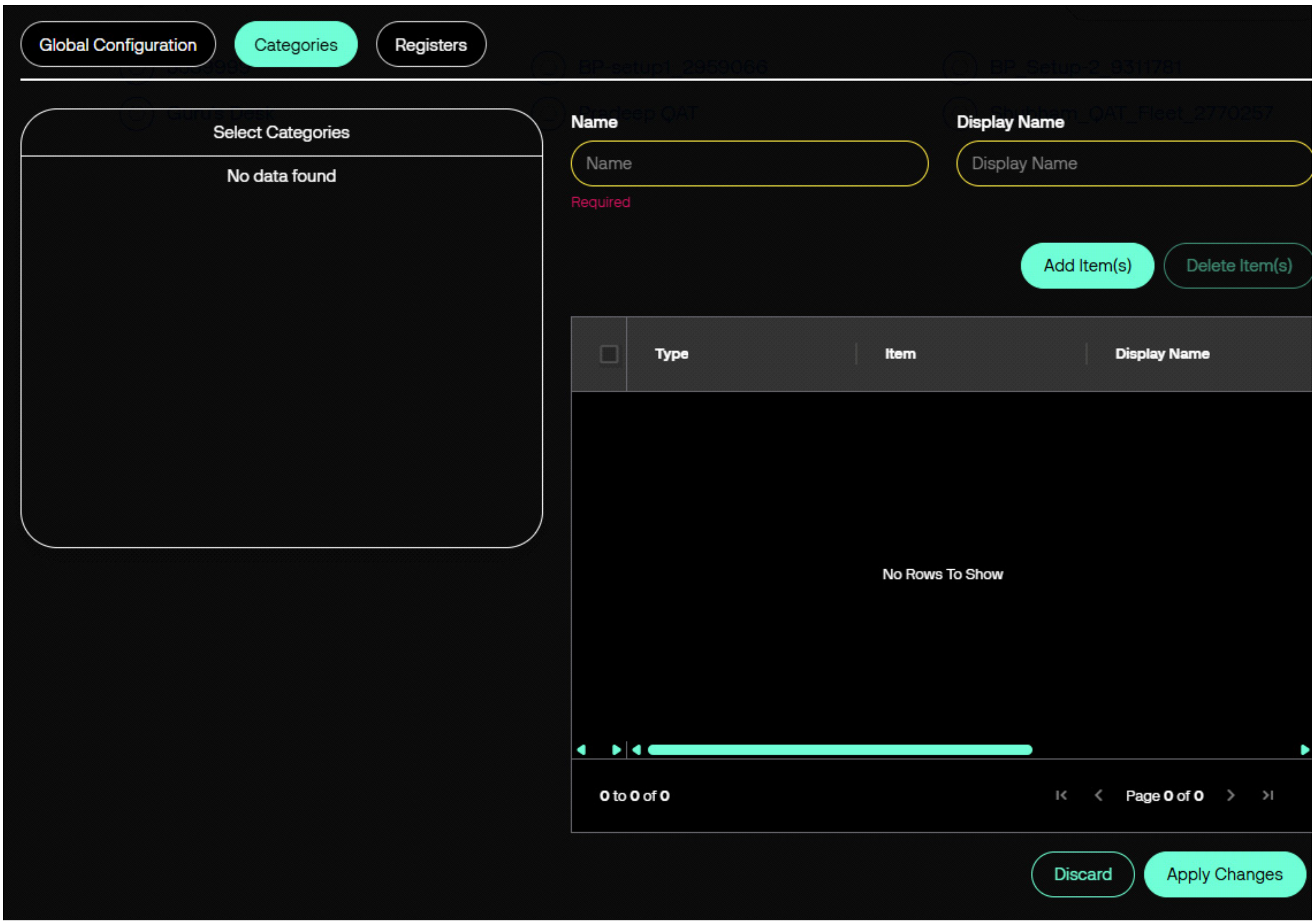
The Appearance parameters in self-checkout define how the interface looks and what customers see when they begin their transaction.

Field/Button	Description
Theme	
Theme Color	Defines the primary accent color used throughout the UI.
Banner	Sets the top-screen banner image or branding element.
Landscape Background	Specifies the background image used when the screen is in landscape orientation.

Portrait Background	Specifies the background image used when the screen is in portrait orientation.
Welcome Screen	
Landscape Image/GIF	The image or animation displayed on the welcome screen in landscape mode.
Fit	Scales the image proportionally to fit within the available space.
Actual Size	Expands the image to fill the entire screen area.
Full Screen	Expands the image to fill the entire screen area.
Portrait Image	The image or animation displayed on the welcome screen in portrait mode.
Fit	Scales the image proportionally to fit within the available space.
Actual Size	Expands the image to fill the entire screen area.
Full Screen	The image or animation displayed on the welcome screen in portrait mode.
Background Color	Sets the solid background color behind images and UI elements.
Message Color	Defines the text color used for welcome screen messages.
Message 1	The primary message displayed on the welcome screen.
Message 2	A secondary message shown beneath or alongside the primary message.

Categories

Categories in self-checkout defines how items are grouped, displayed, and organized within the user interface, allowing retailers to control which product categories appear on-screen, how they're arranged, and how customers navigate them during the checkout process.

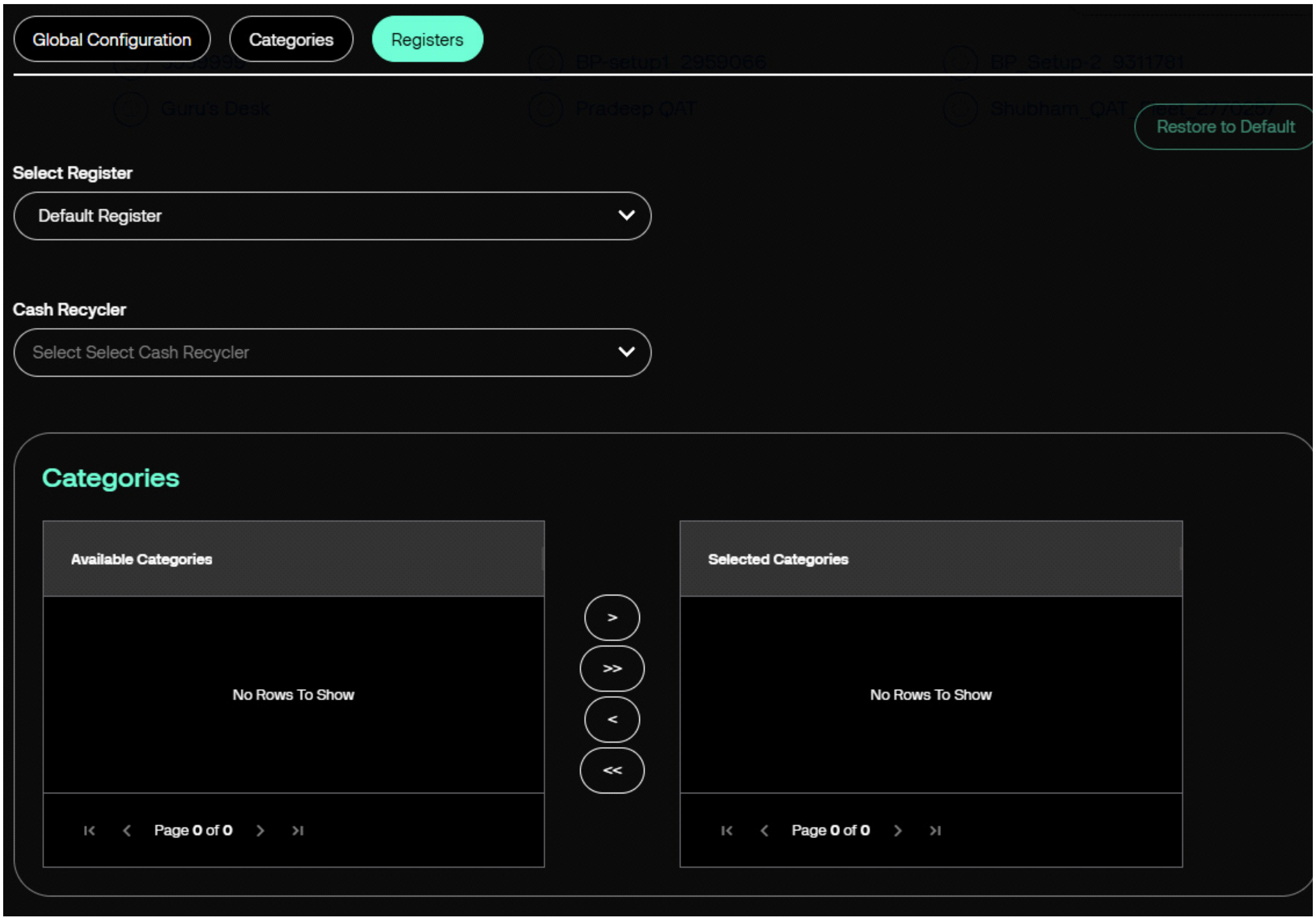


Field/Button	Description
Select Categories	Chooses which product categories will appear on the self-checkout interface.
Name	The internal name assigned to the category.
Display Name	The customer-facing label shown on the screen for the category.

Add Items: PLUs and Menus	Adds specific PLUs or menu groups to the selected category.
Delete Items: PLUs and Menus	Removes PLUs or menu groups from the category.
Type	Indicates whether the entry is a PLU, menu, or other item type.
Item	Identifies the specific product or menu item assigned to the category.
Display Name	Sets the on-screen name shown for the item within the category.
Popular Items	Marks the item as a frequently used shortcut on the scan screen.
Image	Assigns the icon or picture displayed for the item or category.
Discard	Cancels all edits made in the current session and restores the previous configuration.
Apply Changes	Saves and activates all modifications made to the configuration.

Registers

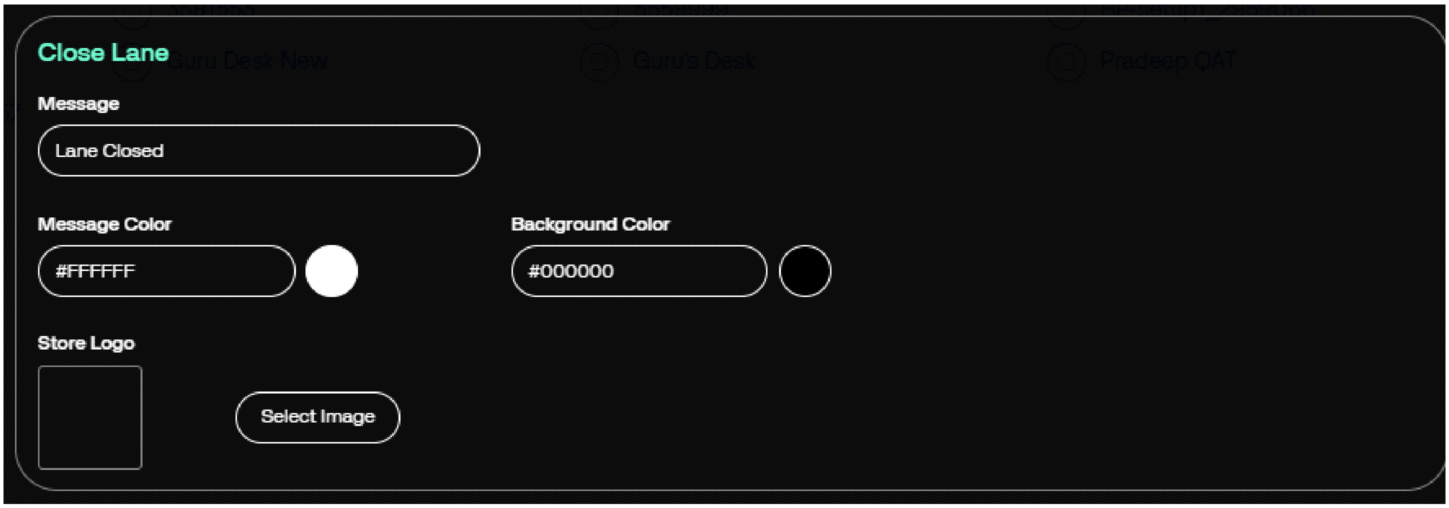
Register configuration in self-checkout defines how each lane is linked to the hardware and product structure it relies on—specifically assigning cash recyclers for automated cash handling and assigning categories so the station knows which product groups and on-screen menus to display. These assignments ensure each self-checkout register operates with the correct cash device, supports the right payment options, and presents the appropriate item categories for customers to browse and select.



Field/Button	Description
Select Register	Chooses which register or self-checkout lane you want to configure.
Cash Register	Assigns the cash-handling device linked to the selected register.
Categories	
Available Categories	Lists all categories the system supports but are not yet enabled for use.
Selected Categories	Shows the categories currently activated for self-checkout transactions.

Close Lane

Ends the current self- checkout session and marks the lane as unavailable for new customers. This function is typically used by staff when the station needs maintenance, restocking, or temporary shutdown.



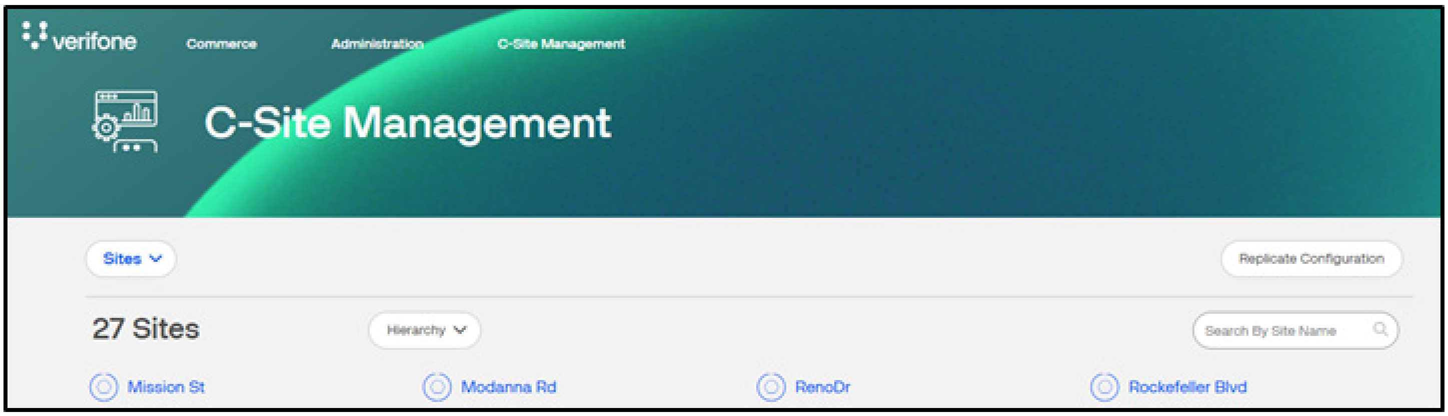
Field/Button	Description
Message	Text displayed to customers on the self-checkout screen, typically used for instructions or alerts.
Lane Closed	Indicates that the self-checkout station is unavailable for use and not accepting new customers.
Message Color	Sets the color of the on-screen text to ensure visibility and match store branding.
Background Color	Defines the color behind the message, helping important notices stand out.
Store Logo	The store’s branded image shown on the self-checkout interface for a consistent customer experience.

Promos and Discounts

The following Promos and Discounts configurations are currently available under **C-Site Management > Site Management**:

- Car Wash PLU Promotions
- NAXML Deals
- Coupons

To configure Promos and Discounts at a site, navigate to **C-Site Management > Configuration > Site Management** and select a site. Use the following section to configure the Promos and Discounts.



Car Wash PLU Promotions

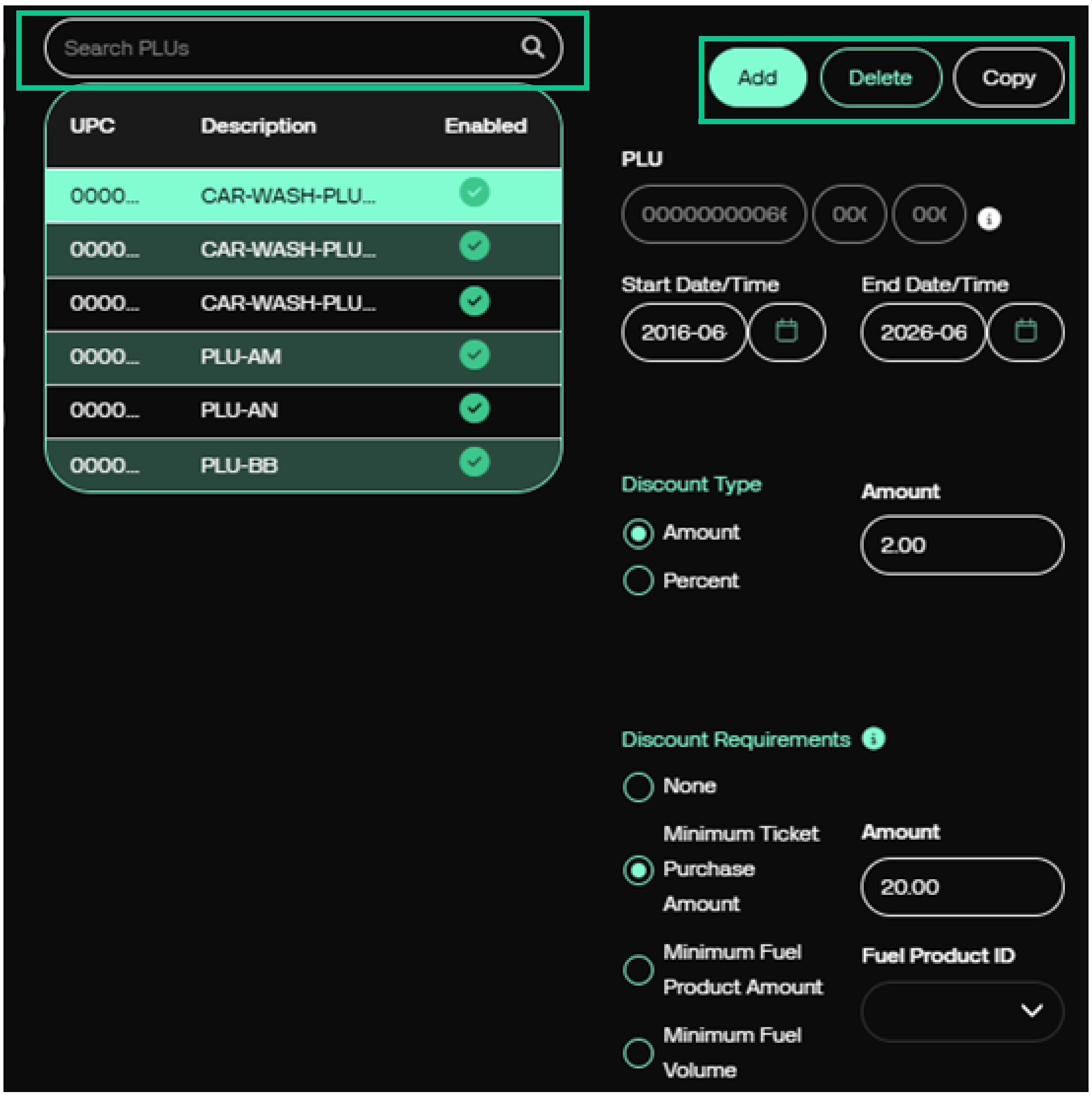
Car Wash PLU Promotions is located under C-Site Management > Site Management > (Select Site) > Promos and Discounts. Car wash discounts are set up as promotional items. This means that if the customer purchases a car wash and has met the criteria for the promotional price, then the correct price is automatically applied after the cashier presses **[TOTAL]**.

NOTE	Until the cashier press [TOTAL], the Operator Display and the Customer Display show the running total with the undiscounted price for the car wash.

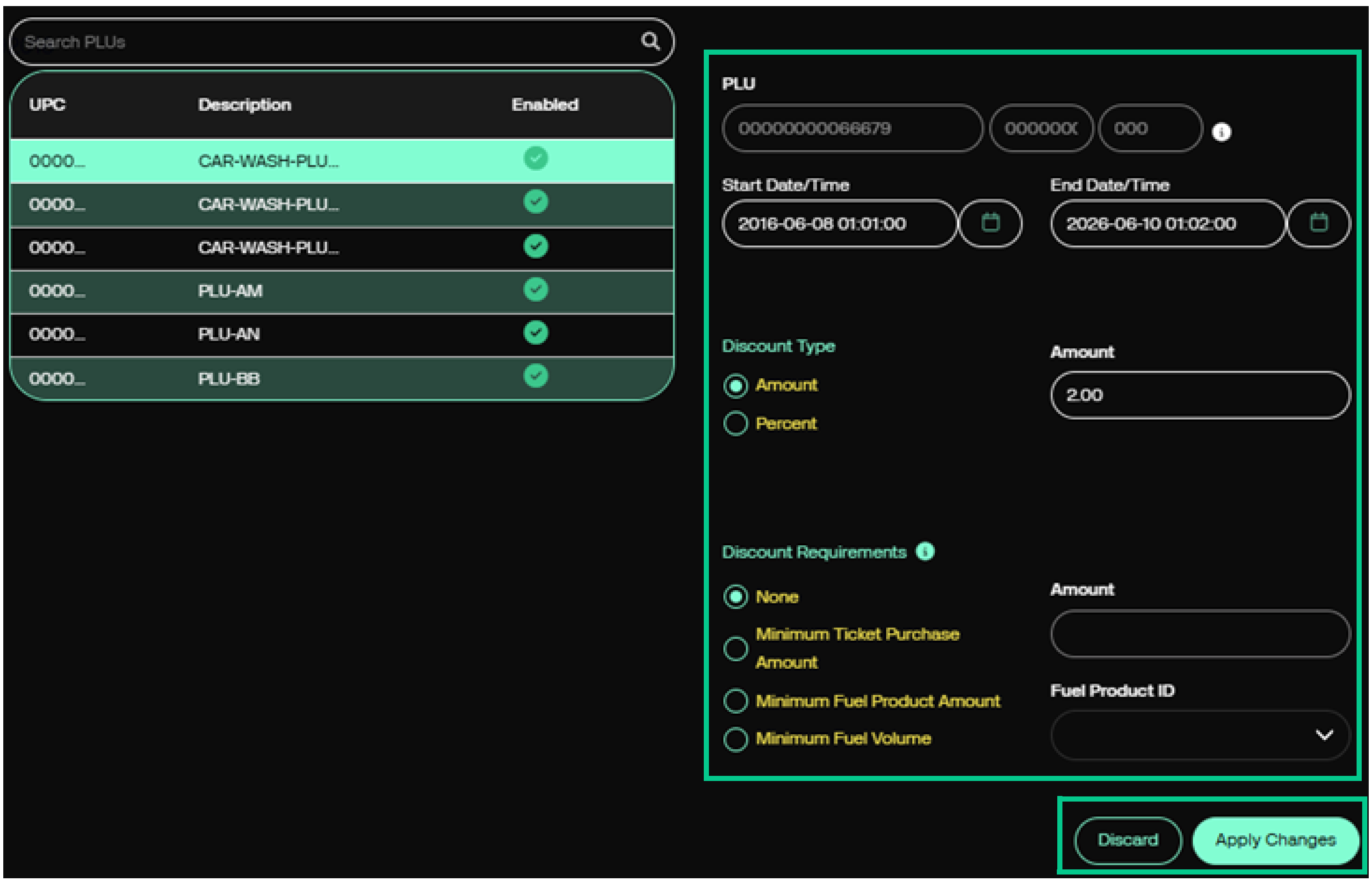
If the discount is set for the same price as the car wash item and the purchase requirements are met, then the car wash is free. The customer must request the car wash and the cashier must enter it into the transaction. The car wash promotion prints on the receipt and on the journal.

Whether or not a car wash discount is available depends on three conditions:

- The type of discount that has been set up.
- Whether the customer prepays or postpays for the fuel.
- When the customer requests the discount.



Field/Button	Description
Search Bar	Search for the PLU using the UPC number.
Add	Click to add a new PLU number.
Delete	Click to delete an existing PLU numbert.
Copy	Click to copy an existing PLU settings currently displayed and then add another PLU number.



Field/Button		Description
Search PLUs		Enter the PLU number to which the promotion applies. Do not enter leading zeros.
PLU		It is an item or service that uses a Universal Product Code (UPC).
Start Date/Time		Enter the date the promotion starts.
End Date/Time		Enter the date the promotion ends.
Discount Type	Amount	Enter the amount of the discount for the promotion.
	Percent	Enter the percent of the discount for the promotion.
Discount Requirements	None	Select if there are no discount requirements.
	Minimum Ticket Purchase Amount	Click if the customer is required to purchase a car wash for a minimum amount to qualify for the promotion discount. Enter the minimum dollar amount in the Purchase text box.
	Minimum Fuel Product Amount	Click if the customer is required to purchase a minimum dollar amount of a specific fuel product to qualify for the promotion discount. Enter the minimum dollar amount in the Purchase text box and the fuel product ID in the Fuel Product ID drop-down menu.
	Minimum Fuel Volume	Click if the customer is required to purchase a minimum quantity of fuel to qualify for the promotion discount. Enter the minimum quantity in the Purchase text box.
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.

NAXML Deal

Overview

Enhanced Mix/Match or NAXML Deal refers to a feature that offers automatic discounts when a certain quantity and/or combination of items are sold in the same transaction. These items may be entered via scan, PLU#, PLU key/button or may be assigned to a menu but all the items in the "deal" must exist in the PLU file ("price book"). Note Refer to the NAXML Deal feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

Using NAXML Deal

Enhanced Mix/Match or NAXML Deal requires no special handling on the part of the cashier. As items are added or removed from the transaction, the system automatically calculates any applicable discounts.

Handling of refunds of items involved in a NAXML deal is subject to store policies and procedures.

NAXML Deal supports both NAXML Combos and NAXML Mix/Match. Both features work from item lists but while NAXML Combos allows items from multiple lists, NAXML Mix/Match requires items from a single list. NAXML Mix/Match is also known as "package pricing".

Configuring NAXML Deal

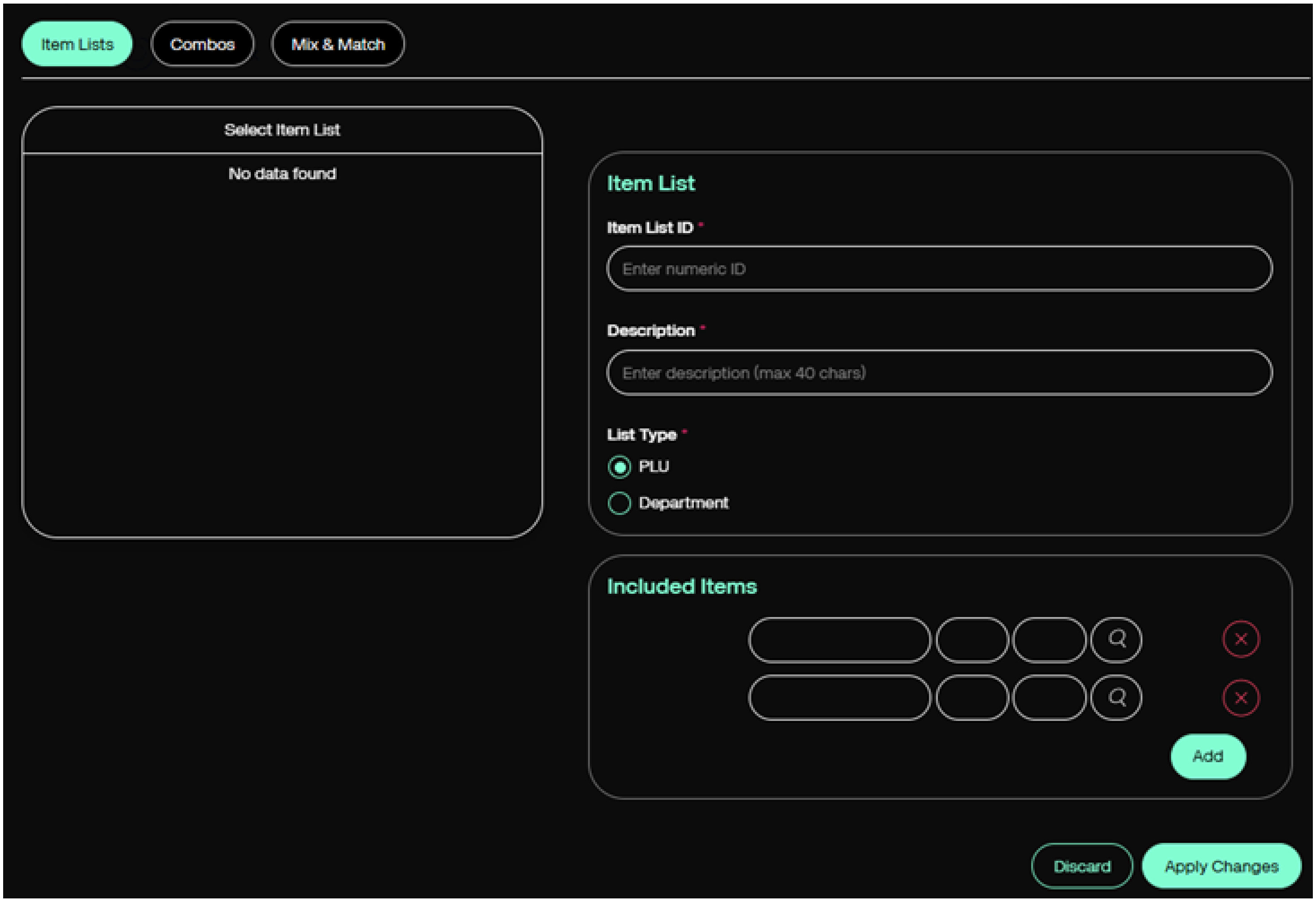
Use Promos and Discounts > NAXML Deal to configure NAXML deal.

Deals are formed in the following ways:

- As PLU items are entered into a transaction, the system checks first for NAXML Mix/Matches, then for NAXML Combos.
- NAXML Mix/Match qualifies promotions based on quantity of items.
- When an item qualifies in multiple NAXML Combos, the system matches up the higher priority Combo.

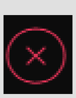
Item Lists

This form is used to assign PLUs or Department Items to an Item List. Item Lists define items participating in the promotion defined using Combos and in Mix & Match sections. A typical item list contains items that are of a similar type or price.



	NOTE	Some options in the figure may change depending on the Parameters selected.

Field/Button	Description
Item List ID	

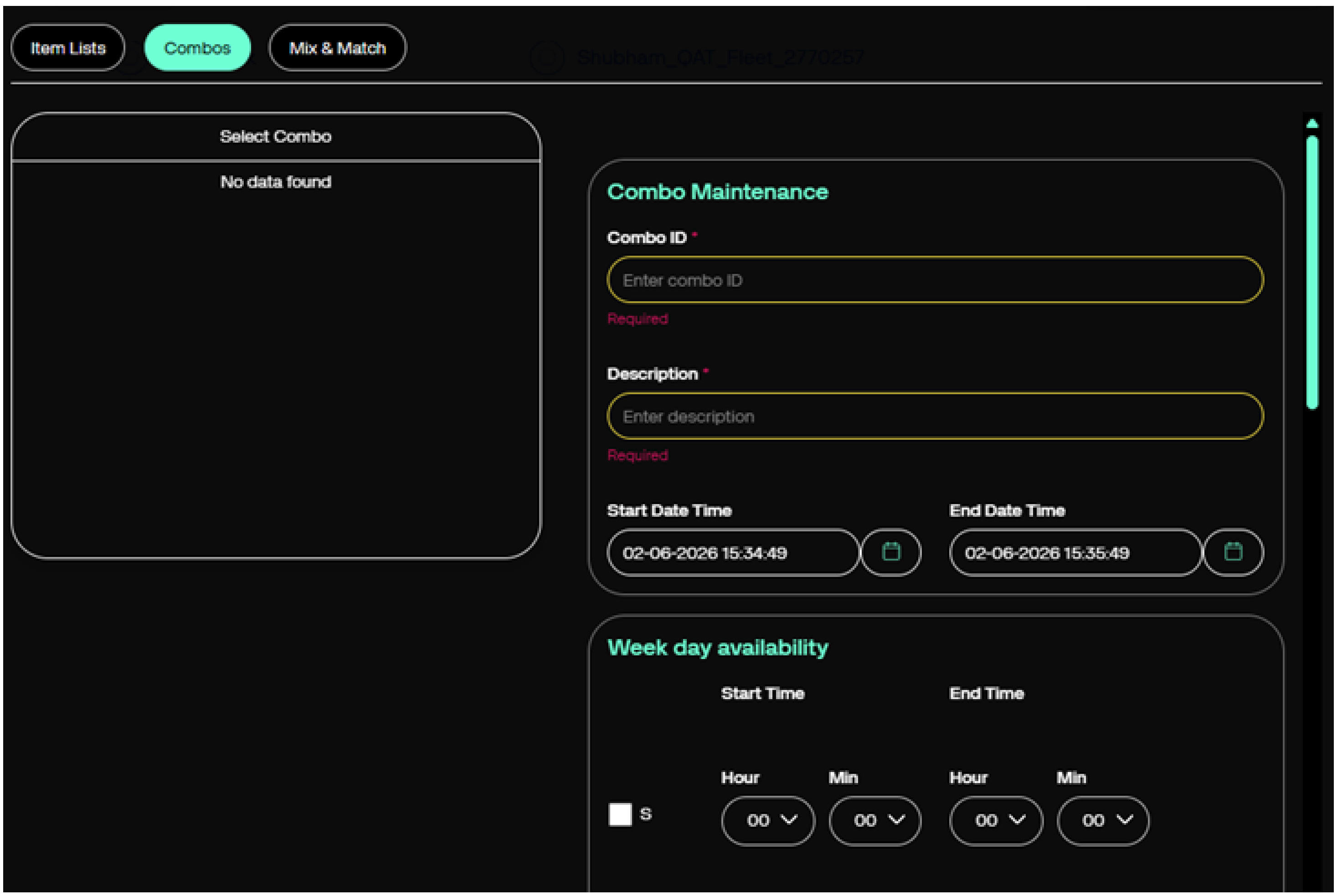
Add	Select the “Add” button to create an entry with an Item ID which is equal to the highest numbered Item ID + 1. The Item ID field can be edited. Saved Item lists display their Item ID and description in the Item List window.
Item List ID	This number is system-defined and is used to locate the appropriate Item List. Saved Item lists display their Item ID and description in the bottom left window.
Description	Give the item list a name specific enough to pick it out correctly from all the item list names shown at the bottom left side of the form. Although the system allows more, it is recommended that ItemList descriptions be 17 characters or less.
List Type: PLU	Select PLU list type if: • Items for promotion exist in different departments • Items for promotion exist in the same department along with items that will not be in the promotion (or you expect to add items to that department which won't be in the promotion) Note: As new items are added to the promotion, the list must be updated with the new items.
LIST Type: Department	Select Department list only if every item assigned to that department should be included in the list and every item that is assigned to the department in the future will also be in the promotion. Note: Any items that are assigned to that department are automatically included in the promotion.
Delete	From the list on the bottom of the Item List ID form select the list item you wish to delete, check the “Delete” box and “Save”.
Included Items	
Add	Use this function to add entries to an Item List. For PLU type lists: 1. Enter the PLU number 2. Enter the Modifier 3. Click “Add New” For Department type lists: 1. Select the appropriate Department 2. Click “Add New” The entry will be displayed in the Item List.
Remove 	Use this function to delete entries from an existing item list. Highlight the appropriate entry and click “Remove”. Entry will be deleted from the displayed list. Entries must be removed one at a time.
Save	Use this function to save any additions or changes to Item Lists.

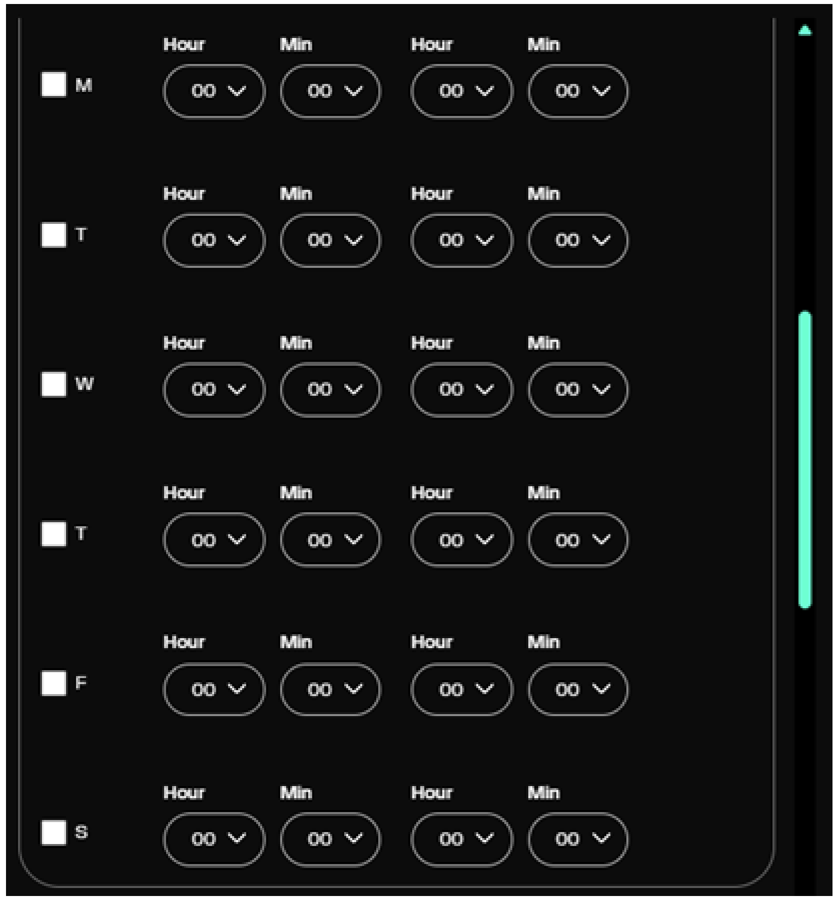
Search 	Use this function to search for items to be included in the Item List.

Combo

Combo Maintenance is used to define promotions that allow items from multiple item lists. A particular combo may contain both PLU and Department list types.

A typical example of a combo might require the purchase of a sandwich, a side and a medium fountain drink. Configuration would require three lists to be created; one to list all the sandwiches in the promotion, one to list the sides and another for the medium fountain drink.




Hour Min Hour Min
M 00 00 00 00
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T 00 00 00 00
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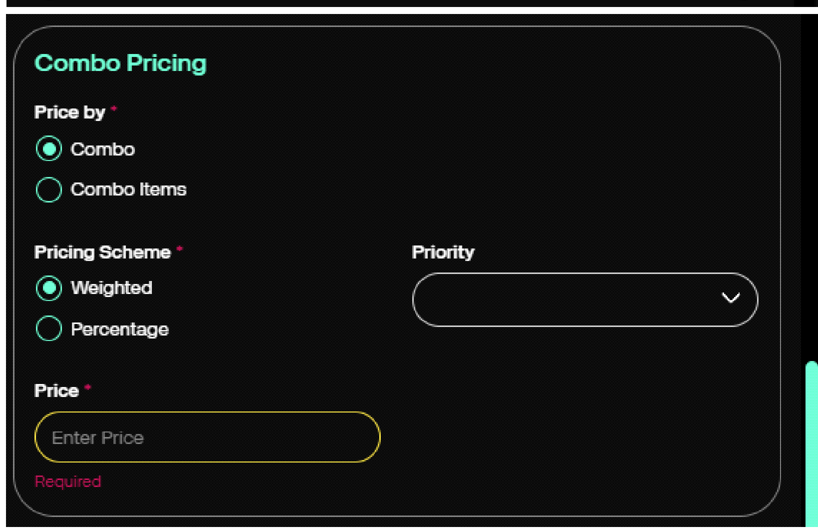
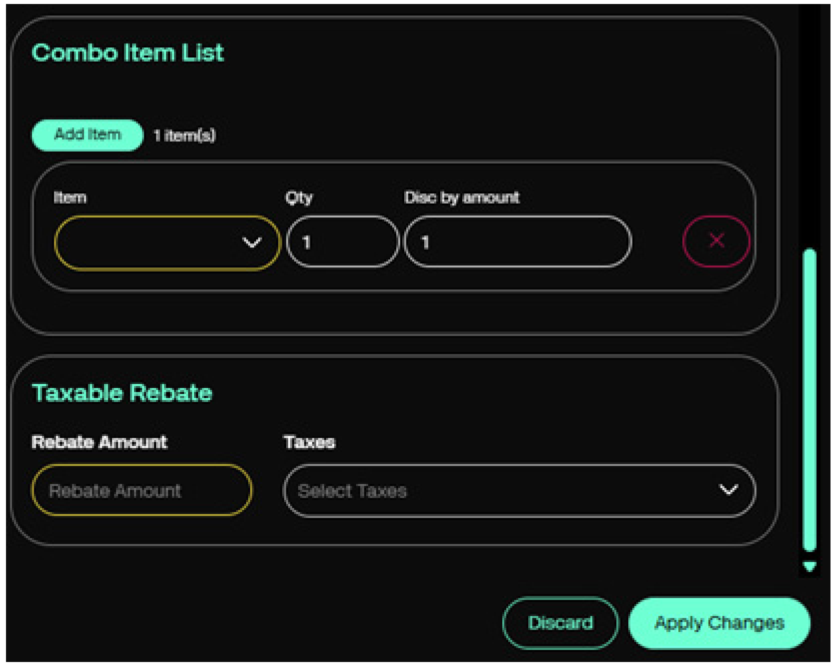

Combo Pricing
Price by *
Combo
Combo Items
Pricing Scheme *
Priority
Weighted
Percentage
Price *
Enter Price
Required



	NOTE	Some options in the figure may change depending on the Parameters selected.

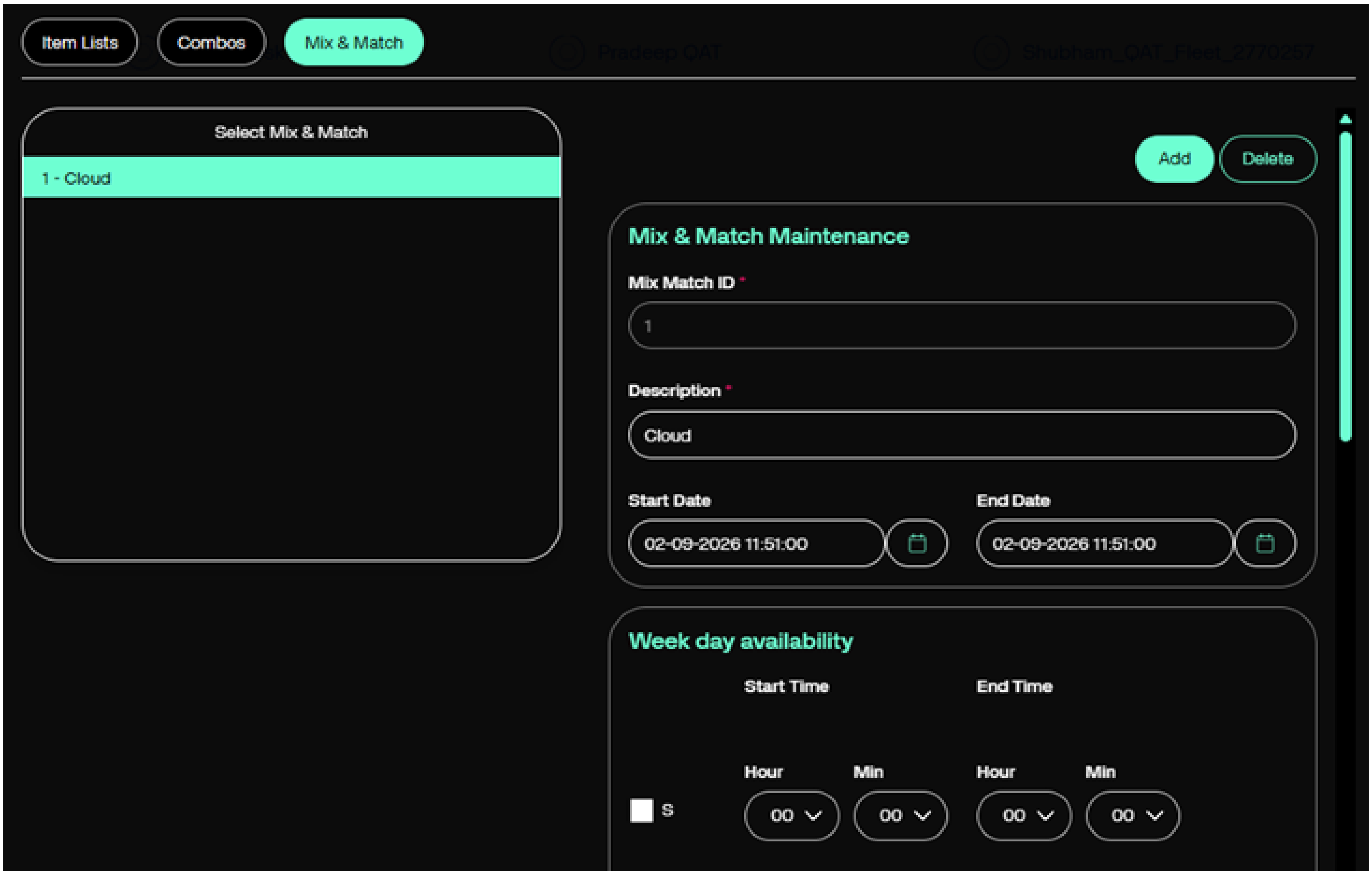
Field/Button	Description
Add	Select the “Add” button to create an entry with a Combo ID which is equal to the highest numbered Combo ID + 1. The Combo ID Field/Button can be edited. Saved Combos display their Combo ID and description in the bottom left window.
Combo ID	This number is system-defined and is used to locate the appropriate Combo.
Description	Enter a description for this combo to identify it from among all the combos listed at the bottom of the form. This description is used for printing on receipt and POS display.

Start Date Time	This field is used to define the date and time the promotion starts. You can either type in the information or use the drop down arrows or select from a calendar representation. Note: The system explicitly allows you to save a promotion whose start date is less than its end date. Such a promotion is seen by the system as "inactive". This is advantageous when the same promotion is run for a month and then again several months later.
End Date Time	This field is used to define the date and time the promotion ends. You can either type in this information or use the drop down arrows or select from a calendar representation.
Week day availability	This part of the configuration allows you to run promotions within the start and end date parameters defined above but that are effective only during a specific time frame on specific days of the week; perhaps to increase sales volume during an otherwise slow sales period. An active day with zero start and end times denotes a promotion that is effective for the entire day.
Priority	To configure promotions in a particular order of priority. The priority setting allows certain promotions to take precedence over others that share many of the same items. Priority of promotions is particularly useful when programs give discounts as more items are added in combination. For example: Promo1 – Discount for soda and chips (priority = low) Promo2 – Discount for soda, chips, and sandwich (priority = medium) Promo3 – Discount for soda, chips, sandwich, and salad. (priority = high) Without the ability to set priority, promo 2 and 3 will never be realized, as the soda and chips will always form Promo1. Default setting is medium. Any promotion that does not specifically identify the priority will be assumed "medium" by the system.
Delete	From the list on the bottom of the Item List ID form select the list item you wish to delete, check the "Delete" box and "Save".
Combo Item List	Click Edit to add items to a selected or new combo. Select items from the Item List and click **Done**.
Item List Qty	Enter the quantity of each item taking part in the combo.

Save	Use this function to save any additions or changes to Item Lists.
Price By Combo: Select to assign the price of the combo	
Price	Enter the price of the combo
Weighted	The discount is distributed across the items forming the combo weighted by the item price of the items.
Percentage	Select to control the discount distribution for the items of the combo. For example, one item in the combo can attribute for 60% discount and the other for 40% of the discount.
Price By Combo Items: Select to individually assign the price of combo items	
New Price	Select to enter a new price for the combo item.
Disc by amount	Select to enter a discount amount for the combo item.
Disc by percent	Select to enter a discount percent for the combo item
Trigger item	Select to make the combo item a trigger to form the combo.

Mix & Match

NAXML Mix & Match always determines a best buy case.

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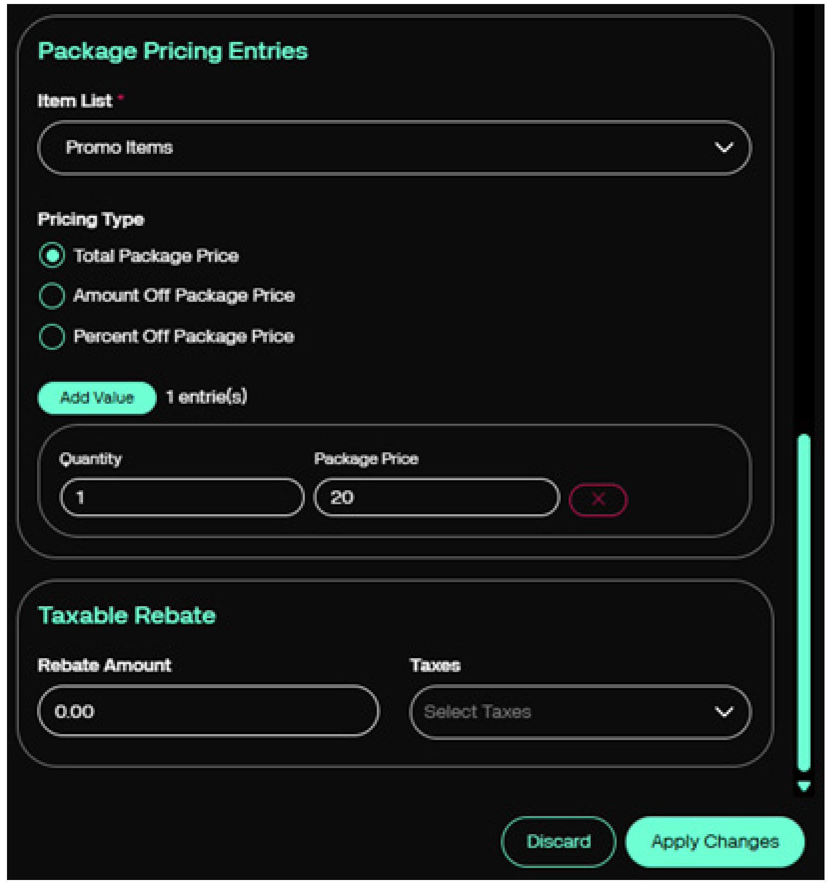


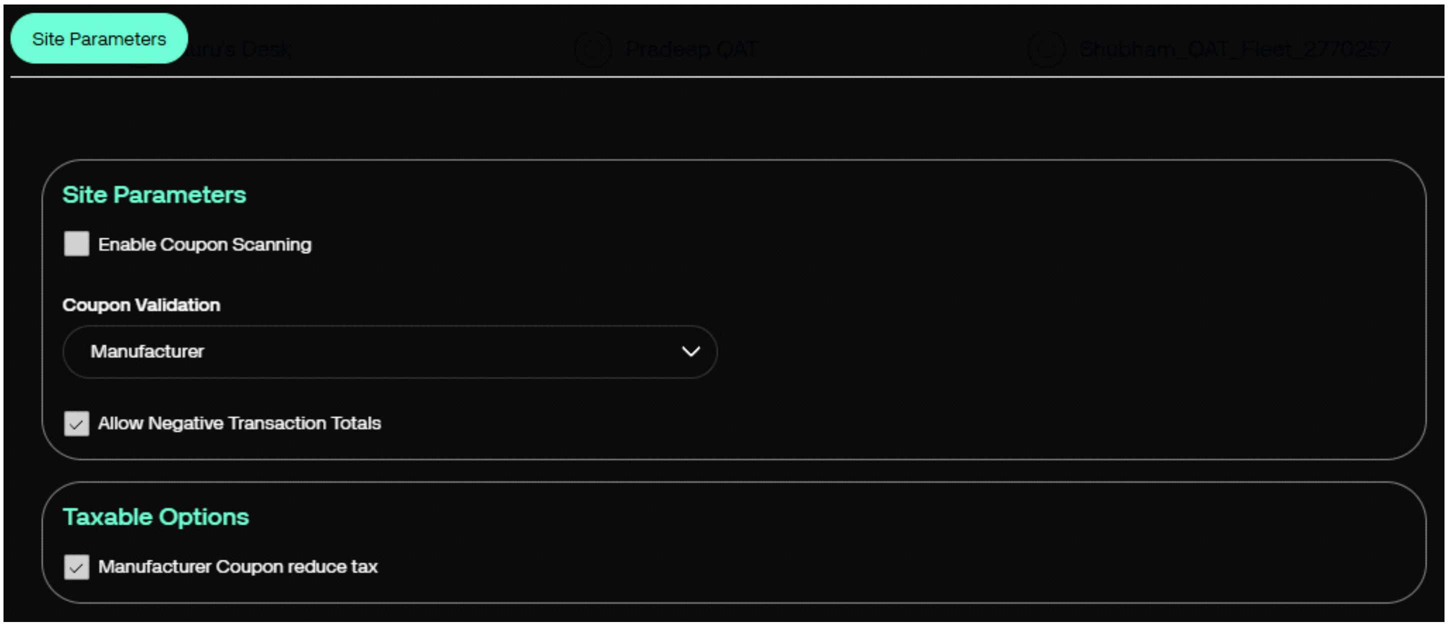
	NOTE	Some options in the figure may change depending on the Parameters selected.

Field/Button	Description
Mix Match ID List	
Add	Select the “Add” button to create an entry with an Item ID which is equal to the highest numbered Item ID +1. The Item ID field can be edited. Saved Item lists display their Item ID and description in the bottom left window.
Mix Match ID	This number is system-defined and is used to locate the appropriate Mix Match.
Description	Enter a description for this mix and match to identify it from among all the mix and matches listed at the bottom of the form. This description also appears on the receipts and POS display.
Start Date Time	This field is used to define the date and time the promotion starts. You can either type in the information or use the drop-down arrows or select from a calendar representation.
End Date Time	This field is used to define the date and time the promotion ends. You can either type in this information or use the drop-down arrows or select from a calendar representation.
Week day availability	This part of the configuration allows you to run promotions within the start and end date parameters defined above but that are effective only during a specific time frame on specific days of the week; perhaps to increase sales volume during an otherwise slow sales period. An active day with zero start and end times denotes a promotion that is effective for the entire day.
Delete	From the list select the mix and match item you wish to delete, check the “Delete” box and “Save”.
Save	Use this function to save any additions or changes to Item Lists.
Mix Match Item List and Entries	

Packaging Price Entries: Add Value	Click the "**Add Value**" button to create mix and match packages for the new or selected mix and match item. A number of packages can be included for each mix and match item.
Item List	A drop-down list of all the configured item lists to select before clicking **Add**.
Quantity	Enter the total quantity of the contents in the selected item list that forms the package.
Total Package Price	Select to enter a new price for the package.
Amount Off Package Price	Select to enter the amount off the total package price.
Percent Off Package Price	Select to enter the percent off the total package price.
Taxable Rebate	The rebate amount and the taxes applied to the rebate amount.
Rebate Amount	Enter the amount of the rebate.
Taxes	Select the tax to be applied to the rebate.

Coupons

A coupon gives discounts or offers from a manufacturer to the customers who purchase certain product/s from the manufacturer.



Field/Button	Description
Site Parameters	
Enable Coupon Scanning	Enable this option if your site accepts scanned coupons.
Coupon Validation	Expiry Only: Only checks if the coupon is expired or not. Manufacturer And Expiry: Selecting this validates many properties like if the coupon is eligible for applying a discount or if the products have met the requirements to apply the coupon discount etc. For better coupon validation, configure this setting to Manufacturer And Expiry.
Allow Negative Transaction Totals	Allows the transaction total to be less than zero when coupons are accepted. By default, this option is not checked.

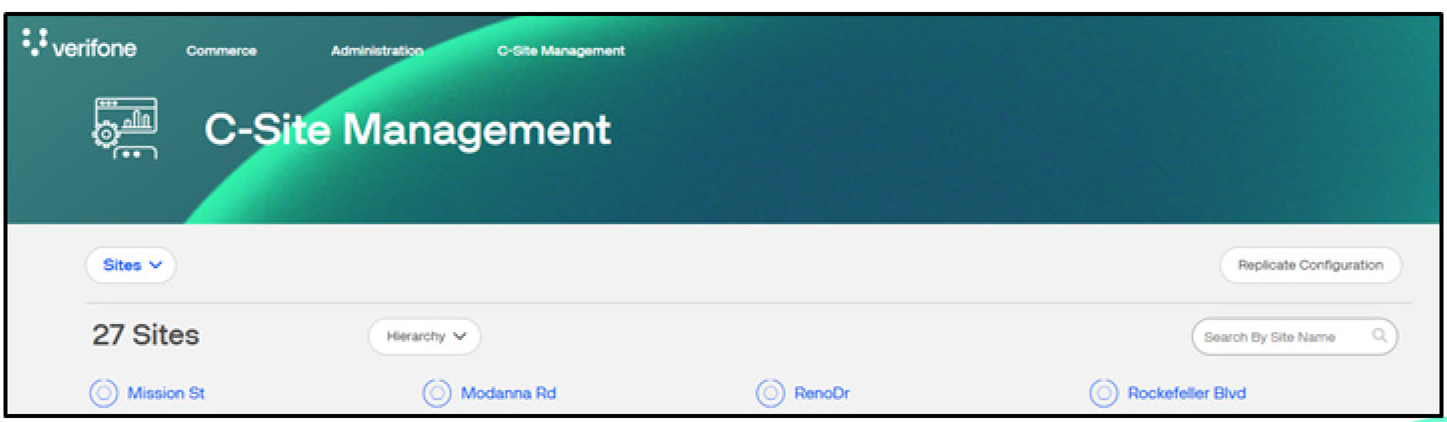
Taxable Options	
Manufacturer Coupon reduce tax	If this parameter is enabled the tax will be calculated on the amount after the discount is applied. Use this setting based on your state or local laws regarding how manufacturer discounts affect taxes. By default, this option is not checked.

Payment Operations

The following Payment Operations configurations are currently available under **C-Site Management > Site Management**:

- Primary Payment
- Trigger Pull Settings
- Loyalty
- Mobile
- EPS Parameters
- EMV Settings
- Proprietary Fleet (Read Only)
- Commercial Fleet
- PIN Pad
- POS Settings
- EPS Prepaid
- Full Service Attendant (Read Only)
- InComm (Read Only)
- Cullinan (Read Only)
- Payware Fleet (Read Only)
- Payware Loyalty (Read Only)

To configure Loyalty, Mobile Payment, Commercial Fleet Direct, 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.



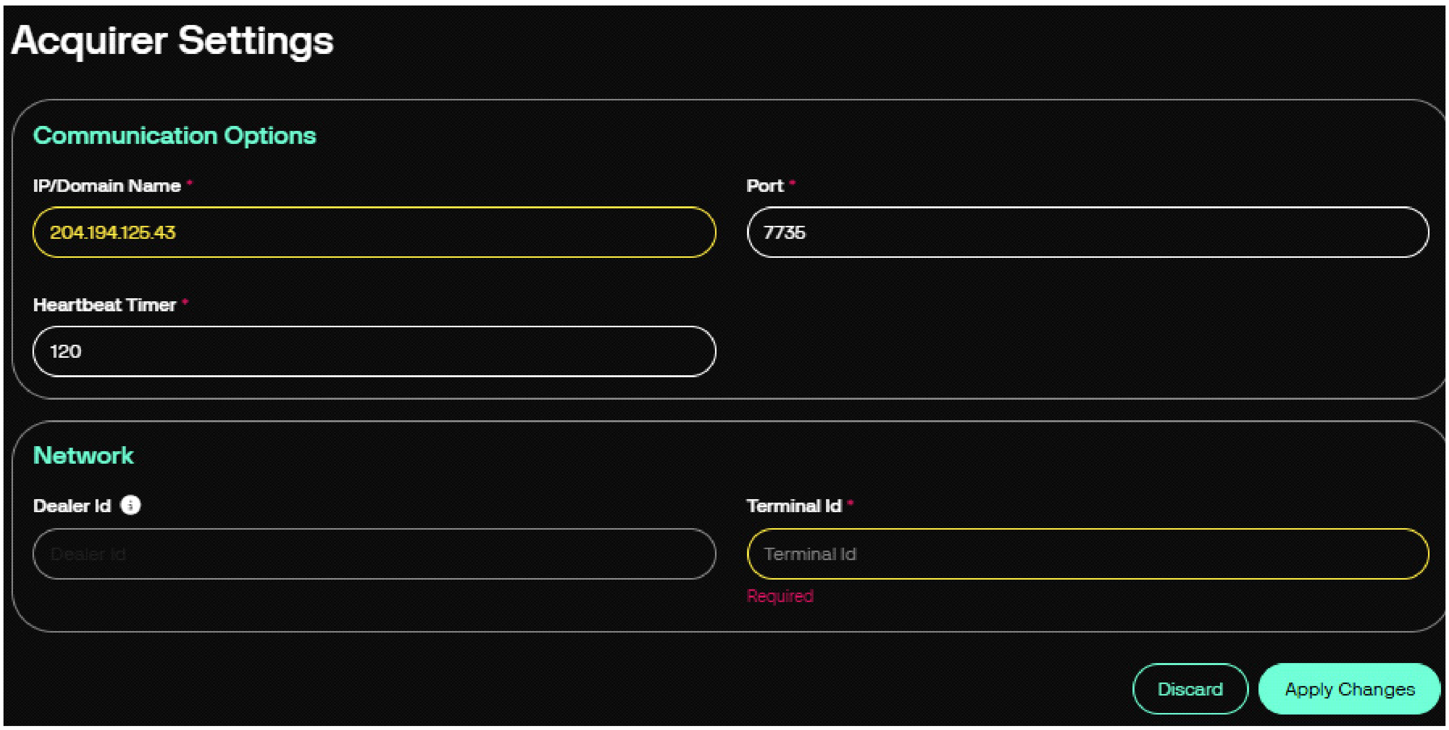
verifone

Primary Payment

Primary payment is the main method a customer uses to complete a transaction, serving as the core tender type—such as a credit, debit, or fleet card—that initiates authorization, settlement, and payment processing.

Acquirer Settings

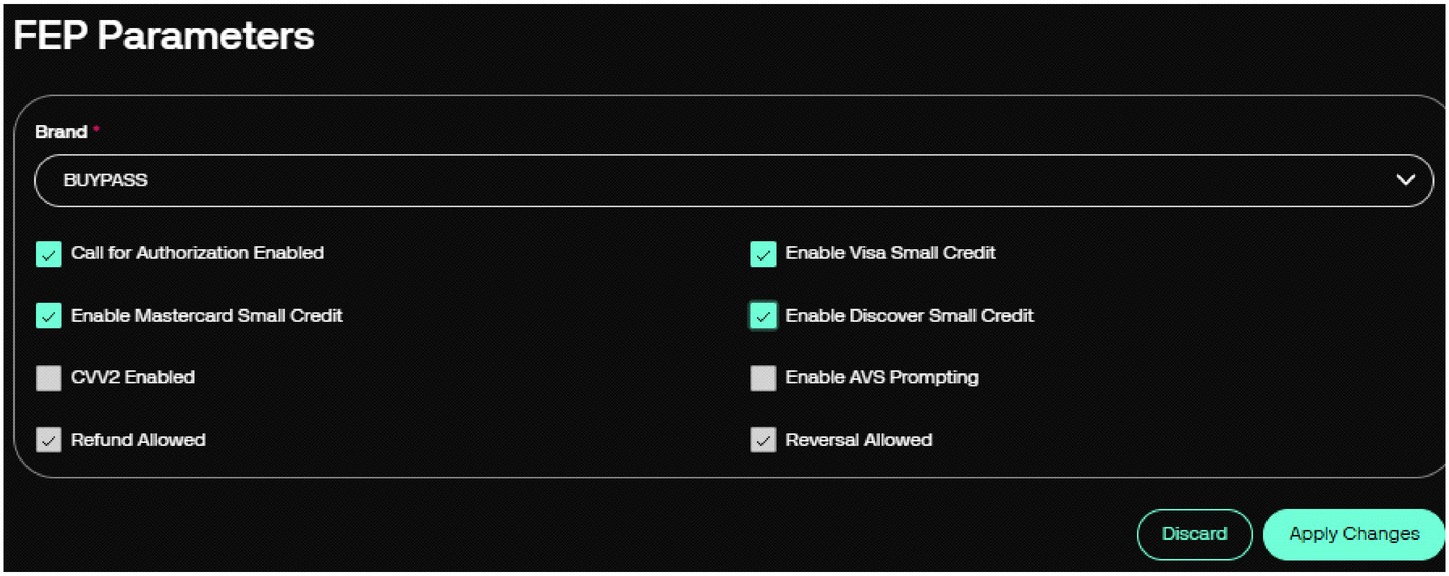
Defines the payment processor details the terminal uses to route and authorize all primary payment transactions.



Field/Button	Description
IP/Domain Name	Specifies the server address the terminal uses to communicate with the acquirer.
Port	Defines the network port used for sending and receiving payment authorization messages.
Heartbeat Timer	Sets how often the terminal sends status checks to confirm connectivity with the acquirer.
Dealer ID	Identifies the merchant or store location within the acquirers system.
Terminal ID	Uniquely identifies this specific payment terminal for transaction processing.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

FEP Parameters

Settings that define how the terminal communicates with the Front-End Processor for routing and authorizing payment transactions.

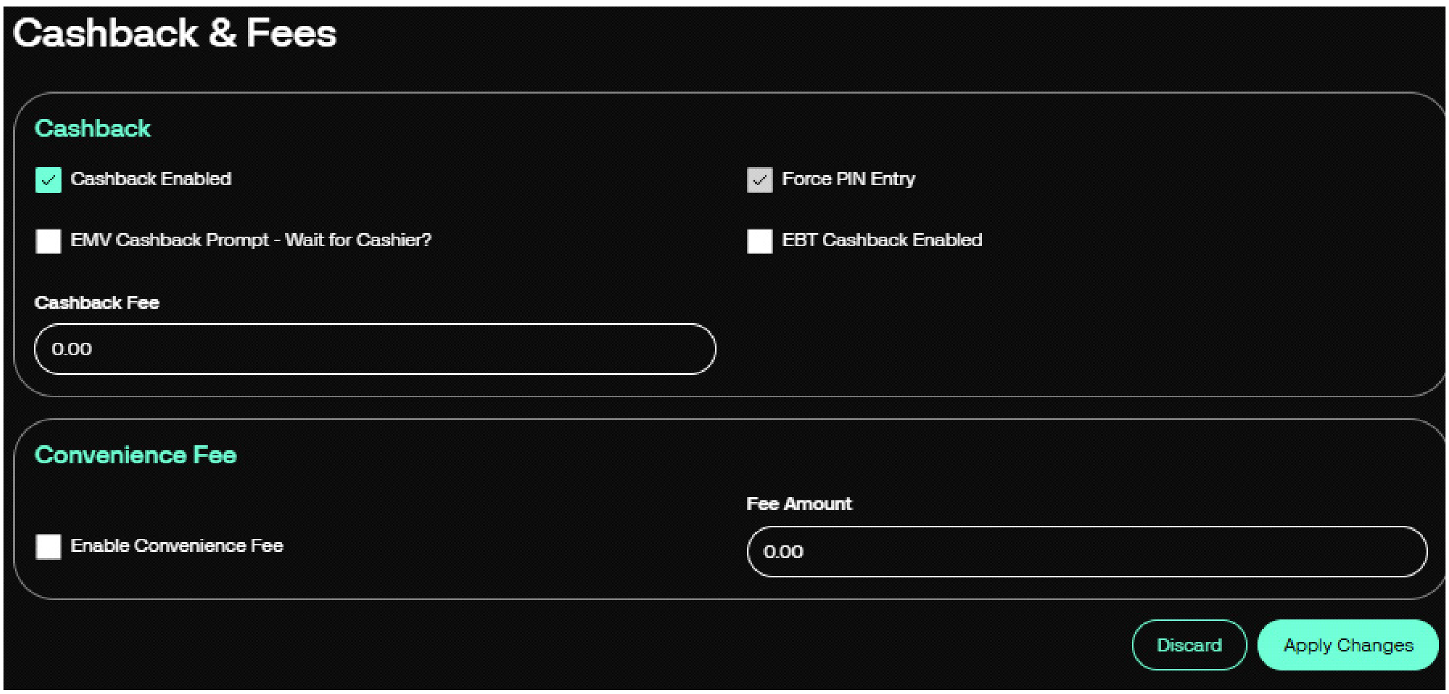


Field/Button	Description
Brand	Specifies the brand profile the payment system should use for processing and reporting.
Call for Authorization Enabled	Requires the terminal to request manual approval for certain transactions.
Enable Visa Small Credit	Allows low value Visa credit transactions to process with simplified rules.
Enable Mastercard Small Credit	Allows low value Mastercard credit transactions to process with simplified rule.
Enable Discover Small Credit	Allows low value Discover credit transactions to process with simplified rules.
CVV2 Enabled	Prompts for and validates the card's CVV2 security code when required.
Enable AVS Prompting	Requests the customer's address information for Address Verification Service checks.
Refund Allowed	Permits the terminal to process refund transactions.
Reversal Allowed	Allows the system to reverse a transaction when necessary, such as after an error or interruption.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Cashback & Fees

	NOTE	Cashback and Fees is located in Verifone Configuration Client at Payment Controller > EPS Global Configuration > EPS Tab.

Cashback and fees are the extra financial adjustments applied during a transaction—cashback lets a customer receive cash from their debit purchase, while fees are additional charges a merchant may apply for specific payment types or services, such as credit surcharges or convenience fees.

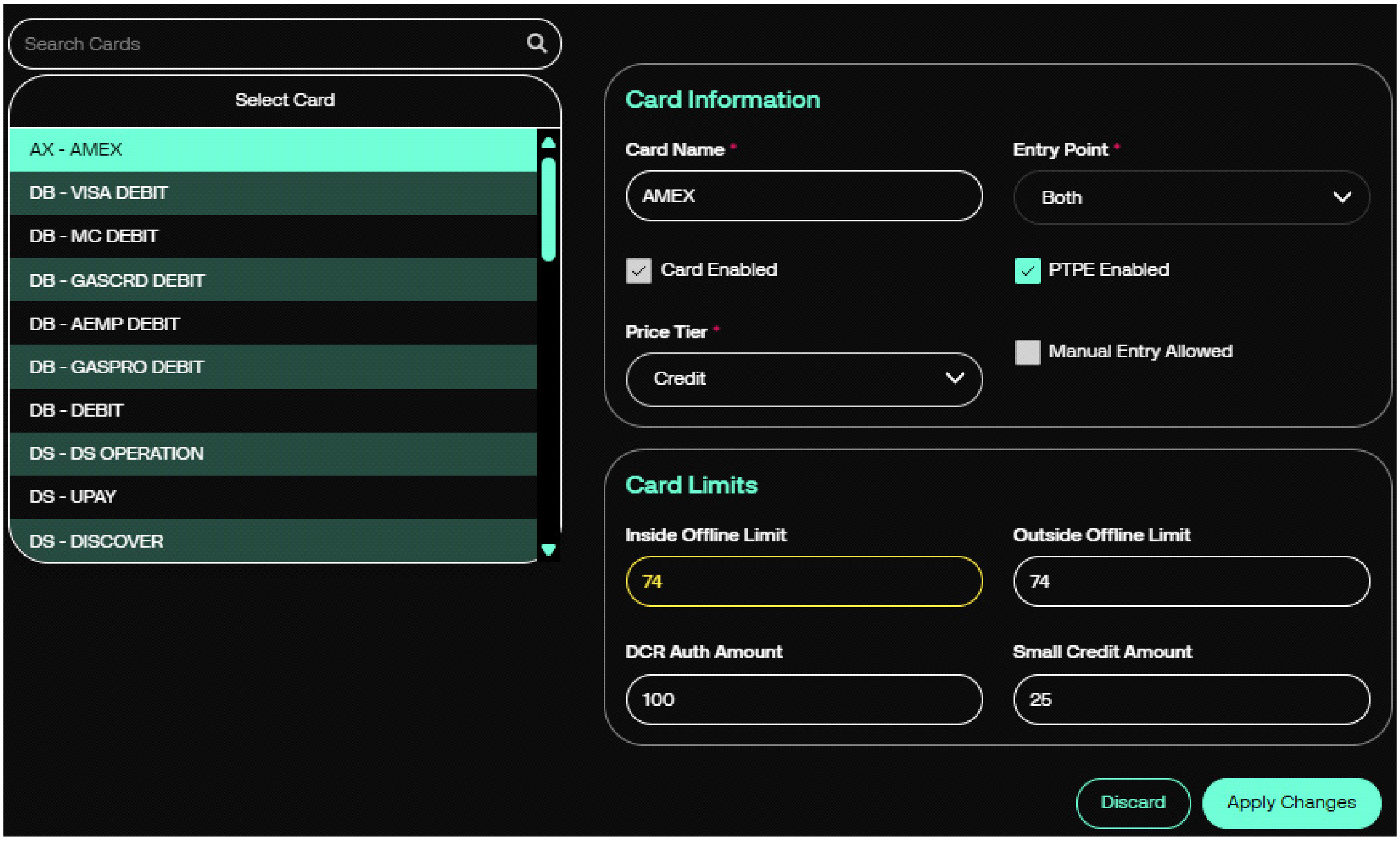


Field/Button	Description
Cashback Enabled	Enables cashback on cards.
Force PIN Entry	Enforces the customer to enter a PIN.
EMV Cashback Prompt – Wait for Cashier?	Displays “Wait for Cashier” prompt during EMV Cashback transactions.
Cashback Fee	Sets the fee associated with cashback on MOP transactions.

