

# Verifone Commander User Reference

25/04/2024



**Verifone Commander Feature Set 55.00.00**


---


## Using This User Reference


This User Reference provides detailed information about Verifone's point-of-sale (POS) devices on a function key-by-function key basis.

Each of the topics are divided into the following sections:

- **Overview** - This section contains a brief description about each topic.
- **Using** - This section explains how the topic or function is used to process and manage sales transactions.
- **Configuring** - This section contains information on how to configure the relevant parameters using Configuration Client.
- **Reporting** - This section contains sample reports with a detailed report description.
- **Troubleshooting** - This section may contain some trouble scenarios that may occur along with the steps needed to correct them. In some cases, the user may need to perform procedures that are restricted to higher security levels (i.e. manager level as opposed to cashier).

|   |   |
|---|---|
|  <b>Note</b> | Refer to the Feature Reference Documents for additional information on features. The Feature Reference documents are available on Premier Portal. |
|---|---|

|   |   |
|---|---|
|  <b>Note</b> | Change the default configuration settings in Configuration Client only if you are sure, you must edit the settings. |
|---|---|

|   |  |
|---|--|
|  <b>Note</b> | <i>Refer to the <b>Verifone C-Site Management User Reference</b> and <b>Cloud Configuration Manager</b> documentation for more information on how to remotely configure data and manage Verifone Commander configuration settings for a site or group of sites. These documents are available on Premier Portal.</i> |
|---|--|

## Verifone Commander User Reference

Verifone®, Inc.  
2744 N University Drive,  
Coral Springs, FL 33065  
Telephone: +1 (800) 837-4366

Printed in the United States of America.  
© 2023 VeriFone, Inc. All rights reserved.

No part of this publication covered by the copyrights hereon may be reproduced or copied in any form or by any means - graphic, electronic, or mechanical, including photocopying, taping, or information storage and retrieval systems - without written permission of the publisher.

The content of this document is subject to change without notice. The information contained herein does not represent a commitment on the part of Verifone. All features and specifications are subject to change without notice.

## Verifone Commander User Reference

| New Features/Updates in Base 55.00.00 | Location                              |
|---------------------------------------|---------------------------------------|
| Support for color logo on DCR         | <a href="#">Dispenser Card Reader</a> |
| SCO Alarms                            | Self Checkout Feature Reference       |

**POS WORKSTATIONS OVERVIEW ..... 1**

Verifone Topaz ..... 1

Verifone Ruby2 ..... 2

Verifone RubyCi ..... 2

Verifone C18 ..... 3

    App Selector.....3

**VERIFONE COMMANDER..... 4**

Configuration Client ..... 5

    One-Time Password (OTP) Prompt .....5

**CONFIGURATION CLIENT FORMS ..... 8**

**Security ..... 8**

    Manage Users .....8

        Configure Users .....8

        Configure Roles .....11

        To Edit a Role .....12

        To Add Role and Add Functions to Role .....13

        To Delete a Role.....13

        Role Function Description .....13

    Manage Devices .....33

    POS Security .....35

        Employees .....35

        Security Ctrl's .....37

        Sales Functions Security .....39

    Site Security .....40

        Pairing after the initial Auto Upgrade, Pairing Expired/Revoked .....40

        Pairing the POS Workstation after New Installation .....49

        Revoke All Trust .....49

    Security Log Server .....52

    My Profile.....53

        Adding or Modifying Challenge Questions.....53

        Change Password .....54

        Forgot Password .....54

**Initial Setup .....56**

- Date Time.....56
  - Time Zone.....57
  - NTP Server.....57
- Registration .....57
  - Registration Key.....58
- View Feature Info.....58
- Maintenance Configuration .....58
- System Properties .....58
  - System Properties Description .....59
- Local Area Network Configuration .....65
- VHQ Configuration .....66
  - Service and Maintenance (SAM) .....68
- Verifone Commander Console .....70
- Cloud Configuration Manager.....70
  - General.....71
  - CM Diagnostics.....71
- Cloud Connect.....72
  - Annual Software Maintenance.....72
- Store Operations .....73**
  - Payment .....73
    - Currencies .....73
    - Fees .....74
  - Merchandise .....76
    - Categories .....76
    - Product Code.....77
    - Departments .....77
  - Restrictions .....77
    - Blue laws .....77
    - ID Checks.....78
    - PLU Promotions.....78
    - Online Age Verification.....78
  - PLUs .....78
  - Sales .....78
    - Sales Configuration .....78
    - Sales Login/Logout Message .....89
  - Menu Keys .....90
  - Register .....90
    - Banner.....90
    - Logos/Slogans .....91
    - Soft Keys.....91
    - Copy Registers.....92

- Touch Screen .....92
- Self Checkout .....93
  - Self Checkout (SCO) Monitoring.....93
- House Account .....99
- Group Price Change .....101
- Managed Updates.....102
  - Enable Managed PLU Update.....102
  - Managed Update Security Level .....103
  - "Apply Updates" Touchscreen Button .....103
  - Pending Updates .....104
- Fiscal Receipt.....104
  - Site .....106
  - Register .....109
  - Fuel Flat Tax.....115
  - Tax Exemption .....116
  - System Properties .....117
  - Currency Selection .....117
- Charity Donations .....118
  - Charity Donations Configuration.....121
  - Charity Donation Receipts.....123
- Close Lane .....124
  
- Promos and Discounts.....124**
  - NAXML Deal .....125
  - POP Discount .....125
  - Coupon Scanning Configuration.....125
  - Discount Denominations.....125
  
- Forecourt.....127**
  - DCR .....127
  - Fuel .....127
    - Fuel Prices .....127
    - Configuring Fuel Prices for 2 Decimal Places .....128
    - Feature Limitations .....130
  - DCR Keys .....131
  - DCR Idle Screen.....132
  - Outdoor TAVE.....134
  - Cash Acceptor .....134
  - Fuel Tax Exempt .....137
  - Rapid Change Fuel Config .....138
  - Unattended DCR .....139

**Devices .....139**

- Car Wash .....139
- Car Wash Paypoint .....140
- Tank Level Sensor .....140
- Electronic Check .....140
- Electronic Safe .....144
- Fuel Price Display .....147
  - Fuel Price Display Initialize .....149
- Vending Machine .....149
- Attendant Payment Terminal .....149
  - Global .....150
  - Terminal.....151
- Vista Devices .....152
- Food Service .....152
- Cash Recycler .....154

**Payment controller .....154**

- POS Configuration .....154
- Mobile Payment Configuration .....154
- EPS Prepaid Configuration .....154
- Third Party Product Configuration .....156
- EPS Configuration.....157
  - EPS Global Configuration .....157
  - Full-Service Attendant Configuration .....160
  - InComm Configuration .....162
  - Payware Fleet Configuration .....164
  - Loyalty Configuration .....169
  - Punch Card Configuration .....169
  - Proprietary Fleet Configuration.....169
  - EZ - Receipt Configuration.....174

**Reporting.....175**

- Report Configuration .....175
- Cashier Tracking .....175
- Close Car Wash Paypoint Period .....175
- Site Asset Data .....175
- Close Day Now .....175
- Mobile Food Order Report.....176

**Tools .....176**

- Rule Manager.....176
  - Activating or Deactivating a Rule .....177



- Creating a Rule .....177
- Modifying a Rule .....182
- Copying a Rule.....182
- Deleting a Rule .....183
- Fast Food Orders on POS.....183
- Managed Modules .....185
  - Current Configuration .....185
  - Host Name.....185
  - POS .....185
  - Controller .....191
  - Pending Configuration.....215
  - System Resources.....215
- Refresh Configuration .....215
- Ping Utility.....216
- Image Upload.....216
- Event Manager .....216
  - Event Configuration.....217
- Reboot Commander.....219
- Helpdesk Diagnostics .....219
  - General Status .....220
  - Forecourt Status .....220
  - POS Status .....221
  - Payment Status .....222
  - MNSP Status.....223
- Help.....223**
  - About .....223
  - Support .....224
- AUTO UPGRADE AND VRSD ..... 225**
  - Overview .....225
- CAR WASH ..... 226**
  - Overview .....226
  - Using Car Wash .....226
    - Car Wash Sale at the Dispenser .....227
    - Car Wash Sale at the POS.....228
    - Car Wash Receipt .....229

**Configuring Car Wash**.....229

- Car Wash Configuration .....230
- Valid Dates .....231
- Discounts.....232

**Reporting**.....233

**Troubleshooting**.....233

**CAR WASH PAY POINT**..... 236

- Overview .....236

**CASH ACCEPTORS**.....237

- Overview .....237
- Using Cash Acceptors .....237
- Configuring Cash Acceptors .....237

**CASH/CREDIT PRICING** ..... 240

- Overview .....240
- Using Cash/Credit Pricing .....240
  - Prepay Transactions .....240
  - Postpay Transactions.....240
  - DCR Transactions .....241
- Configuring Cash/Credit Pricing .....241
  - Configuring Fuel Prices for 2 Decimal Places .....243
  - Feature Limitations .....245
- Troubleshooting.....245

**COMBINED DISCOUNTS**..... 246

- Overview .....246
  - Discounts Categories.....246
    - Local Discounts.....246
    - Host Discounts .....247

- Using Combined Discounts .....247**
- Configuring Combined Discounts .....247**
- CORRECTIONS..... 248**
- Overview .....248**
- Using Corrections .....248**
  - Error Correct .....248
  - Void Line .....249
  - Void Ticket.....249
  - Price Override .....249
  - Change Quantity .....249
  - Allow Food Stamps for Item.....250
- Configuring Corrections.....250**
  - Securing Corrective Functions .....250
  - Forcing Receipt Print for Corrective Functions .....250
- Reporting.....251**
- Troubleshooting.....251**
- DEPARTMENT SALES .....253**
- Overview .....253**
- Using Department Sales .....253**
  - Basic Department Sale .....254
  - Department Sale with Fee (Money Order) .....254
  - Department Sale with ID Check .....255
  - Department Sale with Fractional Quantity .....255
  - Department Sale with At-For Pricing .....256
- Configuring Department Sales .....256**
- Reporting.....261**
- Troubleshooting.....263**
- DISPENSER CARD READERS..... 265**

**Overview .....265**  
 Dispenser Types .....265

**Using Dispenser Card Readers .....266**  
 Dispenser Card Reader (DCR) Card Fuel Sale .....266  
 DCR Sales Sequence Table .....267  
 DCR Sales Examples.....270  
 DCR Sale Using a Card .....270  
 DCR Sale Using a POP Discount Code.....270  
 Pay Inside Sale Using a POP Discount.....272  
 Postpay Inside Sale .....273  
 Prepay Inside Sale .....274  
 Card Rejected with Hot Pump Enabled .....275  
 Card Rejected with Hot Pump Disabled .....276  
 Card Not Removed .....277  
 POP Discount Code Rejected.....278  
 Bad Card Read .....279  
 Additional DCR Prompts.....280

**Configuring Dispenser Card Readers .....281**  
 DCR .....282  
 Site Configuration.....282  
 DCR Position Attributes .....285  
 Receipt Header/Trailer .....288  
 DCR Display .....289

**Reporting.....290**  
 DCR Statistical Report .....290  
 Report Details:.....290

**Troubleshooting.....291**

**DISCOUNTS.....292**  
 Overview .....292  
 Using Discounts.....292

**FUEL MANAGER .....293**  
 Overview .....293  
 Using Fuel Manager .....293

- Initialize Fuel .....293
- Download Fuel Prices.....293
- Download to DCRs .....294
- Clear Pump on Hold .....294
- Reset Controller .....294
- Fuel Price Configuration.....294
- Toggle Fuel Site Pause .....295
- Initialize Site Sign .....296
- Configuring Fuel Manager .....296**
  - Fuel Configuration.....297
    - Site Parameters .....297
    - Fuel Tanks.....303
    - Fuel Products.....304
    - Fueling Positions .....306
    - Fuel Blend types .....312
    - Fuel MOPs .....313
    - Fuel Service Levels .....313
- Reporting.....314**
- FUEL SALES .....315**
- Overview .....315**
- Using Fuel Sales .....315**
  - Fuel Control Buttons .....316
  - Colored Text on Fuel Buttons .....317
  - Prepay Fuel Sale by Amount .....317
  - Prepay Fuel Sale by Volume .....318
  - Prepay Fuel Sale with Merchandise .....318
  - Fuel Prepay Move .....319
  - Fuel Preset .....319
    - Preset Fuel Sale by Dollar Amount.....319
    - Preset Fuel Sale by Volume .....319
  - Rest in Gas.....320
  - Postpay Fuel Sale .....320
  - Postpay Fuel Tax Exemption or Addition.....321
  - Manual Fuel Sale.....321
  - Fuel Discount with Fuel Disc Key.....321
  - Clear Reserve and Place in Idle .....322
  - Clear Reserve Using Clear Reserve Button.....322

Pump Test.....323

Fuel Ticket Print .....323

DCR Ticket Print .....324

Fuel Convert.....324

Approve One Calling Pump .....324

Approve All Calling Pumps .....324

Disapprove a Pump .....325

Restarting a Stopped Pump .....325

Stop/Disapprove .....326

Stop One Pump .....326

Stop All Pumps .....326

View Fuel Sales .....326

    View Due Fuel Sales .....327

View Pump Status .....327

Other Fuel .....329

    Fueling Point Move .....329

    Convert Fuel MOP .....330

    Fuel Discount.....330

    Fuel Preset.....331

    Manual POP Discount.....332

    Fuel Tax Exemption .....332

    Fuel Tax Addition.....332

**Configuring Fuel Sales .....333**

**Reporting.....333**

**Troubleshooting.....333**

**LOYALTY SALES (EPS) .....335**

**Overview .....335**

**MAINTENANCE ..... 336**

**Overview .....336**

**Using Maintenance .....336**

    Adjust Volume.....336

    Adjust Brightness .....336

    System Messages .....337

    Select Language .....337

Device Configuration Menu .....337

Secure User .....337

Generate a Barcode .....338

**Configuring Maintenance ..... 339**

    Registration .....339

    Functions .....340

    Maintenance Configuration .....340

        Totalizers.....340

        Functions .....341

        Telephone & Postal Code .....342

**MANUAL DISCOUNTS..... 343**

**Overview ..... 343**

**Using Manual Discounts ..... 343**

    Fixed Discount .....343

    Percent Discount .....343

    Amount Discount .....343

**Configuring Manual Discounts..... 344**

**Reporting..... 345**

**Troubleshooting..... 345**

**MENUS..... 346**

**Overview ..... 346**

**Using Menus ..... 347**

    Ruby Menu.....347

    Expanded Menu .....347

    Multi-Select Menu .....347

    Parked Menu.....347

    Menu Chain and Order Menu .....347

**Configuring Menus..... 348**

    Menu Key Configuration .....348

**MESSAGES AND TROUBLESHOOTING ..... 351**

**Troubleshooting.....351**

- Car Wash .....351
  - Code Does Not Print.....351
- Fuel Sales .....351
  - Cannot Clear a Fuel Sale.....351
- Installation Information .....352
  - Retrieving Installation Information .....352
- Printer .....352
  - Printer Communication Errors .....352
- Product Sales .....353
  - PLU Not Found .....353

**METHODS OF PAYMENT .....354**

**Overview .....354**

**Using Methods of Payment .....354**

- Cash Payment.....355
- Check Payment.....355
- Credit Card Payment .....356
- Debit Card Payment .....356
- In-House Payment.....356
- Lottery Ticket Cash-In .....356
- Lotto Ticket Cash-In.....357
- Food Stamps Payment - Electronic (EBT Food Stamps, EBT Cash Benefits) .....357
  - Considerations .....358
- Coupon Payment/Redemption (Standard).....359
- Coupon Payment/Redemption (Non-Tax).....360
- Drive Off.....360

**Configuring Methods of Payment .....360**

- Payment Management.....360

**Reporting.....367**

**Troubleshooting.....368**

**MOBILE PAYMENTS..... 371**

**Overview .....371**

**NAXML DEAL .....372**



**Overview .....372**

**Using NAXML Deal .....372**

**Configuring NAXML Deal .....373**

    NAXML Deal .....373

        Item List Maintenance.....373

        Combo Maintenance.....376

        Mix&Match Maintenance .....379

**Reporting.....382**

    Deal Report .....382

    Report Details.....383

**NETWORK FUNCTIONS..... 384**

**Overview .....384**

**Using Network Functions .....384**

    Pre-authorization .....384

    Network Mail .....385

    Comm Statistics.....385

    Print Network Log .....385

    Batch Details Menu .....386

    Prepaid Functions Menu.....386

    Card Balance Inquiry.....387

    EBT Voucher Clear.....387

    Parameter Download .....388

**Configuring Network Functions .....388**

    POS Configuration .....389

        IFSF .....389

        POS .....393

    EPS Configuration.....394

        EPS Global Configuration .....394

        LINQ3 Lottery Configuration .....403

**Reporting.....405**

    Comm Statistics.....405

**Troubleshooting.....406**

**OTHER SALES FUNCTIONS ..... 407**

**Overview .....407**

**Using Other Sales Functions .....407**

- Add Tip .....408
- Allow Food Stamps for Item.....408
- Gift Card Purchase .....408
- Gift Card Recharge .....409
- Kiosk Order .....409
- Kiosk Order Purge .....410
- Modify.....410
- No Sale .....410
- Other Department .....410
- Other Functions .....411
- Price Check.....411
- Price Check Enhancement .....411
- Preview Reprint.....411
- Preview Fuel Reprint.....412
- Repeat Last Item .....412
- Split Tender Transaction.....412
  - Other MOPs.....413
- Ticket Print .....414
- Total .....414

**PARTNER INTERFACES.....415**

**Overview .....415**

**Tank Level Sensors (TLS) .....415**

- Reset Tank Alarm .....415
- Tank Level Sensor (TLS): Tank Monitor Report.....415
- Tank Level Sensor (TLS): Tank Reconciliation Report .....422

**Tank Module .....423**

**Electronic Price Sign .....424**

**Carwash.....424**

**Carwash Paypoint .....424**

**Money Order .....424**

**Digital Video Recorder (DVR).....425**

- Proprietary Card.....425**
- EPS Loyalty .....425**
- Scanner.....425**
  - Random Weight barcode support.....425
  - Using Scanners .....426
  - Configuring Scanners .....426
- PAY IN / PAY OUT .....427**
- Overview .....427**
- Using Pay In / Pay Out.....427**
  - Pay In.....427
  - Pay Out.....428
- Configuring Pay In / Pay Out.....429**
- Reporting.....429**
  - Pay In Report.....429
    - Reports Details .....429
  - Pay Out Report.....429
    - Report Details.....430
- PLU PROMOTIONS .....431**
- Overview .....431**
- Using PLU Promotions.....431**
- Configuring PLU Promotions.....431**
  - PLU Promotions .....432
- Reporting.....434**
  - Report Details: .....434
- Troubleshooting.....436**
- PLU SALES.....437**
- Overview .....437**
  - Modifiers.....437

**Using PLU Sales .....438**

- Basic PLU Sale .....438
- PLU Sale with Modifier.....439
- PLU Sale with Quantity .....440
  - Method 1.....440
  - Method 2.....440
- Open PLU .....440
- PLU Not Found .....441
- Manual PLU .....441

**Configuring PLU Sales.....441**

- Price Look Up Manager .....441
- Retrieve PLUs .....445
- Managed Updates.....447
  - Enable Managed PLU Update.....447
  - Managed Update Security Level .....447
  - "Apply Updates" Touchscreen Button.....448
  - "PLU File Update Pending" Alarm .....449
  - Pending Updates .....449

**Reporting.....449**

- Other PLU Related Reports .....453

**Troubleshooting.....453**

**POP DISCOUNT .....455**

- Overview .....455

**REFUNDS .....457**

- Overview .....457
- Using Refunds .....457
- Configuring Refunds.....457
- Reporting.....458
- Troubleshooting.....459

**REPORTS MANAGER .....461**

**Overview .....461**

**Using Reports Menu.....461**

- Cashier Worksheet.....462
- Close Cashier Report.....462
- Print Cashier Report.....462
- Payroll Reports .....462
- Other Reports .....463

**Configuring Reports .....464**

- Report Configuration .....464
  - Report Configuration.....464
  - Auto End of Day (AEOD) .....466
  - Manager Workstation .....466
- Cashier Tracking .....468
- Close Car Wash Pay Point Period .....469
- Site Asset Data .....469
- Close Day NOW .....469
- Mobile Food Order Report.....469

**Reporting.....469**

**Troubleshooting.....469**

**REPORTS.....472**

**Overview .....472**

**Report Configurations .....473**

- Report Periods .....474

**Cashier Reports.....476**

- Close Cashier Totals .....476
- Print Cashier Report.....476
- Cashier Changes.....477
- MOP File.....477
- Sample Cashier Worksheet .....477
- Sample Cashier Report.....478
  - Report Details.....482

**Shift Reports .....490**

- Close Shift .....490
- Force Cashier Closed .....490

- Daily Reports .....491**
  - Close Daily .....491
  - Force Close Cashier .....491
  - Period Close Restriction .....491
  
- Monthly Reports .....491**
  - Close Monthly .....491
  - Force Close Cashier .....491
  - Period Close Restriction .....492
  
- Yearly Reports.....492**
  - Close Yearly .....492
  - Force Close Cashier .....492
  - Period Close Restriction .....492
  
- Payroll Report .....493**
  
- Flash Reports .....493**
  - Sample Flash Report Header .....494
  - Summary Report .....496
  - PLU Report .....506
  - PLU Exception Report.....509
  - PLU Promotion Report .....510
  - Department Report .....512
  - Deal Report .....513
  - Category Report .....515
  - Tax Report .....516
  - N/W Product Report .....517
  - E-Safe Day Report.....517
  - E-Safe Content Report.....518
  - Network Card Report .....520
  - Proprietary Network Reports .....520
  - Fuel SL/Price Level Report.....521
  - Fuel PR/Price Level Report .....522
  - Fuel Tier/PR Report .....523
  - Fuel Tank Report .....523
  - Fuel Autocollect Report.....525
  - Fuel FP/Hose Report.....525
  - Fuel FP/Hose Running Report .....526
  - Fuel Dispenser Report.....528
  - Fuel Blend Product Report .....529
  - Fuel Tank Report .....531

Print Tank Reconciliation Report .....533

Print Carwash Pay Point Report .....534

DCR Statistical Report.....535

Cash Acceptor Report.....535

Fuel FP/Hose Test Report .....536

Fuel Price Change Report.....537

Fuel Street Price Change Report .....537

Print POP Discount Report .....538

Print POP Discount Definition Report .....539

Print POP Discount Program Report.....540

Loyalty Report .....541

Current Cashier Report .....542

Age Verification Report .....543

**Close Reports and Balancing.....545**

    Balancing Your Cash Drawer .....545

    Calculating Total Sales.....546

**RESTRICTIONS.....547**

**Overview .....547**

**Using Restrictions .....547**

    Customer ID Check.....547

    Configuring PIN Pad for ID Check .....547

**Configuring Restrictions .....549**

    Blue Laws .....549

    ID Checks.....550

**Reporting.....551**

    Blue Law Report.....551

**Troubleshooting.....552**

**SAFE DROP / SAFE LOAN.....553**

**Overview .....553**

**Using Safe Drop / Safe Loan .....553**

    Safe Drop.....553

    Safe Drop Correction.....554

    Safe Loan.....555

**Configuring Safe Drop / Safe Loan .....556**

**Reporting.....557**

    Safe Drops in Order .....558

    Safe Drops by MOP .....558

**Troubleshooting.....560**

**SOFT KEY ..... 562**

**Overview .....562**

**Using Soft Key.....562**

**Configuring Soft Key.....563**

    Soft Keys.....563

    Soft Key Assignment .....564

**Troubleshooting.....573**

**SPECIAL DISCOUNT .....574**

**Overview .....574**

**TAXES .....575**

**Overview .....575**

**Using Taxes .....575**

    Tax Exemption.....575

**Configuring Taxes .....575**

    Tax Rates .....575

    Break Point Table.....577

    Example Worksheet .....578

**Reporting.....580**

    Tax Report .....580

    Report Details.....581

**TAXABLE REBATES ..... 582**

**Overview .....582**



**Using Taxable Rebates.....582**

- Taxable Rebate on Single Item .....583
- Taxable Rebate on Multiple Quantity Item .....583
- Taxable Rebate on Item and Item in Combo .....584
- Taxable Rebate on Multiple Combos.....585
- Taxable Rebate on Multiple MixMatch .....586
- Taxable Rebate on Item, Combo and MixMatch .....587
- Taxable Rebate on Multiple Taxes .....588

**Configuring Taxable Rebates.....589**

- Sales Configuration .....589
- Price Look Up Manager.....590
- Combos (NAXML Promotions) .....590
- Match (NAXML Promotions) .....591

**Reporting.....591**

- Taxable Rebate Report .....591

**TIME CLOCK ..... 593**

**Overview .....593**

- Clock In / Out .....593
- Change Job Code.....593

**Using Time Clock.....593**

- Clock In.....594
  - From Sales Mode.....594
  - From [OTHER FUNC] Key .....594
- Clock Out.....595
  - From Sales Mode.....595
  - From [OTHER FUNC] Key .....595
- Change Job Code.....596
  - From Sales Mode.....597
  - From [OTHER FUNC] Key .....597

**Reporting.....599**

- Payroll Report Highlights.....599

**Troubleshooting.....601**

**TRANSACTIONS ..... 602**

**Overview .....602**

**Using Transactions .....602**  
    Refund .....602  
    Recall Pending Transactions .....603  
    Suspend Transaction .....603  
    Ticket Print .....603

**Configuring Transactions .....604**

**Reporting.....604**

**Troubleshooting.....605**

# POS Workstations Overview

Verifone Point of Sale (POS) devices typically use the Verifone Commander as the server.

## Verifone Topaz



The Verifone® Topaz™ XL workstation is a high-performance, reliable, point-of-sale terminal that supports peripherals such as scanners, cash drawers, PIN pads, and customer displays. The Verifone Topaz utilizes the Verifone Commander to connect to payment networks, fuel dispensers, car wash controllers, and loyalty providers. The Topaz has the ability to accept all payment options, including cash, checks, credit and debit cards, coupons, and various prepaid cards.

The Verifone Topaz has a 15-inch color touchscreen display and 120-key programmable keyboard. A virtual receipt is displayed on the screen to display transactions information as items are being rung up. The configuration of the Topaz is handled through Configuration Client. The Verifone Topaz also has a built-in help menu to aid with sales transactions.

## Verifone Ruby2



Verifone Ruby2 is equipped with a 15-inch LED-backlit touch-screen interface and a multicore processor to allow fast and efficient store and customer management. Verifone Ruby2 does not have a keyboard interface which gives the site more counter space. The touch screen is made of hardened tempered glass making the screen incredibly durable. It also provides full workstation access to store operations such as price changes, store updates and software program management. The Verifone Ruby2 only works with the Verifone Commander or Verifone RubyCi Site Controllers.

## Verifone RubyCi



The Verifone RubyCi is Verifone's all in one POS and Verifone Commander solution. It combines a Verifone Ruby2 POS with the functionality of the Verifone Commander in one piece of hardware to provide fast, efficient, and complete store management. It enables users to have the ability to consolidate as well as upgrade their POS equipment with one piece of hardware.

The Verifone RubyCi can interface with additional POS terminals such as the Verifone Ruby2 or the Verifone Topaz XL to expand sales operating capabilities.

# Verifone C18




Verifone C18 is Verifone’s most powerful, integrated POS for convenience stores with unsurpassed functionality and versatility. Verifone C18’s user interface is made for cashiers serving customers who want a frictionless experience. The brilliant, high definition screen is easy on the eyes. At an impressive 18.5 inches, there is abundant real estate for all sales needs.

## App Selector

The Verifone C18 POS screen can be positioned to Home (Cashier facing) or Flip (Customer facing) and can be orientated to render applications in landscape or portrait orientations at Home and Flip positions.

This hardware capability facilitates running multiple cashier and customer facing applications in portrait and landscape orientations.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the App Selector User Reference documentation for more information on this feature. The User Reference is available on the Premier Portal.</i></p> |
|---|---|

# Verifone Commander

The Verifone Commander™ is a high-powered server that increases the capacity and functionality of Verifone's ethernet capable Point of Sale (POS) workstations by extending the processing and communications bandwidth for managing peripherals.

Future needs are designed into the hardware to provide support for additional serial ports and CPU boards along with additional fan and/or power connection that may be needed as a result. Use of these expansion capabilities will be determined by Verifone. System peripherals, such as fuel dispensers, dispenser card readers (DCRs), and car wash controllers connect directly to the Verifone Commander.

In addition to [Configuration Client](#), Verifone Commander also has other site management software: Report Navigator, Transaction Manager and Verifone Commander Console. Report Navigator is used to view reporting data for the store. Reporting information such as the close day report can be configured to include a multitude of report options. Transaction Manager allows for site transaction logs and data to be accessed from the Verifone Commander or archived locally. Verifone Commander Console enables multiple store reporting data to be consolidated into one place for easy visibility to monitor and track sales trends.



The Verifone Commander contains a built in V950, referred to as the V950SC.

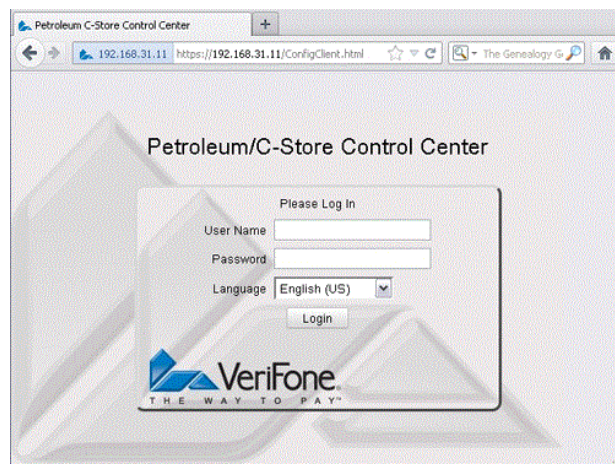
When a router is installed in this configuration, it can be configured so that the Verifone Commander's V950SC can:

- Receive software upgrades remotely using Verifone's Remote Software Download feature.
- Connect with the Verifone Helpdesk for remote troubleshooting and diagnostics.

## Configuration Client

The Verifone Commander can receive configuration changes using Configuration Client. Configuration client is a web-based utility that allows store personnel, Verifone Authorized Service Contractors, and Verifone Helpdesk to modify site information. To utilize Configuration Client you must be using a supported web browser. The supported Web Browsers are:

- Chrome versions 60 or higher
  - Firefox versions 53 or higher
  - Internet Explorer versions 8 or higher
1. Key in the URL <https://192.168.31.11/ConfigClient.html> into the Web Browser and press [Enter].



2. Enter Username and Password.
3. Click Login.

## One-Time Password (OTP) Prompt

In Base 47 and higher, there is an additional prompt for a one-time password (OTP) implemented into Configuration Client. As part of PCI/DSS v3.2 Requirement 8.3.1, this

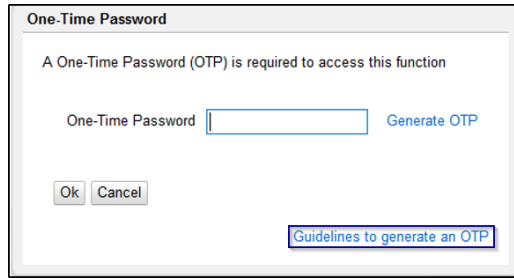
incorporates a multi-factor authentication for all non-console access into the Cardholder Data Environment (CDE) for personnel with administrative access.

Menus that have this prompt include:

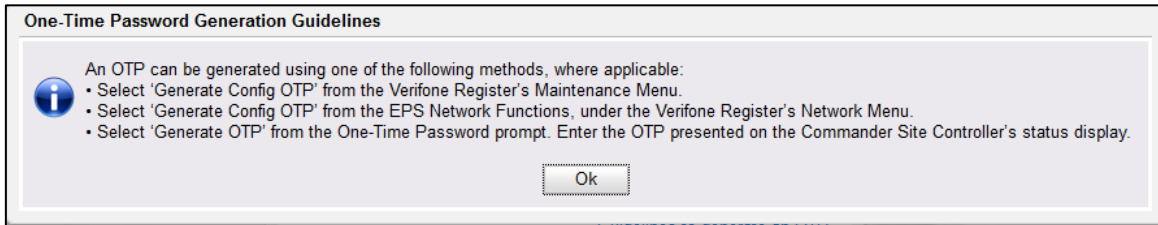
- Security > Manage Users (Includes Roles)
- Initial Setup
- Date & Time
- Local Area Network Config
- VHQ Configuration
- Payment Controller > POS Configuration
- EPS Configuration > EPS Global Configuration
- Full Service Attendant Configuration
- InComm Configuration
- LINQ3 Lottery Configuration
- Payware Fleet and Loyalty Configuration
- PCATS Loyalty Configuration
- Proprietary Fleet Configuration
- Punch Card Loyalty Configuration
- Network Configuration (network references the name of the network installed, such as Buypass)
- Loyalty Card Configuration

While the preceding is the list of functions In Base 47 that include the OTP prompt within Configuration Client, it may be expanded to other areas and new features in future releases.






Clicking on Guidelines to generate an OTP (see image above) will display the 3 different ways to obtain the OTP.



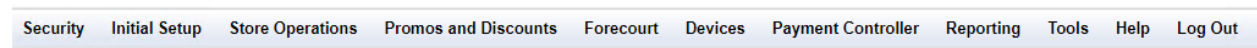
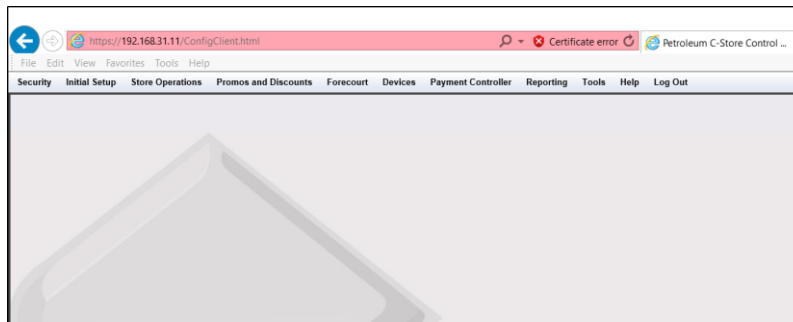
The OTP is 4 digits in length. When generated using any of the 3 methods above, it will appear on the 7- Segment status display of the Verifone Commander (displaying 2 numbers at a time; the period indicates the first set of numbers). If generated from the POS/register, it will also display on the POS screen.

The OTP is directly tied to the user's Configuration Client login session. If the OTP is generated and correctly entered, the OTP will be active until the user logs out or the Configuration Client session times out for inactivity (15 minutes). The OTP does not require re-entry after it has been saved for the session, meaning the user can go between menus that require entry, without being prompted.

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>The OTP requirement applies to backing up and restoring files to the Verifone Commander using SMS Import/Export. Files that require an OTP may not be restored to the Verifone Commander, and an error message (“One Time Password Required”) appears when attempting to do so. Clicking OK on the error prompt allows the rest of the import or export to proceed. Clicking Abort aborts the remainder of the import or export. In newer versions of SMS Import/Export, items that require OTP are removed from the backup and restore list.</i></p> |
|--|---|

# Configuration Client Forms

This topic contains all the Verifone Commander Configuration Client forms. The configuration forms in this topic are described in the menu order displayed on the Verifone Commander Configuration Client.



## Security



### Manage Users

#### Configure Users

Use **Security > Manage Users > Configure Users** to add, edit, or remove users. The current users are listed on the left side of the form.

The screenshot shows the 'User Administration' interface. At the top, there are 'Save' and 'Cancel' buttons. Below that, a notification states 'Edits require a one-time password (OTP)'. The interface has two tabs: 'Configure Users' (active) and 'Configure Roles'. On the left, a 'Select User' list contains 'manager'. The main form fields include:
 

- Name:** 'manager' (text input)
- Employee:** A dropdown menu.
- Roles:** A list containing 'basic' and 'manager'.
- Disallow Login:** An unchecked checkbox.
- Buttons:** 'Add', 'Delete', and 'Edit'.
- Password Settings:** Includes 'Min. Length' (7), 'Max. Length' (40), '# of Days to Expire' (30), 'New Password' and 'Confirm Password' fields, and a 'Force change on next login' checkbox.
- Secure User Settings:** Includes 'Secure User ID' (1) and a checked 'Secure User Administration' checkbox.
- Verifone® C-Site Management:** Includes 'User ID' (octan678@mailinator.com) and a 'User ID Instructions' button.

| Field/Button   | Allowable Value/Function   |
|----------------|--|
| Add            | Click to add a new user.   |
| Delete         | Select an existing user and click Delete to remove the user from the Users list.   |
| Name           | Enter the name of the user (number of characters are unlimited).   |
| Disallow Login | Select to disallow the selected user to login to Configuration Client.   |
| Employee       | Assign an employee type to the user by selecting from the Employee drop-down list.<br><br>The employee types with security levels are created using <b>Security &gt; POS Security &gt; Employees</b> form. |
| Roles          | Roles are set up on the Configure Roles tab. The roles assigned to the selected  |

| Field/Button   | Allowable Value/Function   |
|--|--|
|  | user are displayed in this box.  |
| Edit   | Click to display the available roles. Select one or more roles for the user and click Done.  |
| <b>Password Settings</b>   |  |
| Min Length   | Enter a minimum length for the user's password (7 - 30).   |
| Max Length   | Enter a maximum length for the user's password (8 -30).  |
| # of Days to Expire  | <p>Enter the number of days until the password expires.</p> <p> <b>Note:</b> <i>The password should be changed before it expires.</i></p> |
| Force Change on Next Login   | Select to make the user change their password the next time they log in.   |
| New Password   | Enter the user's new password. The new password should meet the requirements of the password guideline.  |
| Confirm New Password   | Enter the password again to confirm.   |
| Password Guidelines  | Click to display password guidelines.  |
| <b>Secure User Settings</b>  |  |
| <p>'Secure user' is a user who can access PA-DSS sensitive <i>Card Holder Data (CHD)</i> in 'EPS Secure Reports' from POS via the Network Manager' menu. POS prompts for secure employee ID and secure user password prior to processing this menu item.</p> |  |

| Field/Button | Allowable Value/Function |
|--------------|--------------------------|
|--------------|--------------------------|

To avoid having to type username on POS keyboard, this feature allows associating a POS employee ID to a user. When POS prompts, secure user must enter their 'secure employee ID' and the PA-DSS compliant 'user' password. On successful validation, PA-DSS sensitive *Card Holder Data (CHD)* is exposed in the EPS reports. If validation fails, masked PAN is provided in the EPS Reports.

Secure Admin is a 'secure user' who can manage 'secure user' as well as 'secure admin' accounts.



**Note:** *The 'Secure User Administration' section is displayed when you log in as 'manager' (the default secure user admin account) or any user that is configured as a secure admin.*

|                            |   |
|----------------------------|---|
| Secure User ID             | Enter the Secure User ID.                                 |
| Secure User Administration | Enable if the user has secure user administration rights. |

### Verifone C-Site Management

The Verifone C-Site Management application allows remote configuration of data for the POS system through the web. Without visiting each location changes and updates can be done remotely for any or all locations. These updates can be done selectively or all at once for all the POS devices from the web application.

OTP is a one-time password generated by the Verifone Commander for accessing certain menus. Verifone C-Site Management now supports remote generation and retrieval of OTP. Passwords generated this way are sent to the email address associated with the Verifone C-Site Management user login.



**Note:** *Refer to the Verifone C-Site Management User Reference documentation for more information on this feature. The User Reference is available on Premier Portal.*

|         |  |
|---------|--|
| User ID | Add the same Verifone® C-Site Management Email address that was configured as part of OTP settings in the Verifone® C- Site Management application and Click Save. |
|---------|--|

### Configure Roles

Use **Security > Manage Users > Configure Roles** to assign permissions, add new roles, edit and delete current roles, and add and delete functions from each role. These roles are assigned to users.

