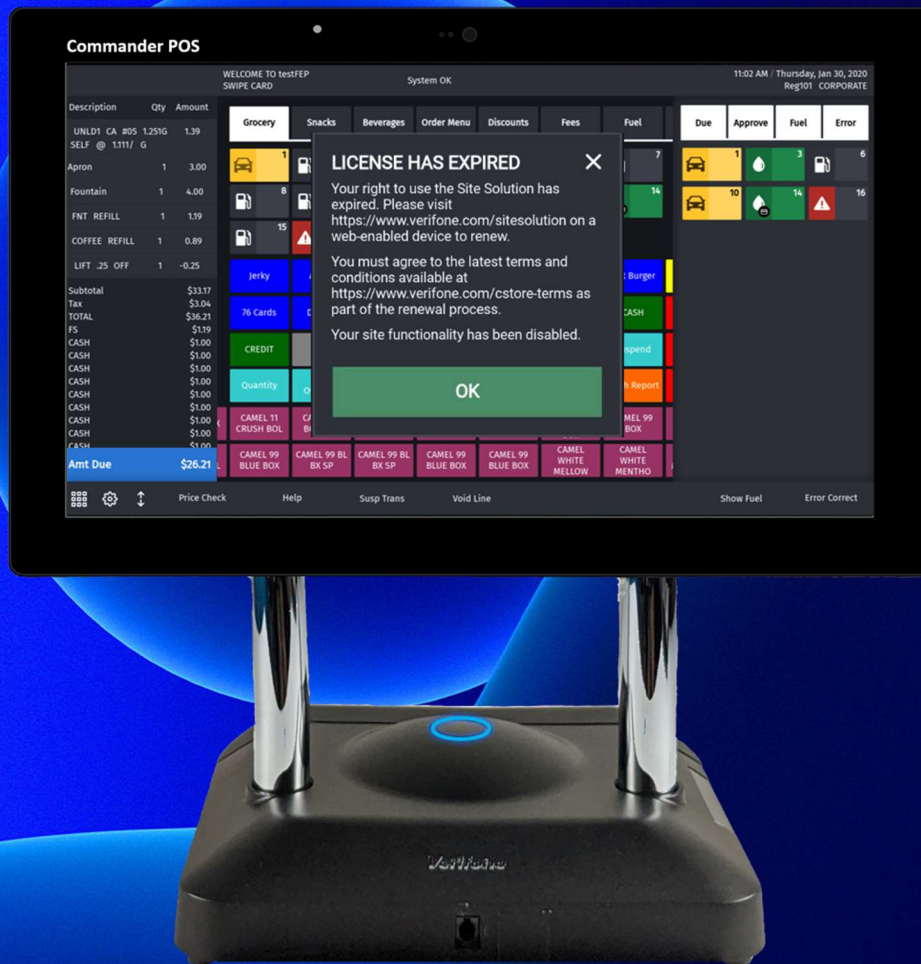


Verifone Message Prompts All Bases

User Guide



Verifone C-Site Management
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Comments? Please e-mail all comments on this document to your local Verifone Support Team.

Revision History

Version	Date	Description
231101.1	11/1/2023	Initial Release.
231102.1	11/2/2023	Made adjustments for B54.00 and 53.41 as two separate sections
240214.1	02/14/2024	New Alarm Line notes. Added updated information.
240425.1	4/25/2024	Added new messages for Release Version 55.02+