EBT Cashback Enabled	Enables cashback on EBT transactions.
Enable Convenience Fee	Enables the fee for convenience.
Fee Amount	Sets the convenience fee amount.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

FEP Cards

Defines the card types and rules the terminal uses when communicating with the Front-End Processor for transaction routing.

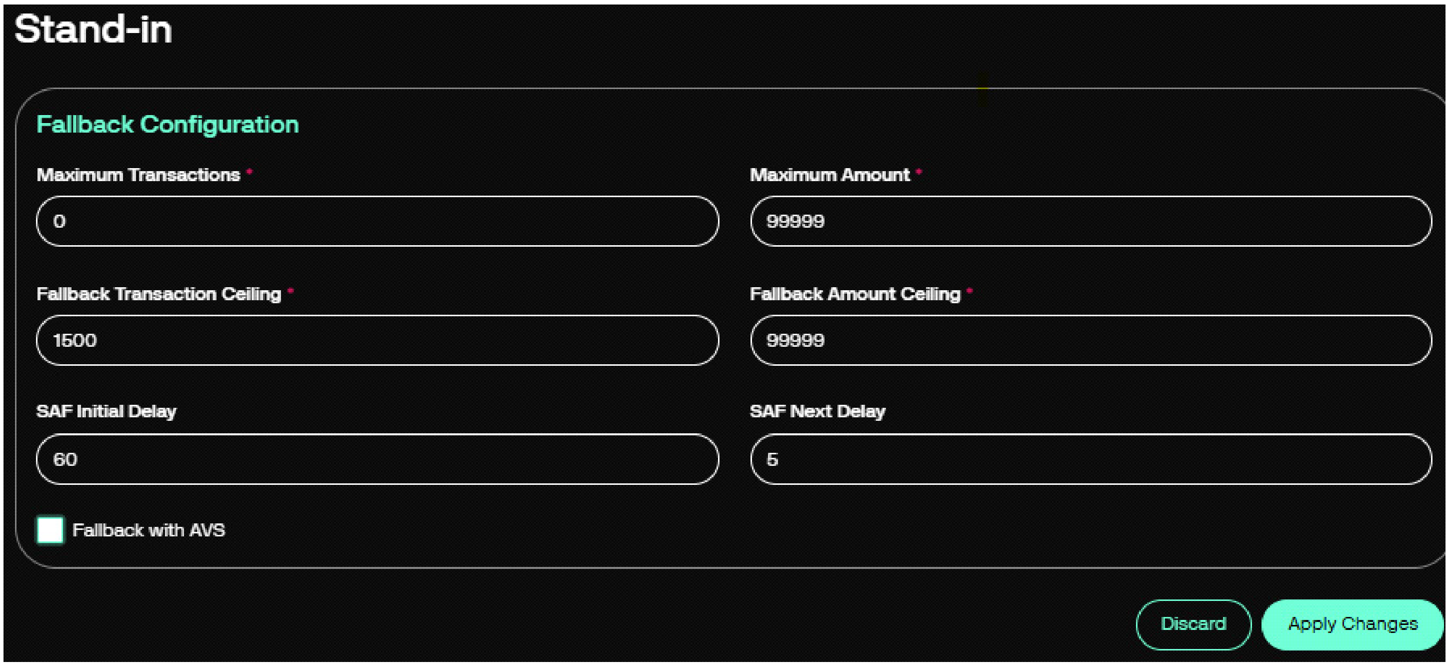


Field/Button	Description
Select Card	Chooses the specific card type to configure for Front-End Processor handling.
Card Name	The display name used to identify the selected card type in the system.
Entry Point	Defines how the card can be used at the terminal, such as swipe, insert, or tap.
Card Enabled	Indicates whether this card type is active and allowed for transactions.
PTPE Enabled	Enables encrypted transaction processing for the selected card type.
Price Tier	Sets the pricing level or rules applied when this card is used.

Manual Entry Allowed	Permits entering card information manually when necessary.
Inside Offline Limit	Maximum offline transaction amount allowed for indoor terminals.
Outside Offline Limit	Maximum offline transaction amount allowed for outdoor terminals.
DCR Auth Amount	The preset amount used for dispenser card reader authorization.
Small Credit Amount	Defines the threshold for processing low value credit transactions under simplified rules.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Stand-In

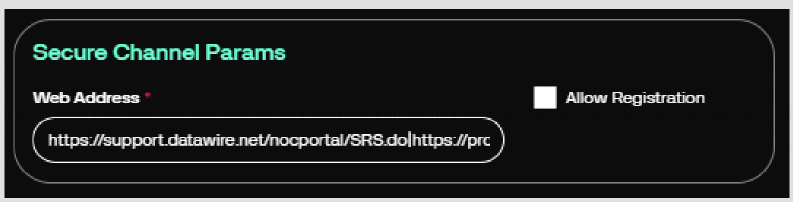
Allows the system to authorize transactions using predefined rules when the payment processor is temporarily unavailable.



Field/Button	Description
Maximum Transactions	The highest number of stand-in transactions allowed before stopping offline approvals.
Maximum Amount	The total monetary limit permitted for all stand-in transactions combined.
Fallback Transaction Ceiling	The maximum amount allowed per transaction when the system enters fallback mode.
Fallback Amount Ceiling	The total dollar limit permitted for all fallback transactions.
SAF Initial Delay	The waiting period before the terminal first attempts to upload stored offline transactions.
SAF Next Delay	The time interval between subsequent attempts to resend stored offline transactions.
Fallback with AVS	Allows fallback transactions to require Address Verification Service checks when enabled.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

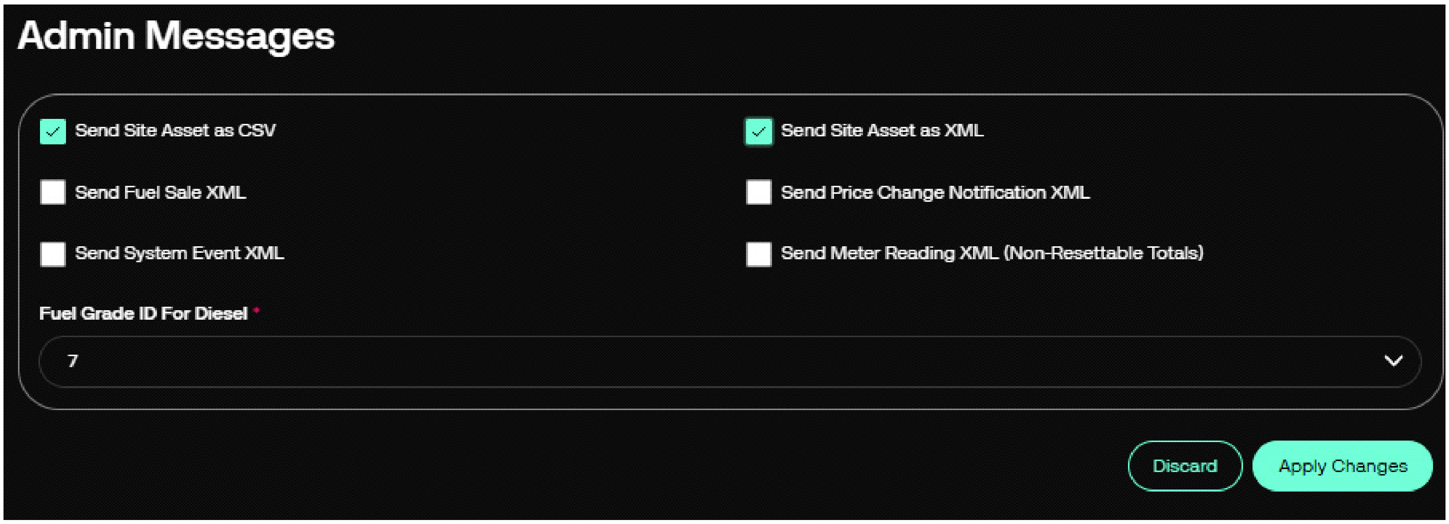
Security Settings

Controls encrypted communication options for the terminal, including enabling TLS for secure data transmission and using the Datawire Secure Channel for protected payment processing.

Field/Button	Description
TLS Enabled	Activates encrypted communication using Transport Layer Security to protect data exchanged with payment servers.
Datawire Secure Channel	Uses Datawire's secure communication channel to safeguard transaction data during processing. When Datawire is enabled, the Secure Channel Parameters display. 
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Admin Messages

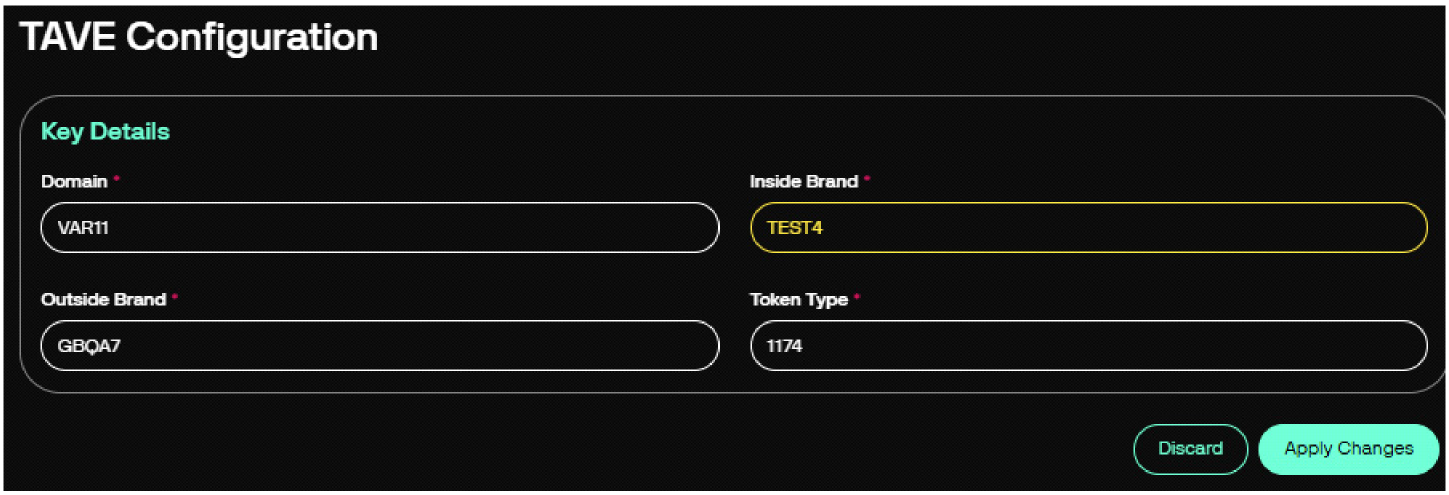
Handles automated outbound notifications from the site, sending operational data such as assets, fuel sales, price changes, system events, and meter readings to the host system in standardized formats for reporting and backend processing.



Field/Button	Description
Send Site Asset as CSV	Sends site asset information to the host system in CSV format.
Send Site Asset as XML	Sends site asset information to the host system in XML format.
Send Fuel Sale XML	Transmits fuel sale transaction data to the host in XML format.
Send Price Change Notification XML	Sends price change updates to the host system using XML.
Send System Event XML	Reports system events and alerts to the host in XML format.
Send Meter Reading XML (Non-Resettable Totals)	Sends dispenser meter totals to the host in XML without resetting values.
Fuel Grade ID For Diesel	Specifies the system's designated fuel-grade identifier used for diesel.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

TAVE Configuration

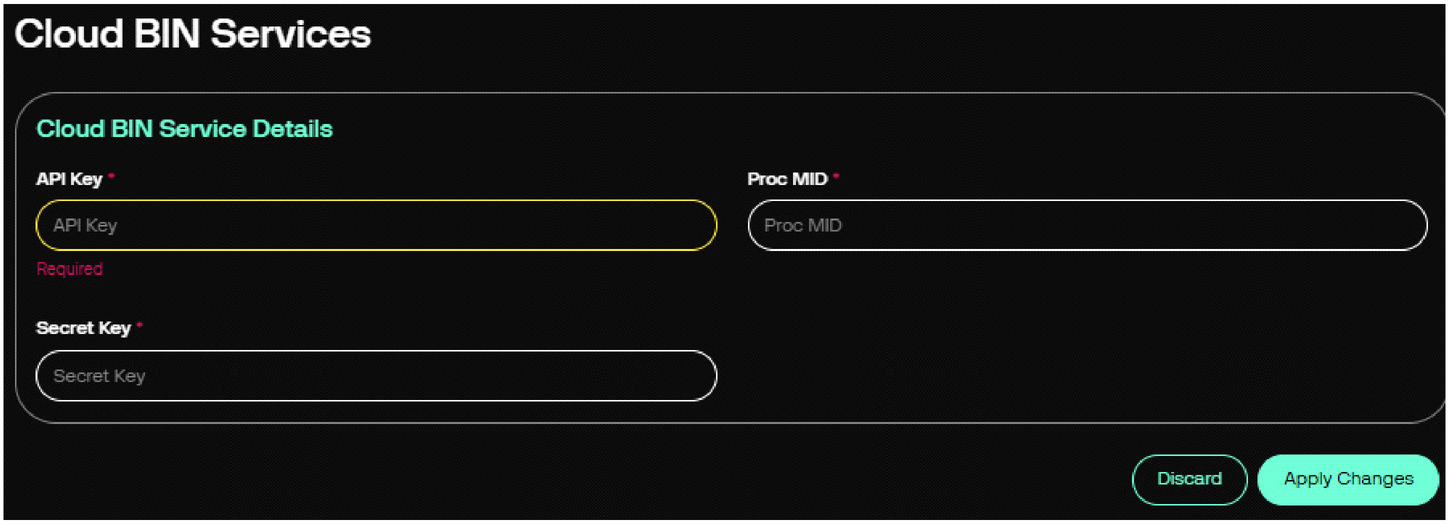
TransArmor: Verifone Edition (TAVE) provides duallayer card security by combining strong encryption with tokenization, replacing the card's PAN with a random token so sensitive data never enters the POS. It requires installing a TAVE key (VCL VRK) and configuration files in addition to standard 3DES DUKPT debit keys, with each TAVE key supporting up to 99 rotations for added protection. Debit keys remain unchanged, and both debit and TAVE keys are requested and downloaded through the Premier Portal using the VRK request tool, allowing multiple device serial numbers to be processed at once.



Field/Button	Description
Domain	Identifies the operational domain or network environment the site configuration belongs to.
Inside Brand	Specifies the brand profile applied to indoor payment terminals.
Outside Brands	Specifies the fuel brand profile applied to outdoor dispensers or payment points.
Token Type	Defines the type of security token used for transaction protection and data handling.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Cloud BIN Services

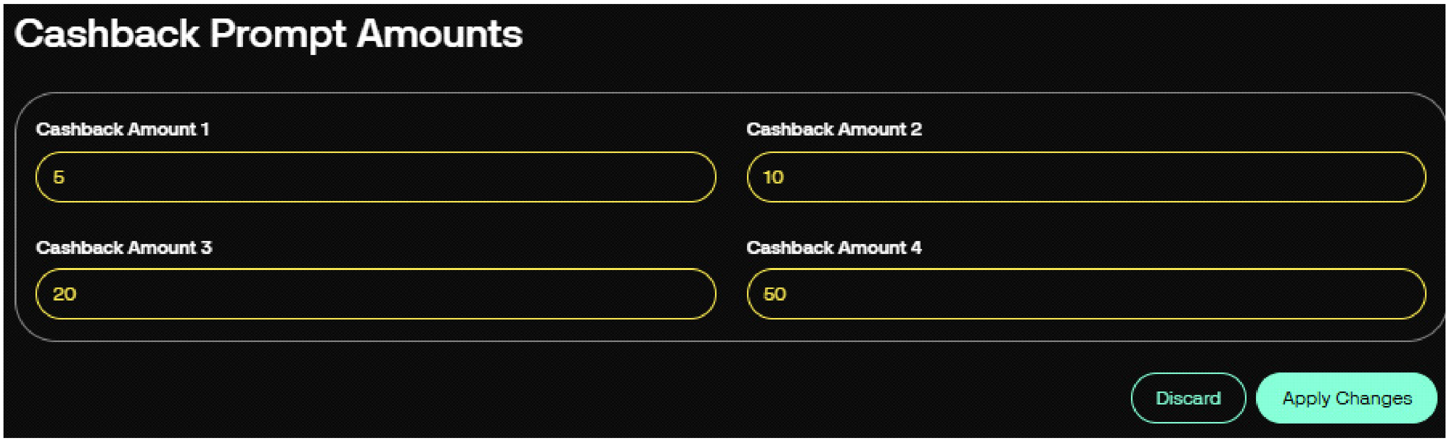
Provides real-time, cloud based lookup of card BIN data so the system can accurately identify card types, apply the correct processing rules, and route transactions without relying on local BIN tables.



Field/Button	Description
API Key	A unique credential used to authenticate the system when connecting to cloud or external services.
Proc MID	The processor assigned merchant ID used to identify the business during transaction processing.
Secret Key	A secure, private key paired with the API key to authorize and protect sensitive communications.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Cashback Prompt Amounts

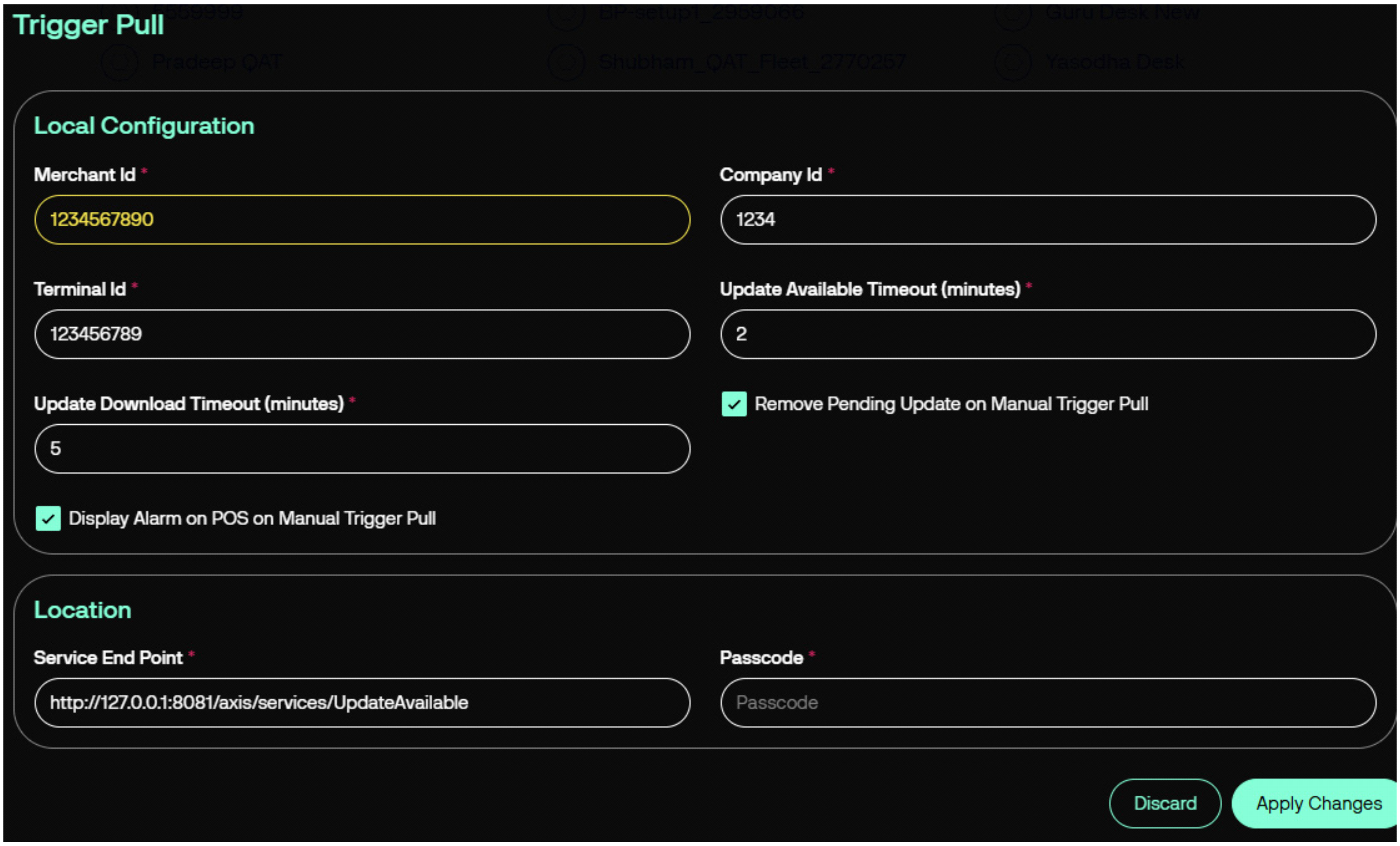
Cashback prompt amounts are short labels that display fixed amounts to quickly tell users exactly how much money they are getting in return.



Field/Button	Description
Cashback Amounts	Prompts that display set amounts on the PIN pad.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Trigger Pull Settings

A trigger pull is a forced update that makes a credit-card terminal or payment system download the latest EPS (VIPER) tables it needs to process cards. It refreshes your merchant parameters and EMV configuration so the device can communicate correctly with the processor and accept transactions without errors.



Field/Button	Description
Merchant ID	The Merchant ID is given to the store by the network and is part of the terminal identification number.
Company ID	The Company ID is given to the store by the network and is part of the terminal identification number.
Terminal ID	Terminal ID number. This number, supplied by the network is part of terminal identification number.
Update Available Timeout (minutes)	Timeout for Update Available prompt.
Update Download Timeout (minutes)	Timeout for update download.

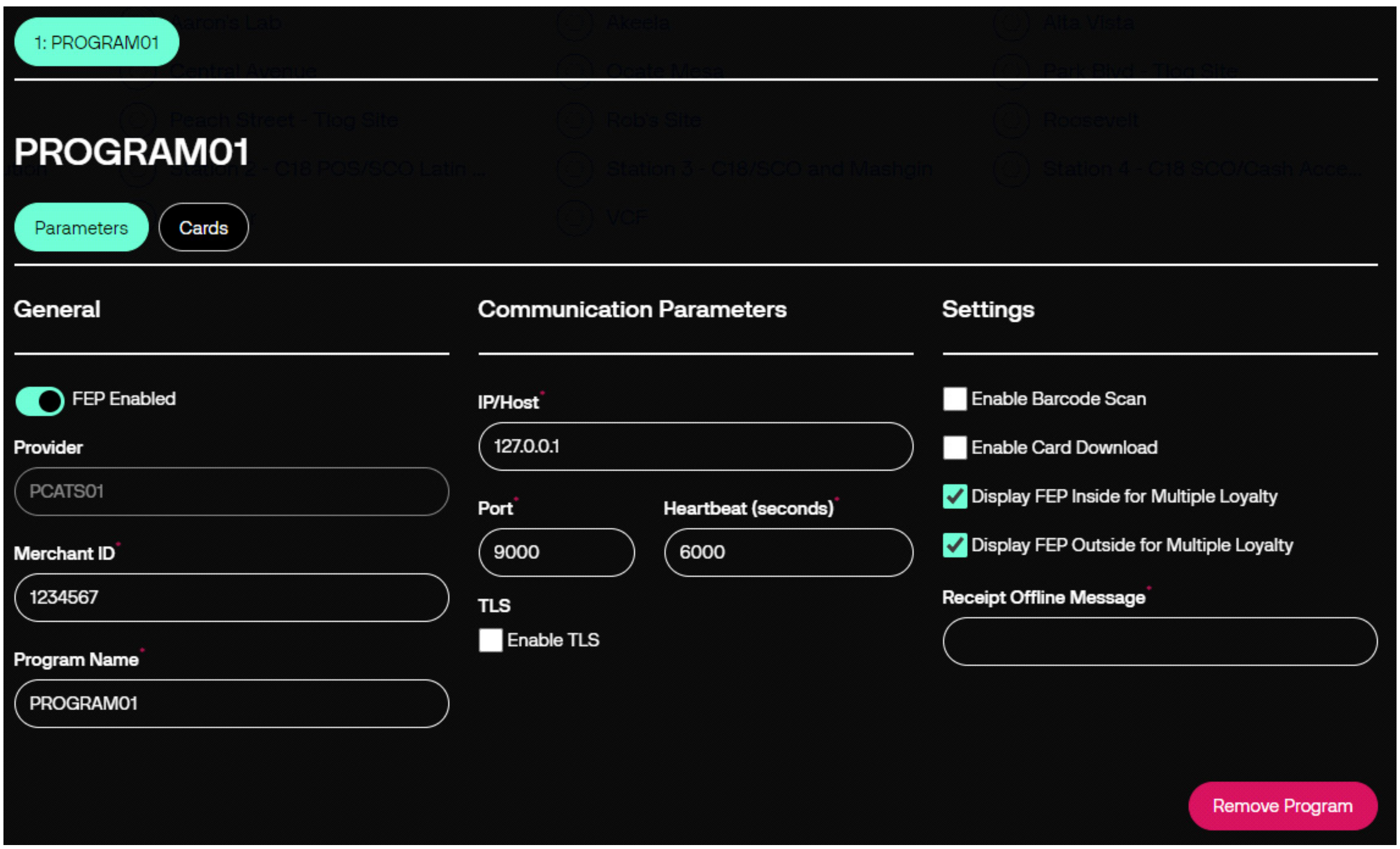
Remove Pending Update on Manual Trigger Pull	When this option is enabled, any pending updates are canceled prior to downloading the trigger file.
Display Alarm on POS on Manual Trigger Pull	When this option is enabled, any pending updates are canceled prior to downloading the trigger file.
Location	
Service End Point	This parameter holds the URL for the web service that provides the trigger files.
Passcode	This parameter holds the password required by the web service that provides the trigger files.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

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.**

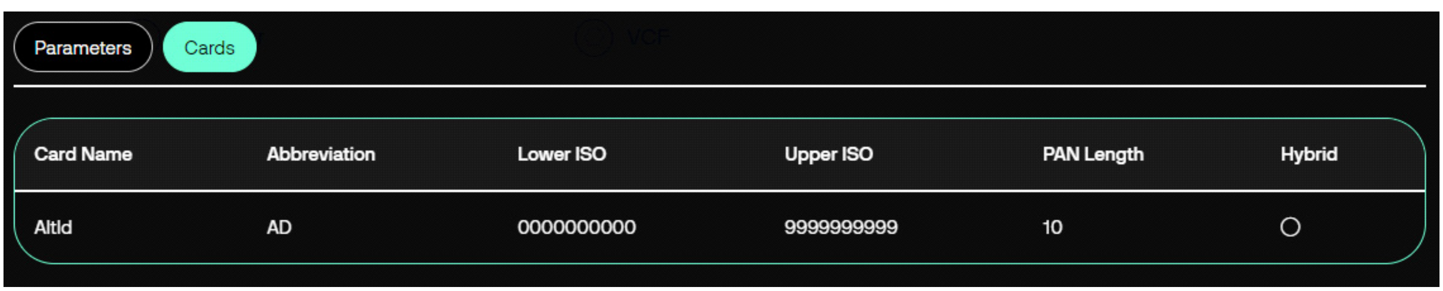
Loyalty Parameters



Field/Button	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.

Loyalty Cards



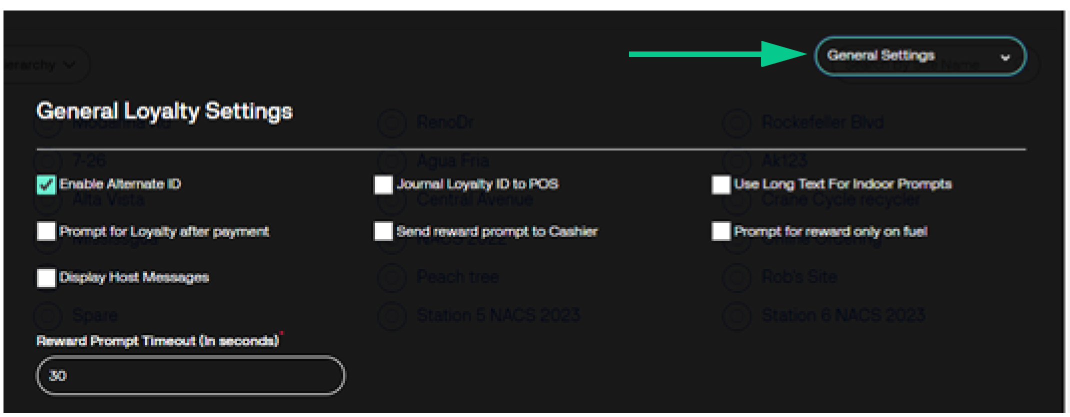
Field/Button	Description
Card Name	Name given to identify this entry.
Abbreviation	Sets a two digit abbreviation for the card.
Lower ISO	Sets the lower value of the card (BIN) range. The entered card number must be greater than or equal to this number to match the table entry.
Upper ISO	Sets the upper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

Loyalty 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**.

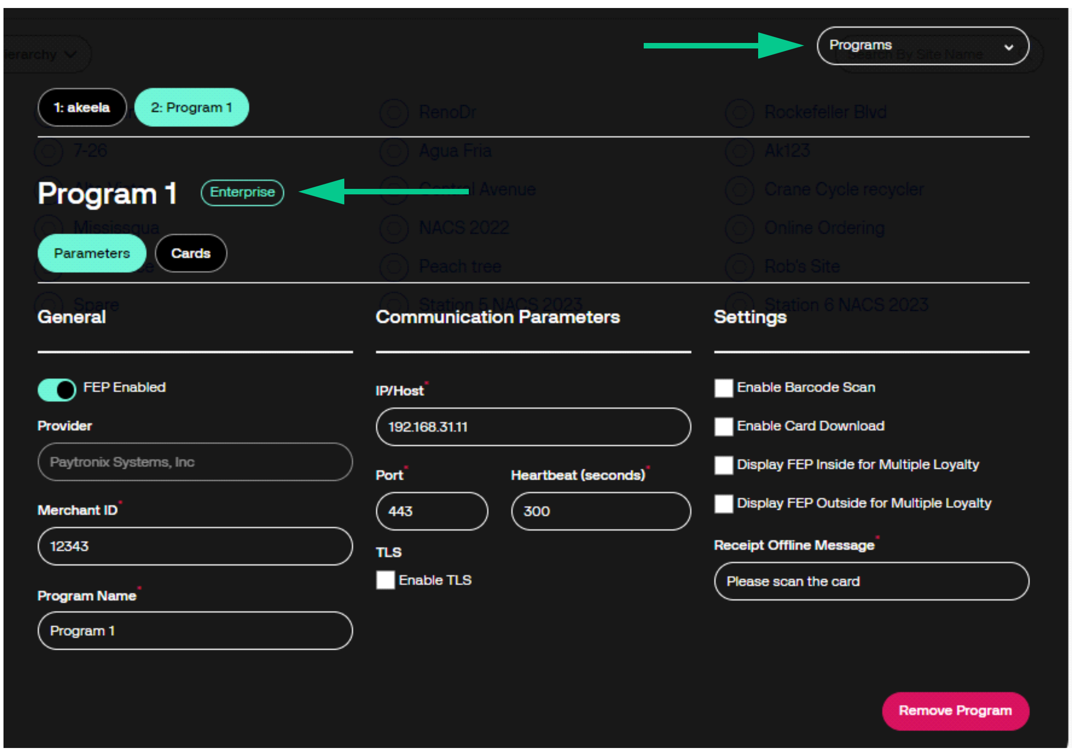


Field/Button	Description
Enable Alternate ID	Enables the payment device to prompt for an alternative ID for loyalty.
Prompt for Loyalty after payment	Prompts the customer for loyalty after they have paid for the transaction.
Display Host Messages	Loyalty messages will appear on the POS from the loyalty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

5. 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'.**

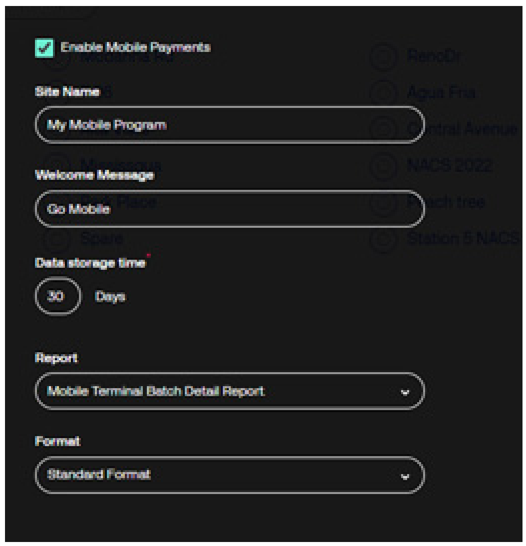


Mobile

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.**

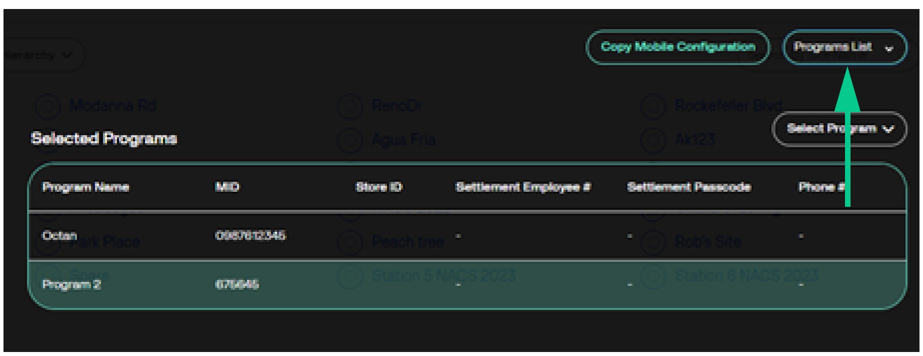


Field/Button	Description
Enable Mobile Payments	Enable to accept Mobile Payments.
Welcome Message	The site's welcome message (100 characters).
Data Storage Time	The Data Storage Time for retention (0-30 days).
Report	The Mobile Terminal Batch Detail Report is the only report for the format type below.

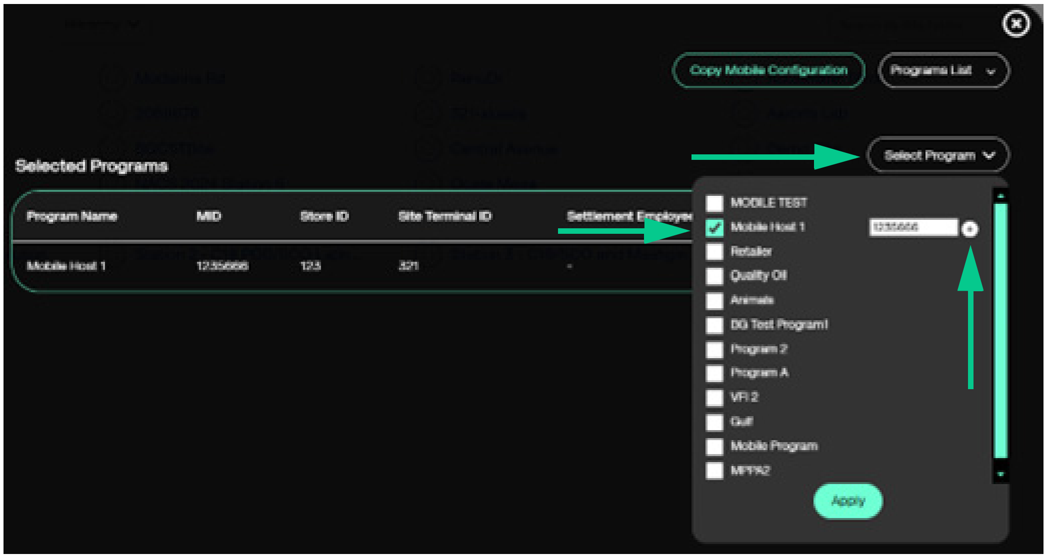
Format	The combination of these fields are used to set the format type for each report from the report drop-down menu. The values are “Standard” and “Extended Authorization.” The default format type would be “Standard” for all reports. In the Chevron distribution, the Mobile Terminal Batch Detail Report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

Edit Program Details

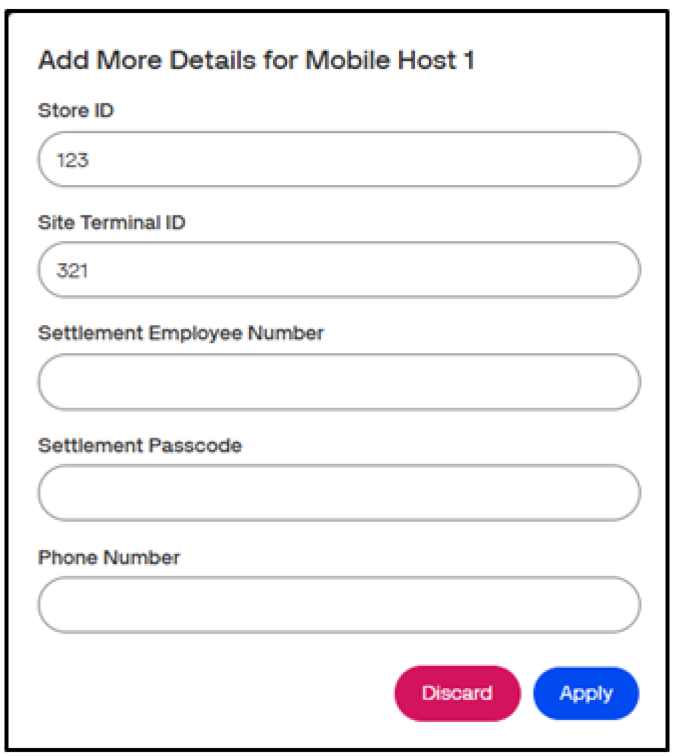
1. To edit site mobile configurations, navigate to **C-Site Management > Configuration > Site Management > Select the Site Name** from the list.
2. Select **Payment Operations > Mobile**.
3. The **Site Settings** are presented by default. To modify the programs, switch the drop-down menu to **Program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



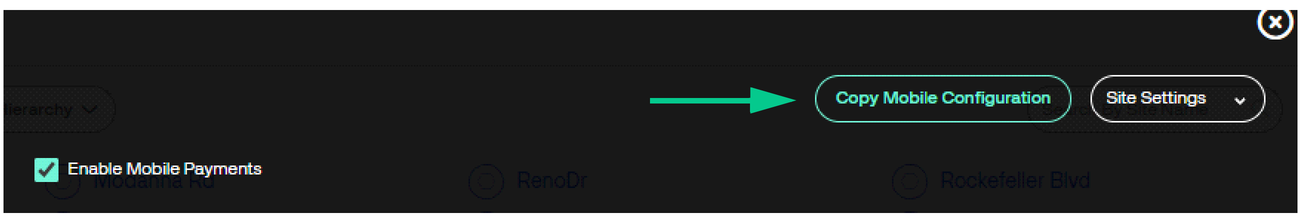
5. Use the **(+)** next to the MID to add additional details such as Store ID, Settlement Employee Number, Settlement Passcode, and Phone Number. **See table below for details on each field.**



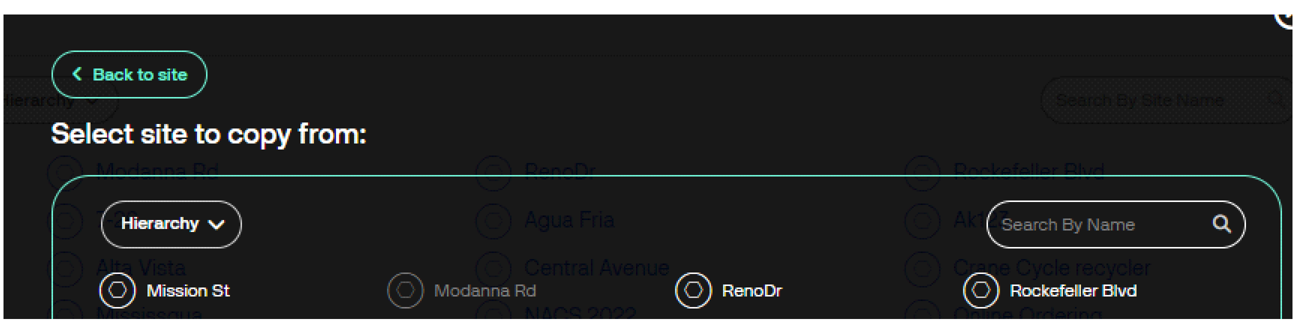
Field/Button	Description
Store ID	The Store Identification (ID) Number.
Site Terminal ID	It is the ID number for the terminal received from the mobile payment host.
Settlement Employee Number	It is the number used by the Verifone Commander for settlement with Mobile Payment Host. The Settlement Employee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

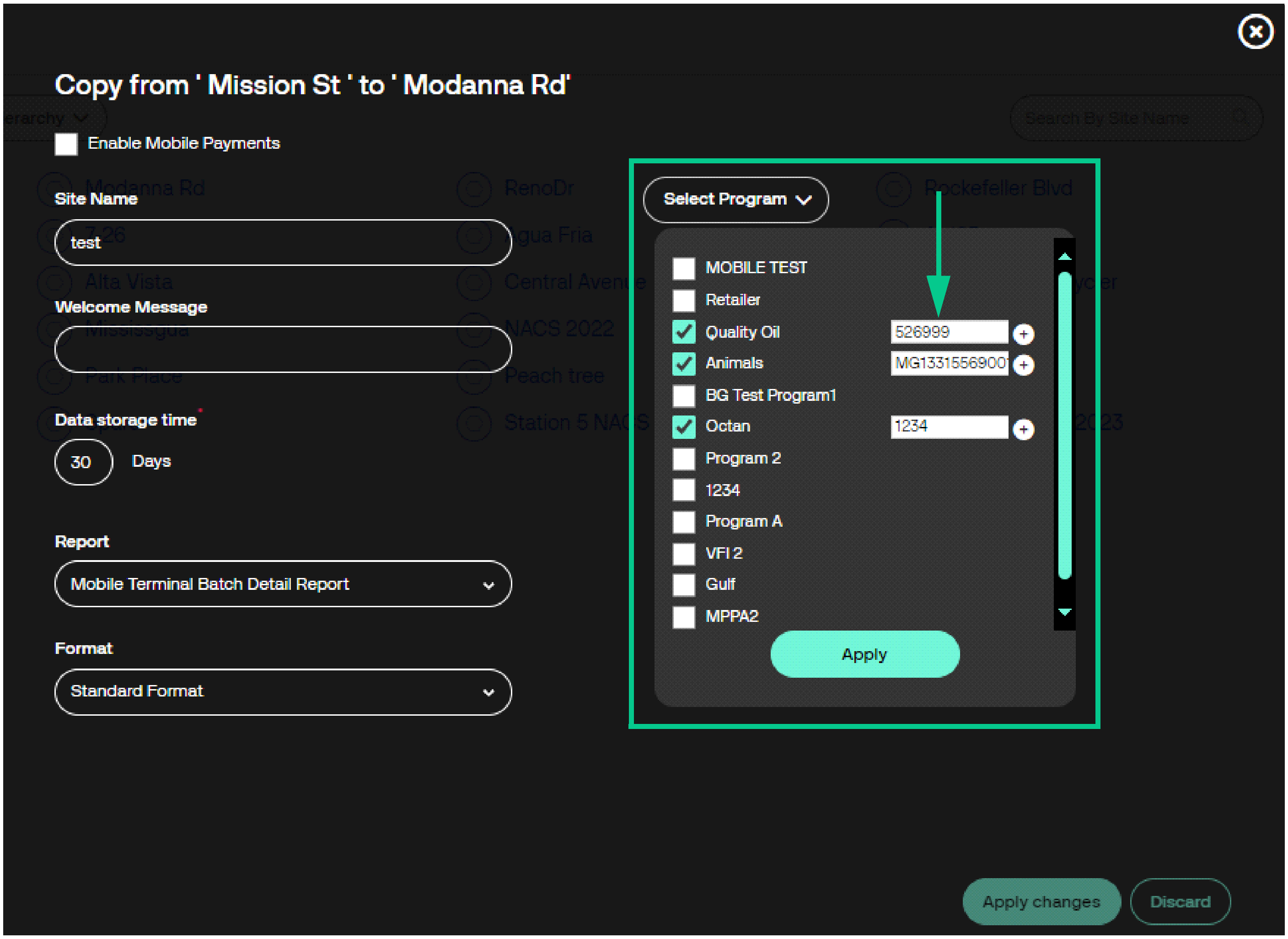
1. To edit site mobile configurations, navigate to **C-Site Management > Configuration > Site Management > Select the Site Name** from the list.
2. Select **Payment Operations > Mobile**.
3. Click **Copy Mobile Configuration** from the top right corner of the screen.



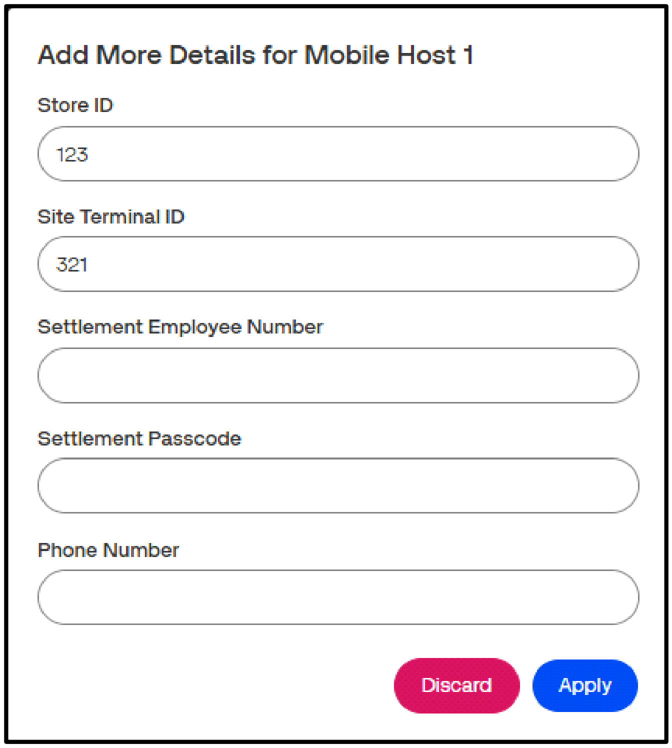
4. A list of sites will appear to select a location to copy the configuration **from**. Use the Hierarchy drop-down menu or the search by name function to narrow down the site. **Select the site you want to copy the Mobile Program from.**



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.**



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.**

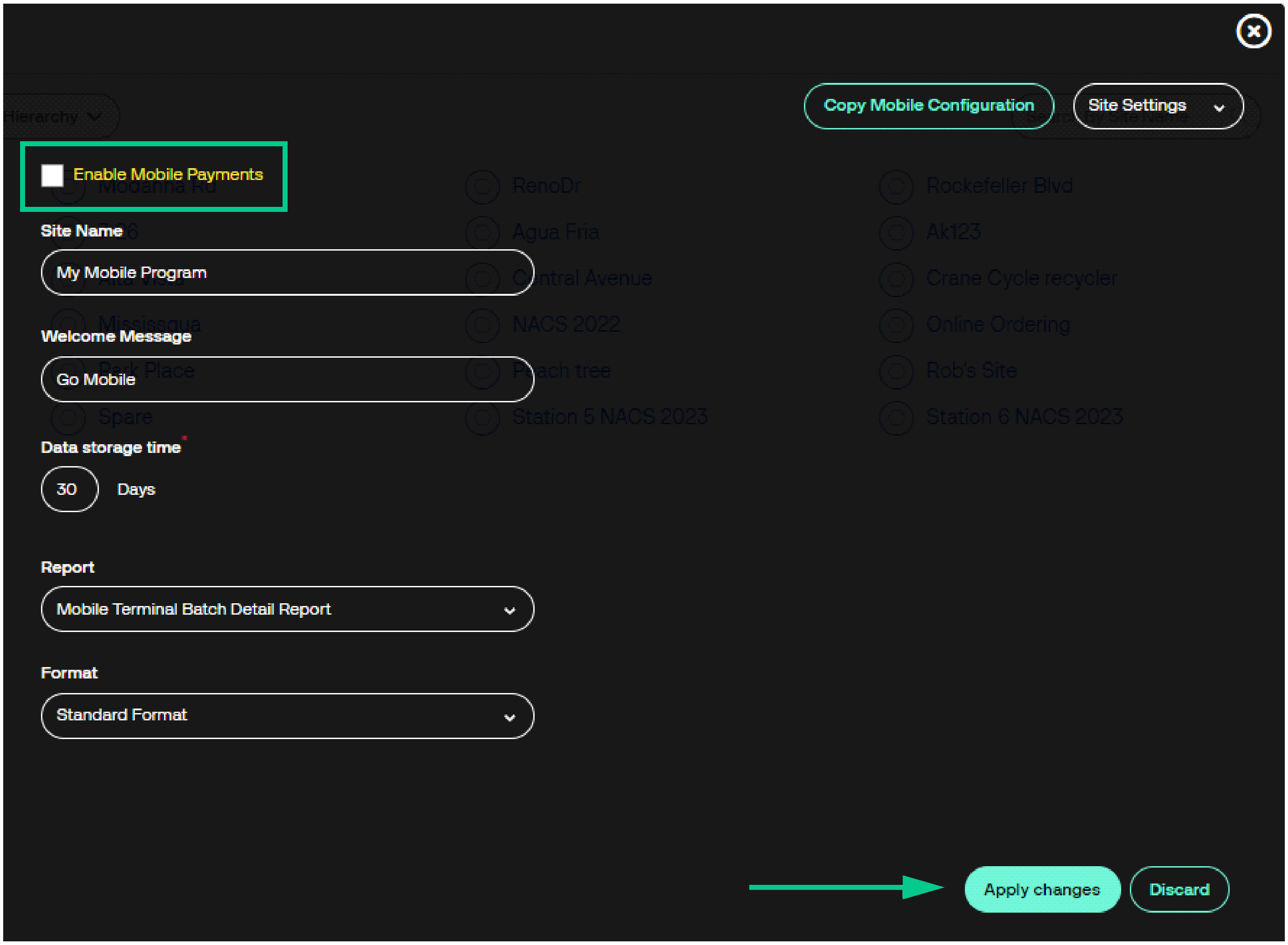


Field/Button	Description
Store ID	The Store Identification (ID) Number.
Site Terminal ID	It is the ID number for the terminal received from the mobile payment host.
Settlement Employee Number	It is the number used by the Verifone Commander for settlement with Mobile Payment Host. The Settlement Employee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



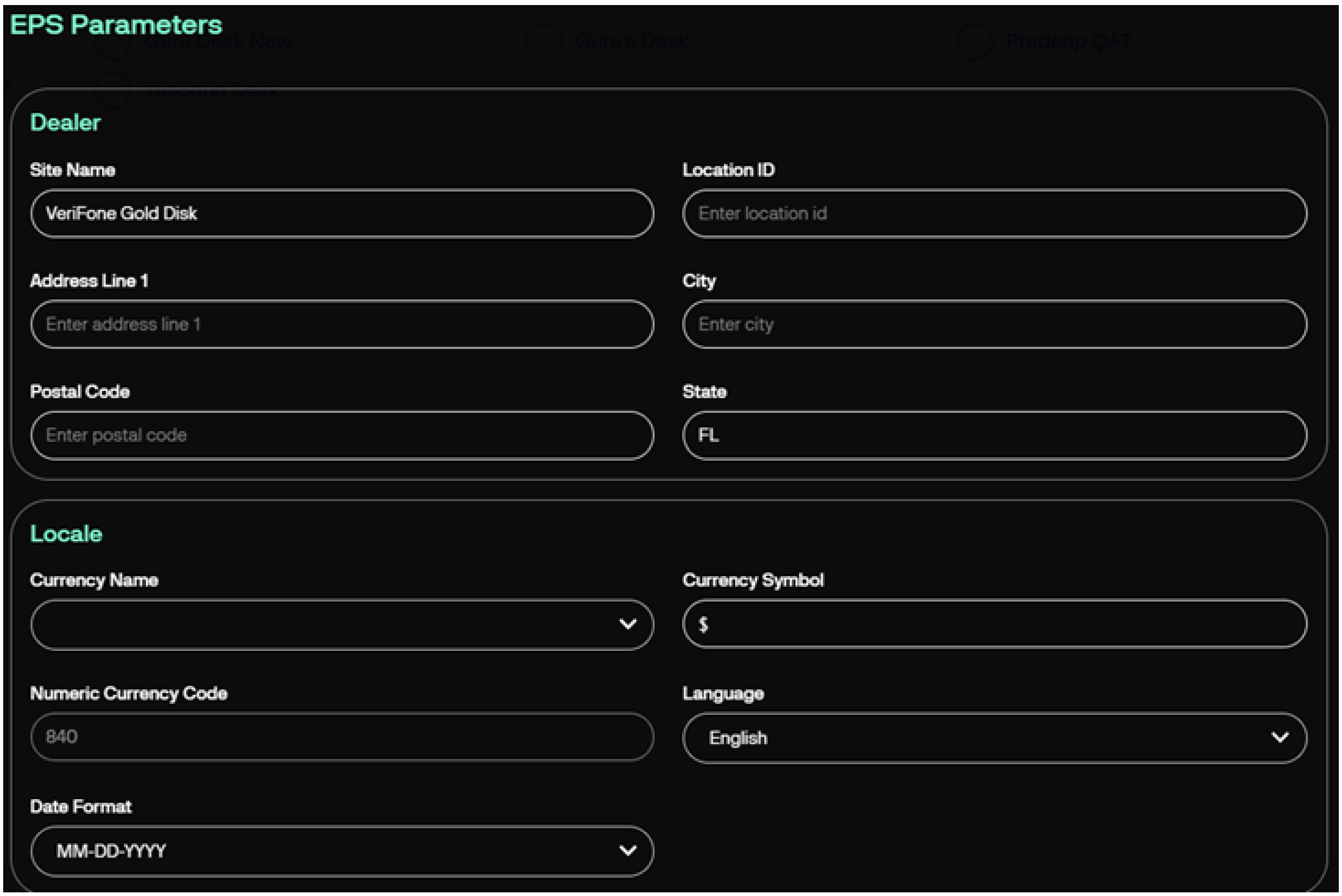
4. Click **Apply changes** in the bottom right corner.

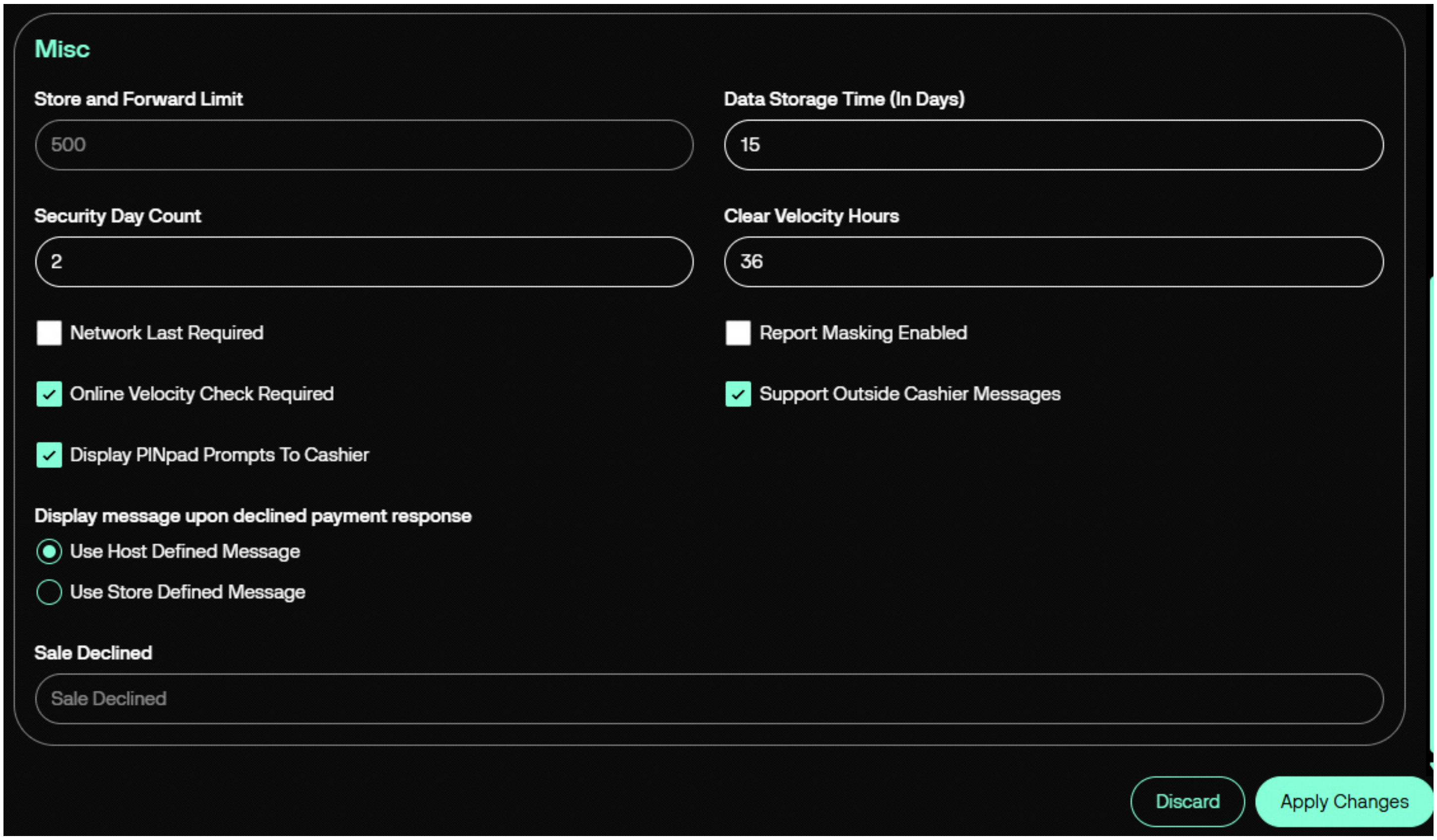
Mobile Payment Configuration Troubleshooting

- **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.

EPS Parameters

NOTE	EPS Parameters are located in Verifone Configuration Client at Payment Controller > EPS Global Configuration > EPS Tab,





Field/Button	Description
Dealer	
Location ID	Displays the identification number of the site.
Site Name	Enter the name to print at the top of all receipts (alphanumeric and special characters, up to 30 characters).
Address Line 1	Enter the street address to print at the top of all receipts (alphanumeric and special characters, up to 18 characters).
City	Enter the city to print at the top of all receipts (alphanumeric and special characters, up to 20 characters).
State	Enter the state to print at the top of all receipts (alphanumeric and special characters, up to 2 characters).
Postal Code	Enter the postal code to print at the top of all receipts (alphanumeric and special characters, up to 20 characters).

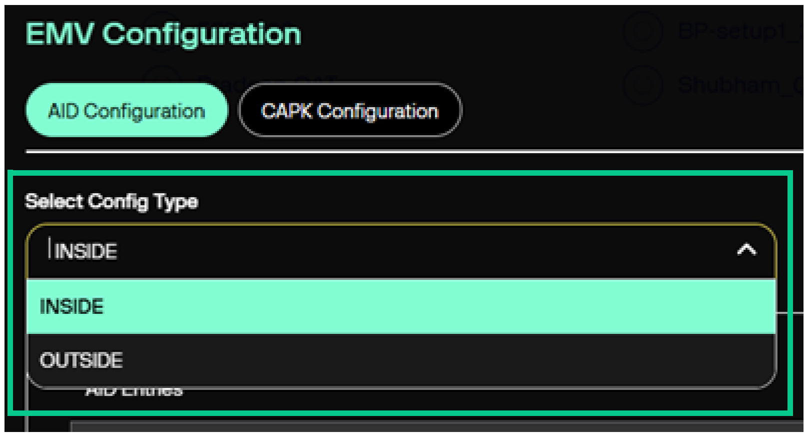
Locale	
Currency Name	Select the currency name. This configuration should match the configuration on the POS. If EPS currency code does not match the POS transaction currency code, then the transaction is rejected by EPS.
Numeric Currency Code	Non-editable field
Currency Symbol	Symbol of the selected currency
Date Format	Select the date format
Language	Select the language
MISC (Miscellaneous)	
Store and Forward Limit	Enter a number to define a number of store and forward (fallback) transactions.
Data Storage Time (In Days)	Displays the number of days the EPS stores the data.
Security Day Count	Displays the number of days to maximize security.
Clear Velocity Days	Displays the number of hours the velocity awaits to clear an entry.
Network Last Required	Check to enable split tender or requires that the network transaction is last.
Report Masking Enabled	Check to mask credit card account numbers and expiration dates in the reports by printing numbers as asterisks except for the last four digits.
Online Velocity Check Required	Check to enable velocity for online and offline transactions.
Support Outside Cashier Messages	Select to enable cashier messages at DCR.
Display PINpad Prompts To Cashier	Displays the prompts that are shown to the customer on the PIN pad.
Display message upon declined payment response	
Use Host Defined Message	Enables the host declined message
Use Store Defined Message	Enables the POS to use a store defined declined message used below.
Sale Declined	When Use Store Defined Message is selected, it displays to the customer.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

EMV Settings

EMV configuration is a set of rules, security keys, and card-brand parameters that allow the device to process chip-card transactions securely.

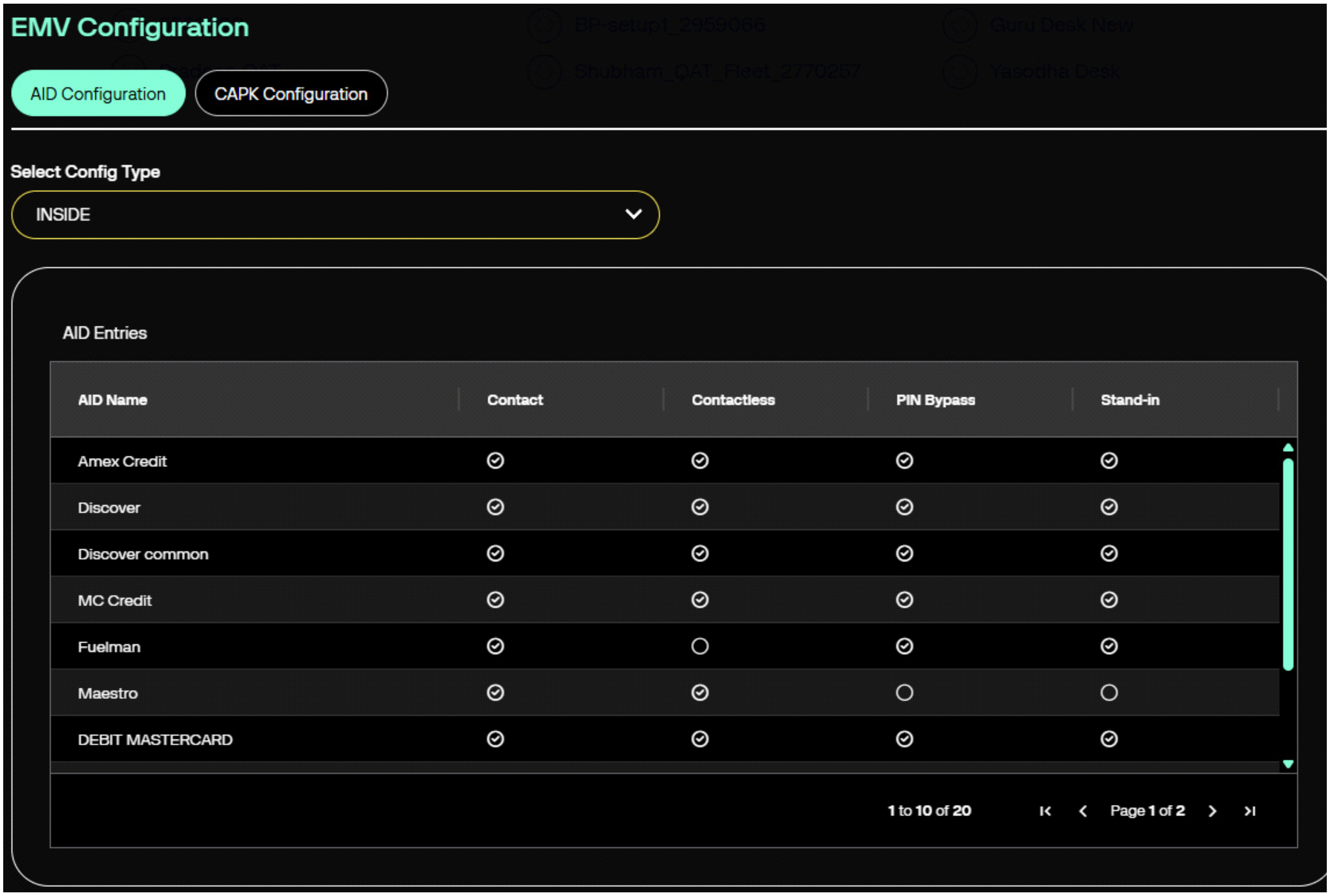
EMV Inside and Outside

EMV is configured Inside and Outside.



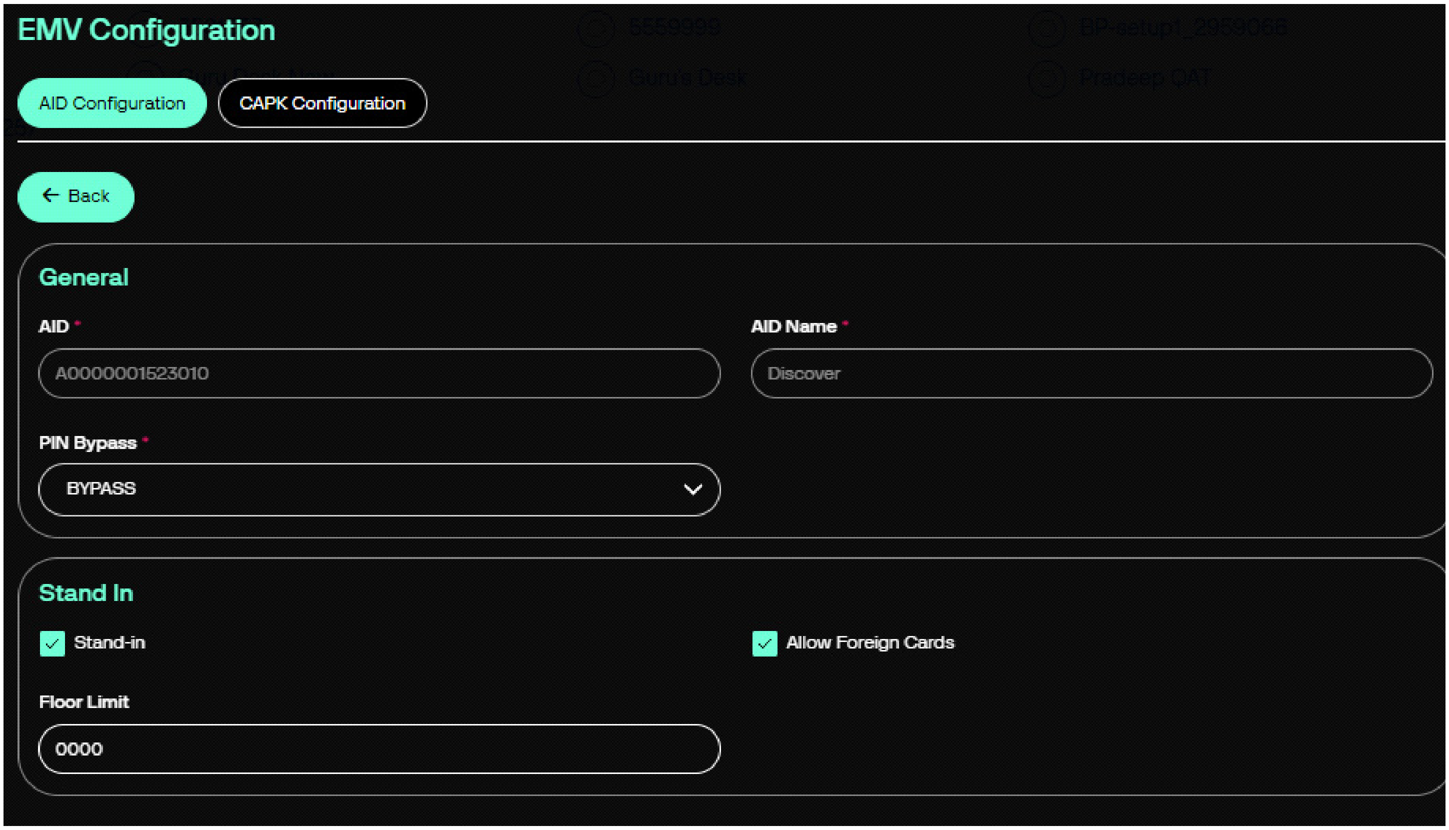
EMV AID Configuration

AIDs tell the Verifone Commander which EMV applications it can use to process chip cards. Each AID matches a card brand or network, ensuring the terminal follows the right rules and security steps. Without the correct AIDs, some chip cards may not process correctly.



Field/Button	Description
AID Name	A label for the EMV application associated with a card brand (e.g., Visa, Mastercard). Helps identify which application the terminal will use when a chip card is inserted.
Contact	Indicates whether the AID is enabled for contact (chip-insert) transactions. If disabled, the terminal won't use that AID for chip-insert processing.
Contactless	Indicates whether the AID is enabled for contactless (tap) transactions. If disabled, the terminal won't use that AID for tap-to-pay.
PIN Bypass	Controls whether the terminal allows a customer to skip entering a PIN when prompted. Often used for low-value transactions or specific merchant preferences
Stand-in	Determines whether the terminal can approve certain transactions locally when it can't reach the host. Useful for keeping transactions flowing during brief communication outages

Click on a card to display the settings.