The current roles are listed on the left side of the form.

Addition, removal, or modification of the roles can only be performed by a secure administrator. The “Secure Role” attribute allows secure administrators to specify whether a role’s access should be limited only to secure users. If this attribute is set, the role can only be assigned to a secure user.

**User Administration**

**Edits require a one-time password (OTP)**

Configure Users | **Configure Roles**

Add  Delete

Select Role

- basic
- storemanager
- manager**
- areamanager
- cashier
- helpdesk

Name   Secure Role

**Functions**

- allowAllCsrRpts - Allow all cashier reports view
- allowOpenCsrRpts - Allow open cashier reports view
- bypassEmployeeId - Bypass employee id validation
- cFPDinit - Init FP Display Config
- cbeginupgrade - Request Auto Upgrade Engine to begin upgrade
- ccarwashdisable - Disable Car Wash
- ccarwashenable - Enable Car Wash
- cclosedaynow - Close Day Now
- cclosepdnow - Close Period Now
- ccloudconnect - Register Commander with Verifone Cloud
- ccwpaypointinit - Initialize Carwash Paypoint
- ccwpclose - Carwash Paypoint Period Close
- cdcrdriverinit - Initialize DCR Driver
- cdcrinit - Initialize DCR
- cfcdposrequest - Process POS to FDC request
- cfeatureenablement - Update a feature
- cforgesynccdm - Performs force sync of CM
- cfueldrvinit - Initialize Fuel Driver
- cfuelinit - Initialize Fuel
- cfuelprices - Download Fuel Prices
- cgeneratepopcodes - Auto generates POP Codes.

Edit

### To Edit a Role

1. Select the role from the Roles list.
2. Click **Edit** at the Functions box.
3. Change the name in the Role Name text box.
4. To edit the function assignment to the role, enable or disable the functions in the Functions form.
5. Click **Done** in the Functions form.
6. Click **Save**.

## To Add Role and Add Functions to Role

1. Click **New**.
2. Enter the name in the Role Name text box.
3. Click **Edit** at the Functions box to assign functions to the role.
4. Select the function(s) for the role from the Functions form.
5. Click **Done** in the Functions form.
6. Click **Save**.

## To Delete a Role

1. Select the role from the Roles list.
2. Select **Delete**.
3. Click **Save**.

## Role Function Description

The following is the list of role functions and their descriptions:

| Function                | Description                     | Additional Info  |
|-------------------------|---------------------------------|--|
| <b>allowAllCsrRpts</b>  | Allow all cashier reports view  | Allow user to view all cashier reports that are available  |
| <b>allowOpenCsrRpts</b> | Allow open cashier reports view | Allow user to view open cashier reports (current and/or reports with MOP amounts not yet filled) |
| <b>allowRestricted</b>  | Allow Restricted Access         |  |
| <b>bypassEmployeeId</b> | Bypass employee id validation   | Bypass employee id validation in POS security functions  |

| Function                  | Description                                  | Additional Info                           |
|---------------------------|--|---|
| <b>cbeginupgrade</b>      | Request Auto Upgrade Engine to begin upgrade |   |
| <b>ccarwashdisable</b>    | Disable Car Wash                             |   |
| <b>ccarwashenable</b>     | Enable Car Wash                              |   |
| <b>cclosedaynow</b>       | Close Day Now                                |   |
| <b>ccwpaypointinit</b>    | Initialize Carwash Paypoint                  |   |
| <b>ccwpclose</b>          | Carwash Paypoint Period Close                | Performs Period Close On Carwash Paypoint |
| <b>cdcrdriverinit</b>     | Initialize DCR Driver                        |   |
| <b>cdcrinit</b>           | Initialize DCR                               | Initialize DCRs                           |
| <b>cdisablelogin</b>      | Disable Helpdesk Login                       |   |
| <b>cenablelogin</b>       | Enable Helpdesk Login                        |   |
| <b>cfeatureenablement</b> | Update a feature                             | Update Licensed Features                  |
| <b>cFPDinit</b>           | Init FP Display Config                       |   |
| <b>cfueldrvinit</b>       | Initialize Fuel Driver                       |   |



| Function                 | Description                 | Additional Info   |
|--------------------------|-----------------------------|---|
| <b>cfuelinit</b>         | Initialize Fuel             |   |
| <b>cfuelprices</b>       | Download Fuel Prices        |   |
| <b>changepasswd</b>      | Change Password             |   |
| <b>cping</b>             | Pings a given destination.  |   |
| <b>crefreshcfg</b>       | Refresh Configuration       |   |
| <b>crefreshepsconfig</b> | Refresh Eps Config          |   |
| <b>cswupgradepkg</b>     | Update software             |   |
| <b>diagdeleteclass</b>   | Delete Diagnostic Class     | Delete a previously loaded dynamic diagnostic classfile |
| <b>diagloadclass</b>     | Load Diagnostic Class       | Load a classfile to be run as dynamic diagnostic        |
| <b>diagrunclass</b>      | Run Diagnostic Class        | Execute a dynamic diagnostic class                      |
| <b>findfilename</b>      | View report period filename |   |
| <b>getPLUsFromGempro</b> | Send plu.dat to NEWPRO      | Send plu.dat from GEMPRO to NEWPRO                      |
|                          |                             |   |

| Function                          | Description                           | Additional Info   |
|-----------------------------------|---------------------------------------|---|
| <b>releaseCredential</b>          | Release the credential                |   |
| <b>repeatEvent</b>                | Repeat last event                     | Notify specified event listener of the last occurrence of the specified event |
| <b>sendPLUsToGempro</b>           | Send plu.dat to GEMPRO                | Send PLU data from NEWPRO to GEMPRO   |
| <b>uagevalidationcfg</b>          | Update age validation config          |   |
| <b>ubannercfg</b>                 | Update banner config                  |   |
| <b>ubluelawcfg</b>                | Update blue law config                |   |
| <b>ucarwashcfg</b>                | Update carwash config                 |   |
| <b>ucashaccsite</b>               | Update cash acceptor config           |   |
| <b>ucashierenddraweramts</b>      | Update Cashier End Drawer Amounts     |   |
| <b>ucashierreportreviewstatus</b> | Update Cashier Report Review Status   |   |
| <b>ucashiertrackingcfg</b>        | Update cashier tracking configuration |   |
| <b>ucouponfamcfg</b>              | Update coupon family config           |   |
| <b>ucurrencycfg</b>               | Update currency config                | Update currency dataset configuration   |

| Function                 | Description                    | Additional Info   |
|--------------------------|--------------------------------|---|
| <b>ucwpaypointcfg</b>    | Update carwash paypoint config |   |
| <b>udatetime</b>         | Set Time and Date              | Set the internal clock on Controller, including timezone and daylight savings time parameters |
| <b>udcrheadercfg</b>     | Update DCR header config       |   |
| <b>udcridlescreencfg</b> | Update DCR Idle Screen config  | Update DCR Idle Screen dataset configuration  |
| <b>udcrmmessagecfg</b>   | Update DCR message config      |   |
| <b>udcrtrailercfg</b>    | Update DCR trailer config      |   |
| <b>udiscountdenomcfg</b> | Update discount denom config   |   |
| <b>uecheckcfg</b>        | Update Echeck Config           |   |
| <b>uemvcfg</b>           | Update EMV Configuration       | Update All EMV Configuration Settings   |
| <b>uemvinit</b>          | Update EMV Initialization      | Update All EMV Initialization Settings  |
| <b>uepsprepaidcfg</b>    | Update EPS Prepaid Card Config |   |
| <b>uesafecfg</b>         | Update Esafe Config            |   |
| <b>ufeecfg</b>           | Update fee config              | Update fee dataset config   |

| Function               | Description   | Additional Info  |
|------------------------|---|--|
| <b>ufepcardcfg</b>     | Update Fep's card configuration parameters                    | Update Fep's card configuration parameters like various limits, enable/disable card            |
| <b>ufepcardtypecfg</b> | Update Fep's card configuration parameters based on card Type | Update Fep's card configuration parameters based on card Type like limits, enable/Disable etc. |
| <b>ufepcfg</b>         | Update Fep's configuration parameters                         | Update Fep's configuration parameters like network, cashback etc                               |
| <b>ufoodservicecfg</b> | Update Food Service Config                                    |  |
| <b>uFPDcfg</b>         | Update FP Display Config                                      |  |
| <b>ufuelcfg</b>        | Update Fuel Site Configuration                                | Update the fueling dispensers, products, mops, tanks, and prices for the site                  |
| <b>ufuelprices</b>     | Update Fuel Prices  | Update the fueling prices for the site   |
| <b>ufueltaxex</b>      | Update Fuel Tax Exemption Config                              |  |
| <b>ufunctionlist</b>   | Refresh function list   |  |
| <b>ugrouplist</b>      | Update Group List Configuration                               | Update available report groups   |
| <b>uifsfcfg</b>        | Update IFSF Network Config                                    |  |

| Function                     | Description                            | Additional Info  |
|------------------------------|--|--|
| <b>uinhouseacctcfg</b>       | Update in-house account config         | Update in-house account dataset config                       |
| <b>ukioskorder</b>           | Commit kiosk order                     |  |
| <b>ulogocfg</b>              | Update logo config                     | Update logo dataset config                                   |
| <b>uloyaltycardcfg</b>       | Update Loyalty Card Configuration      |  |
| <b>uloyaltycardtypecfg</b>   | Update Loyalty Card Type Configuration |  |
| <b>uloyaltyglobalcfg</b>     | Update Global Loyalty parameters       |  |
| <b>uMaintenance</b>          | Update NAXML maintenance dataset       | Update configuration datasets as NAXML maintenance documents |
| <b>umaintfprht</b>           | Update maint fprht                     |  |
| <b>umaintpostal</b>          | Update maint postal                    |  |
| <b>umaintregistrationkey</b> | Update maint registration key          |  |
| <b>umainttelephone</b>       | Update maint telephone                 |  |
| <b>umainttotalizers</b>      | Update maint totalizers                |  |
| <b>umanagedcfg</b>           | Update Managed Configuration           |  |

| Function                      | Description                           | Additional Info                           |
|-------------------------------|---------------------------------------|---|
| <b>umanagermodulecfg</b>      | Update Configuration                  | Update Module Configuration               |
| <b>umanageradjustment</b>     | Update Manager Adjustments            |   |
| <b>umanagercorrection</b>     | Update Manager Corrections            |   |
| <b>umenucfg</b>               | Update menu config                    | Update menu dataset config                |
| <b>umobilecfg</b>             | Update Mobile Configuration           |   |
| <b>umopcfg</b>                | Update MOP config                     | Update MOP dataset config                 |
| <b>umwscashmovementreport</b> | Update MWS Cash Movement Info         |   |
| <b>unetposcfg</b>             | Update Network Configuration          | Update POS related Network Configuration  |
| <b>unetworkcfg</b>            | Update Network Settings               | Update Network Settings(IP, route, etc..) |
| <b>unetworkpartcfg</b>        | Update network settings               |   |
| <b>upaymentcfg</b>            | Update payment config                 | Update payment dataset config             |
| <b>upinpadmsgcfg</b>          | Update Pinpad Idle and Swipe messages |   |
| <b>uPLUCacheList</b>          | Update PLU cache list                 | Update the list of PLUs cached on POS     |
| <b>uplupromocfg</b>           | Update PLU Promo config               | Update PLU Promo dataset config           |

| Function          | Description                      | Additional Info                         |
|-------------------|----------------------------------|---|
| uPLUs             | Update PLU dataset               |   |
| upolicycfg        | Update policy config             |   |
| upopcfg           | Update pop config                |   |
| uposcfg           | Update POS config                | Update POS dataset config               |
| upospaymentconfig | Update POS Payment Configuration |   |
| upossecurity      | Update POS security config       | Update POS security dataset config      |
| uprepaidcfg       | Update Prepaid Card Config       |   |
| upscdcrcfg        | Update DCR config                | Update DCR dataset config               |
| upscdcrkeycfg     | Update DCR Key config            | Update DCR Key dataset config           |
| uregistercfg      | Update register config           | Update register specific dataset config |
| ureportcfg        | Update Report Configuration      |   |
| ureportlist       | Update Report List Configuration | Update the order of available reports   |
| ureportstatus     | Update Manager Review Status     |   |
| urestrictionscfg  | Update restriction config        | Update restriction dataset config       |

| Function                     | Description                           | Additional Info   |
|------------------------------|---------------------------------------|---|
| <b>usalescfg</b>             | Update sales config                   |   |
| <b>usaphireprop</b>          | Update Controller system properties   |   |
| <b>uscreencfg</b>            | Update POS Screen Configuration       |   |
| <b>usecuritylogservercfg</b> | Update Security Log Server IP Address |   |
| <b>uslogancfg</b>            | Update slogan config                  | Update slogan dataset config  |
| <b>usoftkeycfg</b>           | Update softkey config                 | Update softkey dataset config   |
| <b>utaxratecfg</b>           | Update tax rate config                | Update tax rate dataset config  |
| <b>utlssite</b>              | Update TLS config                     |   |
| <b>utriggerpullcfg</b>       | Update Trigger Pull Configuration     | Update All Trigger Pull Configuration Settings                              |
| <b>uuseradmin</b>            | User Administration                   | User admin update   |
| <b>uvendingmachinecfg</b>    | Update Vending Machine config         | Update Vending Machine dataset config                                       |
| <b>uvipercfg</b>             | Update Viper's site level Config      | Update Viper's site level Config like various limits, and pop configuration |
| <b>vagevalidationcfg</b>     | View age validation config            |   |



| Function                    | Description                         | Additional Info                                  |
|-----------------------------|-------------------------------------|--|
| <b>validate</b>             | Validate the credential             |  |
| <b>vappcfg</b>              | View App Specific Config            |  |
| <b>vAppInfo</b>             | View App Info                       | View App Version Info                            |
| <b>vappmodules</b>          | View App Module Names               | View the list of Application noted module names. |
| <b>vbannercfg</b>           | View banner config                  |  |
| <b>vbluelawcfg</b>          | View blue law config                |  |
| <b>vcarwashcfg</b>          | View carwash config                 |  |
| <b>vcashaccsite</b>         | View cash acceptor config           |  |
| <b>vcashierplist</b>        | View cashier report period list     | View list of cashier report periods available    |
| <b>vcashierrept</b>         | Cashier Reports                     | View the cashier period reports                  |
| <b>vcashiertrackingcfg</b>  | View cashier tracking configuration |  |
| <b>vcashiertrackingrept</b> | View cashier tracking report        |  |
| <b>vcouponfamcfg</b>        | View coupon family config           |  |
| <b>vcurrencycfg</b>         | View currency config                | View currency dataset config                     |

| Function                  | Description                    | Additional Info                            |
|---------------------------|--------------------------------|--|
| <b>vcwpaypointcfg</b>     | View carwash paypoint config   |  |
| <b>vcwpaypointpdlst</b>   | View cw paypoint period list   | View list of cw paypoint periods available |
| <b>vcwpaypointpdrept</b>  | View cw paypoint period report |  |
| <b>vdatetime</b>          | Get Time and Date              | View the Controller internal time          |
| <b>vdcrheadercfg</b>      | View DCR header config         |  |
| <b>vdcriddlescreencfg</b> | View DCR Idle Screen config    | View DCR Idle Screen dataset config        |
| <b>vdcrmessagecfg</b>     | View DCR message config        |  |
| <b>vdcrtrailercfg</b>     | View DCR trailer config        |  |
| <b>vdiscoutdenomcfg</b>   | View discount denom config     |  |
| <b>vecheckcfg</b>         | View Echeck Config             |  |
| <b>vemvcfg</b>            | View EMV Configuration         | View All EMV Configuration Settings        |
| <b>vemvinit</b>           | View EMV Initialization        | View All EMV Initialization Settings       |
| <b>vepsprepaidcfg</b>     | View EPS Prepaid Card Config   |  |
| <b>vepsassetdata</b>      | View Site Asset Data of EPS    |  |

| Function                 | Description   | Additional Info   |
|--------------------------|---|---|
| <b>vesafecashierrept</b> | Esafe Cashier Reports                                       | View the cashier period reports   |
| <b>vesafecfg</b>         | View Esafe Config   |   |
| <b>veventset</b>         | Register event listener                                     | Register {alias, url} pair as event listener for a specific event type                      |
| <b>veventunset</b>       | Unregister event listener                                   | Unregister the specified event listener for a specific event type                           |
| <b>vfeaturelist</b>      | View feature list   | View list of installed features   |
| <b>vfeecfg</b>           | View fee config   | View fee dataset config   |
| <b>vfepcardcfg</b>       | View Fep's card configuration parameters                    | View Fep's card configuration parameters like various limits, enable/disable card           |
| <b>vfepcardtypecfg</b>   | View Fep's card configuration parameters based on card Type | View Fep's card configuration parameters based on card Type like limits, enable/Disable etc |
| <b>vfepcfg</b>           | View Fep's configuration parameters                         | View Fep's configuration parameters like network, cashback etc                              |
| <b>vfepdetails</b>       | View Basic Fep Details                                      | View Basic Fep Details like the available commands, enabled, is primary etc                 |
| <b>vfoodservicecfg</b>   | View Food Service Config                                    |   |
| <b>vFPDcfg</b>           | View FP Display Config                                      |   |

| Function               | Description                       | Additional Info   |
|------------------------|-----------------------------------|---|
| <b>vfuelcfg</b>        | Update Fuel Site Configuration    | Update the fueling dispensers, products, mops, tanks, and prices for the site         |
| <b>vfuelposstat</b>    | View fueling position status      |   |
| <b>vfuelprices</b>     | View In-effect Fuel Prices        | View the in-effect fueling prices for the site  |
| <b>vfuelrtcfg</b>      | In-effect Fuel Site Configuration | View the in-effect fueling dispensers, products, mops, tanks, and prices for the site |
| <b>vfuelrtprices</b>   | View In-effect Fuel Prices        | View the in-effect fueling prices for the site  |
| <b>vfueltaxex</b>      | View Fuel Tax Exemption Config    |   |
| <b>vfueltotals</b>     | Fuel Totals Report                | View the electronic dispenser report for a given period                               |
| <b>vfueltotalsz</b>    | Compressed Fuel Totals Report     | View the electronic dispenser report for a given period (gzip)                        |
| <b>vgrouplist</b>      | View Group List Configuration     | Review available report groups  |
| <b>vifsfcfg</b>        | View IFSF Network Config          |   |
| <b>vinhouseacctcfg</b> | View in-house account config      | View in-house account dataset config  |
| <b>vlogocfg</b>        | View logo config                  | View logo dataset config  |

| Function                   | Description                                  | Additional Info  |
|----------------------------|--|--|
| <b>vloyaltycardcfg</b>     | View Loyalty Card Configuration              |  |
| <b>vloyaltycardtypecfg</b> | View Loyalty Card Type Configuration         |  |
| <b>vloyaltyglobalcfg</b>   | View Global Loyalty parameters               |  |
| <b>vMaintenance</b>        | View NAXML maintenance datasets              | View configuration datasets as NAXML maintenance documents |
| <b>vmaintfprht</b>         | View maint fueling point running hose totals |  |
| <b>vmaintpostal</b>        | View maint postal code                       |  |
| <b>vmaintregistration</b>  | View maint registration                      |  |
| <b>vmainttelephone</b>     | View maint telephone number                  |  |
| <b>vmainttotalizers</b>    | View maint totalizers                        |  |
| <b>vmanagedcfgstatus</b>   | View Managed Update Status                   |  |
| <b>vmanagedmodulecfg</b>   | View Configuration                           | View Current Module Configurations                         |
| <b>vmenucfg</b>            | View menu config                             | View menu dataset config                                   |
| <b>vmobilecfg</b>          | View Mobile Configuration                    |  |

| Function                      | Description   | Additional Info                                     |
|-------------------------------|---|---|
| <b>vmobilehostlist</b>        | View Hosts List                                       | View Mobile Hosts List                              |
| <b>vmobilereport</b>          | View Mobile Report                                    |   |
| <b>vmobilereportlist</b>      | View Reports List                                     | View Mobile Reports List                            |
| <b>vmoddescmap</b>            | View Module/Descriptions map                          | View mapping of module names to their descriptions. |
| <b>vmodulecfg</b>             | View a Module Configuration                           | View Configuration of a given named module.         |
| <b>vmodulecfgref</b>          | View Module Referentials                              |   |
| <b>vmopcfig</b>               | View MOP config                                       | View MOP dataset config                             |
| <b>vMovement</b>              | View NAXML movement reports                           | View reports as NAXML movement documents            |
| <b>vmwscashierdraweramts</b>  | View Cashier Drawer Amounts                           |   |
| <b>vmwscashmovementreport</b> | View MWS Cash Movement Report                         |   |
| <b>vmwslog</b>                | Manager workstation event logs                        | Report to indicate Manager workstation event logs   |
| <b>vmwsposjournal</b>         | View manager work station event in POSJournal reports | View manager workstation related posjournal reports |
| <b>vnetposcfg</b>             | View Network Configuration                            | View POS related Network Configuration              |

| Function                | Description                         | Additional Info                                      |
|-------------------------|-------------------------------------|--|
| <b>vnetworkcfg</b>      | View Network Settings               | View Network Settings(IP, route, etc..)              |
| <b>vnetworkmenu</b>     | View Network Menu xml               |  |
| <b>vpaymentcfg</b>      | View payment config                 | View payment dataset config                          |
| <b>vpayrollpdlst</b>    | View payroll period list            | View list of payroll periods available               |
| <b>vpayrollpdlst2</b>   | View payroll period list            | View list of payroll periods available               |
| <b>vpayrollrept</b>     | Payroll Reports                     | View the payroll period reports                      |
| <b>vpayrollrept2</b>    | Payroll Reports (new format)        | View the payroll period reports (new format)         |
| <b>vpendmdlcfg</b>      | View Pending Configurations         |  |
| <b>vperiodlist</b>      | View period list                    | View list of periods for which reports are available |
| <b>vpinpadmsgcfg</b>    | View Pinpad Idle and Swipe messages |  |
| <b>vPLUCacheList</b>    | View PLU cache list                 | View the list of PLUs cached on POS                  |
| <b>vplupromocfg</b>     | View PLU Promo config               | View PLU Promo dataset config                        |
| <b>vPLUs</b>            | View PLU dataset                    |  |
| <b>vPLUUpdateStatus</b> | View PLU Update status              | View PLU Update status info                          |

| Function                       | Description                       | Additional Info   |
|--------------------------------|-----------------------------------|---|
| <b>vpolicycfg</b>              | View policy config                |   |
| <b>vpopcfg</b>                 | View pop config                   |   |
| <b>vposcfg</b>                 | View POS config                   | View POS dataset config                                     |
| <b>vposjournal</b>             | View NAXML POSJournal reports     |   |
| <b>vpospaymentconfig</b>       | View POS Payment Configuration    |   |
| <b>vpossecurity</b>            | View POS security config          | View POS security dataset config                            |
| <b>vprepaidcfg</b>             | View Prepaid Card Config          |   |
| <b>vproprietarynetworkmenu</b> | View Proprietary Network Menu xml |   |
| <b>vpsdcrcfg</b>               | View DCR config                   | View DCR dataset config                                     |
| <b>vpsdcrkeycfg</b>            | View DCR Key config               | View DCR Key dataset config                                 |
| <b>vpsinfo</b>                 | View process table - Text         | View process table and thread specific process table - Text |
| <b>vrefinteg</b>               | View support doc                  | View referential integrity support document                 |
| <b>vregistercfg</b>            | View register config              | View register specific dataset config                       |




| Function                     | Description                                 | Additional Info   |
|------------------------------|---|---|
| <b>vreportcfg</b>            | View Report Configuration                   |   |
| <b>vreportlist</b>           | View Report List Configuration              | Review the available reports                                |
| <b>vreportpdlist</b>         | View report period list                     | View list of report periods available                       |
| <b>vreportstatus</b>         | View Manager Review Status                  |   |
| <b>vrestrictionscfg</b>      | View restriction config                     | View restriction dataset config                             |
| <b>vrubyrept</b>             | Ruby Reports                                | View the processed reports for the site organized by period |
| <b>vsalescfg</b>             | View sales config                           |   |
| <b>vsalesnetworkmenu</b>     | View Sales Network Menu xml                 |   |
| <b>vsapphireprop</b>         | View Controller system properties           |   |
| <b>vscreencfg</b>            | View POS Screen Configuration               |   |
| <b>vsecuritylogservercfg</b> | View Current Security Log Server IP Address |   |
| <b>vsiteassetdata</b>        | View Site Asset Data                        |   |
| <b>vslogancfg</b>            | View slogan config                          | View slogan dataset config                                  |

| Function                | Description  | Additional Info  |
|-------------------------|--|--|
| <b>vsoftkeycfg</b>      | View softkey config  | View softkey dataset config  |
| <b>vsyslog</b>          | View system log - Text                                       | View system log (syslogd)- Text                                    |
| <b>vsysresourcesmap</b> | View System Resource Mappings                                |  |
| <b>vtaxratecfg</b>      | View tax rate config   | View tax rate dataset config                                       |
| <b>vthemecfg</b>        | View Screen Themes   |  |
| <b>vtilleventreport</b> | View Till Event Reports                                      |  |
| <b>vtlogpdlst</b>       | View T-Log period list                                       | View list of periods for which reports are available               |
| <b>vtlssite</b>         | View TLS config  |  |
| <b>vtransset</b>        | Period Reports with fully masked card holder data            | Review reports for the site - fully masked card holder data        |
| <b>vtranssetz</b>       | Compressed Period Reports with fully masked card holder data | Review reports for the site (gzip) - fully masked card holder data |
| <b>vtriggerpullcfg</b>  | View Trigger Pull Configuration                              | View All Trigger Pull Configuration Settings                       |
| <b>vupgradesummary</b>  | View Upgrade Summary Report                                  |  |
| <b>vuseradmin</b>       | View User configuration                                      | User admin view  |

| Function                  | Description                    | Additional Info   |
|---------------------------|--------------------------------|---|
| <b>vvendingmachinecfg</b> | View Vending Machine config    | View Vending Machine dataset config                                       |
| <b>vvipercfg</b>          | View Viper's site level Config | View Viper's site level Config like various limits, and pop configuration |
| <b>vviperpdlist</b>       | Allow Viper period list view   | View available periods on Viper   |
| <b>vviperrept</b>         | Viper reports                  | View network reports from Viper   |

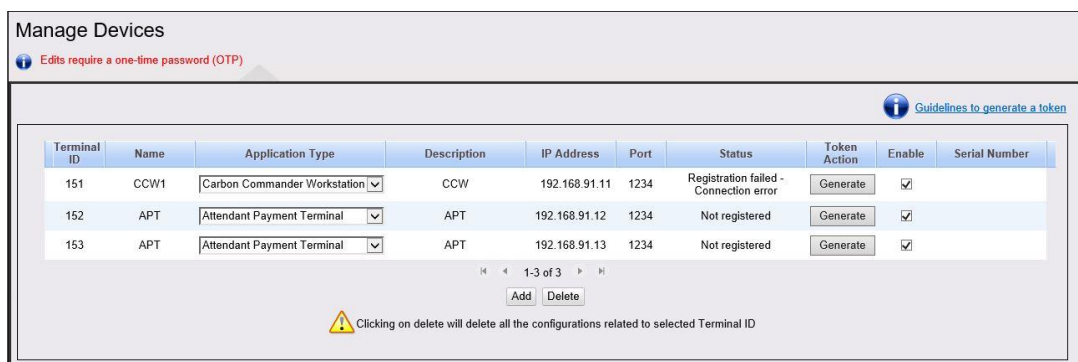
## Manage Devices

The Manage Devices form is used to add and enable external POS devices like the Attendant Payment Terminal and Carbon Verifone Commander Workstation.

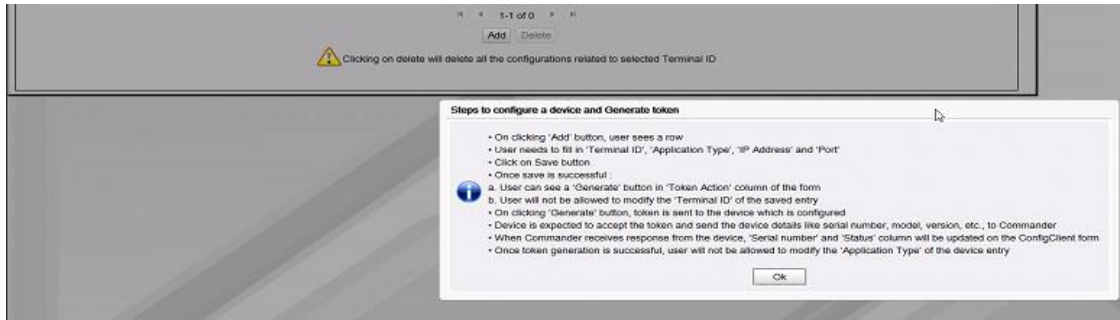


**Note**

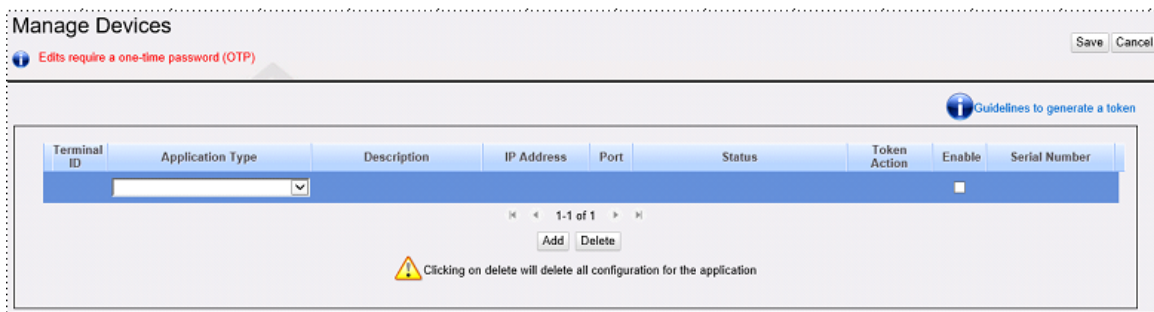
*Refer to the Attendant Payment Terminal and Carbon Verifone Commander Workstation Feature References for more information on this feature. The Feature References are available on Premier Portal.*



1. In Verifone Commander Config Client, go to Security > Manage Devices.
2. Click on Guidelines to generate a token, to read the guidelines.



3. Click Add to start adding the terminals.



4. Enter the external POS ID in the Terminal ID field. The ID should be between 151 and 199. Each application type should have a unique ID. This terminal ID should be entered as the POS ID for the terminal while [configuring the terminal](#) from **Devices > Attendant Payment Terminal > Terminal**.
5. Select the application type from Application Type drop-down.
6. Add a description for the terminal to help identify the terminal.
7. Get the IP address and port for the terminal from the IT team.
8. Select Enable to enable the device.
9. Click Save. A one-time password (OTP) is required to save the configuration.
10. Click Generate OTP and enter the OTP generated on the Verifone Commander display.

| Terminal ID | Application Type           | Description | IP Address   | Port | Status         | Token Action | Enable                              | Serial Number |
|-------------|----------------------------|-------------|--------------|------|----------------|--------------|-------------------------------------|---------------|
| 151         | Attendant Payment Terminal | APT 1       | 192.168.31.7 | 1234 | Not registered | Generate     | <input checked="" type="checkbox"/> |               |

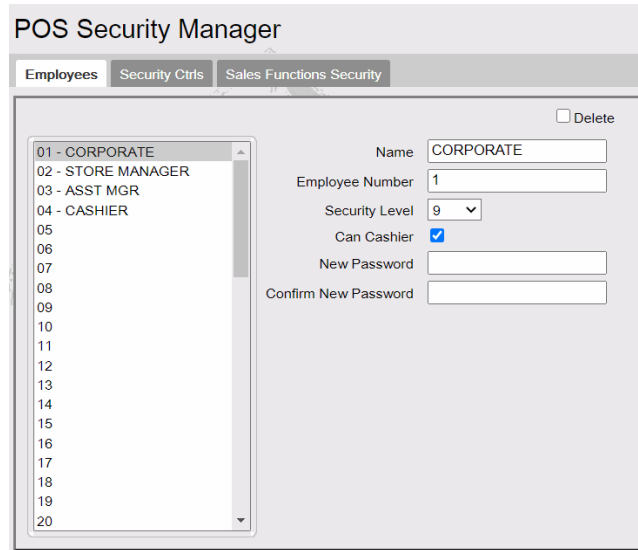
Clicking on delete will delete all the configurations related to selected Terminal ID

11. After save is successful,
  - a. User can see a 'Generate' button in 'Token Action' column of the form.
  - b. User will not be allowed to modify the 'Terminal ID' of the saved entry.
12. On clicking 'Generate' button, token is sent to the corresponding device that is [configured](#) from **Devices > Attendant Payment Terminal > Terminal**.
13. APT device is expected to accept the token and send the details like serial number, model, version, etc. to Verifone Commander.
14. When the Verifone Commander receives a response from the device, 'Serial number' and 'Status' columns are updated on the Config Client form
15. Once token generation is successful, user will not be allowed to modify the 'Application Type' of the device entry

## POS Security

### Employees

Use to edit, add, and delete employees. In addition to logging in and out of the register, this employee information is used for the Payroll Report, Summary by Register Report, and Summary by Cashier Report. The current employees are listed on the left side of the form.

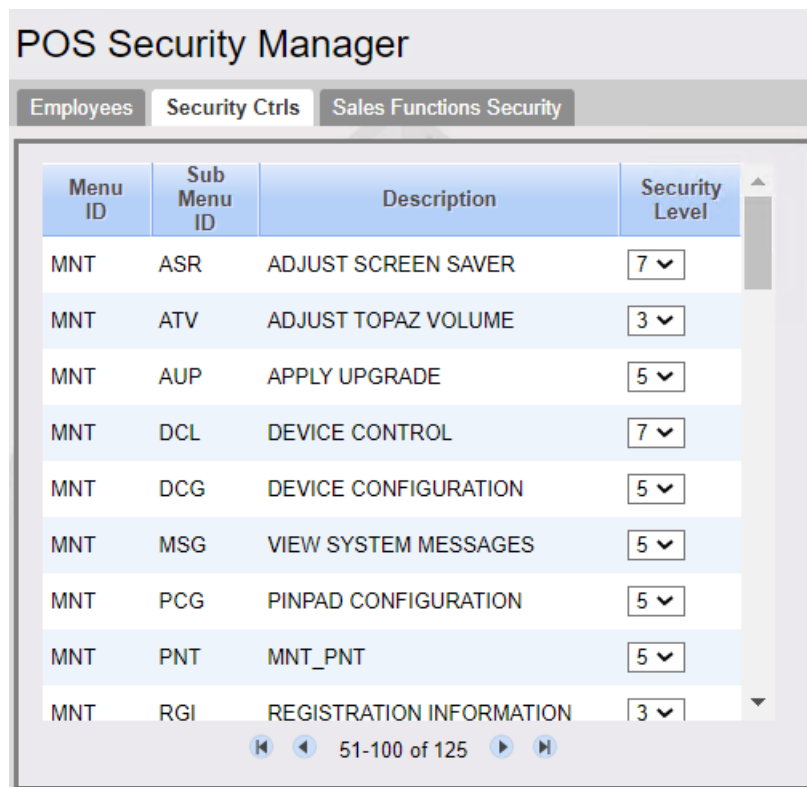


| Field/Button    | Allowable Value/Function  |
|-----------------|---|
| Name            | Assign a name for employee. Alphanumeric, 1 - 30 characters.  |
| Employee Number | Assign a unique employee number, such as a company assigned ID, to identify the employee for internal and payroll purposes. Alphanumeric, 1 - 15 characters.<br><br>The Employee Number is used for the Employee Number Login functionality and for security validation when a cashier does not have a high enough security level to complete a function such as applying a discount. |
| Security Level  | Select the employee's security level. The employee has access to all functions that have a security level less than or equal to the security level assigned.  |
| Can Cashier     | Select to allow the employee to perform cashier functions when in Sales mode.   |
| New Password    | Enter the password that the employee must use to clock in or out. Alphanumeric, 1 - 8 characters.   |

| Field/Button         | Allowable Value/Function                            |
|----------------------|---|
| Confirm New Password | Enter the password again to confirm.                |
| Delete               | Select to delete the selected employee information. |

### Security Ctrls

Use to assign a security level to submenu items in the list. The Items in the list are reports or non-sales functions. These security levels correspond to the Security levels assigned to each employee. Only the entries in the Security Level column can be changed. Only employees with the assigned security level can view these reports or perform these non-sales functions.



Select a security level from the drop-down list.

### *Backdoor Login Restriction*

Backdoor login access to the POS has been restricted. With the existing implementation, the security level assigned for the backdoor menu is `10`. The `Device Control` and `Adjust Screen Saver` are the options provided through backdoor entry.

POS Security Manager

Employees Security Ctrl's Sales Functions Security

| Menu ID | Sub Menu ID | Description                         | Security Level |
|---------|-------------|-------------------------------------|----------------|
| bck     | BCK         | DEVICE CONTROL, ADJUST SCREEN SAVER | 10             |
| FSH     | ACR         | AUTOCOLLECT REPORT                  | 3              |
| FSH     | BPR         | BLEND PRODUCT REPORT                | 3              |
| FSH     | CAR         | CASH ACCEPTOR REPORT                | 3              |
| FSH     | CTR         | CATEGORY REPORT                     | 3              |
| FSH     | CVR         | CONVERSION REPORT                   | 3              |
| FSH     | CWR         | CAR WASH REPORT                     | 3              |
| FSH     | DLR         | DEAL REPORT                         | 3              |

1-50 of 122

After the backdoor login has been restricted the default security level for `Device Control` and `Adjust Screen Saver` is changed to 7.

POS Security Manager

Employees Security Ctrl's Sales Functions Security

| Menu ID | Sub Menu ID | Description              | Security Level |
|---------|-------------|--------------------------|----------------|
| MNT     | ASR         | ADJUST SCREEN SAVER      | 7              |
| MNT     | ATV         | ADJUST TOPAZ VOLUME      | 3              |
| MNT     | AUP         | APPLY UPGRADE            | 5              |
| MNT     | DCL         | DEVICE CONTROL           | 7              |
| MNT     | DCG         | DEVICE CONFIGURATION     | 5              |
| MNT     | MSG         | VIEW SYSTEM MESSAGES     | 5              |
| MNT     | PCG         | PINPAD CONFIGURATION     | 5              |
| MNT     | PNT         | MNT_PNT                  | 5              |
| MNT     | RGI         | REGISTRATION INFORMATION | 3              |

51-100 of 125



## Sales Functions Security

Use to assign a security level to the following sales functions in the list:

- Apply Updates (MUP)
- Safe Drop Correction (SDC)
- Refund (REF)
- Void Ticket (VTI)
- Void Line (VLI)
- Price Override (POR)
- Discount (MDC)
- Suspend (SUS)
- No Sale (NSA)
- Payout (POU)
- Error Correct

Only employees with the assigned security level can perform these functions.

POS Security Manager

Employees Security Ctrls Sales Functions Security

Security Level  Apply All

| Sales Function             | Security Level |
|----------------------------|----------------|
| Apply Updates (MUP)        | 5              |
| Discount (MDC)             | 0              |
| Error Correct (ECR)        | 0              |
| No Sale (NSA)              | 0              |
| Pay Out (POU)              | 7              |
| Price Override (POR)       | 0              |
| Refund (REF)               | 0              |
| SUSPEND (SUS)              | 0              |
| Safe Drop Correction (SDC) | 0              |
| Void Line (VLI)            | 0              |
| Void Ticket (VTI)          | 0              |

When the user clicks a security level and **Apply All** is selected, the value is applied to all the sales functions.