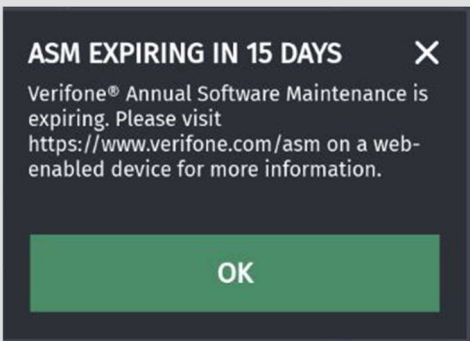
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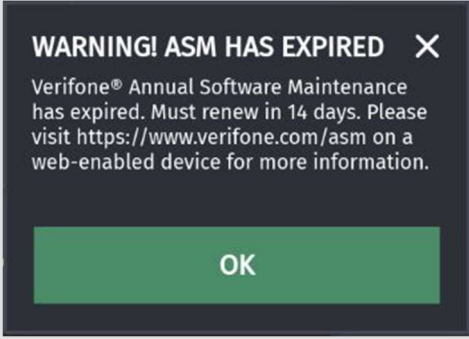
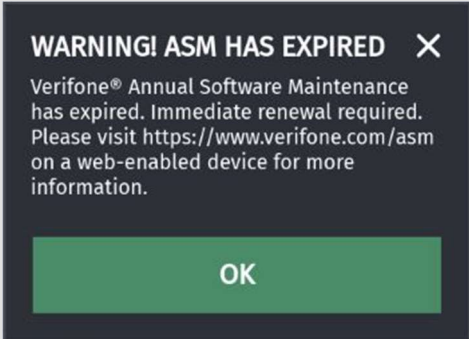
Verifone POS Messages Base 53.41-54.01

Starting in software application base 53.41, Verifone expanded its system message library. These messages coincide with Annual Software Maintenance contracts and C-Site management integration. Below is a list of those messages, the reason for their appearance, and the solution.

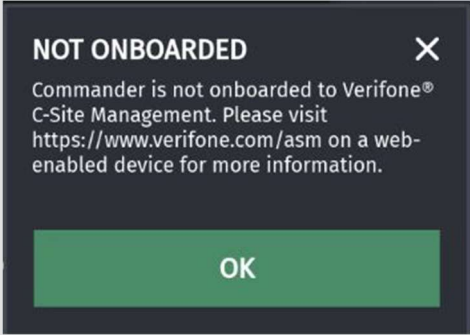

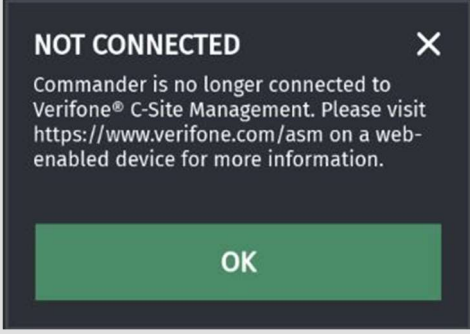

ASM Messages

Message	Reason	Solution
	<p>The location's ASM (Annual Software Maintenance) license will expire in less than 30 days, and the remaining days will show at the top of the window. The number at the top highly depends on when the Commander was onboarded. If the Commander is onboarded within 30 days of the ASM expiring, this message will appear immediately. This message will appear at every login until ASM is renewed.</p>	<p>Please renew your subscription before it lapses to avoid additional fees. You can renew your subscription before it expires by visiting the Verifone eStore.</p>
<p>Alarm Line</p>	<p>Verifone ASM is expiring in 15 days</p>	

ASM Messages Cont.

Message	Reason	Solution
	<p>Your ASM subscription has expired, and the 30-day grace period has begun. This message will appear at every login until ASM is renewed.</p>	<p>Renew your subscription before the date listed at the bottom of your POS message to avoid lapse fees. You can renew your subscription before the grace period ends by visiting the Verifone eStore.</p>
Alarm Line	Verifone ASM has expired - renewal required.	
	<p>Your ASM subscription has expired, and the grace period has also expired. This message will appear after every transaction until ASM is renewed.</p>	<p>You can renew your subscription by visiting the Verifone eStore. To determine if you are eligible for a lapse fee waiver, contact your Regional Service Manager or submit an email request directly to sitesolution@verifone.com.</p>
Alarm Line	Verifone ASM has expired - renewal required.	