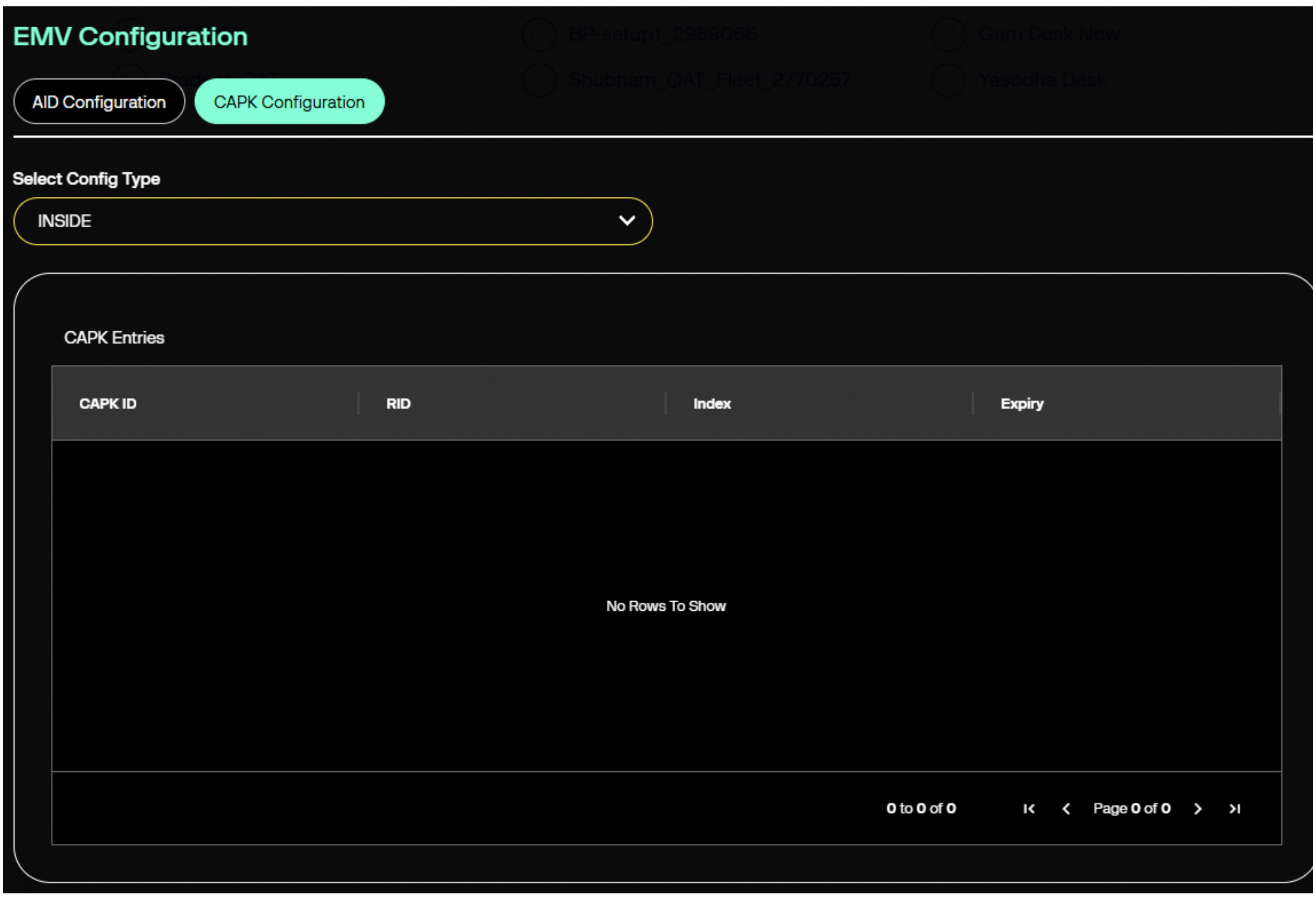
Field/Button	Description
General	
AID	Specifies the Application Identifier used to route and process EMV transactions.
AID Name	A label for the EMV application associated with a card brand (e.g., Visa, Mastercard). Helps identify which application the terminal will use when a chip card is inserted.
PIN Bypass	Allows the customer to complete a transaction without entering a PIN when permitted.
Stand-in	
Stand-in	Enables fallback authorization when the host system is unavailable.
Allow Foreign Cards	Permits the terminal to accept cards issued outside the local region.
Floor Limit	The maximum transaction amount allowed before requiring online authorization.

Click the Back button to return to the card list in the AID Configuration.

EMV CAPK Configuration

NOTE	EMV CAPK Configuration is Read-Only. Information is sent from the Verifone Commander.

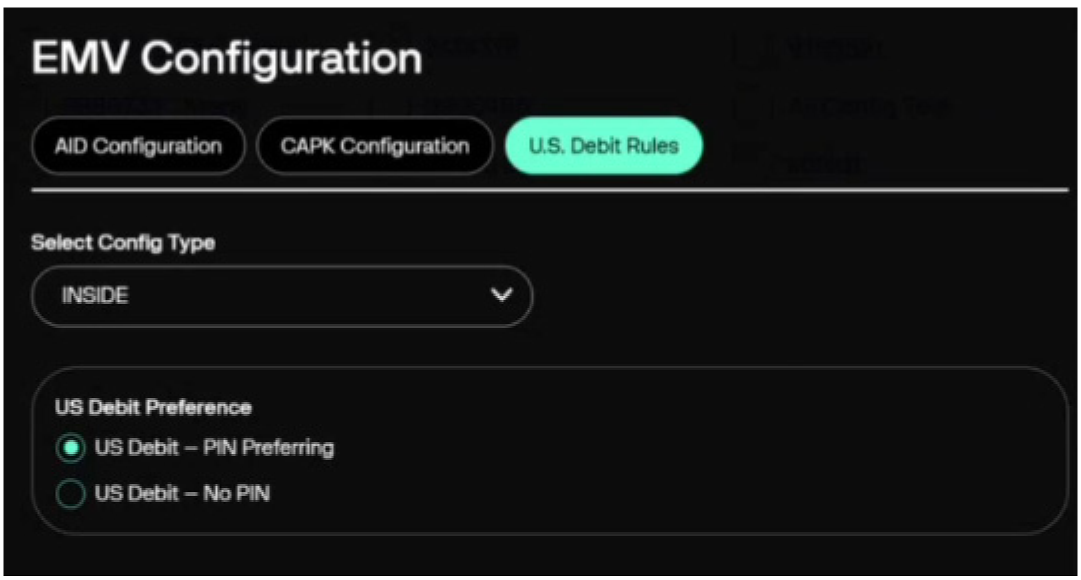
CAPK configuration loads the public keys the Verifone Commander uses to verify a chip card during offline authentication. Each card brand has its own CAPKs, and the terminal must store them to validate EMV digital signatures. Keeping CAPKs updated ensures the terminal can trust chip data and reject counterfeit cards.



Field/Button	Description
CAPK ID	A unique identifier for a specific public key used by a card brand. It tells the terminal which key it's working with during EMV authentication.
RID (Registered Application Provider Identifier	A 5-byte identifier assigned to each card brand or payment network. It groups CAPKs by brand (e.g., Visa, Mastercard, American Express).
Index	A 1-byte value that distinguishes different keys under the same RID.Since a brand can have multiple CAPKs,, the index tells the terminal which exact key to use.
Expiry	The date when the CAPK is no longer valid. Terminals must remove or replace expired keys to ensure secure EMV authentication

Commander Payments

U.S. Debit Rules



Field/Button	Description
Select Configuration Type	Chooses the EMV profile based on whether the terminal operates inside the store or at an outdoor payment point.
US Debit - PIN Preferring	Prioritizes PIN-based authentication for US Debit transactions when available.
US Debit - No PIN	Allows US Debit transactions to process without requiring a PIN when permitted by the card and network.

Proprietary Fleet

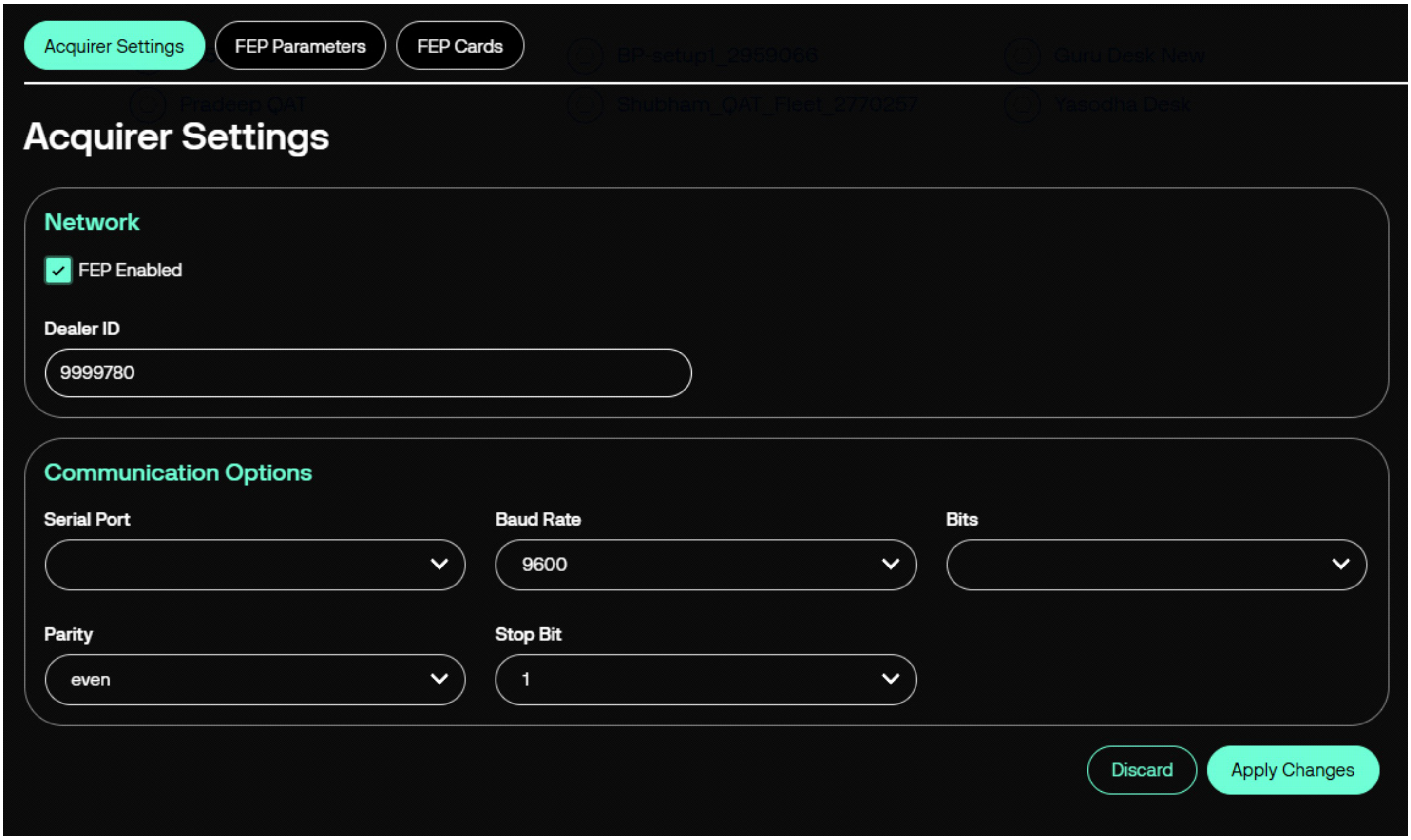
	NOTE	Proprietary Fleet is Read-Only.

Proprietary fleet cards are private, closed-loop fuel cards issued by a specific oil company or fuel brand for use only at their own stations.

They're different from universal fleet cards because they don't run on the major card networks. Instead, they use the brand's own processing system and often come with brand-specific pricing, discounts, and reporting tools tailored for commercial fleets

Proprietary Fleet Acquirer Settings

Acquirer settings for proprietary fleet cards define how the terminal communicates with the fuel brand's private processing network, ensuring those closed-loop fleet cards are routed, authorized, and settled according to that brand's specific requirements.

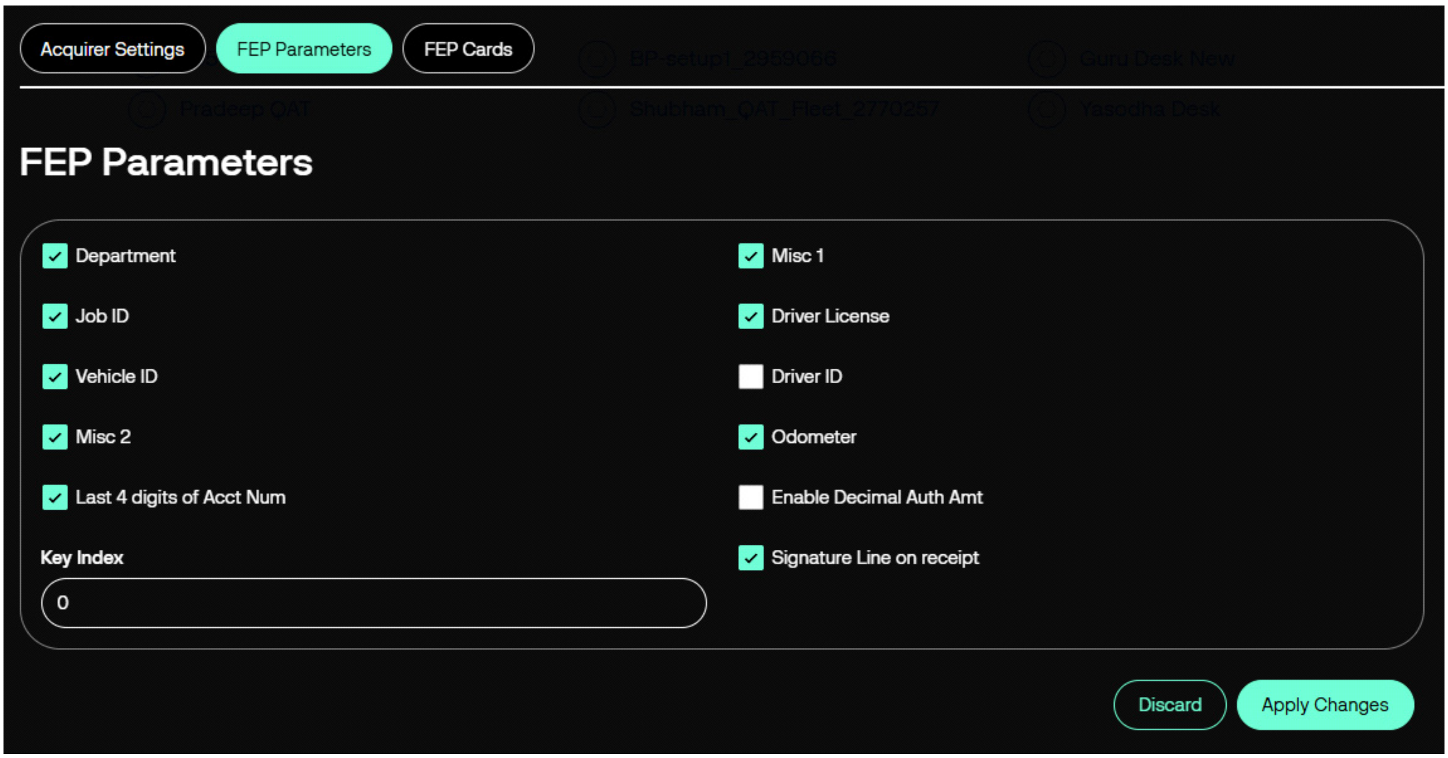


Field/Button	Description
Network	
FEP Enabled	Indicates whether proprietary fleet transactions should be routed through the front-end processor instead of directly to the host.
Dealer ID	The unique identifier assigned to the station by the proprietary fleet network for routing and settlement.
Communication Options	
Serial Port	Specifies which physical serial port the terminal uses when communicating over a serial connection.
Baud Rate	Sets the speed of data transmission for serial communication.
Bits	Defines the number of data bits used in each unit of serial transmission.
Parity	Determines the error-checking method used during serial communication.
Stop Bit	Indicates how the end of each serial data packet is marked to ensure proper timing and synchronization.

Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Proprietary Fleet FEP Parameters

Proprietary Fleet FEP parameters encompass organization specific data points—such as vehicle ID, driver's license, driver ID, and odometer readings—that uniquely identify assets and operators while enabling secure tracking, analytics, and operational control across the fleet.

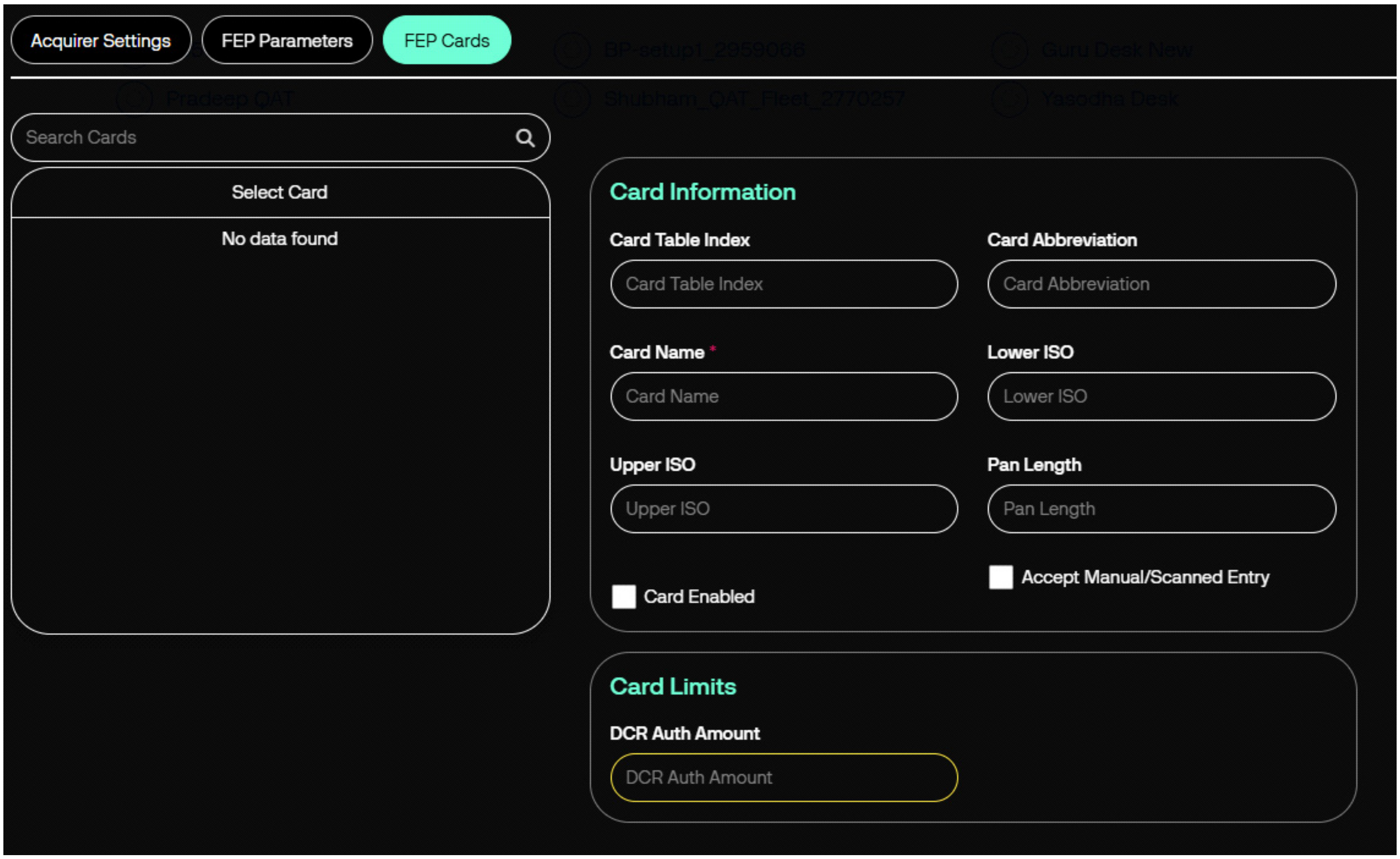


Field/Button	Description
Department	Identifies the type of purchase for fleet reporting.
Misc1	Optional custom field required by certain fleet programs.
Job ID	Work-order or job number used to track fuel by project.
Driver License	Indicates whether the driver's license number should be collected.
Vehicle ID	Captures the fleet's assigned vehicle or unit number.
Driver ID	Identifies the driver for authorization and reporting.

Misc2	Second optional field for additional fleet-specific data.
Odometer	Prompts for the vehicle's odometer reading if required.
Last 4 digits of Acct Number	Controls printing of the account's last four digits on receipts.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Proprietary Fleet FEP Cards

In a proprietary fleet configuration, FEP Cards define which fleet card types must be routed through the Front-End Processor (FEP) instead of going directly to the host.

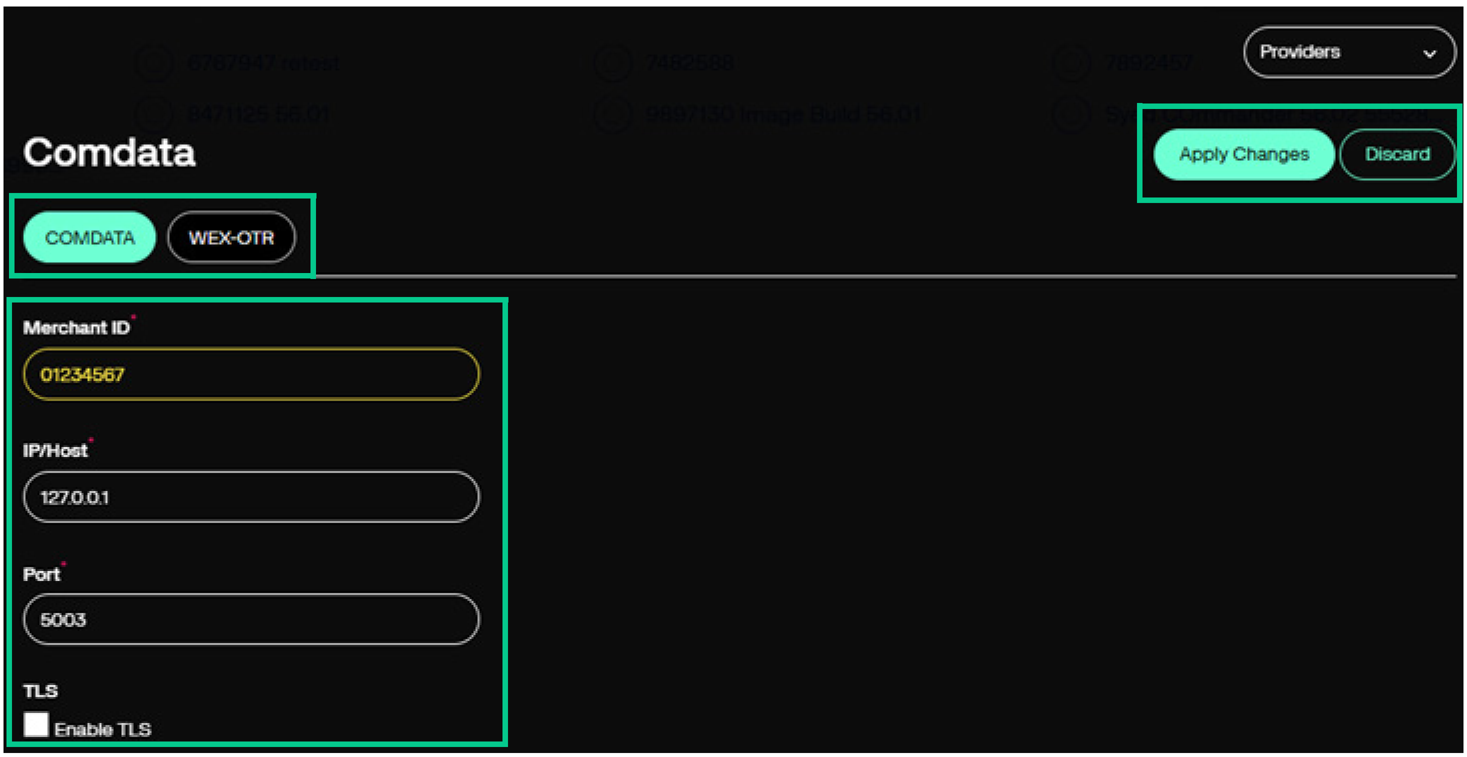


Field/Button	Description
Search Cards	To locate a card in the list, begin typing the card name in the search field. Select the card configuration to view or edit.
Card Table Index	The internal reference number the system uses to identify the card's configuration entry
Card Abbreviation	A short code representing the card brand (e.g., VS for Visa).
Card Name	The full name of the card brand or network.
Lower ISO	The lowest BIN/ISO range that identifies cards belonging to this brand
Upper ISO	The highest BIN/ISO range for that card brand's number range.
Pan Length	The allowed length(s) of the card number for that brand.
Card Enabled	Indicates whether the terminal is allowed to accept and process this card type.
Accept Manual/Scanned Entry	It allows the terminal to take a card number entered by hand or captured by a scanner instead of reading it from the card itself.
Card Limits	
DCR Auth Amount	It sets the maximum monetary amount the dispenser controller is allowed to authorize for a single card.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Commercial Fleet (Direct)

NOTE	Site level "Commercial Fleet Direct"' configuration can be performed here. Multi-Site configuration will be supported in the future. The Commercial Fleet for ExxonMobil is configured in Verifone Configuration Client.

This section provides detailed information on how to configure and use fleet cards for use on the Verifone Commander and C18. The individual site configuration for Commercial Fleet is found under **C-Site Management > Site Management > Site Name > Payment Operations > Commercial Fleet**.

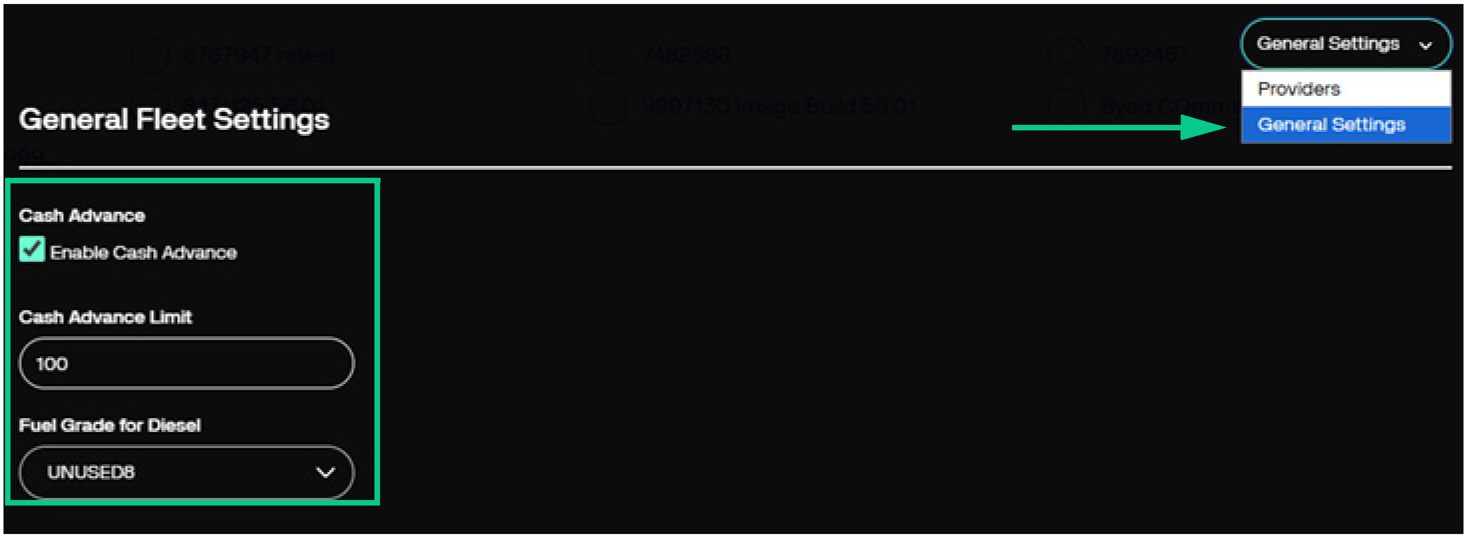


1. Click on the provider.

NOTE	Currently, Comdata and WEX-OTR are the only providers.

2. Key in the **Merchant ID**.
3. Key in the **IP/Host**.
4. Key in the **Port**.
5. Check or uncheck the **Enable TLS** box.

6. Click on **Apply Changes** or **Discard** to remove changes.
7. Select General Settings from the drop-down menu in the upper right hand corner.

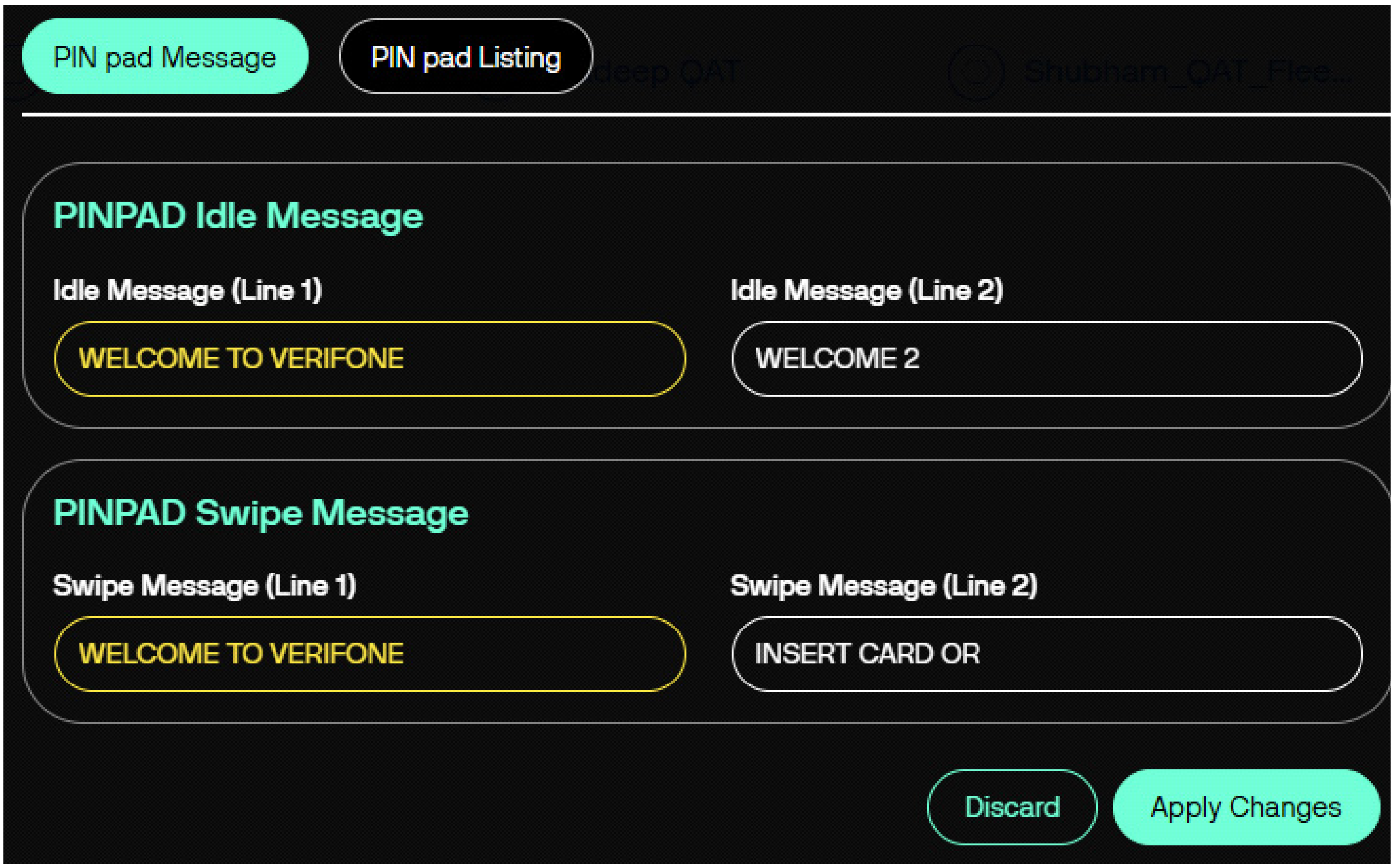


8. Check or uncheck the **Enable Cash Advance** box.
9. Key in the C**ash Advance Limit**.
10. Select the assigned **Fuel Grade for Diesel**.
11. Click on **Apply Changes** or **Discard** to remove changes.

PIN Pad

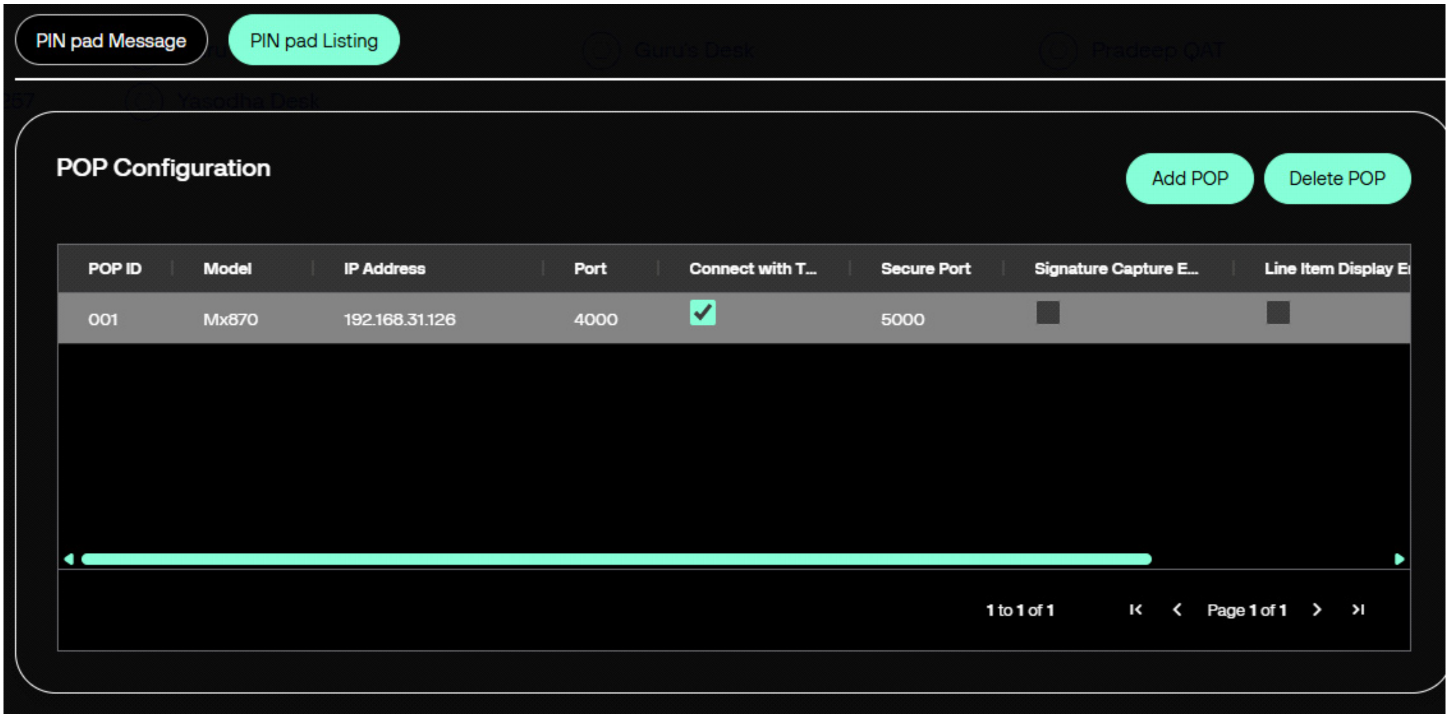
This section provides detailed information on how to configure the PIN pad Idle and Swipe Messages and PIN pad Listing. This section is found under **C-Site Management > Site Management > Site Name > Payment Operations > PIN pad**.

PIN pad Message

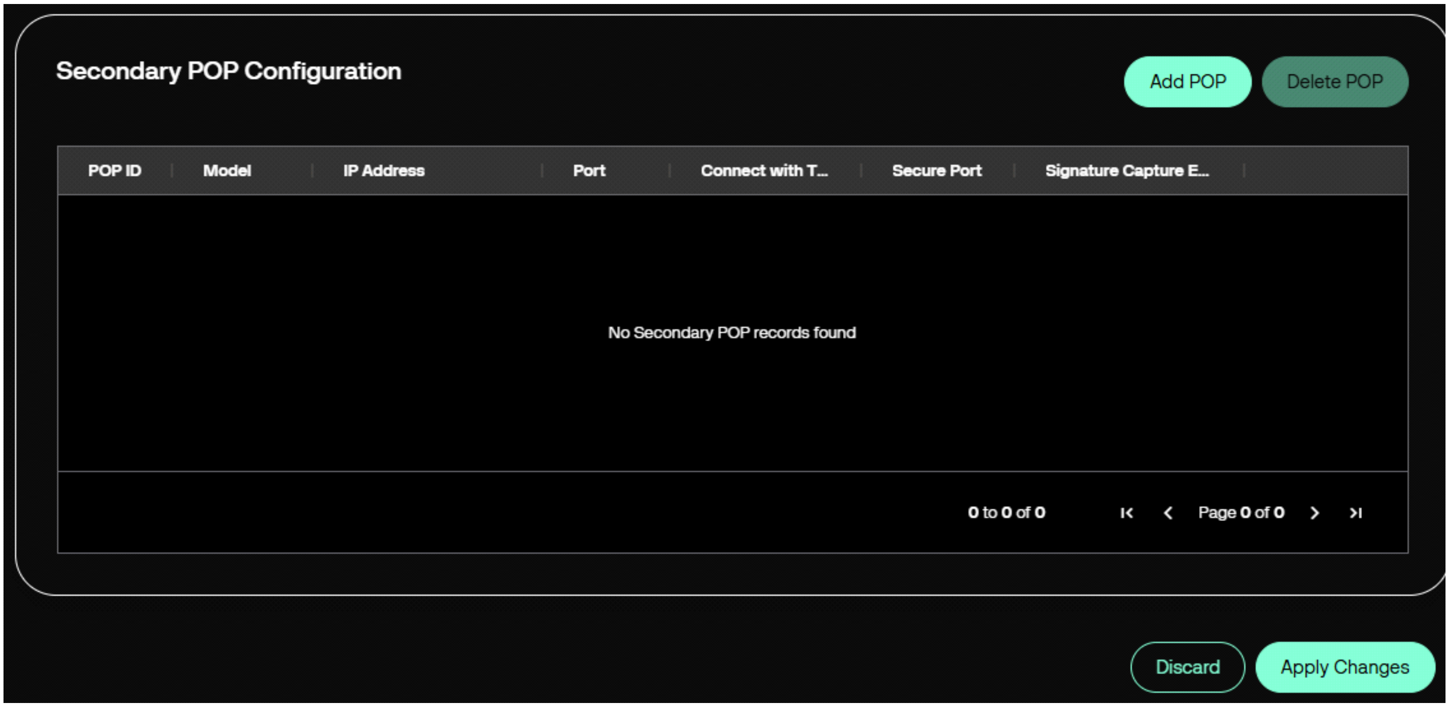


1. Enter the Idle Message and/or Swipe Message.
2. Click on **Apply Changes** or **Discard** them.

PIN pad Listing



Field/Button	Description
Add POP	Add a new PIN pad.
Delete POP	Select and delete a PIN pad from the displayed list.
POP ID	Displays the POP ID.
Model	Displays the PIN pad model.
IP Address	Displays the IP address for the PIN pad.
Port	Displays the port for the PIN pad.
Connect with TLS	Select if the PIN pad is communicating on TLS.
Secure Port	Displays the secure port.
Signature Capture Enabled	Enable signature capture on the PIN pad.
Line item Display Enabled	Enable Line Item Display.
Line Item Display Port	Displays the port used by the Line Item Display.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

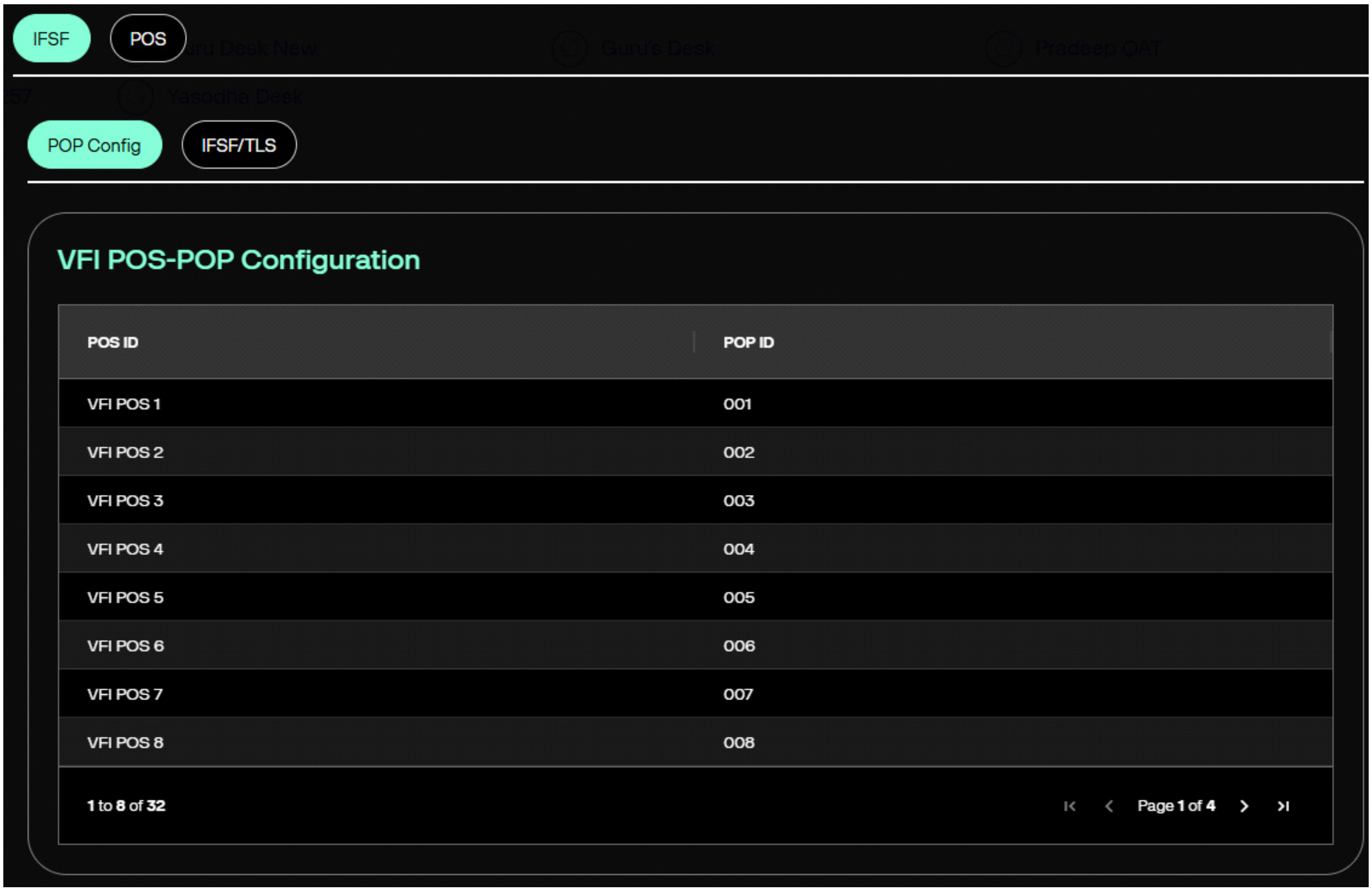


Field/Button	Description
Add POP	Add a new secondary PIN pad.
Delete POP	Select and delete a secondary PIN pad from the displayed list.
POP ID	Displays the POP ID.
Model	Displays the secondary PIN pad model.
IP Address	Displays the IP address for the secondary PIN pad.
Port	Displays the port for the secondary PIN pad.
Connect with TLS	Select if the secondary PIN pad is communicating on TLS.
Secure Port	Displays the secure port.
Signature Capture Enabled	Enable signature capture on the secondary PIN pad.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

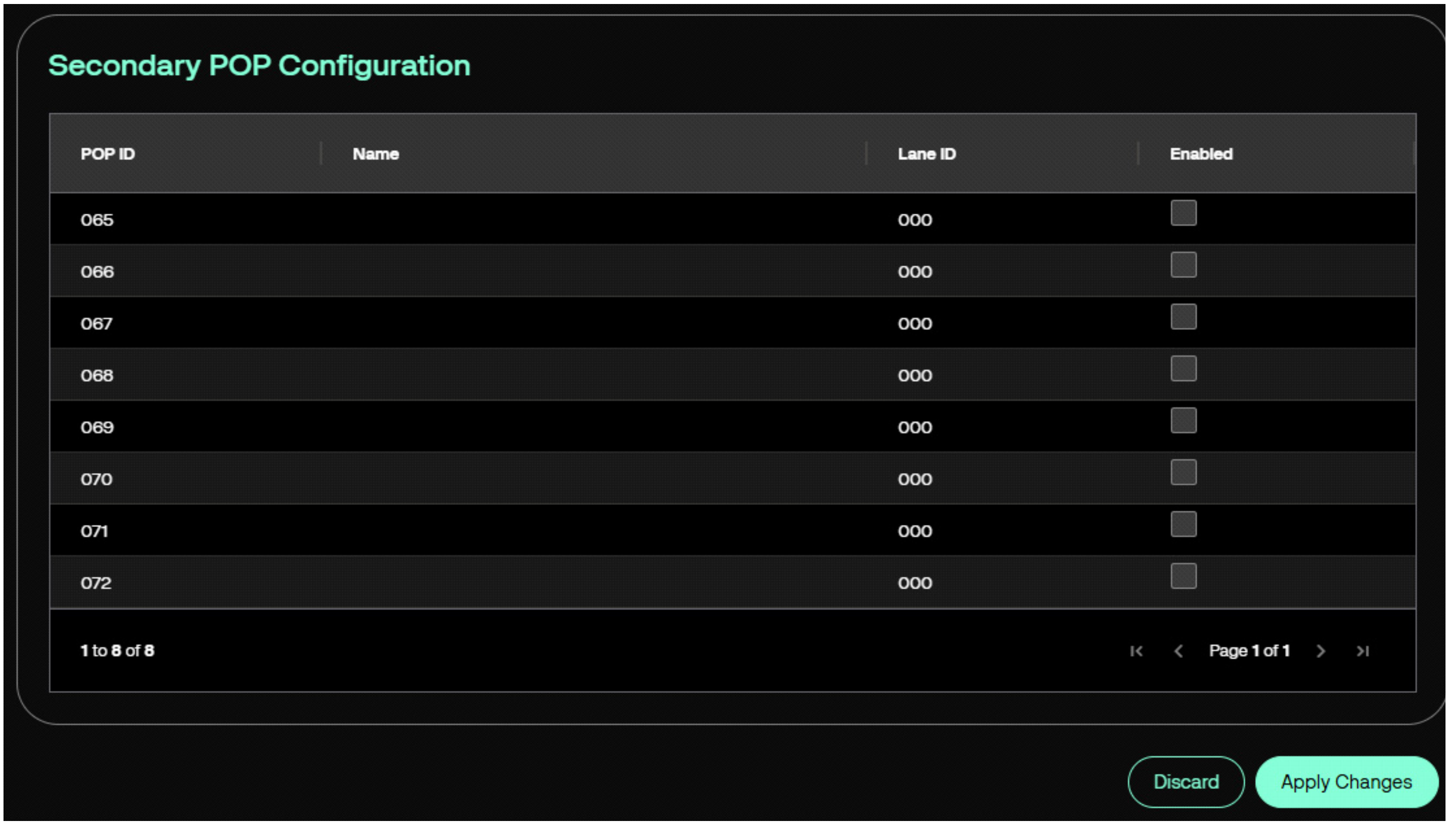
POS Settings

IFSF POP Config

Use to configure EPS communication protocol and POS configuration parameters.

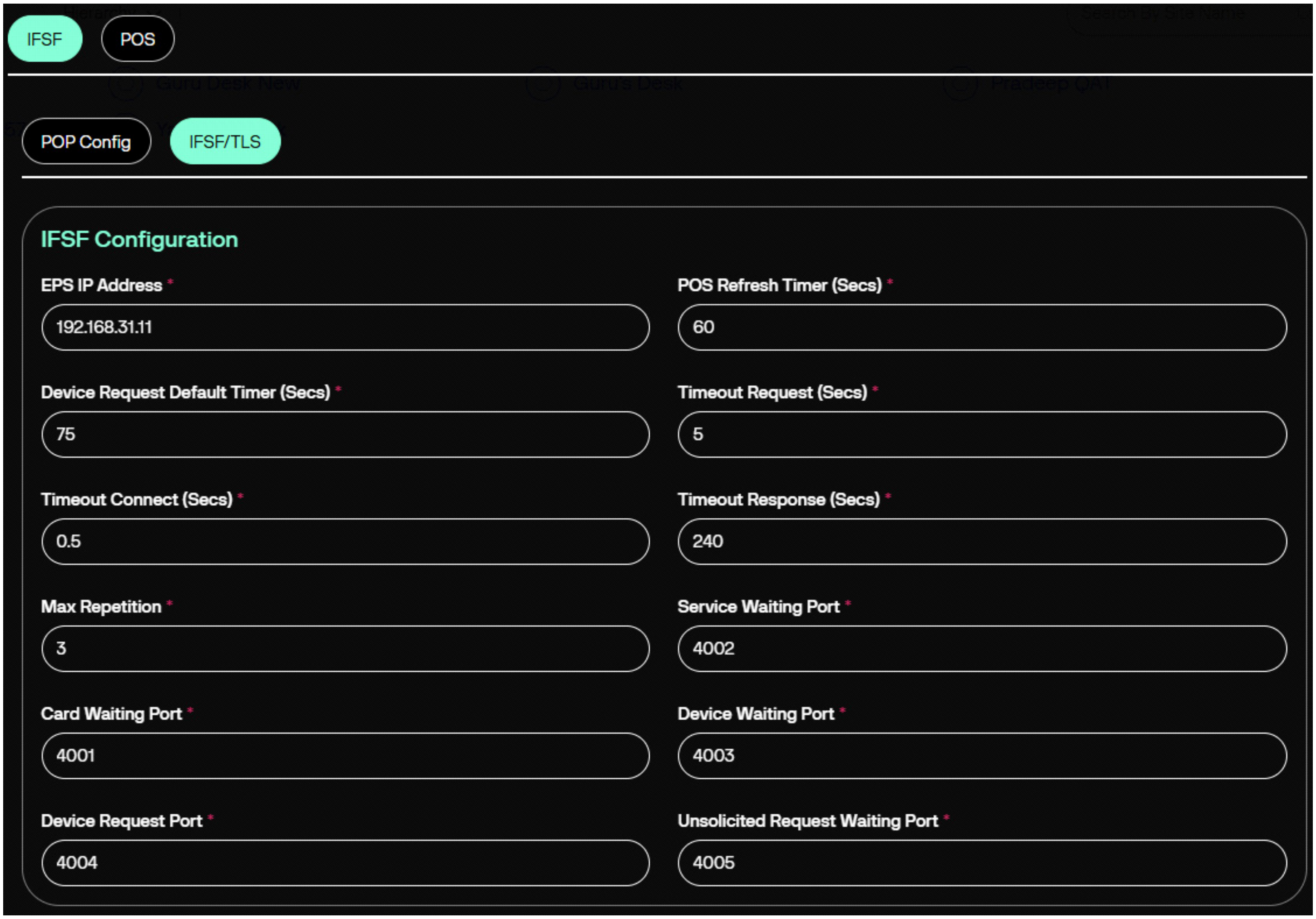


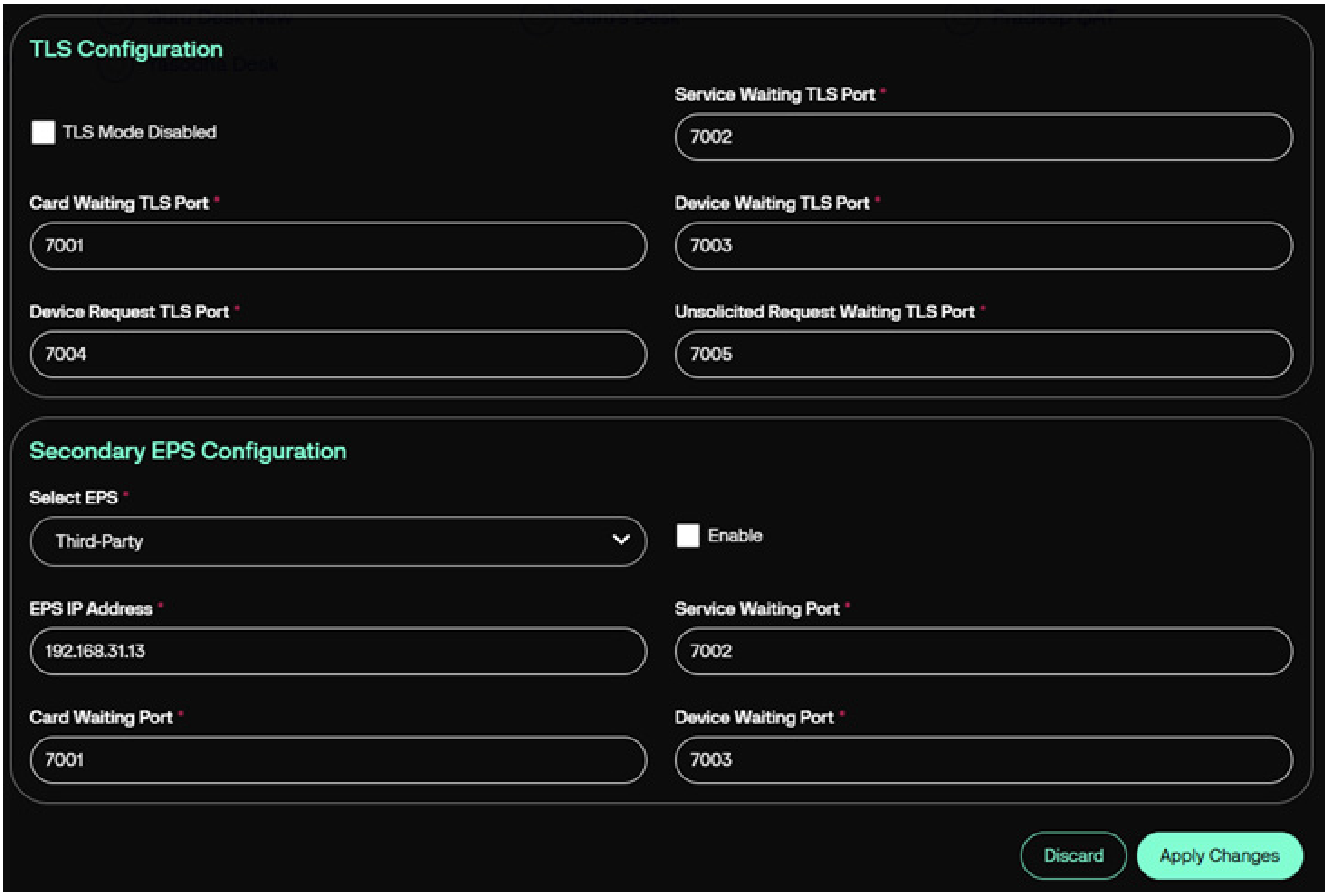
POS ID	POP ID
VFI POS 1	001
VFI POS 2	002
VFI POS 3	003
VFI POS 4	004
VFI POS 5	005
VFI POS 6	006
VFI POS 7	007
VFI POS 8	008



Field/Button	Description
VFI POS-POP Configuration	
POS ID	The POS workstation number.
POP ID	Enter the POP (PIN pad) number assigned to each POS. The default is usually correct.
Secondary POP Configuration	
POP ID	Enter secondary POP ID.
Name	Name of the secondary POP.
Lane ID	Lane ID where the secondary POP is placed.
Enabled	Select to enable secondary POP.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

IFSF/TLS Configuration

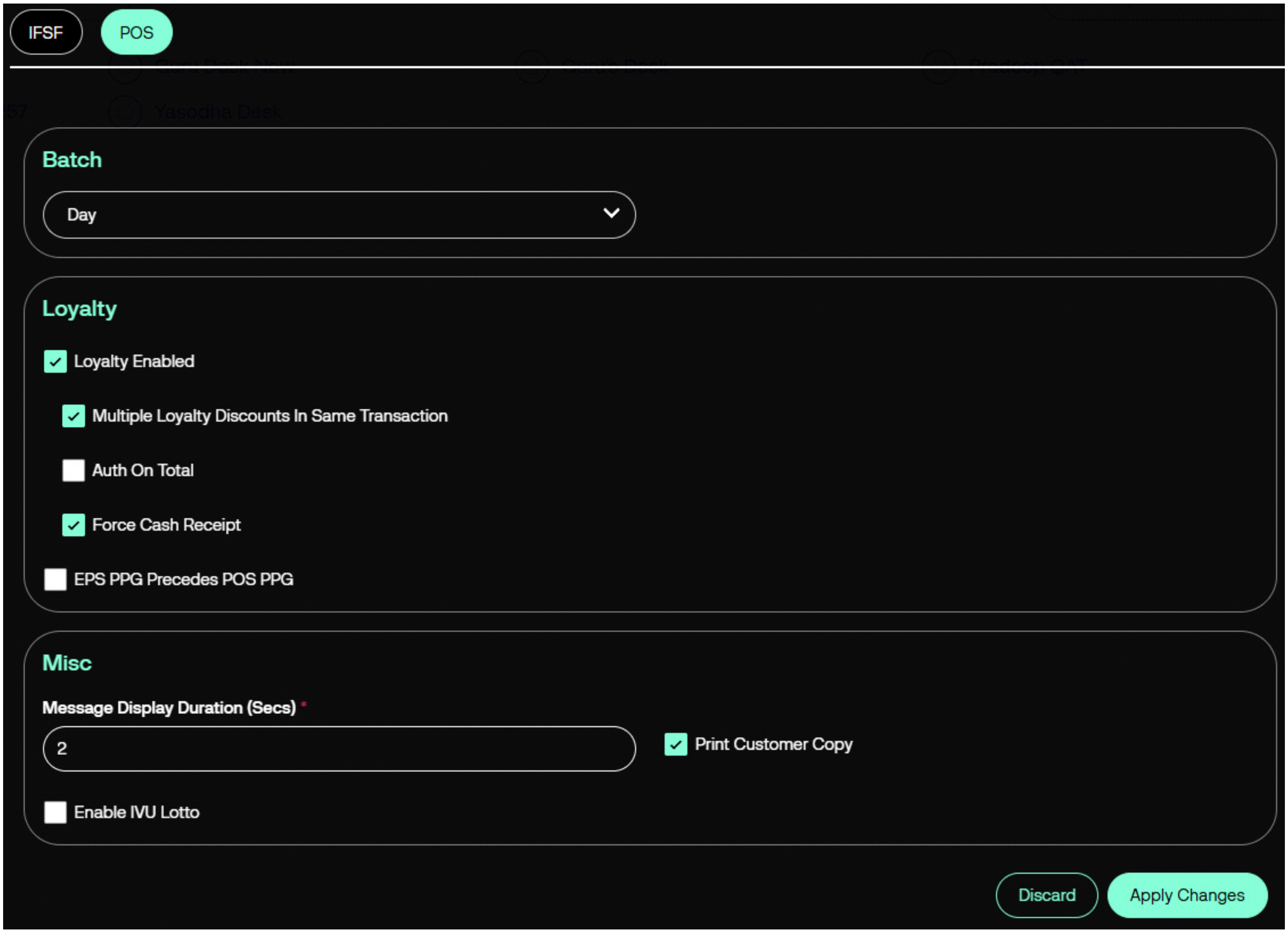




Field/Button	Description
EPS IP Address	IP address of EPS.
Device Request Default Timer	The amount of time before a timeout if a timeout is not included in the message from the POS to the EPS. The default should not be changed.
POS Refresh Timer	The amount of time that the POS waits before timing out if no message is received from the EPS. The default should not be changed.
Request Timeout	Enter the amount of time the Topaz waits for a response to a request to the EPS (numeric, 100 - 5000).
Connection Timeout	The amount of time the POS waits to establish a connection to the EPS. The default should not be changed.

Response Timeout	Enter the amount of time the Topaz waits for a network transaction to complete (numeric, 100 - 999)
Max Repetition	Enter the maximum number of times the Topaz should try to connect to the network after a communication failure (numeric, 1-9).
Device Waiting Port	The port number at which the POS receives messages from the EPS. The number must match the EPS Device Request port number. The default should not be changed.
Unsolicited Request Waiting Port	Unsolicited Request Waiting message port. The default should not be changed.
TLS Configuration	
TLS Mode Disabled	Select to disable TLS Mode.
Service Waiting TLS Port	Enter the service waiting TLS port number.
Card Waiting TLS Port	Enter the card waiting TLS port number.
Device Waiting TLS Port	Enter the device waiting TLS port number.
Device Request TLS Port	Enter the device request TLS port number.
Unsolicited Request Waiting TLS Port	Enter the device request TLS port number.
Secondary EPS Configuration	
Select EPS	Select secondary EPS.
Enable	Select to enable.
EPS IP Address	Enter the secondary EPS IP address.
Service Waiting Port	Enter the service waiting port number.
Card Waiting Port	Enter the card waiting port number.
Device Waiting Port	Enter the device waiting port number.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

POS



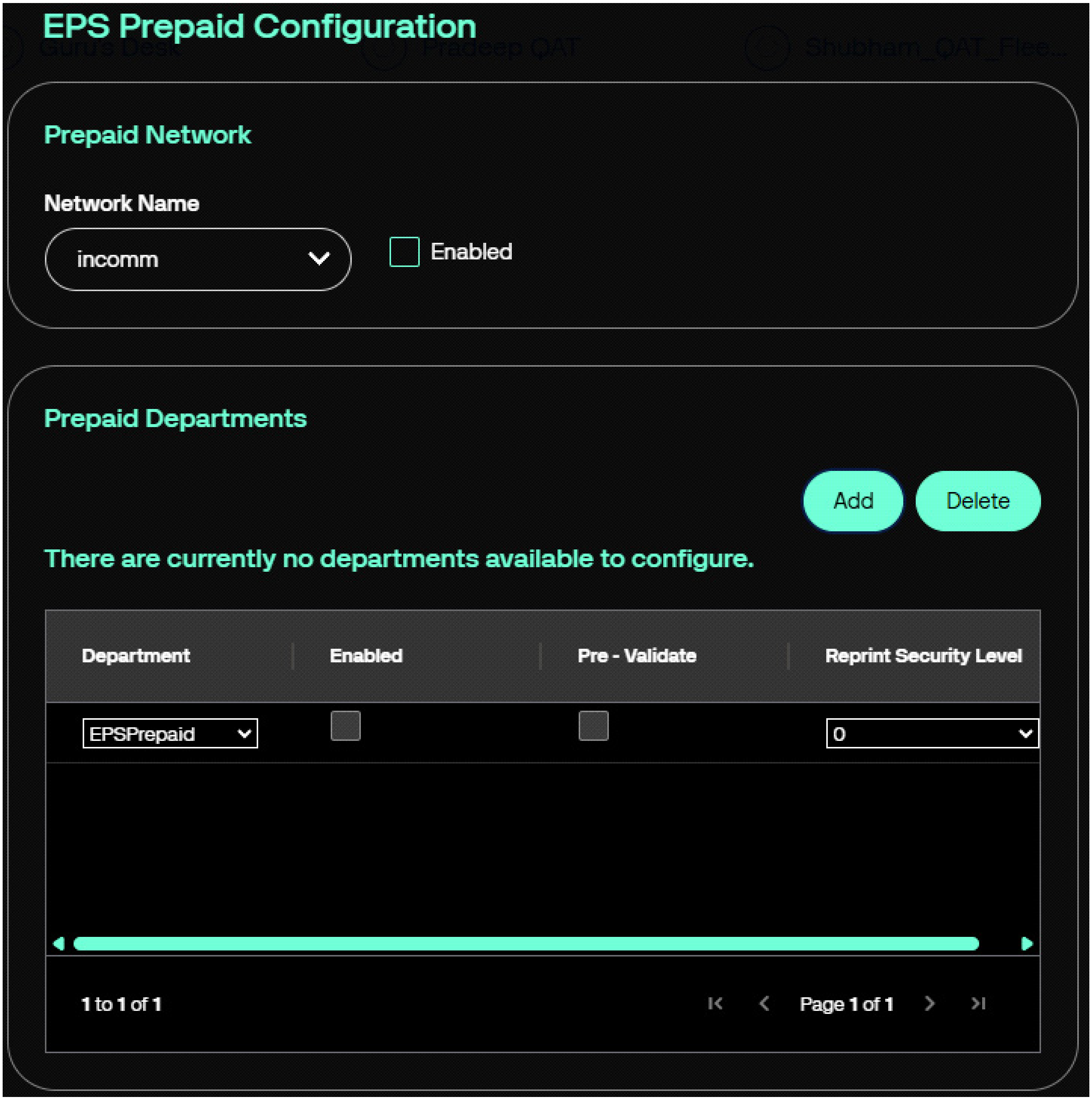
Field/Button	Description
Batch	
Batch Close Period	Select the period when the batch is closed. Day – Period 2 (Close Daily) Shift – Period 1 (Close Shift)
Loyalty	
Loyalty Enabled	Loyalty Enabled is selected.

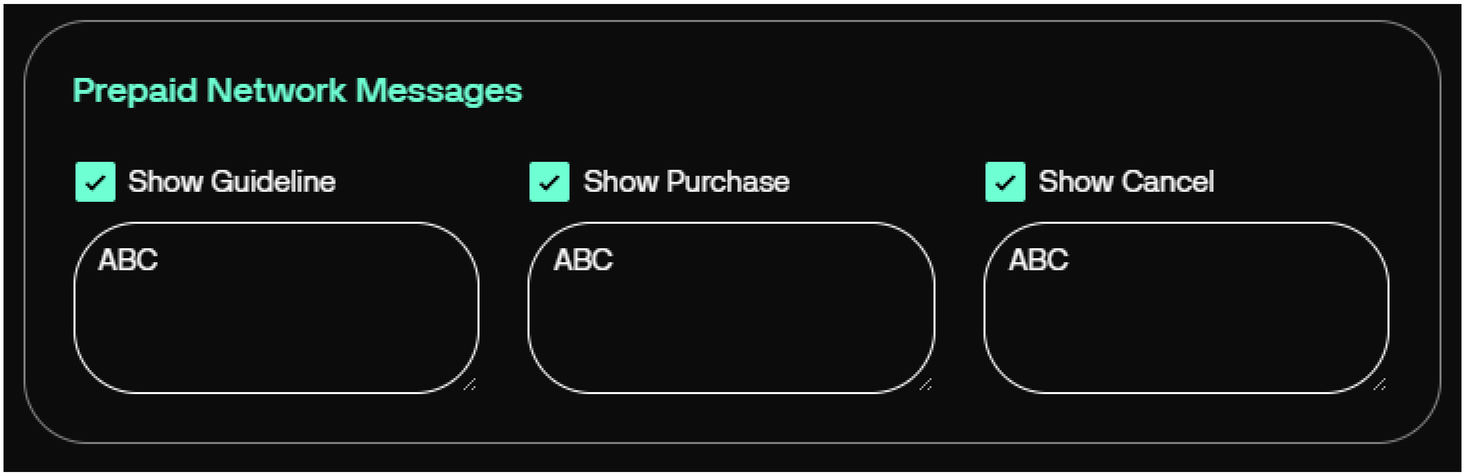
Multiple Loyalty Discounts in same Transaction	Select to enable multiple loyalty discounts in the same transaction.
Auth on Total	Check to send an authorization request to the loyalty network when the **[TOTAL KEY]** is pressed.
Force Cash Receipt	Select to determine whether a receipt is printed for every cash transaction.
Misc	
Message display duration (Secs)	Enter a number to display network message in seconds.
Print Customer copy	Select to print customer copy of receipt.
Enable IVU Loto	Select to enable IVU Loto.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

EPS Prepaid

The EPS Prepaid Configuration form is used to configure prepaid cards, PIN-based products, and money transfer cards.

- Prepaid card (Stored value card or SVC) – A cash value is placed on the card, which can then be used for purchases until the cash value is used up. The card may be recharged with additional cash value.
- PIN-based product – The customer buys the PIN-based product and uses the PIN (Personal Identification Number) printed on the receipt or card to activate the product.
- Money transfer card – The customer presents the card and cash at the site, designates the payee by number, and the electronic payment is made.


EPS Prepaid Configuration
Prepaid Network
Network Name
incomm
Enabled
Prepaid Departments
Add
Delete
There are currently no departments available to configure.
Department
Enabled
Pre - Validate
Reprint Security Level
EPSPrepaid
0
1 to 1 of 1
Page 1 of 1



Field/Button	Description
Prepaid Network	
Network Name	Select the network in the Network Name drop-down menu.
Enabled	Enable the network.
Prepaid Departments	
Add	Add Prepaid Department to the EPS Prepaid Configuration.
Delete	Delete previously added configured department from the EPS Prepaid Configuration.
Department	Select the appropriate prepaid department from the Department drop-down list.
Enabled	The Enabled check box is used to enable or disable the prepaid department.
Pre-Validate	The Pre-Validate check box is used to specify whether a network Pre-Authorization Request needs to be sent to the host when selling items from a prepaid department. The Pre-Authorization Request is used to verify whether the actual transaction can be successfully completed before the payment is tendered.
Reprint Security Level	Click on Reprint Security Level column to set security levels for reprinting the receipt at the POS.
Prepaid Network Messages - Three types of message prompts is displayed to cashier during prepaid card activation / recharge process.	
Show Guideline	Guideline Prompt when enabled, prompts the cashier when a prepaid card activation item (ProdCode: 560 to 575) is added to the ticket. This message instructs the cashier to follow guidelines to avoid fraud. Default message for guideline prompt is “Please ensure you are following AML fraud guidelines by not selling more than $1900.00 in cards to one customer - The limit is $999.00 in the state of Arizona.”

Show Purchase	Purchase Prompt when enabled, prompts the cashier if PIN Activation item (ProdCode = 560) is added to the ticket. Purchase prompt appears after the Guideline Message Prompt if guideline prompt is enabled. Purchase prompt is to instruct the cashier not to give PIN numbers for prepaid cards over the phone. The Purchase prompt has YES and NO buttons. If cashier responds YES, then PIN Activation item can be added to the ticket. If cashier responds NO, then PIN Activation item is not allowed for sale and the item is removed from the ticket with an error message. Default message for purchase prompt is “Is this purchase being made by someone on site?”
Show Cancel	When cashier responds with a NO to the Purchase Prompt, the PIN Activation item is removed from the ticket and Cancel Prompt message (if enabled) is shown to the cashier. This prompt is to inform cashier that the item is being removed as it cannot be sold. Default message for Cancel Prompt is “PIN numbers are never to be given to anyone over the phone - NO EXCEPTIONS!”
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

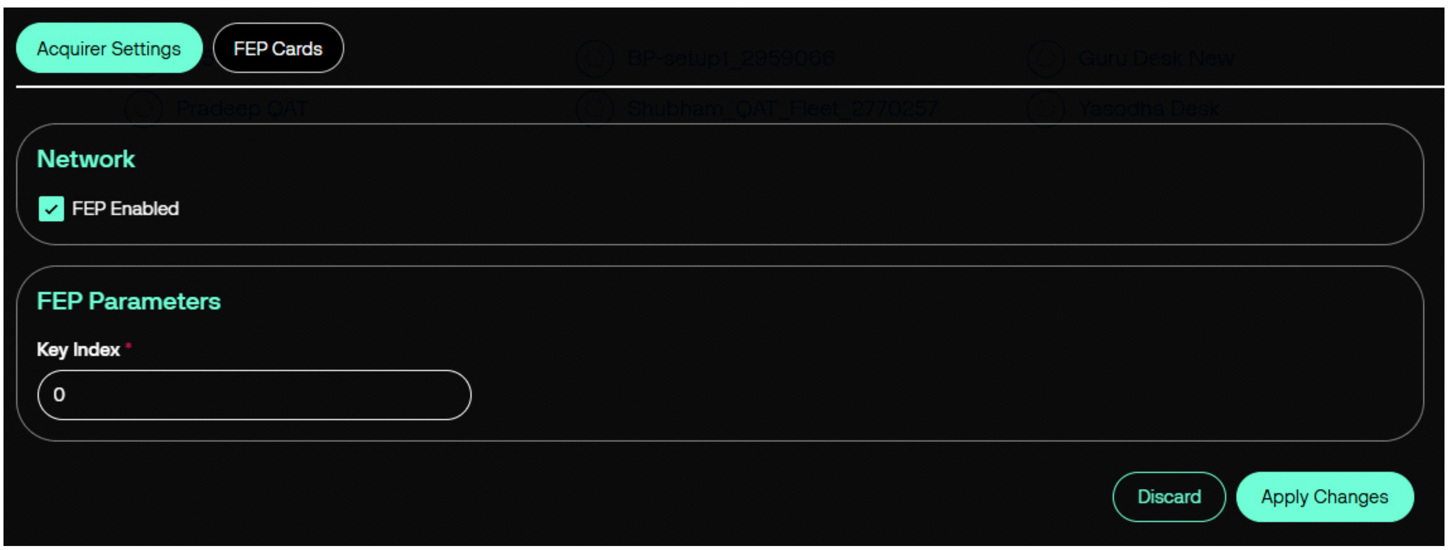
Full Service Attendant

NOTE	Full Service Attendant is Read-Only.