The user can also configure any of the functions independently. Default value for Pay Out is 7 and Default value for Apply Updates is 7. Default value for all the other functions is 0. 0 indicates that the function does not require a security check and any employee can perform the function.

## Site Security

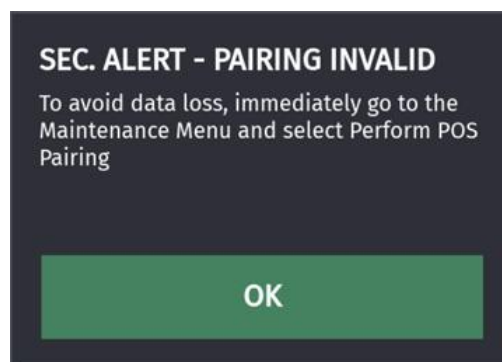
The POS Pairing process establishes a trust relationship between the Verifone Commander and each Verifone POS Workstation and creates secure communication links. It is similar to where a cellphone is paired to a speaker or automobile dash display.

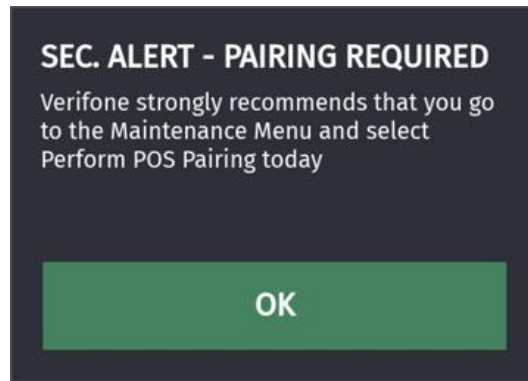
The POS workstation pairing process is strongly recommended by Verifone to be performed on the same day the system is Auto Upgraded. After an auto upgrade, each Verifone POS displays messages that the system needs to be paired.

|   |  |
|---|--|
|  <b>Note</b> | <i>Refer to the POS Pairing Feature Reference documentation for more information on this feature. The User Reference is available on Premier Portal.</i> |
|---|--|

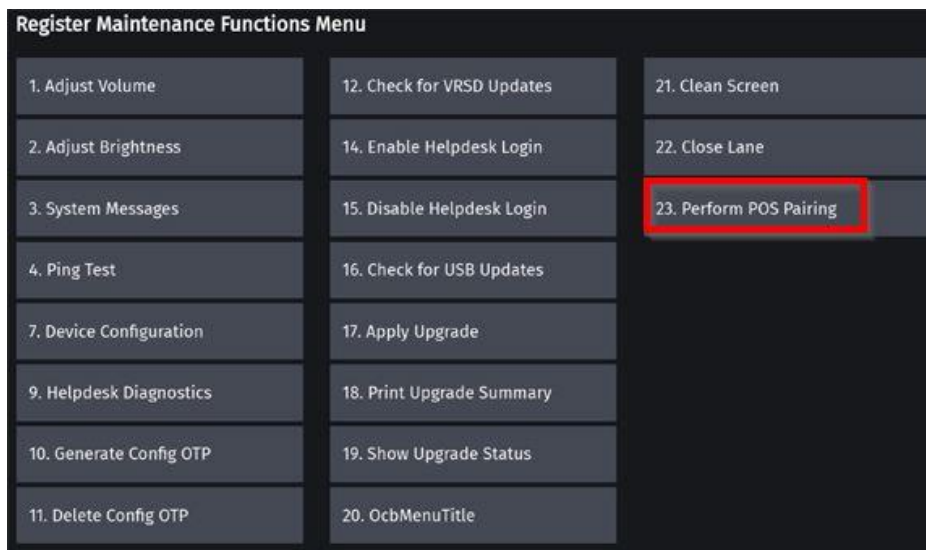
### Pairing after the initial Auto Upgrade, Pairing Expired/Revoked

If the POS displays the “Sec. Alert - Pairing Invalid” or the “Sec. Alert - Pairing Required” message, follow these steps to pair the Verifone POS Workstation with the Verifone Commander. The POS Workstation displays one of the two messages below at login to Sales or between each transaction in Sales.

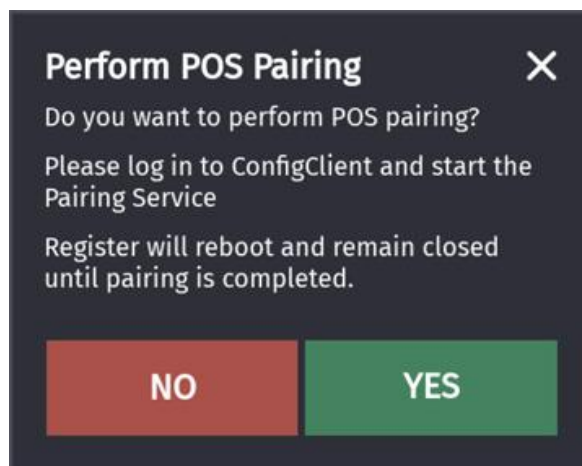




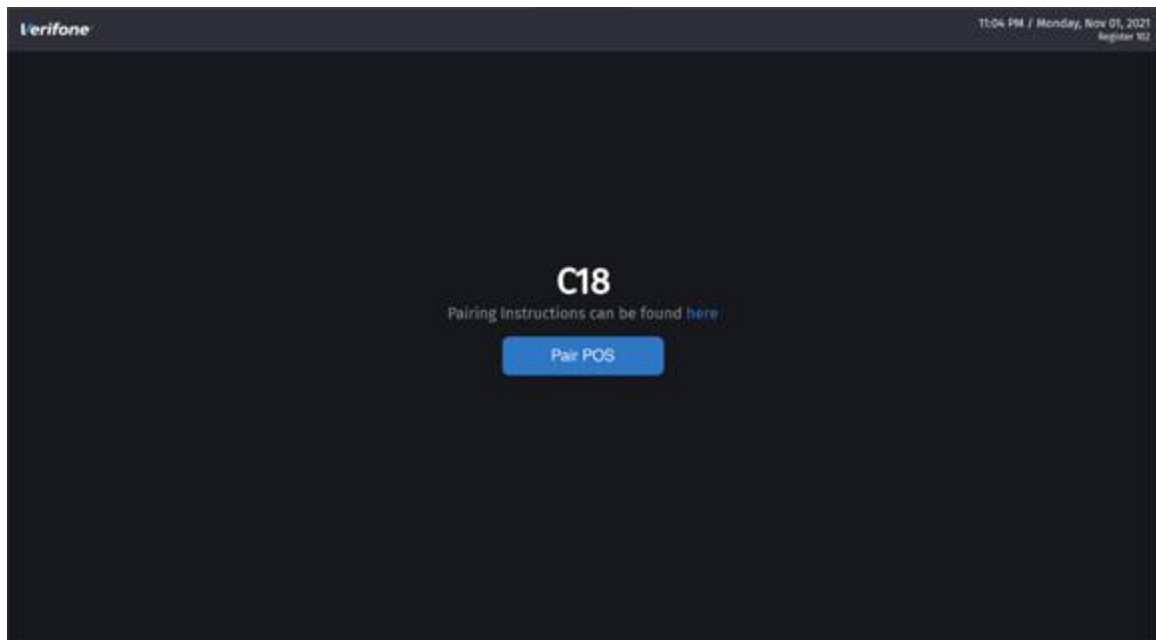
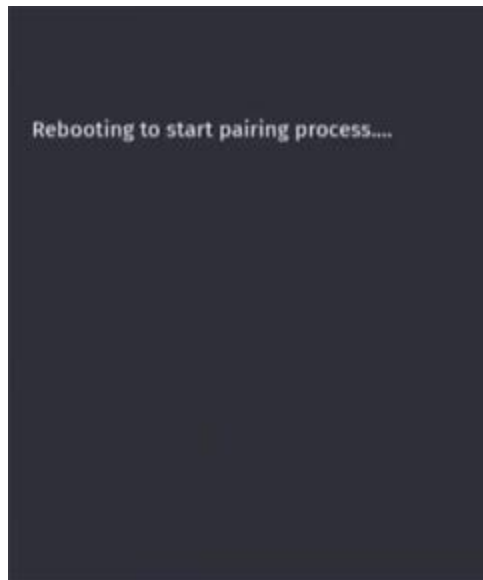
1. On the POS Workstation, navigate to CSR Func > Maintenance Menu. Press **[Perform POS Pairing]**.



2. A message asking to perform POS pairing displays, press **[Yes]**.



3. A message “Rebooting to start the pairing process...” will briefly display. The POS will reboot and then the “Pair POS” screen displays.



4. At Configuration Client and using the Manager credentials, navigate to Configuration Client > Security > Site Security.
5. An OTP is required to complete the process. Press the **[Generate OTP]** button.



The dialog box is titled "One-Time Password" and contains the following elements:

- Text: "A One-Time Password (OTP) is required to access this function"
- Text input field: "One-Time Password" with a cursor inside.
- Button: "Generate OTP" (highlighted with a red box).
- Buttons: "Ok" and "Cancel".
- Link: "Guidelines to generate an OTP" (blue text).

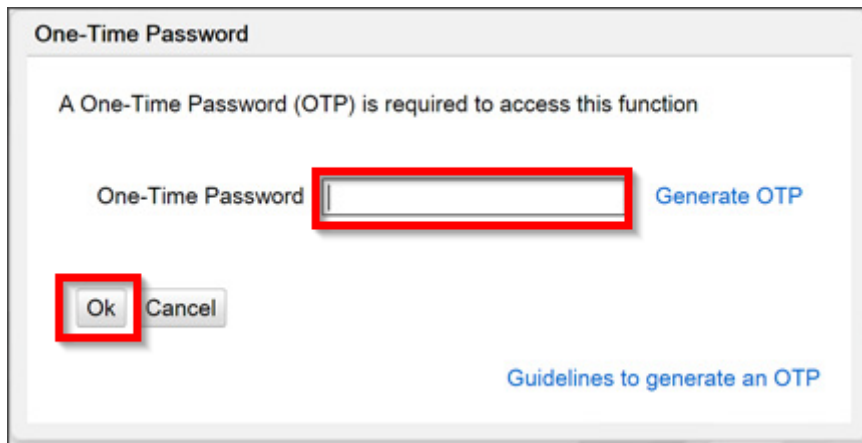
- The "OTP has been generated. Please read it from the Verifone Commander's status display." confirmation message displays. Press **[Ok]** to continue.



The dialog box is titled "Configuration Manager" and contains the following elements:

- Information icon (blue circle with 'i').
- Text: "OTP has been generated. Please read it from the Commander Site Controller's status display."
- Button: "Ok".

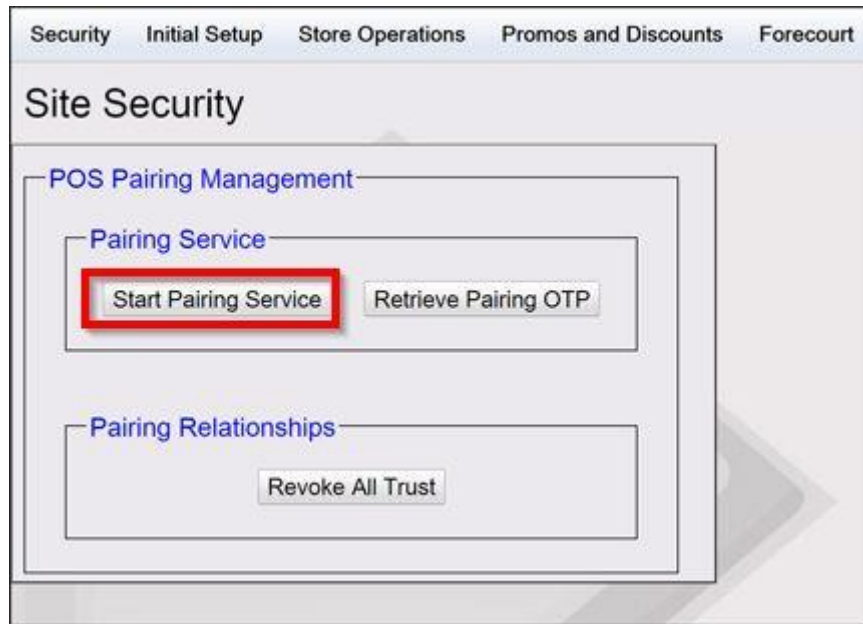
- Read the OTP digits from the Verifone Commander. Enter the four OTP digits into the text box and then press **[Ok]**.



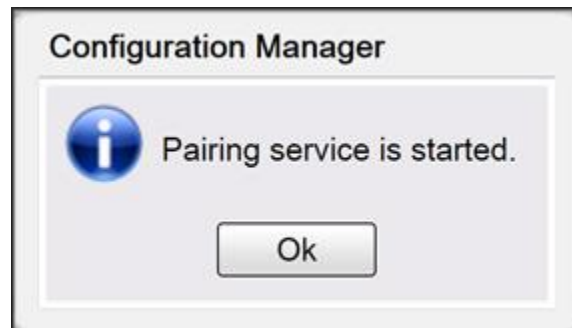
The dialog box is titled "One-Time Password" and contains the following elements:

- Text: "A One-Time Password (OTP) is required to access this function"
- Text input field: "One-Time Password" (highlighted with a red box).
- Button: "Generate OTP".
- Buttons: "Ok" (highlighted with a red box) and "Cancel".
- Link: "Guidelines to generate an OTP" (blue text).

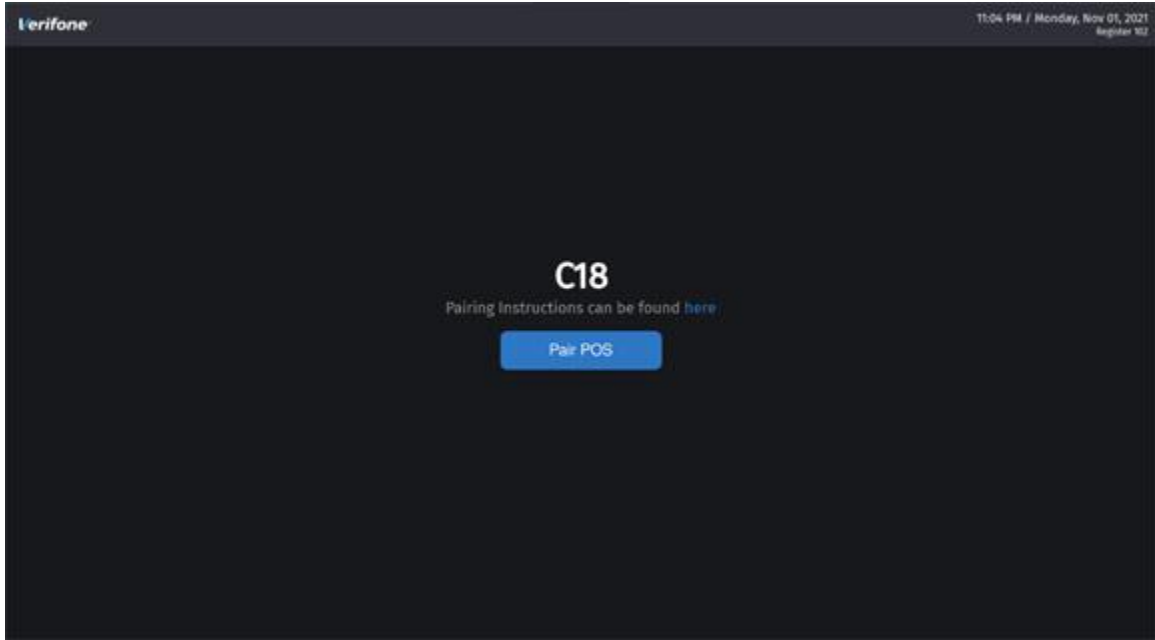
- The Site Security form opens. Press **[Start Pairing Service]**.



9. A confirmation message stating “Pairing service is started” displays. Press **[OK]** to continue.



10. Go back to the POS Workstation. Press **[Pair POS]**.



11. A Pairing OTP dialog box displays on the POS.



12. Navigate to Configuration Client > Security > Site Security. Press **[Retrieve Pairing OTP]**.



13. A “Pairing session OTP” dialog box displays.

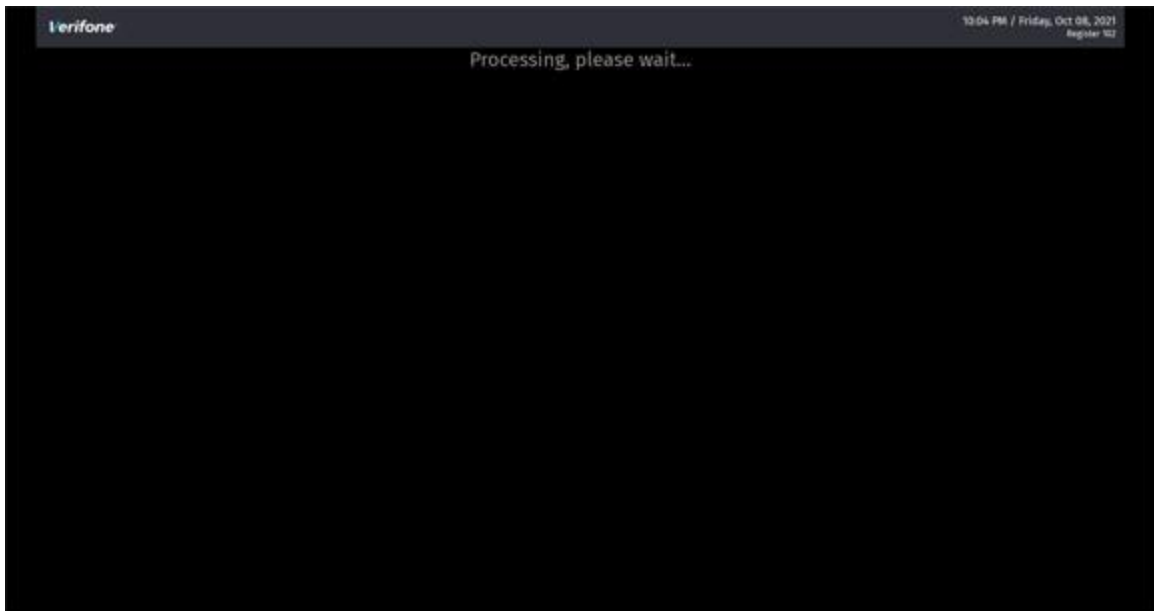


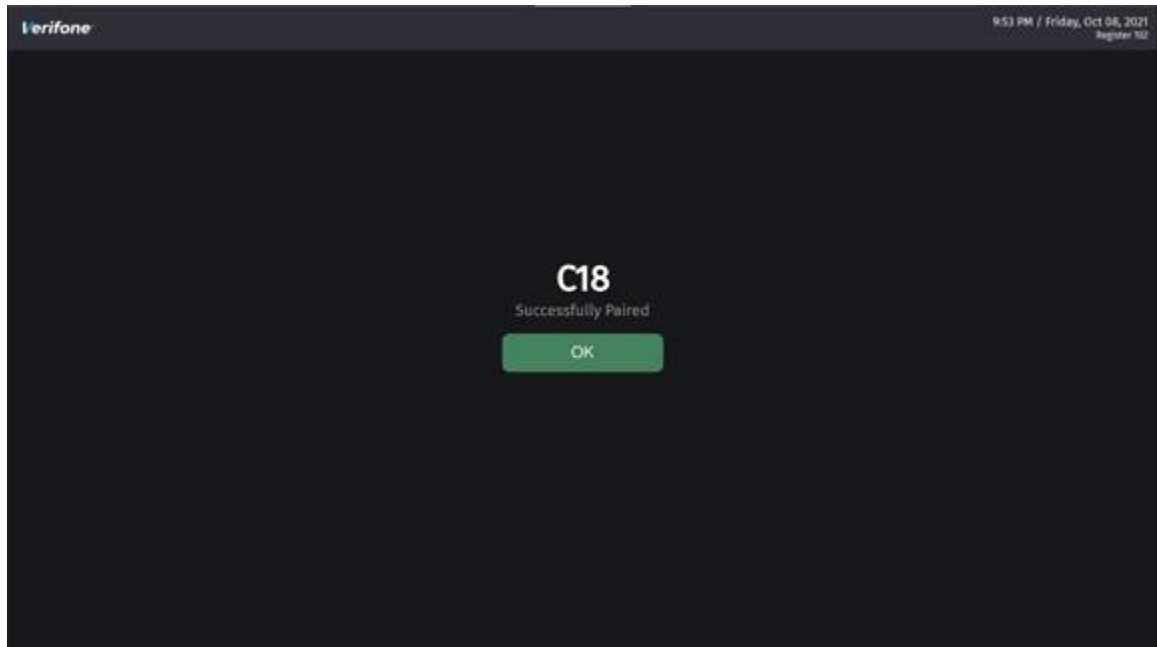
14. Go back to the POS workstation. Enter the 6-digit Pairing session OTP code from Configuration Client into the “Pairing” dialog box.





15. Press **[OK]**. The message “Processing, please wait...” displays and then after a moment, “Successfully Paired” displays.





16. Press **[OK]** to continue. A message “Pairing completed, preparing to start POS application...” displays.

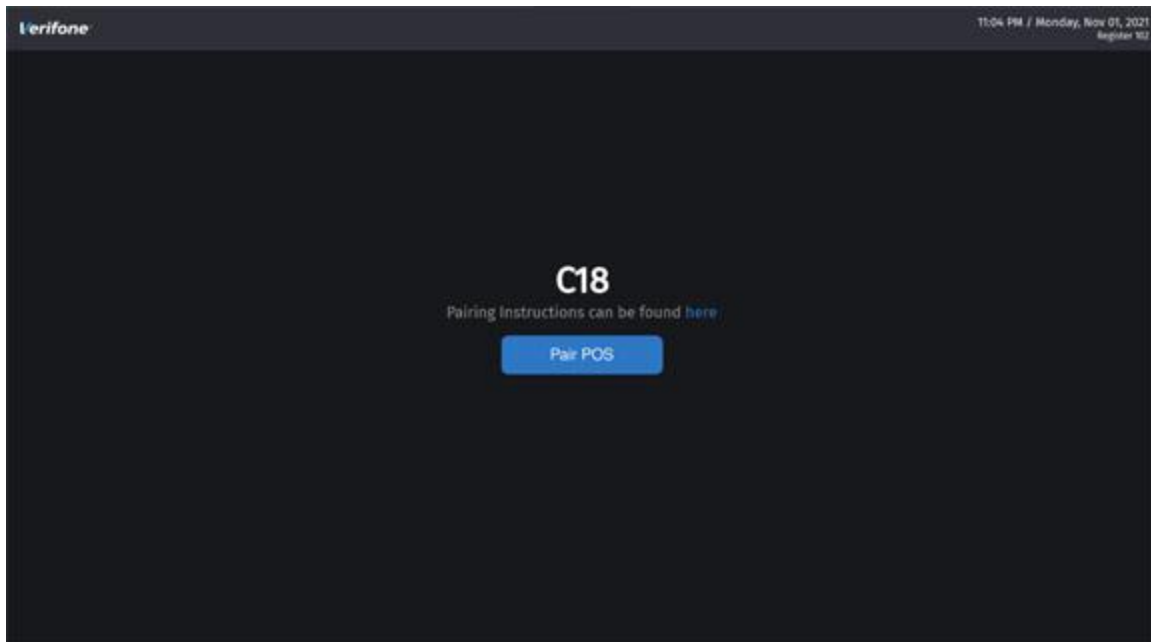


17. Repeat these steps if:

- Pairing was not successful
- The site has more than one POS Workstation

## Pairing the POS Workstation after New Installation

After a new installation, the POS Workstation displays the Pair POS screen below after it boots up. Follow [steps 4](#) to 17 above.



## Revoke All Trust

If a workstation needs to be removed for repair or sent to another store, use the following steps to Revoke All Trust from the Pairing Relationship.

1. On the Site Security form at **Configuration Client > Security > Site Security**.
2. An OTP is required to complete the process. Press the **[Generate OTP]** button.



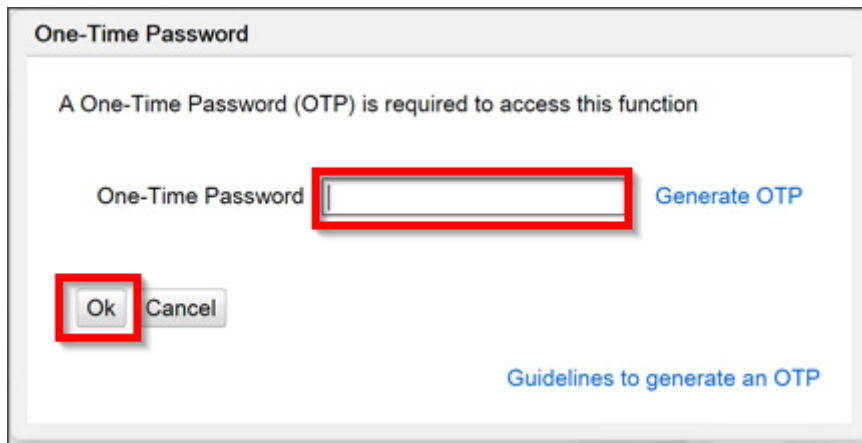
The image shows a dialog box titled "One-Time Password". It contains the text "A One-Time Password (OTP) is required to access this function". Below this text is a text input field labeled "One-Time Password" and a button labeled "Generate OTP" which is highlighted with a red border. At the bottom left are "Ok" and "Cancel" buttons. At the bottom right is a link that says "Guidelines to generate an OTP".

3. The "OTP has been generated. Please read it from the Verifone Commander's status display." confirmation message displays. Press **[Ok]** to continue.



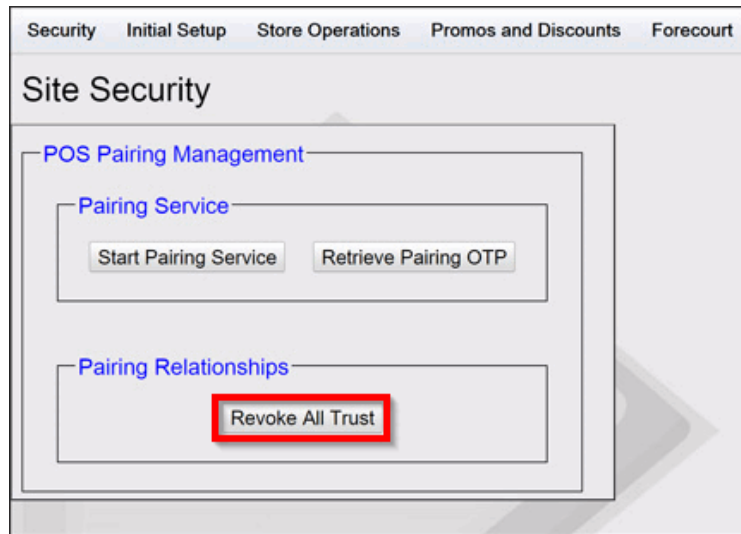
The image shows a dialog box titled "Configuration Manager". It contains an information icon (i) and the text "OTP has been generated. Please read it from the Commander Site Controller's status display." Below the text is an "Ok" button.

4. Read the OTP digits from the Verifone Commander, Enter the four OTP digits into the text box and then press **[OK]**.

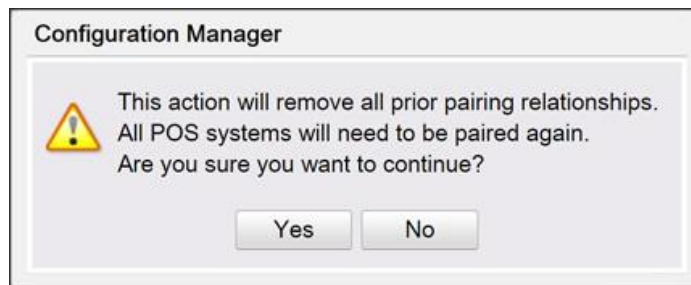


The image shows the same "One-Time Password" dialog box as in the first image. The text input field is now highlighted with a red border, indicating that the user has entered the OTP digits. The "Ok" button is also highlighted with a red border.

5. The Site Security form opens. Press **[Revoke All Trust]**.



6. A confirmation message stating “This action will remove all prior pairing relationships. All POS Workstations will need to be paired again. Are you sure you want to continue?” displays. Press **[Yes]**.



7. The “Processing request. Please Wait...” message displays before the successful message. Press **[OK]**.



- Follow the steps in [“Pairing after the initial Auto Upgrade, Pairing Expired/ Revoked”](#) section to pair the other POS Workstations.

## Security Log Server

Syslog is a way for network devices to send event messages to a logging server – usually known as a Syslog server. The Syslog protocol is supported by a wide range of devices and can be used to log different types of events. For example, a router might send messages about users logging on to console sessions or a webserver might log access-denied events.


This form is used to report security and OS related events to the configured server. Enter the log server’s IP address in this form.

A one-time password (OTP) is required to open and edit this form. Click Generate OTP and enter the OTP generated on the Verifone Commander display to the One-Time Password form.

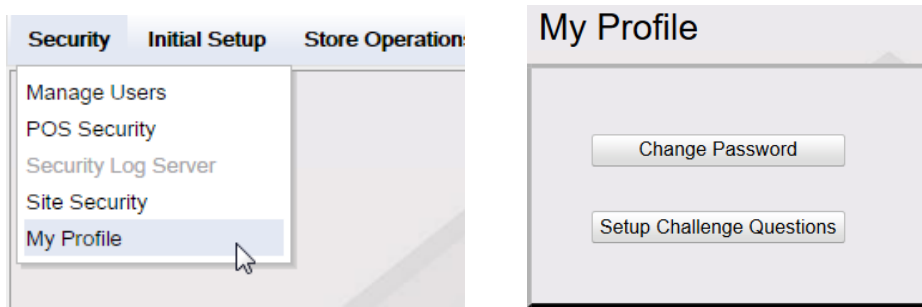
The following is how the security logs appear on the server display:

| Date       | Time     | Priority        | Hostname      | Message  |
|------------|----------|-----------------|---------------|--|
| 07-09-2019 | 16:17:54 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:52.920-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:17:54 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:52.920-04:00 commander_a_COR - - - WARN security - USER: manager, SEC EMP ID# 1 - View Current Security Log Server IP Address - PASSED - SECURITY LOG SERVER CONFIGURATION - Register ID# 0 |
| 07-09-2019 | 16:17:54 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:52.908-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:17:54 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:52.908-04:00 commander_a_COR - - - WARN security - USER: manager, SEC EMP ID# 1 - vsecuritylogservercfg - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208                |
| 07-09-2019 | 16:17:54 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:52.905-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:17:54 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:52.905-04:00 commander_a_COR - - - WARN security - USER: manager, SEC EMP ID# 1 - OTP_Authentication - PASSED - UserAAA - Register ID# 0 - Application OTP authenticated - true             |
| 07-09-2019 | 16:17:44 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:42.961-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:17:44 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:45:42.961-04:00 commander_a_COR - - - WARN security - cfcdposrequest - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.101  |
| 07-09-2019 | 16:16:45 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:44:43.889-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:16:45 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:44:43.873-04:00 commander_a_COR - - - WARN security - vsecuritylogservercfg - FAILED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208 - One Time Password required                  |
| 07-09-2019 | 16:16:45 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:44:43.873-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:16:45 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:44:43.873-04:00 commander_a_COR - - - WARN security - USER: manager, SEC EMP ID# 1 - OTP_Authentication - FAILED - UserAAA - Register ID# 0 - Application OTP authenticated - false            |
| 07-09-2019 | 16:14:41 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:42:39.930-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:14:41 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:42:39.930-04:00 commander_a_COR - - - WARN security - USER: manager, SEC EMP ID# 1 - vfedetails - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208                           |
| 07-09-2019 | 16:14:41 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:42:39.547-04:00 commander_a_COR - - -  |
| 07-09-2019 | 16:14:41 | System0.Warning | 192.168.31.11 | 1 2019-07-09T06:42:39.547-04:00 commander_a_COR - - - WARN security - vAppInfo - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208  |

## My Profile

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Password Reset Feature Reference for more information on this feature. The Feature References is available on Premier Portal.</i></p> |
|---|--|

Using this menu, a Config Client user can reset their own password without calling the Helpdesk. The primary benefit of this feature is to reduce the number of calls generated to the Helpdesk.



### Adding or Modifying Challenge Questions

For the config client users to reset their own password, a set of challenge questions and answers should be added. The questions are chosen from a drop-down list.

**Challenge Question**

To change your challenge questions, select a question from each dropdown and provide a response. All dropdowns must have a selection.

**Question 1**

What was your childhood nickname?

Enter your answer here

**Question 2**

What is your grandmother's first name?

Enter your answer here

**Question 3**

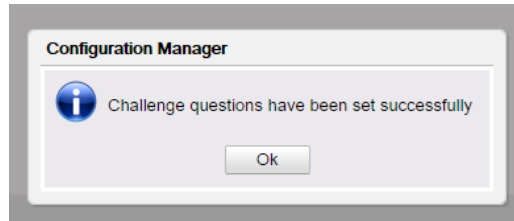
What was the last name of your favorite elementary school teacher?

Enter your answer here

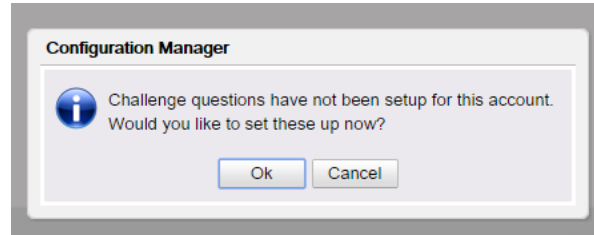
**Question 4**

What is the last name of your first boss?

Enter your answer here

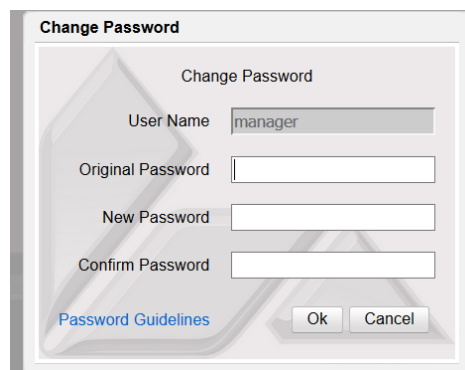
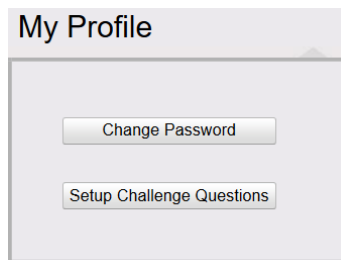


If users do not setup the challenge questions, every time they login to Config Client, they get the following reminder:



### Change Password

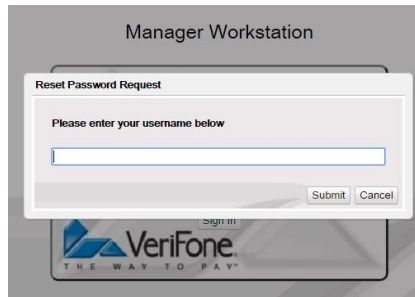
After logging in, a user can change password using the Change Password menu that can be assessed from **Security > My Profile**.



### Forgot Password

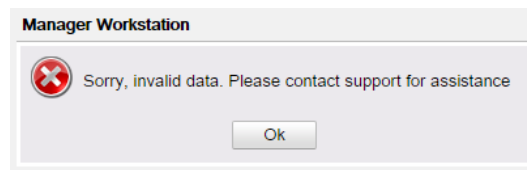


“Forgot Password” link on login page of Config Client or Manager Workstation displays a prompt where user must enter the username and click Submit to start the process of resetting password.



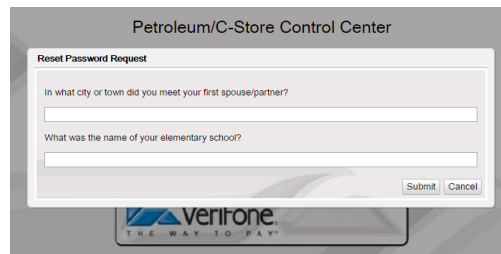
The screenshot shows a dialog box titled "Reset Password Request" overlaid on the "Manager Workstation" login screen. The dialog box contains the text "Please enter your username below" and a single text input field. Below the input field are "Submit" and "Cancel" buttons. The background shows the Verifone logo and the slogan "THE WAY TO PAY".

If the user doesn't already have challenge questions set or if the username doesn't exist, the server shows an error.



The screenshot shows an error dialog box titled "Manager Workstation". It features a red "X" icon and the text "Sorry, invalid data. Please contact support for assistance". An "Ok" button is located at the bottom center of the dialog box.

If the challenge questions are set, any two of the questions are shown for the user to answer.



The screenshot shows a dialog box titled "Reset Password Request" overlaid on the "Petroleum/C-Store Control Center" login screen. The dialog box contains two questions: "In what city or town did you meet your first spouse/partner?" and "What was the name of your elementary school?". Each question has a corresponding text input field. "Submit" and "Cancel" buttons are at the bottom right. The background shows the Verifone logo and the slogan "THE WAY TO PAY".

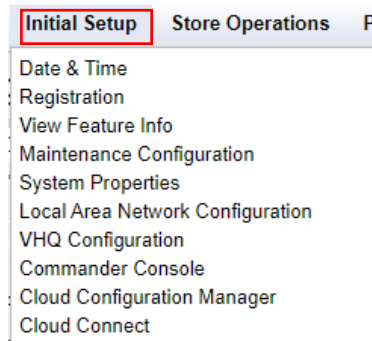
On answering the questions right, the user is prompted to enter a new password.



The screenshot shows a dialog box titled "Change Password" overlaid on the "Petroleum/C-Store Control Center" login screen. The dialog box contains the text "Change Password" and three input fields: "User Name" (with "manager" entered), "New Password", and "Confirm Password". "Ok" and "Cancel" buttons are at the bottom right. The background shows the Verifone logo and the slogan "THE WAY TO PAY".

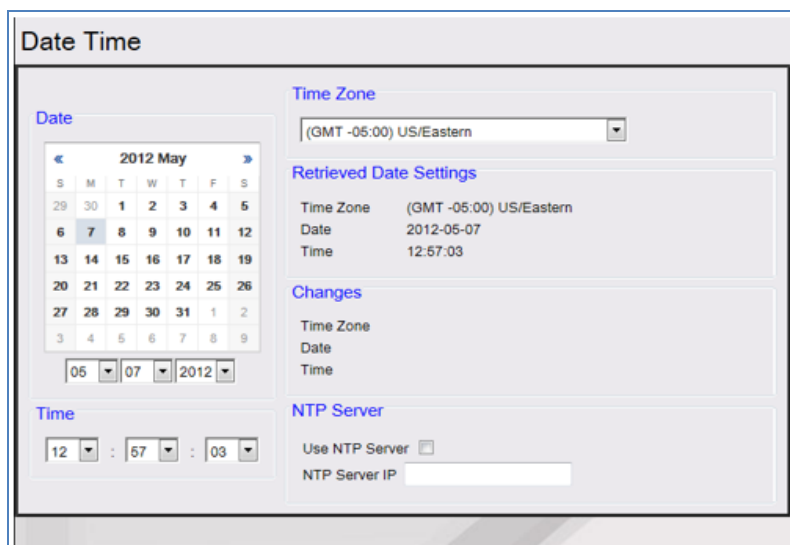


## Initial Setup



## Date Time

The Date & Time Configuration form is used to verify or edit the date, time, and time zone on the Verifone Commander.



Select the date, month, and year from the drop-down list boxes.

The displayed time is the current time. To change the time, select the time from the drop-down list boxes.

### Time Zone

Use to select the time zone in which your site is located.