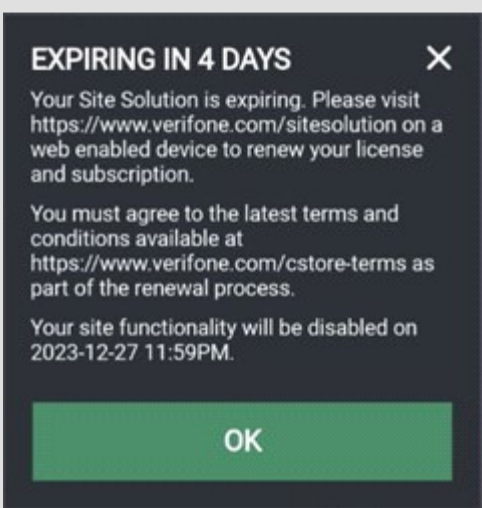
Verifone C-Site Management Messages

Message	Reason	Solution
 <p>NOT ONBOARDED ✕ Commander is not onboarded to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web-enabled device for more information.</p> <p>OK</p>	<p>This message indicates that the site's POS controller is not onboarded to the C-Site Management cloud. This message will appear during login.</p>	<p>Enrollment can be handled through a user-friendly webpage here: Petro C-Site Management Sign-up.</p> <p>If problems persist, you can visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
Alarm Line		
 <p>NOT CONNECTED ✕ Commander is no longer connected to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web-enabled device for more information.</p> <p>OK</p>	<p>This message indicates that your controller has been onboarded but has lost communication with the C-Site Management cloud.</p>	<p>Ensure your POS system is online with the payment processor and visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
Alarm Line		

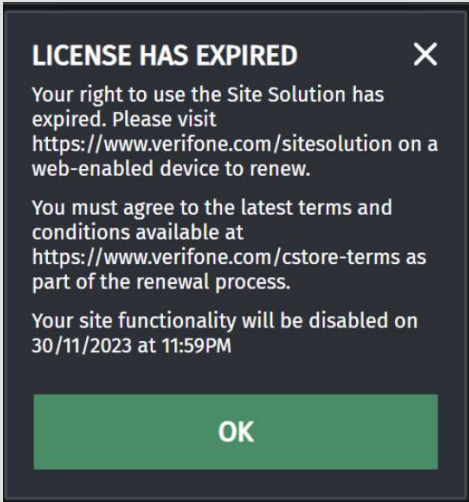
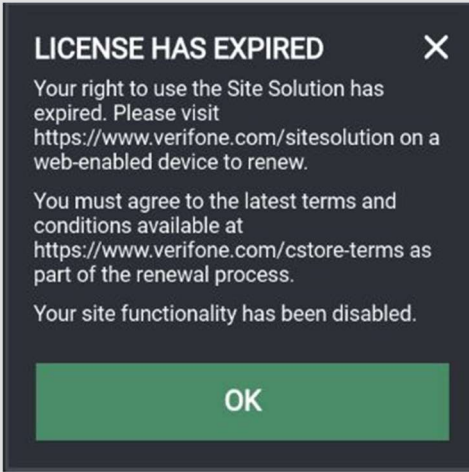
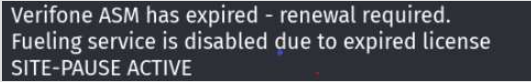
Verifone POS Messages Base 54.02 - 55.00

Continuing in software application base 54.00, Verifone expanded its system message library. These messages coincide with Site Solution contract (formally ASM), C-Site management integration, and expanded feature licenses. Below is a list of those messages, the reason for their appearance, and the solution.