Full Service Attendant is a network setting that marks a transaction as being handled by an employee rather than the customer, affecting fees, prompts, and how the processor classifies the sale.

Full Service Acquirer Settings

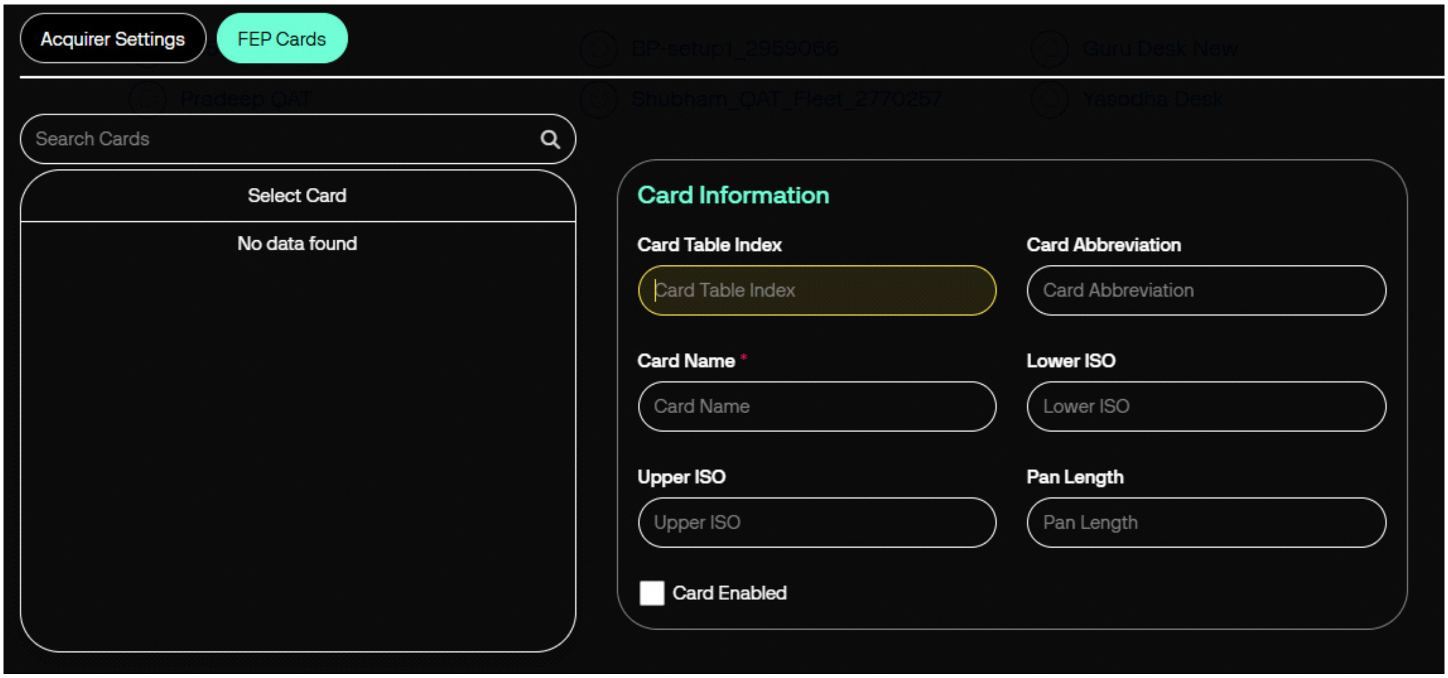
These settings define how the terminal communicates with the payment processor for full-service transactions. They ensure the transaction is routed, formatted, and classified correctly so the processor knows it was handled by an attendant rather than the customer.



Field/Button	Description
FEP Enabled	This indicates whether full-service transactions should be sent through a front-end processor instead of directly to the host.
Key Index	The key index tells the terminal which encryption key to use when securing full-service transaction data.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Full Service Attendant FEP Cards

These specify which card brands (like Visa, Mastercard, American Express, etc.) should be processed through the front-end processor when the transaction is handled by an attendant.



Field/Button	Description
Search Cards	To locate a card in the list, begin typing the card name in the search field. Select the card configuration to view or edit.
Card Table Index	The internal reference number the system uses to identify the card's configuration entry
Card Abbreviation	A short code representing the card brand (e.g., VS for Visa).
Card Name	The full name of the card brand or network.
Lower ISO	The lowest BIN/ISO range that identifies cards belonging to this brand
Upper ISO	The highest BIN/ISO range for that card brand's number range.
Pan Length	The allowed length(s) of the card number for that brand.
Card Enabled	Indicates whether the terminal is allowed to accept and process this card type.

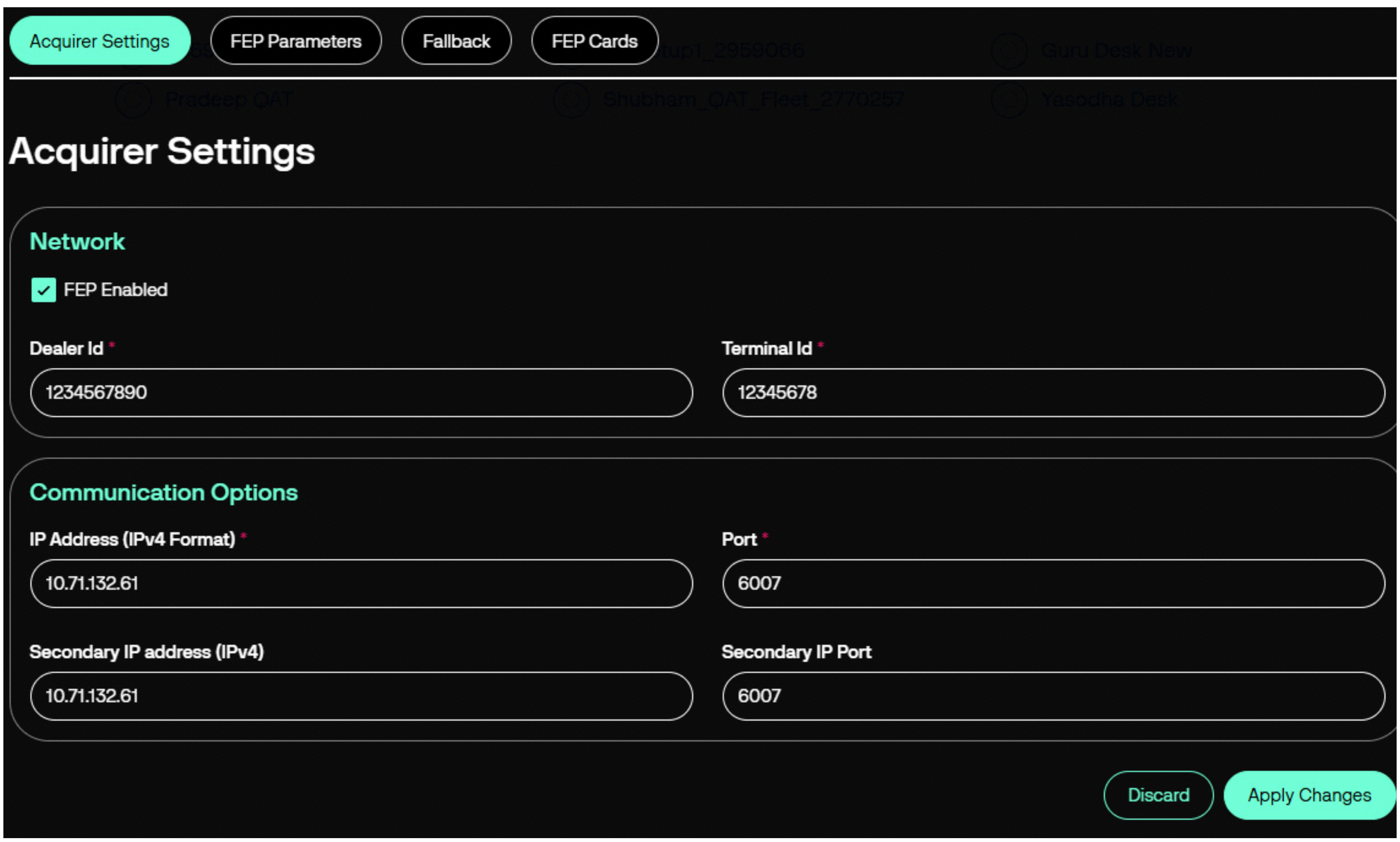
InComm

	NOTE	InComm is Read-Only.

InComm is a processor that handles prepaid, gift, and stored-value card transactions through its own payment network. Use the following forms to configure it.

InComm Acquirer Settings

InComm Acquirer Settings configure the communication details the terminal uses to route prepaid and stored-value transactions through the InComm processing network.

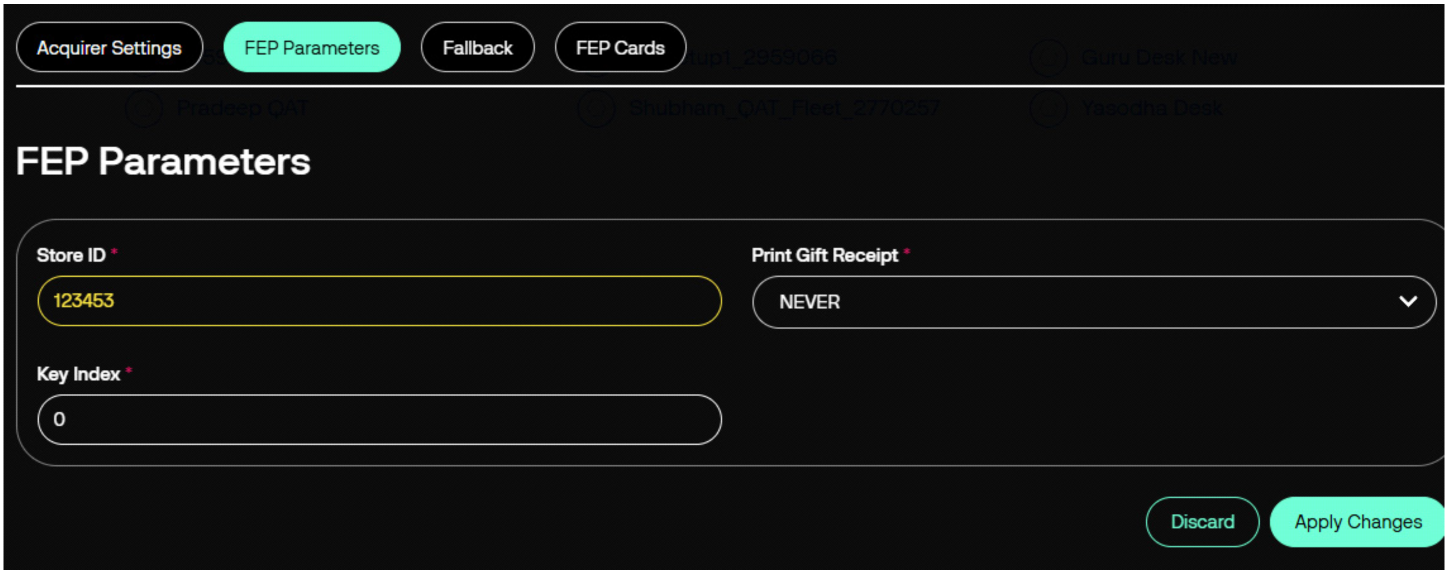


Field/Button	Description

Network	
FEP Enabled	Indicates whether proprietary fleet transactions should be routed through the front-end processor instead of directly to the host.
Dealer ID	The unique identifier assigned to the station by the proprietary fleet network for routing and settlement.
Terminal ID	The unique identifier assigned to a payment terminal so the acquirer or processor knows exactly which device a transaction is coming from.
Communication Options	
IP Address (IPv4 Format)	The primary network address the terminal uses to connect to the InComm host for transaction processing.
Port	The communication port number the terminal uses when sending data to the primary InComm host.
Secondary IP Address (IPv4)	A backup network address the terminal uses if the primary InComm host is unavailable.
Secondary IP Port	The communication port number used with the secondary InComm host for failover connectivity.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

InComm FEP Parameters

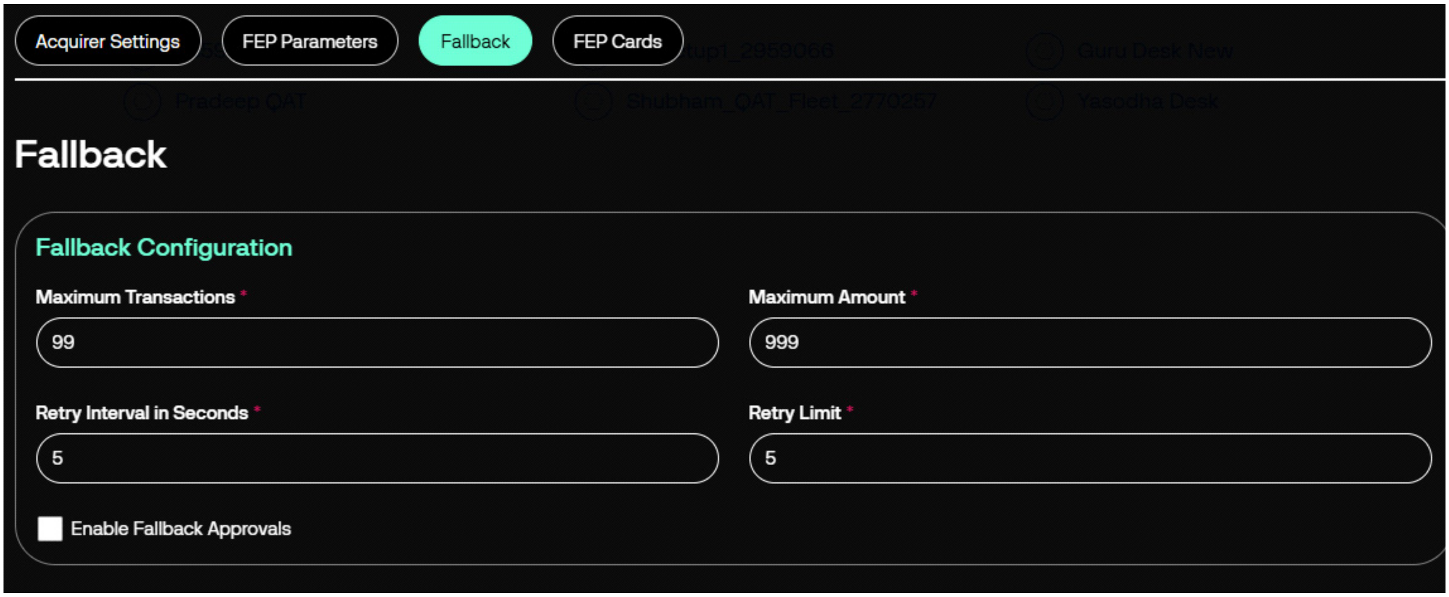
The FEP parameters for the InComm network define the transaction data the terminal must provide to the InComm host needed to authorize and process stored-value transactions.



Field/Button	Description
Store ID	Identifies the specific store location to the InComm host for routing and settlement.
Print Gift Receipt	Determines whether the terminal prints a separate gift receipt for InComm prepaid or gift card transactions.
Key Index	Specifies which encryption key the terminal uses when securing InComm transaction data.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

InComm Fallback

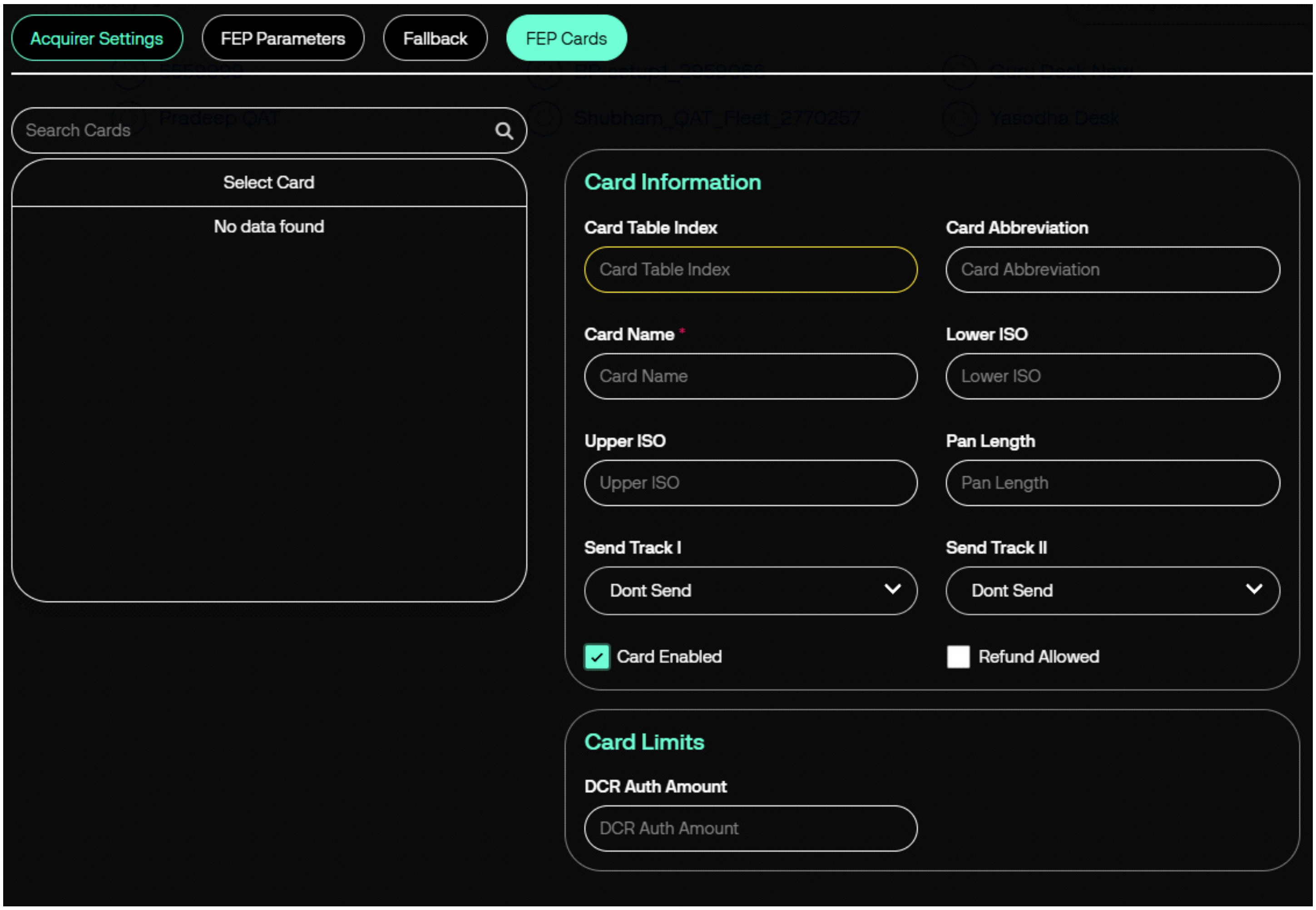
Fallback for InComm card processing is a backup mode that allows certain prepaid card transactions to continue when the InComm host can't be reached.



Field/Button	Description
Fallback Configuration	
Maximum Transactions	The maximum number of InComm transactions allowed to process in fallback mode before fallback is automatically disabled.
Maximum Amount	The total dollar amount limit for all fallback transactions combined. Once this amount is reached, fallback stops.
Retry Interval in Seconds	How long the system waits (in seconds) before attempting to reconnect to the InComm host after a failure.
Retry Limit	The number of times the system will attempt to reconnect to the InComm host before enabling fallback.
Enable Fallback Approvals	A setting that determines whether the system is allowed to approve eligible InComm transactions when the host is unreachable.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

InComm FEP Cards

InComm FEP Card Settings define how the system identifies and processes InComm prepaid cards. These settings include the card's index and abbreviation, its display name, ISO ranges, and PAN length used to recognize the card. They also control whether Track I or Track II data is sent, and whether the card is enabled for use or allowed for refunds.



Field/Button	Description
Search Cards	To locate a card in the list, begin typing the card name in the search field. Select the card configuration to view or edit.
Card Table Index	The internal reference number the system uses to identify the card's configuration entry
Card Abbreviation	A short code representing the card brand (e.g., VS for Visa).
Card Name	The full name of the card brand or network.
Lower ISO	The lowest BIN/ISO range that identifies cards belonging to this brand
Upper ISO	The highest BIN/ISO range for that card brand's number range.
Pan Length	The allowed length(s) of the card number for that brand.
Send Track I	Send Track I determines which magnetic-stripe data is transmitted during InComm card processing. • Don't Send – No track data is sent with the transaction. • Send Primary – Sends the primary track data when processing the card. • Send Secondary – Sends the secondary track data instead of the primary track.
Send Track II	Send Track II determines which magnetic-stripe data is transmitted during InComm card processing. • Don't Send – No track data is sent with the transaction. • Send Primary – Sends the primary track data when processing the card. • Send Secondary – Sends the secondary track data instead of the primary track.
Card Enabled	Indicates whether the terminal is allowed to accept and process this card type.
Refund Allowed	Indicates whether the terminal is allowed to process refunds for this card type.
Card Limits	
DCR Auth Amount	It sets the maximum monetary amount the dispenser controller is allowed to authorize for a single card.

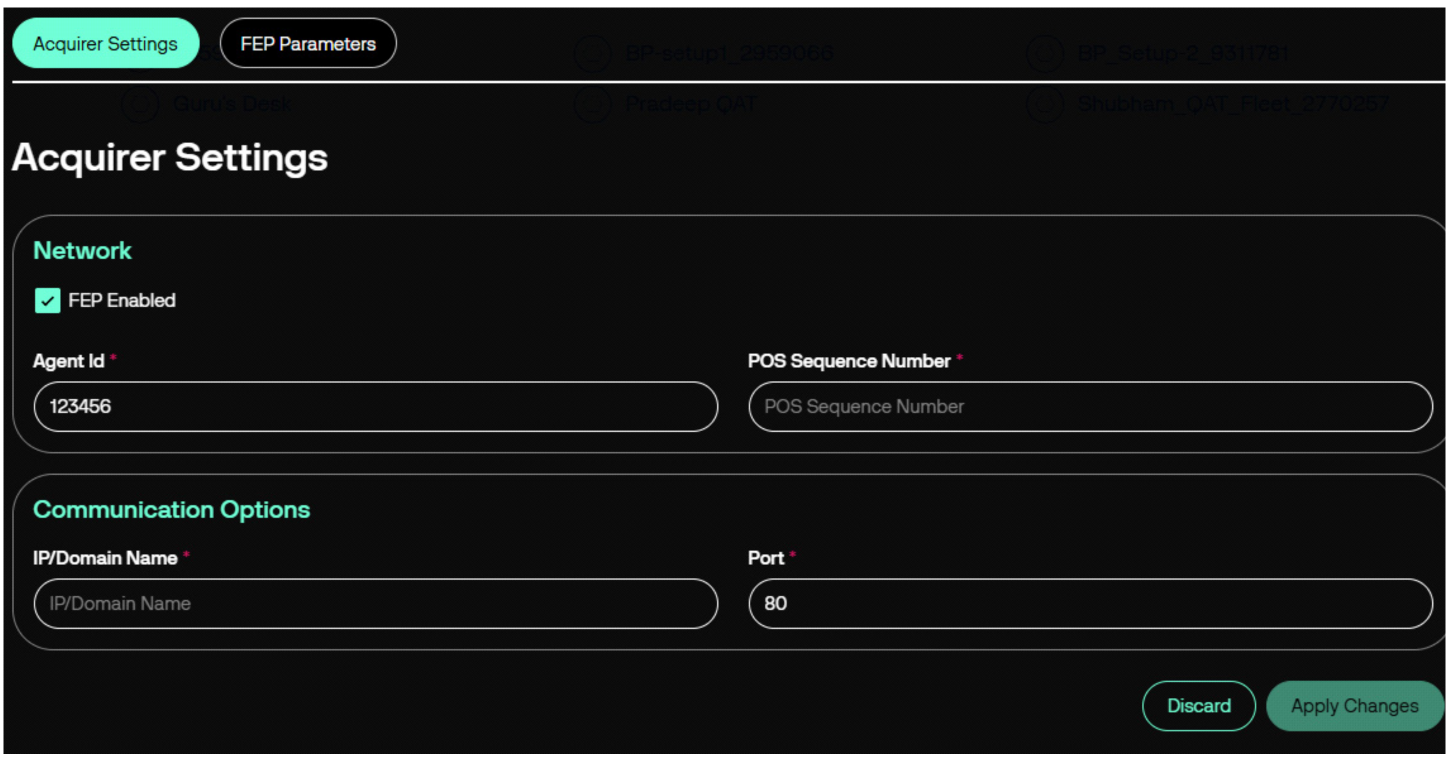
Cullinan

NOTE	Cullinan is Read-Only.

Cullinan Financial Group provides payment-processing support and connectivity services. They help sites reliably route transactions between their POS systems, fuel controllers, and payment networks. They specialize in enabling secure card processing, managing host connections, and ensuring that prepaid and specialty card programs communicate correctly with the site's payment infrastructure.

Cullinan Acquirer Settings

InComm Acquirer Settings configure the communication details the terminal uses to route prepaid and stored-value transactions through the InComm processing network.



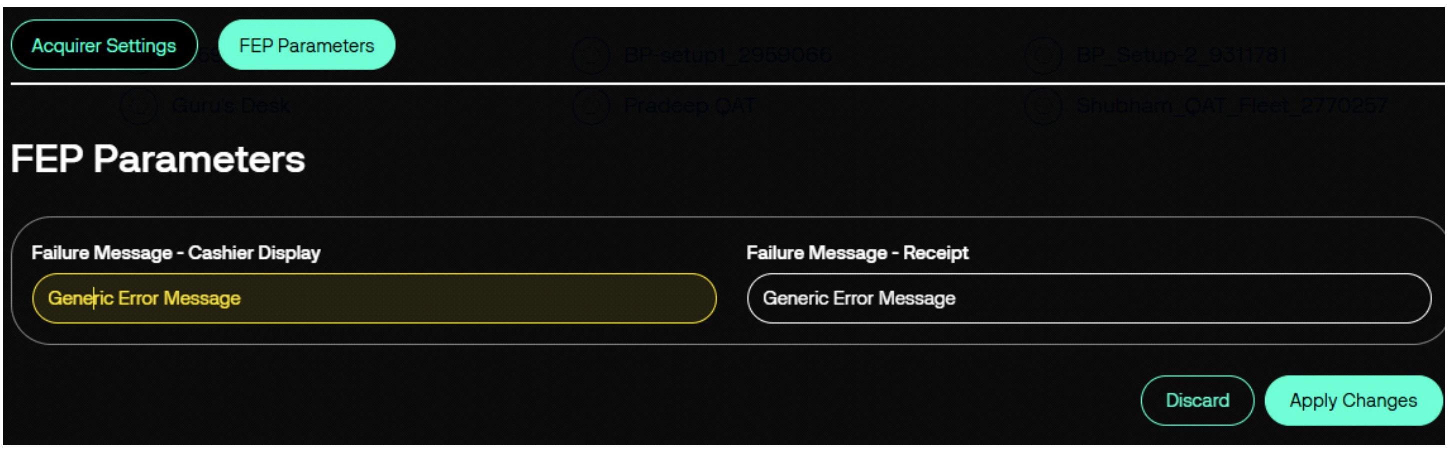
Field/Button	Description
Network	
FEP Enabled	Indicates whether Cullinan FEP processing is active for the site.
Agent ID	The unique identifier assigned to the site for Cullinan transaction routing.

verifone

POS Sequence Number	A counter used to track and order POS transactions sent through the Cullinan network.
Communication Options	
IP/Domain Name	The server address the system uses to connect to the Cullinan host.
Port	The network port used for communication with the Cullinan host server.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Cullinan FEP Parameters

The FEP parameters for the Cullinan network define the transaction data the terminal must provide to the Cullinan host needed to authorize and process stored-value transactions.



Field/Button	Description
FEP Parameters	
Failure Message - Cashier Display	Defines the error message displayed to the cashier when a transaction or FEP process fails.
Failure Message - Receipt	Defines the error message printed on the customer's receipt when a transaction or FEP process fails.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

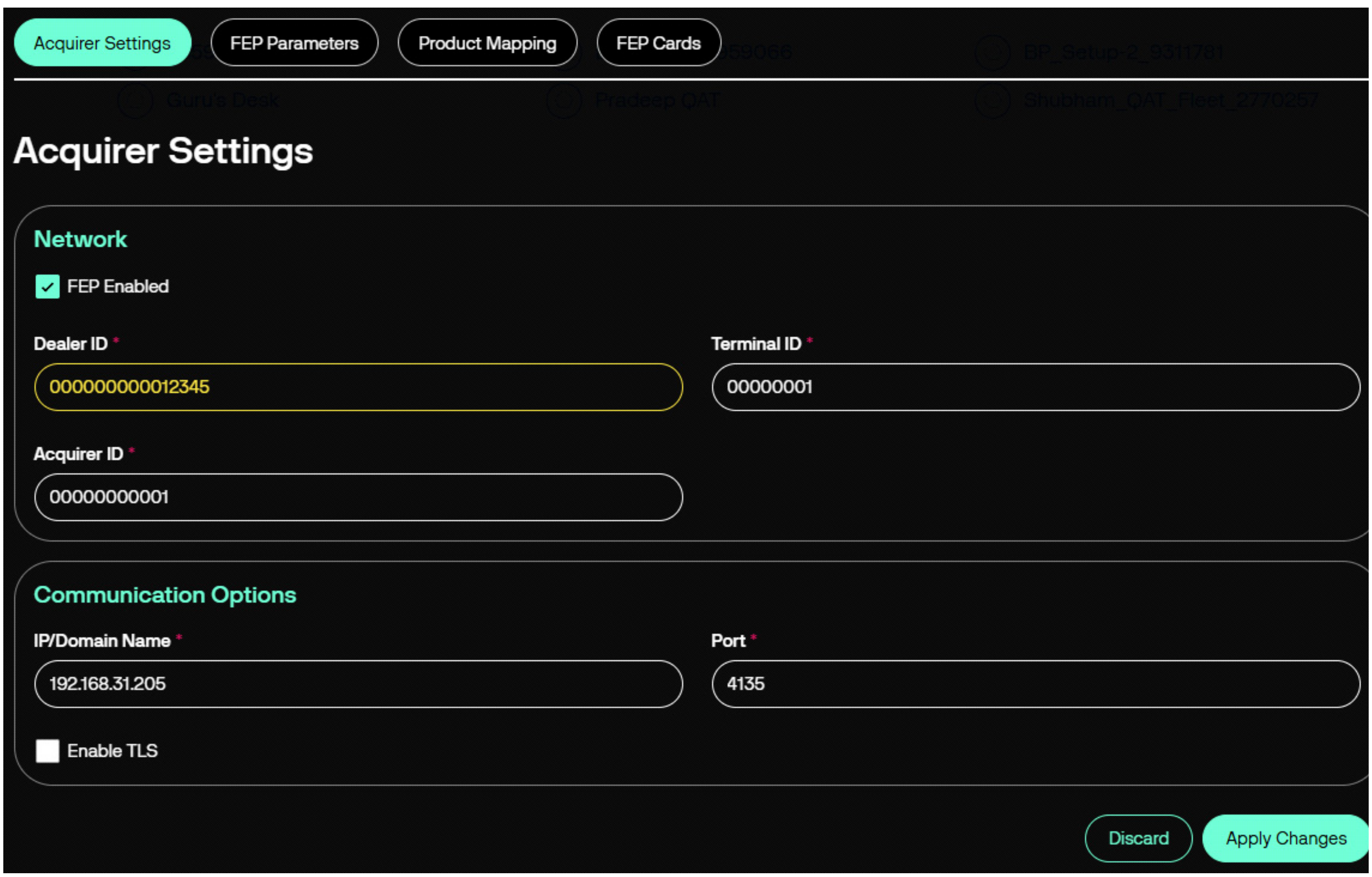
Payware Fleet

NOTE	Payware Fleet is Read-Only.

Payware Fleet is Verifone's fleet-processing solution that enables petroleum merchants to accept, validate, and route fleet card transactions—both at the pump and in-store—using secure FEP communication to support driver, vehicle, and purchase-level controls.

Payware Fleet Acquirer Settings

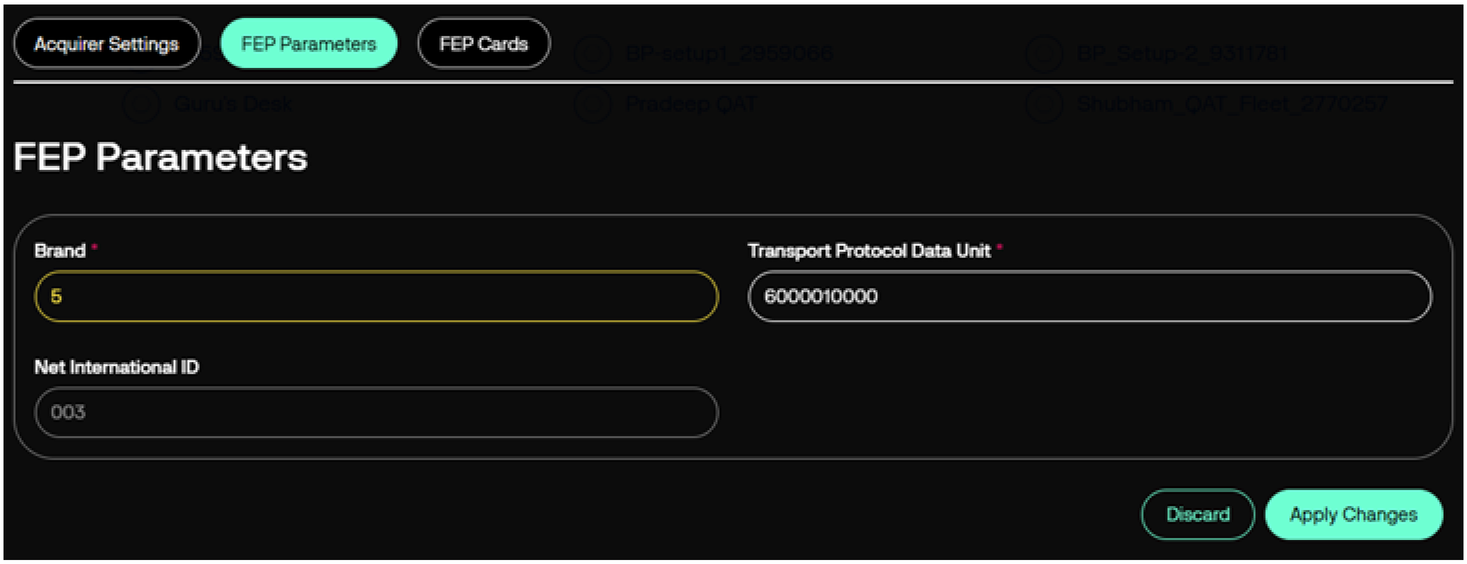
Acquirer settings define the network and host specific configuration values the terminal uses to route and process fleet transactions and any host specific parameters required for proper FEP message formatting and routing.



Field/Button	Description
Network	
FEP Enabled	Indicates whether Fleet Enablement Protocol processing is active for fleet transactions
Dealer ID	Identifies the merchant location to the fleet host for proper transaction routing.
Terminal ID	Uniquely identifies the POS terminal within the fleet processing environment.
Acquirer ID	Specifies the acquiring network responsible for handling fleet transaction authorization.
Communication Options	
IP/Domain Name	Defines the network address of the fleet host the terminal communicates with.
Port	Defines the network port through which loyalty messages are sent and received.
Enable TLS	Determines whether encrypted TLS communication is used for secure fleet data transmission
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Payware Fleet FEP Parameters

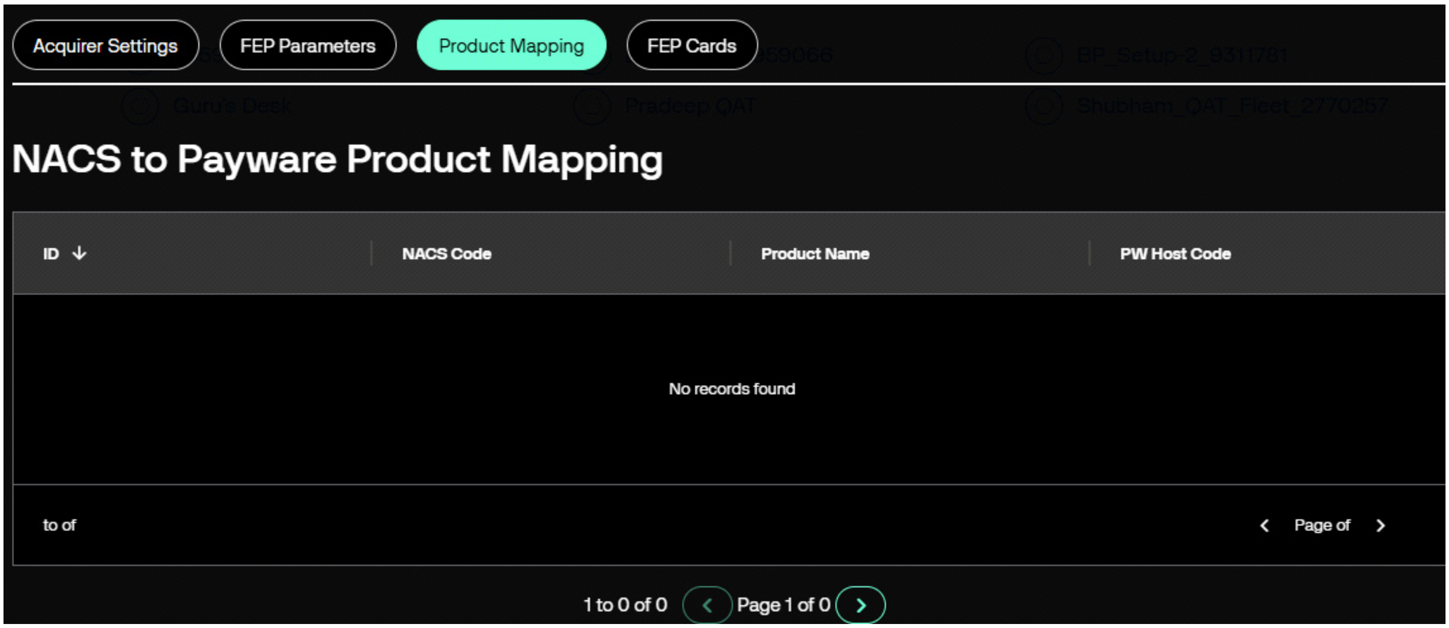
Payware Fleet FEP parameters define the key identifiers and communication settings the terminal uses when sending Fleet Enablement Protocol transactions, ensuring fleet cards, driver and vehicle data, and authorization requests are formatted, routed, and processed correctly by the designated fleet host.



Field/Button	Description
Brand	Identifies the loyalty brand or program the FEP transaction should be routed to.
Transport Protocol Data Unit	Defines the communication format and structure used when sending FEP loyalty messages.
Net International ID	Specifies the network identifier used to route loyalty transactions to the correct host.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Payware Fleet Product Mapping

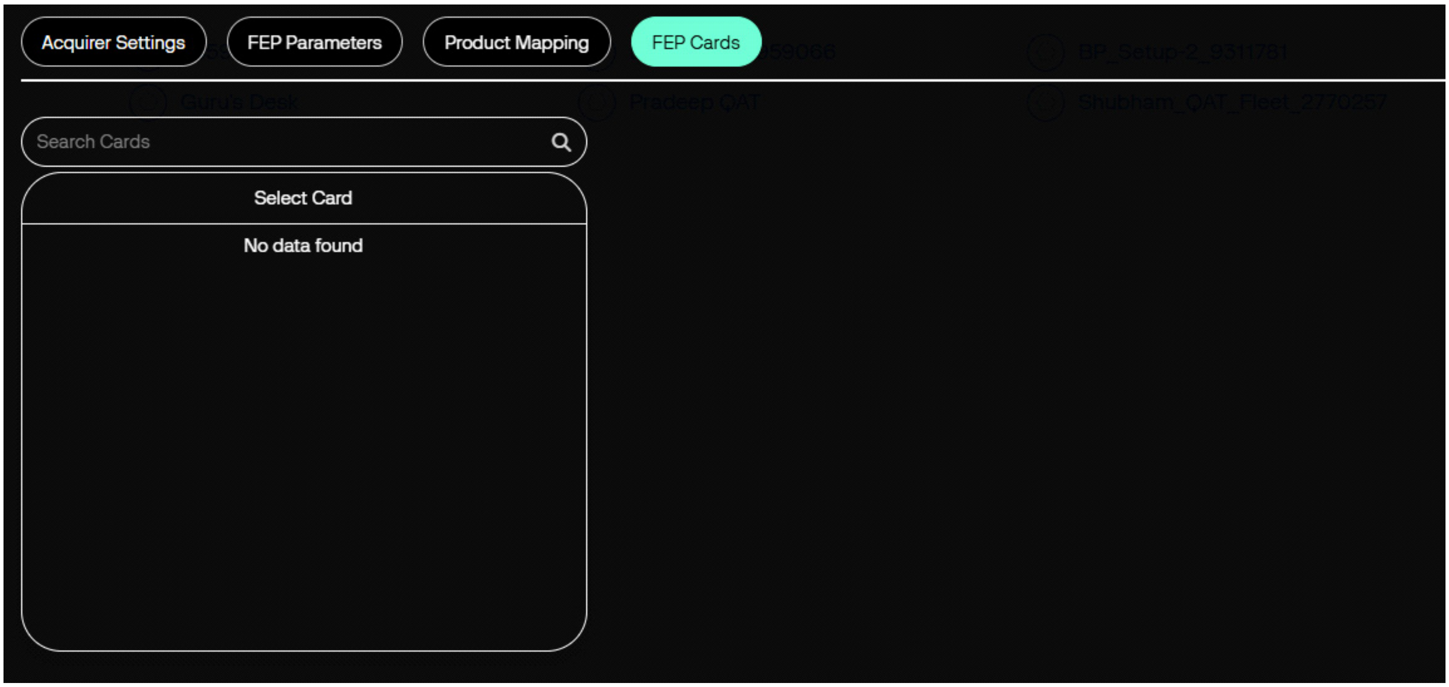
Payware Fleet product mapping translates NACS product codes from the POS into the specific Payware Fleet product identifiers required by the fleet host, ensuring that fuel grades and in-store items are categorized corectly so the host can apply the proper purchase controls, limits, and authorization rules.



Field/Button	Description
ID	A unique internal identifier for the product mapping entry.
NACS Code	The standardized NACS product category code received from the POS.
Product Name	The descriptive name of the product associated with the NACS code.
PW Host Code	The Payware Fleet product code used to route and classify the item for fleet authorization.

Payware Fleet FEP Cards

Payware Fleet FEP Cards define which fleet card types the system can recognize and process, along with the rules for how each card is entered, displayed, and handled during Fleet Enablement Protocol transactions.



Field/Button	Description
Card Table Index	Identifies the card entry’s position within the FEP card table.
Card Abbreviation	Enter the abbreviated proprietary card name.
Card Name	Enter the proprietary card name.
Lower ISO	Defines the lowest ISO range value for valid card numbers.
Upper ISO	Defines the highest ISO range value for valid card numbers.
PAN Length	Specifies the required length of the card’s primary account number.
Card Enabled	Determines whether this card type is allowed for fleet processing.
Manual Entry Allowed	Indicates whether the card number may be entered manually.
Card Limits	
Print Customer Name	Controls whether the customer’s name prints on receipts.

Fiscal Receipt Enable	Indicates whether the card supports fiscal receipt requirements.
Signature on Financial Advice	Specifies if a signature is required on financial advice messages.
Max Value for Pump Auth	Sets the maximum dollar amount allowed for pump authorization.
Driver ID Prompt Enable	Enables prompting for a driver ID during the transaction.
Driver ID Max Length	Sets the maximum number of characters allowed for the driver ID.
Driver ID Min Length	Sets the minimum number of characters required for the driver ID.
Vehicle ID Prompt Enable	Enables prompting for a vehicle ID during the transaction.
Vehicle ID Max Length	Sets the maximum number of characters allowed for the vehicle ID.
Vehicle ID Min Length	Sets the minimum number of characters required for the vehicle ID.
Odometer Prompt Enable	Enables prompting for an odometer reading.
Odometer Max Length	Sets the maximum number of digits allowed for the odometer entry.
Odometer Min Length	Sets the minimum number of digits required for the odometer entry.
PAN Mask Configuration	
Starting Visible Characters	Specifies how many characters at the start of the PAN remain visible.
Ending Visible Characters	Specifies how many characters at the end of the PAN remain visible.

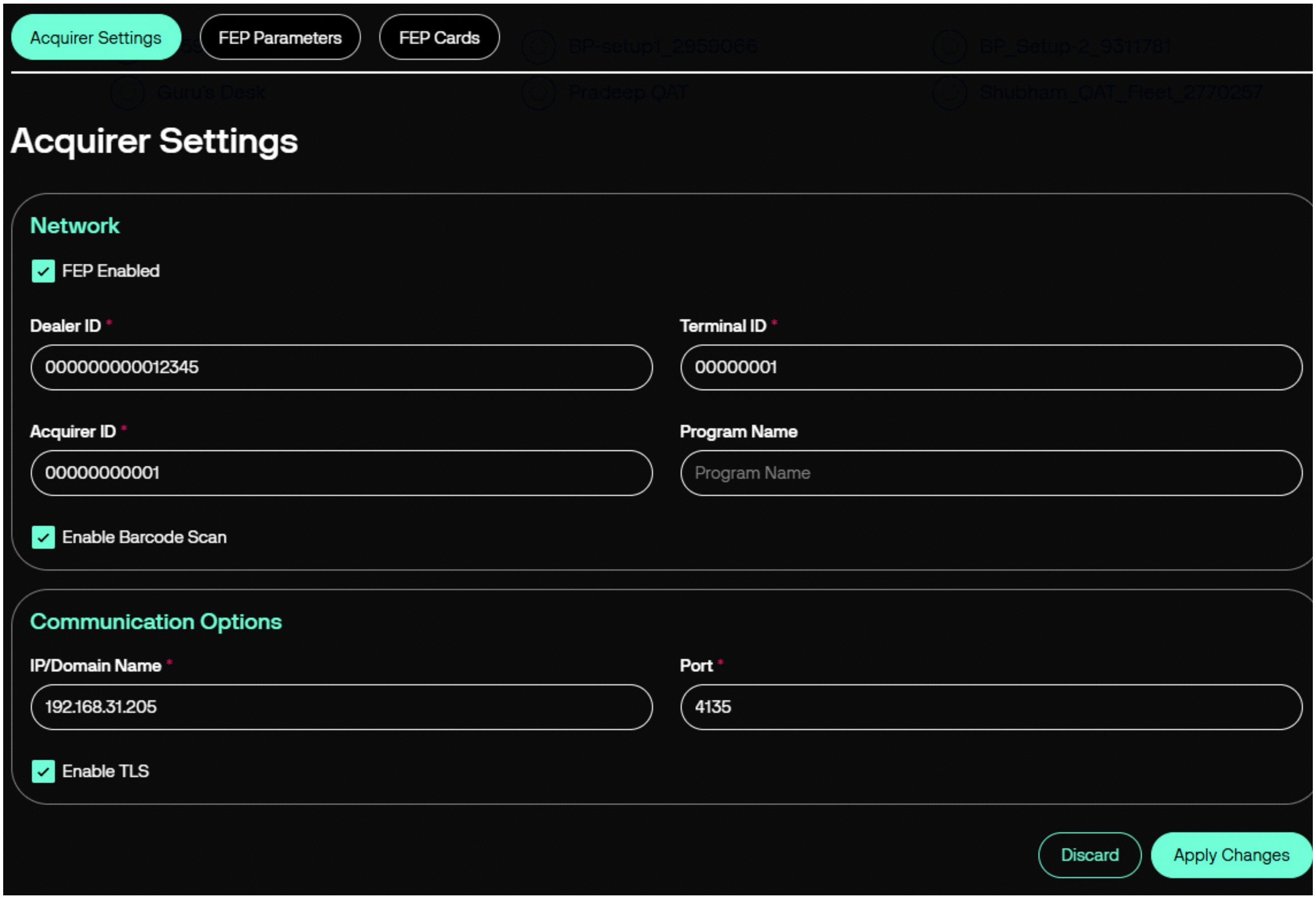
Payware Loyalty

	NOTE	Payware Loyalty is Read-Only.

Payware Loyalty is an integrated solution that lets fuel retailers manage and process loyalty rewards—such as points, discounts, and member identification—directly at the pump and in-store to create a seamless, customer friendly fueling experience.

Payware Loyalty Acquire Settings

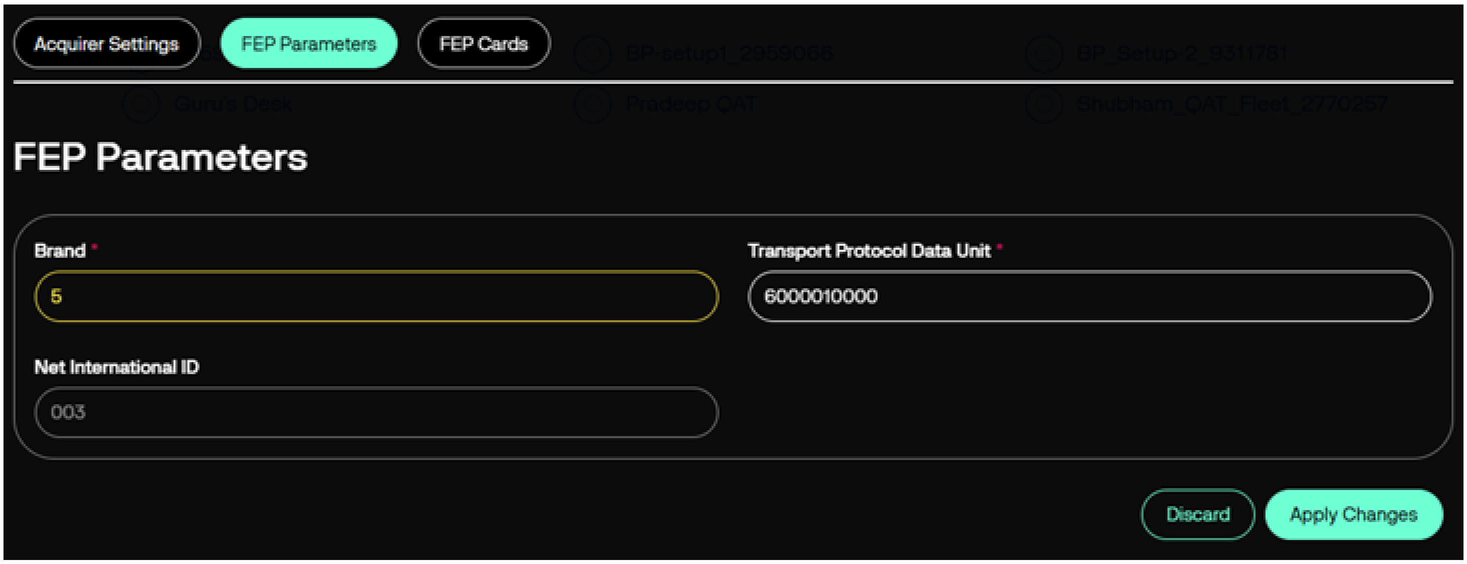
Payware Loyalty acquire settings define how the system connects to and communicates with the loyalty host—controlling parameters such as host routing, message formatting, and transaction handling to ensure loyalty enrollments, lookups, and rewards are processed correctly.


Acquirer Settings
FEP Parameters
FEP Cards
Acquirer Settings
Network
FEP Enabled
Dealer ID *
000000000012345
Terminal ID *
00000001
Acquirer ID *
00000000001
Program Name
Program Name
Enable Barcode Scan
Communication Options
IP/Domain Name *
192.168.31.205
Port *
4135
Enable TLS
Discard
Apply Changes

Field/Button	Description
Network	
FEP Enabled	Specifies whether the terminal uses the Fleet Enablement Protocol for loyalty processing.
Dealer ID	Identifies the merchant location to the loyalty host for transaction routing.
Terminal ID	Uniquely identifies the specific POS terminal within the merchant's loyalty setup.
Acquirer ID	Defines the acquiring host or network responsible for processing loyalty transactions.
Program Name	Indicates the loyalty program associated with the terminal's configuration
Enable Barcode Scan	Determines whether the terminal can accept loyalty credentials via barcode scanning.
Communication Options	
IP/Domain Name	Specifies the loyalty host's network address the terminal uses for communication.
Port	Defines the network port through which loyalty messages are sent and received.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Payware Loyalty FEP Parameters

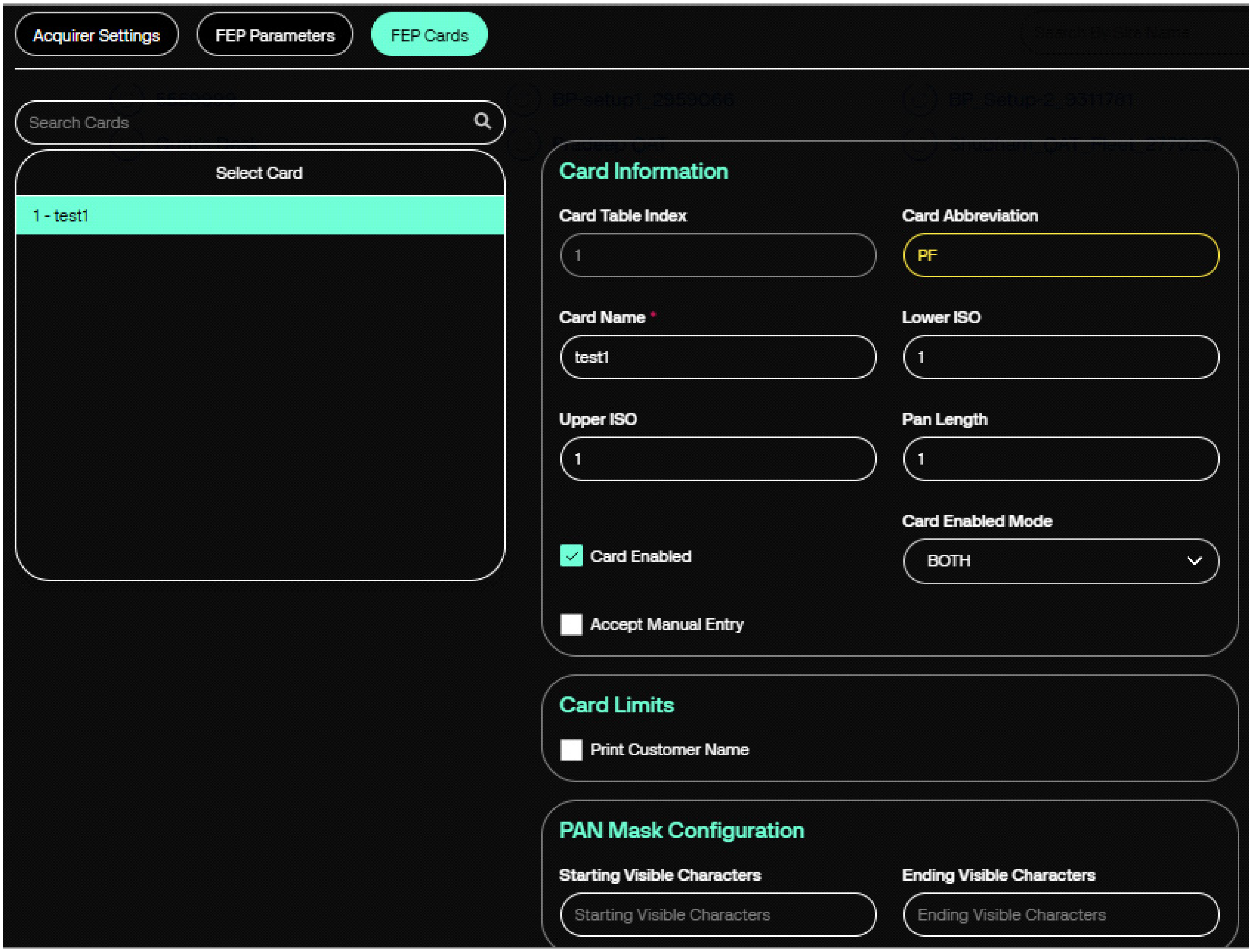
Payware Loyalty FEP parameters define the configuration values that control how the terminal uses the Fleet Enablement Protocol to identify vehicles and drivers, validate loyalty credentials, and transmit loyalty-related data reliably between the POS and the loyalty host.



Field/Button	Description
Brand	Identifies the loyalty brand or program the FEP transaction should be routed to.
Transport Protocol Data Unit	Defines the communication format and structure used when sending FEP loyalty messages.
Net International ID	Specifies the network identifier used to route loyalty transactions to the correct host.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

Payware Loyalty FEP Cards

FEP Cards represent the set of fleet or loyalty card types that the terminal is allowed to recognize and process through the Fleet Enablement Protocol, enabling the system to validate card data, apply loyalty rules, and route transactions to the appropriate loyalty or fleet host.



Field/Button	Description
Search Cards	To locate a card in the list, begin typing the card name in the search field. Select the card configuration to view or edit.
Card Table Index	The internal reference number the system uses to identify the card's configuration entry.

Card Abbreviation	A short code representing the card brand (e.g., VS for Visa).
Card Name	The full name of the card brand or network.
Lower ISO	The lowest BIN/ISO range that identifies cards belonging to this brand.
Upper ISO	The highest BIN/ISO range for that card brand’s number range.
Pan Length	The allowed length(s) of the card number for that brand.
Card Enabled Mode	Determines whether the specified FEP card type is allowed for loyalty processing inside, outside, or both.
Card Enabled	Indicates whether the terminal is allowed to accept and process this card type.
Accept Manual Entry	Indicates whether the terminal can accept the card number entered manually instead of swiped or scanned.
Card Limits	
Print Customer Name	It sets the maximum monetary amount the dispenser controller is allowed to authorize for a single card.
PAN Mask Configuration	
Starting Visible Characters	Defines how many characters from the beginning of the card number are displayed.
Ending Visible Characters	Defines how many characters from the end of the card number are displayed.

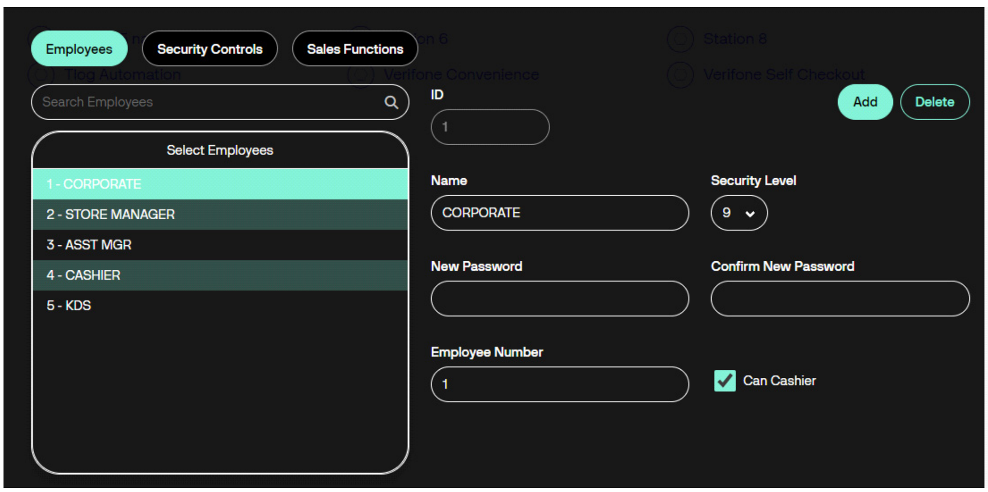
Access Control

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

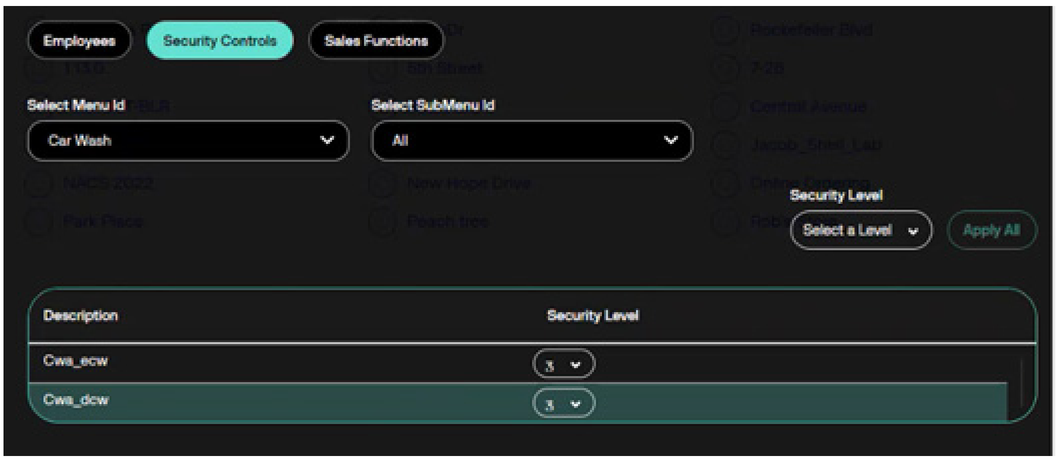
The Employees tab is used to add new employees who can access the point of sale. The ID number assigned to the employee will be entered into the POS at the time of login along with the password.



Field/Button	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/Button. 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

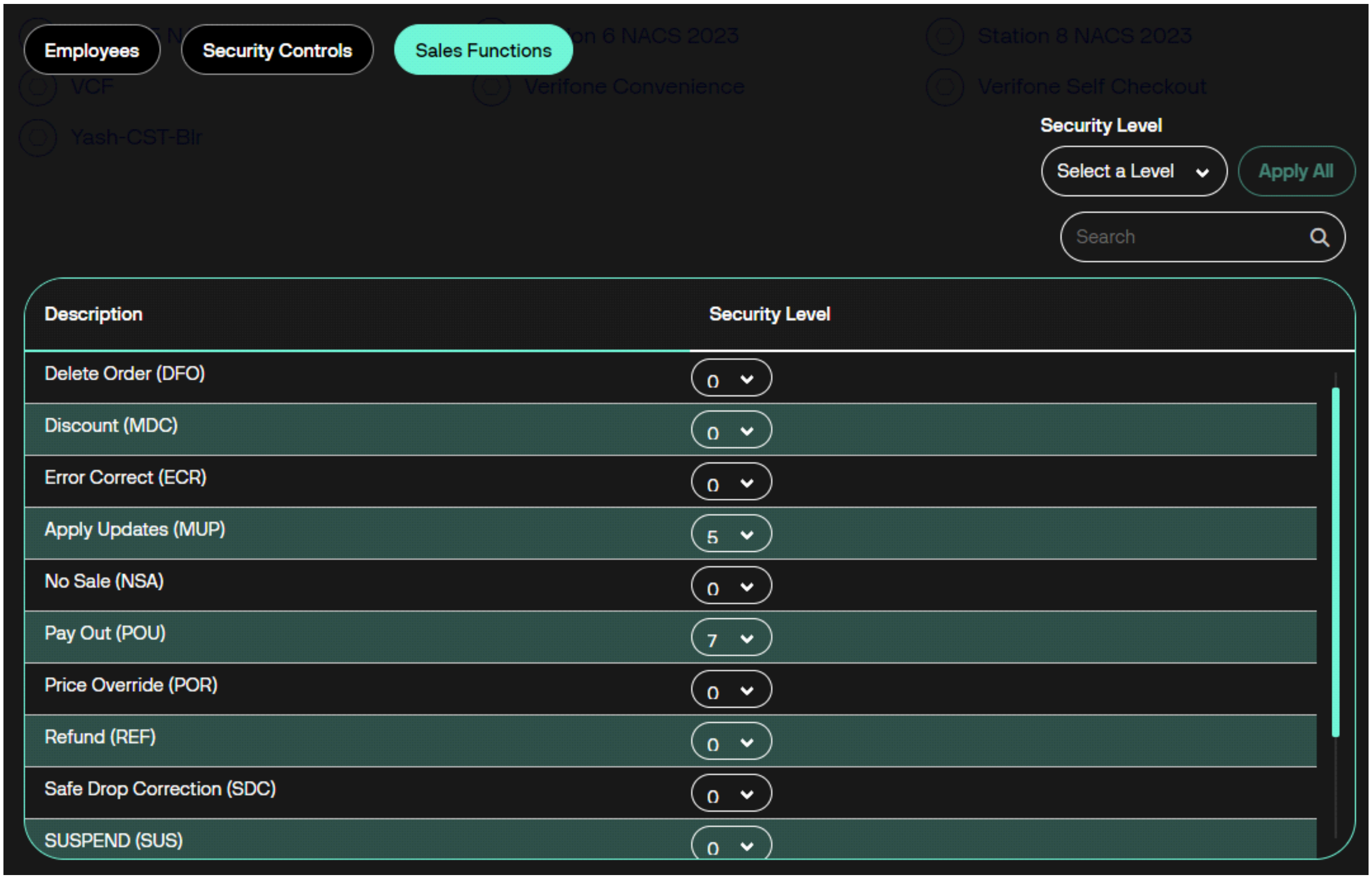


Field/Button	Description
Select Menu ID	Allows the category.
Select SubMenu ID	Allows further filtering of specific security controls within a selected security control menu ID. This Field/Button will vary depending upon the Select Menu ID options.
Description & Security Level Table	Shows the description 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.

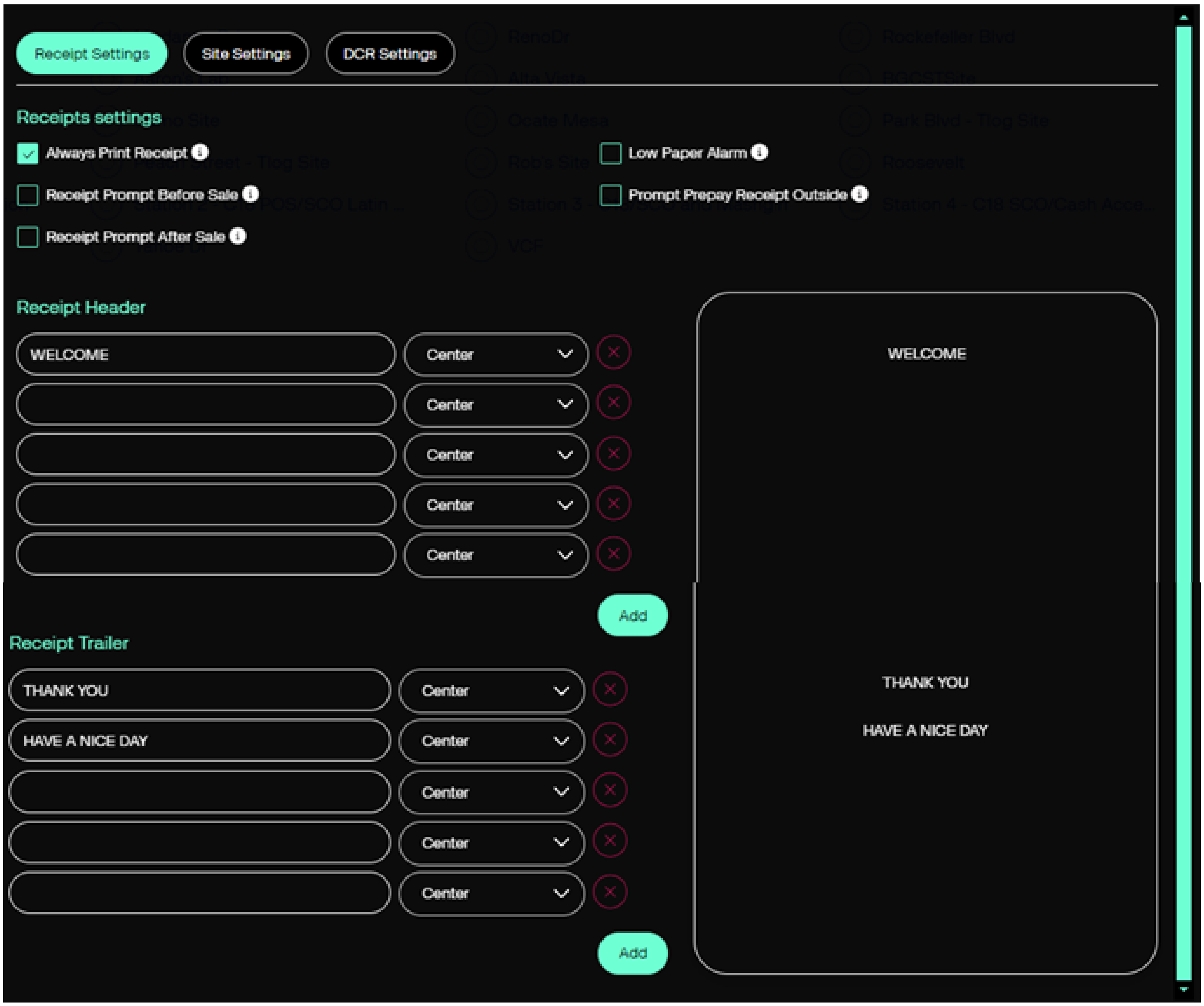
The **security level drop-down menu** allows a security level to be set for all sales functions shown. An additional **search box** allows the functions to be filtered down searching for the first letter of the description. For example, typing A will display apply updates.