### NTP Server

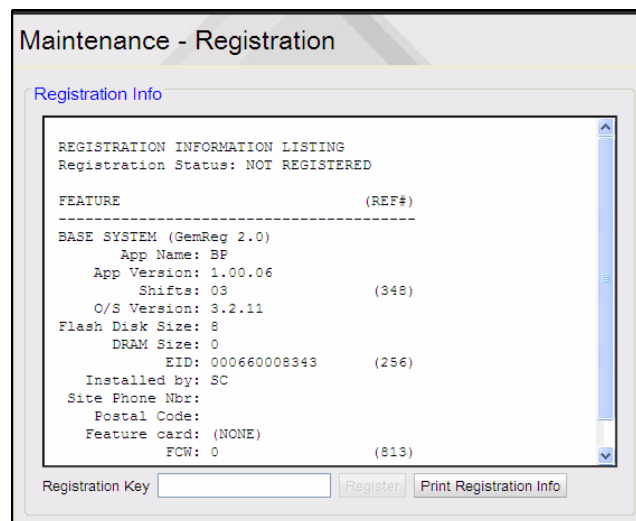
Enable to get the time from the Network Time Protocol (NTP) server instead of the system clock. This section can be used to configure the IP address of the NTP server.

### Registration

The Registration form presents information that must be supplied to the Verifone Technical Support Centre to obtain a Registration Key.

Call the Verifone Technical Support Center at (888) 777-3536. The Support Center will process the registration while you are on the phone.

|   |   |
|---|---|
|  <b>Note</b> | <i>Registration is only done once, at the time of installation.</i> |
|---|---|

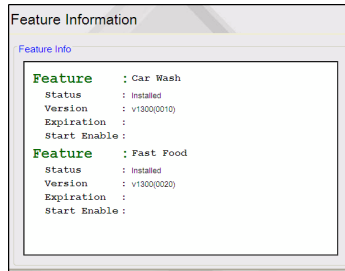


## Registration Key

Enter the Registration Key supplied by the Verifone Technical Support Center.

## View Feature Info

The Feature Information form displays the options installed on the system. To view the entire list, select the last item and press the down arrow on your keyboard. Click Print to print the entire list.



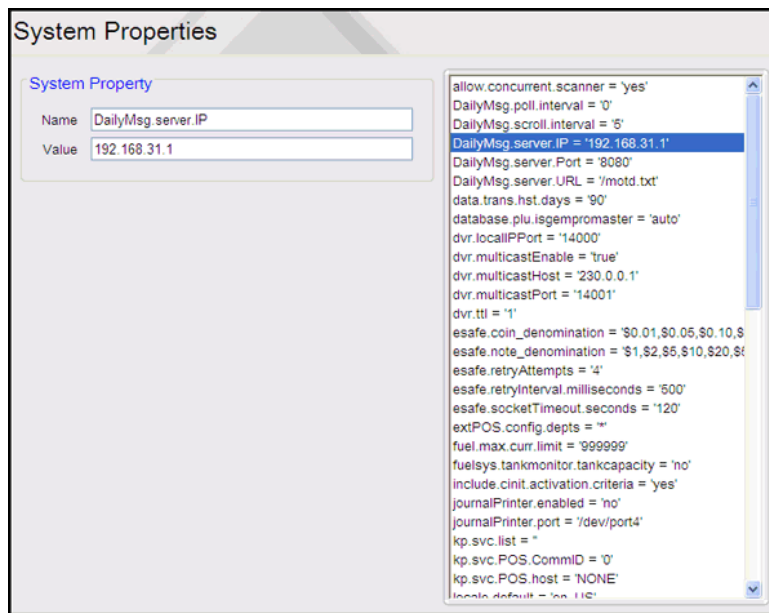
## Maintenance Configuration

Refer to [Maintenance Configuration](#)

## System Properties

Use to select, update, and save System Properties.

Detailed descriptions of the system properties can be found in the respective feature's feature reference manuals.





| Field/Button            | Allowable Value/Function               |
|-------------------------|--|
| System Property<br>Name | Displays the property name.            |
| Value                   | Displays the property value.           |
| Save                    | Click to save the selected Properties. |


### System Properties Description

The following is the list of system properties and their descriptions:



| Field  | Description  |
|--|--|
| <code>allow.concurrent.scanner</code>                    | Allows two scanners to work  |
| <code>apply.upgrade.forcefully</code>                    | Opt-in for forced auto-upgrade   |
| <code>auto.print.Pd.report</code>                        | Auto print reports   |
| <b>Properties that control the daily message display</b> |  |
| <code>DailyMsg.poll.interval</code>                      | The interval in which the system checks for daily messages.  |
| <code>DailyMsg.scroll.interval</code>                    | The interval the message pauses before adding another line when the window must be scrolled to display all messages. |
| <code>DailyMsg.server.IP</code>                          | IP address of server hosting daily message text.   |

| Field  | Description  |
|--|--|
| DailyMsg.server.Port   | IP port to use on the server hosting daily message text. |
| DailyMsg.server.URL  | URL to reach the daily message text files                |
|  |  |
| data.trans.hst.days  | Number of days to keep t-log                             |
| database.plu.isgempromaster  | Sales configuration                                      |
| disable.pinpad.cardreader  | Disable PIN pad card reader between transactions.        |
| <b>DVR UDP Multicast properties</b>  |  |
|  <b>Note:</b> Refer to the <i>Digital Video Recorder Feature Reference</i> documentation for more information on this feature. The <i>Feature Reference</i> is available on Premier Portal. |  |
| dvr.localIPPort  | DVR local port   |
| dvr.multicastEnable  | Enable multicast   |
| dvr.multicastHost  | DVR multicast host                                       |
| dvr.multicastPort  | DVR multicast port                                       |
| dvr.ttl  |  |
|  |  |

| Field  | Description   |
|--|---|
| <code>eps.needs.immediate.declined.receipt</code>  | EPS Needs Immediate Declined Receipt (Options = yes,no) |
| <b>E-Safe Properties</b>   |   |
|  <b>Note:</b> Refer to the <i>Tidel Sentinel E-Safe Interface Feature Reference</i> documentation for more information on this feature. The Feature Reference is available on Premier Portal. |   |
| <code>esafe.coin_denomination</code>   | E-Safe - Coin Denominations                             |
| <code>esafe.note_denomination</code>   | E-Safe - Note Denominations                             |
| <code>esafe.retryAttempts</code>   | E-Safe connection retry attempts                        |
| <code>esafe.retryInterval.milliseconds</code>  | E-Safe connection retry interval in milliseconds.       |
| <code>esafe.socketTimeout.seconds</code>   | E-Safe - Socket timeout in seconds                      |
|  |   |
| <code>event.monitor.history.limit</code>   | How much event monitor history data is shown            |
| <code>extPOS.config.depts</code>   | External POS properties                                 |
| <code>fcc.dcrs.test</code>   | Test Gilbarco DCRs comma delimited                      |
| <code>force.InHouse.PayInOut</code>  | Force In_House for Pay IN and pay OUT                   |
| <code>fuel.max.curr.limit</code>   | Set limit for the maximum currency at pump              |

| Field   | Description   |
|---|---|
| <code>fuelsys.tankmonitor.tankcapacity</code>   | Enable Fuel Tank Monitoring   |
| <code>include.cinit.activation.criteria</code>  | Show Auto Upgrade notification  |
| <code>journalPrinter.enabled</code>   | Enable journal printer  |
| <code>journalPrinter.port</code>  | Journal printer port  |
| <b>Kitchen Printer Configuration</b>  |   |
|  <b>Note:</b> Refer to the Kitchen Printer Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal. |   |
| <code>kp.svc.list</code>  | Kitchen printer service list<br><br><code>kp.svc.POS</code> use the exact text  |
| <code>kp.svc.POS.CommID</code>  | Indicates which COM port of the POS terminal the kitchen printer is on.   |
| <code>kp.svc.POS.host</code>  | Indicates which POS terminal the printer is on.   |
| <code>loyalty.ppg.stack</code>  | Enable Loyalty PPG stacking   |
| <code>mobile.feature.enabled</code>   | Enable Mobile Feature<br><br> <b>Note:</b> Refer to the Mobile Payment Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal. |



| Field  | Description   |
|--|---|
| <p><b>Money Order Prompt</b></p> <div style="display: flex; align-items: center;">  <p><b>Note:</b> Refer to the Money Order Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</p> </div> |   |
| mopayee.prompt   | Money order prompt  |
| mopayee.swb  |   |
| moptr.maxVendorPayment   | Maximum amount for Money Order Vendor Payment.  |
| mws.response.time  | Manager Workstation Response Time   |
| naxml.config.pluHasCheckDigit  | <p>NAXML input processing</p> <div style="display: flex; align-items: center;">  <p><b>Note:</b> Refer to the VIP NAXML Mix &amp; Match Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</p> </div> |
| pdclose.forcelogout.time.inMins  | AEOD force logout warning time in minutes   |
| promotions.enableNaxmlDeal   | Enable Naxml promotions.  |
| receipt.enterprise.footer.alignment  | Receipt Footer Alignment (Options - LEFT, RIGHT, CENTER)  |
| receipt.enterprise.header.alignment  | Receipt Header Alignment (Options - LEFT, RIGHT, CENTER)  |
| receipt.print.programName  | Print the promotion program name on receipt   |

| Field   | Description                                   |
|---|---|
| <code>remote.server.hostname</code>             |   |
| <b>Remote Log Server properties</b>             |   |
| <code>remote.server.hostname</code>             | Host where the logs are stored                |
| <code>remote.server.logBuffer.size</code>       | Log server buffer size                        |
| <code>remote.server.openRetry</code>            |   |
| <code>remote.server.port</code>                 |   |
| <code>remote.server.prefix</code>               |   |
| <code>remote.server.socketTimeout.second</code> |   |
| <code>rsd.useTestHost</code>                    | Use RSD test host                             |
| <code>ruby.fuelsys.driveOffAlert</code>         |   |
| <code>ruby.fuelsys.driveOffRepeat</code>        |   |
| <code>safeDrop.calculator</code>                | Calculator appears on screen during safe drop |
| <code>sales.foodorder.expire.minutes</code>     | Expiry minutes for food order                 |

| Field  | Description  |
|--|--|
| <b>sales.print.zerovalueitem</b>                   | Prints receipts for zero value items                       |
| <b>standard.keybd.filename</b>                     | POS Keyboard file name                                     |
| <b>ticket.reprint.includeDCRTrans</b>              | Include DCR transactions in ticket reprint                 |
| <b>topaz.enablevirtualkeyboard.expresspanel</b>    | Enable or disable virtual keyboard button on express panel |
| <b>topaz.safedrop.numbLines</b>                    | Number of blank lines on safe drop receipt                 |
| <b>topaz.sales.allowDismissalOfGroupedItemMenu</b> | Grouped item menu configuration                            |
| <b>topaz.sales.allowDismissalOfModifierMenu</b>    | Grouped item menu configuration                            |
| <b>topaz.sales.print.printTaxLines</b>             | Print separate tax lines on receipt                        |
| <b>topaz.sales.showPluModifiers</b>                | Enable or disable display of plu modifier list             |
| <b>upgrade.token.timeout</b>                       | Auto Upgrade - timeout value for token in seconds          |
| <b>viper.custom.feecode</b>                        | Viper custom fee product codes                             |

## Local Area Network Configuration


Local Area Network Configuration provides UI for configuring the LAN. Use to configure Global Routes, Device Specific IP Configuration, Device specific Routes and DNS.

## VHQ Configuration

The customers can choose from the following VHQ options:

1. Sign a SOW - Verifone performs services to customer PIN pads through VHQ.
2. VHQ Administered – Verifone does the estate management for a fee.
3. VHQ Own Instance – Customers want to own their own instance and move all their PIN pads to their own instance.

The objective of having all Petro PIN pads on VHQ is the ability to remediate and resolve issues found in the field faster.

|   |   |
|---|---|
|  <b>Note</b> | <p>Refer to the VHQ User Reference documentation for more information on this feature. The User Reference is available on Premier Portal.</p> |
|---|---|

POS sends following VHQ data to EPS:

- Enable/Disable (VHQ)
- VHQ Address
- Customer ID
- Store ID
- Lane ID
- Service ID
- Customer Profile

- Pinpad ID

Enable/Disable VHQ, Customer ID and VHQ Address is configured through VHQ Configuration form.

EPS sends the same information to PIN pad as part of the diagnostic message when the POS logs in. VHQ extracts the information from PIN pad.

In order to view and update VHQ Configuration, new user role functions should be created to view and update “VHQ Configuration”.

- vvhqconfiguration – View VHQ Configuration
- uvhqconfiguration – Update VHQ configuration

A person having the role “manager” have these (view and update) functions enabled by default. All other roles have view function enabled by default.

Refer to [Configure Roles](#) for more information to configure roles.

VHQ Configuration

Edits require a one-time password (OTP)

**VHQ Details**

Enable VHQ

Customer ID

Store ID AB123

Service ID

Customer Profile buypass

https://  /MessagingServer/MessageHandler.asmx

**VFI POS-POP Mapping**

| Lane # | PinPad ID |
|--------|-----------|
| 1      | 001       |
| 2      | 002       |
| 3      | 003       |
| 4      | 004       |
| 5      | 005       |
| 6      | 006       |
| 7      | 007       |
| 8      | 008       |

1-8 of 32

**Secondary POP Mapping**

| Lane # | PinPad ID |
|--------|-----------|
| 000    | 065       |
| 000    | 066       |
| 000    | 067       |
| 000    | 068       |
| 000    | 069       |
| 000    | 070       |
| 000    | 071       |
| 000    | 072       |

After you enable VHQ, the form allows you to edit Customer ID and VHQ address.

**VHQ Details**

Enable VHQ

Customer ID

Store ID

Service ID

Customer Profile

https://  /MessageServer/MessageHandler.asmx

On save, the form validates customer ID and VHQ address. VHQ address can be a URL or an IP address. Customer ID can be Alphanumerical characters up to 64 characters. If validation is not successful, an error message is displayed.

### Service and Maintenance (SAM)

Beginning with ViperPAY version 4.06.xx, an additional Service and Maintenance (SAM) feature will be available for Mx9xx Series PIN pads. The objective of having all Petro PIN pads connected with the Service and Maintenance feature is the ability to remediate and resolve issues found in the field faster. The SAM feature is included as part of ASM entitlement for Verifone Commander locations and includes improved Verifone Helpdesk support functions, such as:


- Review general configuration of the device, including network and system configuration.
- Review PIN pad diagnostic logs.
- Correct some operating system and application issues.
- Perform diagnostics remotely on the PIN pad, such as screen calibrations.


The SAM feature can be enabled after each PIN pad has the ViperPAY application loaded/upgraded. Enablement is performed by selecting "Accept" on the Terms & Conditions prompt that appears after the PIN pad application is loaded/upgraded. The SAM feature is PIN pad specific, therefore the prompt will appear on all PIN pads once the application is loaded/upgraded.


Rejecting the Terms & Conditions will disable SAM functionality. Verifone strongly encourages our customers to enable the Service and Maintenance feature.



Should a customer reject the agreement after updating the ViperPAY version and want the Service and Maintenance feature later, they can enter into System Mode on the PIN pad, navigate to “Enable VHQ default” and change the value to 1. They will then need to run the application from the PIN pad home screen and accept the Terms & Conditions prompt. This must be completed for each PIN pad.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>The above process is same when user changes from SAM to No SAM on PIN pad.</i></p> |
|---|--|

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Some PIN pads have Accept and Reject soft keys. Use these keys for SAM enablement.</i></p> |
|---|--|

|   |   |
|---|---|
|  <b>Note</b> | <p><i>SAM is only available for PIN pads that are not a part of a client managed instance of VHQ.</i></p> |
|---|---|

## Verifone Commander Console


The Verifone Commander Console is a cloud-based enterprise application on which the Verifone Commander transactions and reports can be viewed. In order for Verifone Commander transactions and reports to be viewed on Verifone Commander Console, the Verifone Commander Console needs to be configured in Configuration Client.

| Field/Button                   | Allowable Value/Function                    |
|--------------------------------|---|
| Enable Cloud Agent             | Select to enable Cloud Agent                |
| Verifone Commander Console URL | Enter the Verifone Commander Console URL.   |
| Site ID                        | The Site ID of the store                    |
| Service ID                     | Verifone Commander Service ID. 7 characters |
| Postal Code                    | Enter the postal code of the site.          |

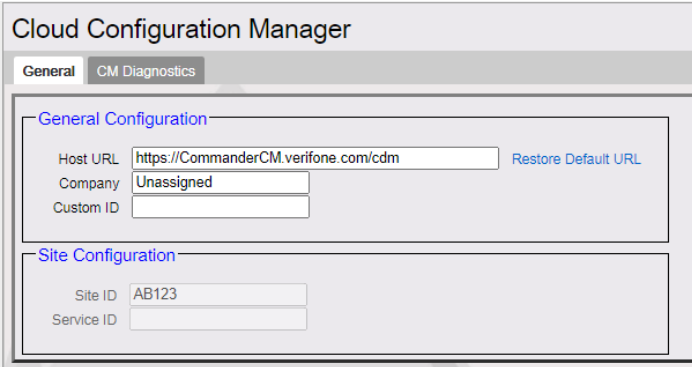
## Cloud Configuration Manager

The Cloud Configuration Manager is a cloud-based enterprise application used to manage Verifone Commander configuration settings for a site or group of sites. All Verifone Commanders that are managed through Cloud Configuration Manager must have the Cloud Configuration Manager agent configured in Configuration Client.



|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the Cloud Configuration Manager documentation for information on this feature.</i></p> |
|--|---|

**General**



The screenshot shows the 'Cloud Configuration Manager' interface. It has two tabs: 'General' (selected) and 'CM Diagnostics'. Under the 'General' tab, there are two sections: 'General Configuration' and 'Site Configuration'. The 'General Configuration' section contains three input fields: 'Host URL' (with the value 'https://CommanderCM.verifone.com/cdm' and a 'Restore Default URL' link), 'Company' (with the value 'Unassigned'), and 'Custom ID' (empty). The 'Site Configuration' section contains two input fields: 'Site ID' (with the value 'AB123') and 'Service ID' (empty).


| Field/Button | Allowable Value/Function  |
|--------------|---|
| Host URL     | The URL of Cloud Configuration Manager.                                       |
| Company      | Company name that was set up when requesting for Cloud Configuration Manager. |
| Custom ID    | Leave it as blank   |
| Site ID      | The Site ID of the store  |
| Service ID   |   |

**CM Diagnostics**

Use CM Diagnostics to see if Verifone Commander is connected to the Cloud Configuration Manager.

## Cloud Connect

The Verifone C-Site Management application allows to remotely configure data for the POS system through the web. A technician does not have to visit each location to make changes and updates. These updates can be done selectively or all at once for all the POS devices from the web application.


|   |  |
|---|--|
|  <b>Note</b> | <i>Refer to the Verifone C-Site Management User Reference documentation for more information on this feature. The User Reference is available on Premier Portal.</i> |
|---|--|

## Annual Software Maintenance

Annual Software Maintenance ensures the Verifone payment devices, site controllers, POS workstations and peripherals operate on software and tools that meet or exceed the requirements of current PA-DSS standards.

Verifone POS customers are required to enroll in the ASM Program available through major oil brands, Verifone distributors or Verifone. Without current ASM coverage, customer locations are NOT entitled to software installation, upgrades, reloads or remote assistance.

Go to <https://www.verifone.com/asm> on a web enabled device for more information.

|   |  |
|---|--|
|  <b>Note</b> | <i>Retailers should reach out to your distributor or Verifone sales representative to get the ASM license.</i> |
|---|--|

# Store Operations

- Store Operations**
- Promos and Disc
- Payment
- Merchandise
- Restrictions
- PLUs
- Sales
- Menu Keys
- Register
- Touch Screen ▶
- Self-checkout ▶
- House Account/ Pay IN/ Pay OUT
- Group Price Change
- Managed Updates
- Fiscal Receipt
- Charity Donations
- Close Lane

## Payment

### Currencies

Use to define the common currency, one alternate currency, and the exchange rate of the alternate currency in relation to the common currency.

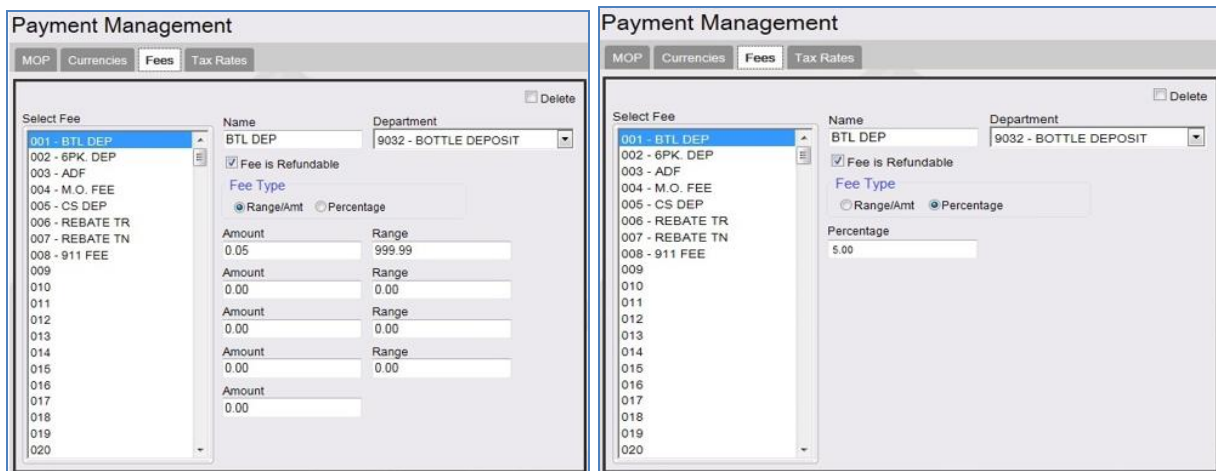
The screenshot shows the 'Payment Management' window with the 'Currencies' tab selected. On the left, a 'Select Currency' list contains two items: '1 - DOLLAR' (highlighted) and '2'. On the right, there are input fields for 'Name' (DOLLAR), 'Symbol' (\$), and 'Amount' (1.000000). A 'Delete' checkbox is located at the top right of the form area.

| Field/Button | Allowable Value/Function   |
|--------------|--|
| Name         | Enter a descriptive name for the currency (alphanumeric, 1 - 14 characters). All transactions use this currency unless the <b>[OTHER CURR]</b> key is pressed. |

| Field/Button | Allowable Value/Function   |
|--------------|--|
|              | Each currency is selected separately.  |
| Delete       | Click to delete the selected currency.   |
| Symbol       | Select a symbol for each currency. The symbol appears on receipts.                                       |
| Amount       | Enter the rate at which the alternate currency is compared to the base currency (0.000000 - 999.999999). |

## Fees

Use to add an additional charge (for example, bottle deposits) to an item or department. The Fees tab can contain up to 99 different fees. The current fees are listed on the left side of the form.



| Field/Button | Allowable Value/Function |
|--------------|--------------------------|
|--------------|--------------------------|

| Field/Button      | Allowable Value/Function  |
|-------------------|---|
| Name              | Enter a descriptive name for the Fee (alphanumeric, 1 - 9 characters). The name prints on receipts.   |
| Delete            | Select to delete the selected fee.  |
| Department        | From the drop-down menu, select the department to which fee transactions are charged for report totals.   |
| Fee is Refundable | Select to indicate that the fee is refundable with the cost of the item if it is returned.  |
| Fee Type          | <p><b>Percentage:</b> Percentage Fee will be calculated as the configured percentage of base selling price.</p> <p>For example, if Percentage Fee is configured as 4.555 and the same fee is applied to Item F with base selling price \$9.98, the Fee applied will be 4.555 percentage of 9.98. ie <math>9.98 * 4.555 / 100 = .45</math>.</p> <p><b>Range/Amt:</b> Fee calculation for sales will be updated to process by Range Amount.</p> |
| Amount (1)        | Enter the amount of the first fee (0.00 – 9999.99).   |
| Range (1)         | Enter the ending dollar amount for items to which the first fee applies.  |
| Amount (2)        | Enter the amount of the second fee (0.00 – 9999.99).  |
| Range (2)         | Enter the ending dollar amount for items to which the second fee applies.   |

| Field/Button | Allowable Value/Function   |
|--------------|--|
| Amount (3)   | Enter the amount of the third fee (0.00 – 9999.99).  |
| Range (3)    | Enter the ending dollar amount for items to which the third fee applies.   |
| Amount (4)   | Enter the amount of the fourth fee (0.00 – 9999.99).   |
| Range (4)    | Enter the ending dollar amount for items to which the fourth fee applies.  |
| Amount (5)   | Enter the amount of the fifth fee (0.00 – 9999.99). This fee is applied to all amounts higher than the range end for the fourth fee. |

## Merchandise

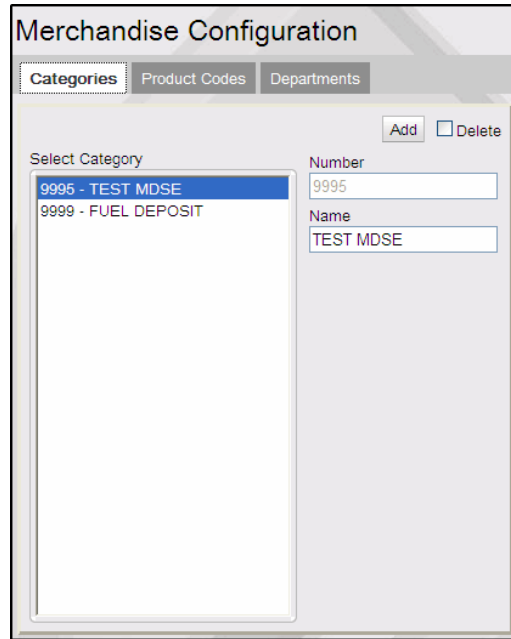
The Merchandise Manager form is used to add, delete, and restore categories and departments. The Product Code tab displays the current product codes. Product codes cannot be edited.

### Categories

Use to define the categories for your site. The current categories are listed on the left side of the form.

The maximum number of categories that can be configured by platform:

- Ruby Ci - 9999
- Verifone Commander - 9999



| Field/Button | Allowable Value/Function               |
|--------------|--|
| Add          | Click to add a new category            |
| Number       | Enter a unique number for the category |
| Name         | Enter a unique name for the category   |

**Product Code**

The Product Code tab contains view-only data and cannot be edited. The fields in this tab are Number, Name, Status and Fuel (Yes or No).

**Departments**

Refer to [Department Sales](#)

**Restrictions**

**Blue laws**

Refer to [Blue Laws](#).

### ID Checks


Refer to [ID Checks](#).

### PLU Promotions

Refer to [PLU Promotions](#).

## Online Age Verification

TruAge is a digital identification solution that enhances current age-verification systems at all retail points of sale and protects user privacy. TruAge was developed by NACS (National Association of Convenience Stores) the global trade association that represents the convenience store industry, and Conexus, its standards-setting partner.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Age Restrictions feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

## PLUs

Refer to [PLU Sales](#)

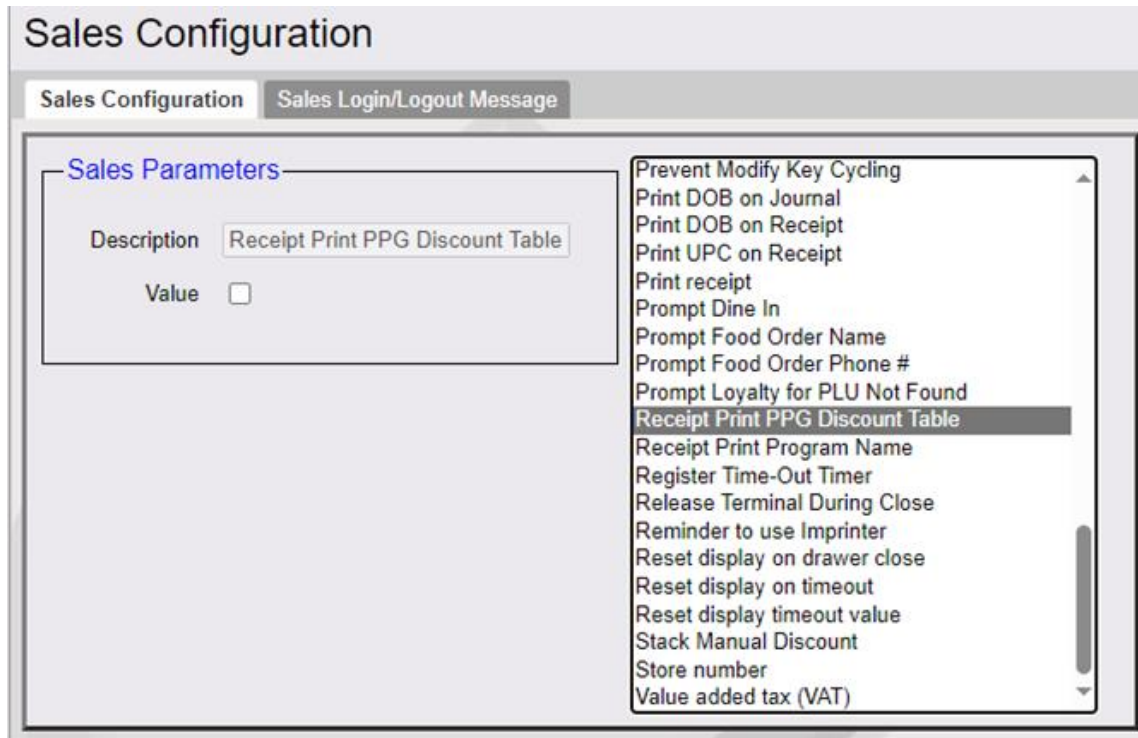
## Sales

### Sales Configuration

The Sales Configuration form is used to set up the sales functions and the login/logout messages for the site.




|   |   |
|---|---|
|  <b>Note</b> | <i>All the Security Level configurations from this form has been moved to <b>Security &gt; POS Security &gt; Sales Functions Security</b> form.</i> |
|---|---|






| Field/Button                  | Allowable Value/Function   |
|-------------------------------|--|
| 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        | Enter the number of cash drawers connected to this register (1 - 2).   |



| Field/Button                          | Allowable Value/Function   |
|---------------------------------------|--|
| Cash Underrun Auto Refund             | <p>If disabled, cashier must complete the underrun transaction by selecting a MOP.</p> <p>If enabled, when cashier claims the fuel sale, amount is automatically refunded.</p>   |
| Check Drawer Amount on Safe Drop      | Select to compare the amount of the MOP entered to the calculated amount currently in the 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" key is not displayed on the POS touch-screen when this parameter is enabled.   |
| Discount Denomination                 | <p>Refer to <a href="#">Discount Denominations</a> for configuring discounts.</p> <p>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.</p>   |
| Discount Type – Pct or Amt            | <p>Select the type of discount to apply when the [DISC] key is used.</p> <p><b>Percent</b> — The discount is calculated as a percentage of the price and then subtracted from the price of the item.</p> <p><b>Amount</b> — The discount is directly subtracted as a dollar amount from the price of the item.</p> |
| Display PLU not found Department List | Select to set a department number to assign to PLUs that are not in the PLU department list.   |

| Field/Button                      | Allowable Value/Function  |
|-----------------------------------|---|
| <p>Drawer Alarm Timer</p>         | <p>Enter the number of seconds a cash drawer is allowed to remain open before an alarm is triggered (0 - 99).</p> <p> <b>Note:</b> "Drawer Open During Sale" must not be selected for the drawer alarm timer to work.</p>  |
| <p>Drawer Open During Sale</p>    | <p>Select to allow the cash drawer to remain open during transactions. (If not selected, the cash drawer must be closed before the next transaction can be started.)</p> <p> <b>Note:</b> Make sure that "Drawer Open During Sale" is not selected if you are entering a value in "Drawer Alarm Timer".</p>  |
| <p>Employee Number Login</p>      | <p>When this feature is enabled, a cashier can login to the register using their Employee Number instead of their cashier record. Employee number and password are configured in <b>Security &gt; POS Security &gt; Employees</b>.</p> <p>The employee number is unique to each employee.</p> <p>When this feature is enabled, all cashier related actions require Employee Number with corresponding password. Only the clock in/out functions can be used with alternative login.</p> <p> <b>Note:</b> After installation this parameter is disabled by default.</p> |
| <p>Enable Managed Update</p>      | <p>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.</p>   |
| <p>Enable Receipt Tax Detail</p>  | <p>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.</p>   |
| <p>Enable Auto Settle Overrun</p> | <p>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</p>   |

| Field/Button                    | Allowable Value/Function   |
|---------------------------------|--|
|                                 | transaction.   |
| Error Correction Security Level | Select to set the security level required to perform an [ERROR CORR] on an item in a transaction.  |
| 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 [DISC] key is pressed.                   |
| 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             | Select to print "No Sale" on the receipt and the journal when the cashier presses [No Sale] in Sales mode. (If not selected, "No Sale" prints on the journal only.)      |
| Force Refund Print              | Select to print a refund receipt when the cashier performs a refund in the Sales mode. (If not selected, the refund prints on the journal only.)                         |
| Force Void Line Print           | Select to print "Void Line" on the receipt and journal when the cashier voids a line in the Sales mode.  |
| Force Void Transaction Print    | Select to print "Void Ticket" on the receipt and journal when the cashier voids a ticket in the Sales mode. (If not selected, "Void Ticket" prints on the journal only.) |

| Field/Button                        | Allowable Value/Function   |
|-------------------------------------|--|
| 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       | Select to display “No Due Sales” when the terminal is idle, and no fuel transactions are due. Due fuel sales display if one or more fuel sales are due. (If not selected, “Ready for Sale” displays when the terminal is idle. Due fuel sales are viewed by pressing the <b>[VIEW]</b> key.) |
| Is Cashier # Required for Each Sale | Select to require the cashier/employee number and password before starting each sale.  |
| 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 <b>[DISC]</b> key is pressed. (If not selected, all discounts must be entered as individual amounts.)                                       |
| Is Sub-total Required               | Select to require pressing the <b>[TOTAL]</b> key before the MOP is chosen.  |
| Is Total in Double                  | Select to print the transaction total in double-wide characters on the receipt and journal. (If not selected, the transaction total will print in single-wide characters.)   |
| Maximum Till Transaction Amount     | <p>Enter the maximum transaction amount.</p> <p> <b>Note:</b> <i>Maximum amount is 9999.99.</i></p>   |

| Field/Button           | Allowable Value/Function  |
|------------------------|---|
| Maximum Amount         | <p>Enter the maximum amount that any one department item may cost if '0' is entered for Department &gt; Max Amt. (0.00 – 9999.99).</p> <p> <b>Note:</b> <i>The value set in Department &gt;Max Amt overrides any value set here.</i></p>   |
| Maximum Discount       | <p>Enter the maximum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the [DISC] key (0.00 – 99.99).</p>   |
| Maximum Quantity       | <p>Enter the maximum quantity of any one item that may be sold in one transaction (0.00 – 9999.99).</p>   |
| Minimum Amount         | <p>Enter the minimum amount that any one department item may cost if '0' is entered for Department &gt; Min Amt (0.00 – 9999.99).</p> <p> <b>Note:</b> <i>If Department &gt; Min Amt is not '0,' then its value overrides the value set here.</i></p>  |
| Minimum Discount       | <p>Enter the minimum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the [DISC] key (0.00 – 99.99).</p>   |
| Money Order Low        | <p>Enter the number of checks remaining before an alarm message indicates that the money order machine needs to have more checks loaded (0 - 99).</p> <p> <b>Note:</b> <i>Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal.</i></p> |
| One Cashier per Drawer | <p>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.</p>   |

| Field/Button                                | Allowable Value/Function   |
|---|--|
|   |  <p><b>Note:</b> <i>This feature is not supported.</i></p>  |
| <p>Open Drawer Cashier<br/>Close</p>        | <p>Select to close open drawer before another cashier can use the cash drawer.</p>   |
| <p>PLU Not Found<br/>Department</p>         | <p>Enter a department number to assign to PLUs that are not on the PLU File and are entered as a sale (0 - 9999).</p> <p><b>0000</b> — Disables the PLU Not Found department.</p>  <p><b>Note:</b> <i>The department number must also be assigned as the PLU Not Found department from <b>Manager &gt; Merchandise &gt; Department</b>.</i></p> |
| <p>Prepaid Card Activate<br/>Department</p> | <p>Enter the department number for prepaid card activation sales transactions.</p>   |
| <p>Prepaid Card Recharge<br/>Department</p> | <p>Enter the department number for prepaid card recharge sales transactions.</p>   |
| <p>Prevent Modify Key<br/>Cycling</p>       | <p>Select to prevent cycling through the modifiers of a PLU. (If not selected, cycling through the modifiers of a PLU from the lowest priced modifier to the highest priced is allowed.)</p>   |
| <p>Print DOB on Journal</p>                 | <p>Select to print DOB on journal.</p>   |
| <p>Print DOB on Receipt</p>                 | <p>Select to print DOB on receipt.</p>   |

| Field/Button                     | Allowable Value/Function  |
|----------------------------------|---|
| 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, and when using the <b>[Ticket Print]</b> Key).  |
| 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 at food kiosk.   |
| Prompt Food Order Name           | Enable to prompt for entering customer name for food orders.  |
| Prompt Food Order Phone Number   | Enable to prompt for entering customer phone number for food orders.  |
| Prompt Loyalty for PLU Not Found | When enabled, if a scanned barcode 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 | <p>Enable to print clearer breakdown of discounts on the fuel receipt. This includes pop, loyalty, and any other discounts taken off fuel prices.</p> <p>Chevron has this parameter enabled by default from Release 54.01 and for all other FEPs this parameter is disabled by default.</p> |



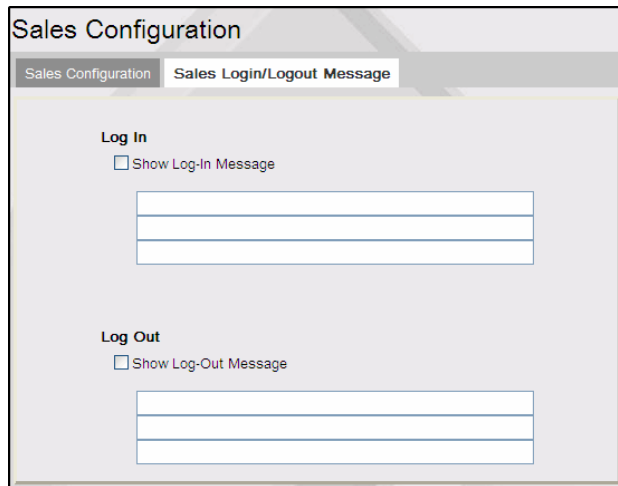
| Field/Button    | Allowable Value/Function   |              |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
|-----------------|--|--------------|-----|--------|----------|---|------|--------------|--------|------|-----------------|--|--|----------|--|-------|-----|--|------|--------------|--|--------------|-----------|--|-------|
|                 |  <p>WELCOME TO OUR STORE<br/>00020863<br/>VFI Chevron</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Qty</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>T ITEM F</td> <td>1</td> <td>9.99</td> </tr> <tr> <td>UNLD2 CR #01</td> <td>6.394G</td> <td>2.50</td> </tr> <tr> <td>SELF # 0.391/ G</td> <td></td> <td></td> </tr> <tr> <td>Subtotal</td> <td></td> <td>12.49</td> </tr> <tr> <td>Tax</td> <td></td> <td>2.50</td> </tr> <tr> <td><b>TOTAL</b></td> <td></td> <td><b>14.99</b></td> </tr> <tr> <td>CREDIT \$</td> <td></td> <td>14.99</td> </tr> </tbody> </table> <p>*****7937<br/>Str# 00020863<br/>CHEVRON/GE<br/>Inv# 8300117<br/>Auth# 029611<br/>Entry Method: Chip Read<br/>MODE: ISSUER<br/>Thank you for filling up with Chevron with Techron.<br/>Loy. Prog: Drop Tank Test<br/>Card: DropTank<br/>*****1032<br/>Trace #:<br/>898b34dd-124f-472d-9811-64a989812dba<br/>Sten: 0001351<br/>YOUR CHEVRON REWARDS AMOUNT IS \$1.00/GALLON<br/>YOUR SAFEMAY REWARDS AMOUNT IS \$0.20/GALLON<br/>CardType Disc<br/>YOU RECEIVED \$0.30 / GALLON DISCOUNT FOR 6.394 GALLONS<br/>PLU Discount<br/>YOU RECEIVED \$0.20 / GALLON DISCOUNT FOR 6.394 GALLONS<br/>Street Price/G: \$2.12<br/>Fuel Discount/G:<br/>PLU Discount \$0.20<br/>CardType Disc \$0.30<br/>ChevronTexacoRewards \$1.00<br/>AlbertsonsRewards \$0.20<br/>Chv Card \$0.03<br/>Total Disc/G: \$1.73<br/>Paid Price/G: \$0.39<br/>ST#AB123 OR#1 TRAN#9010010<br/>CSH: 0 5/29/23 8:02:43 AM</p> | Description  | Qty | Amount | T ITEM F | 1 | 9.99 | UNLD2 CR #01 | 6.394G | 2.50 | SELF # 0.391/ G |  |  | Subtotal |  | 12.49 | Tax |  | 2.50 | <b>TOTAL</b> |  | <b>14.99</b> | CREDIT \$ |  | 14.99 |
| Description     | Qty  | Amount       |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| T ITEM F        | 1  | 9.99         |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| UNLD2 CR #01    | 6.394G   | 2.50         |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| SELF # 0.391/ G |  |              |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| Subtotal        |  | 12.49        |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| Tax             |  | 2.50         |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| <b>TOTAL</b>    |  | <b>14.99</b> |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |
| CREDIT \$       |  | 14.99        |     |        |          |   |      |              |        |      |                 |  |  |          |  |       |     |  |      |              |  |              |           |  |       |

| Field/Button                  | Allowable Value/Function   |
|-------------------------------|--|
| 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.<br><br>Entering 000 indicates that an idle terminal will not automatically switch 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     | Determines whether a message is displayed that reminds the cashier to use the imprinter after completing a transaction using the Manual Credit MOP.  |
| Reset Display on Drawer Close | Idle sales message returns when the drawer closes.   |
| Reset Display on Time-out     | Idle sales message returns when the time-out elapses.  |
| Reset Display Time-out Value  | 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).<br><br>1 = 2 seconds<br><br>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.   |

| Field/Button          | Allowable Value/Function  |
|-----------------------|---|
| 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). |

### Sales Login/Logout Message

Use to enter messages that are displayed when an employee logs in or out of Sales mode.



| Field/Button                 | Allowable Value/Function                                       |
|------------------------------|--|
| Log In - Show Log-In Message | Select to display the prompt when the user logs on to Sales.   |
| Lines                        | Enter or edit the information displayed when Sales is entered. |

|                                |   |
|--------------------------------|---|
| Log Out - Show Log-Out Message | Select to display the prompt when the user logs out of Sales. |
| Lines                          | Enter or edit the information displayed when Sales is exited. |

## Menu Keys

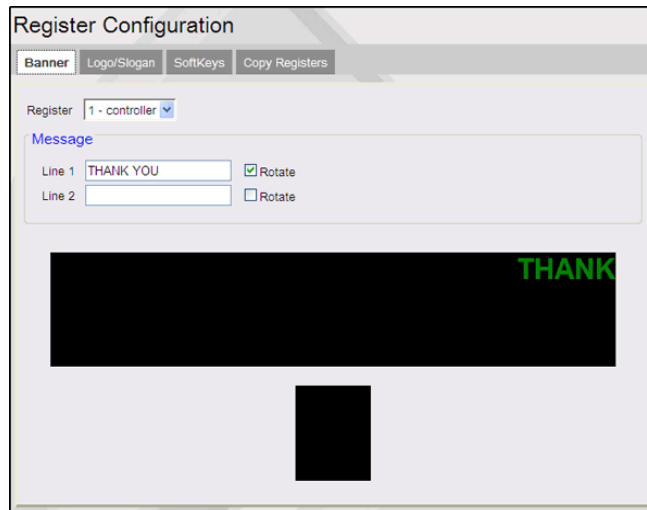
Refer to [Menu Key Configuration](#)

## Register

The Register Configuration form is used to set up banners, logos/slogans, soft keys, and copy registers for the site.