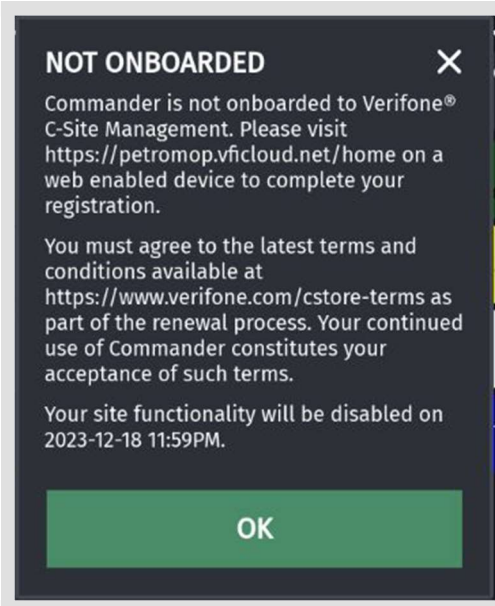
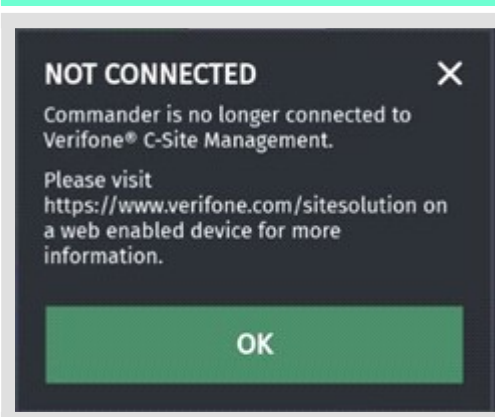
Site Solution Messages

Message	Reason	Solution
	<p>The location's Site Solution license will expire in less than 30 days, and the remaining days will show at the top of the window. The number at the top highly depends on when the Commander was onboarded. This message will appear immediately if the Commander is onboarded within 30 days of the ASM expiring. This message will appear after every transaction until the Site Solution contract is renewed.</p>	<p>Please renew your subscription before it lapses to avoid additional fees. You can renew your subscription before it expires by visiting the Verifone eStore.</p>

Site Solution Messages Cont.

Message	Reason	Solution
 <p>LICENSE HAS EXPIRED ✕</p> <p>Your right to use the Site Solution has expired. Please visit https://www.verifone.com/sitesolution on a web-enabled device to renew.</p> <p>You must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process.</p> <p>Your site functionality will be disabled on 30/11/2023 at 11:59PM</p> <p>OK</p>	<p>Your Site Solution license has expired, and the 30-day grace period has begun. This message will appear after every transaction until the Site Solution contract is renewed.</p>	<p>Renew your subscription before the date listed at the bottom of your POS message to avoid lapse fees. You can renew your subscription before the grace period ends by visiting the Verifone eStore.</p>
 <p>LICENSE HAS EXPIRED ✕</p> <p>Your right to use the Site Solution has expired. Please visit https://www.verifone.com/sitesolution on a web-enabled device to renew.</p> <p>You must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process.</p> <p>Your site functionality has been disabled.</p> <p>OK</p>	<p>Your Site Solution license has expired, and the grace period has also expired. Allowing your license to lapse entirely will disable site functionality. This message will appear after every transaction until the Site Solution contract is renewed.</p>	<p>You can renew your subscription by visiting the Verifone eStore. To determine if you are eligible for a lapse fee waiver, contact your Regional Service Manager or submit an email request directly to sitesolution@verifone.com.</p>
<p>Alarm Line</p>	 <p>Verifone ASM has expired - renewal required. Fueling service is disabled due to expired license SITE-PAUSE ACTIVE</p>	