Employees
Security Controls
Sales Functions
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

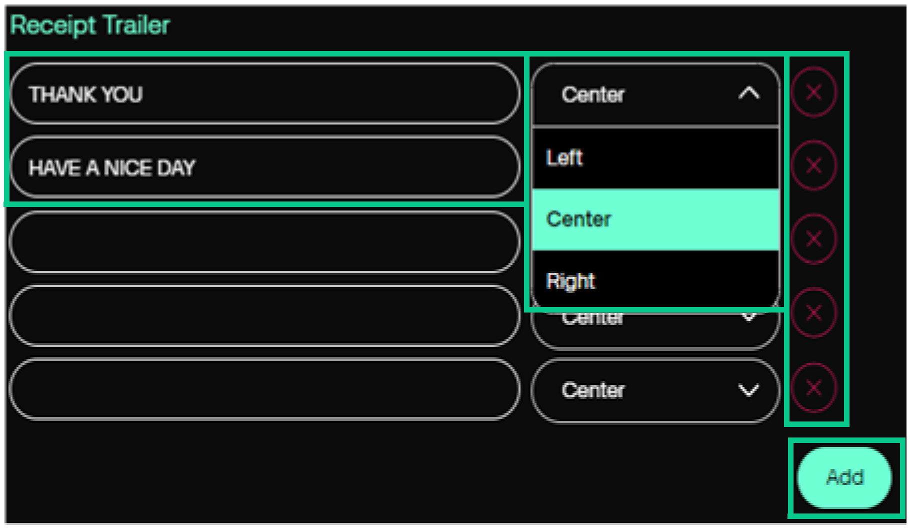


Field/Button	Description
Always Print Receipt	Receipt prints always after fueling. If disabled, the customer will be prompted to print the receipt.
Receipt Prompt Before Sale	Customer will be prompted for a receipt before fueling.
Receipt Prompt After Sale	Customer will be prompted for a receipt after 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

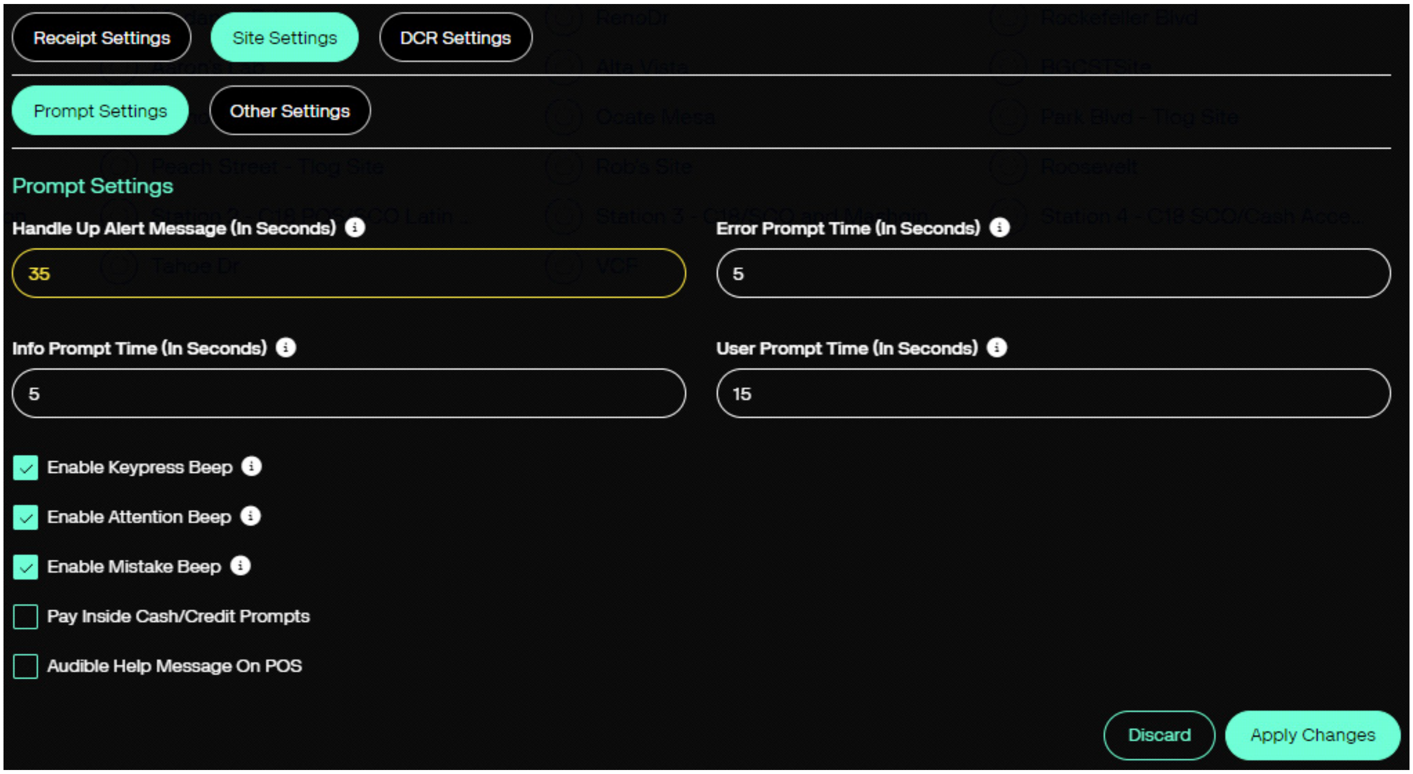
1. Key in up to 20-characters for each of the five available text lines for the Receipt Header. It will be displayed on the form on the right side of the page.
2. For the Receipt Header alignment, select Left, Center, Right.
3. Click the circled 'X' to delete the available text line.
4. Click 'Add' to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

Receipt Trailer



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.

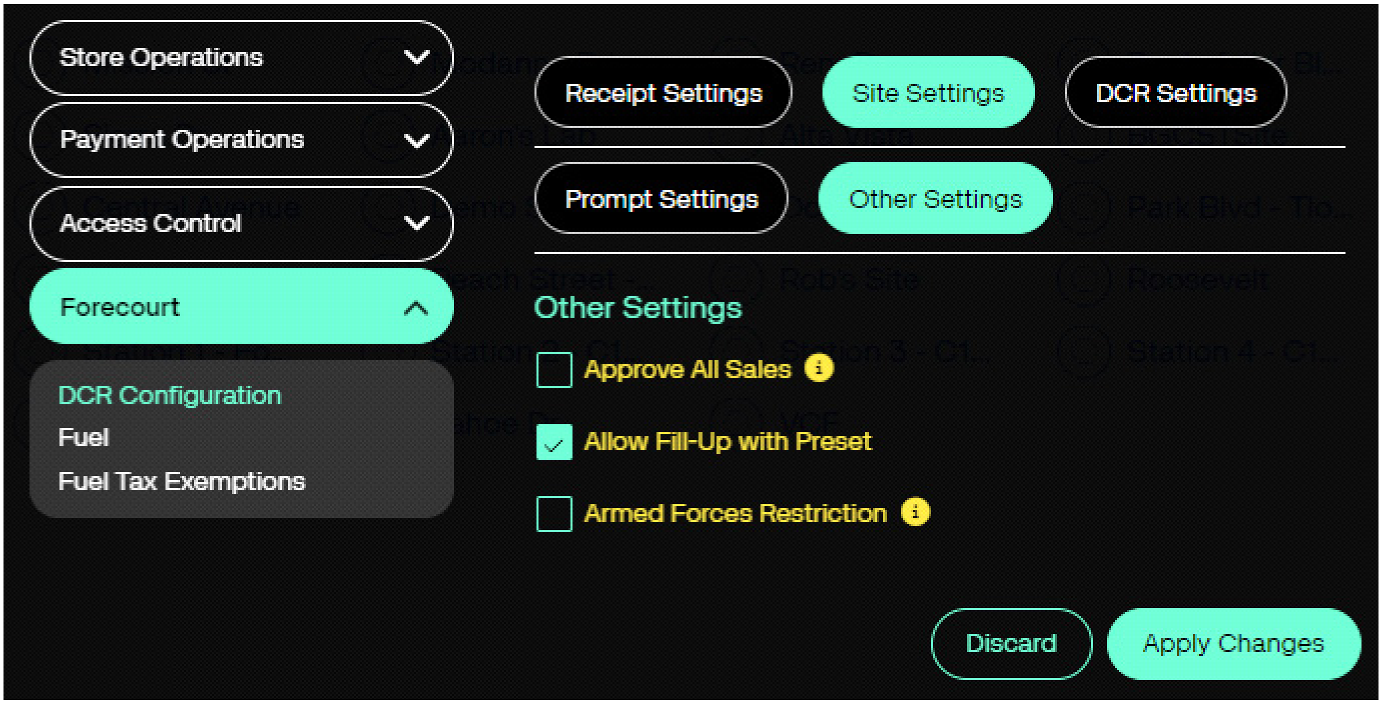
Prompt Settings



Field/Button	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.

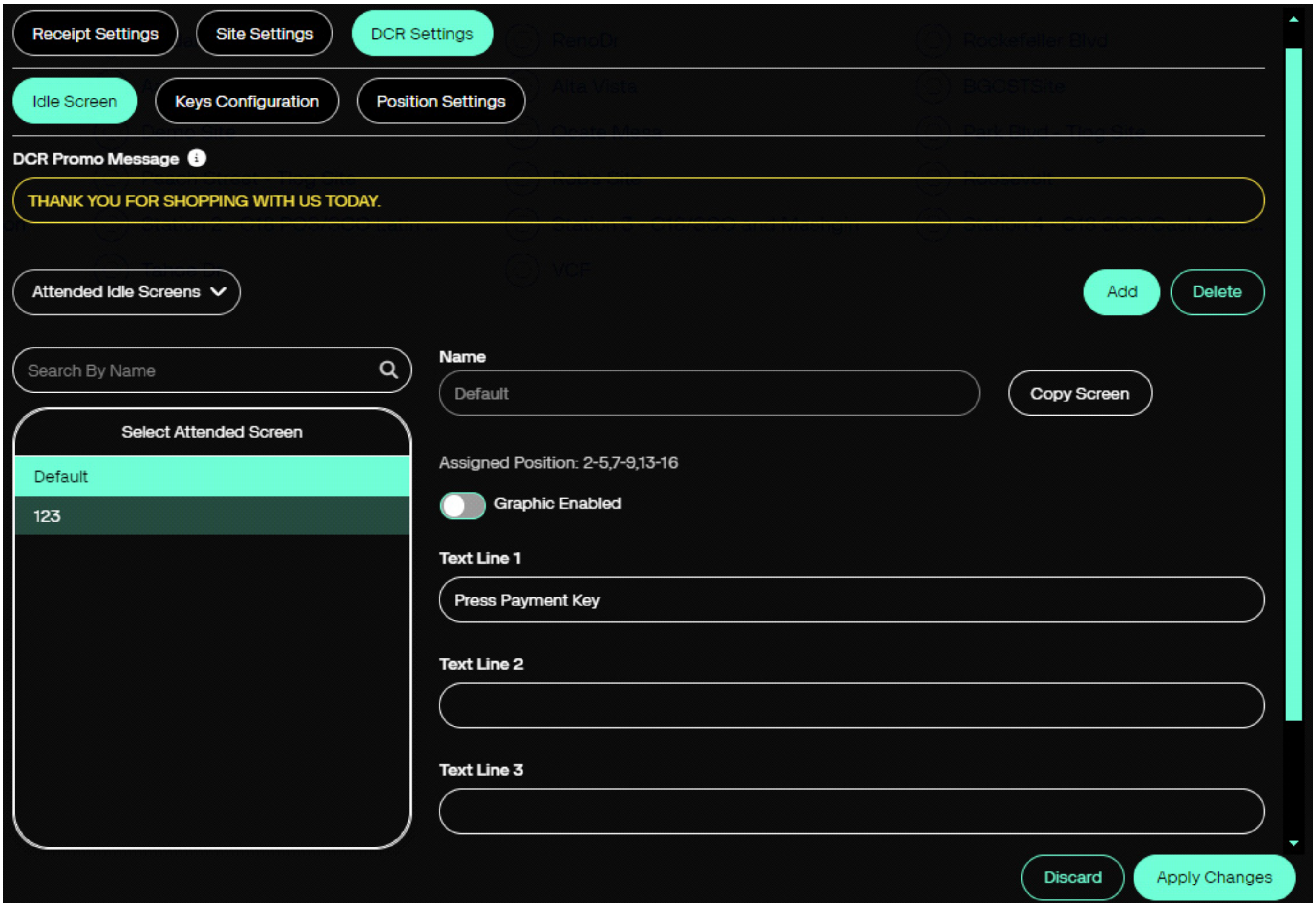
Enable Attention Beep	Enables a beep to get the attention of the customer. This only applies to Wayne, Gilbarco, and Schlumberger DCRs.
Enable Mistake Beep	Enables a beep when the customer presses an incorrect button selection. This only applies to Wayne, Gilbarco, and Schlumberger DCRs.
Pay Inside Cash/ 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/Button	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.

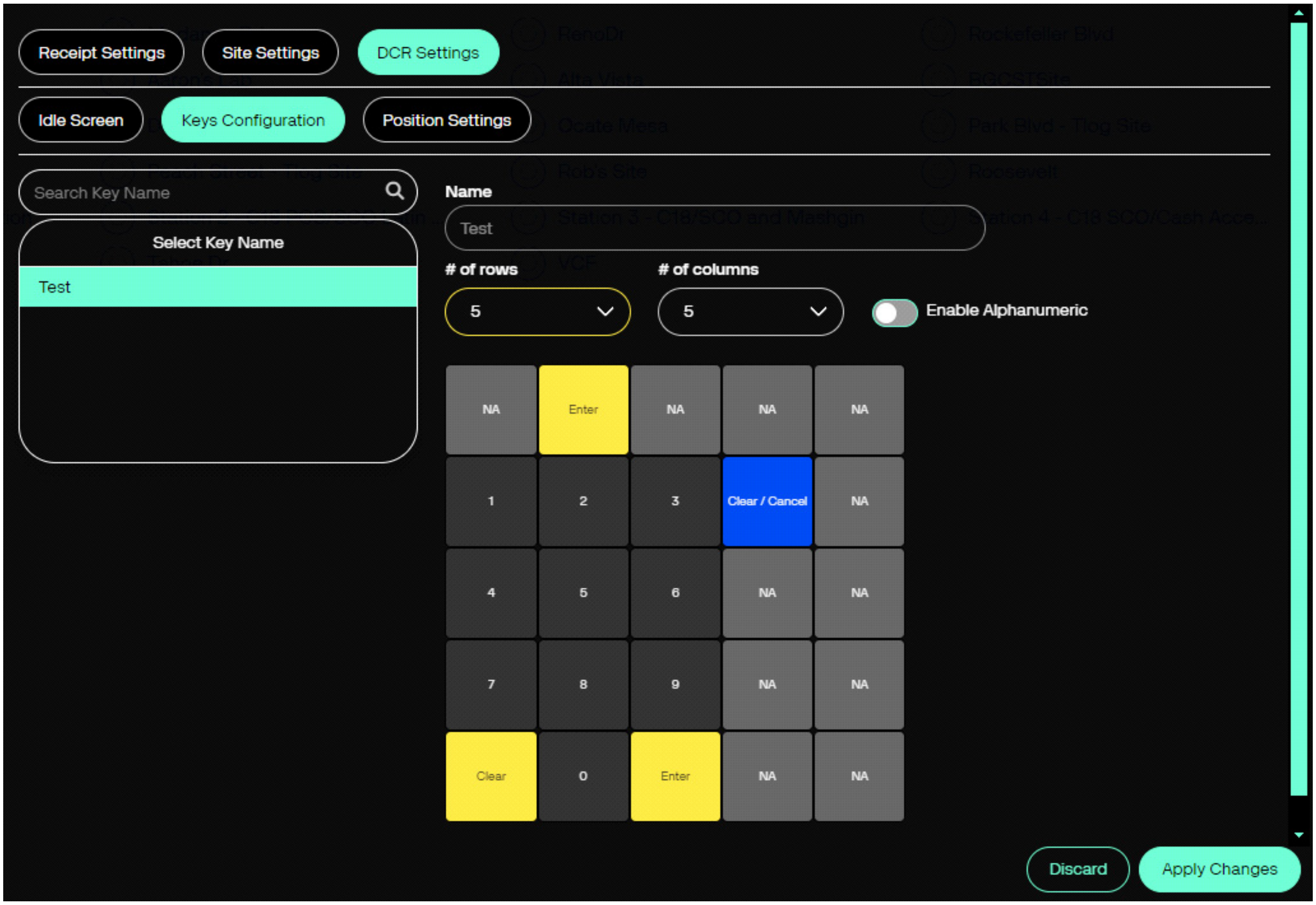
DCR Settings



Field/Button	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

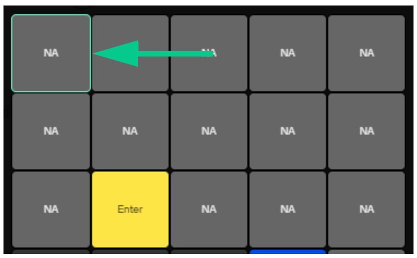


Field/Button	Description
Search Key Name	Search by keying in the name of the DCR keypad layout.
Select Key Name	Select the DCR keypad to make changes.
Name	This is the name of the DCR keypad layout.
# of rows	Select the desired number of supported rows for the DCR keypad layout.
# of columns	Select the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

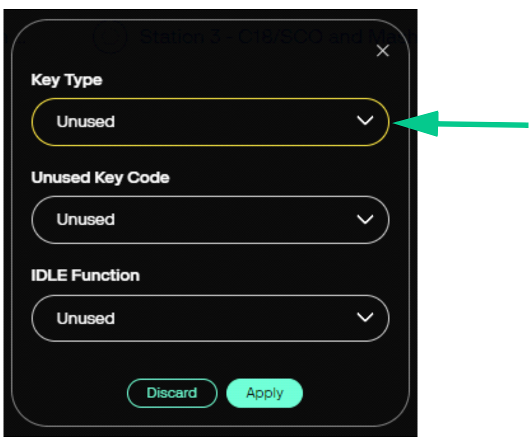
Discard	Discard changes made to this section. Displays when a change is made on the screen.
Apply Changes	Apply changes made to this section. Displays when a change is made on the screen.

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.

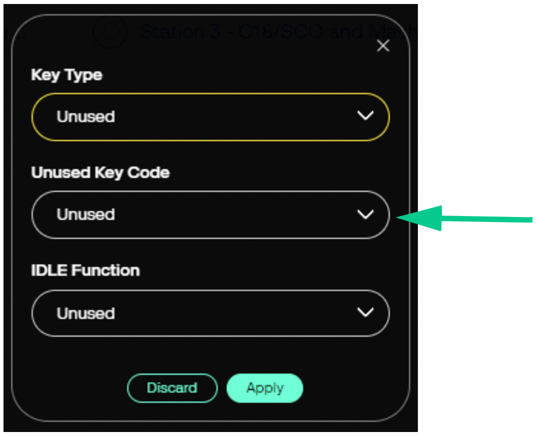


2. Click on the Key Type drop-down menu.

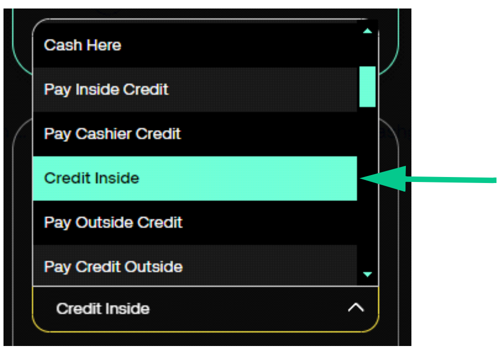


3. Select “Payment.”

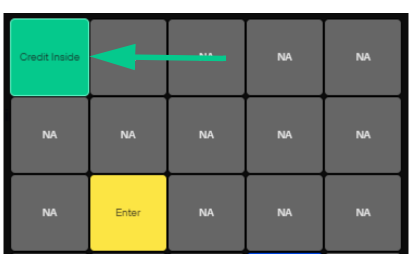
4. Click on the Key Code drop-down menu.



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

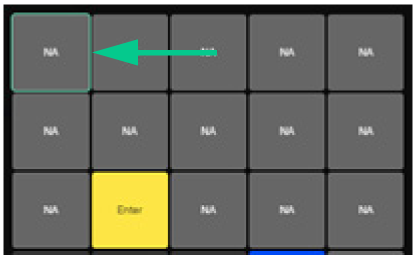


6. Click Apply to enable changes or Discard to remove changes.

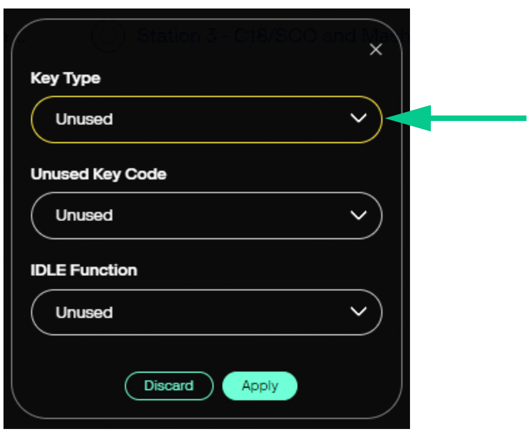


Assigning a Combination to a DCR Key

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

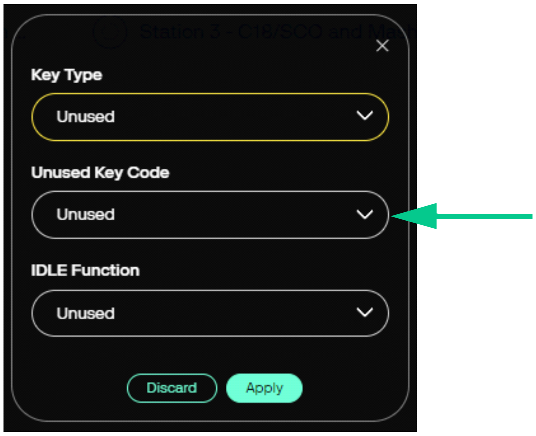


2. Click on the Key Type drop-down menu.

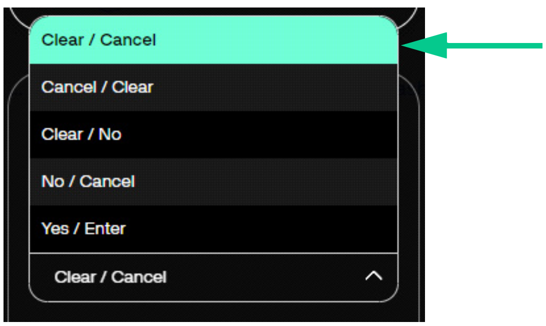


3. Select “Combination.”

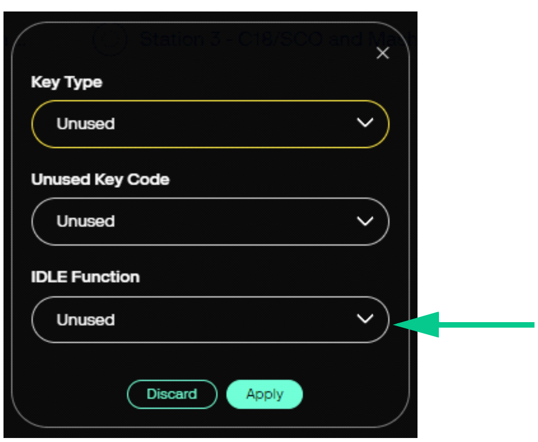
4. Click on the Key Code drop-down menu.



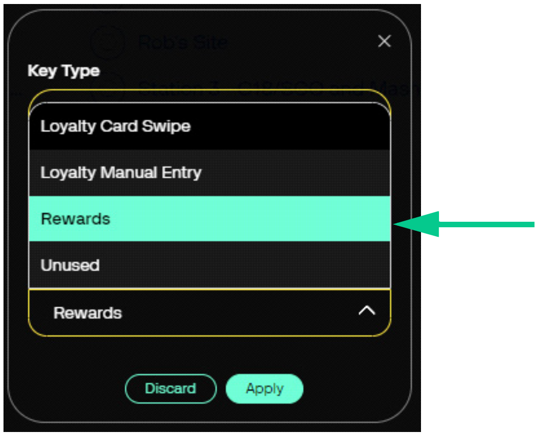
5. Select the desired Combination Key Code from the Combination Key Code drop-down menu.



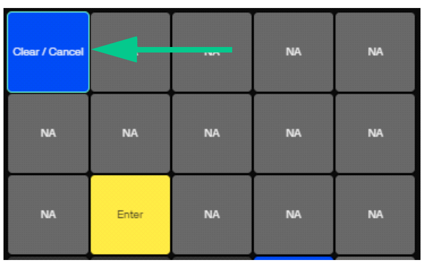
6. Click on the Idle Function drop-down menu.



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

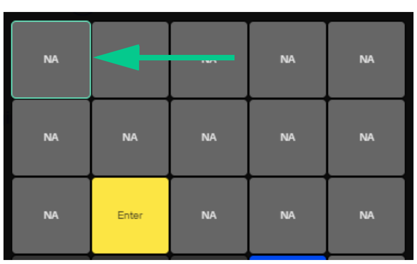


8. Click Apply to enable changes or Discard to remove changes.

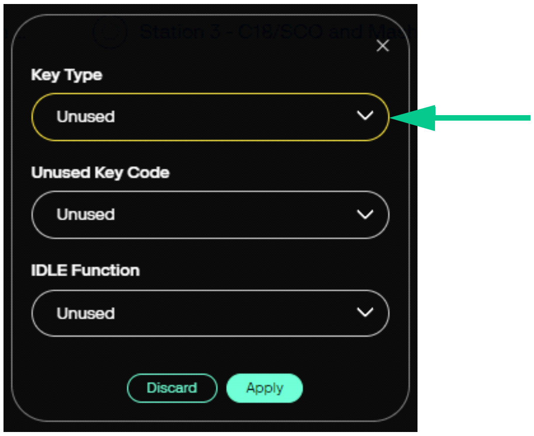


Assigning a Function to a DCR Key

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

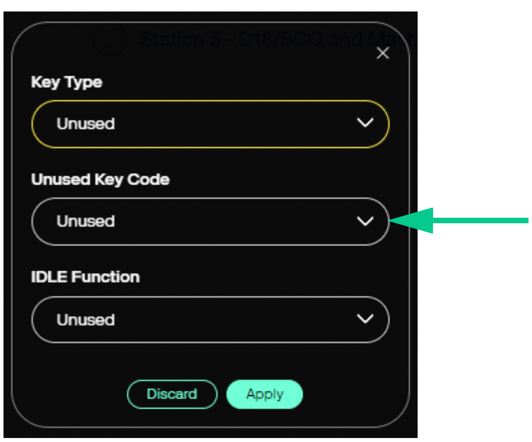


2. Click on the Key Type drop-down menu.

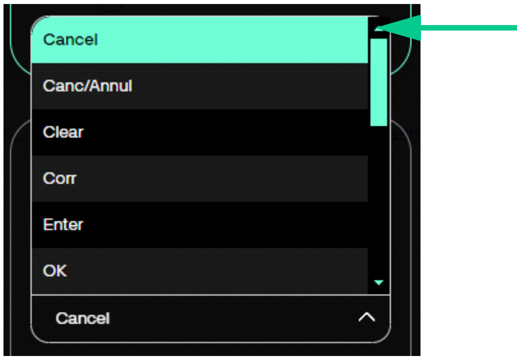


3. Select "Function."

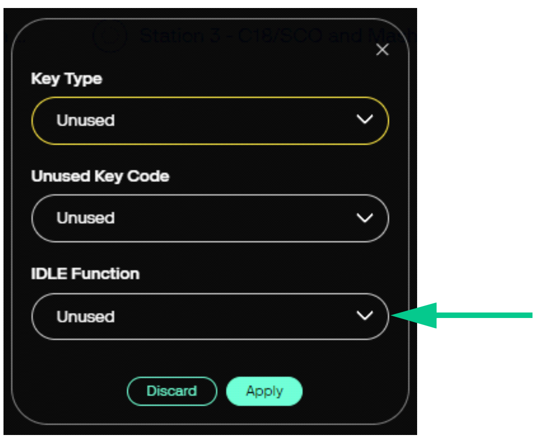
4. Click on the Key Code drop-down menu.



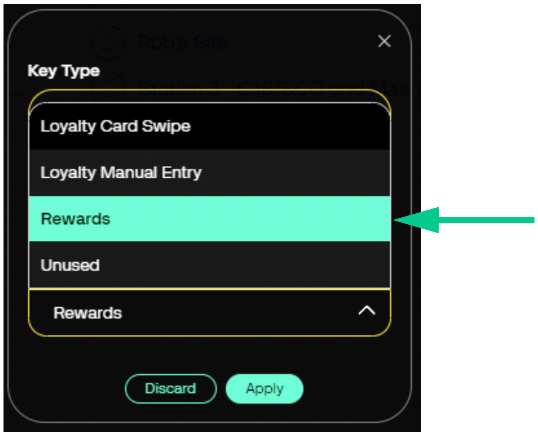
5. Select the desired Function Key Code from the Function Key Code drop-down menu.



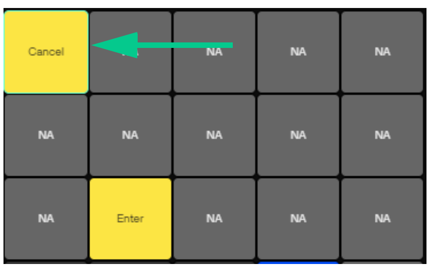
6. Click on the Idle Function drop-down menu.



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

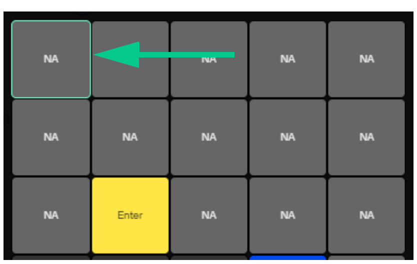


8. Click Apply to enable changes or Discard to remove changes.

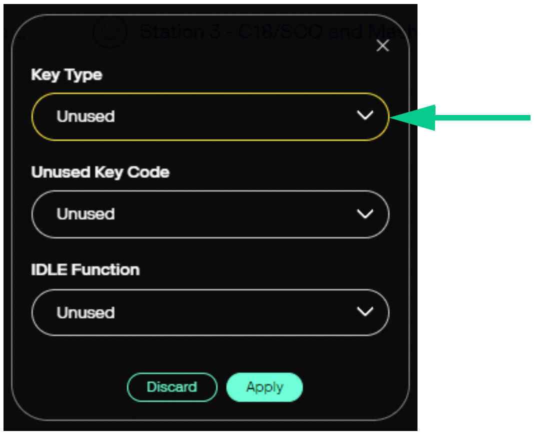


Assigning a Numeric to a DCR Key

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

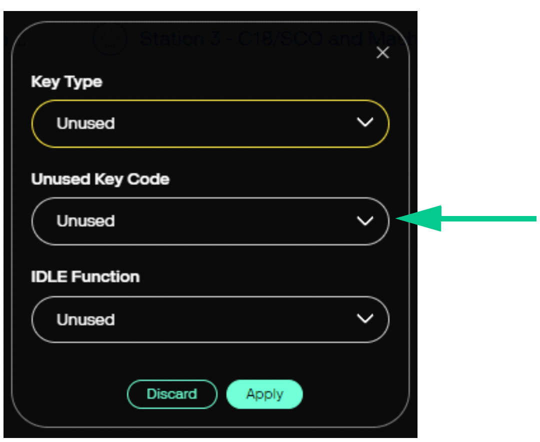


2. Click on the Key Type drop-down menu.

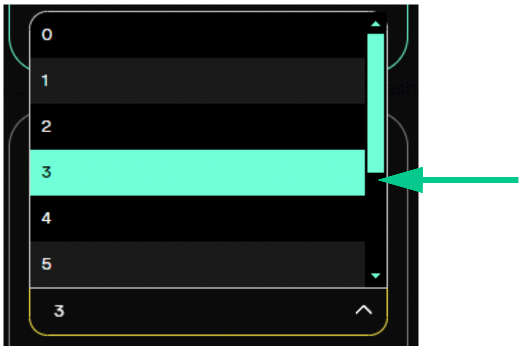


3. Select "Numeric."

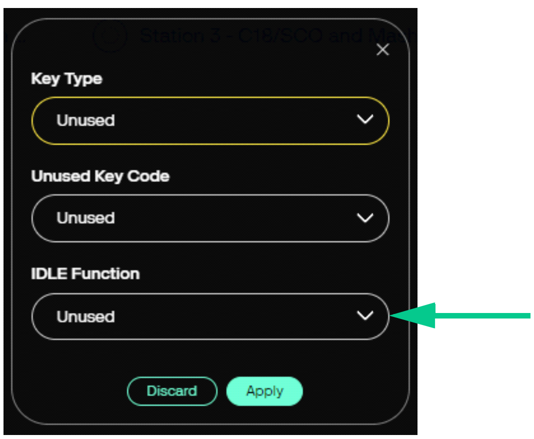
4. Click on the Key Code drop-down menu.



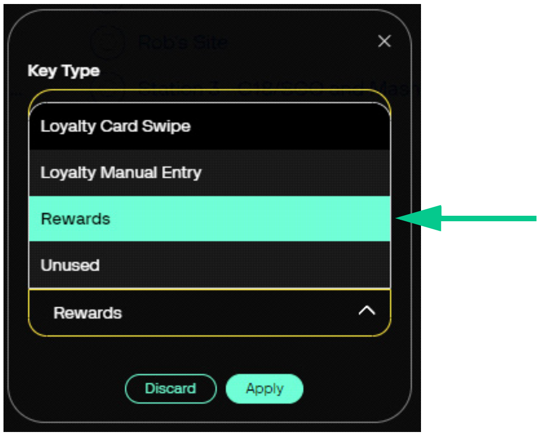
5. Select the desired Numeric Key Code from the Numeric Key Code drop-down menu.



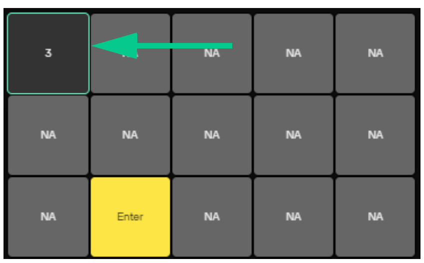
6. Click on the Idle Function drop-down menu.



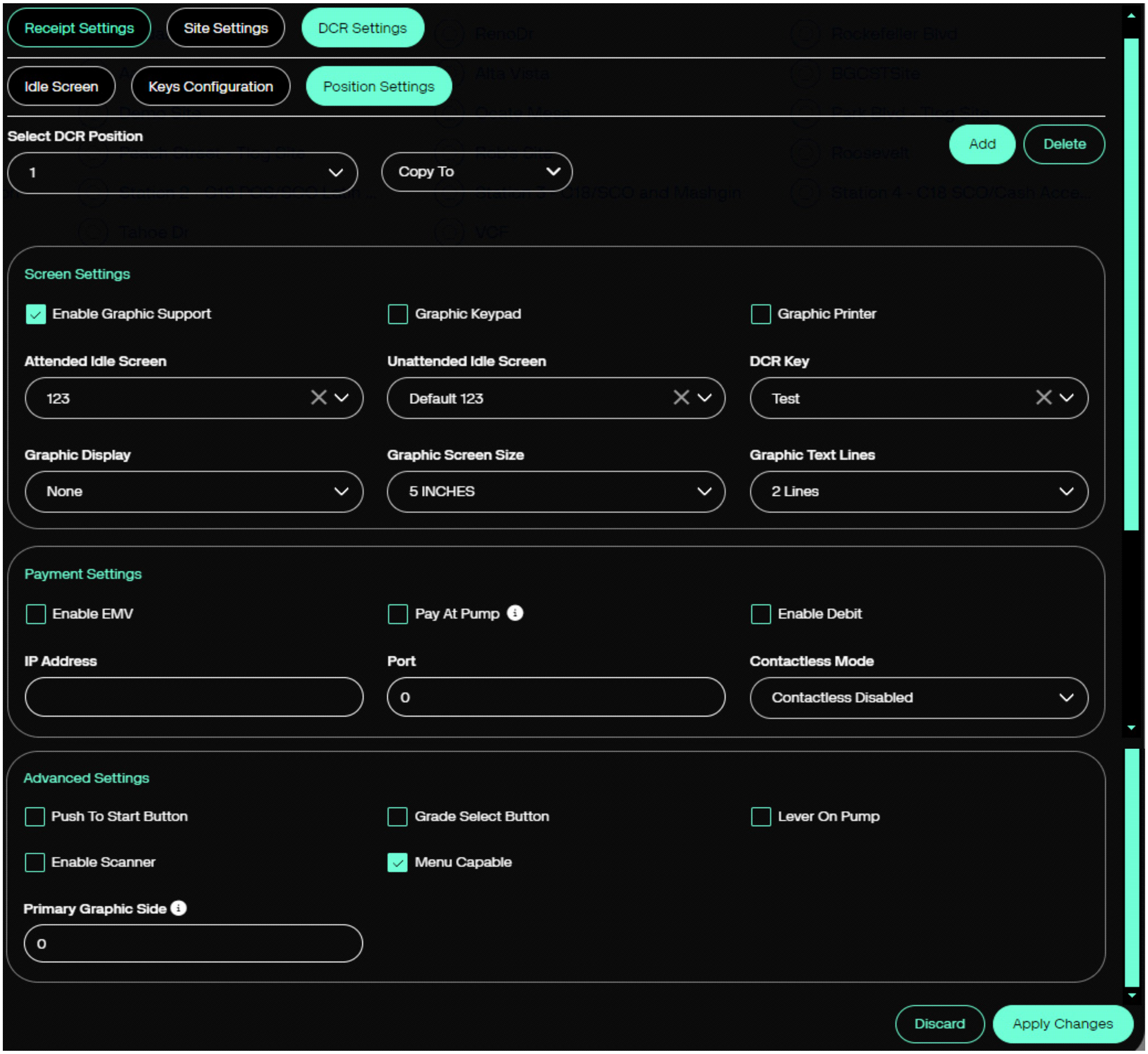
7. Select the desired Loyalty function or leave as Unused.



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



DCR Settings > Position Settings



Select DCR Position

Field/Button	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/Button	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/Button	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

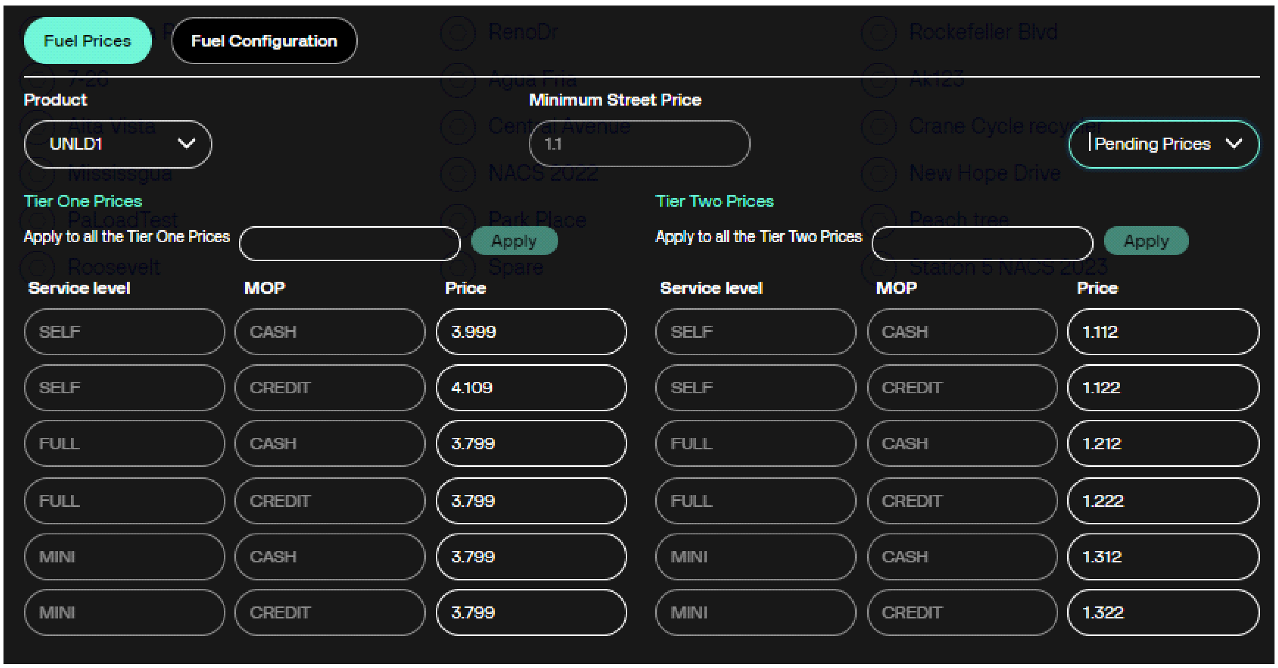
Field/Button	Description
Push To Start Button	Ensures that the correct instructions display on the DCR.
Grade Select Button	Customer must press a corresponding fuel button when a pump dispenses multiple fuel products from a single hose.
Lever On Pump	Select to enable the DCR prompts to display instructions 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**.



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.

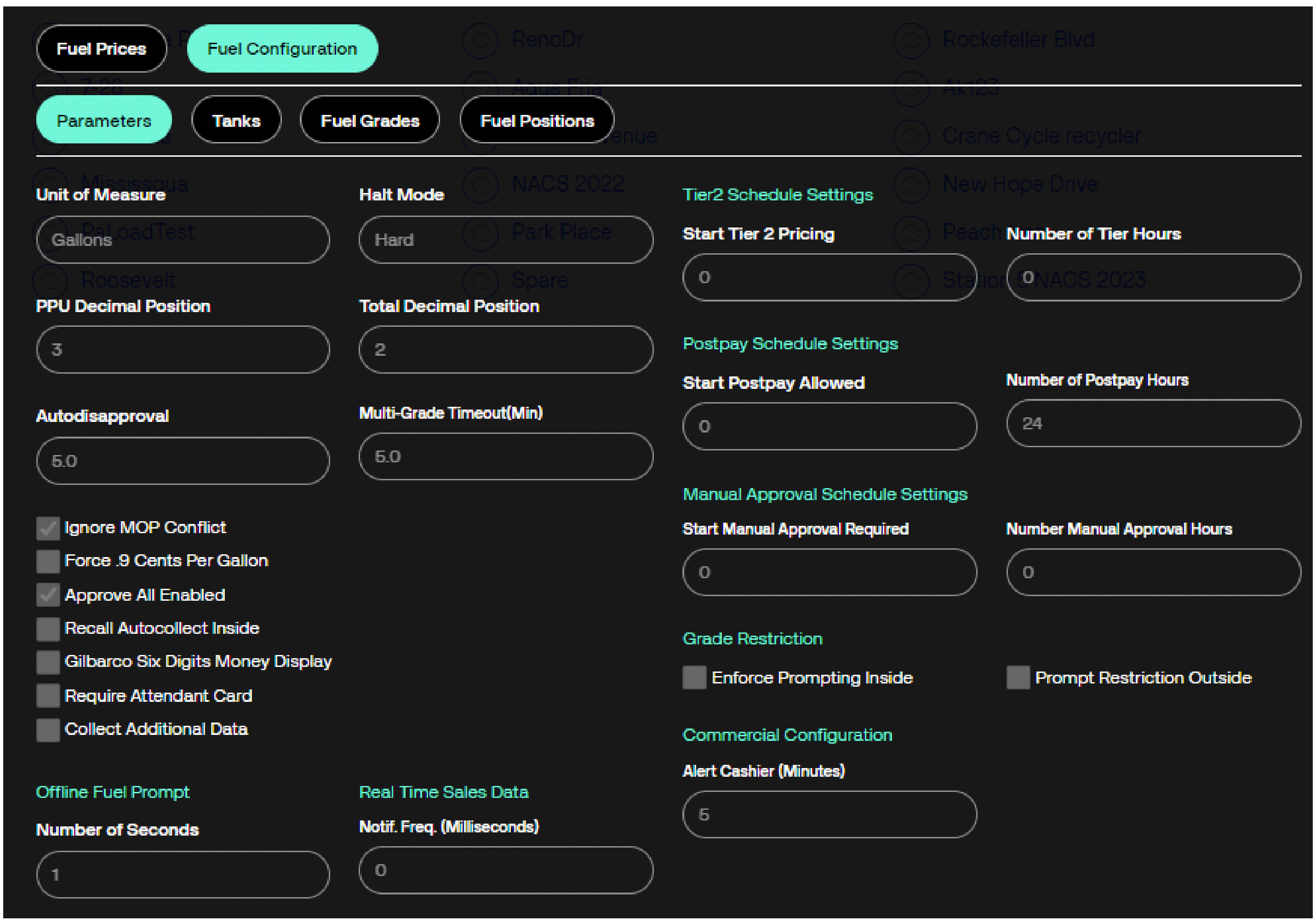
The Minimum Street Price is currently a read only field and sets the minimum amount that fuel prices can be set to. This field is intended to prevent incorrect fuel prices from being assigned.

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

Fuel Configuration

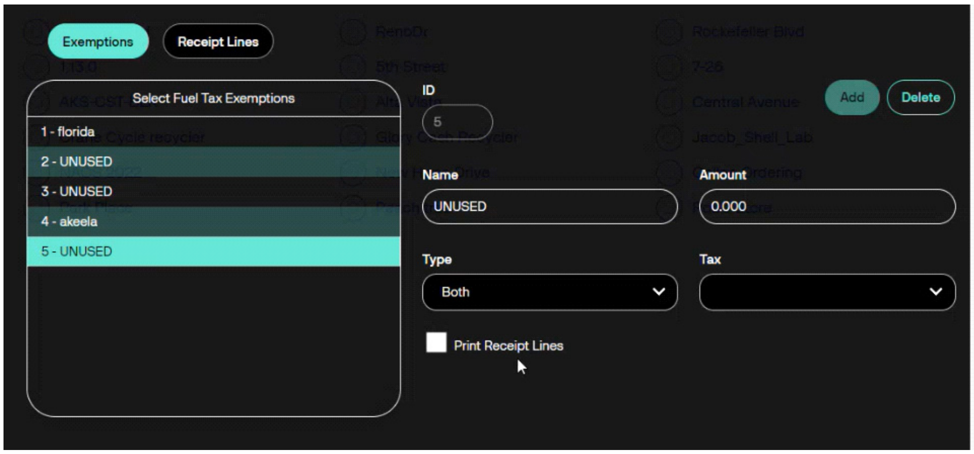
The Fuel Configuration area is **read only** shows the Fuel Configuration that is 'In effect' at the site. Fuel configuration is set up at the time of installation by a Verifone Authorized Service Contractor (VASC).

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 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.



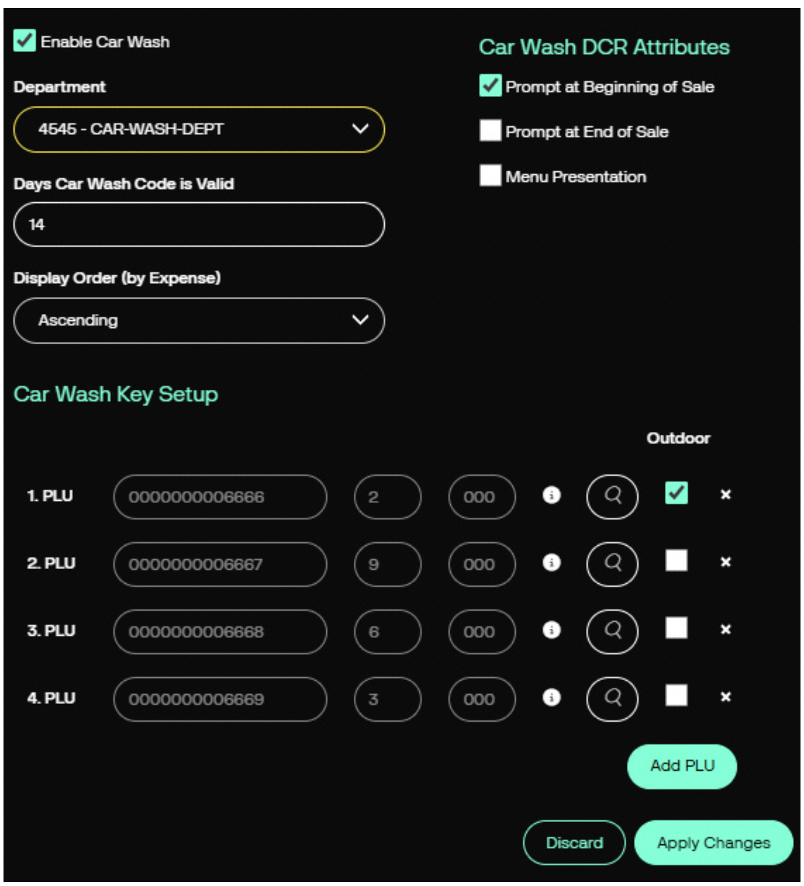
Field/Button	Description
Fuel Tax Exempt Record ID	A record number must be entered from 1-5 for the fuel tax exemption.
Name	Enter a description for the fuel tax exemption.
Amount	Enter the amount for fuel tax exemption if amount per gallon or both are selected for the Type drop-down menu.
Type	Select 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.

Car Wash

The Car Wash section is located under C-Site Management > Site Management > (Select Site) > Forecourt. Car Wash feature is used to buy a Car Wash by different methods, at the POS, at the dispenser or at the car wash controller (if the site has the option available). When a customer purchases a car wash the system that is used for the purchase is forced to print a receipt because it prints the Car Wash code on the receipt. Car Wash code is entered at the Car Wash Controller when the customer decides to redeem the code for the Car Wash.

When Car Wash is integrated with Verifone Commander™ Verifone Commander the following is some information on how this works:•

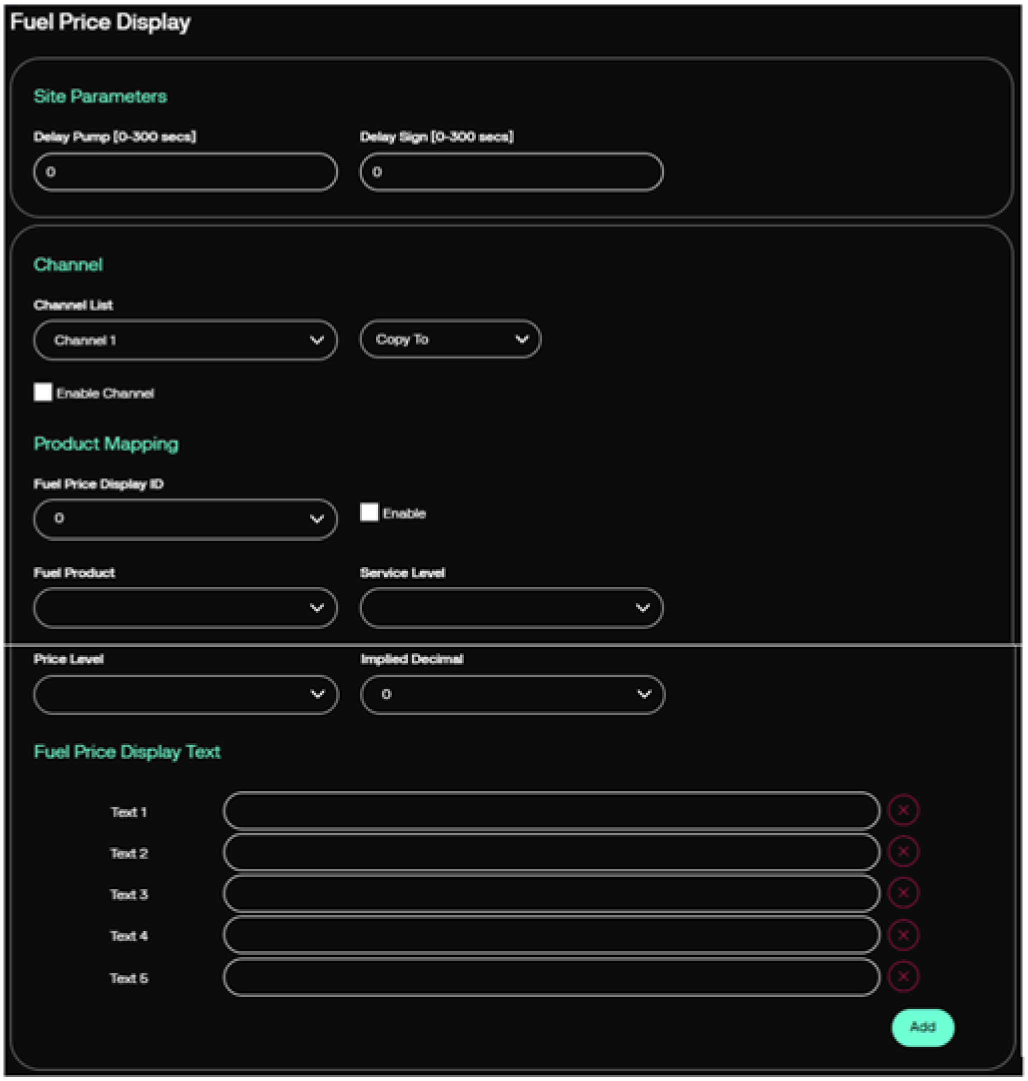
- Car Wash “items” must be sold as PLUs.
- Car Wash items can be sold at POS or at dispenser where consumer is led through the required steps for purchase.
- Car Wash code (for redeeming the car wash) prints on the receipt and so ticket printing is forced.
- The PLU Promotions feature may be used to automatically discount Car Wash when the configured requirements for fuel purchased in the same transaction are met.



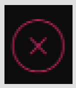
Field/Button		Description
Enable Car Wash		Select to enable car wash.
Department		Select the department used for car wash from the drop-down menu.
Days Car Wash Code is Valid		Enter the number of days a car wash code is valid. A zero value denotes non-expiring card wash code. An expiration message is not printed on the receipt if the value is zero.
Display Order (by Expense)		Select ‘None,’ ‘Ascending,’ or ‘Descending’ (according to price) to establish the order in which car washes appear on the DCR display.
Car Wash DCR Attributes	Prompt at Beginning of Sale	Select to prompt for a car wash before the customer begins fueling.
	Prompt at End of Sale	Select to prompt for a car wash after the customer has finished fueling.
	Menu Presentation	Select to display the car wash prompt in menu form. The customer can choose a car wash item by keying the item number and pressing [ENTER] on the DCR keypad. (If not selected, the car wash prompt displays in a series of Yes/No questions.)
Car Wash Key Setup	PLU	Displays the PLU number of the car wash.
	Modifier	Displays the modifier for the PLU.
	Search Plus	Search for existing PLU to add to Car Wash Key Setup
	Outdoor	Select the car washes that can be purchased at the DCR.
	Add PLU	Adds placeholders for additional PLUs in the Car Wash Key Setup.
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 Price Display

The Fuel Display section is located under C-Site Management > Site Management > (Select Site) > Forecourt. The Fuel Price Display Configuration form is used to set up and edit the Fuel Price Display sign for the requirements of the site.



Field/Button		Description
Site Parameters	Delay Pump [0-300 secs]	When a fuel product price is decreased using the Forecourt > Fuel > Fuel Prices – Pending form, the decreased price is first sent to the pump and then the Fuel Price Display as a result there is a delay at the Fuel Price Display to show the decreased price. The Delay Pump parameter is used to delay showing the increased price at the pump so that at both the places the changed prices can appear almost at the same time.
	Delay Sign [0-300 secs]	When a fuel product price is increased using the Forecourt > Fuel > Fuel Prices – Pending form, the increased price is first sent to the Fuel Price Display and then the pump as a result there is a delay at the pump to show the increased price. The Delay Sign parameter is used to delay showing the increased price at the Fuel Price Display so that at both the places the changed prices can appear almost at the same time.
Channel	Channel List	Select the fuel price display channel.
	Copy To	Copy displayed configured channel to other channels.
	Enable Channel	Select to enable the Fuel Price Display feature.
Product Mapping	Fuel Price Display ID	Select the ID number that maps to the fuel price line on the Electronic Sign and then select Enable. (Follow the Fuel Price Display sign manufacturer's guidelines for IDs.) **Note**: The fuel prices that display is set in Forecourt > Fuel Prices. If tier pricing is in effect, the Fuel Price Display price is the current tier price.
	Enable	Select to enable Fuel Price Display.
	Fuel Product	In the Fuel Product list, select only the fuel product(s) to be displayed for the fuel price display ID.
	Service Level	Select the service level — Self, Full, Mini.
	Price Level	Select the price level — Cash, Credit, Check.
	Implied Decimal	For most U.S. sites, select 3. For information, see the Verifone bulletin for your Fuel Price Display sign.

Fuel Price Display Text	Text Lines	Enter text to display on the Fuel Price Display sign (alphanumeric, up to 128 characters). HTML text attributes may be used. For information, see the Verifone bulletin for your Fuel Price Display sign.
	Add	Adds placeholders for additional PLUs in the Car Wash Key Setup. Up to ten can be added.
		Select to delete a line.
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.

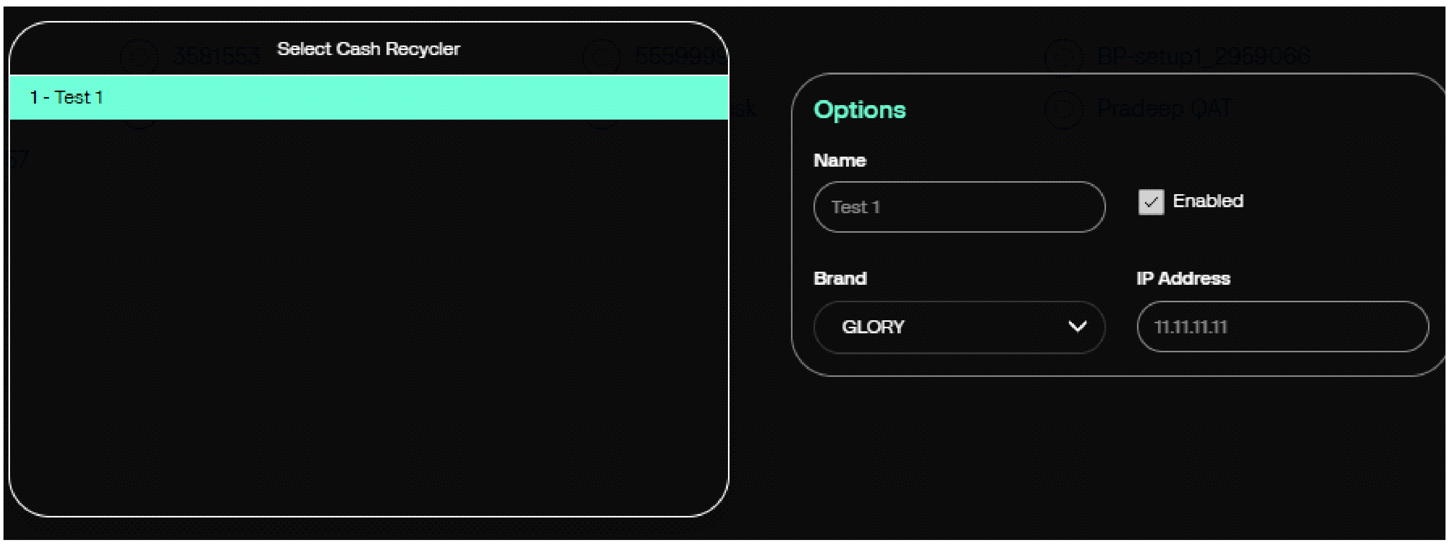
15 Devices

Defines and manages all hardware connected to the self-checkout or point-of-sale environment, including peripherals such as scanners, payment terminals, printers, and cash recyclers. Cash recyclers are configured here to automate cash handling—accepting, validating, dispensing, and securely storing bills to streamline transactions and reduce manual cash management. The Devices section is located at Verifone C-Site Management > Configuration > Site Management > (Site) > Devices.

Cash Recycler

NOTE	Cash Recycler is Read-Only.

A cash recycler connected to a C18 Self Checkout provides automated, secure cash handling directly within the lane. It accepts and validates bills, stores them safely, and dispenses change back to customers without the need for manual intervention. By integrating with the C18 through Verifone's device management, the recycler helps reduce cash handling errors, speeds up transactions, and minimizes the amount of time staff spend counting or replenishing cash.



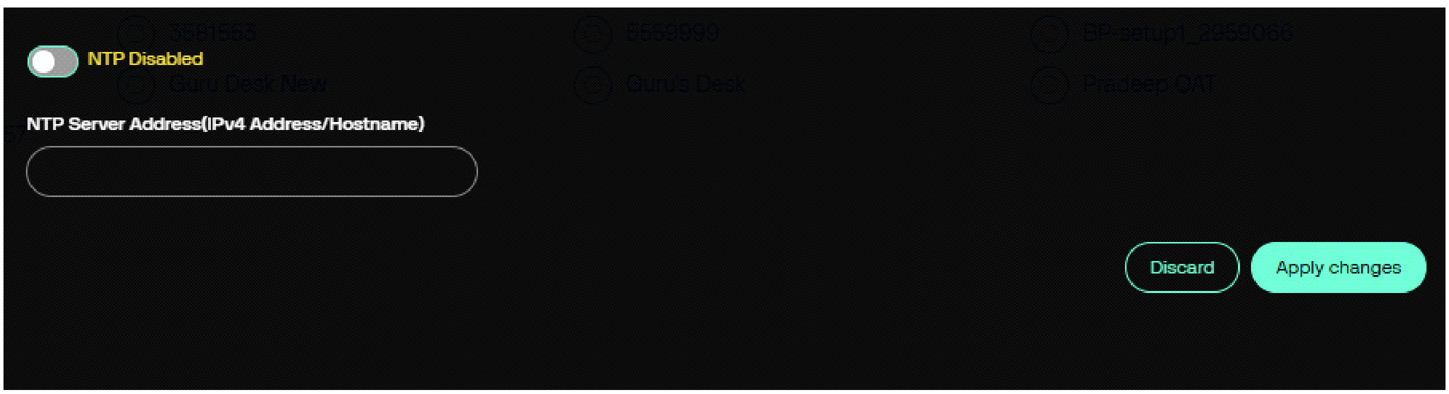
Field/Button	Description
Name	The identifier used to label and distinguish this cash recycler in the system.
Enabled	Indicates whether the cash recycler is active and available for use.
Brand	Specifies the manufacturer of the cash recycler being connected. Currently, Glory and Crane are used.
IP Address	The network address used for communication between the C18 and the cash recycler.

16 System Settings

Controls core operational configurations, including time synchronization through an NTP (Network Time Protocol) server. The System Settings section is located at Verifone C-Site Management > Configuration > Site Management > (Site) > System Settings.

NTP Server

The NTP server ensures the device maintains accurate, consistent time for transactions, logging, and network communication.



Field/Button	Description
NTP Enabled	Turns on automatic time synchronization using a Network Time Protocol server.
NTP Disabled	Stops the device from syncing its clock with an NTP server.
NTP Server Address	Specifies the server the system contacts to obtain accurate time.
Discard	Remove any changes made to this form.
Apply Changes	Save all changes made to this form.

17 Major Oil Policy

Major Oil Policy is a framework that allows Major Oils to enforce specific configuration settings across their sites. For example, they can mandate that mobile payment is enabled as a method of payment at all locations under their brand.

As of release v1.23, C-Site Management supports only predefined (canned) policy enforcements. This release includes two such policies:

- Mobile MOP – Ensures mobile payment is configured.
- DCR Idle Screen for Loyalty Manual Entry – Controls the display behavior on the dispenser.

	NOTE	Only certain field(s) will be controlled in a form corresponding to a policy.

Current Major Oil Policies

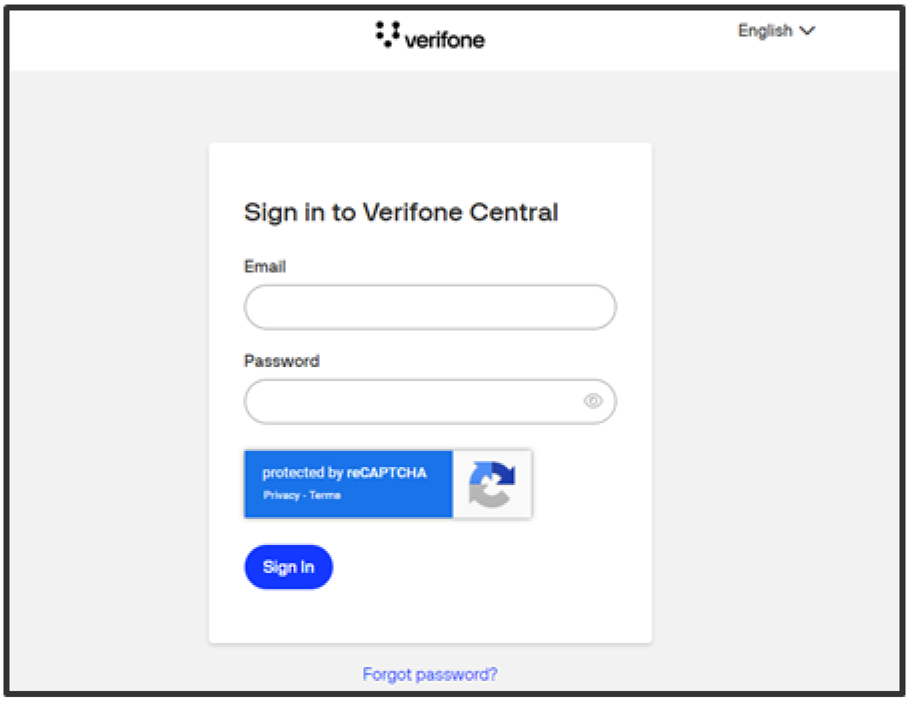
Policy	Description
Mobile MOP	Ensures mobile payment is configured.
DCR Idle Screen for Loyalty Manual Entry	Controls the display behavior on the dispenser.

verifone

Website URL

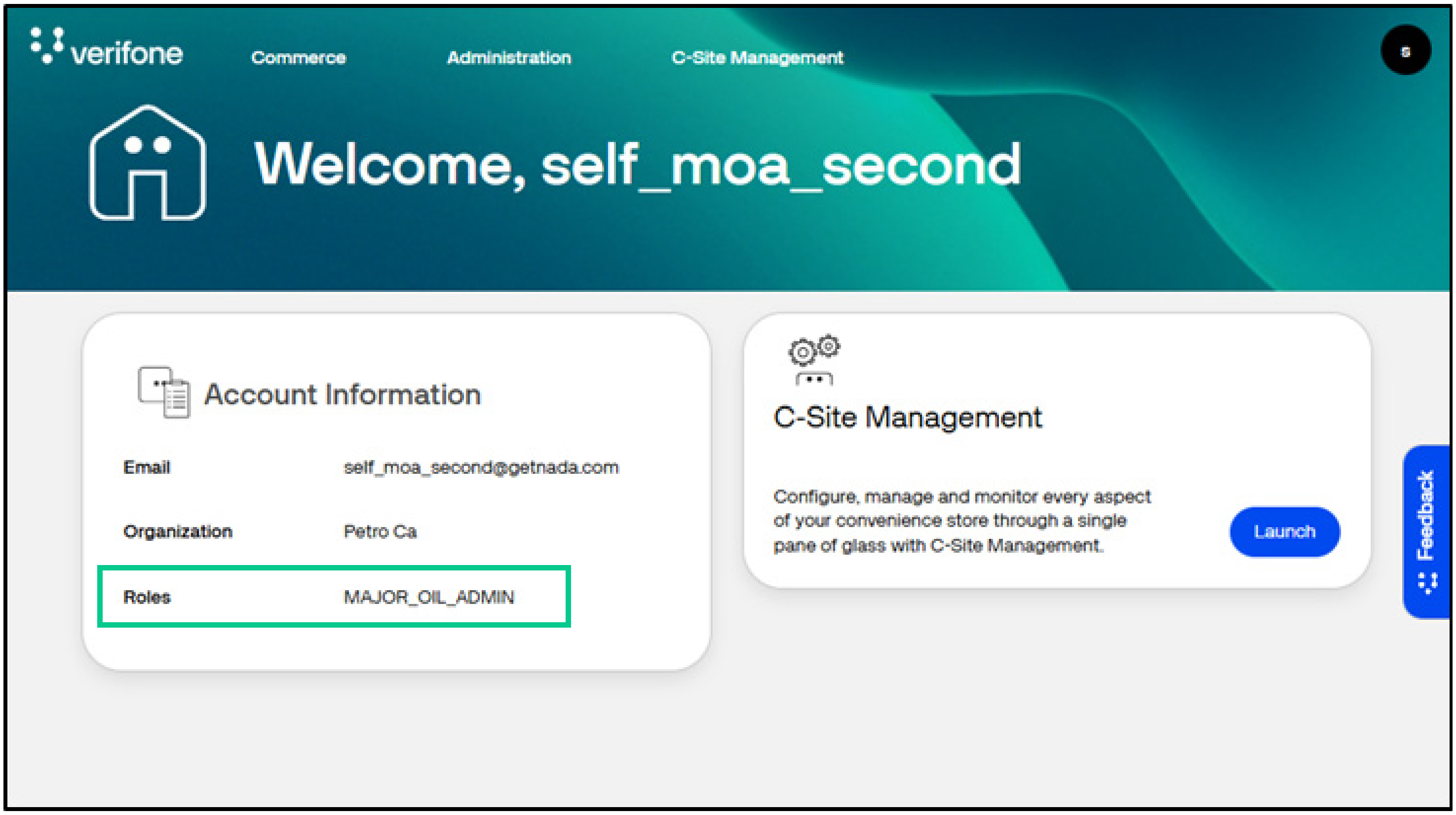
To access Verifone C-Site Management, navigate to the following URL using a web browser:

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



Major Oil Welcome Page

After the Major Oil logs in, the Welcome Page Displays.



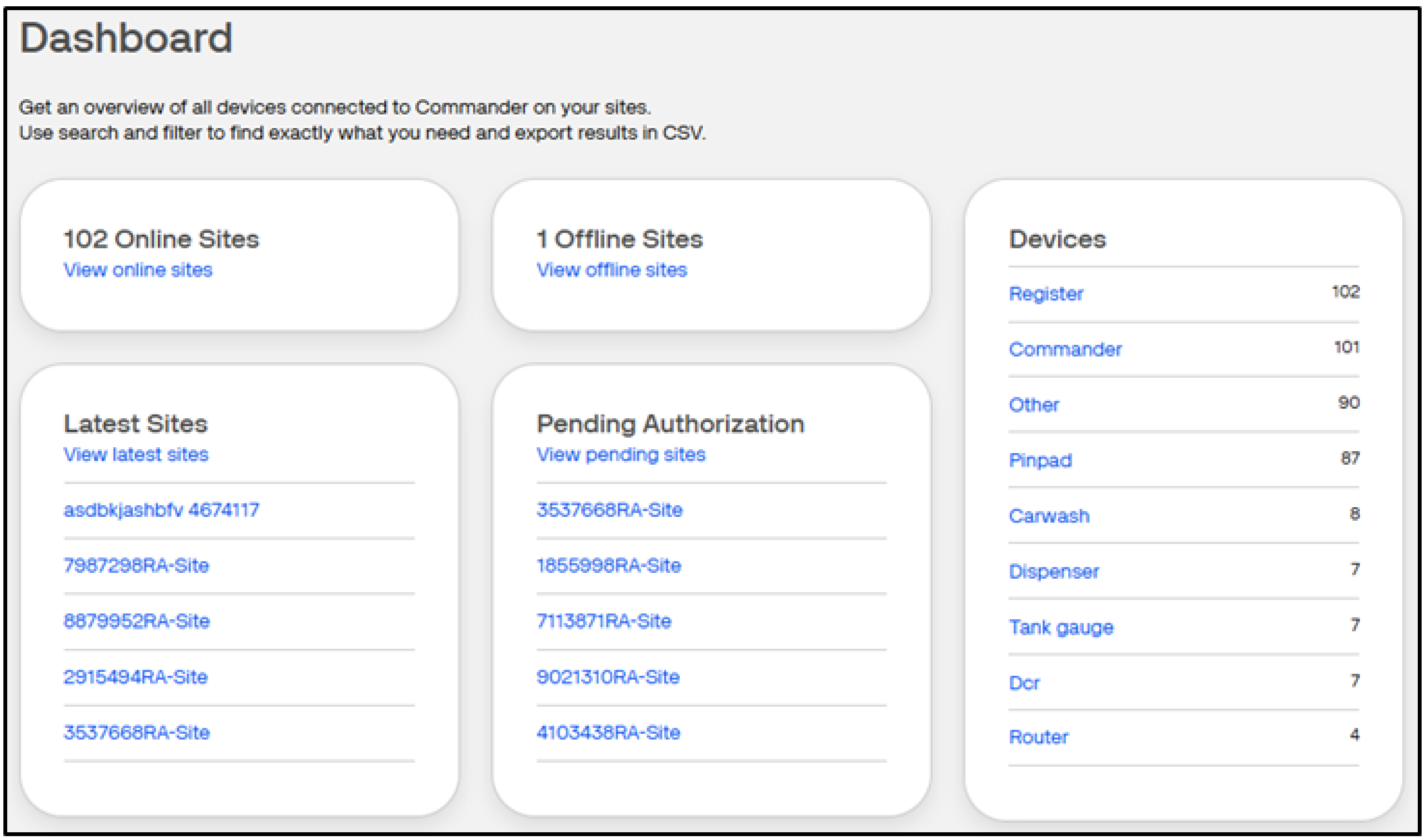
Dashboard

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

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

.

	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.