### Banner

Use to define the message that appears on the customer display when sales transactions are not in process.



| Field/Button      | Allowable Value/Function  |
|-------------------|---|
| Register          | Select the register.  |
| Line 1 and Line 2 | Enter the messages for lines 1 and 2 (alphanumeric, up to 80 characters). |

|        |  |
|--------|--|
| Rotate | Select a rotation option — None, Line 1, Line 2, Both. |
|--------|--|

## Logos/Slogans

Use to enter the information that prints in the header (logo) and footer (slogan) of receipts.

The screenshot shows the 'Register Configuration' window with the 'Logo/Slogan' tab selected. On the left, a 'Register' dropdown is set to '1 - controller'. Below it, a preview area shows 'WELCOME TO' and 'OUR STORE'. The main area is divided into 'Ticket Logo' and 'Ticket Slogan' sections. Each section has a table with columns for 'Enabled', 'Mode', and 'Alignment'. The first two logos are checked as 'Enabled' and set to 'Double' mode and 'Left' alignment. The remaining logos and all slogans are unchecked and set to 'Normal' mode and 'Left' alignment.

| Field/Button              | Allowable Value/Function                                 |
|---------------------------|--|
| Register                  | Select the register.                                     |
| Ticket Logo/Ticket Slogan | Enter the information that appears on register receipts. |
| Enabled                   | Select to enable each logo and/or slogan.                |
| Mode                      | Select Single- or Double-wide characters.                |
| Alignment                 | Select Left, Right, or Center.                           |

## Soft Keys

Refer to [Soft Keys](#)


## Copy Registers

Use to copy files from one register to another.


| Field/Button                      | Allowable Value/Function   |
|-----------------------------------|--|
| Select Register - Source Register | Select the register to copy.   |
| Destination Register              | Select the register to which you want to copy files.                   |
| Select Files to Copy              | Select the files you want to copy: Banners, Soft Keys, Logos, Slogans. |

## Touch Screen


The Touch Screen Configuration forms allow you to configure fuel keys, assign buttons, define the parked menu panel, and orient the touch screen.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Base 53 and Higher feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

## Self Checkout

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Use of Self Checkout requires an explicit license. Retailers, reach out to your distributor or Verifone sales representative to get the license.</i></p> |
|---|--|

Self Checkout (SCO) is a self-checkout POS application for C-Stores implemented on B53 and Higher UI.



|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Self-Checkout feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|









### Self Checkout (SCO) Monitoring

Device monitoring is a feature to monitor configured devices from monitoring devices such as Cashier operated POS, Attendant handheld device or any remote machine. Self Checkout devices can be configured to be monitored through the Touch Screen configuration.

#### *Self Checkout Monitoring Buttons*


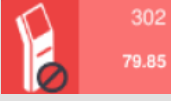
The following buttons represent Self Checkout device status:

| Icon  | Description                                      |
|---|--|
|  | <p>Self Checkout device is offline</p>           |
|  | <p>Self Checkout device is in non-sales mode</p> |


| Icon  | Description   |
|---|---|
|    | <p>Self Checkout lane is closed</p>   |
|    | <p>Self Checkout device is in Idle mode</p>   |
|    | <p>Transaction suspended.<br/>Transaction gets suspended either because customer chooses to pay at counter or cashier suspends the transaction. The SCO is moved to idle state.</p> |
|    | <p>Transaction suspend: initial state.</p>  |
|  | <p>Customer checked in to the Self Checkout device</p>  |
|  | <p>Customer added items to the cart.<br/>The monitoring button shows the number of items and amount.</p>  |
|  | <p>Customer is making a payment.</p>  |
|  | <p>Customer's payment failed.</p>   |



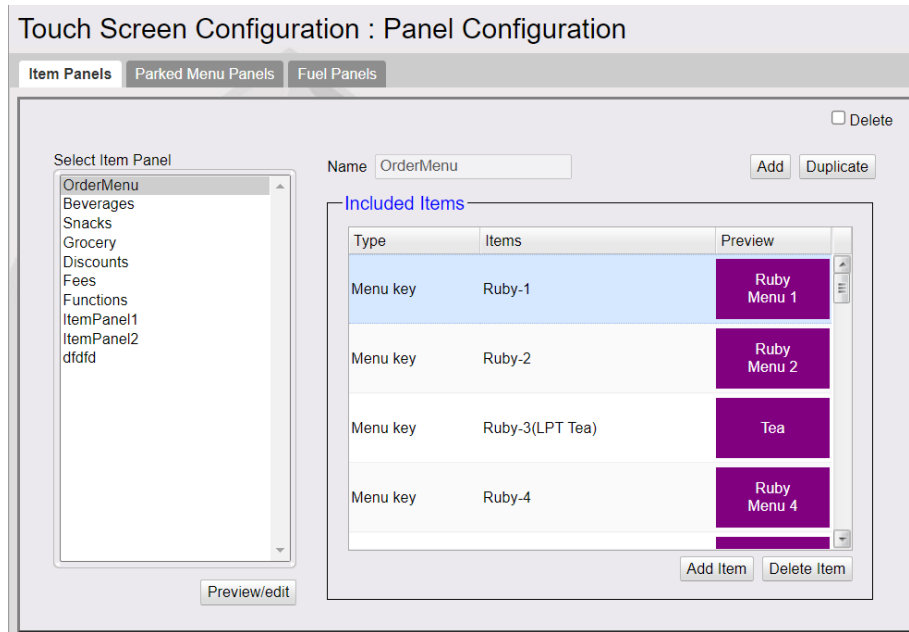
| Icon  | Description   |
|---|---|
|    | <p>Customer requested help.</p>   |
|    | <p>Customer requested help after adding items.</p>  |
|    | <p>Customer requested help; but is proceeding with sale.</p>  |
|    | <p>Customer requested help; but is proceeding with payment.</p>                                     |
|  | <p>Customer requested help; but, proceeded with payment and payment failed.</p>                     |
|  | <p>Cashier logged in while Self Checkout device is in Idle mode.</p>                                |
|  | <p>Cashier logged in to Self Checkout device while the device is in "Customer Checked In" mode.</p> |
|  | <p>Cashier logged in to Self Checkout device during sales.</p>                                      |

| Icon  | Description  |
|---|--|
|  | <p>Customer added <b>age restricted item</b> and called for cashier assistance.</p>                            |
|  | <p>Customer had previous items added and then added age restricted item and called for cashier assistance.</p> |

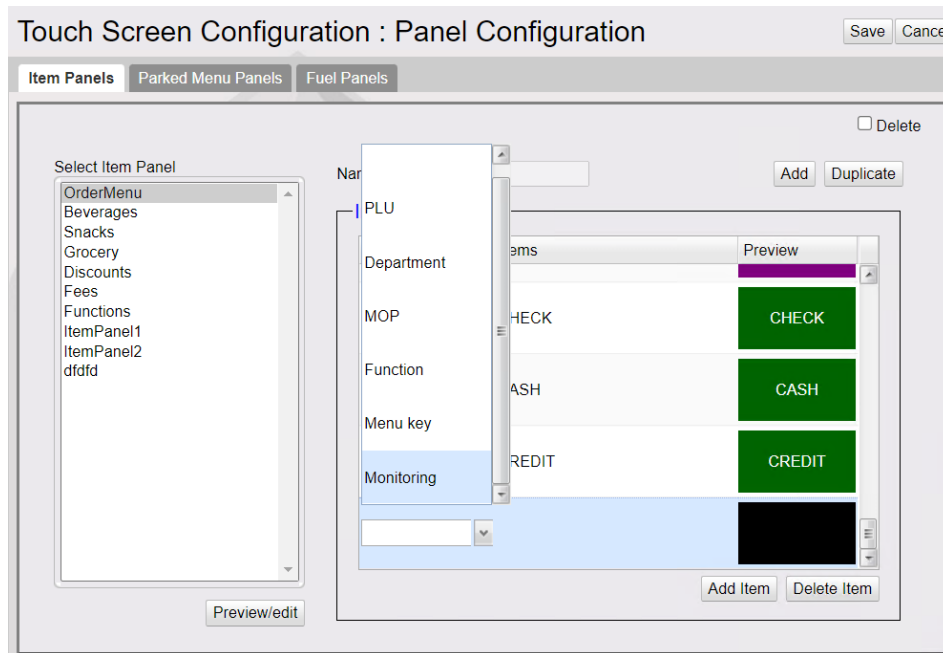
**Self Checkout Monitoring Configuration**

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the Base 53 and Higher feature reference documentation for information on how to configure the touchscreen UI. The Feature Reference is available on Premier Portal.</i></p> |
|--|---|

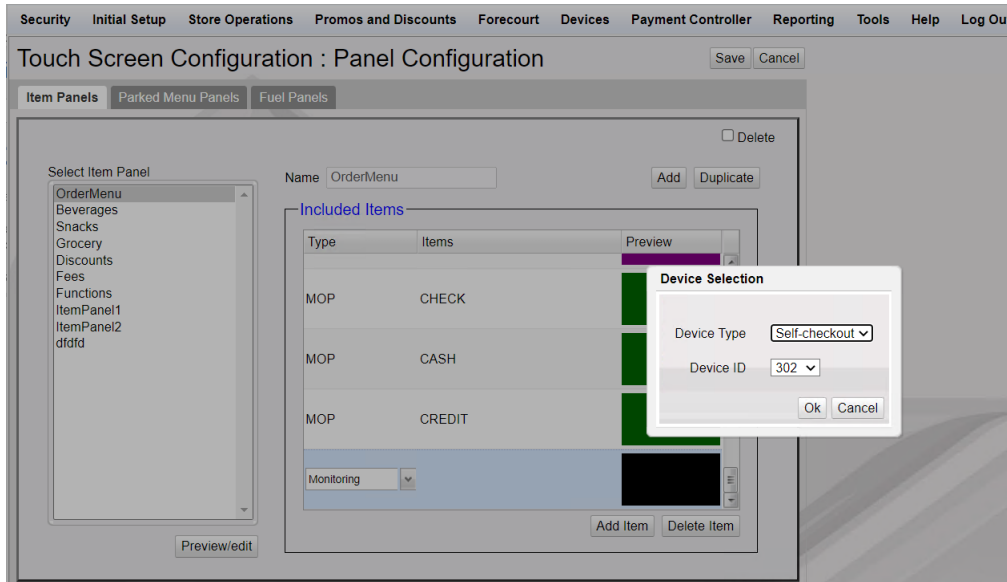
1. From **Store Operations > Touch Screen > Panel Configuration** select Add Item to an Item Panel.




2. In the new row added, select Monitoring from the drop down.

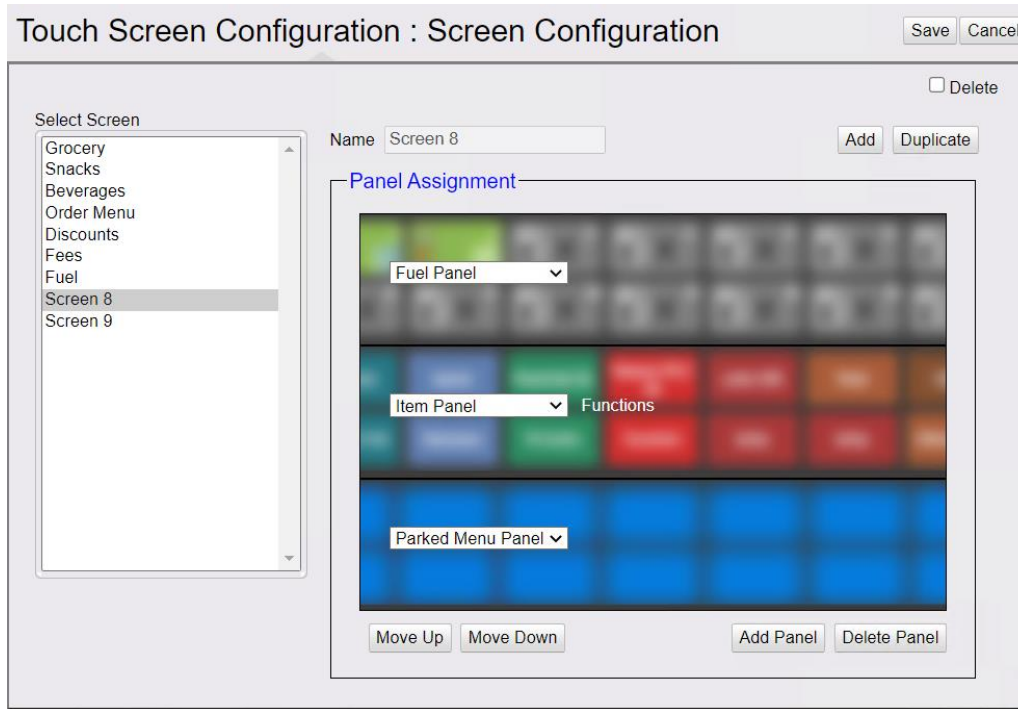


3. Select Self Checkout as the Device Type and select the device ID of the self checkout.

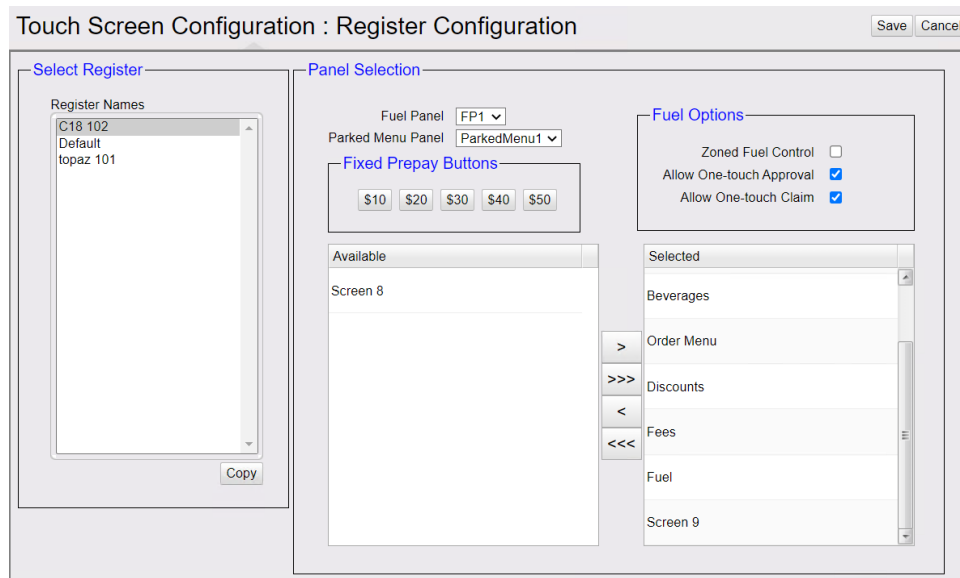


4. Go to **Store Operations > Touch Screen > Screen Configuration** and add the item panel containing the Self Checkout monitoring item to a screen panel.

|   |  |
|---|--|
|  <p><b>Note</b></p> | <p>SCO must be logged in at least once before configuring for SCO monitoring; else the device id will not be listed.</p> |
|---|--|




5. Go to **Store Operations > Touch Screen > Register Configuration** and assign the screen to a register.



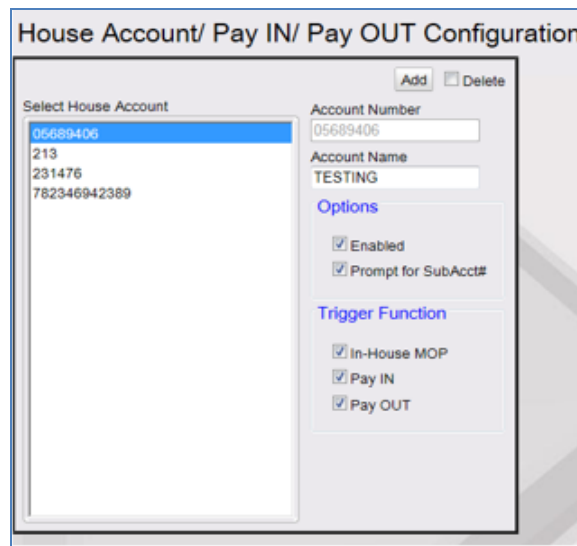
## House Account

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.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the In-House Accounts feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|


“force.InHouse.PayInOut” in **ConfigClient > Initial Setup > System Properties** should be set to **Yes** to enables sites to assign In House Accounts with Pay In and Pay Out.



| Field/Button   | Allowable Value/Function   |
|----------------|--|
| Add            | Click to add a new account. The account is automatically enabled unless you clear the Enabled check box. |
| Delete         | Select to delete the selected account.   |
| Account Number | Enter the account number. (alphanumeric, 1 - 20 characters).   |

| Field/Button        | Allowable Value/Function   |
|---------------------|--|
| Account Name        | (Optional) Enter the name of the customer. (alphanumeric 0 - 20 characters). |
| Enabled             | Select to enable the account.  |
| Prompt for Sub Acc# | Enable to prompt for sub account number.                                     |
| Trigger Function    | Select what triggers a "In-House Account? [Y/N]" prompt.                     |

### Group Price Change

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Group Price Change feature reference documentation for information on this feature. The Feature Reference is available on The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

Use to change the prices of multiple PLUs assigned to a selected department at the same time.

#### Group Price Change

Select Department ▼

Select an adjustment type

Increase

Decrease

Make all prices the same

Select an adjustment option

Amount

Percent

Enter the adjustment amount

Select the PLU(s) to be adjusted

Calculations that are less than zero or greater than the department's maximum amount will be skipped.

To change a group of prices:

1. In the department list, select the department that contains the products needing the price change.
2. Click an adjustment type — Increase, Decrease, Make all prices the same.
3. Click an adjustment option — Amount, Percent.
4. Enter the adjustment amount as dollars and cents (0.00 - 9999.99) or percent (000.000 - 9999.99).
5. Select the PLUs to be adjusted.
  - Click Select All to select every PLU in the department.
  - Select several adjacent PLUs by using SHIFT and click.
  - Remove selections by clicking Select None.
6. Click OK.

## Managed Updates

The Managed Updates feature provides an interim approval step during the PLU file update process and allows updates to take effect within the POS system immediately after approval. The business purpose behind the approval step is to allow store management to use a 3rd party system (SAP Retail Store) to identify, print and update shelf labels as needed for price changes prior to those changes being reflected within the POS system.

### Enable Managed PLU Update

From **Store Operations > Sales > Sales Configuration**, enable “**Enable Managed Updates**”.



**Sales Configuration**

Sales Configuration    Sales Login/Logout Message

**Sales Parameters**

Description:

Value:

- Allow amount entry for refund
- Canadian GST
- Cardload Recharge Dept
- Cash drawers connected
- Cash under run auto refund
- Check drawer amount on safe drop
- Count Underrun Customers
- Discount Denomination
- Discount Security Level
- Discount type - Pct or Amt
- Display PLU not found Department Lis
- Drawer Alarm Timer
- Drawer open during sale
- Enable Managed Update**
- Enable Receipt Tax Detail
- Enable auto settle overrun
- Error Correction Security Level
- Error Message Prompt Timer
- Fixed Discount rate
- Force DOB on ID Check

## Managed Update Security Level

In **Store Operations > Sales > Sales Configuration > Managed Update Security Level**, enter the security level of the manager who can apply the update.

**Sales Configuration**

Sales Configuration    Sales Login/Logout Message

**Sales Parameters**

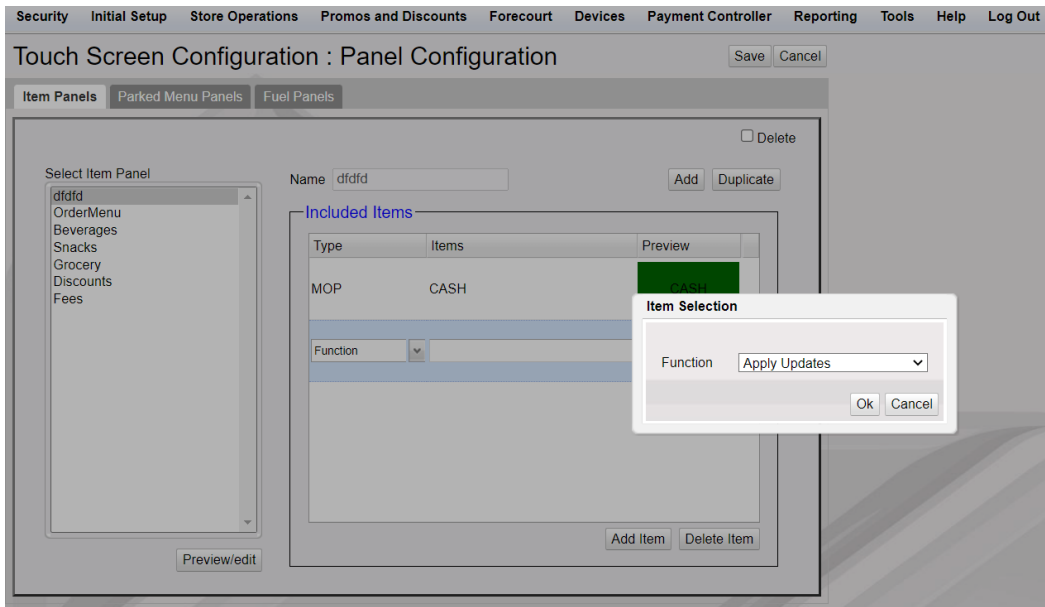
Description:


Value:

- Force refund print
- Force void line print
- Force void transaction print
- Fuel Discount Title
- Fuel discount
- Idle prompt displays due sale
- Is cashier # required for each sale
- Is fixed Discount
- Is sub-total required
- Is total in double
- Managed Update Security Level**
- Maximum Till Transaction Amount
- Maximum amount
- Maximum discount
- Maximum quantity
- Minimum amount
- Minimum discount
- Money order low
- No sale security
- One Cashier per Drawer

## "Apply Updates" Touchscreen Button

In **Store Operations > Touch Screen > Panel Configuration**, select "Add Item" and type as "**Function**". Select "**Apply Updates**" to assign this function to a touch screen key or Topaz POS key for easy access to the function.



|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Base 53 and Higher feature reference documentation for information on configuring the touch screen. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

### Pending Updates

View Pending Managed Updates from **Store Operations > Managed Updates**.

| Sl.No | Time Stamp          | Dataset |
|-------|---------------------|---------|
| 1     | 2015/11/18 05:28:34 | Item    |
| 2     | 2015/11/18 05:28:39 | Item    |
| 3     | 2015/11/18 05:28:41 | Item    |

### Fiscal Receipt

This feature is available for LAC countries. In many LAC countries, controlled receipts (e.g. “Facturas”) are printed from the POS. The receipts typically include a controlled sequence number and other POS controlled data.

After all MOPs are processed, the application would determine which of the five types of receipts to print.

The five types of receipts are:

- Fiscal Sale
- Fiscal Refund
- Fuel Voucher
- Non-Fiscal Network
- Pump Test

## Transaction Processing of MOPs to Generate Receipts

### Pump Test

If Pump Test MOP is used, the transaction generates a Pump Test Receipt. This will not require any data input.

### Fuel Voucher

If Fuel Voucher MOP (with fuel voucher MOP code) is used, the transaction generates a Fuel Voucher Receipt. The Fuel Voucher MOP can be used only with Postpay Fuel and Manual Fuel line items.

When this MOP is used, no split tender, no change and no refunds are allowed.

This MOP requires 2 cashier prompts:

- For Fuel Voucher number (Alphanumeric 0-15 chars): "Enter *[receipt type name]* Number:"
- For Customer number (Alphanumeric 0-15 chars): "Enter Customer Number:"

**Note:** More than one post pay fuel line can be allowed.

### Non-Fiscal Network

If a Network MOP is used and the FEP returns the flag "FiscalReceipt" = *FALSE*, the application generates a Non-Fiscal Network Receipt.

### Fiscal Refund

## Transaction Processing of MOPs to Generate Receipts

For a Fiscal Refund receipt, the system prompts for the original Fiscal Sale receipt number.

### Fiscal Sale

If the transaction is none of the four previous receipt types, the system generates a Fiscal Sale Receipt.

## Site

Use this form to configure site-level fiscal receipt configuration.

### Fiscal Receipt Configuration

Site
Register
Fuel Flat Taxes
Tax Exemption

**Customer Tax ID**

Name

Minimum Length

Maximum Length

Check Digit None

**Tax ID Database**

Enable DB

Customer Name

Customer Address

**Warning Thresholds**

Sequence Number

Authorization Days

**Other Settings**

Merchant Tax ID Name

Use common sequence # for all APTs

Common APT Register ID  

Print Currency Symbol

Print Line Item Unit Price

Print Verbose Total

Print Tax Summary Table

| Field/Button              | Allowable Value/Function   |
|---------------------------|--|
| <b>Customer Tax ID</b>    |  |
| Name                      | Enter customer Tax ID Name; alpha-numeric string between 3-20 characters.  |
| Minimum Length            | Enter customer Tax ID Number; minimum length (numeric value between 0-20).   |
| Maximum Length            | Enter customer Tax ID Number; maximum length (numeric value between 0-20).   |
| Check Digit               | Drop-down box with 2 values: 'None' and 'Modulo 11'.   |
| <b>Tax ID Database</b>    |  |
| Enable DB                 | Click to enable Tax ID Database.   |
| Customer Name             | Use to prompt for customer name to be added to Tax ID DB.  |
| Customer Address          | Use to prompt for customer address to be added to Tax ID DB.   |
| <b>Warning Thresholds</b> |  |
| Sequence Number           | A countdown alarm that notifies the number of sequence numbers still available on the range defined for a specific authorization number. Numeric value between 1-3. Default = '100'. |
| Authorization Days        | Number of days before the Ending Authorization Date expires. Numeric value up to 2 digits (00-99). Default Value is 15 days.   |

| Field/Button                              | Allowable Value/Function   |
|---|--|
| <b>Other Settings</b>                     |  |
| Merchant Tax ID Name                      | Merchant Tax ID name.  |
| Use common Sequence Number # for All APTs | If this parameter is enabled, all the APTs configured in a site have a common sequence number. Default = Enabled.  |
| Common APT Register ID                    | Select the APT register ID to configure. Only this APT appears in the register selection field in the Register form.   |
| Print Currency Symbol                     | If this parameter is enabled, the currency symbol is printed on every amount printed on the receipt.   |
| Print Line Item Unit Price                | <p>If this parameter is enabled, the unit price is printed after the quantity on every receipt printed and the header is printed as: "Qty/Unit P" (Quantity/Unit Price) and translated to Spanish as "Ctd./P. Unit." (Cantidad/Precio Unitario).</p> <p>If this parameter is disabled, the header is printed as "Qty" and translated to Spanish as "Cant.". Default value = disabled. This only applies to Honduras.</p> <p>English:</p> <pre> 0123456789012345678901234567890123456789  Description      Qty/Unit P.    Amount ----- </pre> <p>Spanish:</p> <pre> 0123456789012345678901234567890123456789  Description      Qty            Amount ----- </pre> |

| Field/Button                   | Allowable Value/Function  |             |               |       |       |       |       |             |       |       |       |       |       |
|--------------------------------|---|-------------|---------------|-------|-------|-------|-------|-------------|-------|-------|-------|-------|-------|
|                                | <p>0123456789012345678901234567890123456789</p> <table border="0"> <tr> <td>Descripcion</td> <td>Ctd. /P. Unit</td> <td>Monto</td> </tr> <tr> <td>-----</td> <td>-----</td> <td>-----</td> </tr> <tr> <td>Descripcion</td> <td>Cant.</td> <td>Monto</td> </tr> <tr> <td>-----</td> <td>-----</td> <td>-----</td> </tr> </table>   | Descripcion | Ctd. /P. Unit | Monto | ----- | ----- | ----- | Descripcion | Cant. | Monto | ----- | ----- | ----- |
| Descripcion                    | Ctd. /P. Unit   | Monto       |               |       |       |       |       |             |       |       |       |       |       |
| -----                          | -----   | -----       |               |       |       |       |       |             |       |       |       |       |       |
| Descripcion                    | Cant.   | Monto       |               |       |       |       |       |             |       |       |       |       |       |
| -----                          | -----   | -----       |               |       |       |       |       |             |       |       |       |       |       |
| <p>Print Verbose Total</p>     | <p>If this parameter is enabled, the verbose total is printed on the receipt. Default = disabled. This only applies to Honduras.</p> <p> <b>Note:</b> The maximum verbose total amount printed on the receipt matches the maximum total amount on the receipt. See the example of receipts in the next table for more information.</p> |             |               |       |       |       |       |             |       |       |       |       |       |
| <p>Print Tax summary Table</p> | <p>If this parameter is enabled, the Tax Summary Table is printed on the receipt. Default = disabled. This only applies to Honduras.</p> <p>This table has 4 columns:</p> <ul style="list-style-type: none"> <li>• Imp%: Tax rate</li> <li>• Base: Amount before Tax</li> <li>• Tax: Tax rate * Base</li> <li>• Total: Base + Tax</li> </ul>  |             |               |       |       |       |       |             |       |       |       |       |       |

## Register

This form is used to configure the different types of fiscal receipts. The different types of fiscal receipts that can be configured with this form are **Fiscal Sale, Fiscal Refund, Fuel Voucher, Non-Fiscal Network** and **Pump Test**.

### Fiscal Receipt Configuration

Site
Register
Fuel Flat Taxes
Tax Exemption

**Select**

Register 101 - topaz

Enable Fiscal Receipts

Receipt Type

- Fiscal Sale
- Fiscal Refund
- Fuel Voucher
- Non-Fiscal Network
- Pump Test

**Receipt Type Configuration**  Delete

Name

Prefix/Series

Begin Sequence

End Sequence

Update Next Sequence

Update Next Sequence

Next Sequence

Authorization Name

Authorization Number

Starting Authorization Date Label

Starting Authorization Date


Ending Authorization Date Label

Ending Authorization Date

Merchant Tax ID

Prompt for Final Consumer

Prompt for Customer Data

| Field/Button  | Allowable Value/Function   |
|---|--|
| Select Register   | Select the POS which is configured to print the fiscal receipts. |
| Enable Fiscal Receipts  | Select to enable fiscal receipts.                                |
| Add   | Select fiscal receipt to configure and click <b>Add</b>          |
| <p>Receipt Type Configuration</p> <p> <b>Note:</b> These configuration fields are enabled or greyed out depending on the receipt being configured.</p> |  |



| Field/Button   | Allowable Value/Function  |
|--|---|
| <p>The screenshot shows a receipt form with the following sections:</p> <ul style="list-style-type: none"> <li><b>Header:</b> A box containing "Header" and "*** Up to 10 lines ***" with an arrow pointing to callout <b>A</b>.</li> <li><b>Extended Header:</b> A box containing "*** EPS Extended Header ***".</li> <li><b>Authorization DGI:</b> A box containing "Autorizacion DGI", "AFC-DGC-SCC.006.06.2011", "RUC: J0310000005336", "FACTURA", "No: 8902-00098214", "Nombre: Gustavo Salazar", and "RUC del Cliente: 00110117100765" with an arrow pointing to callout <b>B</b>.</li> <li><b>Table:</b> A table with columns "Descrip.", "Ctd.", and "Monto". It contains one row: "Cafe", "2", "5.00".</li> <li><b>Subtotal:</b> A box containing "Subtotal 4.25" and "15% IVA 0.75" with an arrow pointing to callout <b>C</b>.</li> <li><b>TOTAL:</b> A box containing "TOTAL 5.00", "CASH 20.00", and "CAMBIO -15.00".</li> <li><b>Footer:</b> A box containing "Footer" and "*** Up to 10 lines ***" with an arrow pointing to callout <b>D</b>.</li> <li><b>Bottom Info:</b> "REG# 002 CSH# 001 DR3 01 TRAN# 20007", "27/09/2017 12:36:53 ST# AB123".</li> </ul> | <ul style="list-style-type: none"> <li><b>A)</b> Header Expansion</li> <li><b>B)</b> Receipt Type Data Block</li> <li><b>C)</b> Subtotal + Tax Lines</li> <li><b>D)</b> Footer Expansion</li> </ul> |

| Field/Button | Allowable Value/Function |
|--------------|--------------------------|
|--------------|--------------------------|

The screenshot shows a receipt form with the following sections and highlighted elements:

- Header:** A red box around the text "Header { ... Up to 10 lines ... }" with an arrow pointing to **A**.
- Extended Header:** A red box around the text "\*\*\* EPS Extended Header \*\*\*".
- CAI Section:** A red box around the CAI number "2505803015121".
- RTN Section:** A blue box around the RTN number "12345678901234" with an arrow pointing to **B**.
- Factura Section:** A red box around the invoice details, including "FACTURA", "No: 020-002-01-0001020", "Nombre: Gustavo Salazar", and "RTN del Cliente: 08011986012824". A blue box around the RTN del Cliente with an arrow pointing to **E**.
- Table:** A table with columns "Descrip.", "Ctd./P.Unit", and "Monto".
 

| Descrip.                    | Ctd./P.Unit | Monto            |
|-----------------------------|-------------|------------------|
| A Jugo Naranja              | 1 @ L. 1.50 | L. 1.50          |
| Dcto. Combo 1               |             | L. - 030         |
| B Ensalada Fruta 8oz.       | 1 @ L. 2.50 | L. 2.50          |
| Dcto. Combo 1               |             | L. - 0.50        |
| <b>Descuentos y Rebajas</b> |             | <b>L. - 0.80</b> |
| <b>Subtotal Gravado</b>     |             | <b>L. 3.20</b>   |
| A 0% IMP                    |             | L. 0.00          |
| B 15% IMP                   |             | L. 0.42          |
| <b>Exento Imp.</b>          |             | <b>L. 0.00</b>   |
| <b>TOTAL</b>                |             | <b>L. 3.20</b>   |
| Efectivo                    |             | L. 20.00         |
| Cambio                      |             | L. 16.80         |
- Footer:** A red box around the text "Footer { ... Up to 10 lines ... }" with an arrow pointing to **D**.

**Legend:**

- A)** Header Expansion
- B)** Receipt Type Data Block
- C)** Subtotal + Tax Lines
- D)** Footer Expansion
- E)** Authorization Dates Range + Authorized Receipt Type # Range
- F)** Line Item Currency Symbol
- G)** Line Item Unit Price
- H)** Tax Exempt Total Line
- I)** Verbose Total
- J)** Tax Exempt Block
- K)** Tax Summary Table
- L)** Discounts Line
- M)** Subtotal Line Label
- N)** Line before Total


| Field/Button                      | Allowable Value/Function  |
|-----------------------------------|---|
| Name                              | Name of the receipt type (e.g., "FACTURA").   |
| Prefix/Serie                      | Alphanumeric string between 0-15 characters. Default = Empty.<br><br>Receipt Type Number: This is composed by a serie/prefix number (e.g., "8902") and a sequence number (e.g., "00098214").        |
| Begin Sequence                    | 8-digit value between 00000001 – 99999999 (leading zeros not required for input). Default = "00000000".   |
| End Sequence                      | 8-digit value between 00000001 – 99999999 (leading zeros not required for input). Default = "00000000".   |
| Update Next Sequence              | Select to update next sequence manually in case of a system failure.  |
| Next Sequence                     | 8-digit value between 00000001 – 99999999 (leading zeros not required for input). Default = "00000000"  |
| Authorization Name                | Alphanumeric string value between 3-20 characters (including special characters). Default = "Autorizacion No:" (e.g., "Autorización DGI").<br><br>Note: Spanish special characters are not allowed. |
| Authorization Number              | Alphanumeric string up to 40 characters (including special characters). Default = Empty (e.g., "AFC-DGC-SCC-006-06-2011").  |
| Starting Authorization Date Label | Char string up to 30. Default = "Fecha Inicio de Emision".  |
| Starting Authorization Date       | The Authorization Number is valid from this date. Short Date Format string. This should be selected from a calendar representation.   |

| Field/Button                    | Allowable Value/Function  |
|---------------------------------|---|
| Ending Authorization Date Label | Char string up to 30. Default = "Fecha Limite de Emision".  |
| Ending Authorization Date       | Last valid day of the Authorization Number. Short Date Format string. This should be selected from a calendar representation.   |
| Merchant Tax ID                 | Alphanumeric between 0-20 characters. Default = Empty.  |
| Prompt for Final Consumer       | <p>Drop-down box with the following values:</p> <p><b>Disabled:</b> Prompt for Tax ID # and if the &lt;ENTER&gt; key is pressed, then is a Final Consumer.</p> <p><b>Prompt Y/N:</b> This option is to indicate if after enabling Prompt for Final Consumer, the prompt displayed should be: "Final Consumer? Yes/No".</p> <p><b>Menu:</b> This option is to indicate that after enabling Prompt for Final Consumer, the prompt displayed should be a menu: "1. Final Consumer. 2. Customer with Tax ID #".</p> <p> <b>Note:</b> 'Final Consumer' is any customer that requires a 'Fiscal Receipt' but will not provide a Customer Tax ID #.</p> |
| Prompt for Customer Data        | Enable/disable prompts for Customer Data (Name, Tax ID Number).   |
| Prompt for Original Receipt     | Enable/disable prompting for Original Receipt Number.   |
| Prompt                          | Prompt to get the original fiscal sale receipt number: Alphanumeric string value between 0-30 characters (including special characters). Default = "No Factura Original: ".   |
| Prompt for Fuel Voucher Number  | Enable/disable prompting for Fuel Voucher Number.   |

### Fuel Flat Tax

This form allows the configuration of two flat taxes per fuel grade.