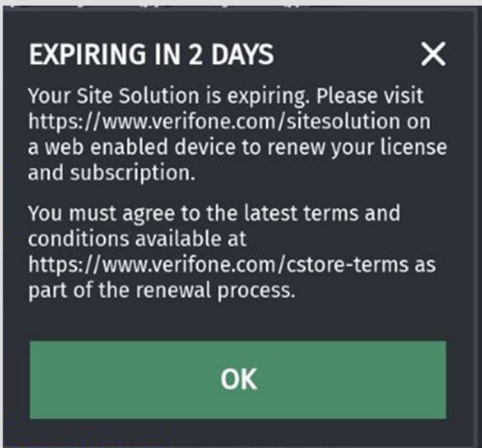
Verifone C-Site Management Messages

Message	Reason	Solution
 <p>NOT ONBOARDED ✕</p> <p>Commander is not onboarded to Verifone® C-Site Management. Please visit https://petromop.vfcloud.net/home on a web enabled device to complete your registration.</p> <p>You must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process. Your continued use of Commander constitutes your acceptance of such terms.</p> <p>Your site functionality will be disabled on 2023-12-18 11:59PM.</p> <p>OK</p>	<p>This message indicates that the site’s POS controller is not onboarded to the C-Site Management cloud. This message will pop up after every transaction until the Commander is onboarded.</p>	<p>Enrollment can be handled through a user-friendly webpage here: Petro C-Site Management Sign-up.</p> <p>If problems persist, you can visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
<p>Alarm Line</p>	<p>Commander is not onboarded to Verifone® C-Site</p>	
 <p>NOT CONNECTED ✕</p> <p>Commander is no longer connected to Verifone® C-Site Management.</p> <p>Please visit https://www.verifone.com/sitesolution on a web enabled device for more information.</p> <p>OK</p>	<p>This message indicates that your controller has been onboarded but has lost communication with the C-Site Management cloud. This message will pop up after every login until the Commander's connection is restored.</p>	<p>Ensure your POS system is online with the payment processor and visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
<p>Alarm Line</p>	<p>Commander is no longer connected to Verifone® C-Site</p>	

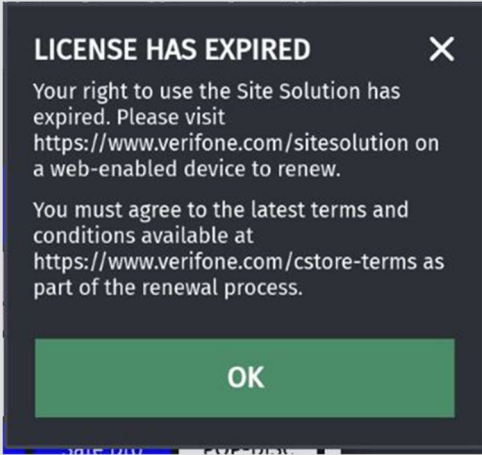
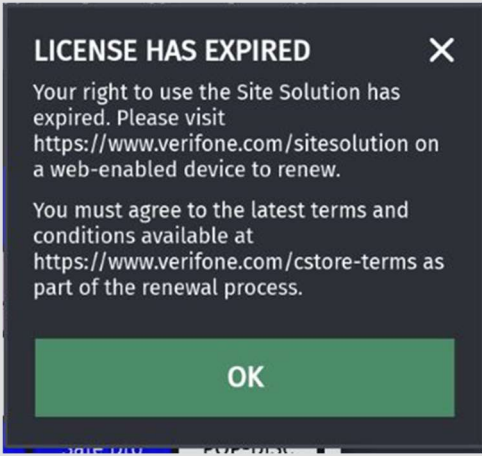
Verifone POS Messages Base 55.01+

In software application base 55.01, Verifone changed its system message library. These messages coincide with the application no longer disabling sales inside or out. Below is a list of those messages, the reason for their appearance, and the solution.