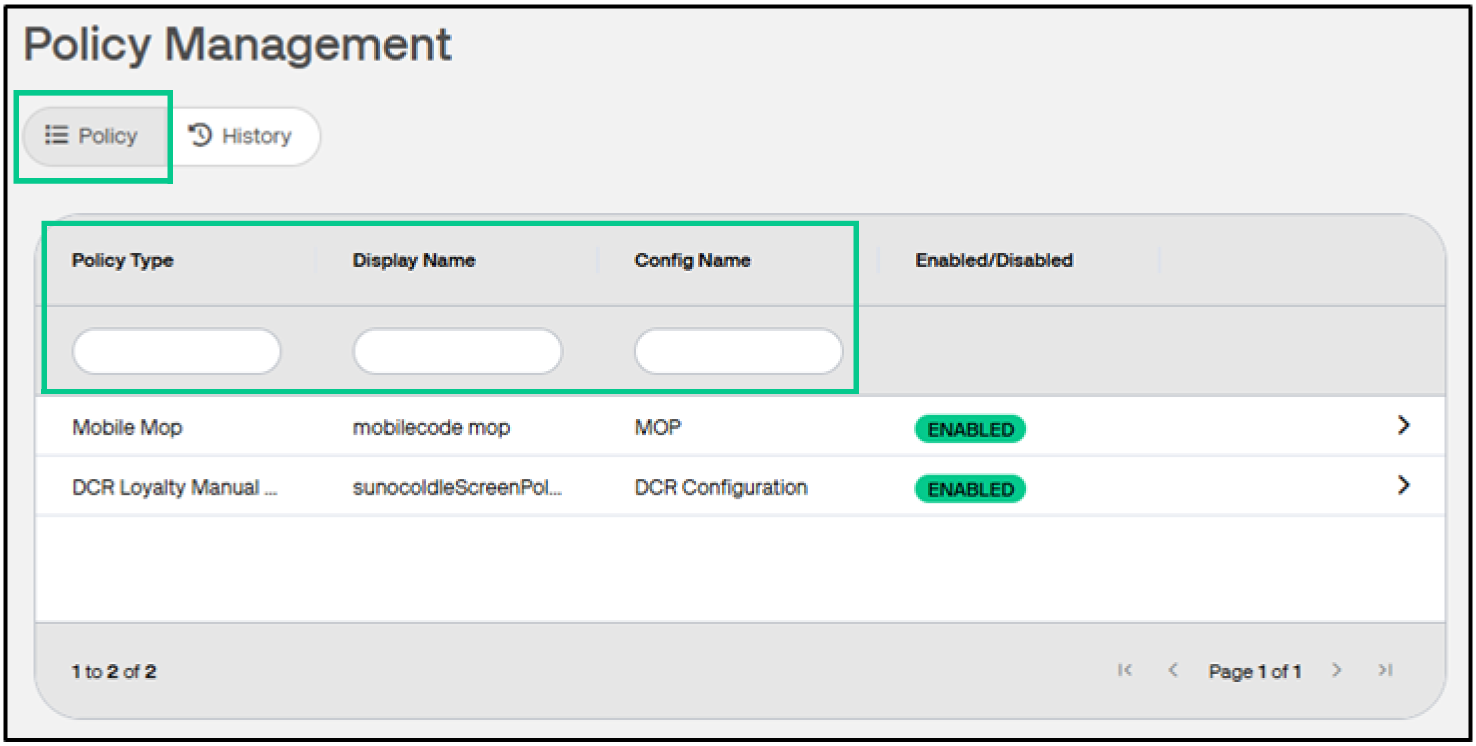


Policy Management Menu

This section provides an overview of how to edit policies on the Policy Management page.

Edit Policy Management Menu

1. Log into the Verifone C-Site Management application.
2. Navigate to **C-Site Management > Configuration > Policy Management**.

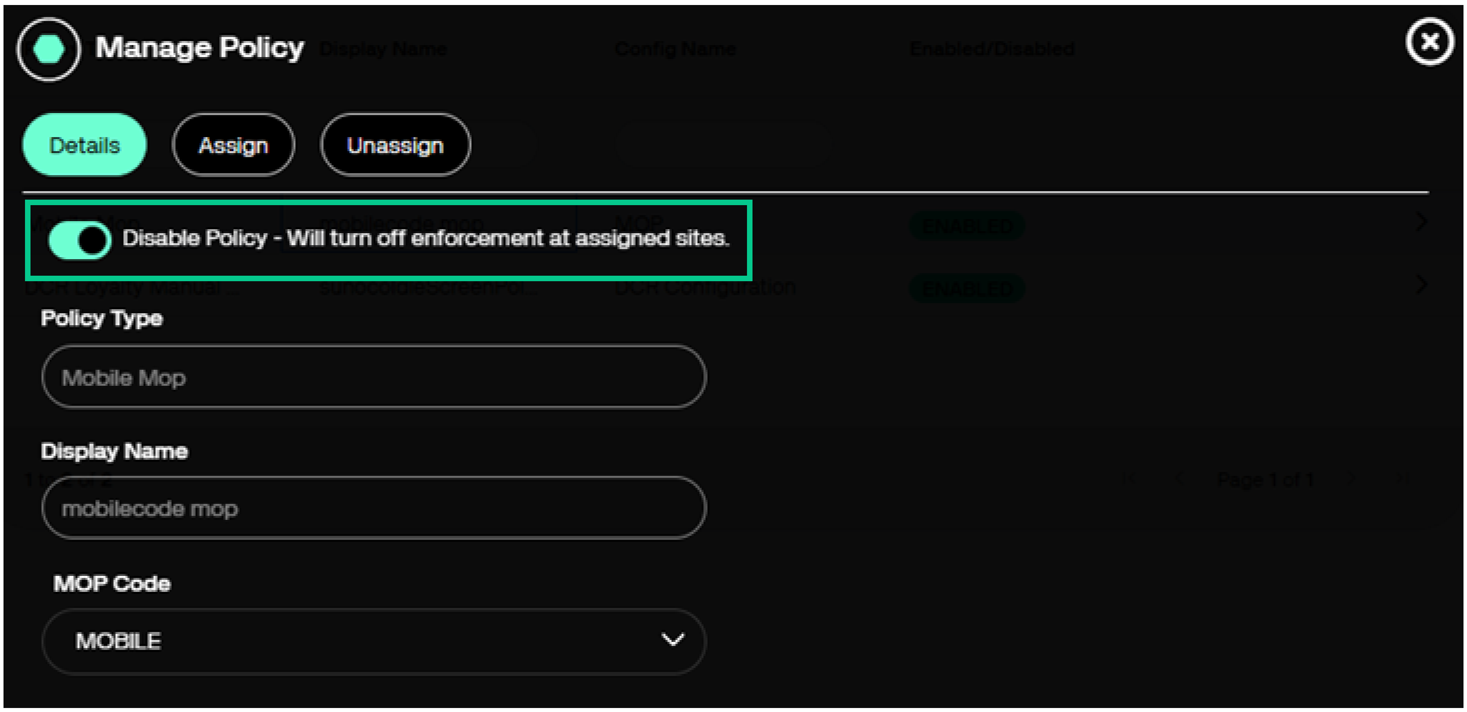


NOTE	Currently, the only two Policy Types are Mobile MOP and DCR Loyalty Manual Entry and they are predefined.

3. Select **Policy**. History lists the past actions for the Policy Management form. See the next section on History.
4. Search for the policy by Policy Type, Display Name, or Configuration Name.

5. In the Policy Management list, click on a Policy to enable or disable it from an assigned site.

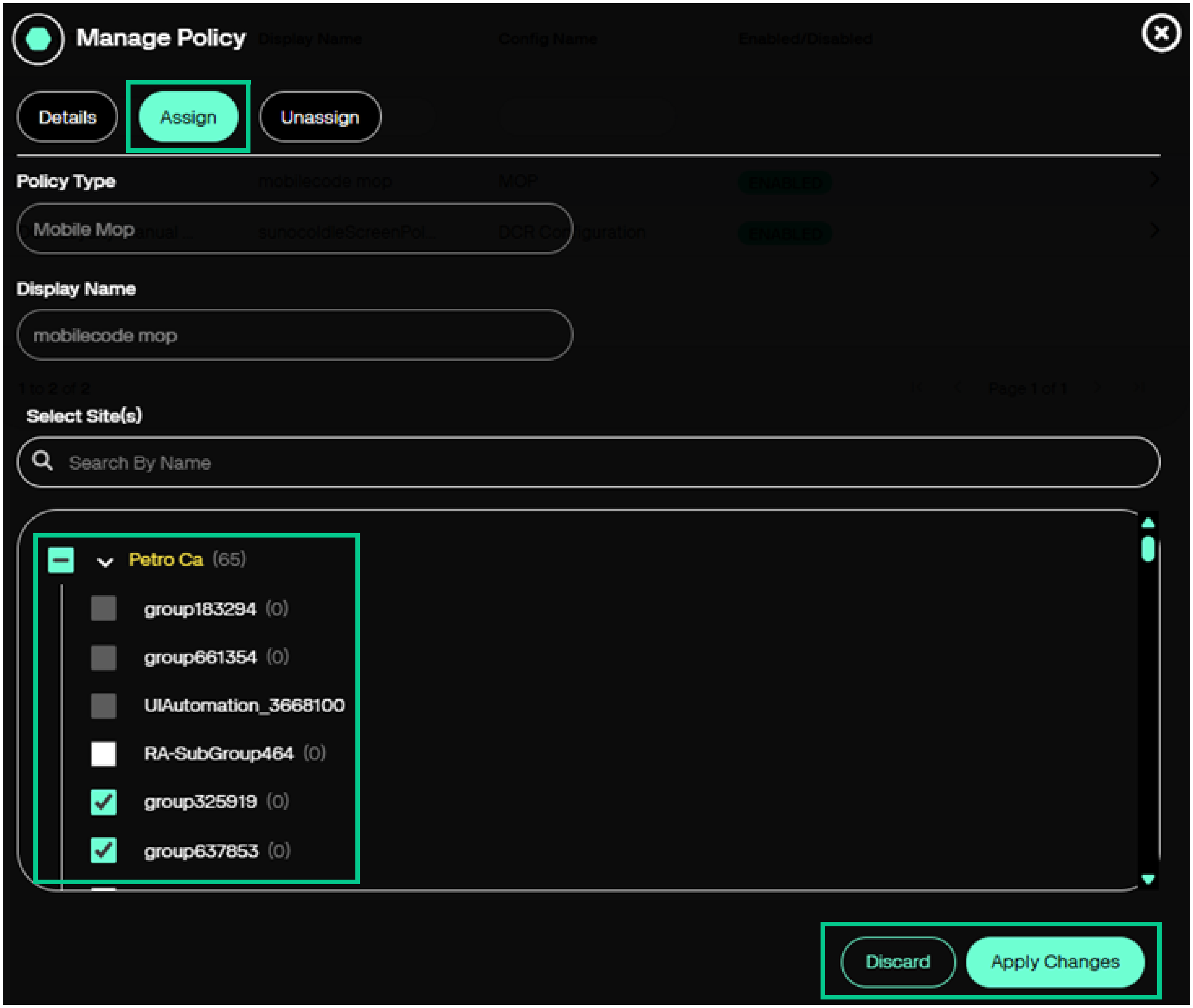
	NOTE	For these steps, we will use the Mobile MOP policy. All policies have a similar form.



6. Enable or disable the policy that is to be assigned or unassigned to the site(s).

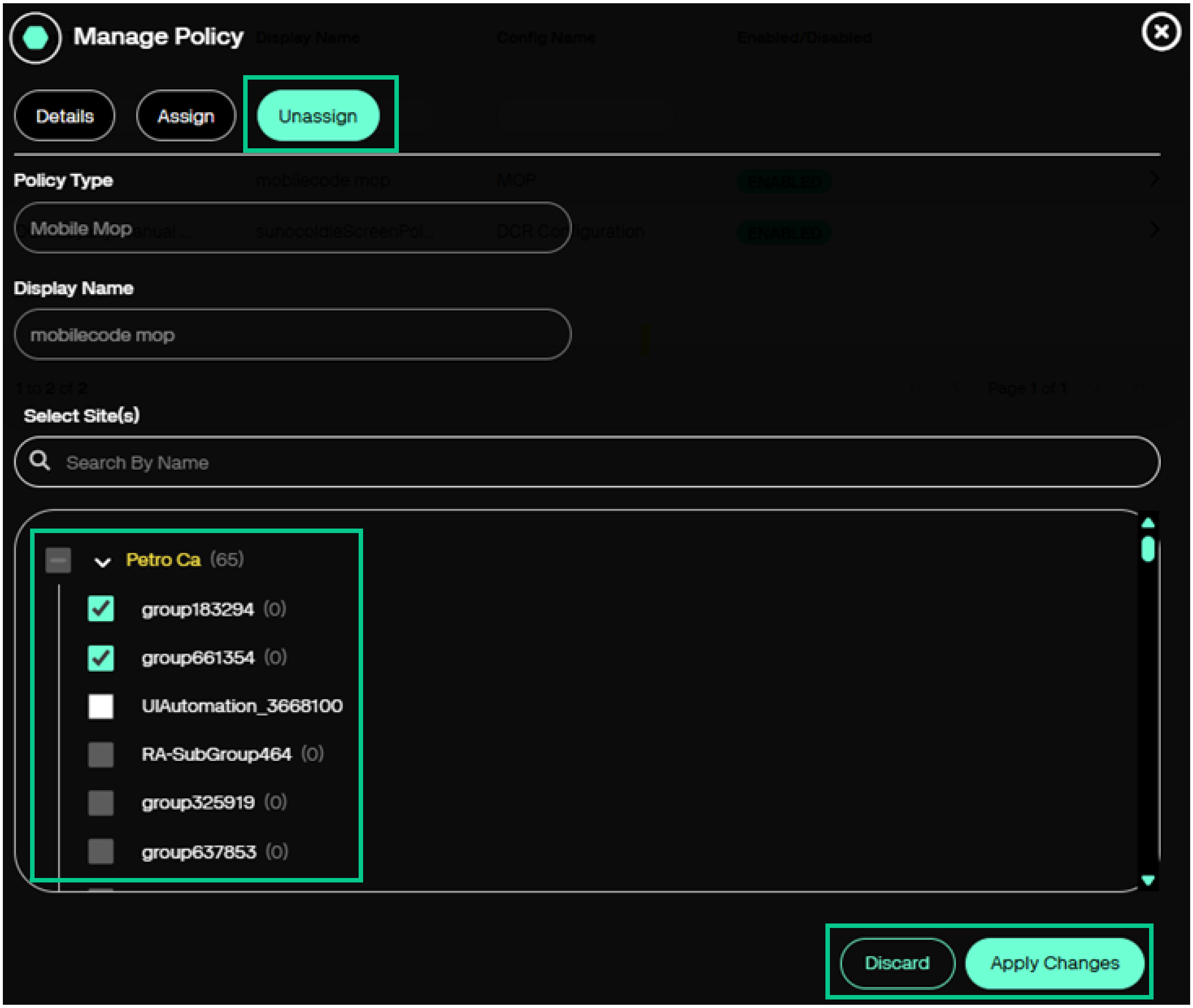
	NOTE	The other fields are non-editable.

7. Click on **Assign**.



8. From the drop-down menu, add check mark(s) to the boxes next to the sites to be assigned to the policy.
9. Click on **Apply Changes** or **Discard** to remove changes.

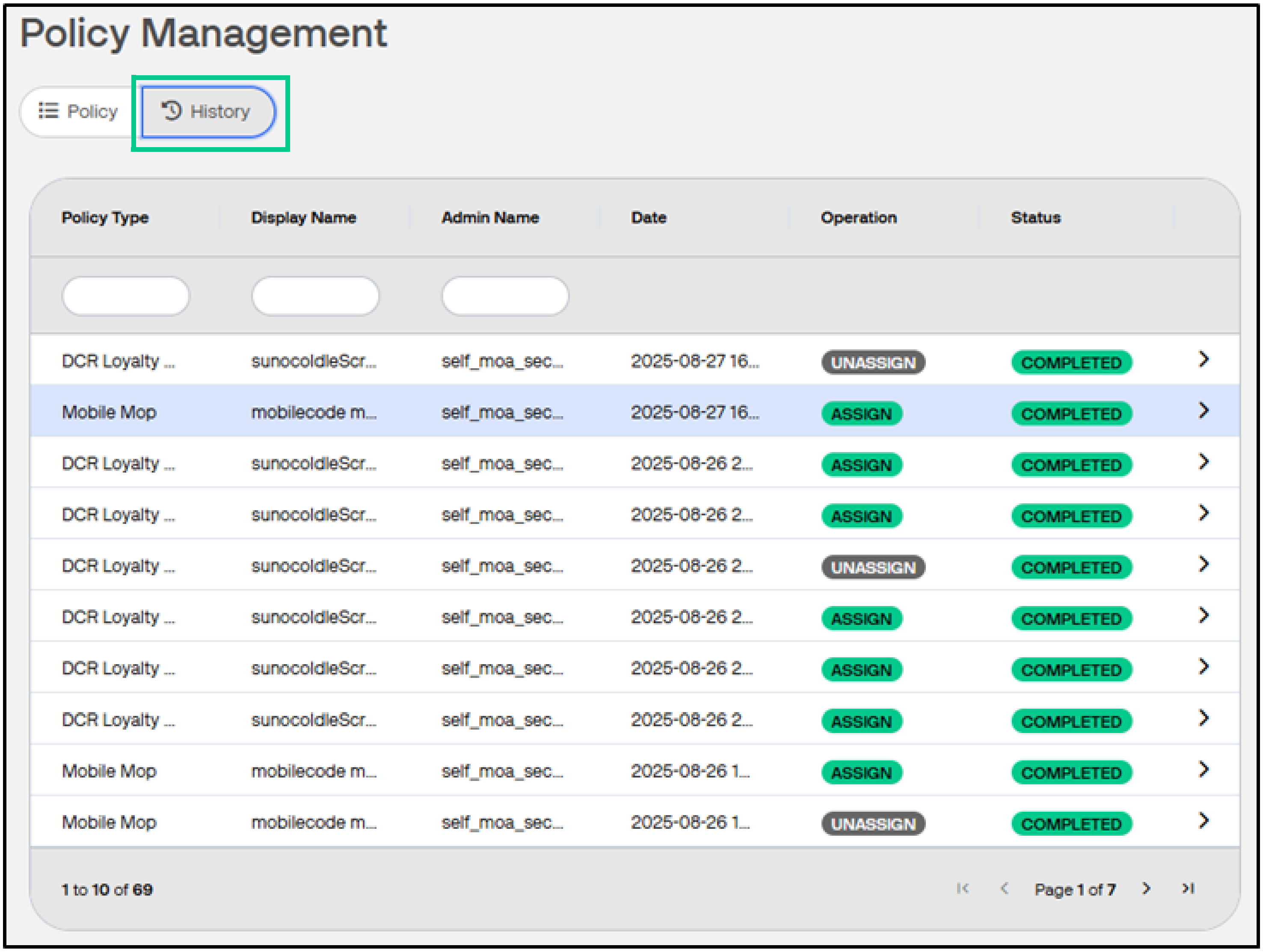
10. Click on **Unassign**.



11. From the drop-down menu, add check mark(s) to the boxes next to the sites to be assigned to the policy.
12. Click on **Apply Changes** or **Discard** to remove changes.

Policy Management History

The Policy Management History lists the Policy Type, Display Name, Admin Name, Date, Operation, and Status.


Policy Management

Policy History

Policy Type	Display Name	Admin Name	Date	Operation	Status
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-27 16...	UNASSIGN	COMPLETED
Mobile Mop	mobilecode m...	self_moa_sec...	2025-08-27 16...	ASSIGN	COMPLETED
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-26 2...	ASSIGN	COMPLETED
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-26 2...	ASSIGN	COMPLETED
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-26 2...	UNASSIGN	COMPLETED
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-26 2...	ASSIGN	COMPLETED
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-26 2...	ASSIGN	COMPLETED
DCR Loyalty ...	sunocoldleScr...	self_moa_sec...	2025-08-26 2...	ASSIGN	COMPLETED
Mobile Mop	mobilecode m...	self_moa_sec...	2025-08-26 1...	ASSIGN	COMPLETED
Mobile Mop	mobilecode m...	self_moa_sec...	2025-08-26 1...	UNASSIGN	COMPLETED

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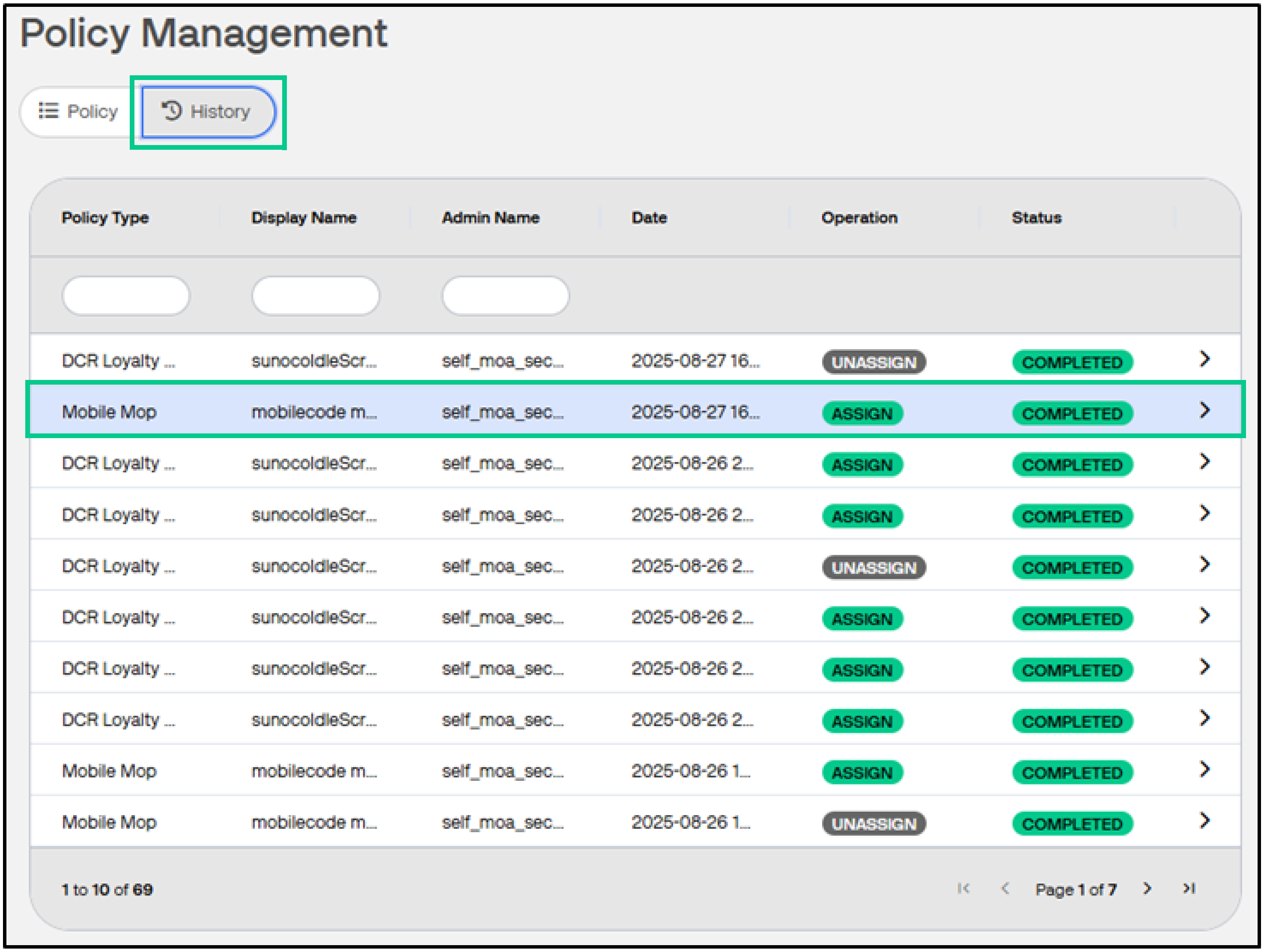
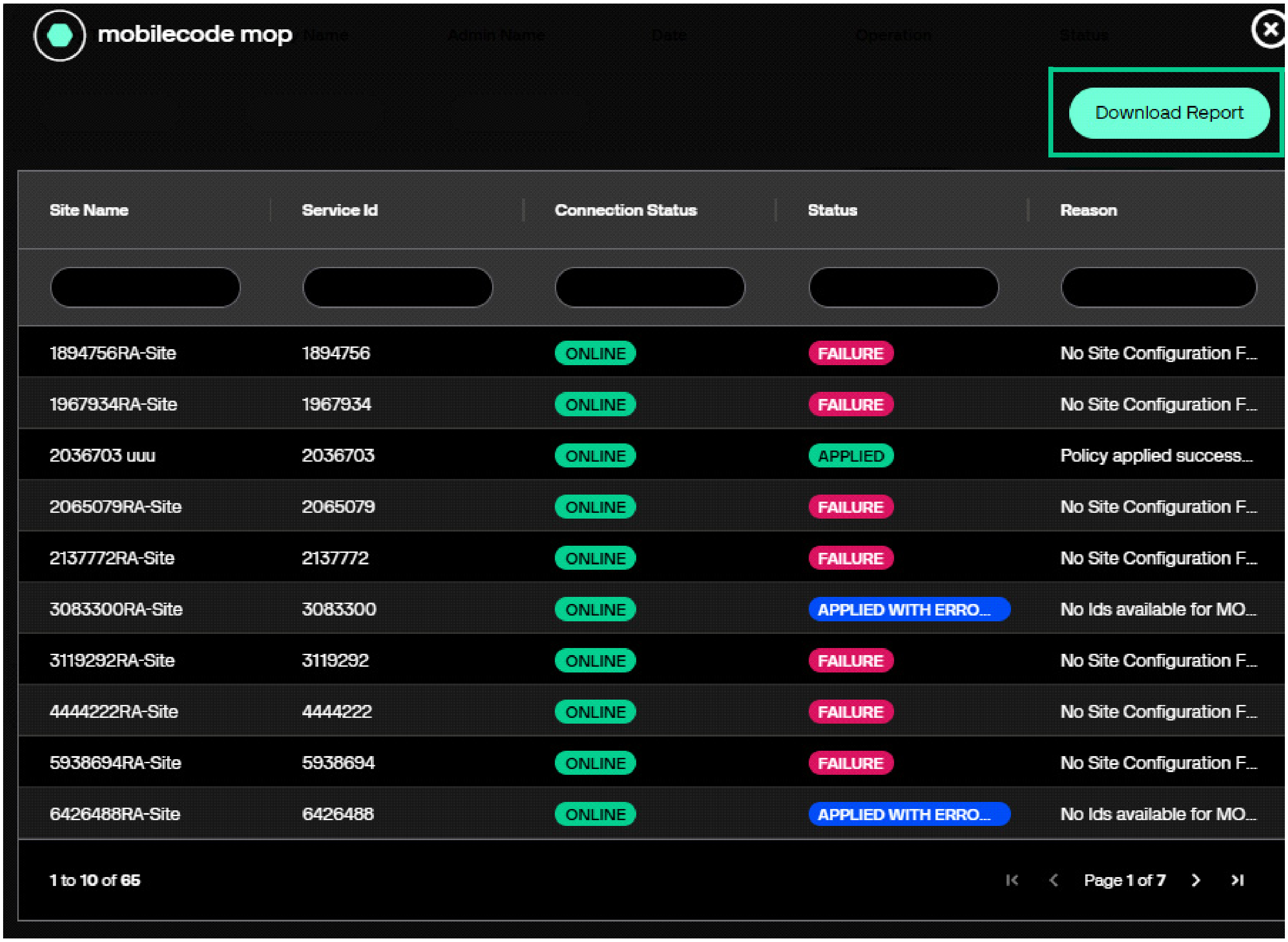
Field	Description
Policy Type	It is the field in the dataset that is controlled by the Major Oil Policy.
Display Name	It is the name of the policy displayed to the user.
Admin Name	It is the name of the administrator making the changes.
Date	It is when the policy was assigned to the site.
Status	It displays if the assigned policy was completed.

Click on the Policy Type for more details and then proceed to the next section.



Policy Type History

The Policy Management History for the Policy Type lists the Site Name, Service ID, Connection Status, Status, and Reason.



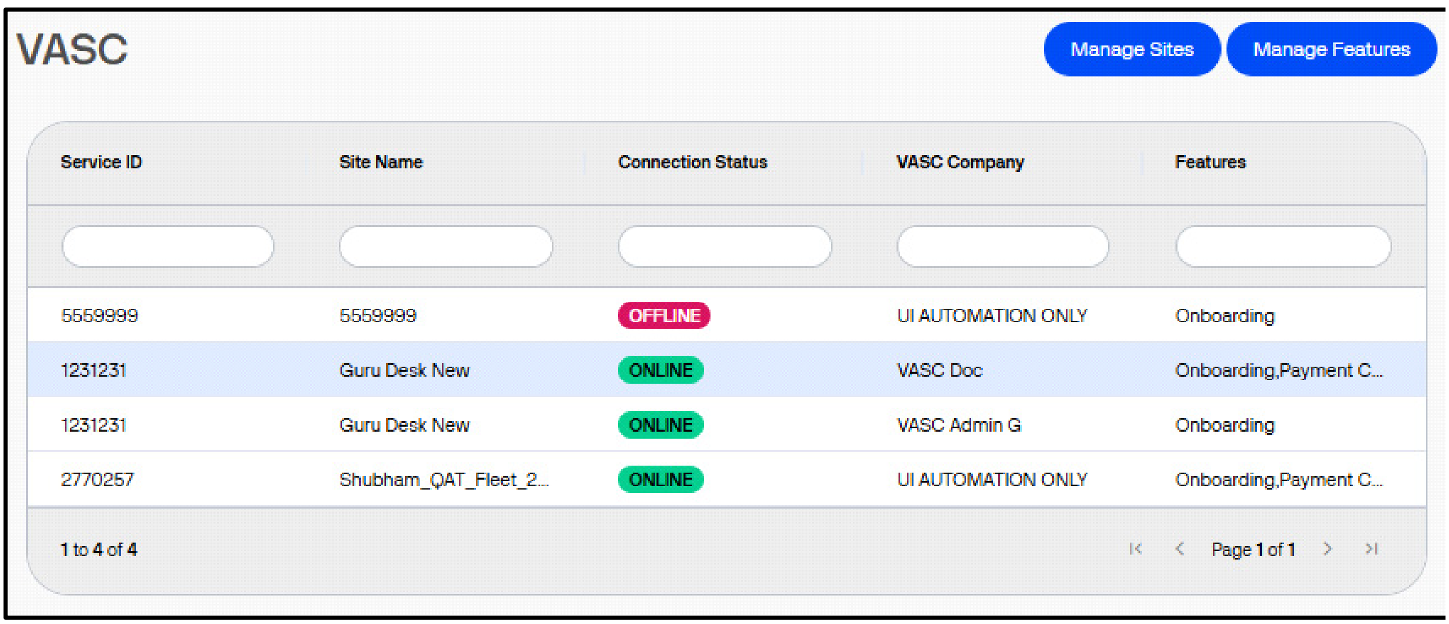
Field	Description
Service ID	It is a number assigned by Verifone to a site.
Site Name	It is the name of the site.
Connection Status	It lists the sites that are offline, online, or pending.
Status	It displays the status when the policy was assigned to the site.
Reason	It displays the meaning for the status.
Download Report	It gives an option to download a status report for all sites for the Policy Type in CSV format.

18 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

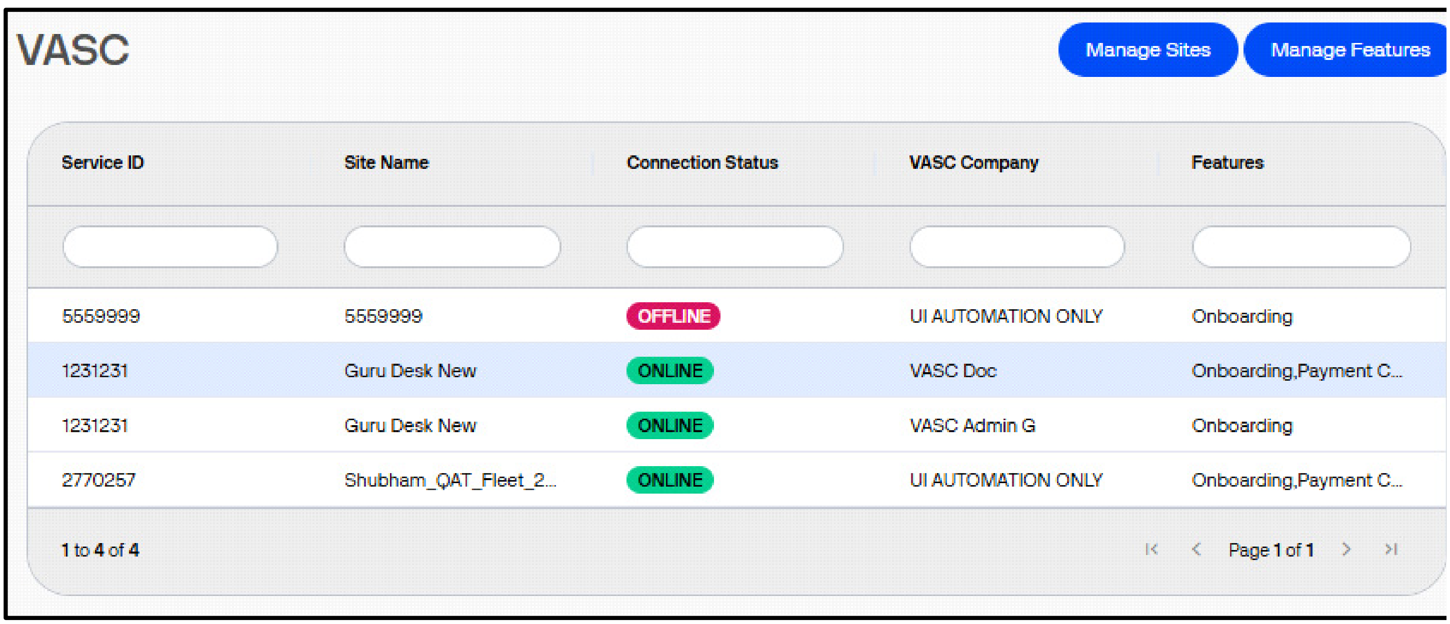
To assign or remove a VASC Company, navigate to the top menu on Verifone C-Site Management and select **Administration > External Access** and click on **VASC Site Management**.



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.

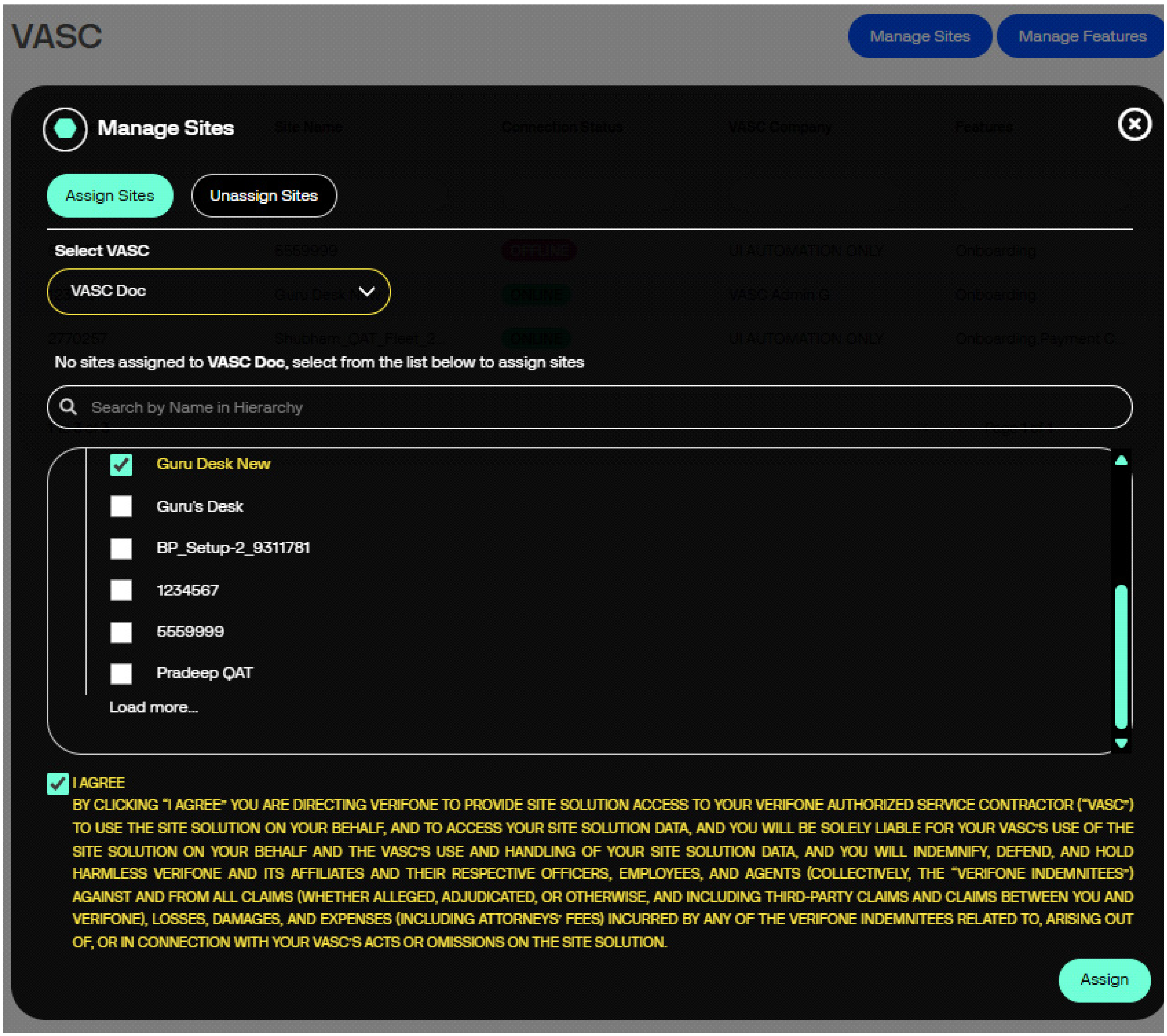
Field	Description
Manage Sites	It allows the site admin to select VASCs to be assigned or unassigned to sites.
Manage Features	It allows the site admin to select features, such as payment configuration to be assigned to a VASC so that they can edit a site.
Service ID	It is a number assigned by Verifone 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.
Features	It lists the features assigned to the VASC that they can edit.



Click on **Manage Sites**.

Manage Sites

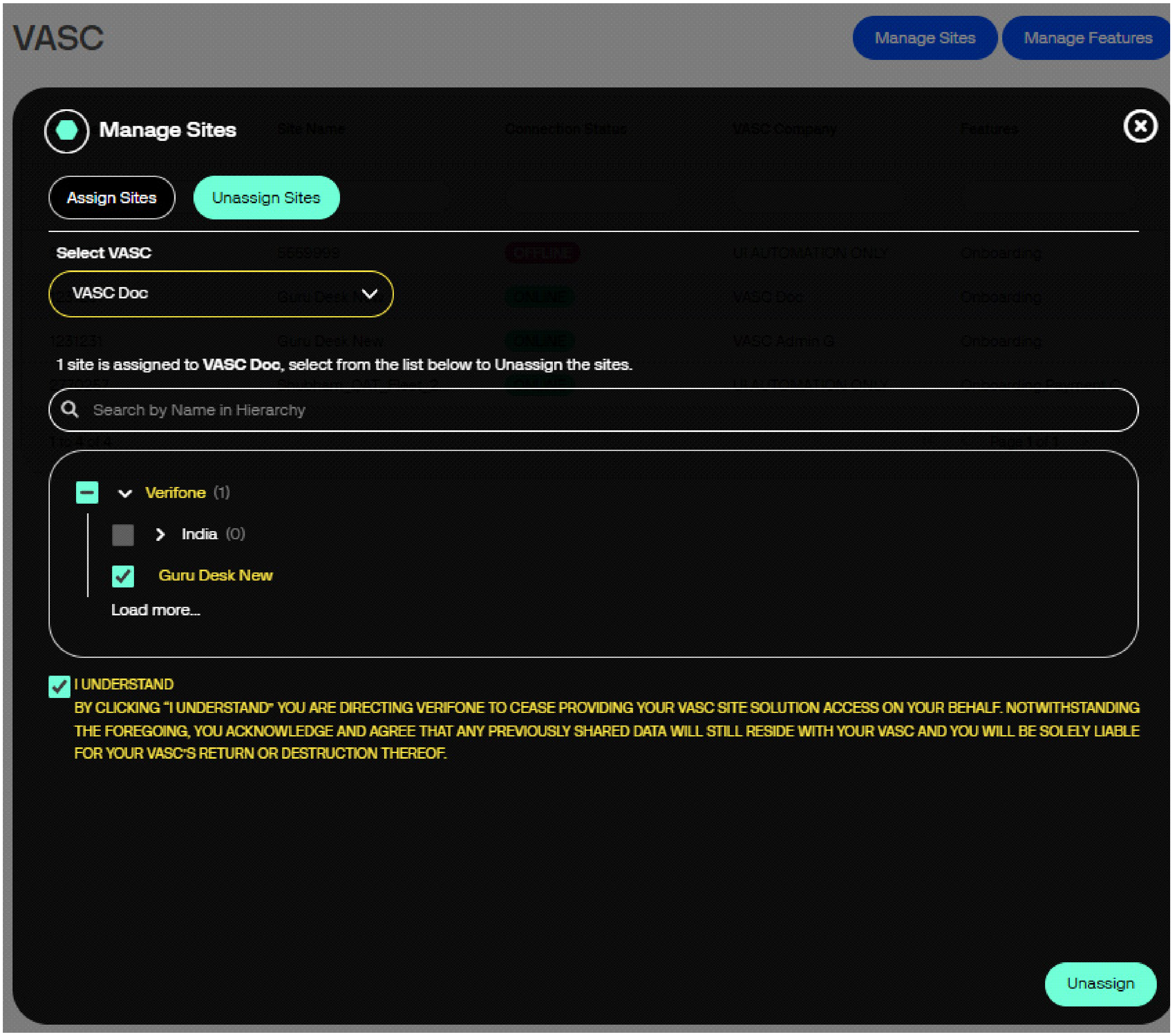
Assign Sites



1. Select **Assign Sites**.
2. Select a VASC from the drop-down menu.

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**.

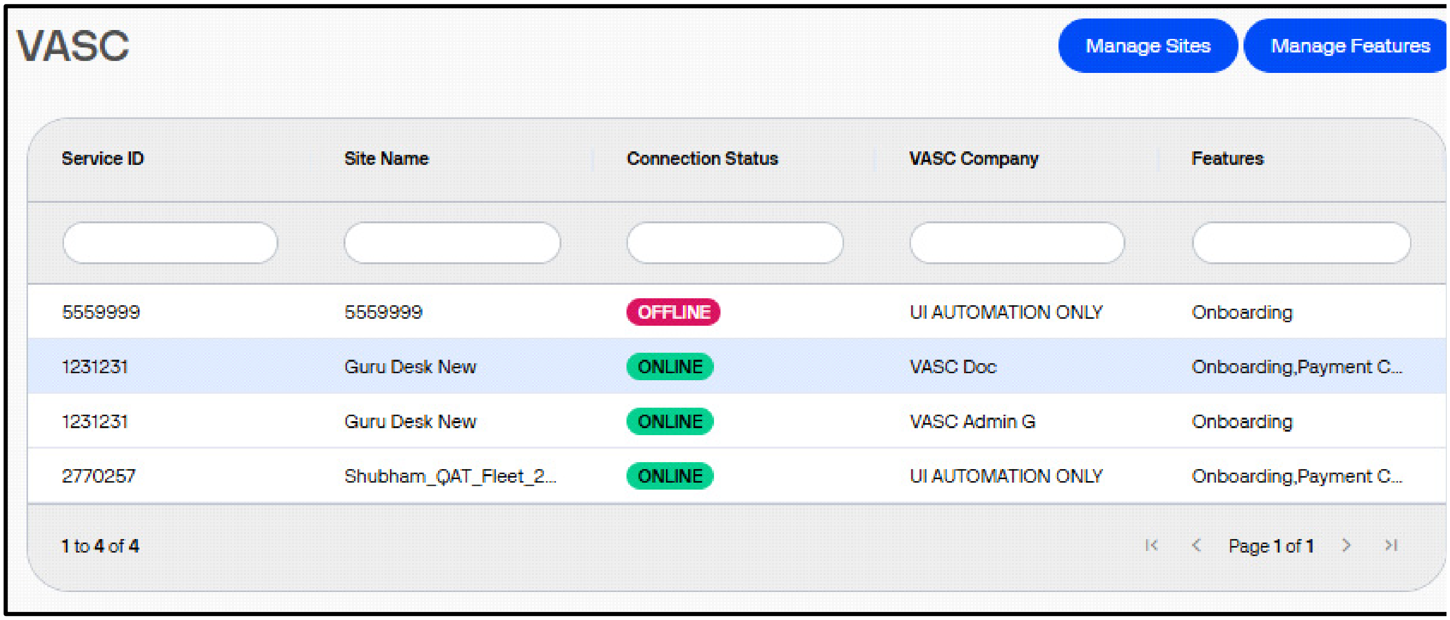
Unassign Sites



1. Select Unassign Sites.
2. Select a VASC from the drop-down menu.
3. Add check mark(s) to the boxes next to the sites to be unassigned from the VASC.

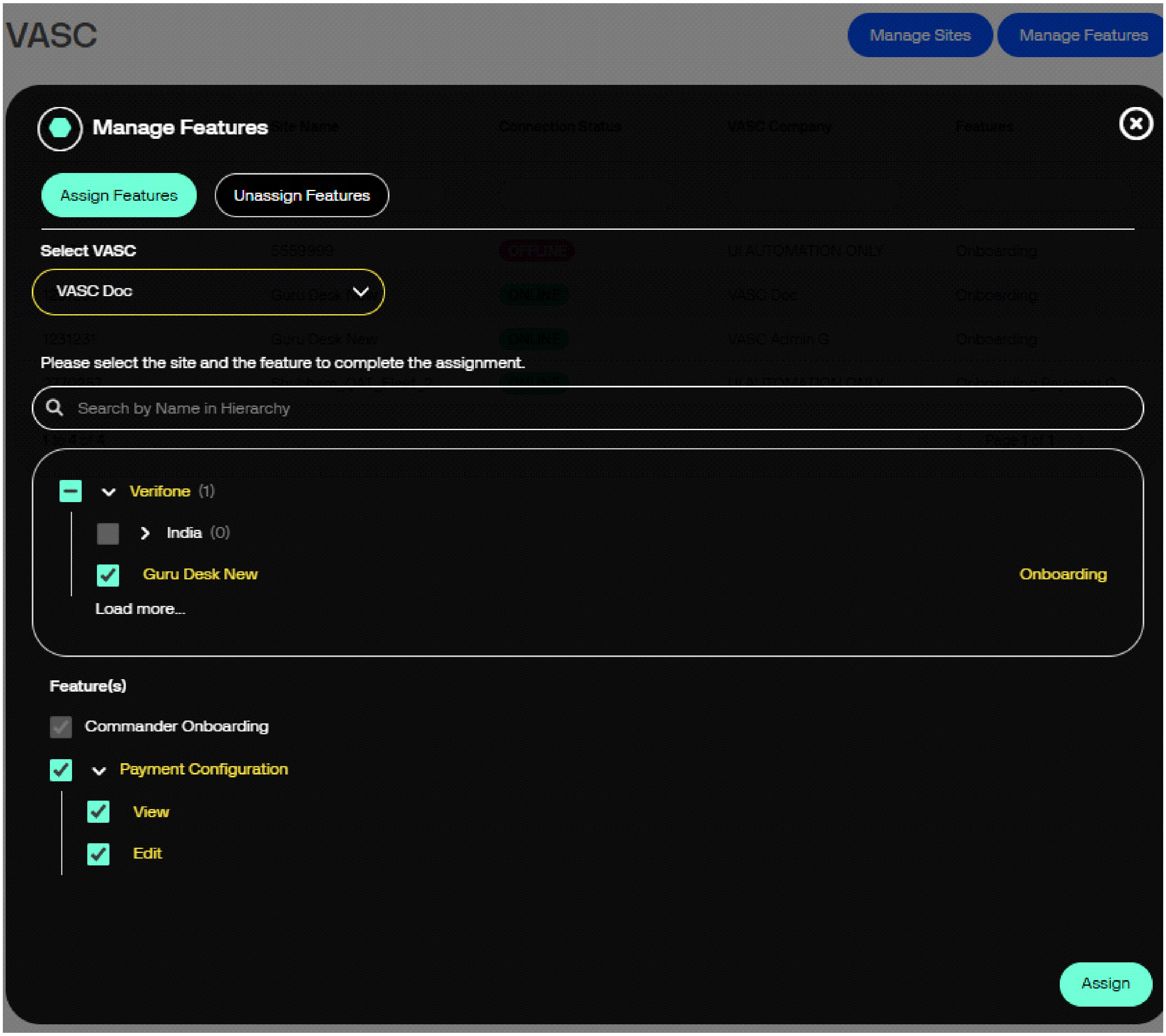
4. Read the agreement and then add a check mark understanding the terms and conditions displayed on the form.
5. Click **Unassign** and a message displays the quantity of sites unassigned from the VASC.
6. Click **Close**.

Manage Features



Click on **Manage Features**.

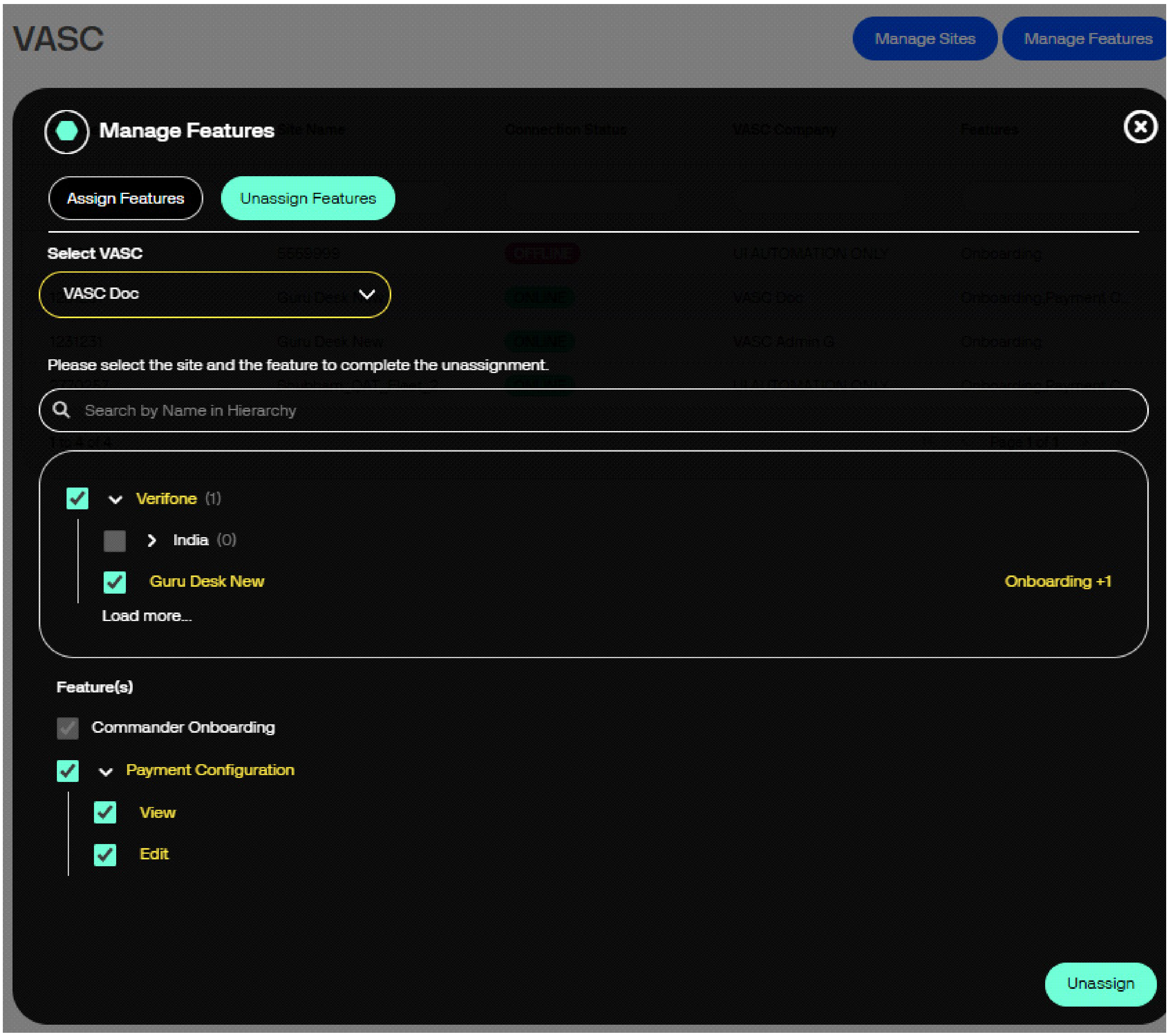
Assign Features



1. Select **Assign Features**.
2. Select a VASC from the drop-down menu.
3. Add check mark(s) to the boxes next to the sites assigned to the VASC.
4. Add check marks to the boxes for the features and whether they have edit or view permissions.

5. Click **Assign** and a message displays the site features assigned to the VASC.
6. Click **Close**.

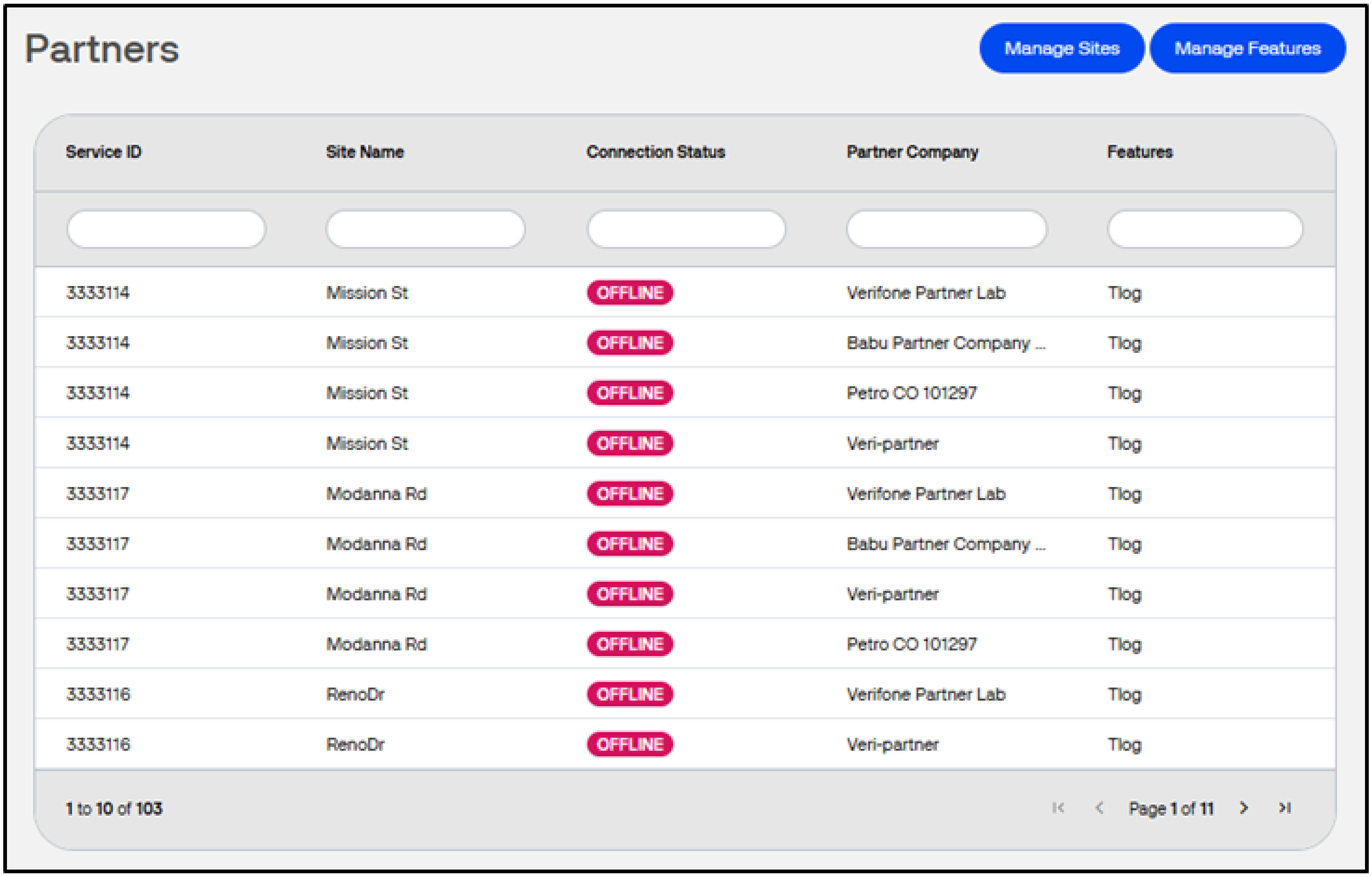
Unassign Feaures



1. Select Unassign Features.
2. Select a VASC from the drop-down menu.
3. Add check mark(s) to the boxes next to the sites assigned to the VASC.
4. Remove check marks in the boxes for the assigned features.
5. Click **Unassign** and a message displays the site features 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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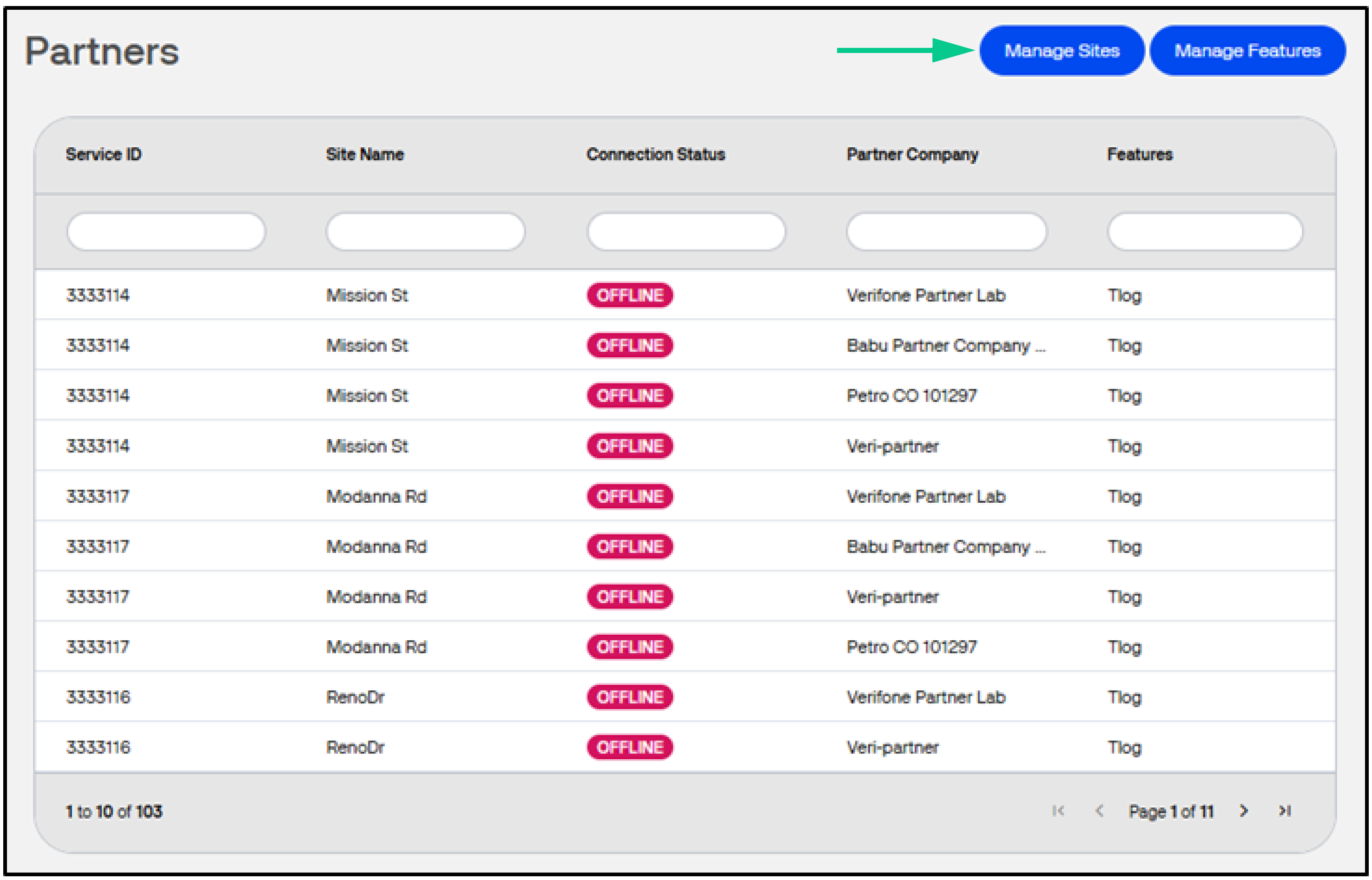
NOTE	Only the site administrator can assign Partner companies.

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

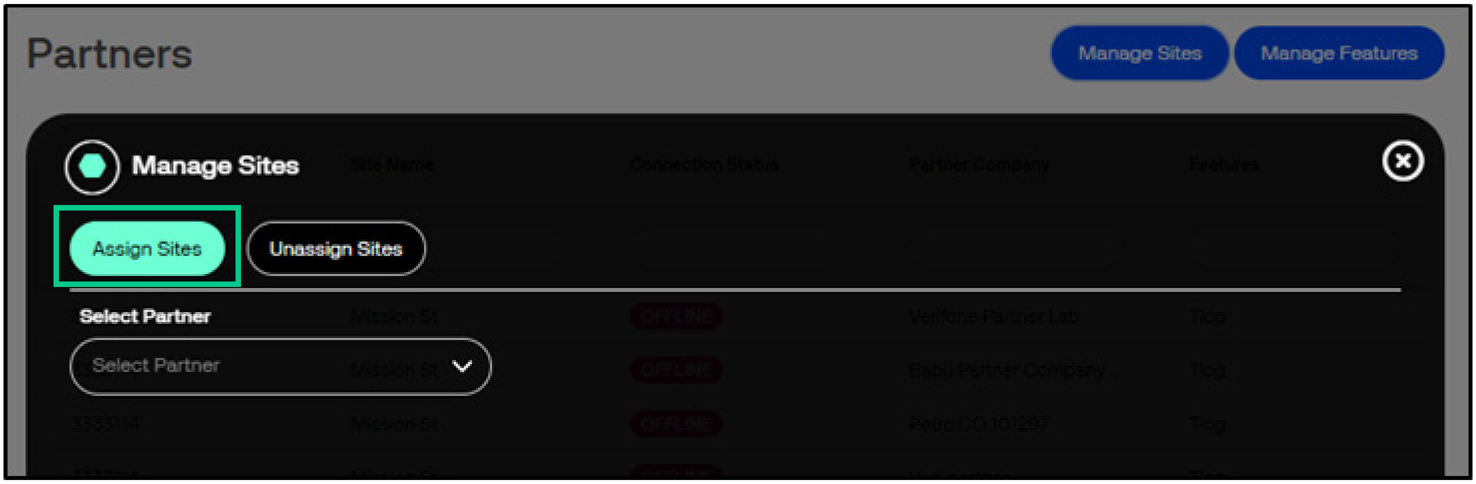
Field	Description
Service ID	It is a number assigned by Verifone to a site.
Site Name	It is the name of the site.
Connection Status	It lists the sites that are offline, online, or pending.
Partner Company	It lists the Partner company.



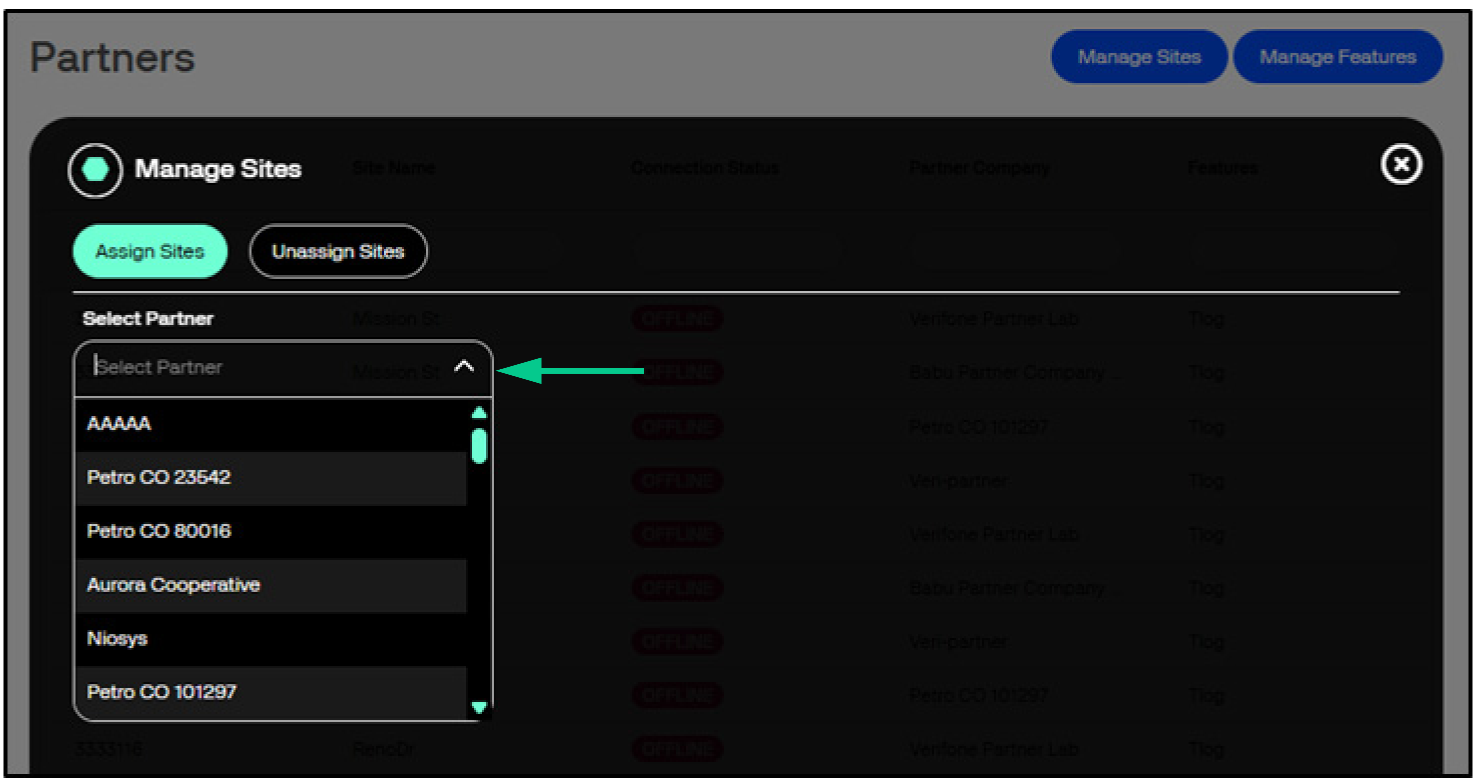
Click on **Manage Sites**.

Manage Sites

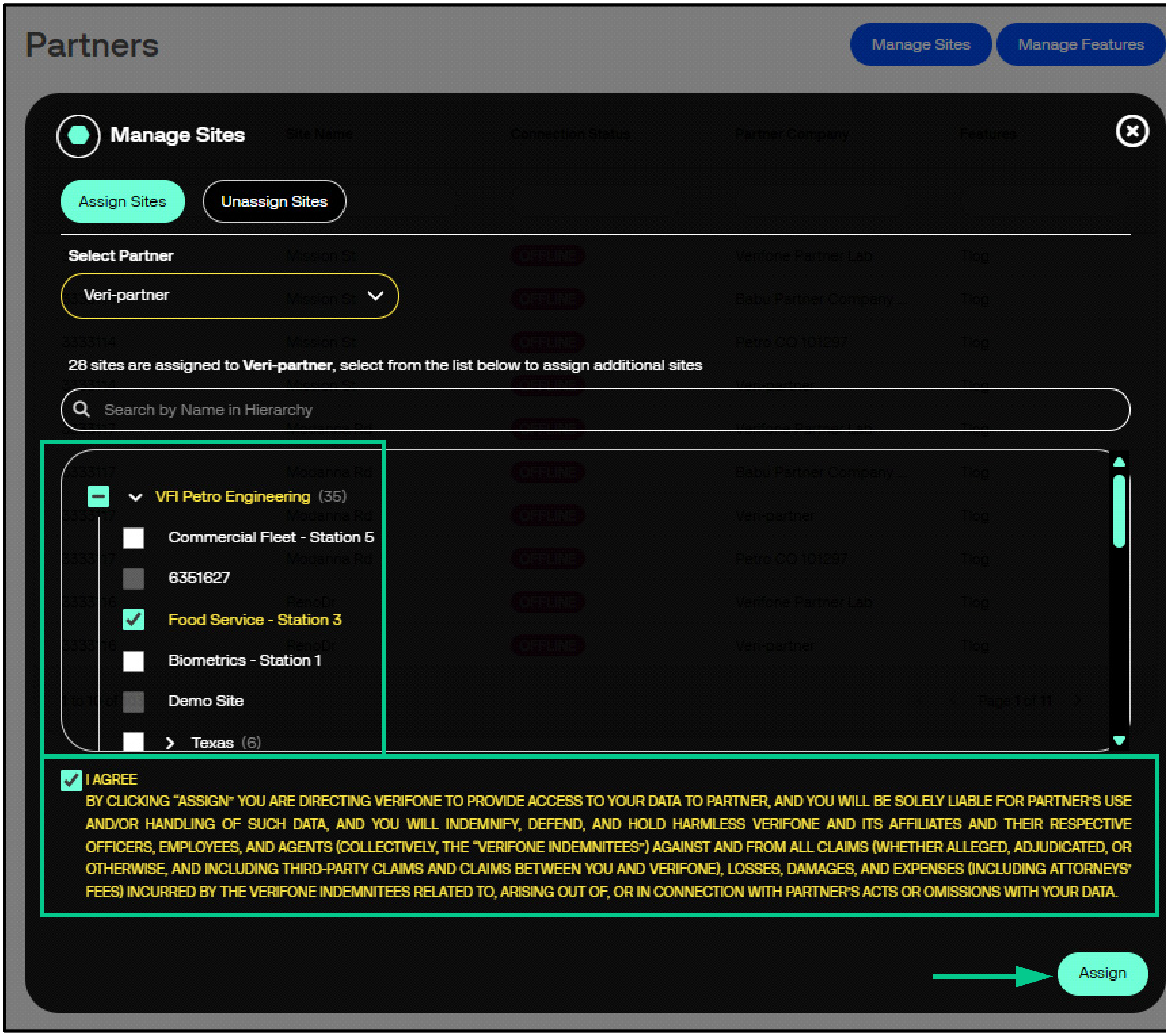
Assign Sites



1. Select **Assign Sites**.

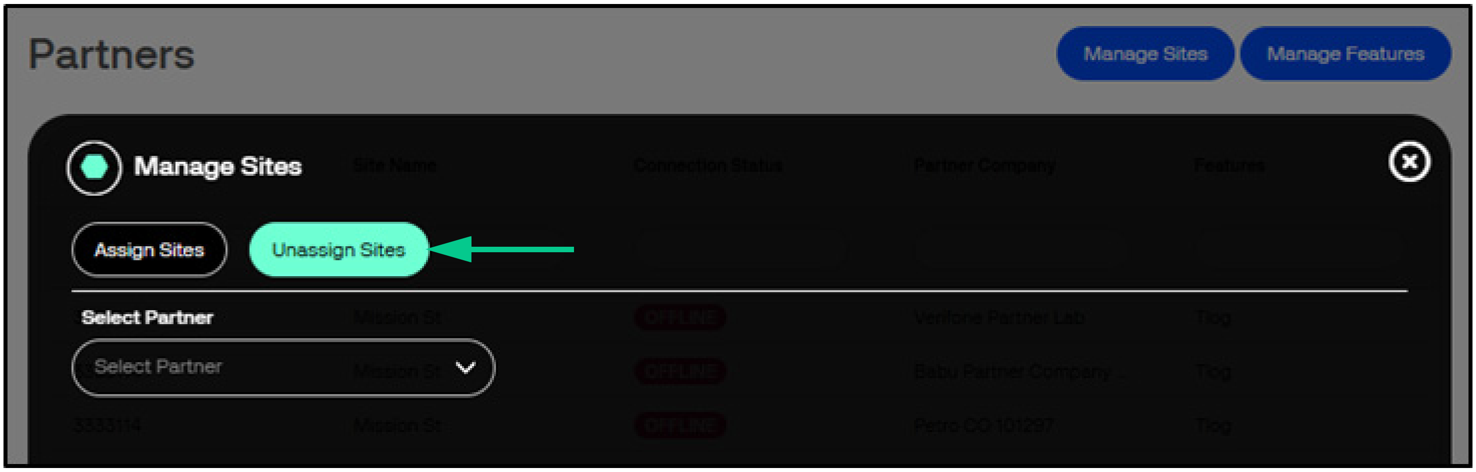


2. Select a Partner from the drop-down menu.

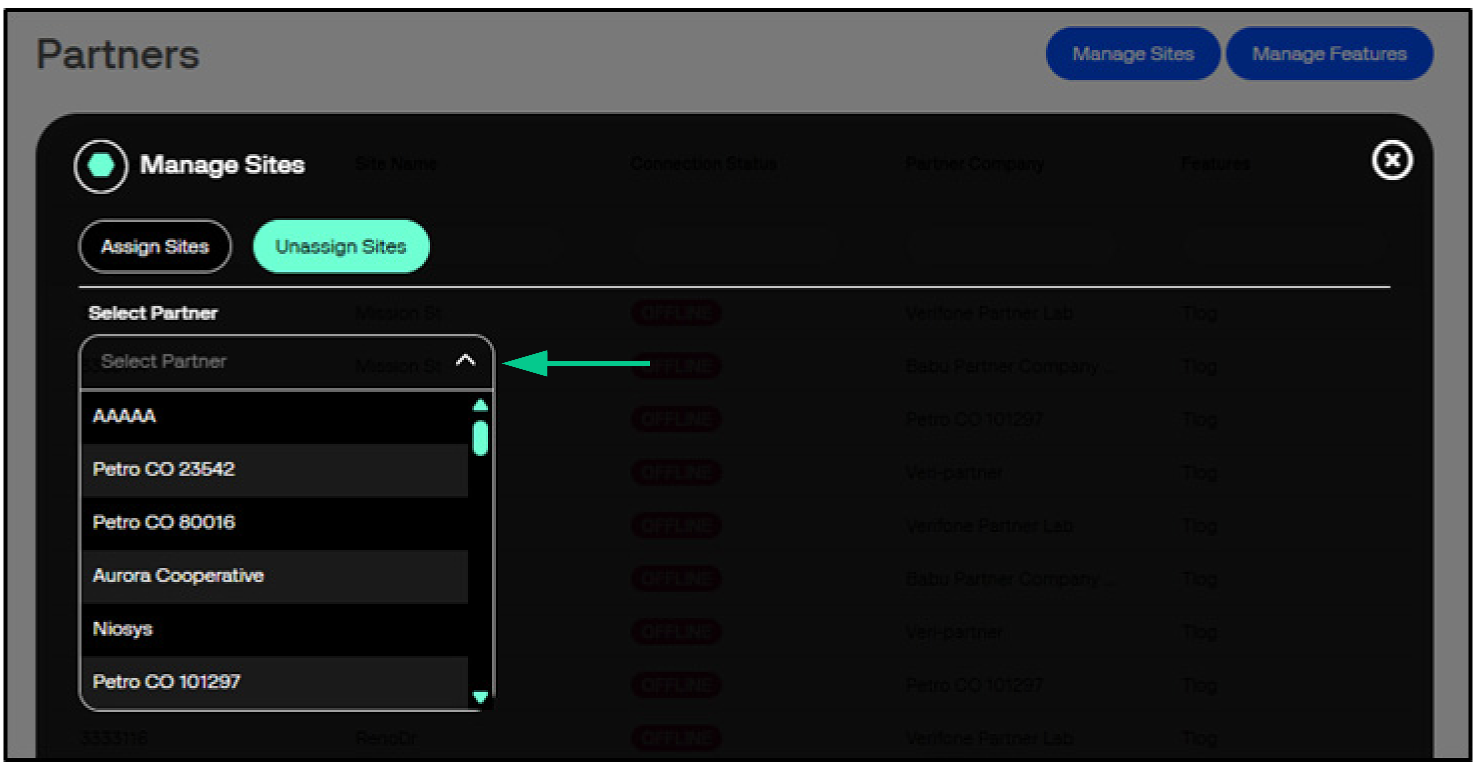


3. Add check mark(s) to the boxes next to the sites to be assigned to the Partner.
4. Read the agreement and then add a check mark agreeing to the terms and conditions displayed on the form.
5. Click **Assign** and a message displays the quantity of sites assigned to the Partner.
6. Click **Close**.