The flat tax is a fix amount per unit of measure (for example, 11 cents per gallon of a specific fuel product). Depending on the country, the format of this amount is defined as maximum 3 digits to the right and 4 to the left of the decimal point (e.g., 'XXXX.YYY').

|   |  |
|---|--|
|  <b>Note</b> | Guatemala has only one fuel flat tax per fuel grade. |
|---|--|

**Fiscal Receipt Configuration**

Site
Register
Fuel Flat Taxes
Tax Exemption

Fuel Products

- 1 - UNLD1
- 2 - UNLD2
- 3 - UNLD3
- 4 - UNLD4
- 5 - UNLD5
- 6 - METH
- 7 - DIESEL
- 8 - KERSN
- 9 - REG
- 10 - UNUSED1
- 11 - UNUSED2
- 12 - UNUSED3
- 13 - UNUSED4
- 14 - UNUSED5
- 15 - UNUSED6
- 16 - UNUSED7
- 17 - UNUSED8
- 18 - UNUSED9
- 19 - UNUSED10
- 20 - UNUSED11


Delete


Fuel Flat Tax 1

|      |        |
|------|--------|
| Name | Amount |
|      |        |

Fuel Flat Tax 2

|      |        |
|------|--------|
| Name | Amount |
|      |        |

| Field/Button         | Allowable Value/Function   |
|----------------------|--|
| Fuel Flat Tax Name   | Tax name. Allows up to 10 characters.<br><br><div style="display: flex; align-items: center;">  <p style="font-size: small; margin: 0;"><b>Note:</b> Guatemala only needs 3 characters.</p> </div> |
| Fuel Flat Tax Amount | Tax amount.  |



Configuration Client Forms

115

The POS prints receipts with the Flat Tax information.

| BIENVENIDOS A<br>NUESTRA TIENDA |            |             |
|---------------------------------|------------|-------------|
| Descrip.                        | Cant.      | Monto       |
| UNLD EF #01                     | 4.500G     | 5.00        |
|                                 | @ 1.111/ G |             |
| Venta Afecta a Iva              | 4.50       |             |
| IDP                             | 0.11/g     | 0.50        |
| Sub Total                       |            | 5.00        |
| <b>TOTAL</b>                    |            | <b>5.00</b> |
| CASH                            |            | 10.00       |
| Cambio                          |            | -5.00       |

### Tax Exemption

Use the form to configure tax exemption if a Tax Exemption MOP code is used.

**Fiscal Receipt Configuration**

Site Register Fuel Flat Taxes **Tax Exemption**

Tax Exemption

- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20

Delete

Name

Tax-Exempt Purchase Order # Prompt

Tax-Exempt Customer # Prompt

Exempt Merchandise Sales Tax

Exempt Fuel Sales Tax

Exempt Fuel Flat Taxes

| Field/Button            | Allowable Value/Function  |
|-------------------------|---|
| Tax Exemption Type Name | <p>This name is associated to the acronym of the government entity that is tax-exempt (e.g., "SAR" = "Servicio de Administración de Rentas" (Revenue Management Department)).</p> <p>Alphanumeric, maximum 20 characters.</p> |

| Field/Button                          | Allowable Value/Function  |
|---------------------------------------|---|
| Tax-Exempt Purchase Order #<br>Prompt | Alphanumeric, maximum 20 characters. (Description needed)   |
| Tax-Exempt Customer # Prompt          | Alphanumeric, maximum 25 characters. (Description needed)   |
| Exempt Merchandise Sales Tax          | Select to exempt merchandise sales tax. This parameter is enabled by default. Greyed out in this screen in base 52. |
| Exempt Fuel Sales Tax                 | Select to exempt fuel sales tax. Greyed out in this screen in base 52.  |
| Exempt Fuel Flat Taxes                | Select to exempt fuel flat tax. Greyed out in this screen in base 52.   |

## System Properties

The following system properties should be enabled for Honduras:

- **Print Tax-Exempt Total Line:** If this is enabled, the system should print the line “Exento Imp.” + [tax-exempt total amount].
- **Print Discounts Line:** If this is enabled, the system should print the line “Descuentos y Rebajas ” + [sum of all amounts discounted].
- **Print Subtotal Line Label:** If this is enabled, the system should print the label “Subtotal Gravado” in the subtotal line
- **Print Line Before Total:** If this is enabled, the system should print a line before the total amount

## Currency Selection

Use this feature if the country is using a different currency than US dollar.

In Verifone Commander Configuration Client, the currency of the country should be selected from **Payment Controller > EPS Configuration > EPS Global Configuration**.

**EPS Global Configuration**

Edits require a one-time password (OTP)

EPS POP PINPAD Message Loyalty Trigger Pull Configura

**Dealer**

Site Name: VeriFone Gold Disk  
 Location ID:   
 Address Line 1:   
 City:   
 State: FL  
 Postal Code:

**Locale**

Currency Name: US Dollar  
 ISO Currency Code:   
 Numeric Currency Code:   
 Currency Symbol:   
 Date Format:   
 Language:

**Signature Capture**

Signature Capture Enabled  
 Cashier Verify Signature  
 Print Signature on Receipt

Currency Name dropdown options:  
 US Dollar  
 Aruban Florin  
 Bahamian Dollar  
 Belize Dollar  
 Bermudian Dollar  
 East Caribbean Dollar  
 Guatemalan Quetzal  
 Guyanese Dollar  
 Haitian Gourde  
 Honduran Lempira  
 Jamaican Dollar  
 Mexican Peso  
 Netherlands Antillean Guilder  
 Panamanian Balboa  
 Suriname Dollar  
 Trinidad and Tobago Dollar  
 US Dollar

## Charity Donations

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  | Allowable Value/Function   |
|---|--|
| Enable Charity Donations  | <p>Enable charity donations.</p>  <p><b>Note:</b> When <b>Enable Charity Donations</b> is selected, by default <b>Prompt Indoor</b> is selected and cannot be edited.</p> |
| Department  | <p>Select charity department.</p>  |
| <p><b>Cash</b></p>  <p><b>Note:</b> Cash is only available for indoor charity.</p>               |  |
| Rest for charity  | <p>Select if this option appears for cash payments. This donates the remaining amount for charity.</p>   |
| Round to next dollar  | <p>Select if this option appears 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.</p>                                 |
| <p><b>Card</b></p>  <p><b>Note:</b> Cards can be used for both Indoor and Outdoor charity.</p> |  |
| Prompt Outdoor  | <p>Enable to show charity prompts for outdoor transactions.</p>  <p><b>Note:</b> <i>DCRs must be initialized for changes to take effect.</i></p>                        |

| Field/Button         | Allowable Value/Function  |
|----------------------|---|
| Preset Amount 1      | Enter the preset amount option 1.   |
| Preset Amount 2      | Enter the preset amount option 2. This option is only available for outside transactions.   |
| Preset Amount 3      | <p>Either this option or “Round to next dollar” can be selected as the third option.</p> <p style="text-align: center;"><b>OR</b></p> <p>Enter the preset amount option 3.</p>  |
| Round to next dollar | <p>Either this option or “Preset Amount 3” can be selected as the third option.</p> <p>Select if this option appears for credit/debit card 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.</p> |

When the customer is using ‘Credit’ or ‘Debit’ cards as MOP, they will be presented with three preset contribution amounts configured in configuration client or two preset contribution amounts and a “round to next dollar” option.

The chosen selection is shown on the receipt, where it reflects the contribution. Only one charity can be active for any site.

The following configurations should be done before configuring the Charity Donations Configuration form:

1. Create a department for charity with NACS code 971. Refer to the **Department Sales** topic in this document for more information on creating departments.
2. For Cash MOP, “Tender Amount Required” parameter should be enabled. Refer to the Method of Payment topic in this document for more information.

### Charity Donations Configuration

**Charity Donations Configuration**

Enable Charity Donations  
Department Charity Donation

**Cash**

Prompt Indoor

**Prompting Options**

Rest for charity  
 Round to next dollar

**Card**

Prompt Indoor  
 Prompt Outdoor

**Prompting Options**

Preset Amount 1

Preset Amount 2 (Outside only)

Preset Amount 3  Round to next dollar

**Would you like to donate to CHARITY?**

**Card Selection**

Card : Discover12

1 2 3 X  
4 5 6 <  
7 8 9 O  
\* 0 #

DCR

Donate to CHARITY?

< \$0.50

< \$10.00

< \$20.00

No thanks >

KeyPad

|   |   |   |        |
|---|---|---|--------|
| 1 | 2 | 3 | CANCEL |
| 4 | 5 | 6 | CLEAR  |
| 7 | 8 | 9 | ENTER  |
| * | 0 | # |        |

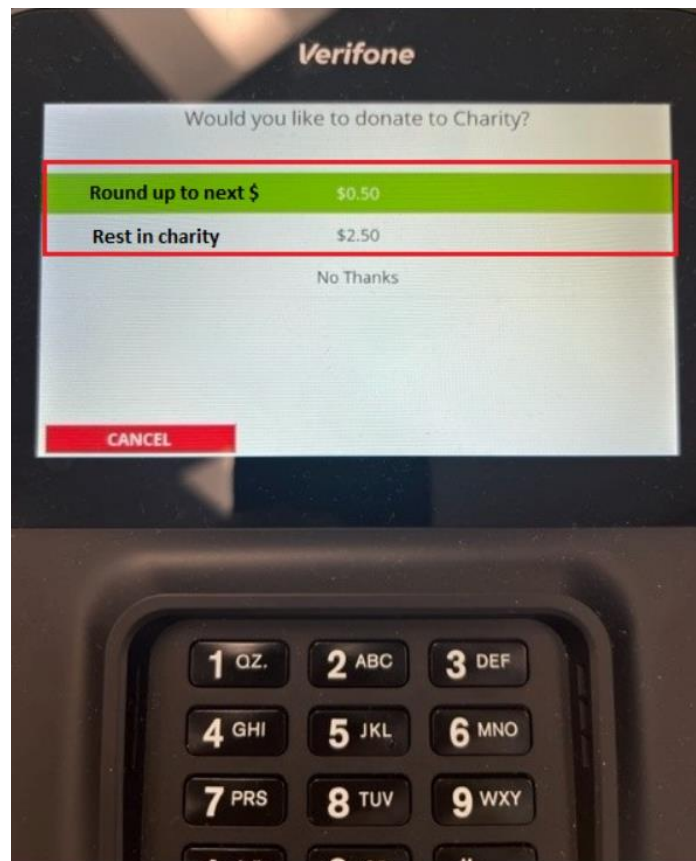
Payment Selection

Master Card2

Swipe

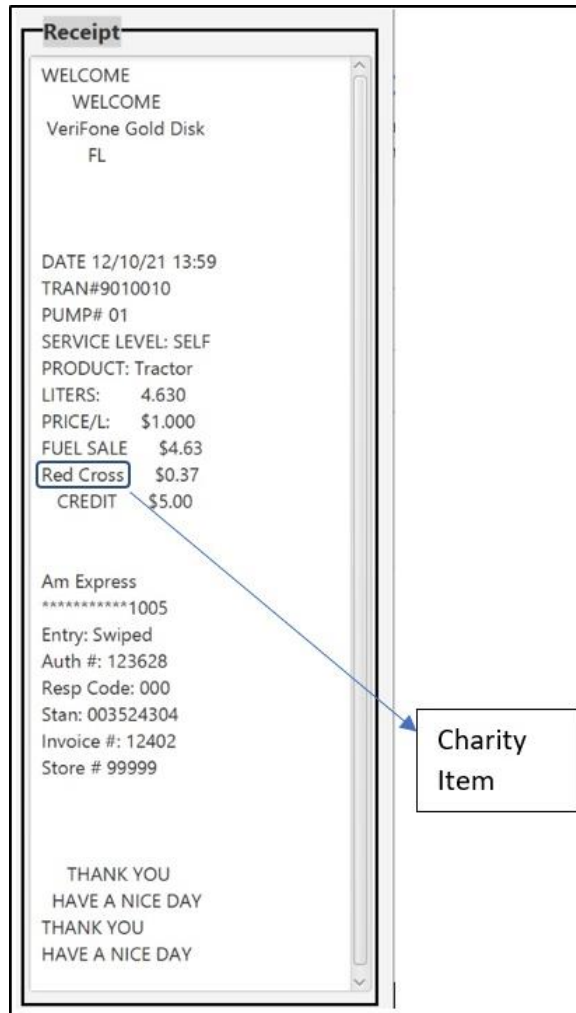
Select Bill

Insert

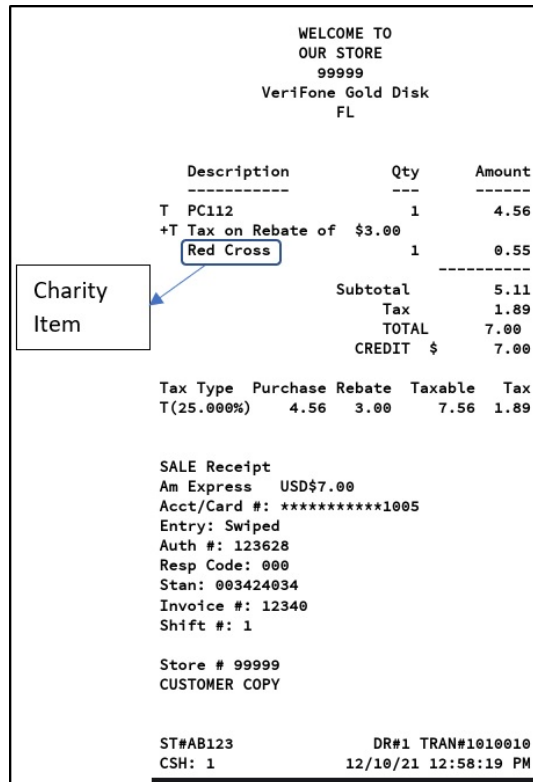


### Charity Donation Receipts

#### *Outdoor Receipt*




*Indoor Receipt*

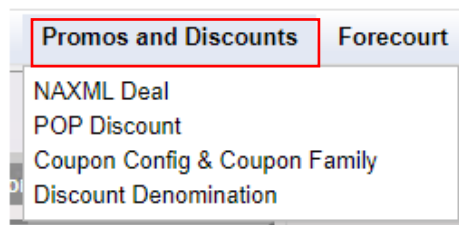


**Close Lane**

This is a Self Checkout feature.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Self Checkout feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|


**Promos and Discounts**




## NAXML Deal

Refer to [NAXML Deal](#)

## POP Discount


|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the POP Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

## Coupon Scanning Configuration

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Coupon Scanning Feature Reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

## Discount Denominations

This feature is used to configure various discounts which can be selected by the cashier during a sale. 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.

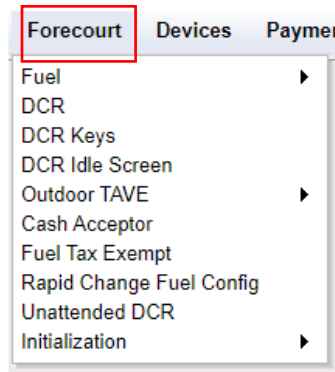
|   |  |
|---|--|
|  <b>Note</b> | <p><i>This feature should be enabled in Configuration Client &gt; Store Operations &gt; Sales Configuration.</i></p> |
|---|--|

The screenshot shows a window titled "Discount Denominations". On the left, there is a list of 16 items labeled "Discounts", with "1 - Discount 1" selected. On the right, there are three input fields: "Name" with the value "Discount 1", "Type" with a dropdown menu set to "Percent", and "Amount" with the value "10.00". A "Delete" checkbox is located at the top right of the form area.

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Discounts    | Click to add discount name. A total of 16 discounts can be configured.        |
| Delete       | Select to delete the selected discount and click Save.                        |
| Name         | Enter the discount name.  |
| Type         | <ul style="list-style-type: none"> <li>• Percent</li> <li>• Amount</li> </ul> |
| Amount       | Enter the percentage or amount discount.                                      |



## Forecourt




## DCR

Refer to [Configuring Dispenser Card Readers](#)

## Fuel


Refer to [Fuel Configuration](#)

## Fuel Prices

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to Cash Credit Pricing for more information on this feature.</i></p> |
|---|--|

The Pricing Manager form is used to set up fuel pricing, including tier pricing. Tier Two pricing can be set up at any time but does not take effect until the appropriate information is entered in the “Start Tier 2 Pricing” and “Number of Tier Hours” parameters in Fuel > Site Parameters > Fuel Site Parameters.

Select the product, then double-click the Price text boxes and enter the price (0.000 - 9.999). The price of all products changes to match the price entered in the top text box after ENTER is pressed. Prices can be edited if necessary.


|   |   |
|---|---|
|  <b>Note</b> | <p><i>When entering a price, take care when placing the decimal point. For example, to change a price to 1.159, enter it as written here. To change a price to 1.500, enter the trailing zeros.</i></p> |
|---|---|

If you only change fuel prices, for the changes to take effect, initialize Fuel Prices by selecting:

- Forecourt > Initialization > Fuel Prices

If you change other fuel parameters as well as prices, you will need to initialize Fuel and DCRs for the changes to take effect. To do this, select both of the following:

- Forecourt > Initialization > Fuel
- Forecourt > Initialization > DCRs

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Make sure that your fueling positions are not in use when initializing any Fuel Prices, Fuel, or DCRs.</i></p> |
|---|--|

**Pricing Manager**

**Fuel Product Prices WorkSheet**

Product

| Tier One Prices |      |       | Tier Two Prices |      |       |
|-----------------|------|-------|-----------------|------|-------|
| Service Level   | MOP  | Price | Service Level   | MOP  | Price |
| SELF            | CASH | 1.111 | SELF            | CASH | 1.112 |
| SELF            | CRED | 1.121 | SELF            | CRED | 1.122 |
| FULL            | CASH | 1.211 | FULL            | CASH | 1.212 |
| FULL            | CRED | 1.221 | FULL            | CRED | 1.222 |
| MINI            | CASH | 1.311 | MINI            | CASH | 1.312 |
| MINI            | CRED | 1.321 | MINI            | CRED | 1.322 |

The fuel prices have a limit of four characters and can take only a maximum of \$9.999 with three decimal places. This document shows how to configure a site to set fuel prices to 2 decimal places to support price that are greater than \$9.999 per gallon in the \$xx.xx format.

### Configuring Fuel Prices for 2 Decimal Places

1. Go to **Forecourt > Fuel > Fuel Config Pending > Site Parameters** and disable “Force .9 Cents Per Gallon”.

2. Go to Forecourt > Fuel Prices Pending and change all existing product prices with third decimal place to 0 (eg: from \$2.152 to \$2.150).

| Tier One Prices |        |       | Tier Two Prices |        |       |
|-----------------|--------|-------|-----------------|--------|-------|
| Service Level   | MOP    | Price | Service Level   | MOP    | Price |
| SELF            | CASH   | 9.110 | SELF            | CASH   | 9.110 |
| SELF            | CREDIT | 9.120 | SELF            | CREDIT | 9.110 |
| FULL            | CASH   | 9.230 | FULL            | CASH   | 9.110 |
| FULL            | CREDIT | 9.240 | FULL            | CREDIT | 9.110 |
| MINI            | CASH   | 9.130 | MINI            | CASH   | 9.110 |
| MINI            | CREDIT | 9.140 | MINI            | CREDIT | 9.110 |

3. Go to Forecourt > Fuel > Fuel Config Pending > Site Parameters and change “PPU Decimal Position” and “Total Decimal Position” to “2”.

The screenshot shows the 'Fuel Configuration - Pending' window. The 'PPU Decimal Position' and 'Total Decimal Position' dropdown menus are highlighted with a red box. Other visible settings include 'Unit of Measure' (Liters), 'Halt Mode' (Soft), 'Autodisapproval' (5.0), 'Multi-Grade Timeout' (5.0), 'Ignore MOP Conflict' (checked), 'Force .9 Cents Per Gallon' (unchecked), 'Approve All Enabled' (checked), 'Recall Autocollect Inside' (unchecked), 'Gilbarco Six Digits Money Display' (unchecked), 'Require Attendant Card' (unchecked), 'Offline Fuel Prompt' (Number of Seconds: 1), 'Real Time Sales Data' (Notification Frequency: 0), 'Tier2 Schedule Settings' (Start Tier 2 Pricing: 0, Number of Tier Hours: 0), 'Postpay Schedule Settings' (Start Postpay Allowed: 0, Number of Postpay Hours: 24), 'Manual Approval Schedule Settings' (Start Manual Approval Required: 0, Number Manual Approval Hours: 0), 'Grade Restriction' (Enforce Prompting Inside: unchecked, Prompt Restriction Outside: unchecked), and 'Commercial Configuration' (Alert Cashier: 7 minutes).

- Go to Forecourt > Fuel Prices Pending and change the prices of the product per gallon to the \$XX.XX format for both Tier One and Two Prices.

The screenshot shows the 'Fuel Product Prices' form. The 'Product' dropdown is set to '4 - UNLD'. There are two tables: 'Tier One Prices' and 'Tier Two Prices'. The 'Tier One Prices' table has columns for Service Level, MOP, and Price. The 'Tier Two Prices' table has the same columns. The prices in the Tier One table are 2.49, and the prices in the Tier Two table are 0.00.

| Tier One Prices |        |       | Tier Two Prices |        |       |
|-----------------|--------|-------|-----------------|--------|-------|
| Service Level   | MOP    | Price | Service Level   | MOP    | Price |
| SELF            | CASH   | 2.49  | SELF            | CASH   | 0.00  |
| SELF            | CREDIT | 2.49  | SELF            | CREDIT | 0.00  |
| FULL            | CASH   | 2.49  | FULL            | CASH   | 0.00  |
| FULL            | CREDIT | 2.49  | FULL            | CREDIT | 0.00  |
| MINI            | CASH   | 2.49  | MINI            | CASH   | 0.00  |
| MINI            | CREDIT | 2.49  | MINI            | CREDIT | 0.00  |

### Feature Limitations

- Sites can be configured to take fuel prices with either two or three decimal places; \$xx.xx or \$x.xxx. Sites cannot have mixed decimal positions while using a single Verifone Commander.
- At two decimal sites, prices that have 3 decimal places (eg. \$4.299) will only be calculated at the 2 decimal amount (eg. \$4.29).
- By default, sites are configured for 3 decimal places in \$x.xxx format.

## DCR Keys


Each DCR should be assigned to a DCR key configuration. If sites have a mix of DCRs with and without alphanumeric capabilities, sites will require to create 2 or more DCR key configurations.

The configuration for DCRs that are alphanumeric should have the “Enable Alphanumeric” checked, and NOT checked for the DCRs that only accept number input.

Use to configure DCR keys for the different DCR positions.

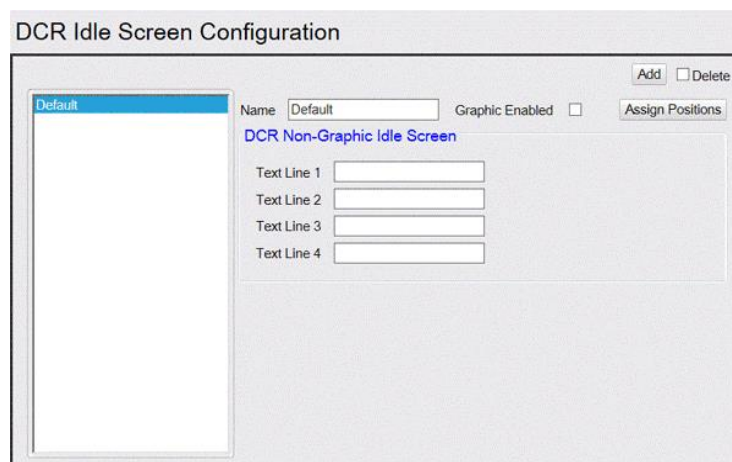
| Field/Button        | Allowable Value/Function   |
|---------------------|--|
| Add                 | Click Add to configure new DCR Keys layout.  |
| Delete              | Select to delete the selected DCR Keys layout.   |
| Label               | Label the new DCR Keys layout.   |
| Enable Alphanumeric | The configuration for DCRs that are alphanumeric should have the “Enable Alphanumeric” checked to use the alphanumeric keys layout. This field should NOT be |

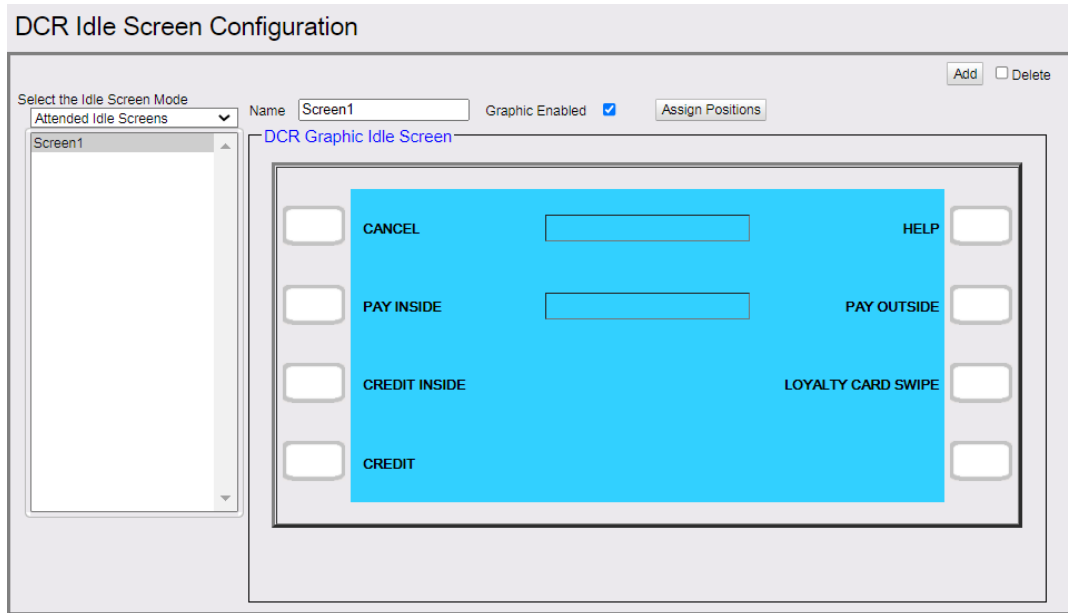
| Field/Button     | Allowable Value/Function   |
|------------------|--|
|                  | checked for the DCRs that only accept number input.  |
| Assign Positions | Click assign positions and select the DCR that can be used for entering alphanumeric characters. The DCRs that do not have alphanumeric capabilities are grayed out. |
| #Rows            | Number of rows for the DCR Keys layout.  |
| #Columns         | Number of columns for the DCR Keys layout.   |
| Assign Positions | Select to assign the DCR Keys layout to the DCRs in the site.  |

|   |   |
|---|---|
|  <b>Note</b> | <i>Click on the keys to configure the values.</i> |
|---|---|

## DCR Idle Screen

The DCR Idle Screen Configuration form is used to set up what displays on the DCR screen when not in use.






| Field/Button                | Allowable Value/Function   |
|-----------------------------|--|
| Add                         | Click Add to configure new DCR idle screen.  |
| Delete                      | Select to delete the selected DCR idle screen.   |
| Name                        | Enter a name for the DCR idle screen.  |
| DCR Non-Graphic Idle Screen | <p>These are the text lines that the user would like to appear on a Non-Graphic DCR's Idle Screen.</p> <ul style="list-style-type: none"> <li>▪ If it's a 4-Line display DCR, then the 4 configured lines would appear on the screen on one-line each.</li> <li>▪ If it's a 2-Line or Single-Line display DCR, then the 4 lines could scroll one after the other in that order.</li> </ul> |
| Graphic Enabled             | Select if the DCR has a Graphic Keypad. If this field is disabled, the panel below would show the "DCR Non-Graphic Idle Screen" configuration. If it is enabled, it would show the "DCR Graphic Idle Screen" configuration.  |

| Field/Button            | Allowable Value/Function  |
|-------------------------|---|
| DCR Graphic Idle Screen | <p>If the “Graphics Enabled” is selected, the Graphic Idle Screen configuration opens.</p> <p>The Left and Right keys allow the user to configure what is displayed on each of the keys.</p> <p>The middle lines provide the user the option of displaying some lines in the middle for the top two rows and use the bottom 2 rows for the keys. If the Middle Text Line is configured, the keys on those lines are not displayed on the DCR.</p> <p>On clicking each of the key buttons, the following pop-up to configure the key is displayed.</p> <ul style="list-style-type: none"> <li>▪ <b>Softkey Type:</b> Tags the key text to one of the pre-defined types.</li> <li>▪ <b>Softkey Text:</b> The text that is displayed for this key on the DCR. After the text is entered here, the text next to the button changes to reflect this text.</li> </ul> |
| Assign Positions        | Select to assign the DCR idle screen to the DCRs in the site.   |

## Outdoor TAVE

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the TAVE Feature Reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|


## Cash Acceptor



The Cash Acceptor Configuration form is used to set up and edit cash acceptors at the site. Site Information determines the behavior of all cash acceptors at a site. Attributes determines the behavior of a specific cash acceptor at a specific fueling point.

Select the Cash Acceptor on the list on the bottom of the form, then select the value check boxes that are applicable for that Cash Acceptor.



| Field/Button          | Allowable Value/Function   |
|-----------------------|--|
| Disable If Cheated    | Select to turn off a cash acceptor when someone tries to cheat it.               |
| Disable If Paper Low  | Select to turn off a cash acceptor if the receipt tape is running out.           |
| Disable If No Printer | Select to turn off a cash acceptor if the printer is not working.                |
| Prompt 'insert cash'  | Select to have the phrase "OR INSERT CASH" appear at the end of the idle prompt. |
| \$1 Bill Enabled      | Select to allow acceptance of one-dollar bills.                                  |
| \$2 Bill Enabled      | Select to allow acceptance of two-dollar bills.                                  |
| \$5 Bill Enabled      | Select to allow acceptance of five-dollar bills.                                 |

| Field/Button                      | Allowable Value/Function   |
|-----------------------------------|--|
| \$10 Bill Enabled                 | Select to allow acceptance of ten-dollar bills.  |
| \$20 Bill Enabled                 | Select to allow acceptance of twenty-dollar bills.   |
| \$50 Bill Enabled                 | Select to allow acceptance of fifty-dollar bills.  |
| \$100 Bill Enabled                | Select to allow acceptance of one hundred-dollar bills.  |
| Bill Orientation                  | <p>This parameter does not apply to Tokheim dispensers.</p> <p>Select to require that bills are inserted face-up with the black-seal end first.</p> <p>(If not selected, bills can be inserted face-up in either direction.)</p> <p> <b>Note:</b> <i>The black seal appears on the front of the bill to the left of the face.</i></p> |
| Timeout [Seconds 10-99]           | Enter the time (in seconds) between when a customer inserts a bill and when the pump shuts off if no fuel has been pumped (10 - 99).   |
| <b>Cash Acceptor Attributes -</b> |  |
| Cash Acceptor                     | Select the number of the fueling point.  |
| Duplicate Acceptor                | Click to copy the current cash acceptor's attributes to any number of other cash acceptors. In the Duplicating Acceptor form, select the cash acceptor(s) to which you want to copy and click Done Duplicating.  |
| Cash Acceptor In Dispenser        | Select to indicate that the fuel pump has a cash acceptor.   |

| Field/Button        | Allowable Value/Function  |
|---------------------|---|
| Reset Printer Error | <p><b>Note:</b> <i>This parameter is not currently supported.</i></p>  <p><b>Note:</b> Select to enable the printer after the cash acceptor has been disabled and brought back online.</p> |
| Print Totals Now    | <p><b>Note:</b> <i>This parameter is not currently supported.</i></p>  <p><b>Note:</b> Select to print the amount of money in the cash acceptor.</p>                                       |

## Fuel Tax Exempt

The Fuel Tax Exemption Configuration form allows taxes to be removed from a post-pay fuel sale by setting up one to five fuel tax exemptions. Each exemption can either be setup by the Amount Per Gallon or the Tax File Entry that is setup in **Store Operations > Payment > Tax Rates**, or Both.

The Fuel Tax Exempt Receipt Lines section is used to enter up to four lines of text that you want to print on the header of Fuel Tax Exemption receipts.

### Fuel Tax Exemption Configuration

Delete

**Fuel Tax Exempt Config**

Fuel Tax Exempt Record

1 - UNUSED

Name

Amount

Type  Amount Per Gallon

Signature Line

**Fuel Tax Exempt Receipt Lines**

Line 1

Line 2

Line 3

Line 4

| Field/Button                   | Allowable Value/Function   |
|--------------------------------|--|
| Fuel Tax Exempt Record         | Select a record number.  |
| Delete                         | Select to delete the selected fuel tax exempt record.  |
| Name                           | Enter a name for the fuel tax exemption. The name appears on receipts and reports.   |
| Amount                         | Enter the dollar amount per gallon of tax (0.000 – 99.000)   |
| Type                           | Select the tax type to exempt:<br><br>Amount Per Gallon – The dollar amount per gallon.<br><br>Tax File Entry – Taxes applied in <b>Store Operations &gt; Payment &gt; Tax Rates</b> .<br><br>Both – A combination of Amount Per Gallon and the tax rates entry that is setup in Store Operations > Payment > Tax Rates. |
| Signature Line                 | Select to print the receipt with a signature line to certify the customer's eligibility for the tax exemption.   |
| Fuel Tax Receipt Lines (1 - 4) | Enter up to four header lines for the fuel tax exemption receipt (alphanumeric, 1 - 10 characters).  |


## Rapid Change Fuel Config

Rapid Change Fuel configuration is configured from **Forecourt > Rapid Change Fuel Config**.

This feature allows the cashier to change the pump's service level and auto approval rapidly at the pump using the POS without having to change the fuel configuration using Verifone Commander Configuration Client or without manager intervention.

To change the fuel configuration level from the POS, the cashier should access **CSR Functions > Fuel Manager > Rapid Change Fuel Configuration**.

### Unattended DCR


|  |  |
|--|--|
|  <b>Note</b> | <p><i>Refer to the Unattended Fueling feature reference documentation for information on this feature. The Feature Reference is available on the Premier Portal.</i></p> |
|--|--|

### Devices

#### Car Wash

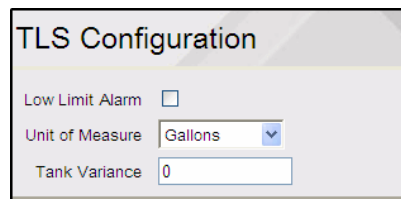
Refer to [Car Wash Configuration](#)

## Car Wash Paypoint

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Car Wash Pay Point feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

## Tank Level Sensor

The TLS Configuration form is used to set up and edit Tank Level Sensor Parameters.



The screenshot shows a form titled "TLS Configuration" with the following fields:

- Low Limit Alarm:
- Unit of Measure:
- Tank Variance:

| Field/Button    | Allowable Value/Function  |
|-----------------|---|
| Low Limit Alarm | Select to turn on the TLS low-limit alarm.  |
| Unit of Measure | Select the unit of measure for which the TLS is configured — Gallons or Liters. (The unit of measure appears on the TLS reports.) |
| Tank Variance   | Enter the number of gallons or liters that fuel tank totals can vary from the actual amount (0 - 999).                            |

## Electronic Check

The form is used to configure E-Check parameters.

**E-Check Configuration**

|   |   |
|---|---|
| <p><b>Merchant</b></p> <p>Merchant ID <input type="text" value="0"/></p> <p>Merchant Name <input type="text"/></p> <p>Address <input type="text"/></p> <p>City <input type="text"/> State <input type="text"/> Zip <input type="text"/></p> <p>Merchant Phone <input type="text"/> Processor Phone <input type="text"/></p>   | <p><b>Transaction</b></p> <p>IP Address <input type="text"/></p> <p>Port Number <input type="text" value="0"/></p>  |
| <p><b>Trailer</b></p> <p>Trailer Line1 <input type="text"/> Trailer Line3 <input type="text"/></p> <p>Trailer Line2 <input type="text"/> Trailer Line4 <input type="text"/></p>   | <p><b>Image</b></p> <p>Host Name/IP <input type="text"/></p> <p>Port Number <input type="text" value="0"/></p> <p>Upload Check Image <input checked="" type="checkbox"/></p>  |
| <p><b>Misc</b></p> <p>Allow Dual ID Swipe Prompt <input checked="" type="checkbox"/></p> <p>Check Writer Name Prompt <input type="checkbox"/></p> <p>Check Writer Address Prompt <input type="checkbox"/></p> <p>Check Writer Initials Prompt <input type="checkbox"/></p> <p>Date Of Birth Prompt <input type="checkbox"/></p> <p>Supplemental ID Prompt <input type="checkbox"/></p> <p>Offer Customer ECA <input type="checkbox"/></p> | <p><b>Limits</b></p> <p>Dual ID Floor Limit <input type="text" value="0.0"/></p> <p>Phone # Prompt Limit <input type="text" value="1000.0"/></p> <p>Response Timeout <input type="text" value="30"/></p> <p>Close Period <input type="text" value="2"/></p> |

| Field/Button    | Allowable Value/Function   |
|-----------------|--|
| <b>Merchant</b> |  |
| Merchant ID     | Enter the merchant ID number assigned by the network. (alphanumeric up to 24 characters. Space and special characters are not allowed) |
| Merchant Name   | Enter the merchant's name. (alphanumeric up to 40 character) (Space are allowed but not at start and end)                              |
| Address         | Enter the Address to print at top of all receipt. (alphanumeric up to 40-character, special characters are allowed) (no restriction)   |
| City            | Enter the city to print at top of all receipt. (alphanumeric up to 30 character) (Space are allowed but not at start and end)          |
| State           | Enter the state code. (alphabetical up to 2 character)   |
| Zip             | Enter the zip code. (alphanumeric up to 10 characters, dash and space are allowed but not at starting and end positions)               |


| Field/Button       | Allowable Value/Function  |
|--------------------|---|
| Merchant Phone     | Enter the phone number to print at the top of all receipt (numeric 0-15).   |
| Processor Phone    | Enter the check approval host's phone number that prints on the receipt. (numeric 0-15)   |
| <b>Transaction</b> |   |
| IP Address         | Enter the IP Address that the host uses for transaction approval request  |
| Port Number        | Enter the port number that the host uses for transaction approval request. (Non-Negative value with max 999999999)  |
| Upload Check Image | When an Electronic Check payment is processed, a copy of the check image is captured by default, temporarily stored on the Verifone Commander, and then uploaded to the check image server. When disabled, the check image is not captured or uploaded. |
| <b>Image</b>       |   |
| IP Address         | Enter the IP Address that the host uses for image uploading to copy the image of the check.   |
| Port Number        | Enter the port number that the host uses for image uploading to copy the image of the check. (Non-negative value with max 999999999)  |
| Trailer Line 1-4   | Enter the text of the first, second, third and the fourth line that prints on bottom of the receipt. (alphanumeric up to 40-character, Space is allowed but not in starting position)   |
| <b>Misc</b>        |   |



| Field/Button                 | Allowable Value/Function   |
|------------------------------|--|
| Allowed Dual ID Swipe Prompt | Select to prompt for a proof of identification from the check writer.                          |
| Check Writer Name Prompt     | Select to prompt for the check writer's name.  |
| Check Writer Address Prompt  | Select to prompt for the check writer's address.   |
| Check Writer Initials Prompt | Select to prompt for the check writer's initials.  |
| Date Of Birth Prompt         | Select to prompt for the check writer's date of birth.   |
| Supplemental ID Prompt       | Select to prompt for a secondary proof of identification from the check writer.                |
| Offer Customer ECA           | Select to prompt the cashier to ask the check writer to accept the use of an electronic check. |
| <b>Limits</b>                |  |
| Dual ID Floor Limit          | Enter the dollar limit at which the check writer must provide identification (0-999.99)        |
| Phone # Prompt Limit         | Enter the dollar limit at which the check writer must provide a phone number (0-999.99)        |
| Response Timeout             | Enter the time allowed to wait for a reply from the host (0-999)                               |
| Close Period                 | Select the period when the batch is closed.  |

| Field/Button | Allowable Value/Function  |
|--------------|---|
|              | <ul style="list-style-type: none"> <li>• Period 1(Close Shift)</li> <li>• Period 2 (Close Day)</li> </ul> |

## Electronic Safe

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Tidel Sentinel E-safe Interface feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

The Electronic Safe (E-Safe) is available for use at sites with Verifone Commander and the POS. An IP Connection to the safe hardware allows safe drop amounts to be retained and totaled to compare with the total amounts in the safe upon shift or day close.