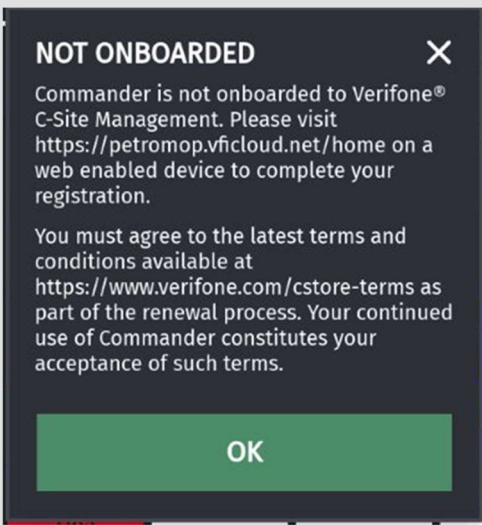
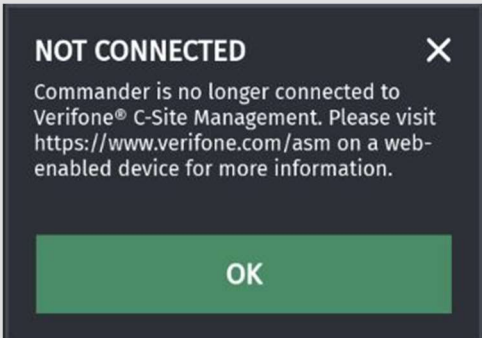
Site Solution Messages

Message	Reason	Solution
	<p>The location's Site Solution license will expire in less than 30 days, and the remaining days will show at the top of the window. The number at the top highly depends on when the Commander was onboarded. This message will appear immediately if the Commander is onboarded within 30 days of the Site Solution expiring. This message will appear every login.</p>	<p>Please renew your subscription before it lapses to avoid additional fees. You can renew your subscription before it expires by visiting the Verifone eStore.</p>
<p>Alarm Line</p>	<p>Verifone ASM is expiring in 15 days</p>	

Site Solution Messages Cont.

Message	Reason	Solution
	<p>Your Site Solution license has expired, and the 30-day grace period has begun. This message will appear after every login.</p>	<p>Renew your subscription before the date listed at the bottom of your POS message to avoid lapse fees. You can renew your subscription before the grace period ends by visiting the Verifone eStore.</p>
Alarm Line	Verifone ASM has expired - renewal required.	
	<p>Your Site Solution license has expired, and the grace period has also expired. Allowing your license to lapse entirely will disable site functionality. This message will appear after every login and transaction until the Site Solution contract is renewed.</p>	<p>You can renew your subscription by visiting the Verifone eStore. To determine if you are eligible for a lapse fee waiver, contact your Regional Service Manager or submit an email request directly to sitesolution@verifone.com.</p>
Alarm Line	Verifone ASM has expired - renewal required.	

Verifone C-Site Management Messages

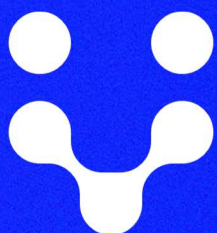
Message	Reason	Solution
 <p>NOT ONBOARDED ✕</p> <p>Commander is not onboarded to Verifone® C-Site Management. Please visit https://petromop.vfcloud.net/home on a web enabled device to complete your registration.</p> <p>You must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process. Your continued use of Commander constitutes your acceptance of such terms.</p> <p>OK</p>	<p>This message indicates that the site’s POS controller is not onboarded to the C-Site Management cloud. It will pop up after every login until the Commander is onboarded.</p>	<p>Enrollment can be handled through a user-friendly webpage here: Petro C-Site Management Sign-up.</p> <p>If problems persist, you can visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
Alarm Line	Commander is not onboarded to Verifone® C-Site	
 <p>NOT CONNECTED ✕</p> <p>Commander is no longer connected to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web-enabled device for more information.</p> <p>OK</p>	<p>This message indicates that your controller has been onboarded but has lost communication with the C-Site Management cloud. This message will pop up after every login until the Commander's connection is restored.</p>	<p>Ensure your POS system is online with the payment processor and visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
Alarm Line	Commander is no longer connected to Verifone® C-Site	

Verifone

University Drive
Coral Springs,
FL 33065, USA
Fax: 4545 233
Phone: 001 454 2333



www.verifone.com



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