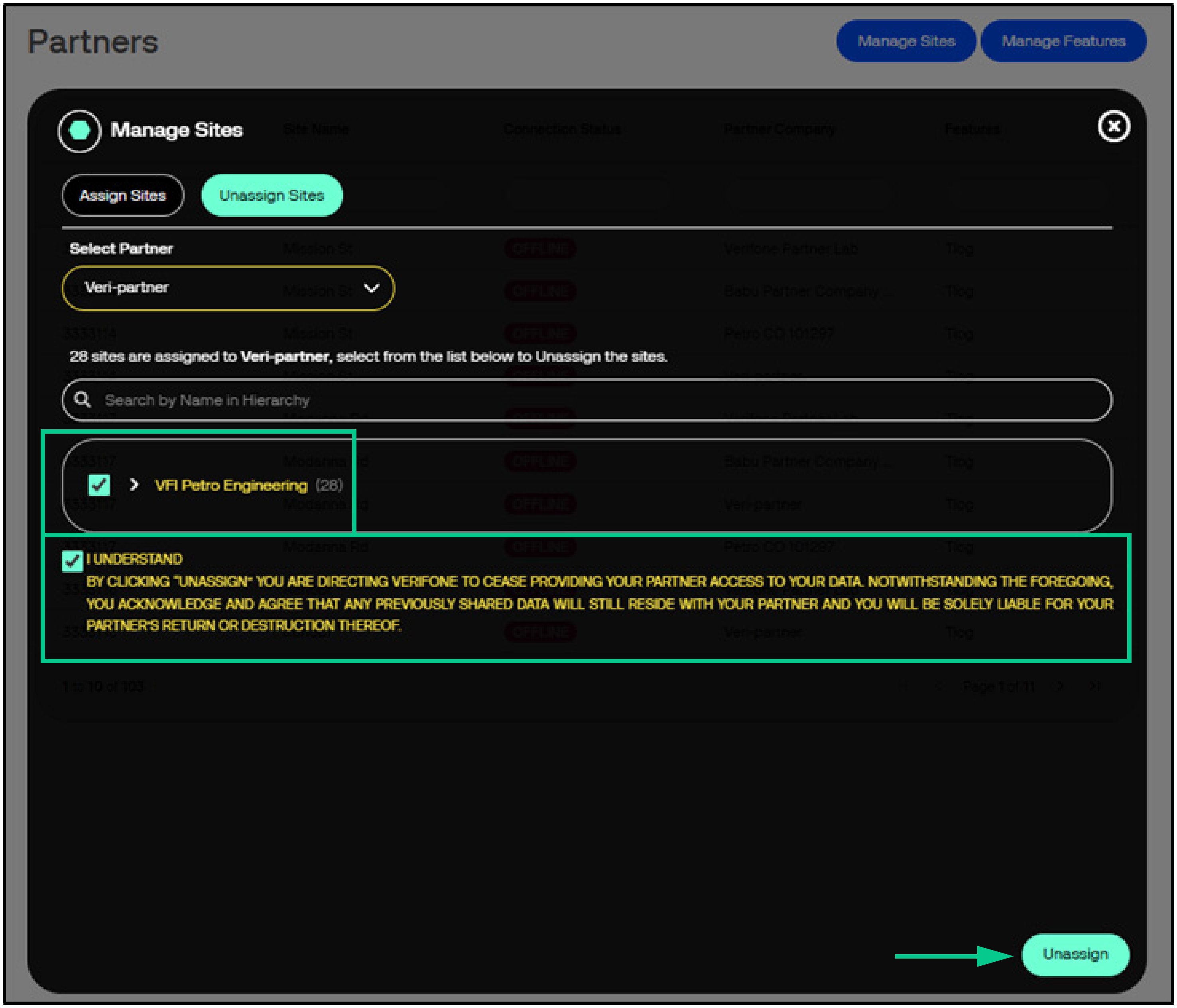
Unassign Sites



1. Select **Unassign Sites**.



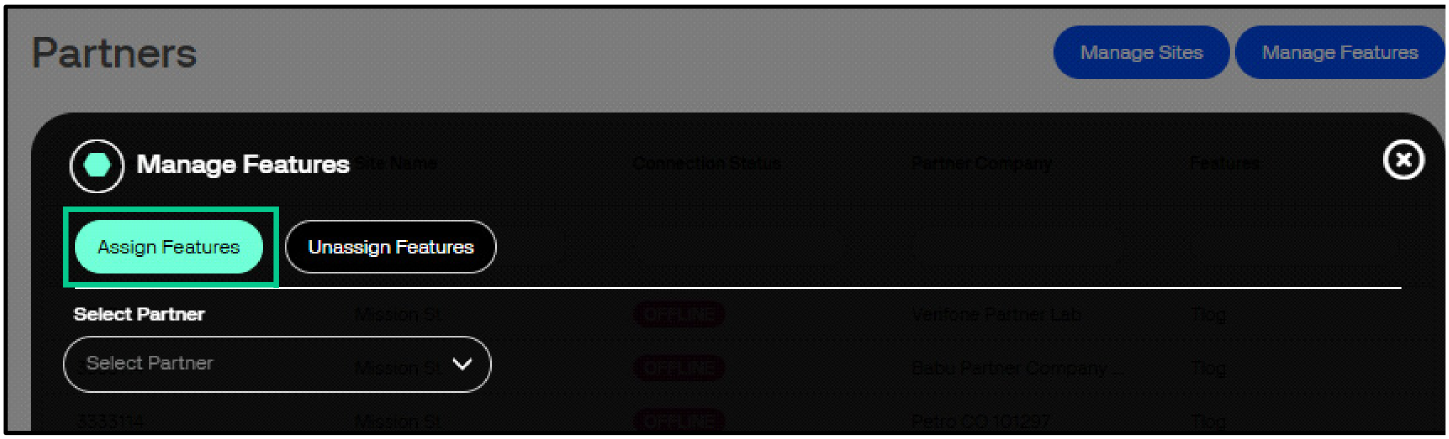
2. Select a Partner from the drop-down menu.



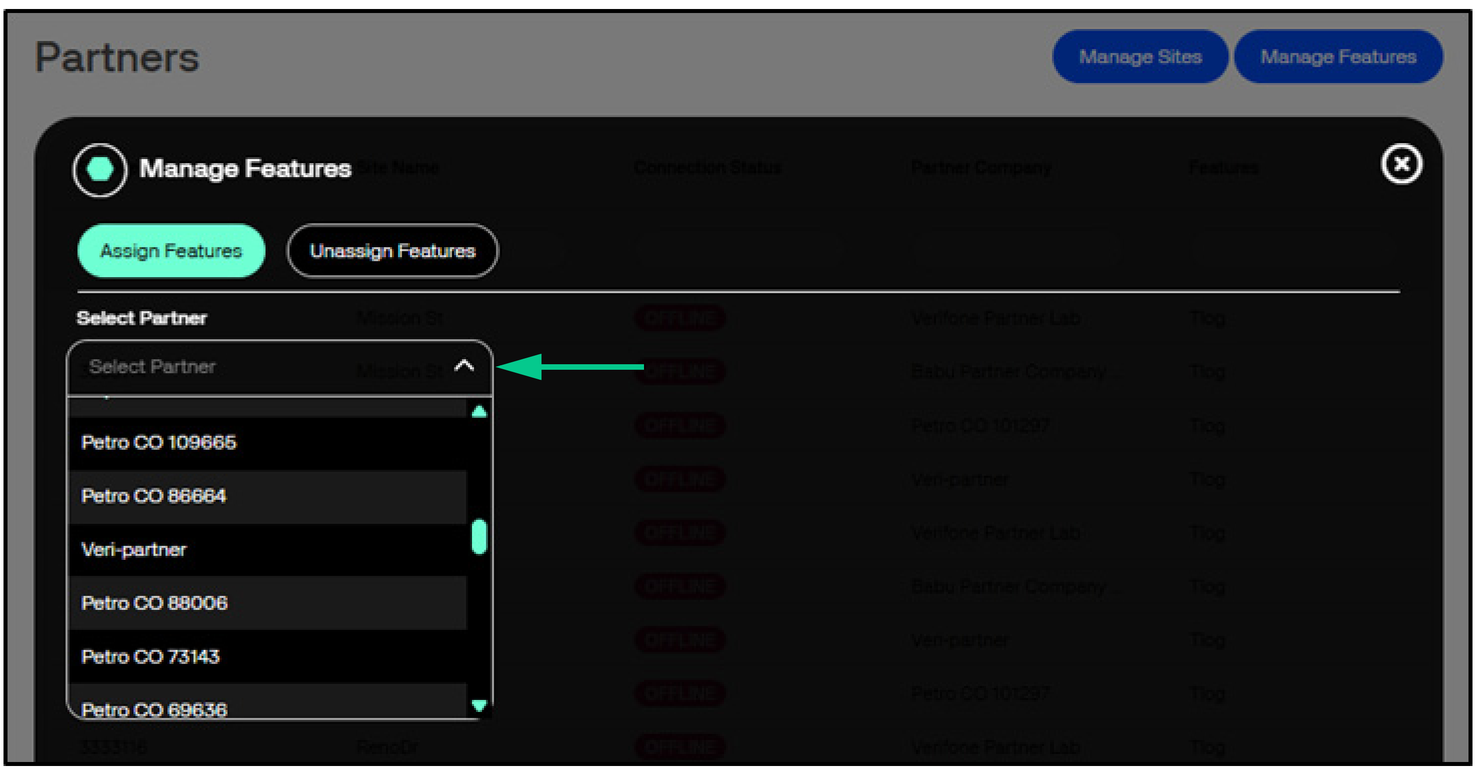
3. Add check mark(s) to the boxes next to the sites to be unassigned from the Partner.
4. Read the agreement and then add a check mark understanding the terms and conditions displayed on the form.
5. Click **Unassign** and a message displays the quantity of sites unassigned from the Partner.
6. Click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

Manage Features

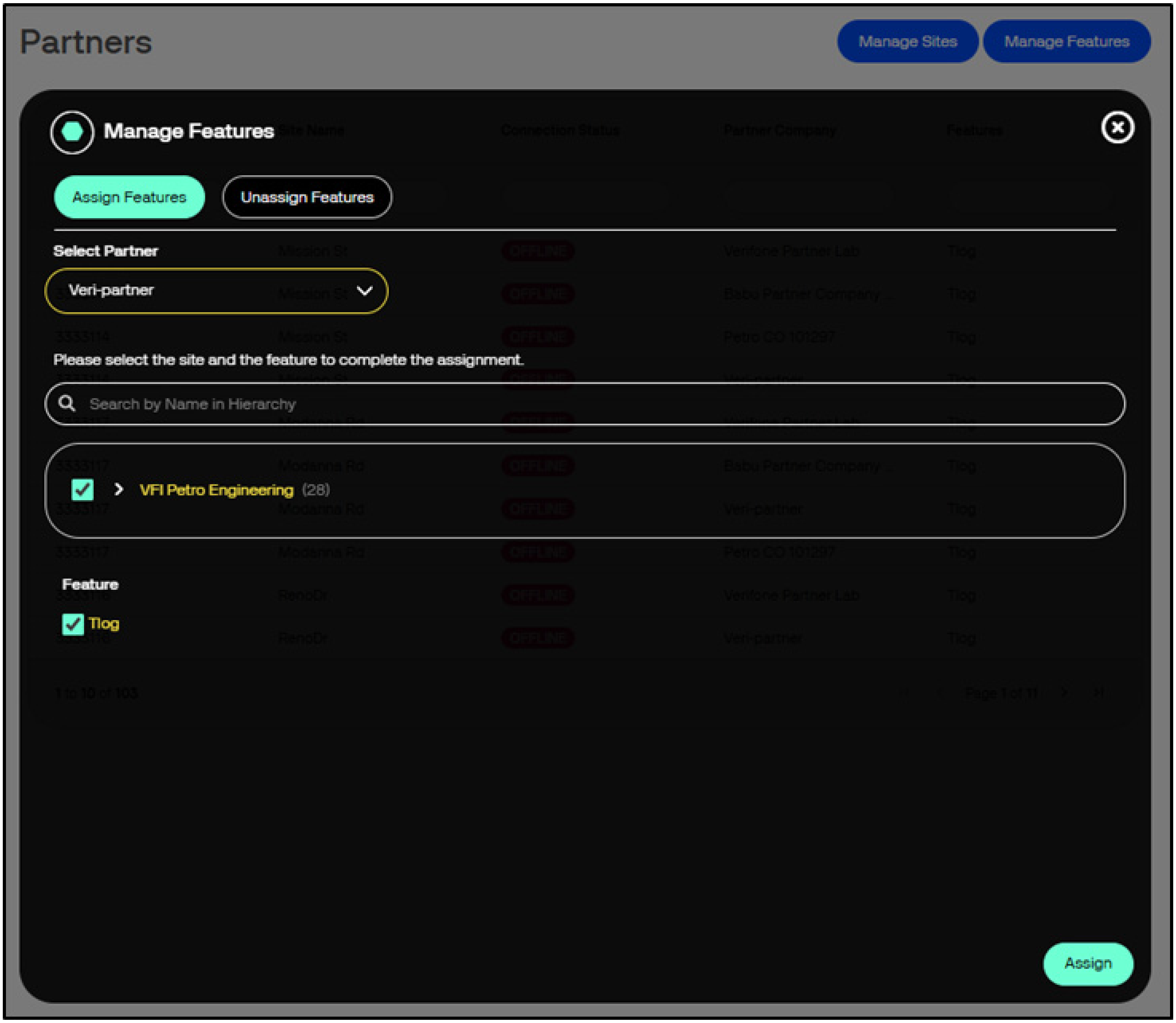
Assign Features



1. Select **Assign Features**.



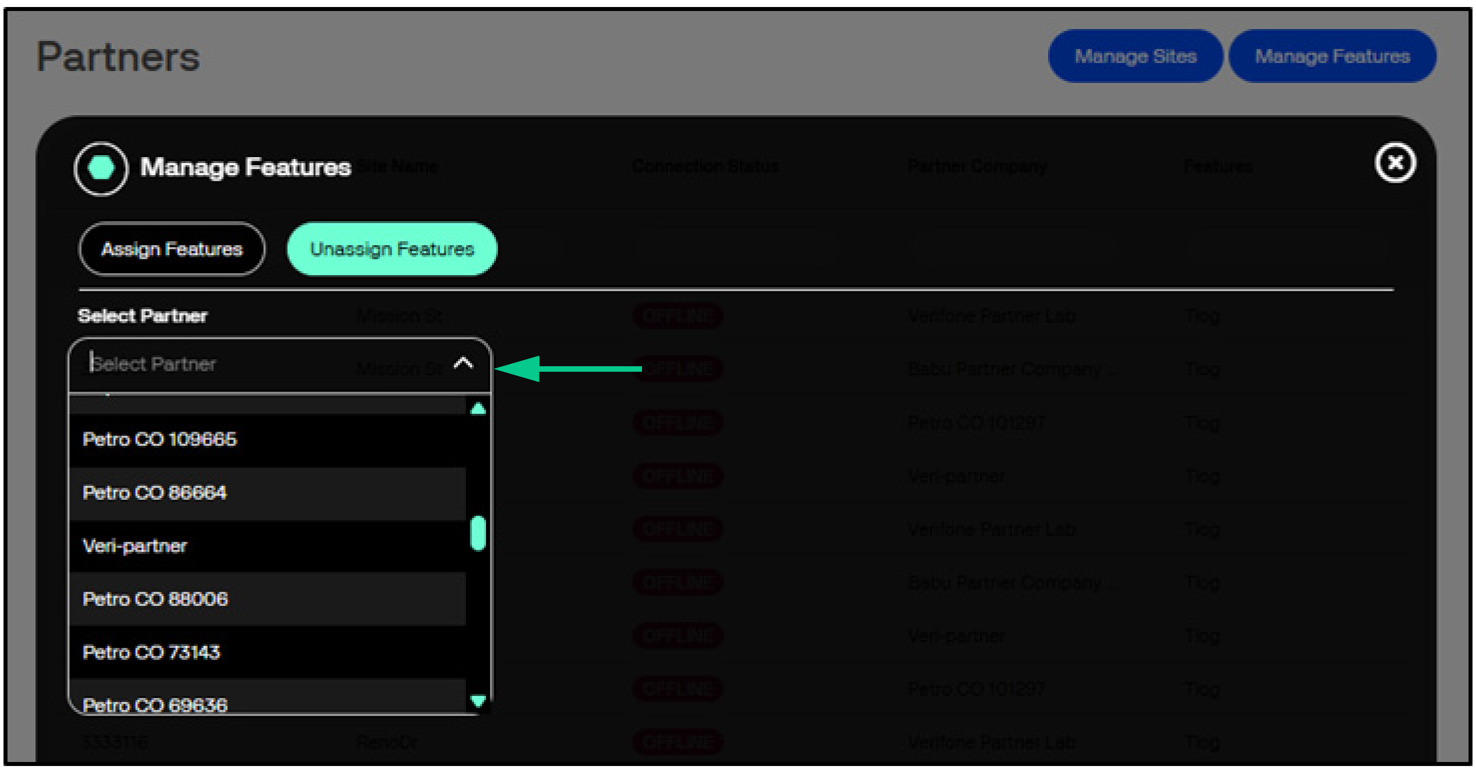
2. Select a Partner from the drop-down menu.



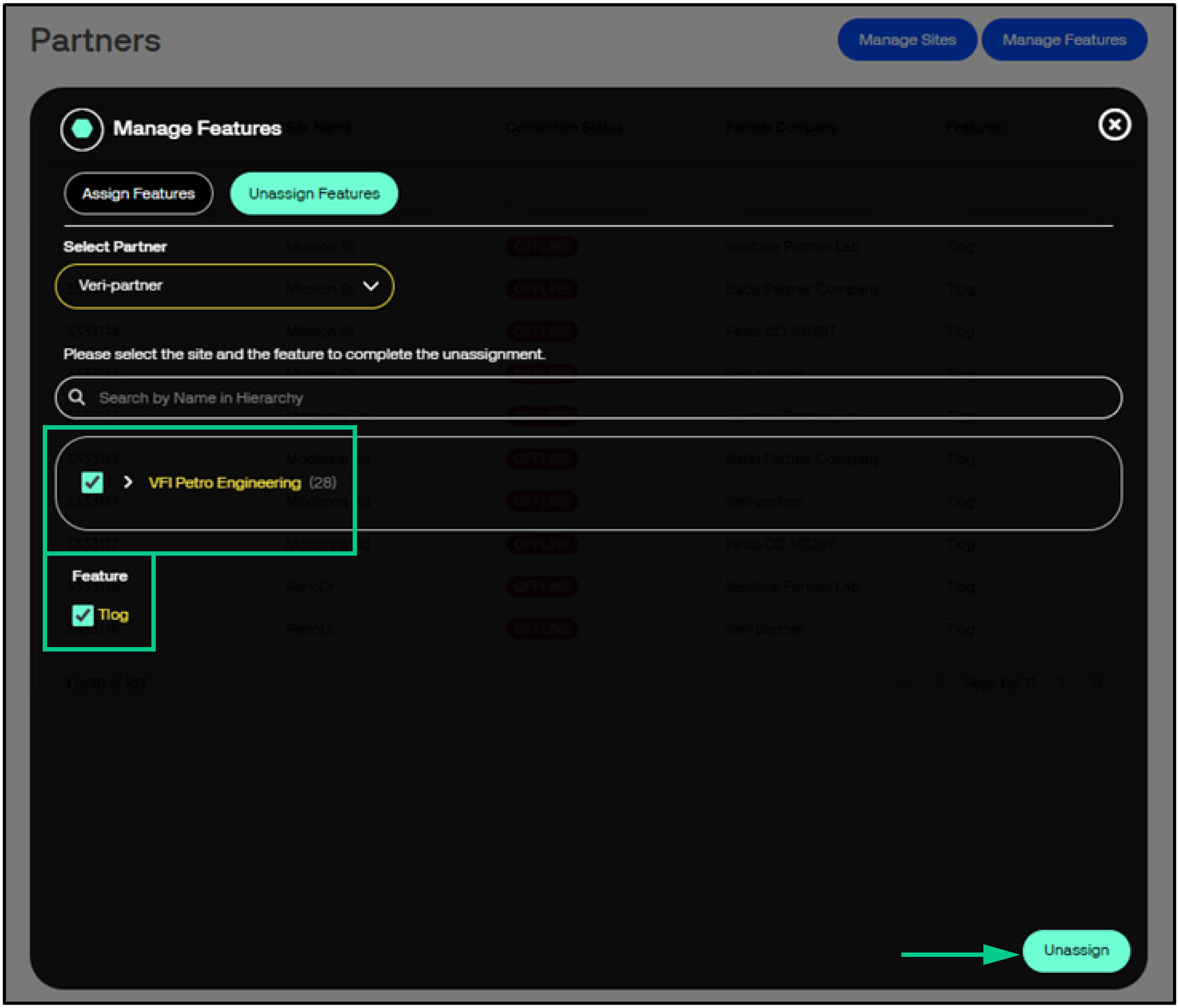
3. Add check mark(s) to the boxes next to the sites to be assigned to the Partner.
4. Add a check mark to the Feature to be assigned to the site for the Partner.
5. Click **Assign** and a message displays the feature assigned to a number of sites for the Partner.
6. Click **Close**.

Unassign Features

1. Select **Unassign Features**.



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



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**.

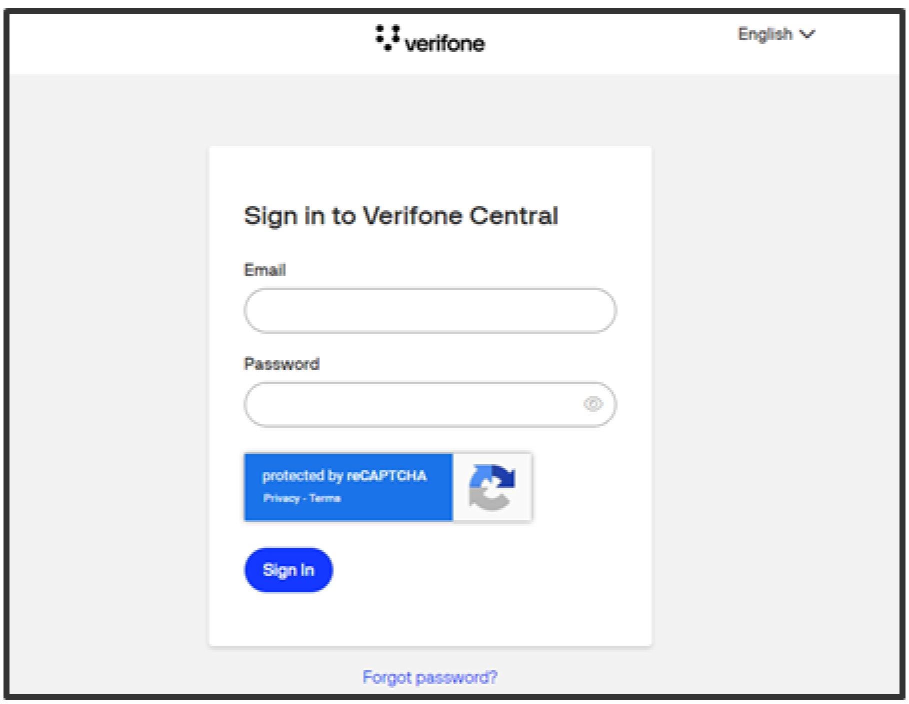
19 VASC Access

The VASC company should email 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

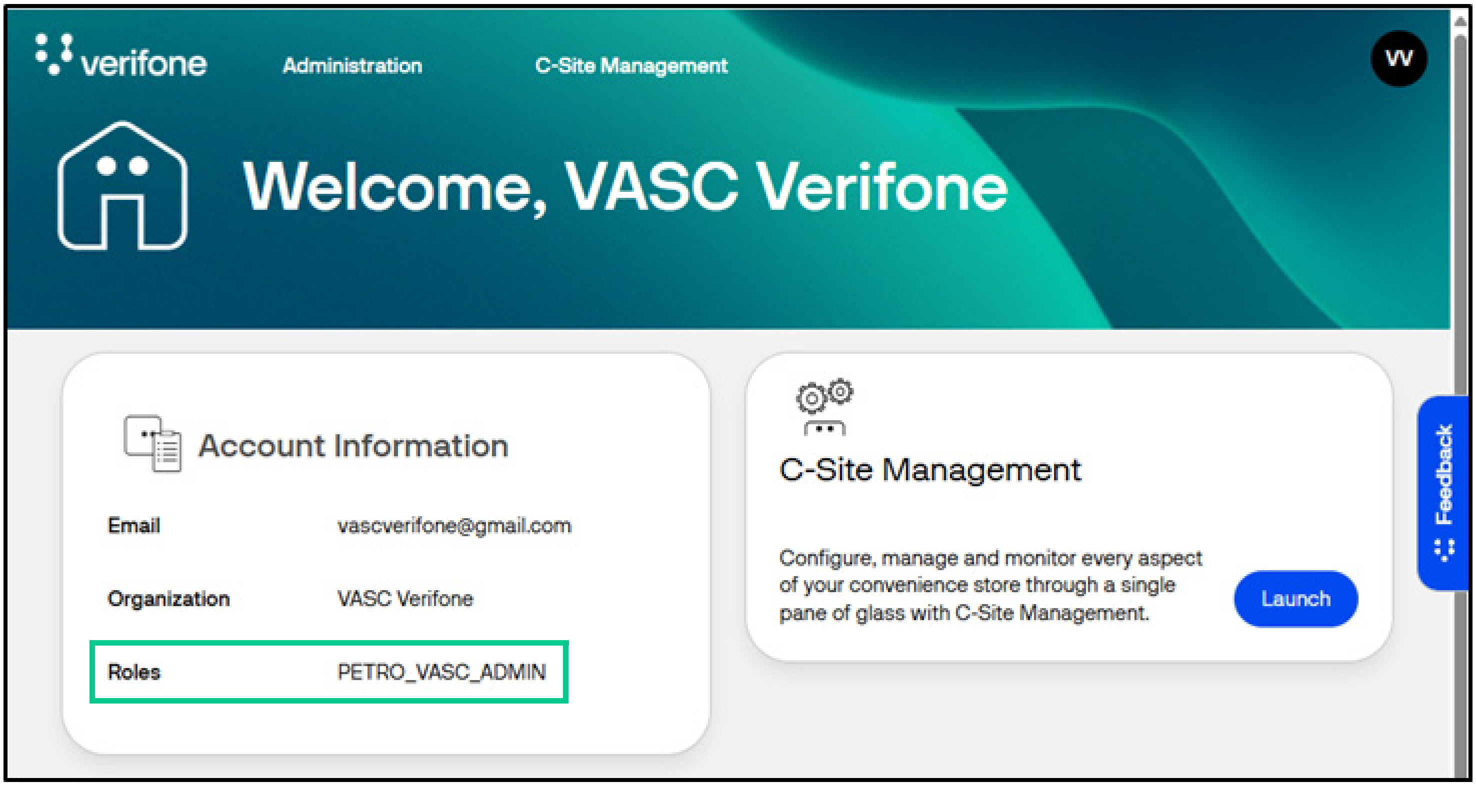
To access Verifone C-Site Management, navigate to the following URL using a web browser:

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



VASC Welcome Page

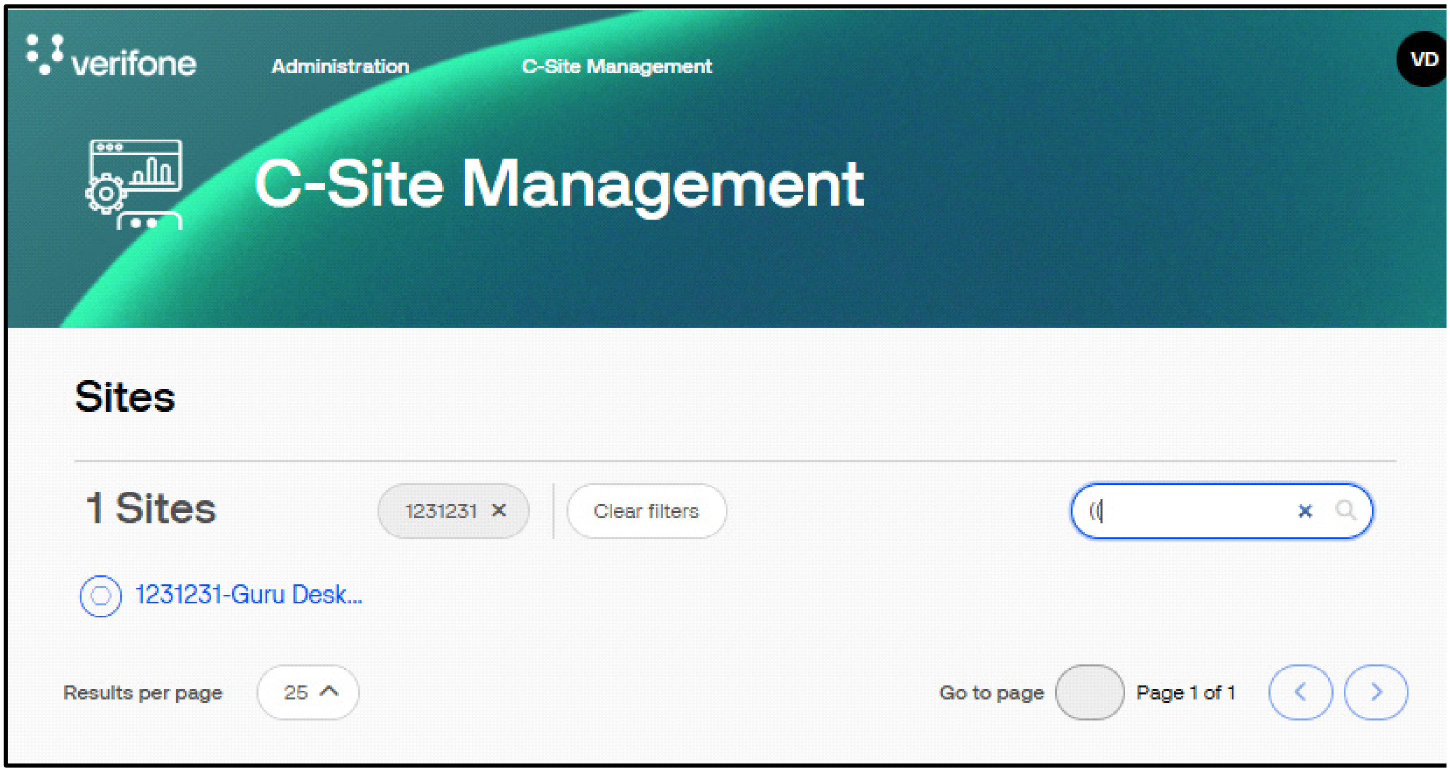
After the VASC logs in, the Welcome Page Displays.



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

Site Management Menu

VASCs can update assigned site features in Verifone C-Site Management after the site administrator grants them access. After approval, they are able to edit only the features assigned to them, ensuring controlled, secure, and role-based management of site settings. Navigate to C-Site Management > Configuration > Site Management > (assigned site) to edit assigned features.



1. Select the site to view the assigned features.
2. Use the Site Configuration steps in this guide to configure or edit the feature(s).

Hierarchy Menu

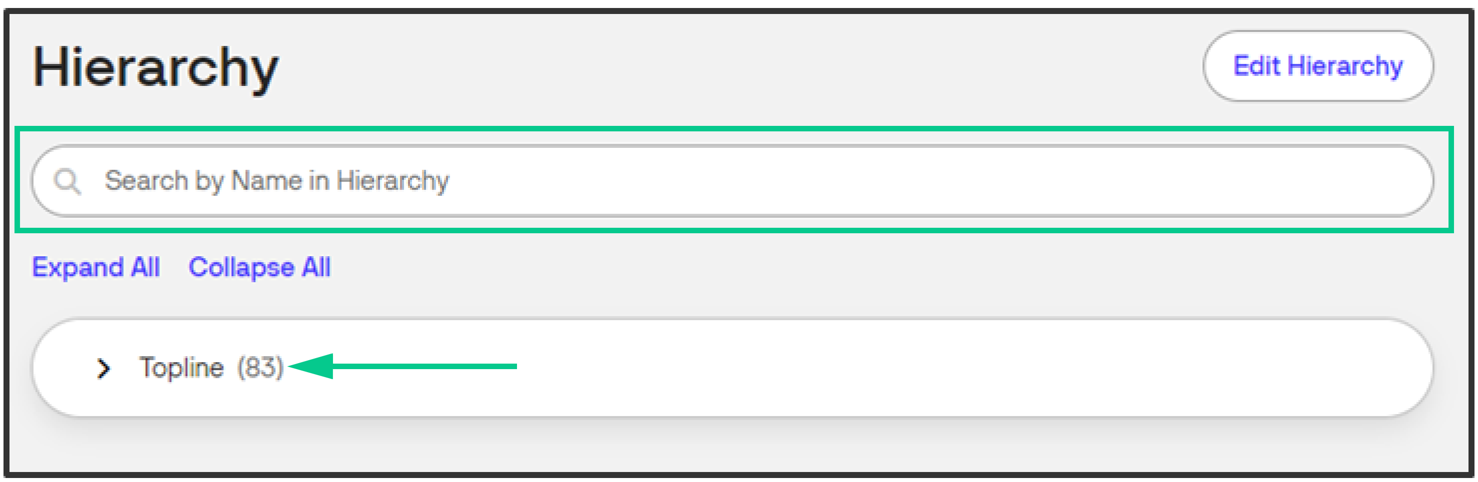
This section provides an overview of how to edit and manipulate hierarchies on the Merchant Administration page. A hierarchy structure allows the building or mapping of the business structure within Verifone C-Site Management. Hierarchies should be configured before adding sites to Verifone C-Site Management.

Hierarchy Menu

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

View Hierarchy

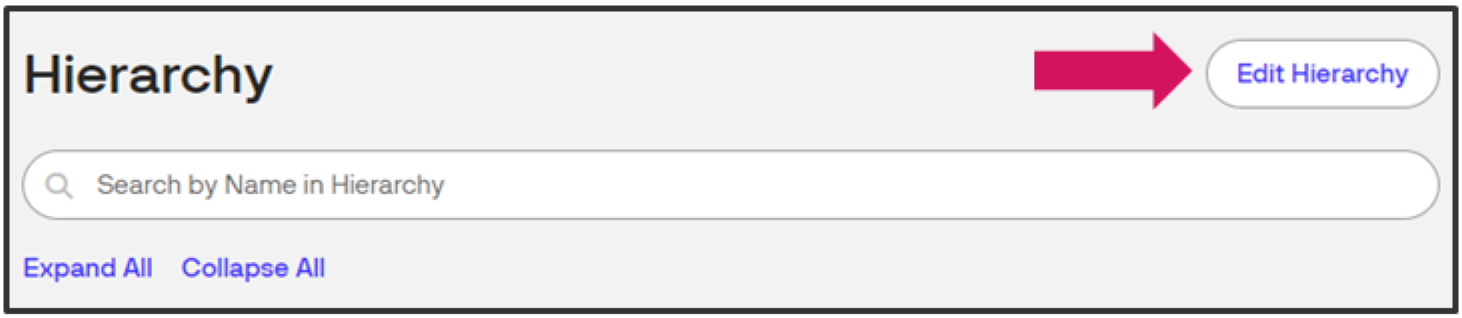
1. Log into the Verifone C-Site Management application.
2. Click on **Administration > Site Management > Hierarchy**.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.



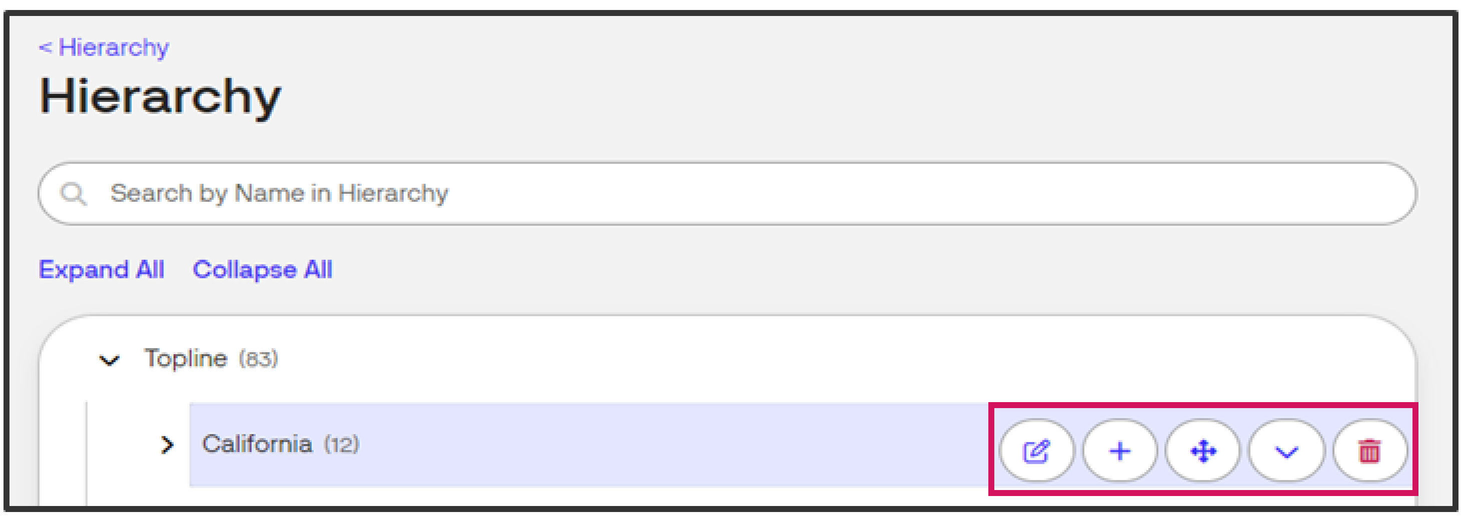
Edit Hierarchy

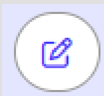
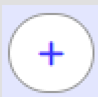
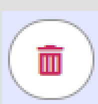
	NOTE	If a new VASC Administrator has not set up any hierarchy for the account, the display page will show the company name with any sub-entries all in one group.

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



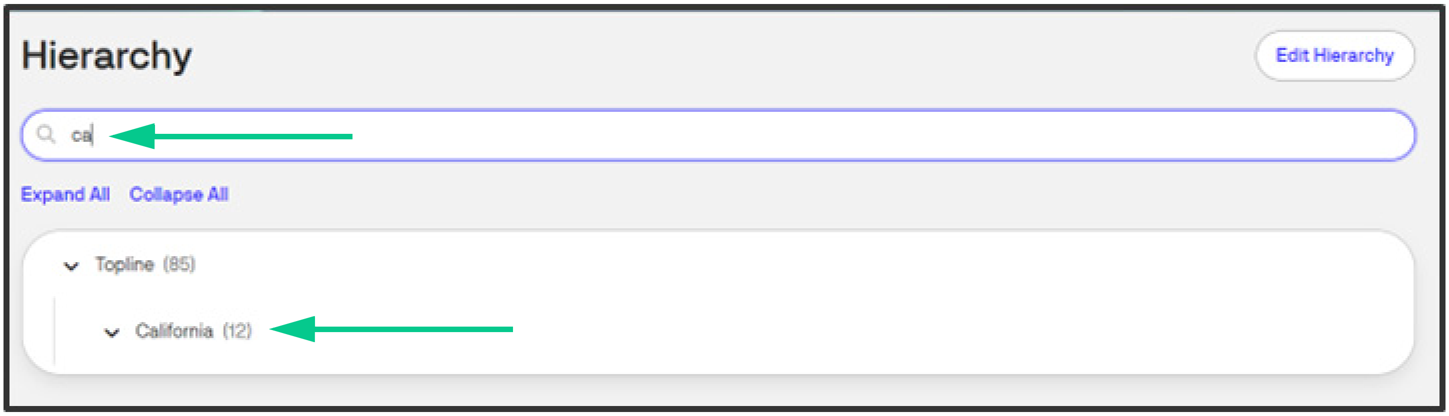
2. The following icons, if available, will appear next to the hierarchy names. Not all icons will appear next to each name based on the available functions for that row.



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. 
	Deletes a group

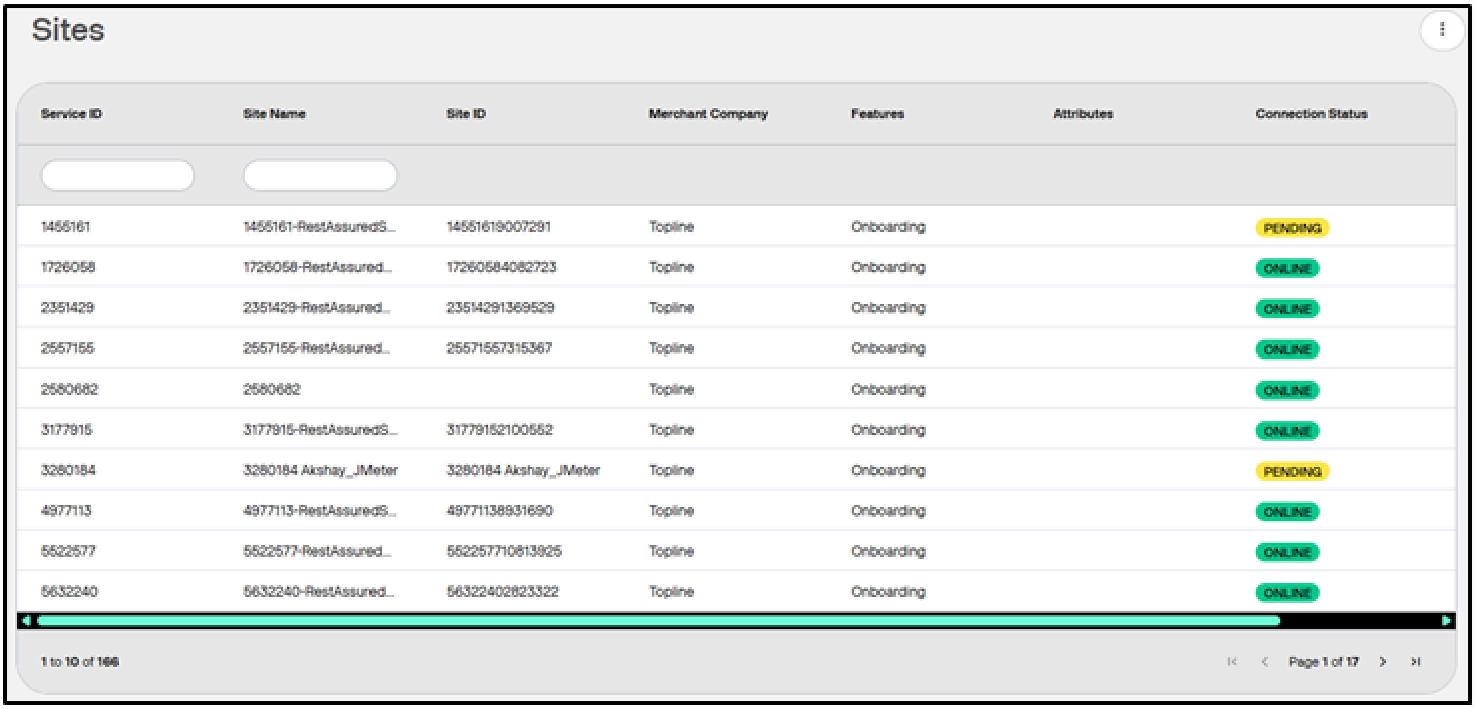
Search Hierarchy

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
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...	5522577108139 25	Topline	Onboarding		ONLINE
5632240	5632240-RestAssured...	56322402823322	Topline	Onboarding		ONLINE

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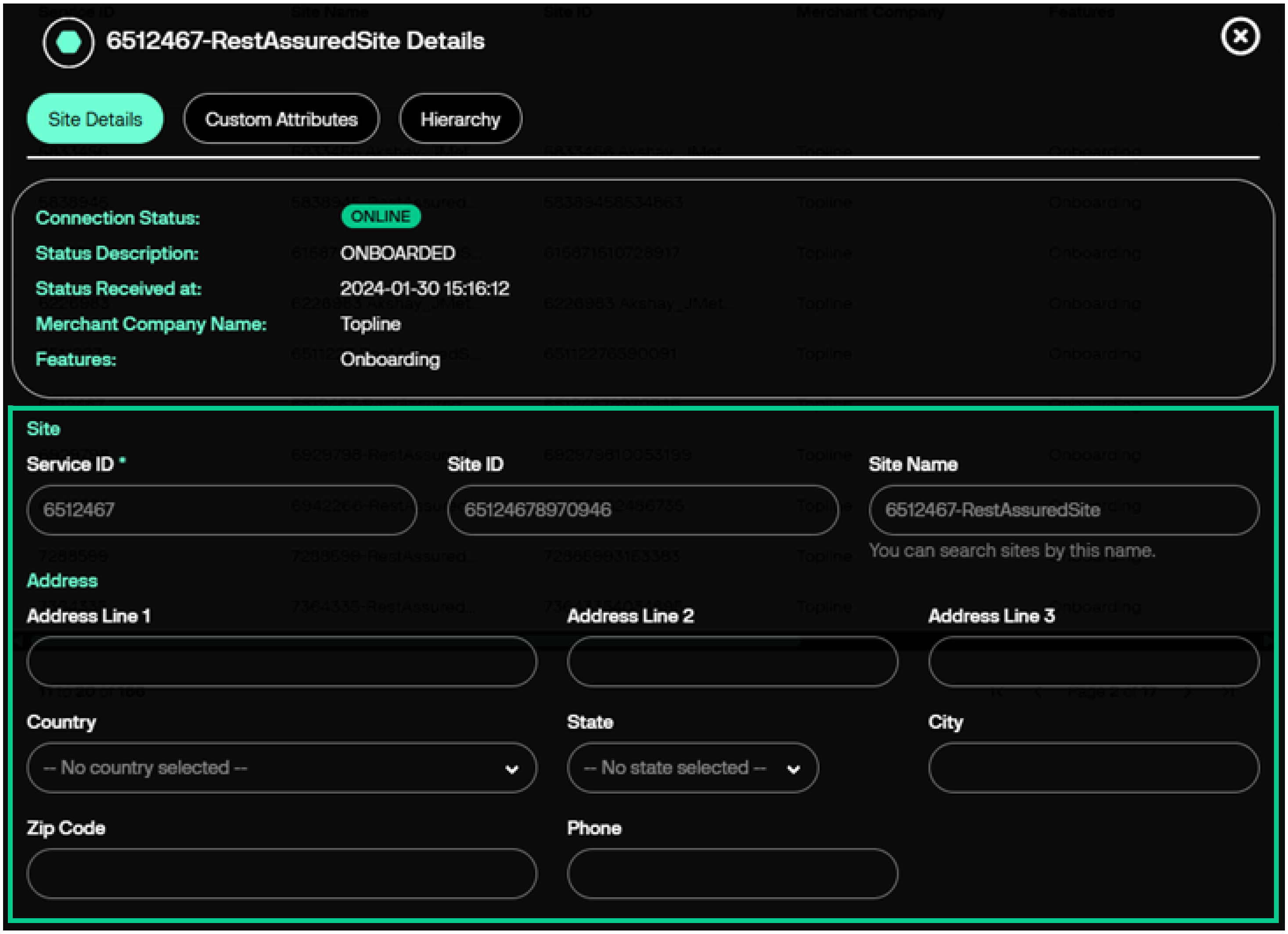
3. Use the Search bar to search for the Service ID, Site Name, or scroll through pages.
4. Click on a site to view the Site Details, Custom Attributes, or Hierarchy.

Site Details

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



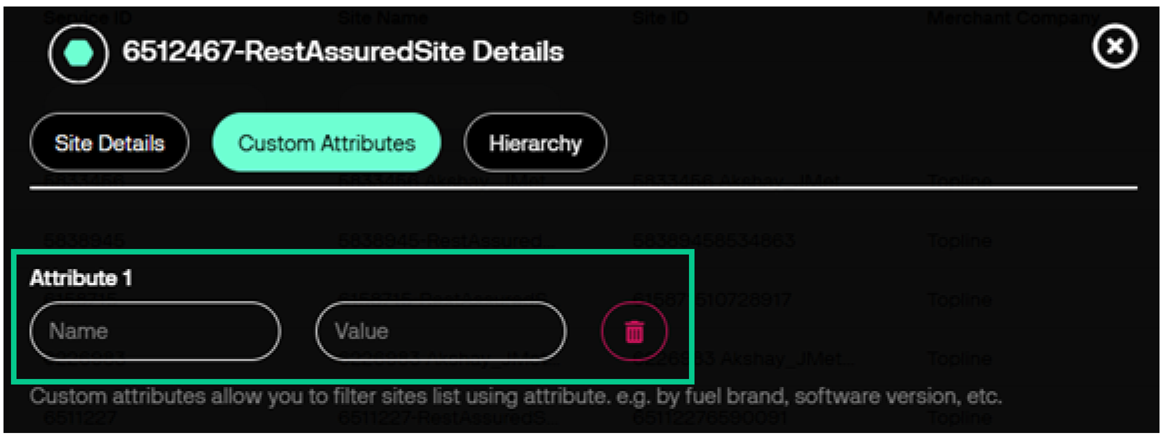
Field	Definition
Service ID*	The Verifone Service ID shown in the site's contract with Verifone.
Site ID	Any ID number used by the organization operating the site.
Site Name	The name of the site. This is useful when searching for sites. You must enter a site name.

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.

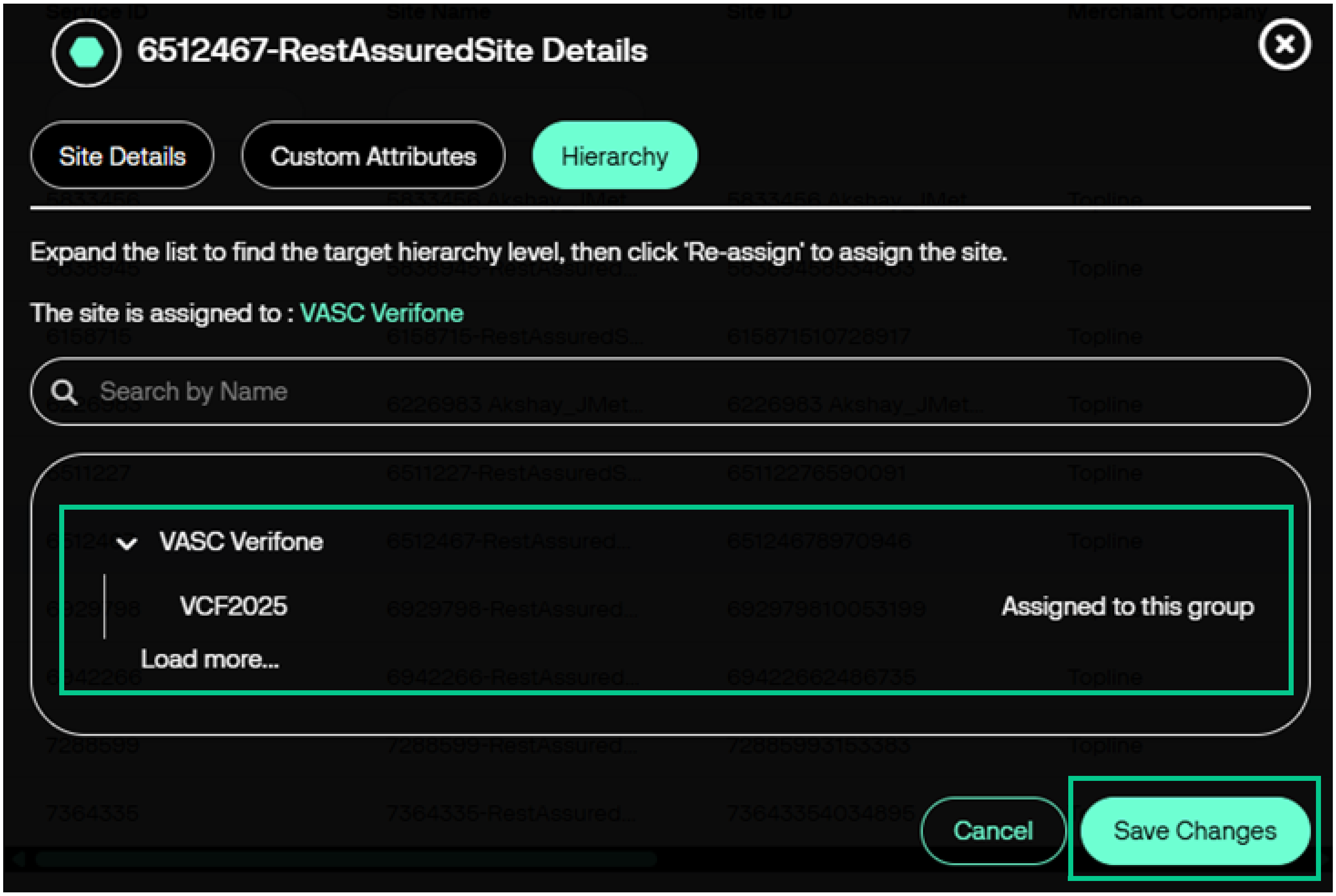
1. Select the **Custom Attributes** within the Site Details form.
2. Select **+Create New**.
3. Enter the name for the attribute in the field that appears.
4. Enter a value in the field provided.



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**.

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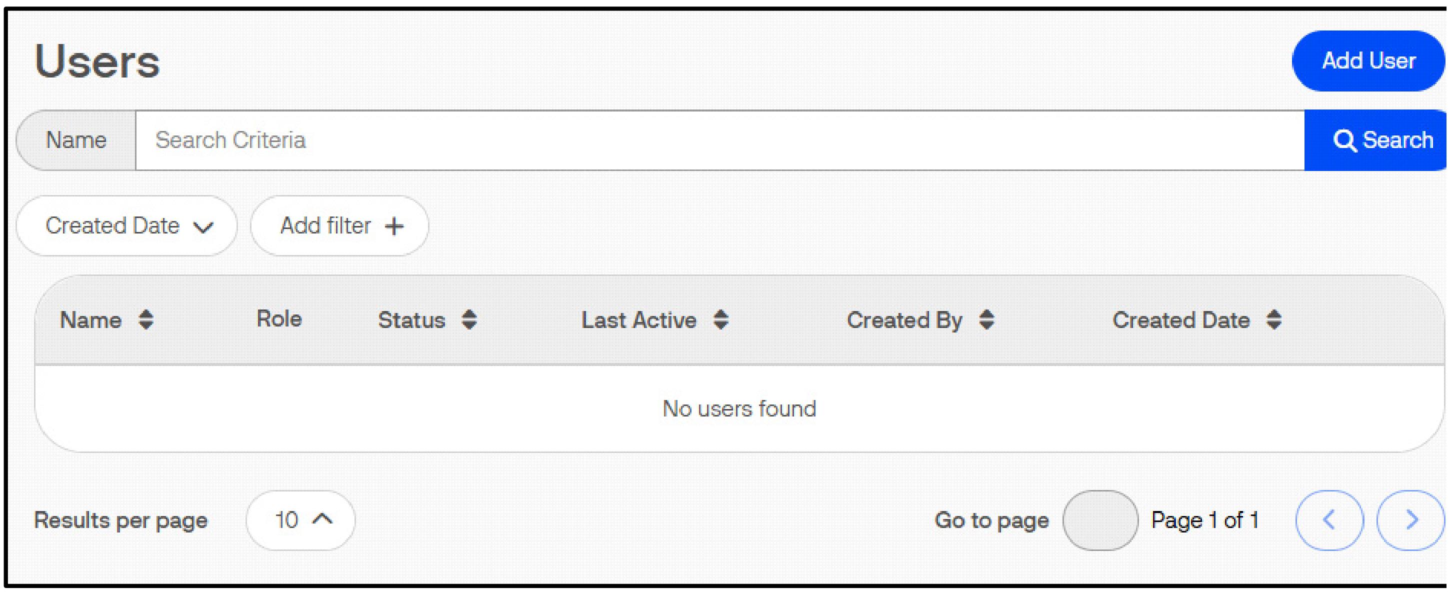
Users Menu

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

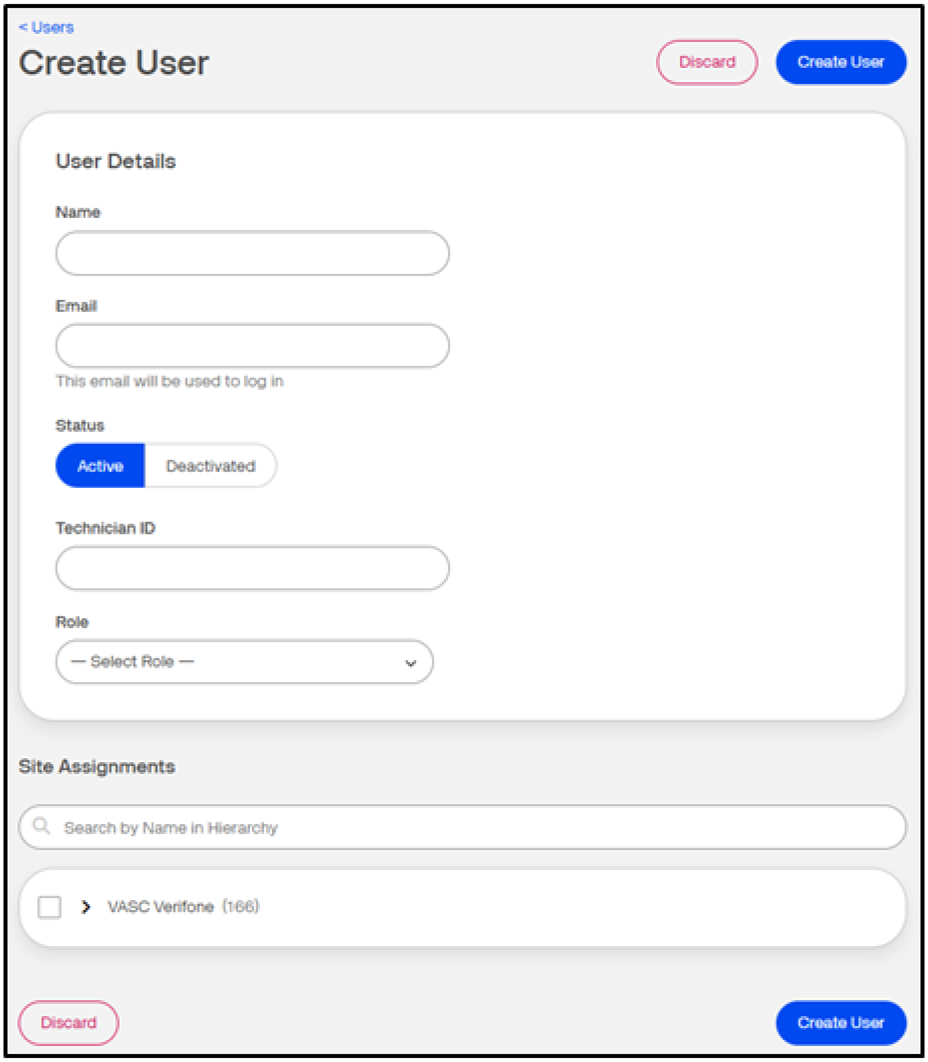


Search for a User

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.



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.

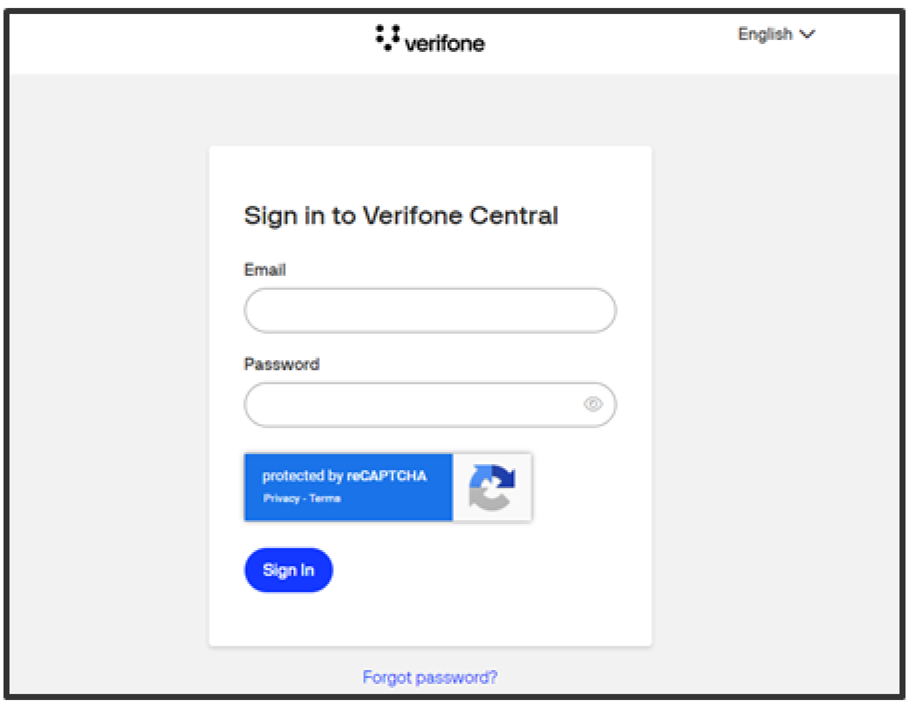
20 PARTNER ACCESS

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

Website URL

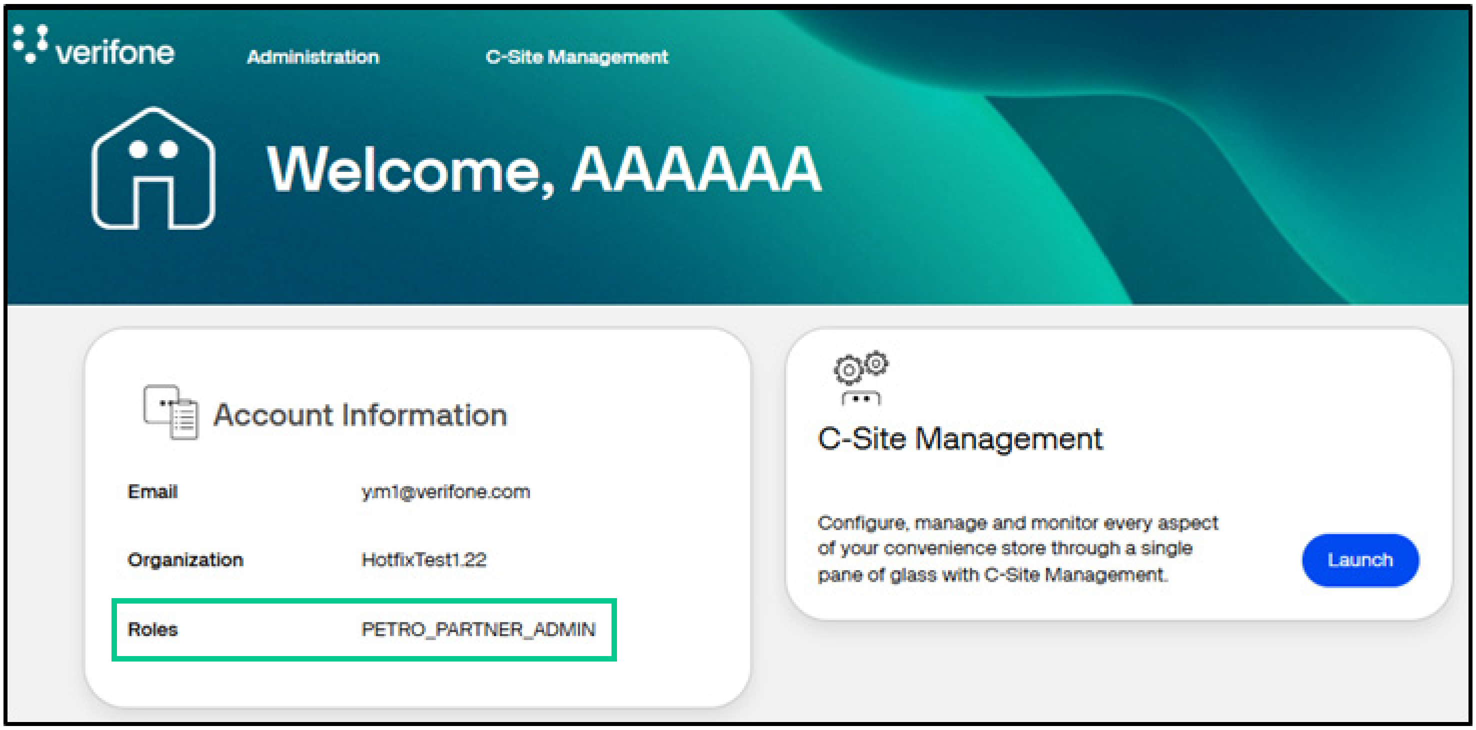
To access Verifone C-Site Management, navigate to the following URL using a web browser:

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



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

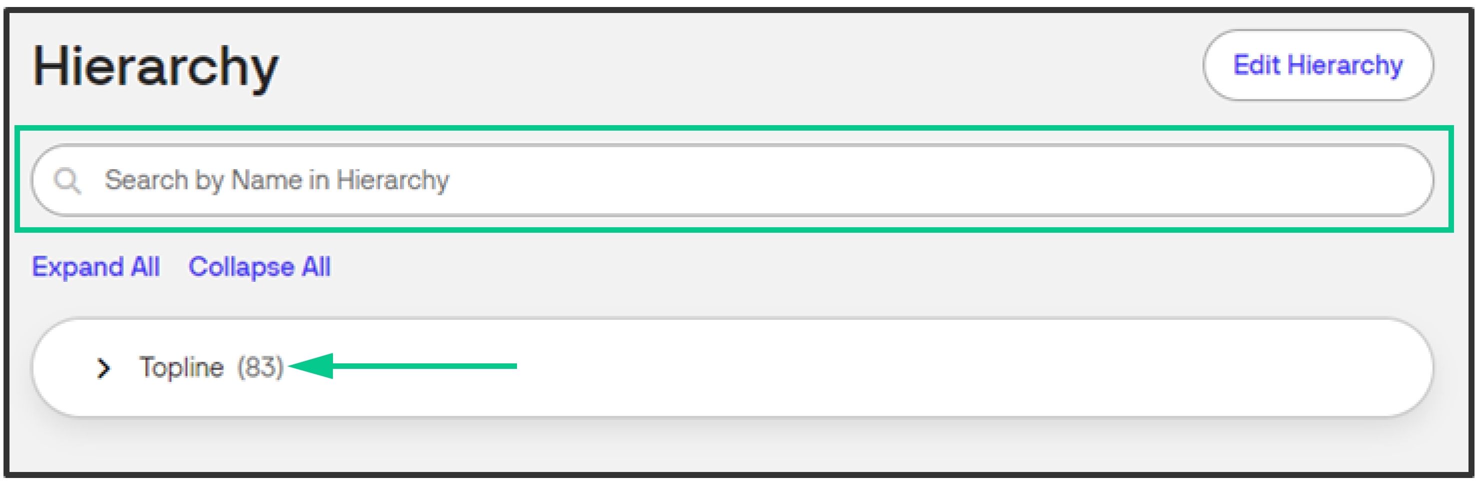
This section provides an overview of how to edit and manipulate hierarchies on the Merchant Administration page. A hierarchy structure allows the building or mapping of the business structure within Verifone C-Site Management. Hierarchies should be configured before adding sites to Verifone C-Site Management.