The reports available for the Electronic Safe are:

- E-Safe Cashier Report — A report that reconciles each cashier's safe drop amounts with amounts recorded on the Electronic Safe.
- E-Safe Day Report — (Generated at Shift or Day close) A report that reconciles all cashiers' safe drop amounts with amounts recorded on the Electronic Safe for the period.
- E-Safe Content Report — A report that is generated whenever the safe is opened. This time-stamped report, that lists the actual contents of the safe, is stored on Verifone Commander and can be printed when required.

### E-Safe Configuration

**Site Parameters**

Use E-Safe Only

Close Period 1

Safe Type Tidel

**Safe ID Mapping**

Employee 1 - CORPORATE    Safe ID 1    Employee Safe ID EXEC1

**Safe Configuration**  Delete

Safe ID 1     Enable    Device Type Tidel BCND

Description Tidel E-safe

Safe Port 4243    Safe Subnet 255 . 255 . 255 . 0

Safe IP 192 . 168 . 031 . 045    Safe Gateway 192 . 168 . 031 . 031


| Field/Button    | Allowable Value/Function   |
|-----------------|--|
| Use E-Safe Only | <p>Select if all safes at the site are interfaced with the POS system.</p> <p>Do not select this parameter if safe drops will be made to a safe that is not interfaced with the POS system.</p>  |
| Close Period    | <p>Select the period when the Electronic safe is closed.</p> <p>1 – Period 1 (Close Shift)</p> <p>2 – Period 2 (Close Daily)</p>   |
| Safe Type       | <p>Select E-Safe manufacturer</p>  |
| Safe ID Mapping | <p><b>Employee</b> — From the drop-down list, select an employee who can make safe drops to the Electronic Safe.</p> <p><b>Safe ID</b> - Select the number of the Electronic Safe to be configured.</p> <p><b>Employee Safe ID</b> — Enter the login ID that the selected employee uses to access the Electronic Safe.</p> |

| Field/Button   | Allowable Value/Function   |
|----------------|--|
| Add            | Click Add to add a new Electronic Safe number to be configured.  |
| Delete         | Select Delete to remove the selected Electronic Safe.  |
| Device Type    | <p>Select the Device Type installed at the site. The following are the Tidel device types:</p> <ul style="list-style-type: none"> <li>• <b>BCD</b>: Bulk Coin Dispenser</li> <li>• <b>BCD-R</b>: Bulk Coin Dispenser and Recycler</li> <li>• <b>BCND</b>: Bulk Coin and Note Dispenser</li> <li>• <b>SCD</b>: Sentinel Control Device</li> <li>• <b>Tidel Tube Vend</b></li> </ul> |
| Enable         | Select to enable the Electronic Safe. (The safe will not exchange data with the POS system unless it is enabled.)  |
| Description    | Enter a recognizable description of the Electronic Safe.   |
| IP Information | <p>Safe IP — Enter the IP Address of the Electronic Safe.</p> <p>Safe Subnet — Enter the Subnet of the Electronic Safe.</p> <p>Safe Gateway — Enter the Gateway of the Electronic Safe.</p> <p>Safe Port — Enter the Port number of the Electronic Safe.</p>   |
| Timeout (sec)  | Enter the communication timeout in seconds.  |

## Fuel Price Display

The Fuel Price Display Configuration form is used to set up and edit the Fuel Price Display sign to suit the requirements of the site.

After configuring or changing Fuel Price Display, initialize fuel prices for the changes to take effect. To initialize fuel prices, select **Forecourt > Initialization > Fuel Prices**.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Make sure that your fueling positions are not in use when initializing Fuel Prices.</i></p> |
|---|---|

### Fuel Price Display Configuration

|  |   |
|--|---|
| <p><b>Site Parameters</b></p> <p>Fuel Price Display Channel <input type="text" value="1"/> <input type="button" value="v"/><br/>                 Enable Channel <input type="checkbox"/><br/>                 Delay Pump [0-300 secs] <input type="text"/><br/>                 Delay Sign [0-300 secs] <input type="text"/></p> | <p><b>Product Mapping</b></p> <p>Fuel Price Display ID <input type="text" value="0"/> <input type="button" value="v"/> Enable <input type="checkbox"/><br/>                 Fuel Product <input type="text" value="1 - UNLD1"/> <input type="button" value="v"/><br/>                 Service Level <input type="text" value="1 - SELF"/> <input type="button" value="v"/><br/>                 Price Level <input type="text" value="1 - CASH"/> <input type="button" value="v"/><br/>                 Implied Decimal <input type="text" value="3"/> <input type="button" value="v"/></p> |
|--|---|

|                                |  |
|--------------------------------|--|
| <b>Fuel Price Display Text</b> |  |
| Text ID                        |  |
| 0                              | <input type="text"/> <input type="button" value="Delete"/> |
| 1                              | <input type="text"/> <input type="button" value="Delete"/> |
| 2                              | <input type="text"/> <input type="button" value="Delete"/> |
| 3                              | <input type="text"/> <input type="button" value="Delete"/> |
| 4                              | <input type="text"/> <input type="button" value="Delete"/> |
| 5                              | <input type="text"/> <input type="button" value="Delete"/> |
| 6                              | <input type="text"/> <input type="button" value="Delete"/> |
| 7                              | <input type="text"/> <input type="button" value="Delete"/> |
| 8                              | <input type="text"/> <input type="button" value="Delete"/> |
| 9                              | <input type="text"/> <input type="button" value="Delete"/> |

| Field/Button               | Allowable Value/Function               |
|----------------------------|--|
| <b>Site Parameters</b>     |  |
| Fuel Price Display Channel | Select the fuel price display channel. |

| Field/Button                | Allowable Value/Function  |
|-----------------------------|---|
| Enable Channel              | Select to enable the Fuel Price Display feature.  |
| Delay Pump (0 – 300 secs)   | When a fuel product price is decreased using the <b>Forecourt &gt; Fuel &gt; Fuel Prices – Pending</b> 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 <b>Forecourt &gt; Fuel &gt; Fuel Prices – Pending</b> 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.    |
| <b>Product Mapping</b>      |   |
| Fuel Price Display ID [0-9] | 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.)<br><br> <b>Note:</b> The fuel prices that display is set in <b>Forecourt &gt; Fuel Prices</b> . 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 [1-9]          | 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.   |


| Field/Button                          | Allowable Value/Function  |
|---------------------------------------|---|
| Implied Decimal [0-5]                 | For most U.S. sites, select 3. For information, see the Verifone bulletin for your Fuel Price Display sign.   |
| Fuel Price Display Text - Lines [0-9] | 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. |
| Delete                                | Select to delete a line.  |

### Fuel Price Display Initialize

Fuel Price Display Initialize should only be used after the sign has been repaired or if it is displaying pricing errors after losing power. In these cases, do the following:

**Devices > Initialization > Fuel Price Display**


### Vending Machine

|   |   |
|---|---|
|  <b>Note</b> | <i>This feature is no longer supported.</i> |
|---|---|

### Attendant Payment Terminal

Attendant Payment Terminal (APT) is a mini-POS used in the forecourt.

Use **Devices > Attendant Payment Terminal** to configure APT.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to Attendant Payment Terminal (APT) reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

**Global**

This form is used to enter the configuration that is valid for all APT terminals.

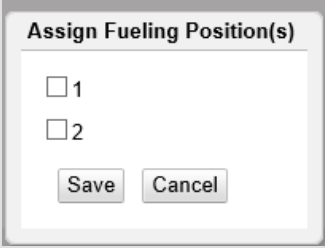
| Field/Button                 | Allowable Value/Function  |
|------------------------------|---|
| Login for Every Transaction  | Enable to login for every transaction. Default value = Disabled.                                    |
| Login Timeout (1-15 minutes) | The time a login lasts. Default value = 10 min.   |
| Cash Receipt Required        | Enable to print cash receipts. Default value = Enabled.   |
| Preset Security Level        | Security level of the user who can login to the terminal. Default value = '0'.                      |
| Enabled Payment Codes        | Click Edit button to select the payment codes supported. Default value = All Payment Codes enabled. |
| Enabled Departments          | Click Edit to select the departments selected. Default value = All departments disabled.            |




## Terminal

Use the form to enter each terminal detail.


| Field/Button           | Allowable Value/Function   |
|------------------------|--|
| Terminal ID            | Select the Terminal ID. The external POS terminal IDs and IPs are configured in Security > Manage devices. |
| Receipt Header/Trailer | Enter details that will be printed on the receipt header and trailer.                                      |
| <b>Parameters</b>      |  |
| Fueling Stations       | Click to attach fueling positions to the APT.  |

| Field/Button       | Allowable Value/Function   |
|--------------------|--|
|                    |  |
| PINpad type        | Select if the PIN pad for making payments is internal or external.                 |
| Allowed Operations | Select the operations allowed using the APT  |

### Vista Devices

|   |  |
|---|--|
|  <b>Note</b> | <p><i>This section is utilized for newer Food Service Implementation (not iOrder). Instructions are available in the Food Service Implementation Guide used by the installing service technician (VASC).</i></p> |
|---|--|

### Food Service

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to all the iOrder reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

The Food Service form is used to configure the iOrder Kiosk connection parameters.

**Food Service**

---

**iOrder Configuration**

iOrder IP  .  .  .

iOrder Port

Send POS Food Orders to KDS

---

**Food Service Payment (Notify Kitchen)**


Notify Electronically

Notify via Receipt

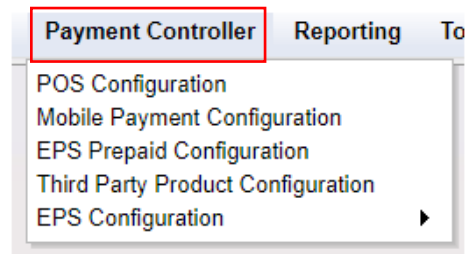
Receipt Message

| Field/Button                                 | Allowable Value/Function                             |
|--|--|
| <b>iOrder Configuration</b>                  |  |
| iOrder IP                                    | Enter the iOrder IP address                          |
| iOrder Port                                  | Enter the iOrder Port                                |
| Send POS Food Orders to KDS                  | Enable to send food orders to kitchen display system |
| <b>Food Service Payment (Notify Kitchen)</b> |  |
| Notify Electronically                        | Enable to notify the kitchen electronically          |
| Notify via Receipt                           | Enable to notify the kitchen via receipt             |
| Receipt Message                              | Enter the receipt message                            |

## Cash Recycler

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Self Checkout Feature Reference for more information on this feature. The feature reference is available on Premier Portal.</i></p> |
|---|--|


## Payment controller



### POS Configuration

Refer to [Configuring Network Functions](#)

### Mobile Payment Configuration

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Mobile Payment feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

### EPS Prepaid Configuration

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:    
 Enabled:

**Prepaid Departments**

| Department   | Enabled                             | Pre - Validate           | Reprint Security Level  |
|--|-------------------------------------|--------------------------|---|
| <input type="text" value="MANUAL FUEL DEPT"/> <input type="button" value="v"/>   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="text" value="0"/> <input type="button" value="v"/> |
| <input type="text" value="Prepaid Department"/> <input type="button" value="v"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="text" value="0"/> <input type="button" value="v"/> |

1-2 of 2

1. Select the InComm in the Network Name dropdown menu.
2. Check the Prepaid **Enabled** box.
3. Click **Add**.
4. Select the appropriate prepaid department from the Department dropdown list.
5. Check the Enabled and/or Pre-Validate boxes.
  - The Enabled check box is used to enable or disable the prepaid department.
  - The Pre-Validate check box is used to specify whether an InComm 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.
6. Click on Reprint Security Level column to set security levels for reprinting the receipt at the POS.

**Prepaid Network Messages**

Show Guideline  Show Purchase  Show Cancel

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.

Is this purchase being made by someone on site?

PIN numbers are never to be given to anyone over the phone - NO EXCEPTIONS!

7. Three types of message prompts is displayed to cashier during prepaid card activation / recharge process:

- Guideline message prompt:** 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.”
- Purchase message prompt:** 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?”
- Cancel message prompt:** 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!”

8. Click **Save** to save the configuration.

### Third Party Product Configuration

Third Party Product Configuration feature provides the ability to support financial transaction services provided by the Cullinan Group.

|  |  |
|--|--|
|  <p><b>Note</b></p> | <p><i>Refer to all the Cullinan Feature Reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|--|

# EPS Configuration

## EPS Global Configuration

**EPS Global Configuration**

Edits require a one-time password (OTP)

[EPS](#)
[POP](#)
[PINPAD Message](#)
[Loyalty](#)
[Trigger Pull Configuration](#)
[EMV Configuration](#)
[EMV Initialization](#)
[Quick Chip Configuration](#)
[PTPE](#)

**Dealer**

Site Name:

Location ID:

Address Line 1:

City:

State:

Postal Code:

**Misc**

Store and Forward Limit:

Data Storage Time(In Days):

Security Day Count:

Clear Velocity Hours:

Network Last Required:

Report Masking Enabled:

Online Velocity Check Required:

Support Outside Cashier Messages:

Display PINpad Prompts To Cashier:

Display following message upon declined payment response

Use Host Defined Message:

Use Store Defined Message:

Sale Declined:

**Locale**

Currency Name:

ISO Currency Code:

Numeric Currency Code:

Currency Symbol:

Date Format:

Language:

**Signature Capture**

Signature Capture Enabled

Cashier Verify Signature

Print Signature on Receipts

**EMV Fleet Tags Settings**

Indoor Prompting:

Outdoor Prompting:

**Cashback**

Cashback Enabled:

Force PIN Entry:

EMV CB Prompt - Wait for Cashier?:

EBT Cashback Enabled:

Cashback Fee:

**Time Synchronization**

Controller:  Select Fep:

**EPS**

Refer to [EPS](#)

**POP**

Refer to [POP](#)

**PINPAD Message**

Refer to [PINPAD Message](#)

**Loyalty**

Refer to [Loyalty](#)

### Trigger Pull Configuration


The Trigger Pull Function allows the host network to access the site any time for debug, support or application update.

| Field/Button                       | Allowable Value/Function  |
|------------------------------------|---|
| 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            | Timeout for update download.  |




| Field/Button                                 | Allowable Value/Function   |
|--|--|
| (minutes)                                    |  |
| 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. |
| <b>Update Location</b>                       |  |
| 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.       |
| <b>Communication Options</b>                 |  |
| IP   | The communication is through an IP network.  |
| Dial   | Not applicable   |

**EMV Configuration**

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the EMV feature reference documentation for information on this feature. The Feature References are available on Premier Portal. There are two feature references for EMV, “Inside EMV Feature Reference” and “Outside EMV Feature Reference”. Refer to both the feature reference documents to understand this feature.</i></p> |
|--|---|


***EMV Initialization***

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the EMV feature reference documentation for information on this feature. The Feature References are available on Premier Portal. There are two feature references for EMV, “Inside EMV Feature Reference” and “Outside EMV Feature Reference”. Refer to both the feature reference documents to understand this feature.</i></p> |
|---|---|


***Quick Chip Configuration***

Refer to [Quick Chip Configuration](#)

***PTPE***

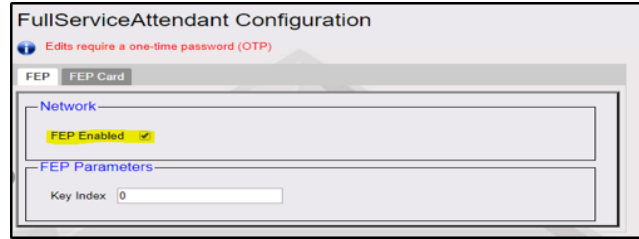
|  |  |
|--|--|
|  <b>Note</b> | <p><i>Refer to the PTPE feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|--|

**Full-Service Attendant Configuration**

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Full-Service Attendant feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

***FEP***

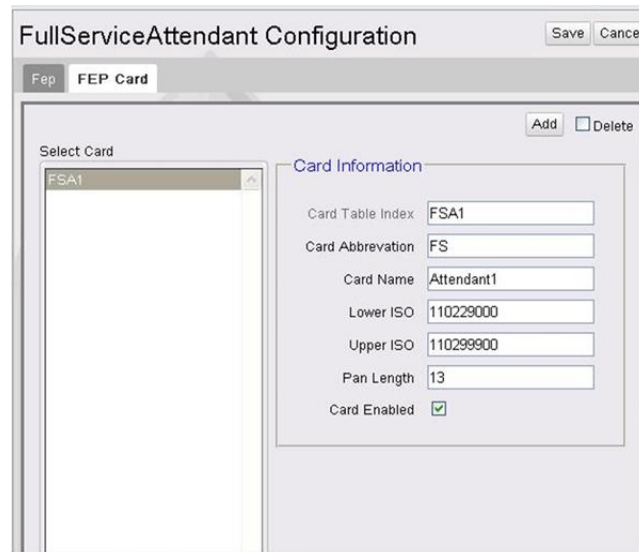
Use this tab to enable Full-Service Attendant (FSA) cards.



1. Select **FEP Enabled**
2. Click **Save**

**FEP Card**


Use this tab to configure each FSA cards.



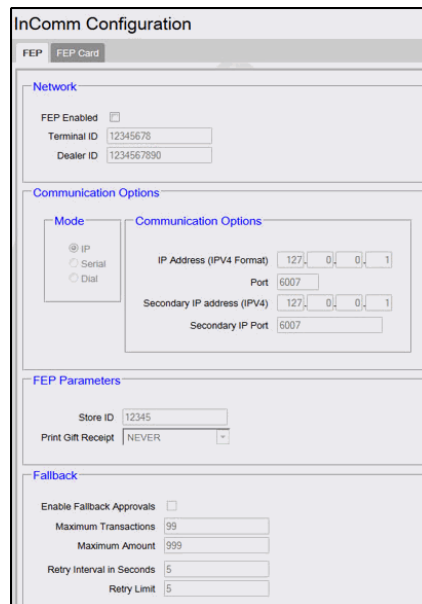
| Field/Button      | Allowable Value/Function  |
|-------------------|---|
| Card Table Index  | The record number of the FSA card. This number cannot be changed after a card has been saved. |
| Card Abbreviation | Enter card Abbreviation.  |
| Card Name         | The name of the FSA card.   |
| Lower ISO         | Enter the Lower ISO of the card; given by the card provider.                                  |

| Field/Button | Allowable Value/Function                                      |
|--------------|---|
| Upper ISO    | Enter the upper ISO of the card; given by the card provider.  |
| Pan Length   | Enter the Pan Length of the card; given by the card provider. |
| Card Enabled | Select to accept the FSA card at the DCR.                     |

### InComm Configuration

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the InComm Configuration feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

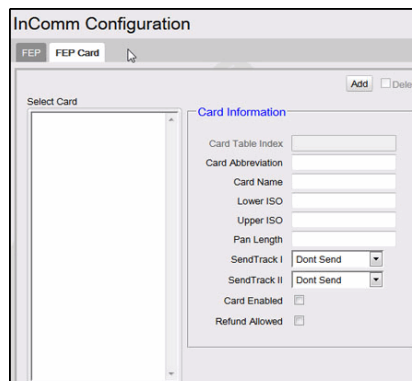
### FEP



1. Check FEP Enabled.
2. Enter Terminal ID.

3. Enter Dealer ID.
4. Enter IP Address (XXX.XXX.XX.XX).
5. Enter Port Number (XXXX).
6. Enter Store ID.
7. Enter Gift Receipt Printing Option: Never, Always, Prompt Cashier
8. Enable Fallback (Y/N): The EPS prompts the enabling or disabling of Fallback Processing. Fallback involves a stand-in approval of activations in the event of network connectivity failure with the InComm host. After connectivity is established, the stored transactions are sent to the host when a response is received or a Daily Close is performed. Timeout reversal will be always supported.
9. Enter Fallback Transaction Limit.
10. Enter Fallback Dollar Limit (\$0-9999).
11. Enter SAF Retry Interval (1-15 Minutes).
12. Enter SAF Retry Limit.  
**Note:** *Zero means retry indefinitely.*
13. Click Save to save the configuration.

### ***FEP Card***



The screenshot shows the 'InComm Configuration' window with the 'FEP Card' tab selected. On the left, there is a 'Select Card' list box. On the right, the 'Card Information' section contains the following fields:

- Card Table Index:
- Card Abbreviation:
- Card Name:
- Lower ISO:
- Upper ISO:
- Pan Length:
- SendTrack I:  Dont Send
- SendTrack II:  Dont Send
- Card Enabled:
- Refund Allowed:

Buttons for 'Add' and 'Delete' are located at the top right of the form area.

1. Click Add
2. Enter Card Abbreviation

3. Enter Card Name
4. Enter Lower ISO
5. Enter Upper ISO
6. Enter Pan Length
7. Enter Send Track 1 Option: Dont Send, Send Primary, Send Secondary
8. Check Card Enabled to enable the card
9. Check Refund Allowed to allow refund on the card
10. Click Save to save the configuration

### Payware Fleet Configuration

This form is used to enable and configure Payware Fleet Card transactions.

#### *FEP*

FEP FEP Card

**Network**

FEP Enabled

Dealer ID

Terminal ID

Acquirer ID

**Communication Options**

**Mode**

IP

Serial

Dial

**Communication Options**

IP Address/Domain Name

Port

Enable TLS

**FEP Parameters**

Brand

Transport Protocol Data Unit

Net International ID

**NACS to Payware Product Mapping**

| ID   | NACS Code | Product Name | PW Host Code |
|--|-----------|--------------|--------------|
| <span>⏪</span> <span>⏩</span> 1-1 of 0 <span>⏪</span> <span>⏩</span>     |           |              |              |
| <input type="button" value="Add"/> <input type="button" value="Delete"/> |           |              |              |

| Field/Button                 | Allowable Value/Function  |
|------------------------------|---|
| <b>Network</b>               |   |
| FEP Enabled                  | Select to enable the network.   |
| Dealer ID                    | Enter the merchant ID number (alphanumeric, up to 11 characters).             |
| Terminal ID                  | Enter the terminal ID   |
| Acquirer ID                  | Enter the acquirer ID   |
| <b>Communication Options</b> |   |
| Mode                         | Select the physical connection.   |
| IP Address/ Domain Name      | Enter IP address.   |
| Port                         | Enter port number.  |
| Enable TLS                   | Select to enable secure communication.  |
| <b>FEP Parameters</b>        |   |
| Brand                        | Enter brand code.   |
| Transport Protocol Data Unit | Enter TPDU (Transport protocol data unit). The default value is "6000010000". |
| Net International ID         | Read-only value used for troubleshooting.                                     |

| Field/Button                           | Allowable Value/Function                                   |
|--|--|
| <b>NACS to Payware Product Mapping</b> |  |
| ID                                     | Auto generated   |
| NACS Code                              | Enter NACS code  |
| Product Name                           | Auto generated on save depending on the NACS Code entered. |
| PW Host Code                           | Map the Payware host code to NACS code                     |

**FEP Card**

The screenshot shows a web-based configuration form titled "FEP Card". On the left is a "Select Card" area with a large empty box. On the right, there are three main sections:

- Card Information:** Includes fields for Card Table Index, Card Abbreviation, Card Name, Lower ISO, Upper ISO, and Pan Length. It also has checkboxes for "Card Enabled" and "Accept Manual Entry", and a dropdown menu for "Card Enabled" currently set to "BOTH".
- Card Limits:** Includes checkboxes for "Print Customer Name", "Fiscal Receipt Enable", and "Signature On Financial Advice". It also has input fields for "Max Value For Pump Auth", "Driver ID Max Length", "Driver ID Min Length", "Vehicle ID Max Length", "Vehicle ID Min Length", "Odometer Max Length", and "Odometer Min Length".
- PAN Mask Configuration:** Includes input fields for "Starting Visible Characters" and "Ending Visible Characters".

At the top right of the form area, there are "Add" and "Delete" buttons.




| Field/Button                  | Allowable Value/Function  |
|-------------------------------|---|
| Card Abbreviation             | Enter the abbreviated proprietary card name.  |
| Card Name                     | Enter the proprietary card name.  |
| Lower ISO                     | Enter the lower beginning digits that identify the proprietary card.<br><br> <b>Note:</b> <i>If only one number is provided, add a '0' to the end. For example, XXXXXX0.</i> |
| Upper ISO                     | Enter the upper beginning digits that identify the proprietary card.<br><br> <b>Note:</b> <i>If only one number is provided, add a '9' to the end. For example, XXXXXX9.</i> |
| PAN Length                    | Enter the total number of digits embossed on the card.  |
| Card Enabled                  | Select to enable the selected proprietary card.   |
| Manual Entry Allowed          | Select to allow the account number to be entered manually.  |
| <b>Card Limits</b>            |   |
| Print Customer Name           | Select to print customer name.  |
| Fiscal Receipt Enable         | Select to enable fiscal receipt.  |
| Signature on Financial Advice | This parameter only applies to indoor prepay transactions. If enabled, the prepay receipt is not be printed at the time of prepay. A prompt instructs consumer to go inside for the receipt after fueling.  |

| Field/Button                  | Allowable Value/Function  |
|-------------------------------|---|
| Max Value for Pump Auth       | Enter the maximum value for pump authorization.   |
| Driver ID Prompt Enable       | Select to enable driver ID prompt.  |
| Driver ID Max Length          | Enter driver ID maximum length; 1-12  |
| Driver ID Min Length          | Enter minimum length for Driver ID; 0-12. 0 means optional                                    |
| Vehicle ID Prompt Enable      | Select to enable vehicle ID prompt.   |
| Vehicle ID Max Length         | Enter vehicle ID maximum length; 1-8.   |
| Vehicle ID Min Length         | Enter vehicle ID minimum length; 0-8. 0 means optional.                                       |
| Odometer Prompt Enable        | Select to enable odometer prompt.   |
| Odometer Max Length           | Odometer min len = 0-6, max len = 1-6, Min default =0 (0 min means optional), Max default = 6 |
| Odometer Min Length           | Odometer min len = 0-6, max len = 1-6, Min default =0 (0 min means optional), Max default = 6 |
| <b>PAN Mask Configuration</b> |   |
| Starting Visible Characters   | Specify the PAN masked in receipts. More than first 6 or last 4 digits can't be exposed.      |


| Field/Button              | Allowable Value/Function   |
|---------------------------|--|
| Ending Visible Characters | Specify the PAN masked in receipts. More than first 6 or last 4 digits can't be exposed. |

## Loyalty Configuration


This form is used to enable and configure Loyalty Cards.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Loyalty Sales feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

## Punch Card Configuration

|   |  |
|---|--|
|  <b>Note</b> | <p><i>This feature is yet to be implemented.</i></p> |
|---|--|

## Proprietary Fleet Configuration

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Proprietary Fleet Configuration feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|



**FEP**


| Field/Button                               | Allowable Value/Function   |
|--|--|
| FEP Enabled                                | Select to enable the proprietary network.  |
| Dealer ID                                  | Enter the merchant ID number assigned by Mannatec (alphanumeric, up to 11 characters). |
| <b>Communication Options</b>               |  |
| Mode                                       | Select the communication mode; whether IP or Serial.                                   |
| <b>Serial Mode – Communication Options</b> |  |
| Serial Port                                | Select the Serial Port that is being used.   |

| Field/Button                           | Allowable Value/Function               |
|--|--|
| Baud Rate                              | Select the baud rate used by Mannatec. |
| Bits                                   | Select the Bits.                       |
| Parity                                 | Select the Parity.                     |
| Stop Bit                               | Select the Stop Bit.                   |
| <b>IP Mode – Communication Options</b> |  |
| IP Address/ Domain Name                | Enter IP Address or domain name.       |
| Port                                   | Enter port number.                     |
| Enable TLS                             | Select to enable TLS.                  |

| Field/Button   | Allowable Value/Function   |
|----------------|--|
| FEP Parameters | <p>Select the list of prompts that appears for the user to verify themselves. If the check box is enabled for a prompt, then the prompt data that the user gives is printed on the Receipt.</p> <div data-bbox="521 478 818 1010" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <pre> WELCOME TO OUR STORE  300 S. Park Place Clearwater, FL 33759 FE12008179001  Description      QTY      Amount ----- T ITEM F         1         5.00 Sub Total        5.00 Tax              1.00 TOTAL            5.00 CREDIT \$ 5.00  Intevacon    \$ 5.00 Acct/Card #:XXXXXXXXXXXXXXXXX0179 Ref: 00100010003 Resp Code :900 Stan: 000176 SITE ID: 999765 Odometer: 765432 Vehicle:345678  SIGNATURE  I agree to pay the amount stated on this receipt  THANK YOU FOR COMING PLEASE COME AGAIN  ST# AB123 TILL XXXX DR# 1 TRAN# 1010004 CSH 1              04/13/15 14:29:58                     </pre> </div> |


**FEP Card**

| Field/Button      | Allowable Value/Function  |
|-------------------|---|
| Card Abbreviation | Enter the abbreviated proprietary card name.  |
| Card Name         | Enter the proprietary card name.  |
| Lower ISO         | <p>Enter the lower beginning digits that identify the proprietary card.</p> <p> <b>Note:</b> If only one number is provided, add a '0' to the end. For example, XXXXXX0.</p> |
| Upper ISO         | <p>Enter the upper beginning digits that identify the proprietary card.</p> <p> <b>Note:</b> If only one number is provided, add a '9' to the end. For example, XXXXXX9.</p> |

| Field/Button                    | Allowable Value/Function  |
|---------------------------------|---|
| PAN Length                      | Enter the total number of digits embossed on the card.  |
| Card Enabled                    | Select to enable the selected proprietary card.   |
| Accept Manual/Scanned Entry     | Select to allow the account number to be entered manually or scanned instead of swipe.  |
| DCR Auth (Authorization) Amount | <p>Enter the maximum credit transaction dollar amount allowed at the DCR for this proprietary card.</p> <p> <b>Note:</b> <i>If the amount reaches the DCR limit, the pump automatically shuts off.</i></p> |

### EZ - Receipt Configuration

This feature enables everyday customers to opt for getting receipts emailed instead of printed after a transaction.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the EZ – Receipt feature reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

#### EZ - Receipt Configuration

[EZ-receipt Configuration](#)

EZ - Receipt Enabled

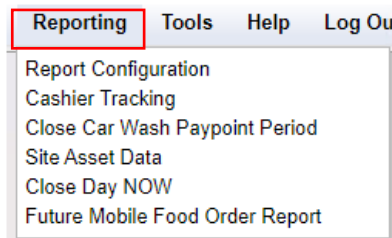
EZ - Receipt Activation Status Active

Send EZ - Receipt Prompts to Cashier



| Field/Button                        | Allowable Value/Function   |
|-------------------------------------|--|
| EZ – Receipt Enabled                | Select to enable EZ - Receipt  |
| Send EZ- Receipt Prompts to Cashier | Select to get the EZ-Receipt Prompt on the POS in addition to the PIN pad. |

## Reporting



### Report Configuration

Refer to [Report Configuration](#)

### Cashier Tracking

Refer to [Cashier Tracking](#)

### Close Car Wash Paypoint Period

Refer to [Close Car Wash Paypoint Period](#)


### Site Asset Data

Refer to [Site Asset Data](#)

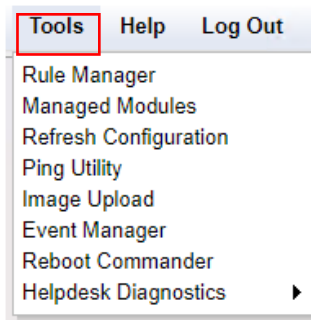
### Close Day Now

Refer to [Close Day Now](#)

## Mobile Food Order Report

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the Mobile Food Order Feature Reference for more information on the feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|---|

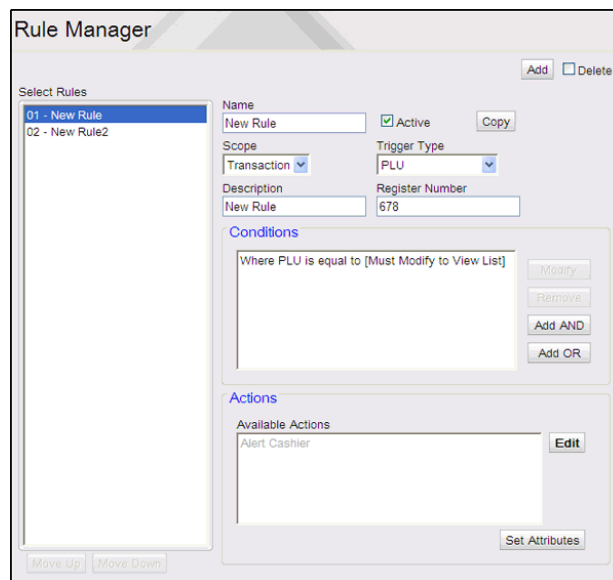
## Tools



## Rule Manager

Use to configure rules that automatically comply with corporate policies, laws, and regulations, to limit the number of and amount of certain products that can be sold over a period to a customer.

To open Rule Manager, click **Tools > Rule Manager**.



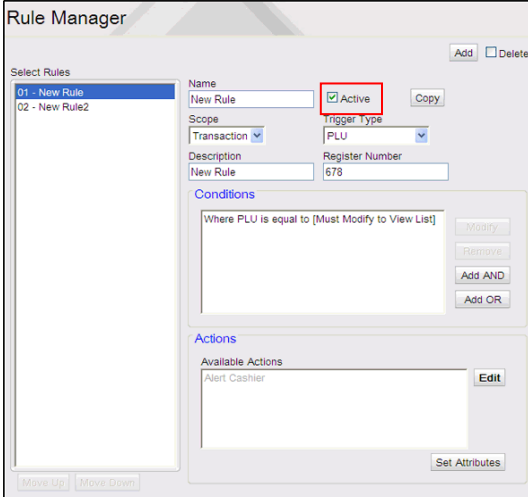
Rule Manager allows you to:

- Activate/deactivate a rule
- Reorder rules (move up, move down)
- Modify a rule
- Create a copy of a rule, rename it, and modify it
- Create a new rule
- Delete a rule
- Set up fast food orders on POS. See [“Fast Food Orders on POS.”](#)

### Activating or Deactivating a Rule

To make a rule active or inactive

- To activate a rule — Click the **“Active”** check box in front of the rule and click Save.
- To deactivate a rule — Clear the **“Active”** check box in front of the rule and click Save.



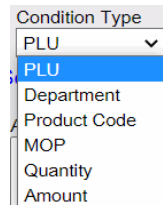
The screenshot shows the 'Rule Manager' interface. On the left, there is a 'Select Rules' list with two entries: '01 - New Rule' (selected) and '02 - New Rule2'. The main form area contains the following fields and controls:

- Name:** 'New Rule' with an 'Add' button and a 'Delete' checkbox.
- Active:** A checked checkbox, highlighted with a red box, and a 'Copy' button.
- Scope:** A dropdown menu set to 'Transaction'.
- Trigger Type:** A dropdown menu set to 'PLU'.
- Description:** 'New Rule'.
- Register Number:** '678'.
- Conditions:** A section with the text 'Where PLU is equal to [Must Modify to View List]' and buttons for 'Modify', 'Remove', 'Add AND', and 'Add OR'.
- Actions:** A section with the text 'Available Actions' and 'Alert Cashier', with an 'Edit' button.
- Set Attributes:** A button at the bottom right.
- Move Up / Move Down:** Buttons at the bottom left.

### Creating a Rule

1. In Rule Manager, click Add.

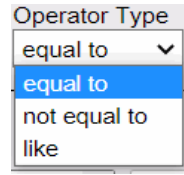
2. Enter a name for the rule.
3. Enter a description (optional).
4. Enter Register number.
5. Select the scope of the rule:
  - Transaction — The rule is evaluated at the time of sale.
  - Line Item — The rule is evaluated when the item is entered as a line item.
4. Select the item that triggers the rule to be evaluated. Depending on the rule you are modifying, select one of the following:
  - PLU
  - Department
  - Payment
  - Transaction Begin
  - Transaction End
5. Add conditions for the rule. Select the condition type from the drop-down list box.



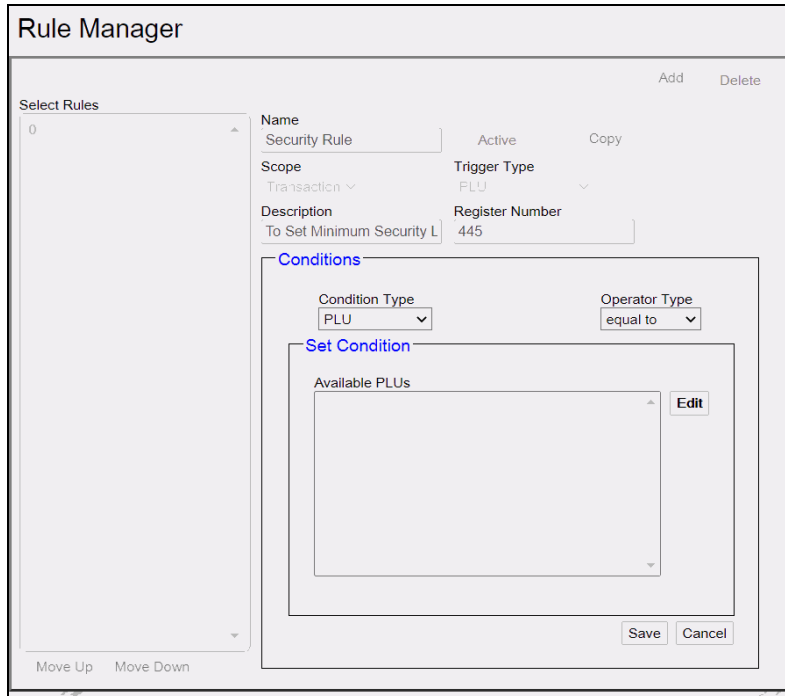
6. Select the operator to apply to the rule.