Hierarchy Menu

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

View Hierarchy

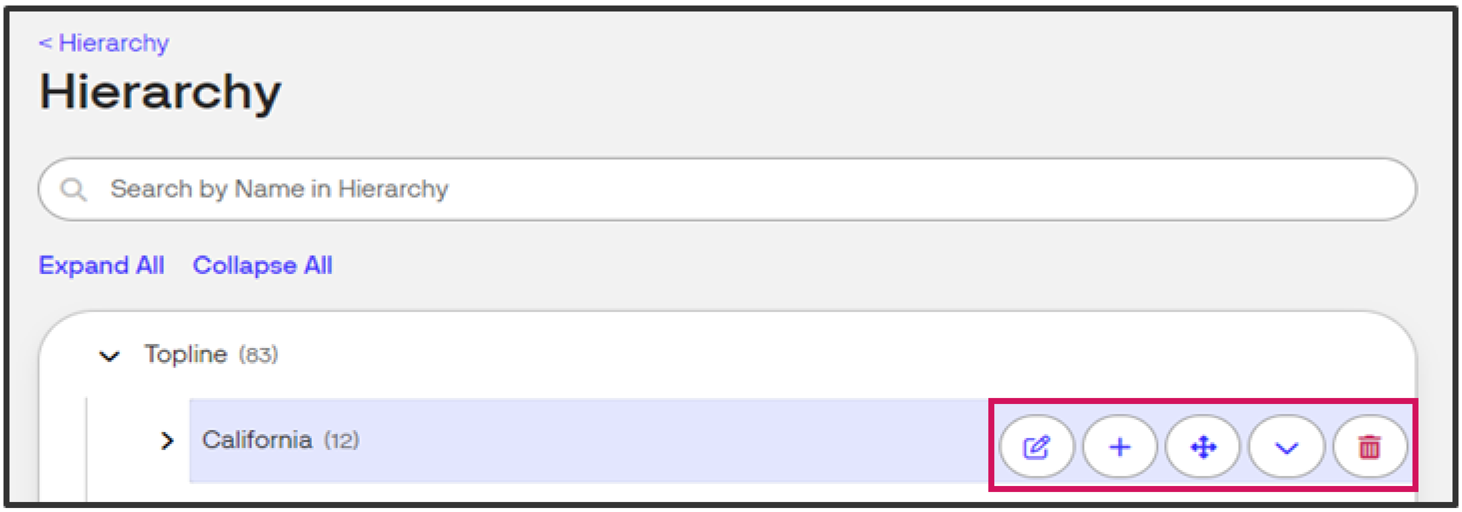
1. Log into the Verifone C-Site Management application.
2. Click on **Administration > Site Management > Hierarchy**.
3. Use the Search bar to search for the name or use the collapsible menu below the search bar.

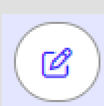
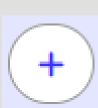


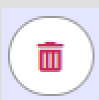
Edit Hierarchy

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.

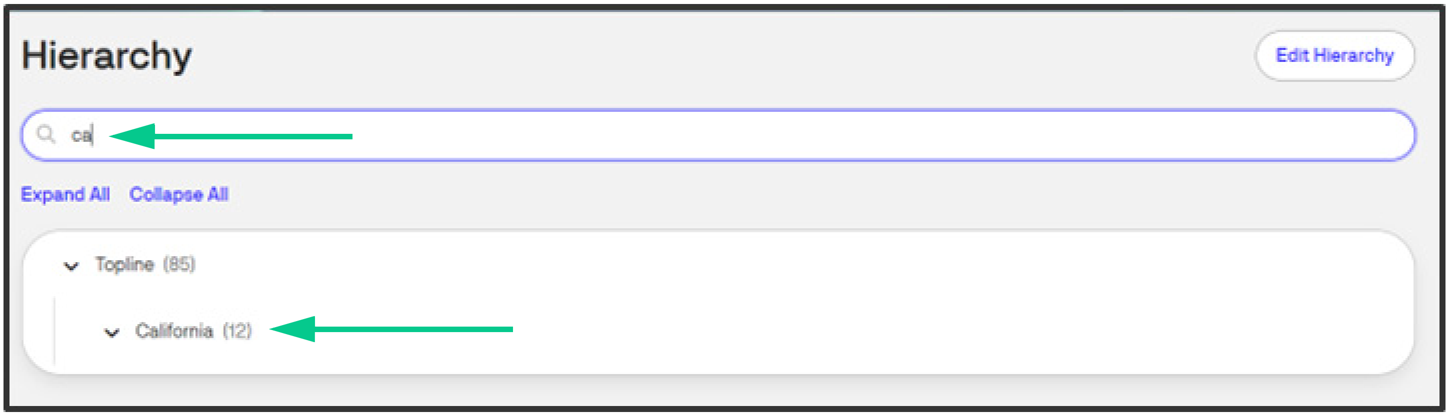


Icon	Description
	Edits an existing groups name.
	Adds a sub-group to an existing group.

Icon	Description
	Reorders icons by selecting the group to move from the list, and then dragging and dropping the group.
	Adds a new group to the highlighted row. The new group name prompt will appear below this line when selecting this icon. 
	Deletes a group

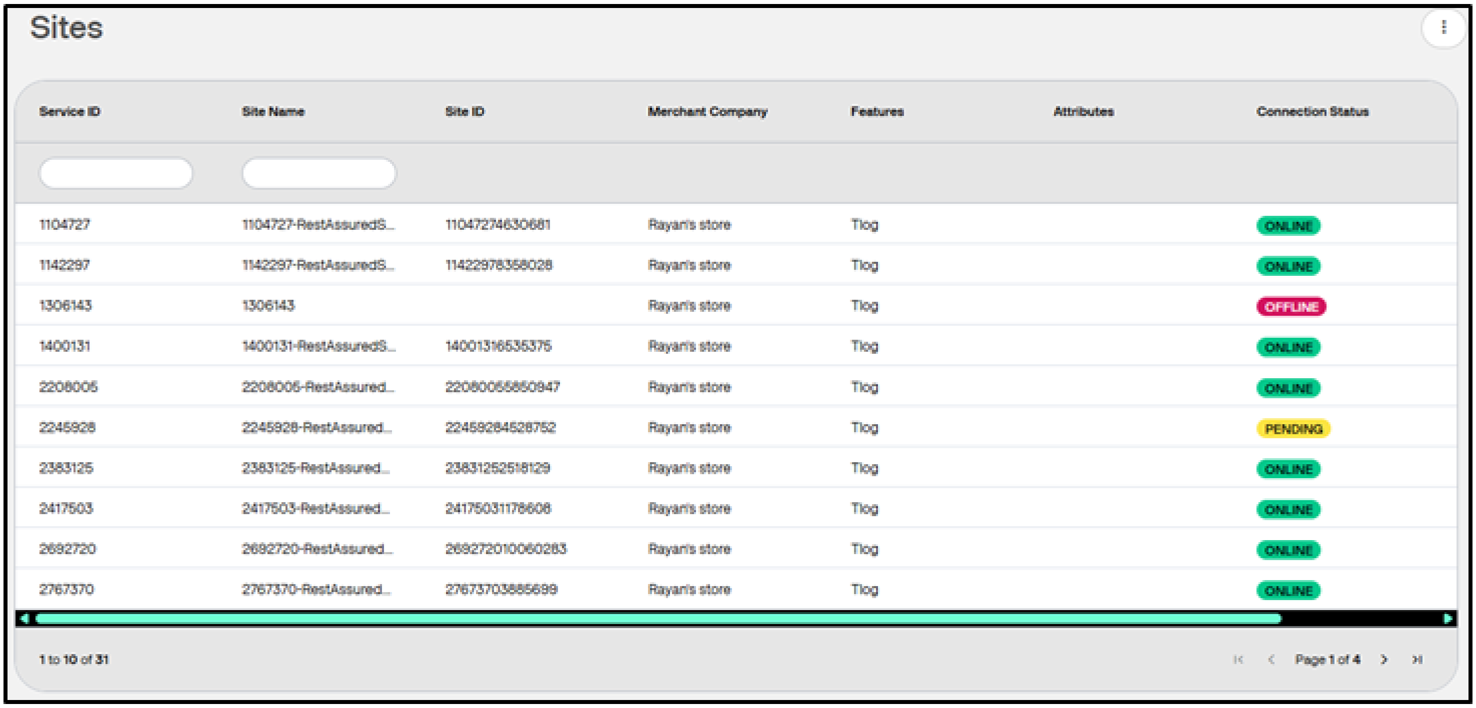
Search Hierarchy

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
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
2208005	2208005-RestAssured...	22080055850947	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

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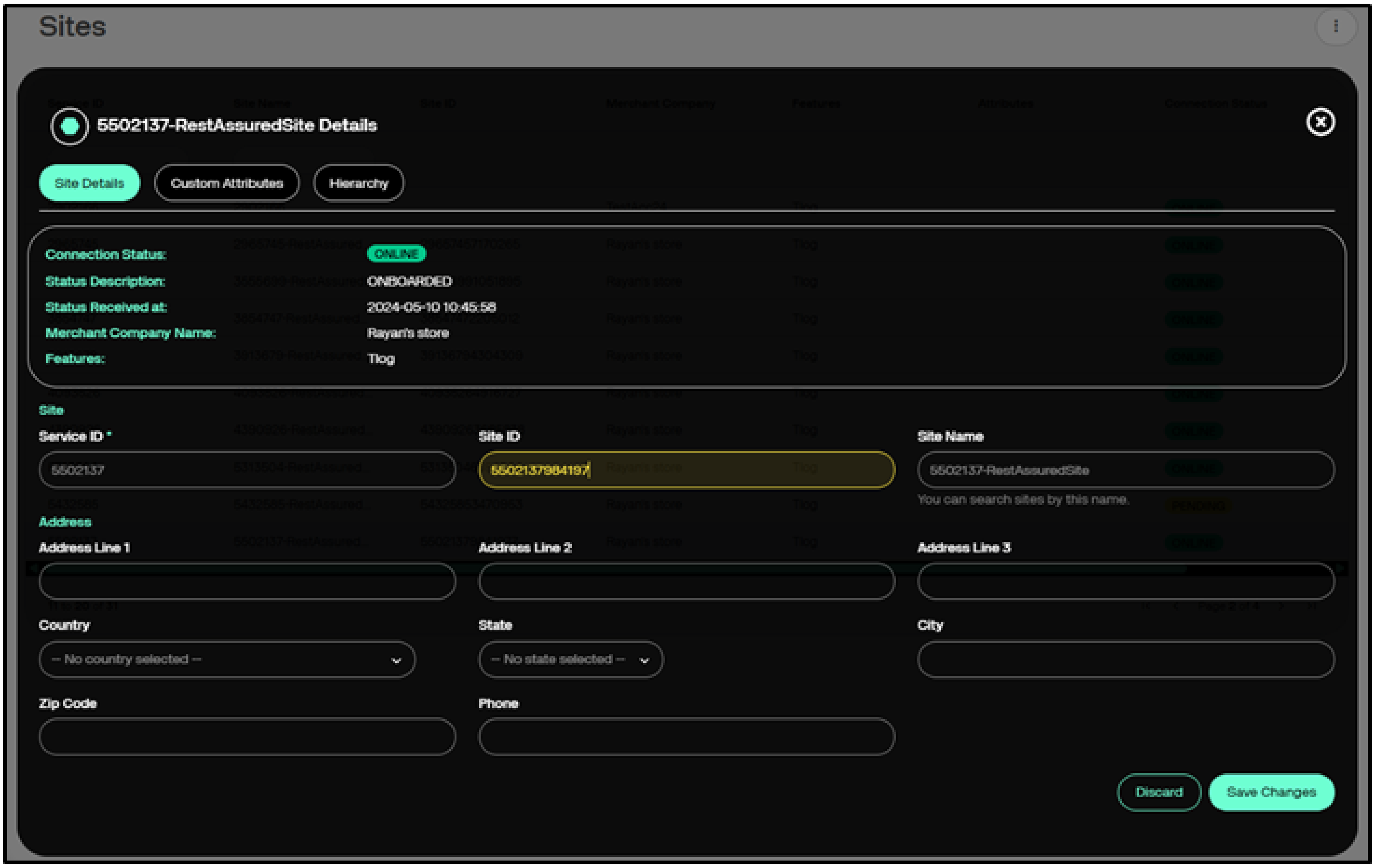
3. Use the Search bar to search for the Service ID, Site Name, or scroll through pages.
4. Click on a site to view the Site Details, Custom Attributes, or Hierarchy.

Site Details

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



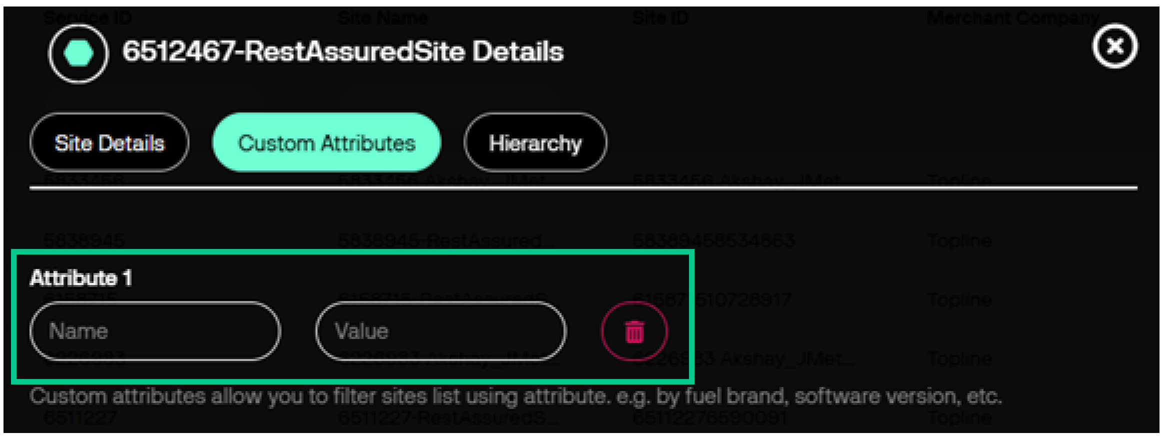
Field	Definition
Service ID*	The Verifone Service ID shown in the site's contract with Verifone.
Site ID	Any ID number used by the organization operating the site. It is the only value that can be edited.
Site Name	The name of the site. This is useful when searching for sites. You must enter a site name.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

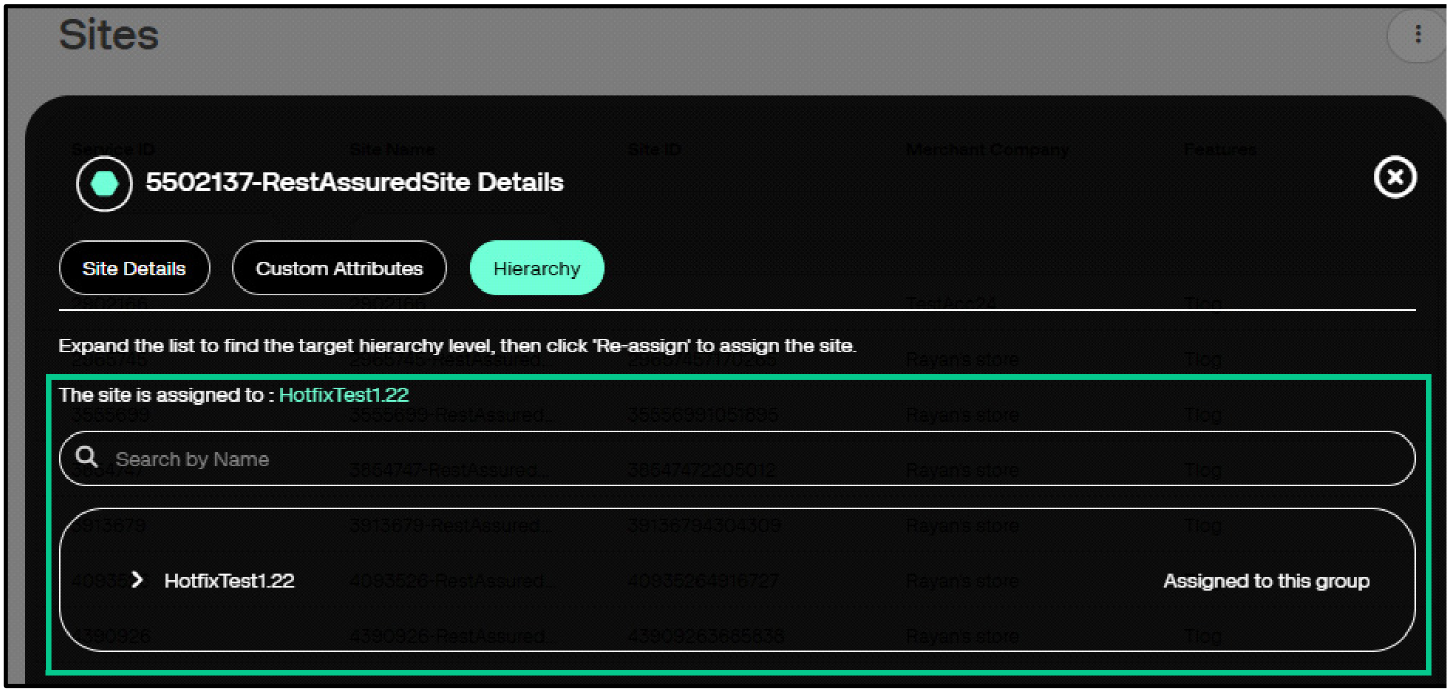
1. Select the **Custom Attributes** within the Site Details form.
2. Select **+Create New**.
3. Enter the name for the attribute in the field that appears.
4. Enter a value in the field provided.



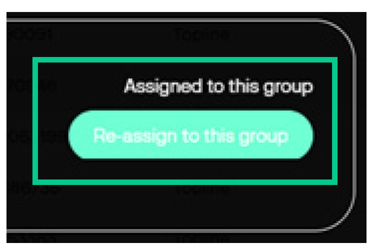
5. To delete an attribute, select the Trash can icon.

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.

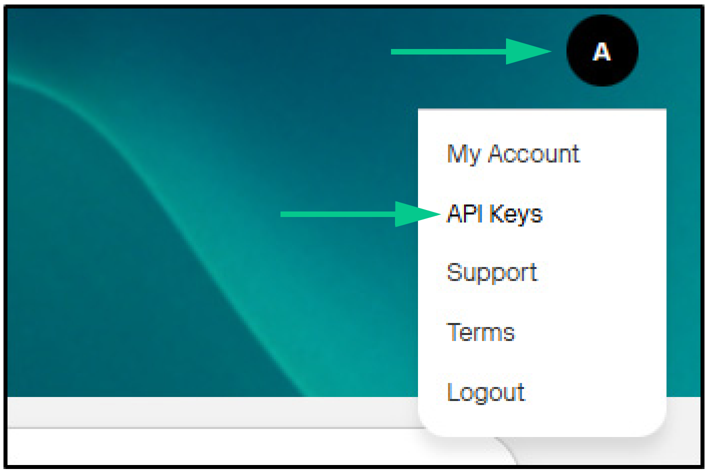


4. Click **Save Changes** or **Cancel**.

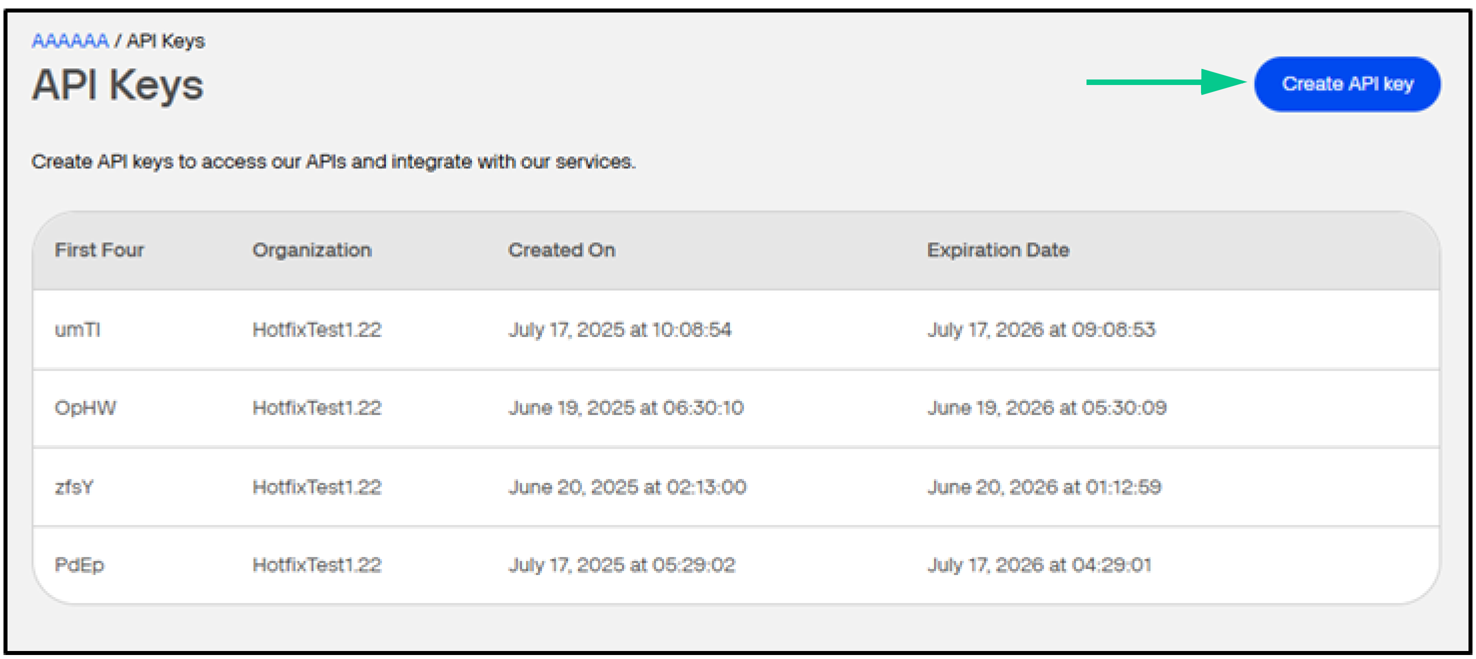
API Keys

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.

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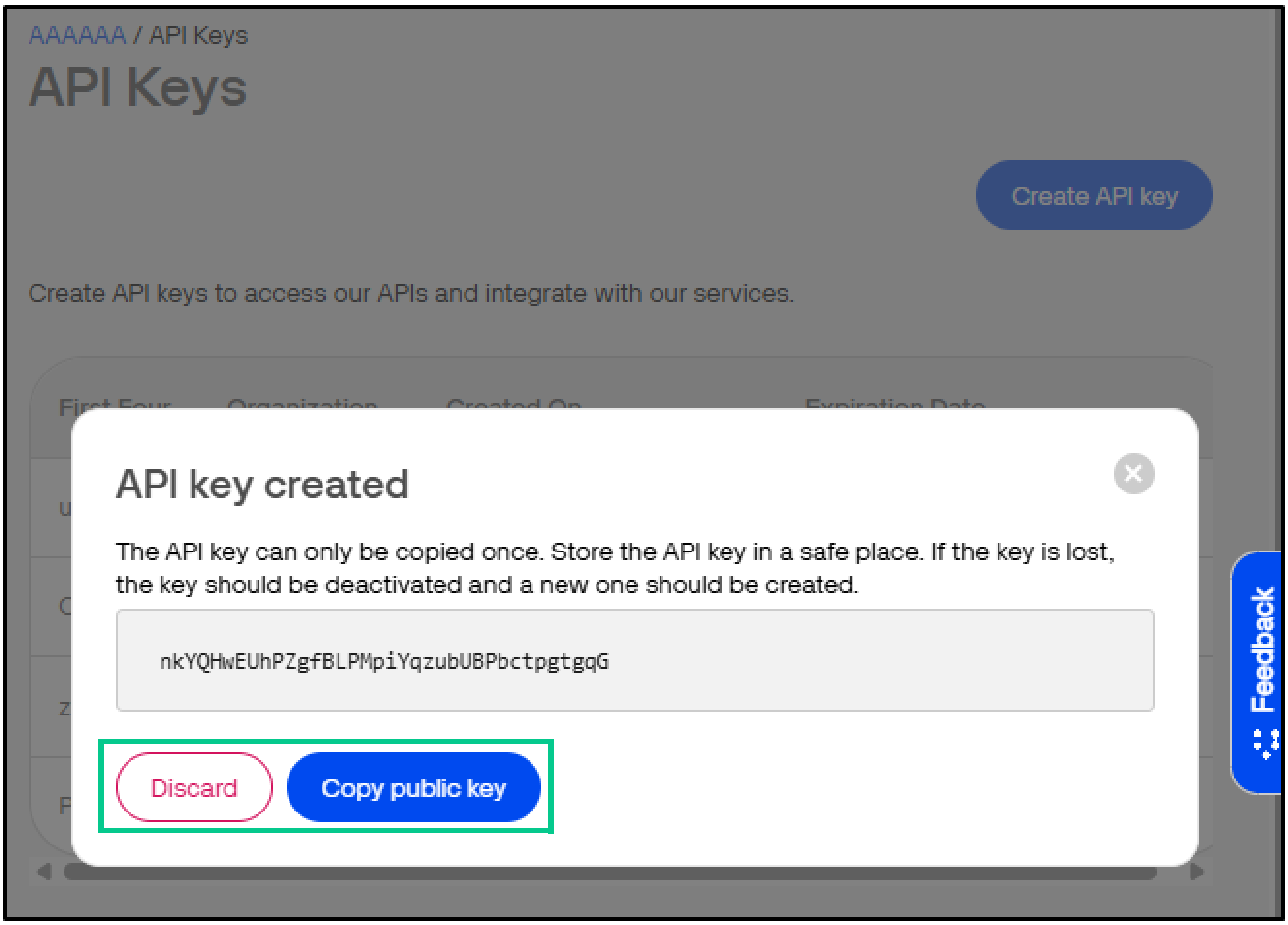
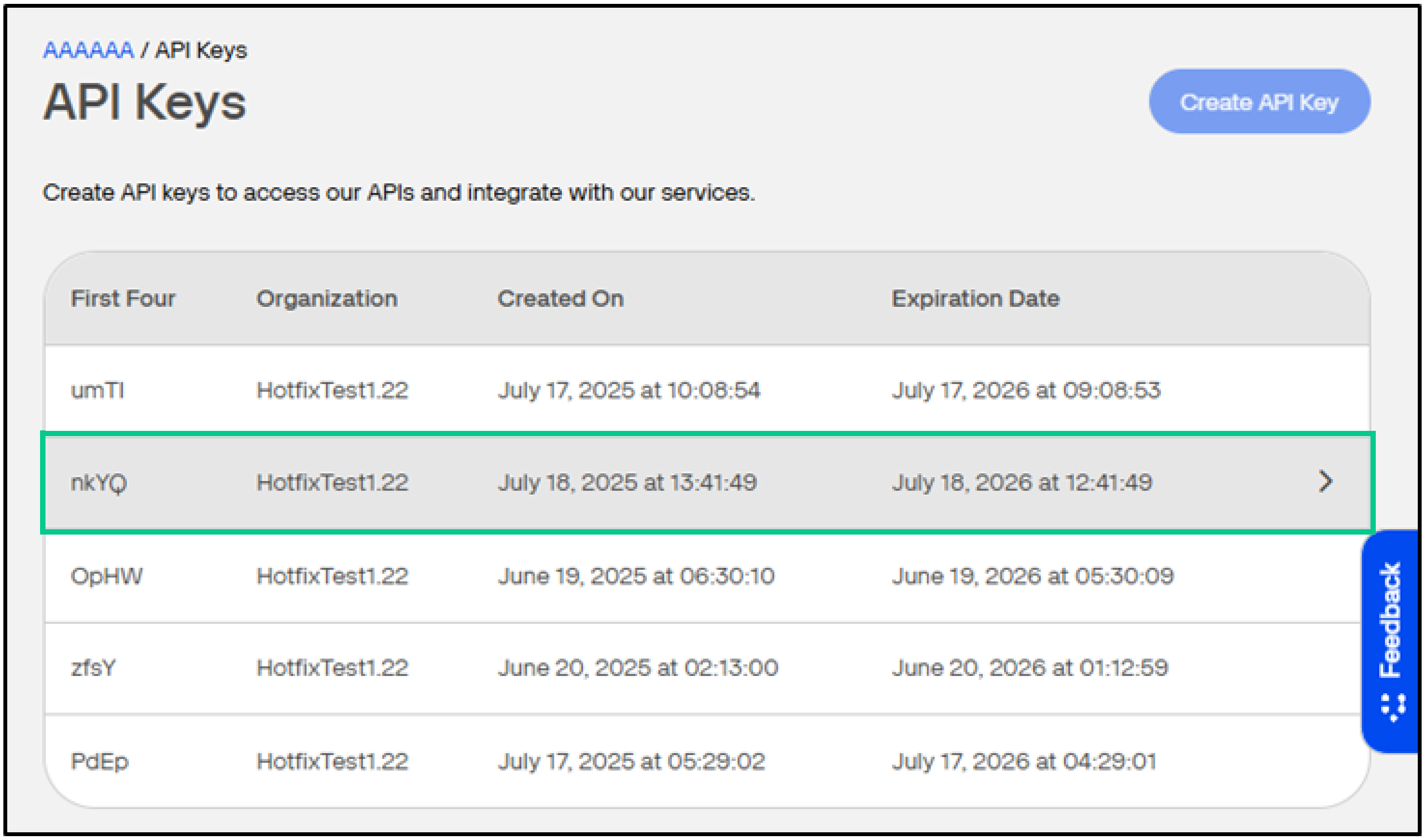
NOTE	The maximum allowed keys is five. An unused key can be revoked by clicking on the API key and then clicking on the Revoke Access button from the panel on the right side of the screen.

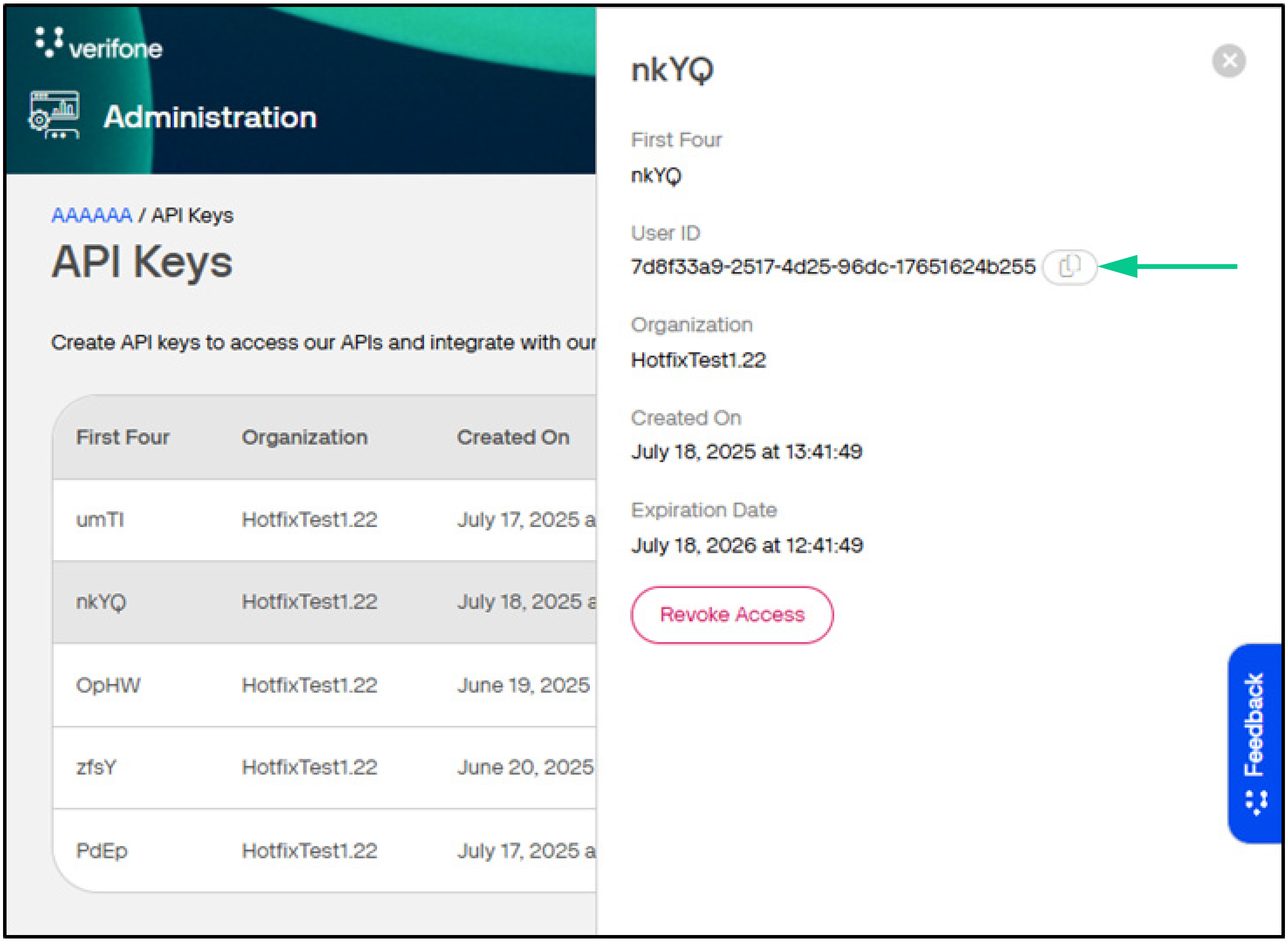


4. Click on **Copy public key** or **Discard**.

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.



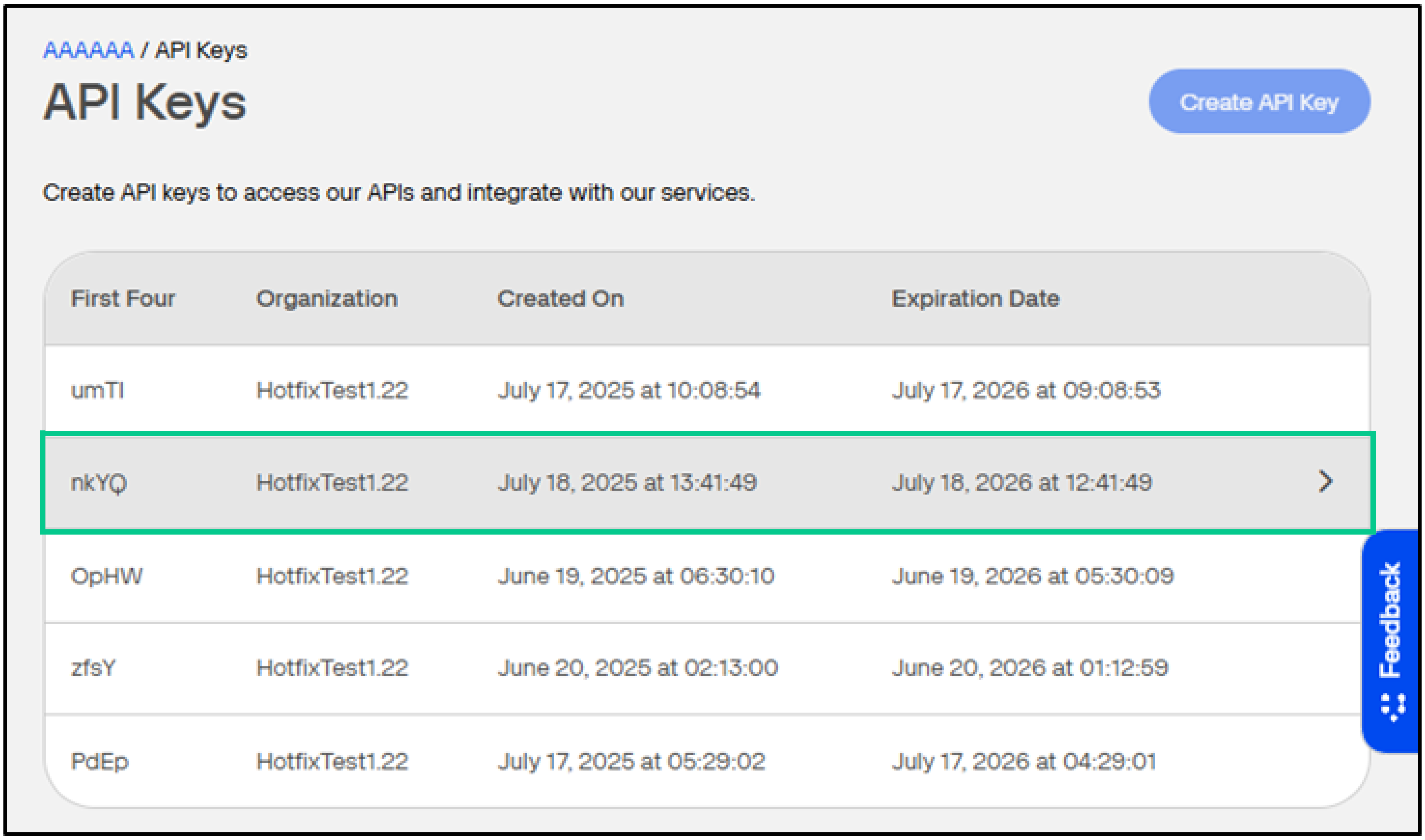
5. Click on the newly created API Key to obtain the User ID.

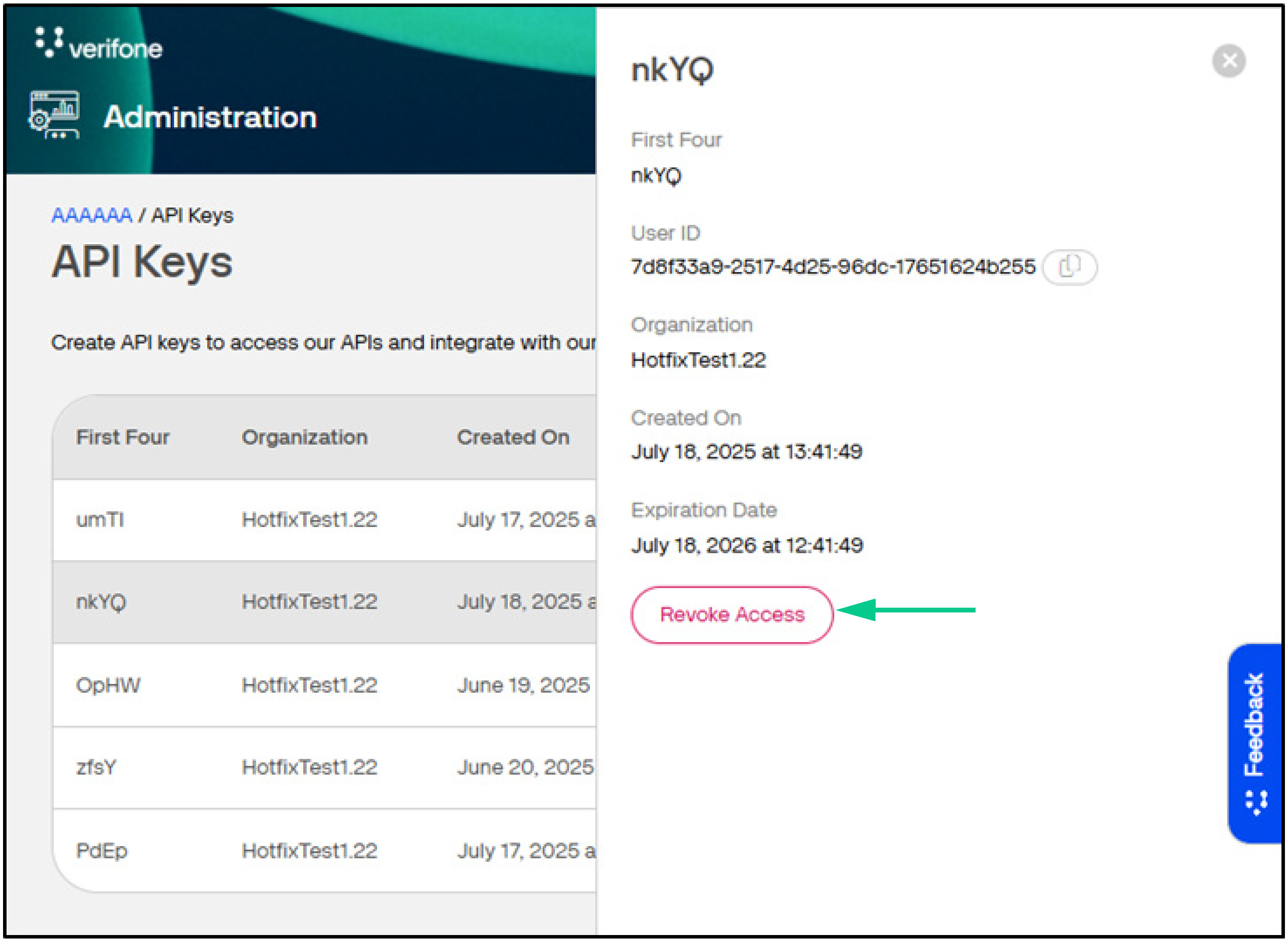


6. Click on Copy button and paste the User ID to a same place as the API Key.

Revoke Access

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





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

21 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.**

22 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.

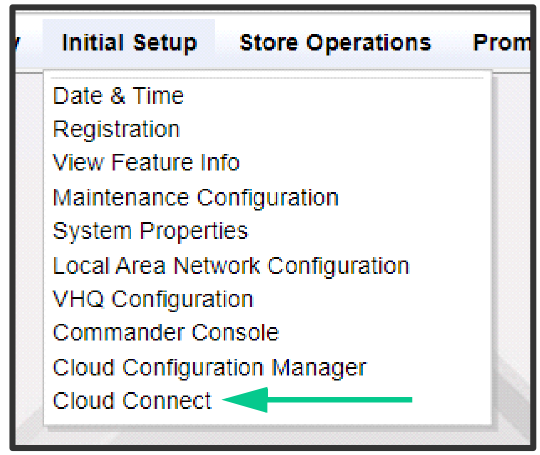
Requirements

- 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.

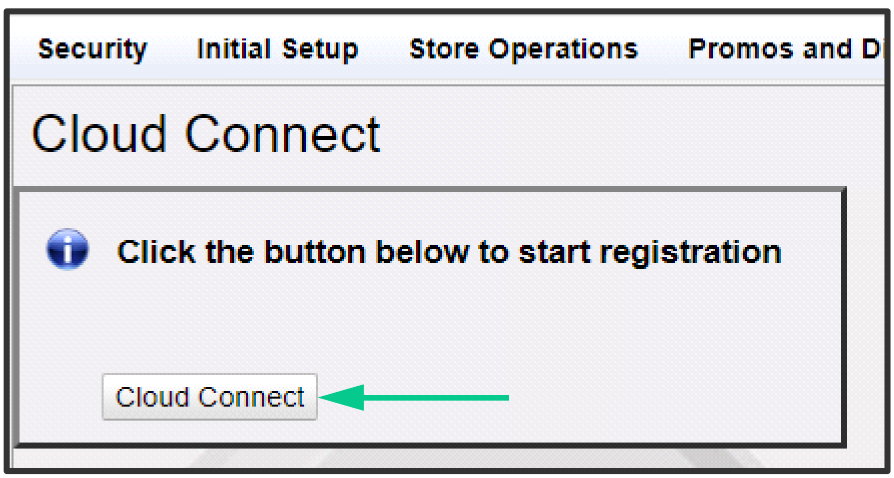
Pre-Release 54.02 - Connecting Device to Verifone C-Site Management

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.**

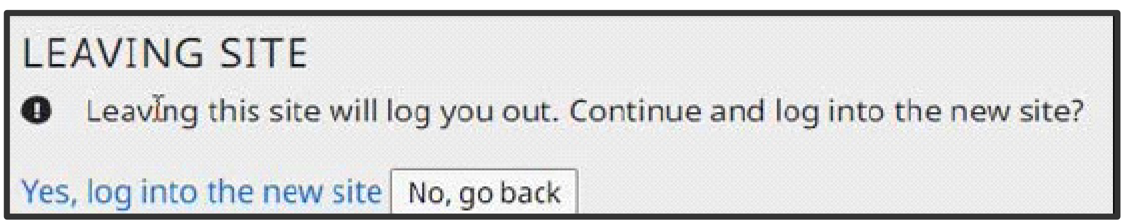


2. Select the Cloud Connect button from the screen.

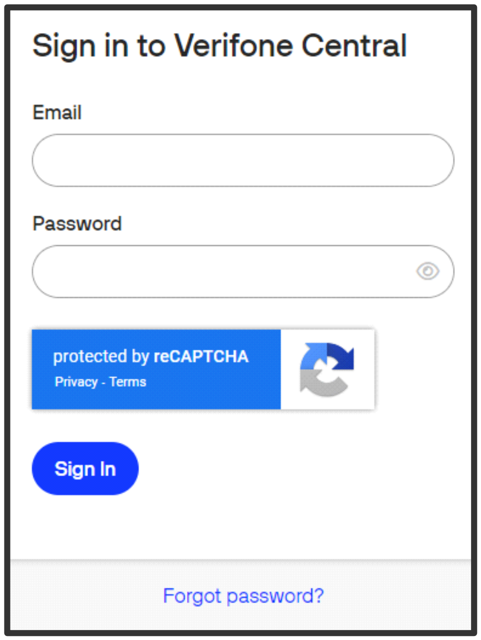


3. A URL and a user code is generated. **Copy the User Code** that was generated on your Configuration Client and then **select the URL on your screen**.

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

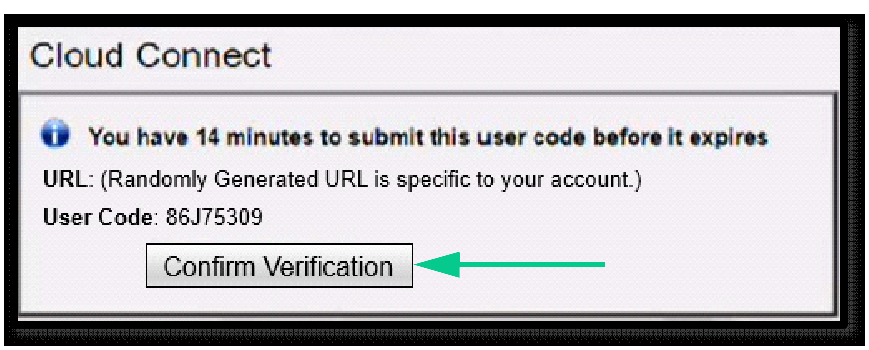


5. Click **Yes, log into the new site**. A page will open that will prompt you to log into C-Site Management**.**
6. Login with the credentials for Verifone C-Site Management.

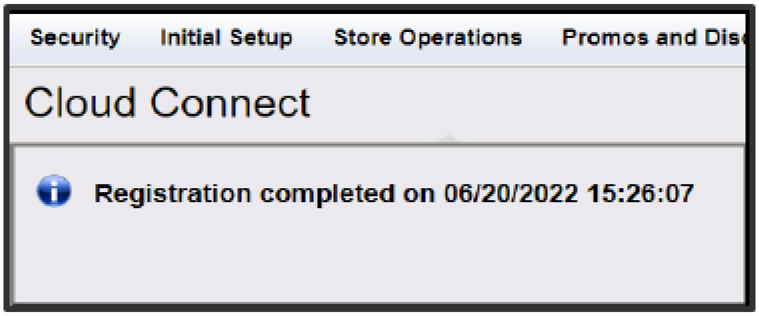


7. The next prompt will prompt you to allow sharing the information from the Verifone Commander. Select **Allow.** A message will display '**DONE!**'.

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



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

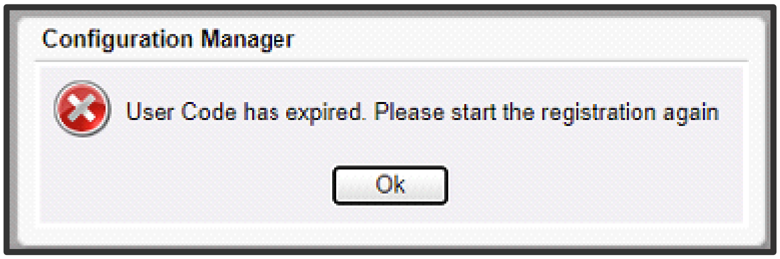


	NOTE	There is a 5-minute delay from when the site will show Active within Verifone C-Site Management after it is registered.

	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.**

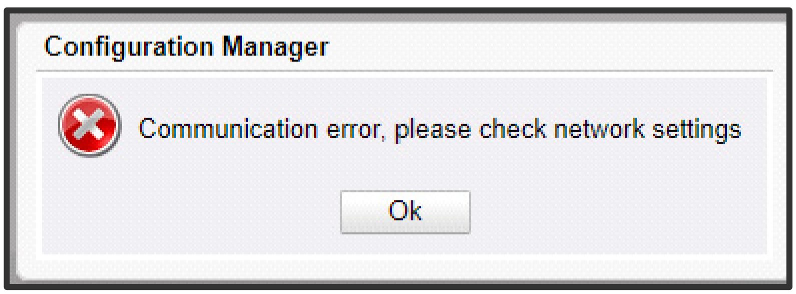
Troubleshooting

Error response ‘User Code has Expired. Please star 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 Buypass, 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 Buypass (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

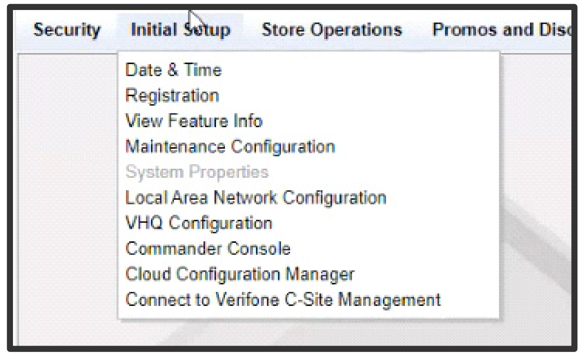
- DNS 1: 8.8.8.8
- DNS 2: 8.8.4.4

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

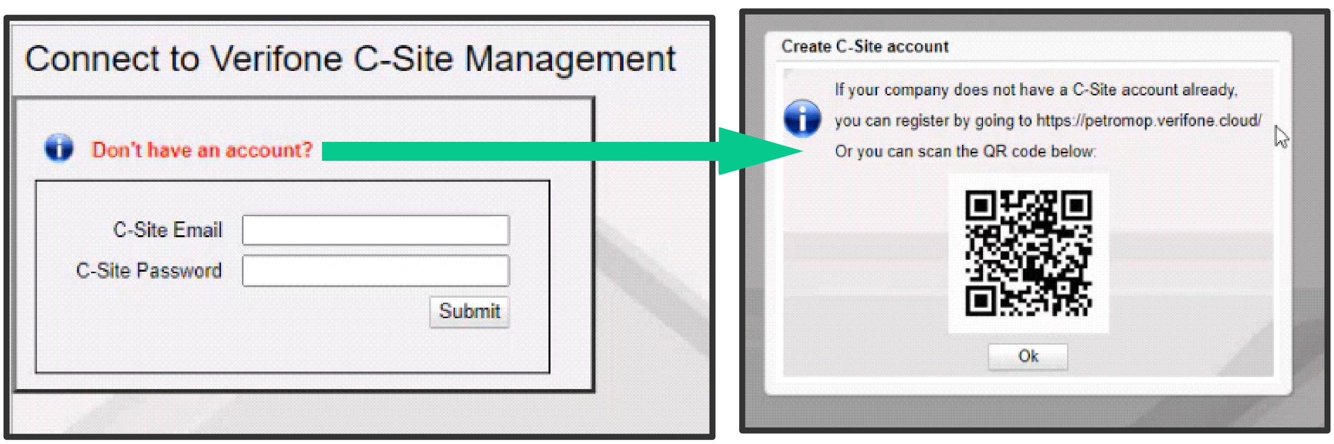
In Verifone Commander software release 54.02 and higher, there have been enhancements made to onboard the Verifone Commander. The steps have been simplified from previous releases.

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**.

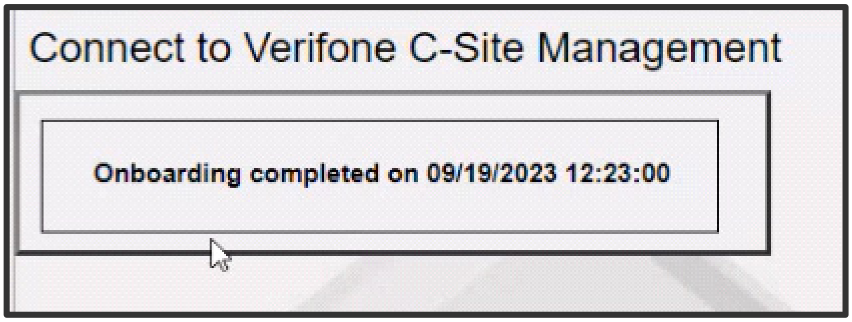


2. Enter in the C-Site Email and Password to connect the Verifone Commander to C-Site. Do not use the Configuration Client Credentials – they will not work. If the site doesn't have an account, selecting the 'Don't have an account?' option will provide information for the site to sign up for Verifone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



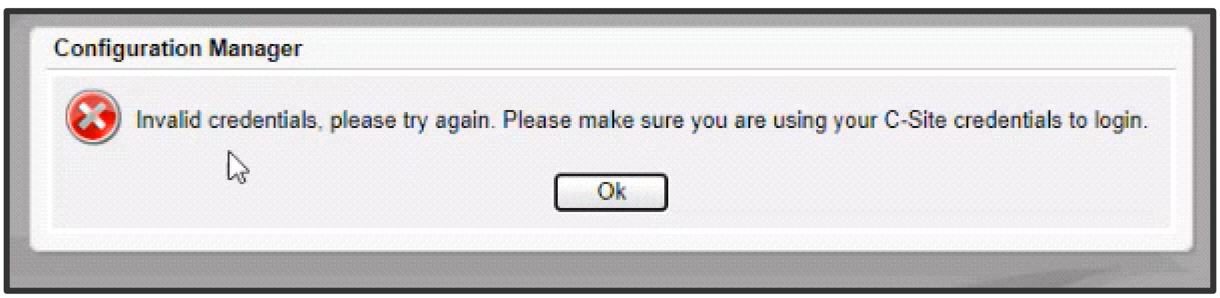
3. When the correct crednetials are entered in, Configuration Client will display '**Connecting to Verifone C-Site Management in Progress**'.

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



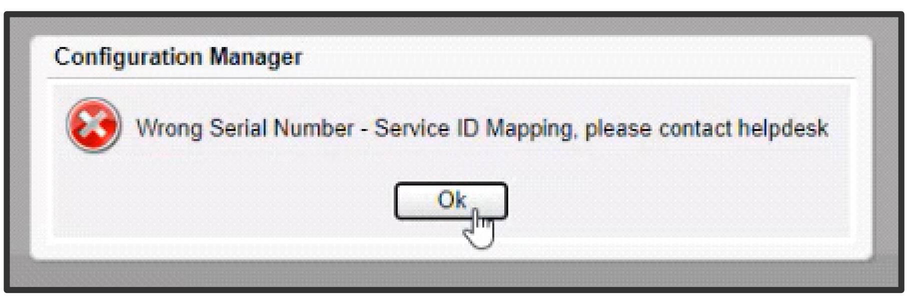
Troubleshooting

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.

23 One-Time Password

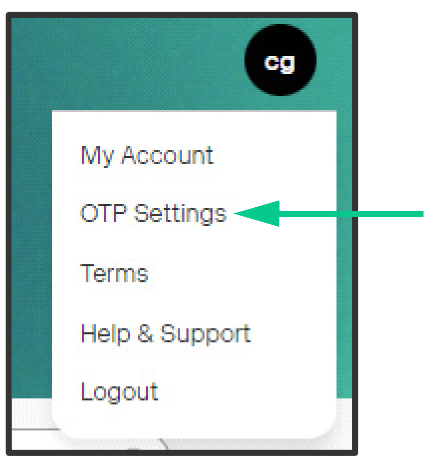
The One-Time Password feature allows a one-time password (OTP) for a site's Verifone Commander to be sent to an email address. An OTP may be required to make changes to specific areas within Verifone Configuration Client, such as Manage Users. However, the OTP is only displayed locally on the Verifone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

Requirements

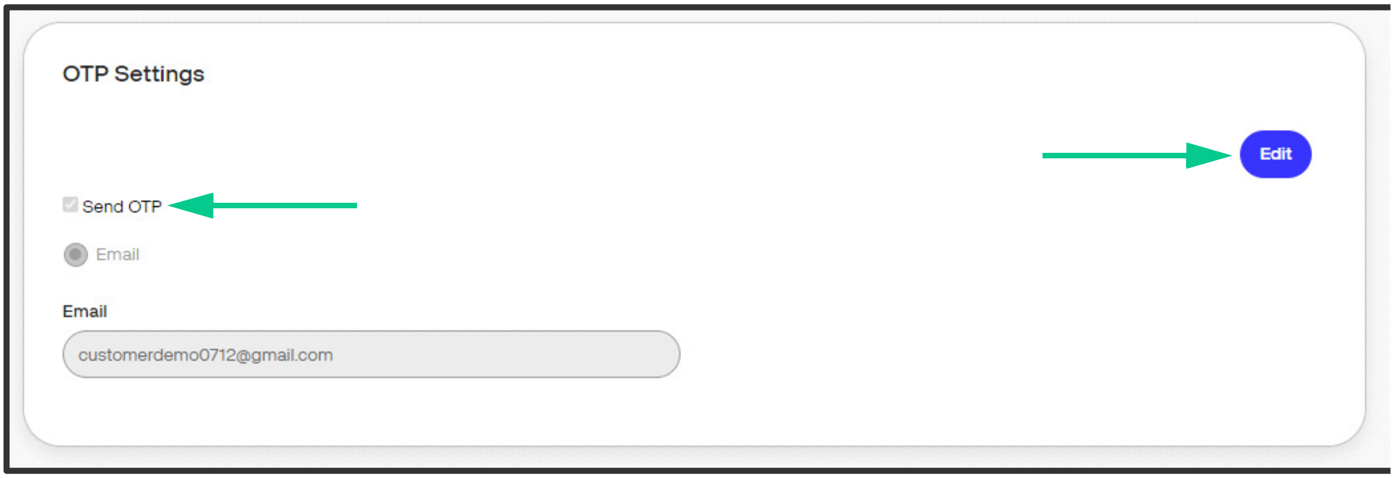
- A valid account with Verifone C-Site Management
- An active site, onboarded with Verifone C-Site Management
- Verifone Software Release 53.35+
- An active email associate with Verifone C-Site Management
- Manager access to Verifone Configuration Client.

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**.



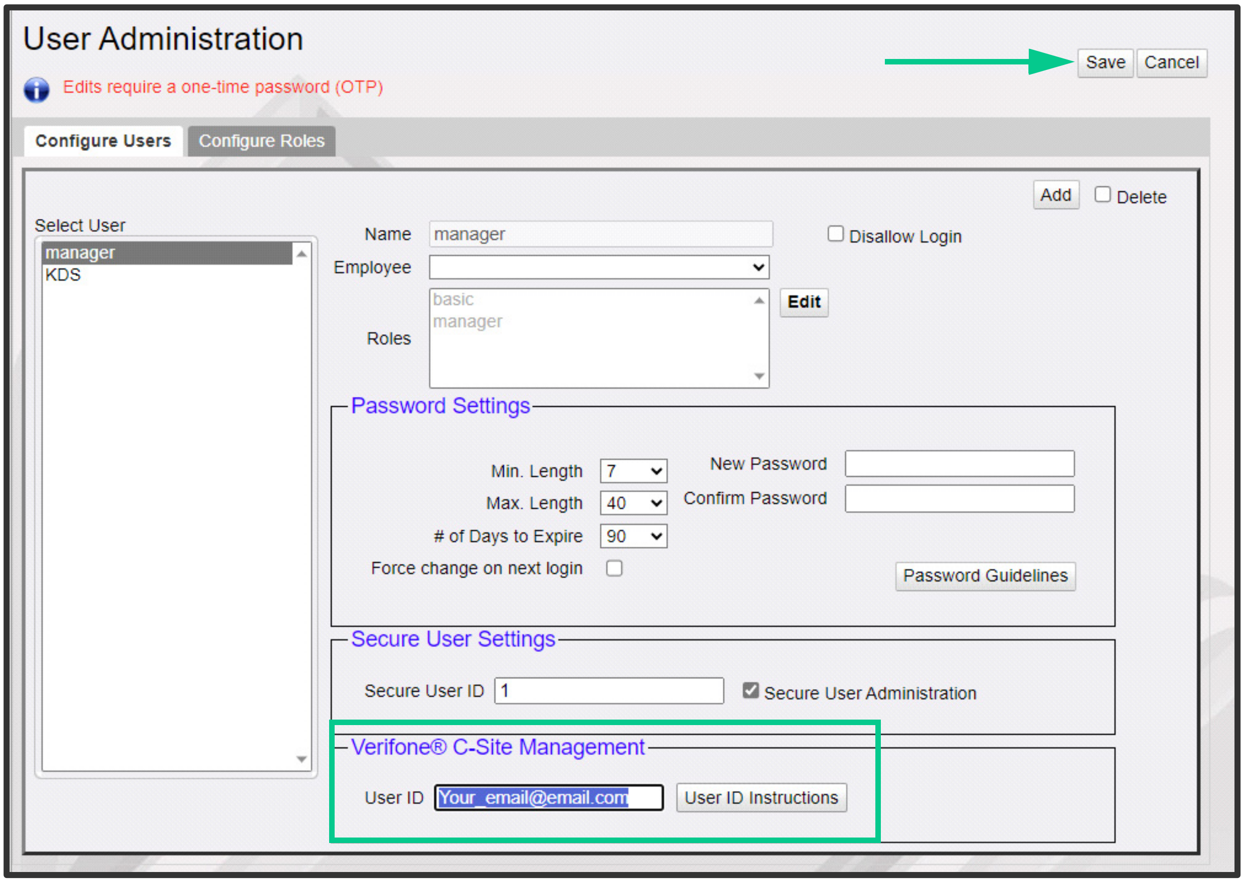
2. If the **Send OTP check box** is not selected, click on **Edit** to enable the parameter. Save the changes if they have been made.



	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.

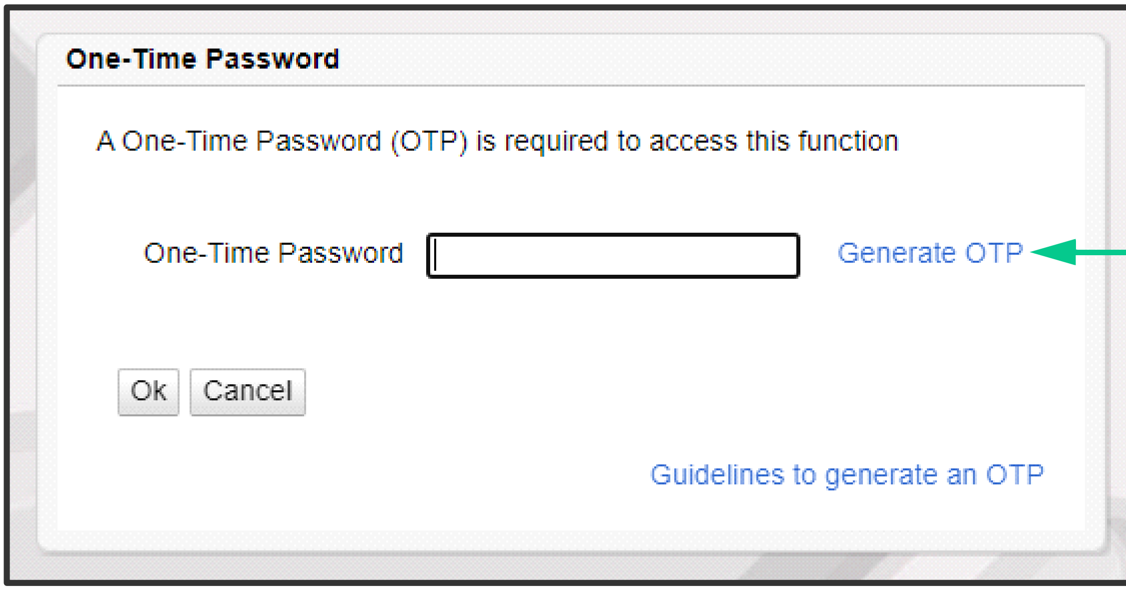


NOTE

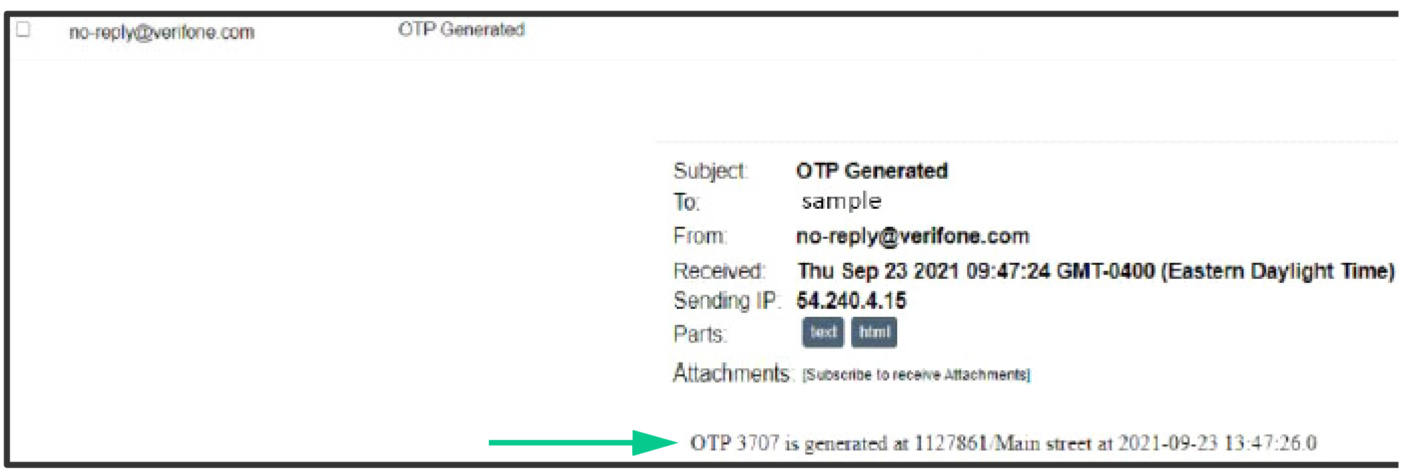
As mentioned above in the Requirements section, Verifone Configuration Client users must have a Verifone C-Site Management user ID to receive OTPs by email.

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.



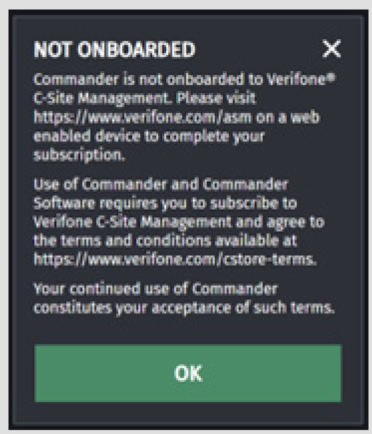
2. Check the email to retrieve the OTP and enter the prompt on Configuration Client.

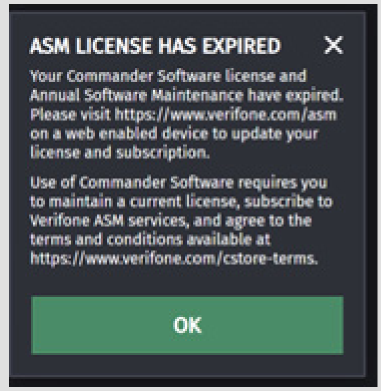
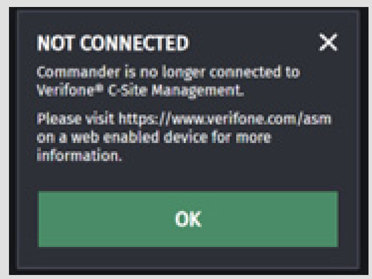


A Appendix

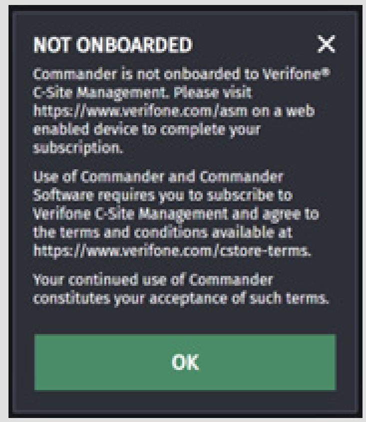
NOTE Self-checkout end users will not see prompting messages. Messages will only appear when accessing cashier screens.

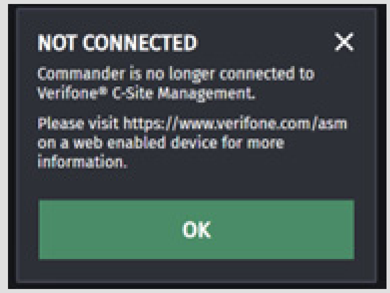
Verifone Commander Release 53.41

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

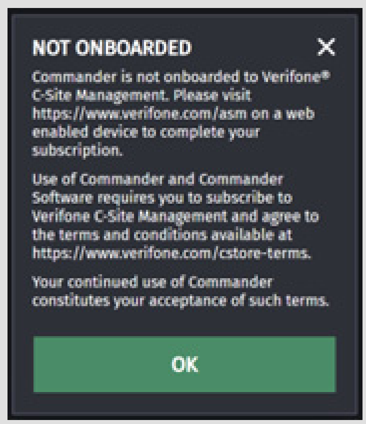
Verifone Commander Onboarded, but ASM Expired	120 days post installation of the Verifone Commander Software	Every Transaction	N/A		Renew ASM License
Not Connected	Any time after Onboarding	When connectivity is lost to C-Site. Appears at POS Login.	N/A		1. Work with your MNSP to confirm connectivity to Verifone C-Site is maintained. 2. Contact the helpdesk for assistance.

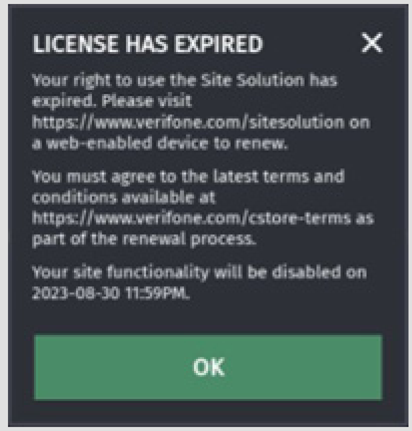
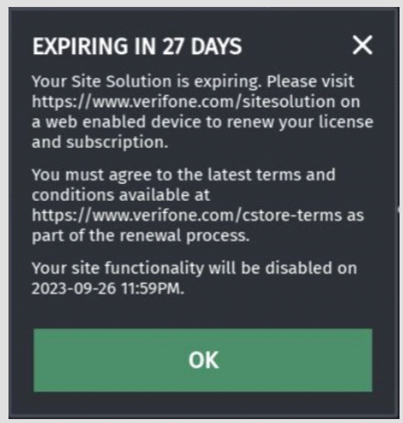
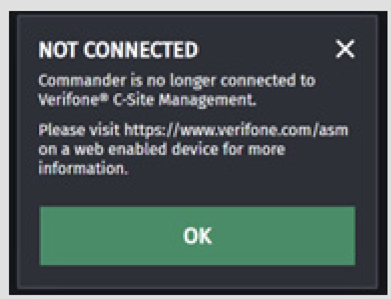
Verifone Commander Release 54.00 and 54.01

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. **Occurs at midnight when the system is idle.**		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. **Occurs at midnight when the system is idle.**		Renew ASM License

Not Connected	Anytime after Onboarding		N/A		1. Work with your MNSP to confirm connectivity to Verifone C-Site is maintained. 2. Contact the helpdesk for assistance.

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	Forecourt and POS functionality Disablement occurs at 90 days for Payment (inside), Self-Checkout, and Forecourt. POS is disabled at 91 days. **Occurs at midnight when the system is idle.**		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 Payment (inside), Self-Checkout, and Forecourt. POS is disabled at 91 days. **Occurs at midnight when the system is idle.**	 	Renew ASM License
Not Connected	Anytime after Onboarding		N/A		1. Work with your MNSP to confirm connectivity to Verifone C-Site is maintained. 2. Contact the helpdesk for assistance.

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