Operator types **“equal to, not equal to, and like”** appear for “PLU, Department, Product Code, and MOP” Condition Types.

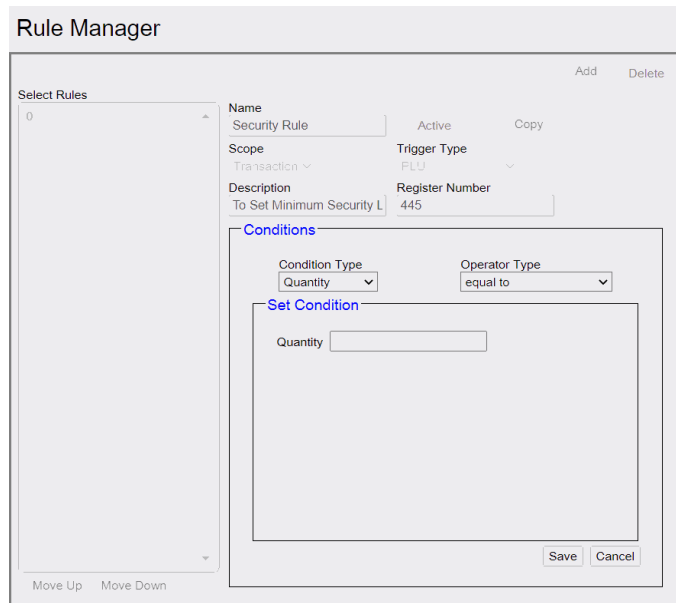
Operator types “equal to, not equal to, greater than, less than, greater than or equal to, and less than or equal to” appear for “Quantity and Amount” Condition Types.



7. Click “Edit” in Set Conditions section to select the PLUs or Departments or MOPs.



Or add the quantity or amount for Condition Types, “Quantity” and “Amount”.



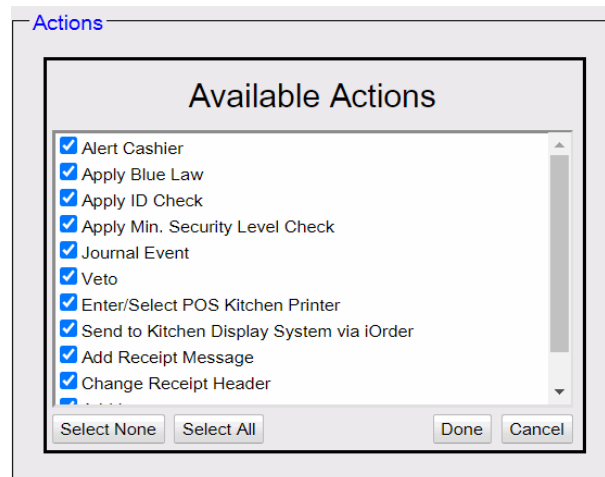
- Click Edit in Available Actions section to determine the actions that occur when the rule is triggered, and the condition evaluates to true.

The screenshot shows the 'Rule Manager' window. On the left, a 'Select Rules' list contains '01 - New Rule' and '02 - New Rule2'. The main area is for editing a rule named 'New Rule'. It includes fields for 'Name', 'Scope' (Transaction), 'Description' (New Rule), and 'Register Number' (678). There is an 'Active' checkbox and a 'Copy' button. The 'Trigger Type' is set to 'PLU'. Below this is a 'Conditions' section with a text area containing 'Where PLU is equal to [Must Modify to View List]' and buttons for 'Modify', 'Remove', 'Add AND', and 'Add OR'. At the bottom is an 'Actions' section with 'Available Actions' listed as 'Alert Cashier' and an 'Edit' button highlighted with a red box. Other buttons include 'Move Up', 'Move Down', and 'Set Attributes'.

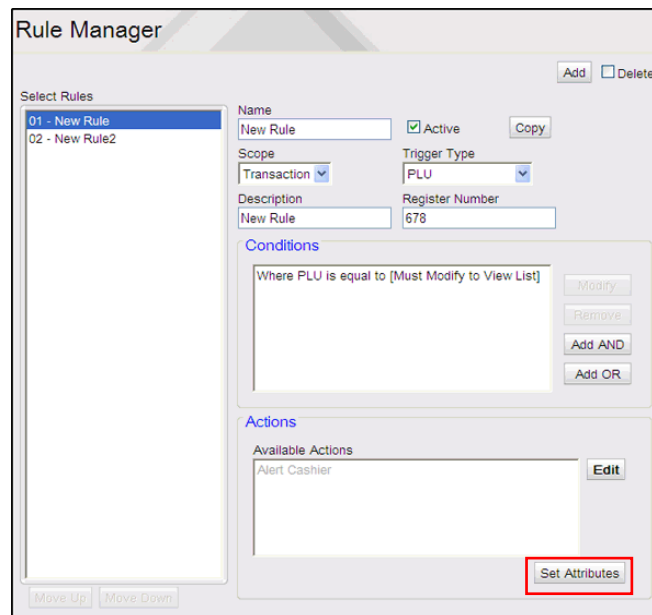
- The available actions are:

- **Alert Cashier:** When the rule is triggered, alert the cashier.
- **Apply Blue Law:** When the rule is triggered, apply a blue law.  
**Note:** *Blue Laws are set up in **Store Operations > Restrictions > Blue Laws**.*
- **Apply ID Check:** When the rule is triggered, apply an ID check.
- **Apply Min.Security Level Check:** When the rule is triggered, check if the cashier has the minimum-security level to perform the transaction.
- **Journal Event:** When the rule is triggered, journal the event with a message.
- **Veto:** When the rule is triggered, prevent the transaction from taking place. For example, prevent a credit card MOP from being used when lottery is in the transaction.
- **Enter/Select POS Kitchen Printer:** When the rule is triggered, send the transaction to the selected kitchen printer.

- Send to Kitchen Display System via iOrder: When the rule is triggered, send the transaction to the Kitchen Display System (KDS).
- Add Receipt Message: When the rule is triggered, add a message on the receipt.
- Change Receipt Header: When the rule is triggered, change the receipt header.
- Add Item: When the rule is triggered, the selected menu key is displayed.
- Restricted Department: Select to add a restricted department.



10. Click Set Attributes to set actions for the selected action type.



11. Click Close

12. In Rule Manager, click Save.

## Modifying a Rule

Rules can be modified to change:

- whether they act on a line item or a transaction,
- which event triggers the rule,
- which conditions are in effect for the rule,
- which actions occur when the rule is triggered.

In Rule Manager, select the rule that you want to modify and click Modify.

## Copying a Rule

The copy feature can be used to create the basis for a new rule.

To copy a rule and rename it:

1. In Rule Manager, select the rule.
2. Click Copy. The copy is added to the end of the rule list, with `_0` appended to the end of the original name.




## Deleting a Rule

To delete a rule

1. In Rule Manager, select the rule to be deleted.
2. Click Delete. The rule is deleted.

## Fast Food Orders on POS

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the POS to iOrder Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Kitchen Printer Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

A kitchen printer can be installed, and the Rule Wizard can be used to create a rule that sends selected PLUs from the POS to the specific kitchen printer and prints a receipt.

1. Create a new rule. See “Creating a New Rule.”
2. Follow the procedure to create the rule. See “Creating a Rule.” Set the following attributes for the rule:
  - Scope of the rule — Select Transaction.
  - Trigger for the rule — Select Transaction End.
  - Conditions — Enter PLUs for the rule and select “Like” as the operator to apply to the rule.
  - Action — Select Send to Kitchen Printer and click Add.

- Further define Action — Select or enter the name of the specific kitchen printer.
3. Activate the rule. “See Activating or Deactivating a Rule.”
  4. See “Store Operations > Menu Keys” to make the rule part of an Order Menu.

### ***Entering customer name for food orders taken at POS***

1. In Tools > Managed Modules:
  1. Select Kitchen Printer Service as kp.svc.POS
  2. Set System Hosting Kitchen Printer to 'sitecontroller'
  3. Click on Advanced Settings
  4. Select connection port and save
  5. Check Enable Kitchen Printer Service and save
  6. Click Tools->Refresh Configuration
2. In Tools > Rule manager, create new rule
  1. Select **Scope** as “Transaction”
  2. Select **Trigger Type** as “Transaction End”
  3. Select **Condition Type** as “Department” and **Operator Type** as “like”
  4. Select the food department
  5. In Available Actions, select “Enter/Select POS Kitchen Printer”
  6. In Set Attributes form, **Select Kitchen Printer** as “kp.svc.POS”
  7. Reboot Verifone Commander
3. In Store Operations > Sales > Sales Configuration:
  1. Select “Prompt Food Order Name”
  2. Select “Prompt Food Order Phone Number”

## Managed Modules

Managed Modules is an interface for assigning port numbers and configuring communication parameters for hardware modules connected to the POS or Verifone Commander. The configuration changes do not require a reboot of the Verifone Commander or the POS. Based on the device type selected, the default communication settings are populated.

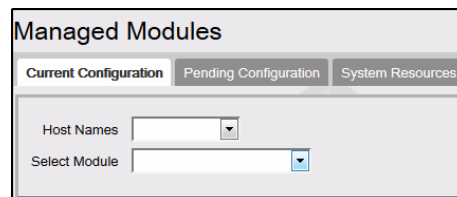
For any changes to be reflected in the system, select **“Tools > Refresh Configuration”** from Configuration Client and logout and login back to the POS.

Changes to Fuel Driver and DCR Driver modules need driver initialization from **“Forecourt > Initialization > DCR/Fuel Driver”**.

Changes to Car Wash module need a DCR initialization from **“Forecourt > Initialization > DCR”**.

### Current Configuration

The current configuration tab is used for viewing, adding, or editing the port and communication parameters of each hardware module.




The screenshot shows a web interface titled "Managed Modules". It has three tabs: "Current Configuration" (which is selected), "Pending Configuration", and "System Resources". Below the tabs, there are two dropdown menus. The first is labeled "Host Names" and the second is labeled "Select Module".

### Host Name

Select the host to which the hardware module is connected. The host can be the Verifone Commander, or each POS controlled by the Verifone Commander.

### POS

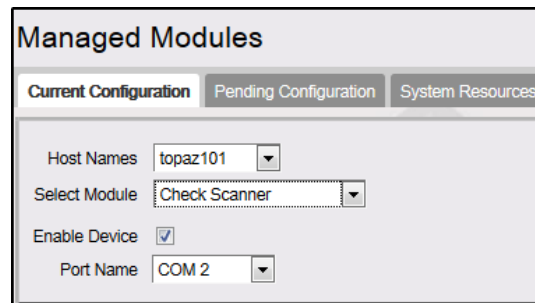
Use to add the port and enable the hardware module connected to each POS. Select the POS from the Host Name drop-down list. To switch ports, disable the device you want to move, as well as the device you want to move it to. Otherwise, the Port Name drop-down only shows the port the device is already assigned to.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Most of these modules have feature references. Refer to the feature reference documentation for information on these modules. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

### Select Module

#### Check Scanner

Use to add the port and enable check scanner.

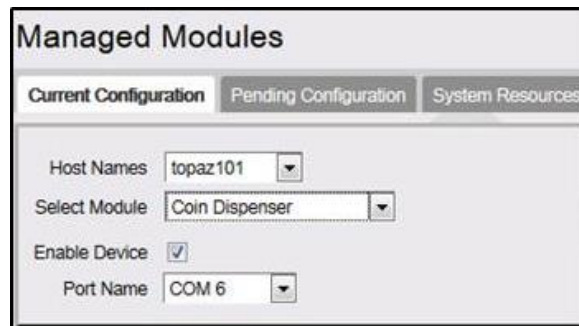


The screenshot shows the 'Managed Modules' configuration window with the 'Current Configuration' tab selected. The settings are as follows:

- Host Names: topaz101
- Select Module: Check Scanner
- Enable Device:
- Port Name: COM 2

#### Coin Dispenser

Use to add the port and enable coin dispenser.




The screenshot shows the 'Managed Modules' configuration window with the 'Current Configuration' tab selected. The settings are as follows:

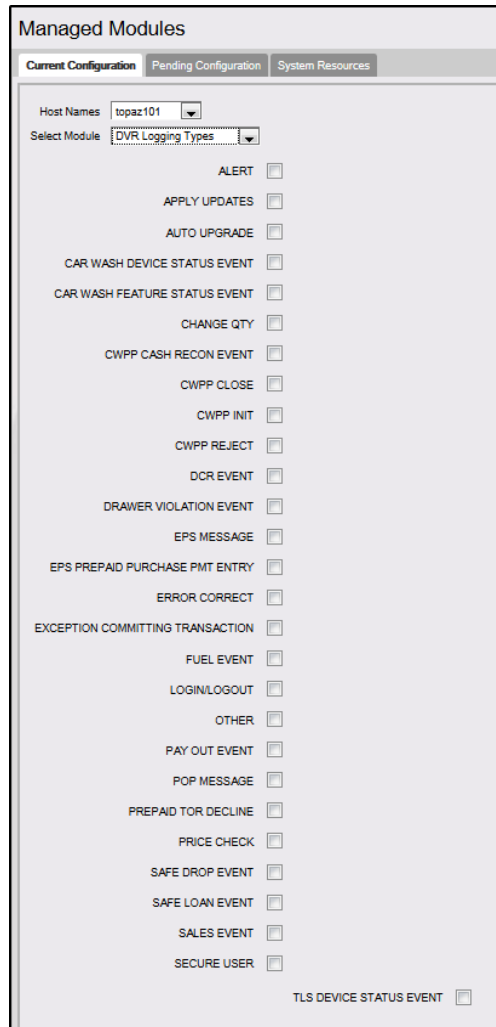
- Host Names: topaz101
- Select Module: Coin Dispenser
- Enable Device:
- Port Name: COM 6

### DVR Logging Types

The Digital Video Recorder (DVR) feature provides a DVR interface to the Point of Sales (POS) System to detect and deter attendant fraud. The DVR broadcasts certain transactions performed on the POS terminal and displays these events with video images recorded at the time the events occurred. This provides video images of attendant actions coupled with a journal of events as recorded by the POS terminal.

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the Digital Video Recorder Implementation Guide for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|---|

The “DVR Logging Type” configuration allows selecting types or classes of DVR events to be recorded.



### DVR Journal

Use this form to add the port and enable DVR device.

The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The settings are as follows:

- Host Names: topaz101
- Select Module: DVR Journal
- Enable Device:
- Port Name: COM 5

### PIN Entry Device

Use to add the port and enable PIN Entry Device.


The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The settings are as follows:

- Host Names: topaz101
- Select Module: PIN Entry Device
- Enable Device:
- Port Name: COM 7
- Enable 12V:

### Customer Display


Use to add the port and enable Customer Display of C18 POS.

On the back of the main C18 display are two USB ports located just below where the main display is mounted to the "handle bar". Connect the C18 Customer Display cable to one of the USB ports.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the C18 Customer Display Installation guide for more information. The document is available on Premier Portal.</i></p> |
|---|---|

Reboot the C18 system and wait for the main display to show "**C18 Press Enter or Touch Screen to log in**".

1. De-select **Enable Device**
2. For "Port Name", select **USB Display**.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>If "USB Display" is not shown in the list, make sure to connect the C18 Customer Display and reboot the POS.</i></p> |
|---|--|

3. Click '**Save**'.
4. Select the "Enable Device" checkbox and Click "**Save**" again.
5. Restart POS.

When the application starts, **Register Closed** is displayed on the Customer Display.

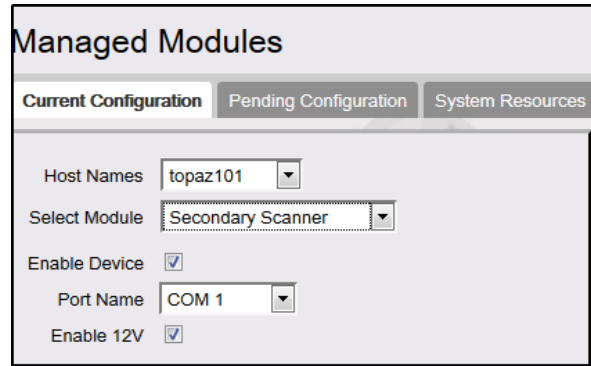
After logging in to 'Sales', the phrase "Thank You" should be scrolling across the Customer Display.

### Scanner

Use to add the port and enable scanner.

## Secondary Scanner

Use to add the port and enable secondary scanner.

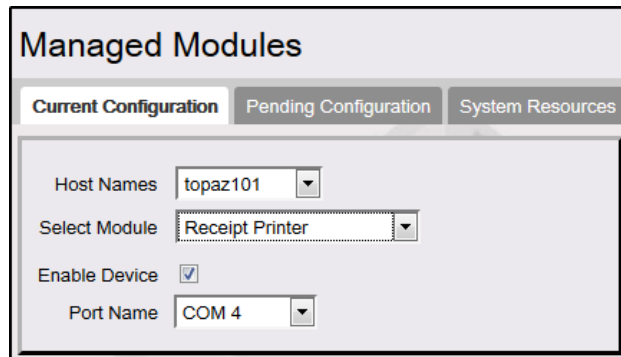


The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration' (selected), 'Pending Configuration', and 'System Resources'. The form contains the following fields:

- Host Names: dropdown menu with 'topaz101' selected.
- Select Module: dropdown menu with 'Secondary Scanner' selected.
- Enable Device: checked checkbox.
- Port Name: dropdown menu with 'COM 1' selected.
- Enable 12V: checked checkbox.

## Receipt Printer

Use to add the port and enable Receipt Printer.

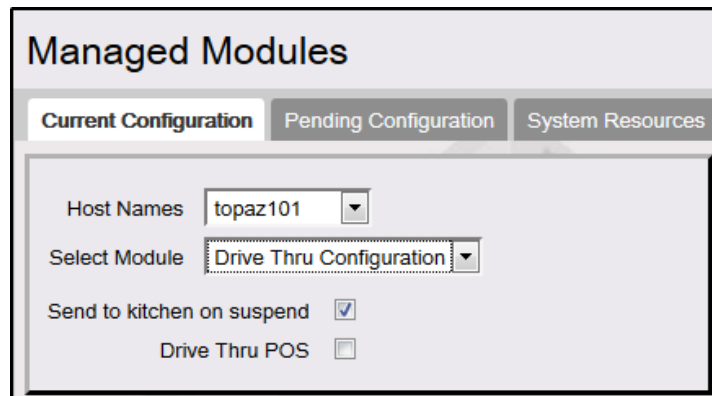


The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration' (selected), 'Pending Configuration', and 'System Resources'. The form contains the following fields:

- Host Names: dropdown menu with 'topaz101' selected.
- Select Module: dropdown menu with 'Receipt Printer' selected.
- Enable Device: checked checkbox.
- Port Name: dropdown menu with 'COM 4' selected.

## Drive Thru Configuration

Use to add the port and enable drive through configuration.




The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration' (selected), 'Pending Configuration', and 'System Resources'. The form contains the following fields:

- Host Names: dropdown menu with 'topaz101' selected.
- Select Module: dropdown menu with 'Drive Thru Configuration' selected.
- Send to kitchen on suspend: checked checkbox.
- Drive Thru POS: unchecked checkbox.

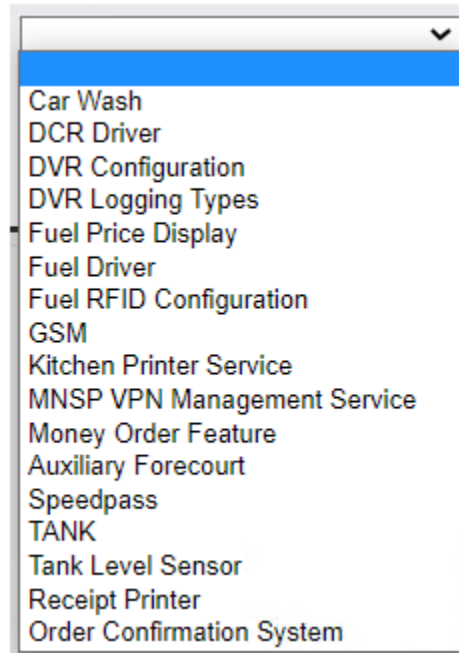


## Controller


Use to add or edit the port and communication parameters of each hardware module connected to the Verifone Commander. Select the Verifone Commander from the Host Name drop-down list.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Most of these modules have feature references. Refer to the feature reference documentation for information on these modules. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

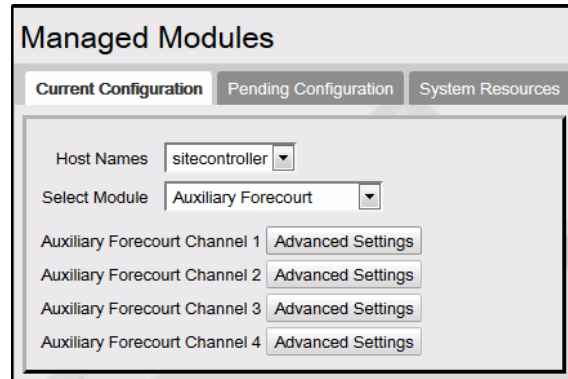
## Select Module



## Auxiliary Forecourt

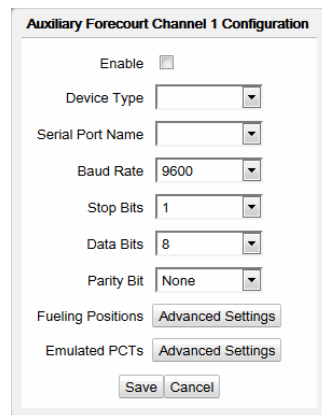
|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Auxilliary Forecourt Feature Reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

Use to configure Auxilliary Forecourt devices like Aux Pos, Petro Vend and Wetstock Management Devices.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. It displays a 'Host Names' dropdown menu set to 'sitecontroller'. Below it is a 'Select Module' dropdown menu set to 'Auxiliary Forecourt'. There are four rows, each representing an 'Auxiliary Forecourt Channel' (1 through 4). Each row has an 'Advanced Settings' button next to it.

1. Click **Advanced Settings** next to **Auxiliary Forecourt Channel 1**



The screenshot shows the 'Auxiliary Forecourt Channel 1 Configuration' dialog box. It contains the following fields and controls:


- Enable**: A checkbox that is currently unchecked.
- Device Type**: A dropdown menu.
- Serial Port Name**: A dropdown menu.
- Baud Rate**: A dropdown menu set to 9600.
- Stop Bits**: A dropdown menu set to 1.
- Data Bits**: A dropdown menu set to 8.
- Parity Bit**: A dropdown menu set to None.
- Fueling Positions**: A button labeled 'Advanced Settings'.
- Emulated PCTs**: A button labeled 'Advanced Settings'.
- Save** and **Cancel** buttons at the bottom.

2. Select **Enable** to enable Channel 1
3. Select the Device Type: Aux Pos, Petro Vend or Wetstock Management
4. Assigns the Verifone Commander serial port to be used for the Channel
5. Click **Advanced Settings** of **Fueling Positions** if the Device Type is **Petro Vend**. A Petro Vend device on a channel can control 16 fueling positions.

6. Click **Save** on the Channel 1 Fueling Positions to go back to the Auxiliary Forecourt Channel 1 Configuration form.
7. Click **Advanced Settings** of **Emulated PCTs** if the Device Type is **Petro Vend**.

8. Select PCT 1 for Channel 1 Petro Vend Configuration.

### Car Wash

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Car Wash topic in this document for information on this feature.</i></p> |
|---|---|

1. From the Select Module list, select Car Wash
2. Select Device Type
3. Click Advanced Settings

RYKO CAW III

Baud Rate 9600

Serial Port Name

Stop Bits 1


Data Bits 8

Parity Bit NONE

Save Cancel

4. Select the Serial Port

### DCR Driver

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Dispenser Car Reader topic in this document for information on this feature.</i></p> |
|---|---|

Managed Modules

Current Configuration Pending Configuration System Resources

Host Names sitecontroller

Select Module DCR Driver

DCR Positions Advanced Settings

DCR Channel 01 Advanced Settings

DCR Channel 02 Advanced Settings

DCR Channel 03 Advanced Settings

DCR Channel 04 Advanced Settings

DCR Channel 05 Advanced Settings

DCR Channel 06 Advanced Settings

DCR Channel 07 Advanced Settings

DCR Channel 08 Advanced Settings

DCR Channel 09 Advanced Settings

DCR Channel 10 Advanced Settings

DCR Channel 11 Advanced Settings

DCR Channel 12 Advanced Settings

DCR Channel 13 Advanced Settings

DCR Channel 14 Advanced Settings

DCR Channel 15 Advanced Settings

DCR Channel 16 Advanced Settings

1. From the Select Module list, select DCR Driver
2. Select to enable DCR Control
3. Click Advanced Settings next to DCR Channel 01

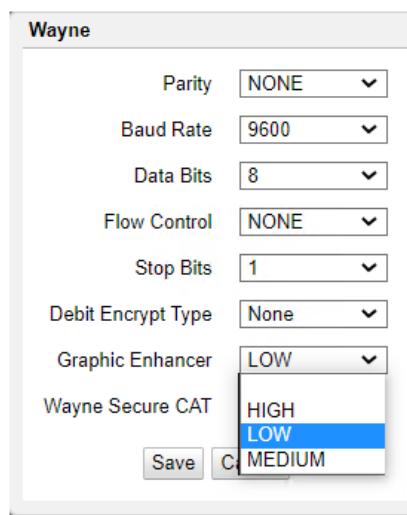
- a. Click Enable Channel.
- b. Select IP Enabled for outside EMV DCRs
- c. Select Port name for serial port DCRs.
- d. Select DCR Family type: Bennett, Gilbarco, Invenco, Tokheim, VFI SPP, Wayne
- e. If debit encryption is to be used, click Advanced Settings

- a. Select Debit Encrypt Type
  - **DSM:** Select if using a Dresser/Wayne DUKPT Security Module (DSM).
  - **DUKPT:** Select for all US sites not using a GSM or DSM.
  - **GSM:** Select if using a Gilbarco Security Module (GSM).

- **MS:** Select only for non-US sites using Master Session encryption.
- **NONE:** Select if not configuring for Debit (no encryption).

There were complaints that on some Wayne devices, particularly 5-inch and 7-inch models, that the font size was sometimes too small.

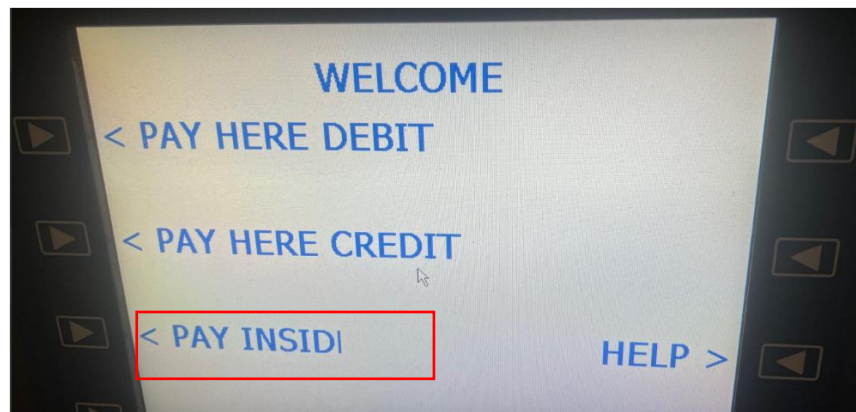
To fix this issue the new option called "**Graphic Enhancer**" is included in this form only for Wayne. The parameter contains three levels: LOW, MEDIUM and HIGH. The "LOW" option is the default. "MEDIUM" and "HIGH" is used to increase the font size.



The image shows a configuration window titled "Wayne". It contains several dropdown menus for configuration: Parity (NONE), Baud Rate (9600), Data Bits (8), Flow Control (NONE), Stop Bits (1), Debit Encrypt Type (None), Graphic Enhancer (LOW), and Wayne Secure CAT (HIGH, LOW, MEDIUM). The "Graphic Enhancer" dropdown is open, showing the options HIGH, LOW, and MEDIUM. A "Save" button and a "Cancel" button are visible at the bottom.

Using "MEDIUM" and "HIGH" run the risk of the font being too big such that it ends up clipping, especially, if there is another softkey opposite.


For example:



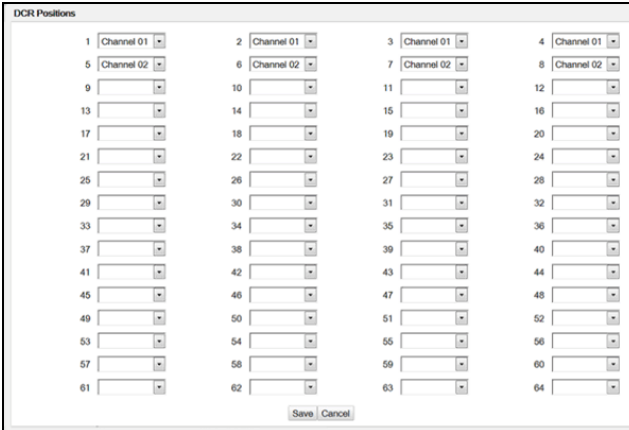
These clippings can be prevented by switching around some of the softkeys.

At present, "MEDIUM" and "HIGH" font size changes are only supported on 5-inch and 7-inch Wayne devices.

- b. Click Save
- e. Click Save on DCR Channel 01 window

|   |  |
|---|--|
|  | <p><b>Note</b></p> <p><i>In feature Set 19 or higher for Wayne, there is an option to enable Enhanced CAT used for Secure CAT DCRs. This setting would only be used at Exxon Mobil sites that have Secure CAT DCRs (legacy or Dual CATs with injected secure messages). For both Wayne and SPP, if debit is used at the DCRs for the site a Debit Encrypt Type other than NONE must be selected (failure to do so will result in the keypad not functioning properly).</i></p> |
|---|--|


- 4. Set up additional DCR channels as required using previous steps.
- 5. Click **Advanced Settings** at DCR Positions to configure the appropriate channel for each DCR.



- a. For each DCR, specify the channel to which it is assigned.
- b. Click Save.

## DVR Configuration

The Digital Video Recorder (DVR) feature provides a DVR interface to the Point of Sales (POS) System to detect and deter attendant fraud. The DVR broadcasts certain transactions performed on the POS terminal and displays these events with video images recorded at the time the events occurred. This provides video images of attendant actions coupled with a journal of events as recorded by the POS terminal.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Digital Video Recorder Implementation Guide for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

### Managed Modules

Current Configuration
Pending Configuration
System Resources

Host Names

Select Module

DVR mode

Multicast IP Address

Multicast Port Number

Local UDP port connations are to use.

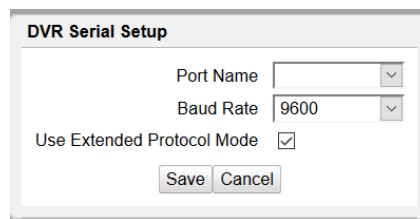
Number of upstream hops allowed for multicast packet

DVR Serial Setup

1. Select the DVR mode: mode of communication for the DVR interface. The values are:
  - a. Multicast: multicast communication is enabled. This is the default value.
  - b. Serial: serial communication is enabled
  - c. Both: serial and multi cast communications are enabled
  - d. Disabled: configures the system to not generate DVR events
2. Multicast IP Address: The default Multicast IP Address is populated



3. Multicast Port Number: The default Multicast Port Number is populated
4. Local UDP port connations are to use: the fully qualified IP address and the multicast address. For example, 230.0.0.1:14001
5. Number of upstream hops allowed for multicast packet: The DVR “Multicast” uses the “Multicast UDP Datagram” broadcasting mechanism to send DVR event info. According to the IETF standard regarding “Multicast UDP Datagram”, the default ‘hop’ (or Time-To-Live - TTL) is ‘1’. The TTL value is used by routers that when they receive a datagram, they decrement the TTL value. If the TTL is still is greater than ‘0’, the datagram is forwarded to the router’s upstream LAN port (WAN). The IETF cautions about using a TTL value grater than 1 for multicast UDP datagram in that they do not want the Internet flooded with these multicast datagrams and only allows use of the TTL value greater than 1 if the routers are kept within an internal network.
6. We supply the ability to specify a value greater than 1 for those customers who have DVR monitoring equipment not in the “VFI Zone” and need to UDP datagram to forward ‘upstream’.
7. Click Advanced Settings to select port



The screenshot shows a dialog box titled "DVR Serial Setup". It has three main fields: "Port Name" with a dropdown arrow, "Baud Rate" with a dropdown arrow and the value "9600" displayed, and "Use Extended Protocol Mode" with a checked checkbox. At the bottom, there are "Save" and "Cancel" buttons.

1. Select port
2. Select baud rate
3. “Use Extended Protocol Mode” selects whether the DVR events send prepended byte codes normally used by journal printers. Unselecting this entity does not send the byte codes. Enable this value for backwards compatibility of legacy DVR equipment.

For any changes to be reflected in the system, select “**Tools -> Refresh Configuration**” from Config Client.

### DVR Logging Types


The “DVR Logging Type” configuration allows selecting types or classes of DVR events to be recorded.

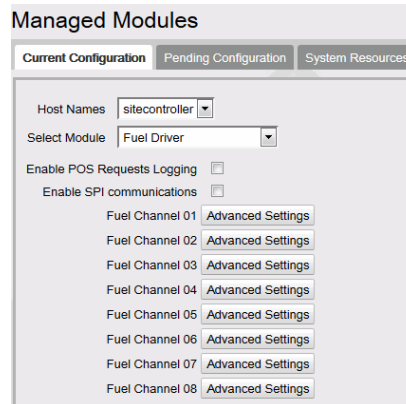
For any changes to be reflected in the system, select “**Tools -> Refresh Configuration**” from Config Client.

The screenshot shows the 'Managed Modules' configuration window. At the top, there are three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. Below the tabs, there are two dropdown menus: 'Host Names' set to 'sitecontroller' and 'Select Module' set to 'DVR Logging Types'. The main area contains a list of event types, each with a checked checkbox:

- ALERT
- APPLY UPDATES
- AUTO UPGRADE
- CAR WASH DEVICE STATUS EVENT
- CAR WASH FEATURE STATUS EVENT
- CHANGE QTY
- CWPP CASH RECON EVENT
- CWPP CLOSE
- CWPP INIT
- CWPP REJECT
- DCR EVENT
- DRAWER VIOLATION EVENT
- EPS MESSAGE
- EPS PREPAID PURCHASE PMT ENTRY
- ERROR CORRECT
- EXCEPTION COMMITTING TRANSACTION
- FUEL EVENT
- LOGIN/LOGOUT
- OTHER
- PAY OUT EVENT
- POP MESSAGE
- PREPAID TOR DECLINE
- PRICE CHECK
- SAFE DROP EVENT
- SAFE LOAN EVENT
- SALES EVENT
- SECURE USER
- TLS DEVICE STATUS EVENT

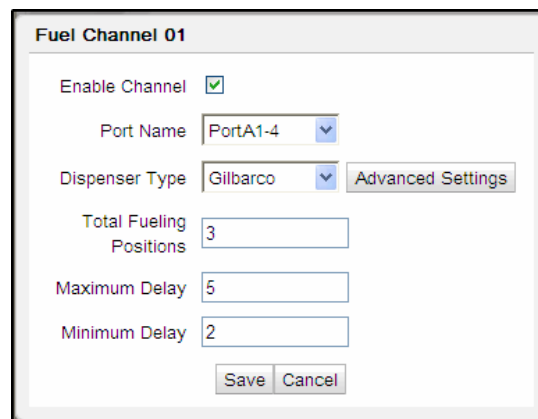
### Fuel Driver

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Fuel Manager and Fuel Sales topics in this document for information on this feature.</i></p> |
|---|---|



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The 'Host Names' dropdown is set to 'sitecontroller'. The 'Select Module' dropdown is set to 'Fuel Driver'. There are two checkboxes: 'Enable POS Requests Logging' (unchecked) and 'Enable SPI communications' (unchecked). Below these are eight rows, each representing a fuel channel (Fuel Channel 01 through Fuel Channel 08). Each row has an 'Advanced Settings' button.

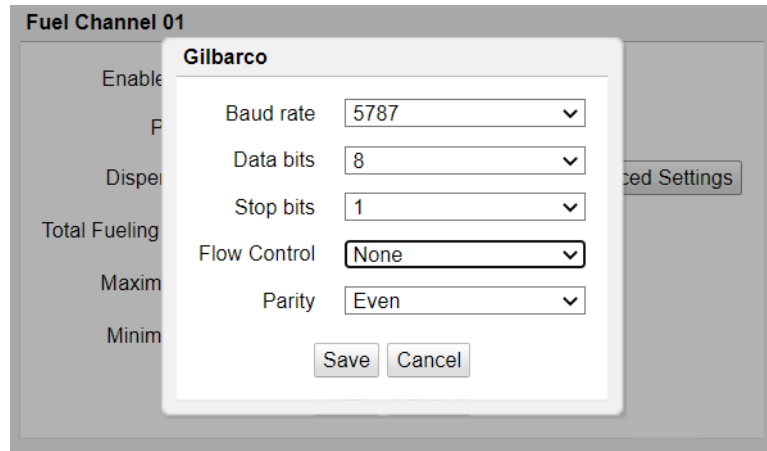
1. Enable SPI when running Smart Pump Interface (SPI) at the site.
2. Click Advanced Settings to configure Fuel Channel 01



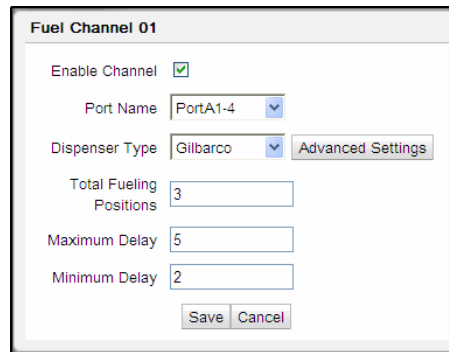
The screenshot shows the 'Fuel Channel 01' configuration window. It has the following fields and controls:

- 'Enable Channel' checkbox: checked.
- 'Port Name' dropdown: 'PortA1-4'.
- 'Dispenser Type' dropdown: 'Gilbarco', with an 'Advanced Settings' button next to it.
- 'Total Fueling Positions' text input: '3'.
- 'Maximum Delay' text input: '5'.
- 'Minimum Delay' text input: '2'.
- 'Save' and 'Cancel' buttons at the bottom.

- a. Click to Enable Channel.
- b. Assigns the Verifone Commander serial port to be used for the Channel.
- c. Select Dispenser Type.
- d. Click Advance Settings in Dispenser Type to configure Dispenser Type advanced settings.




e. Click Save/Cancel to go back to Fuel Channel form.



f. Specify Total fueling positions on this channel.

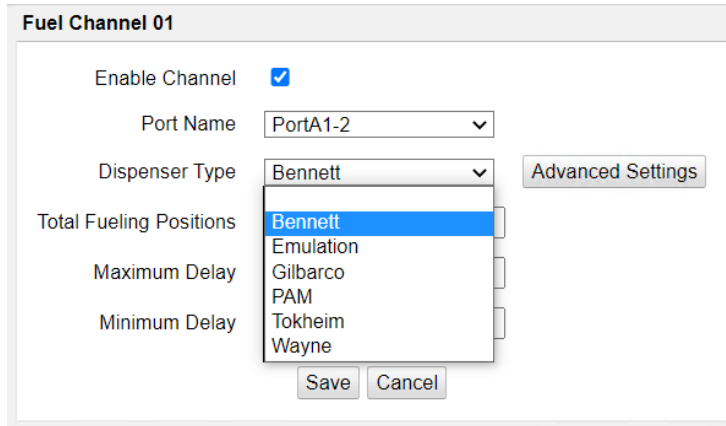
g. The maximum and minimum delay for communication.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Maximum and Minimum Delay are used with Non-Modular Highline pumps only.</i></p> |
|---|--|

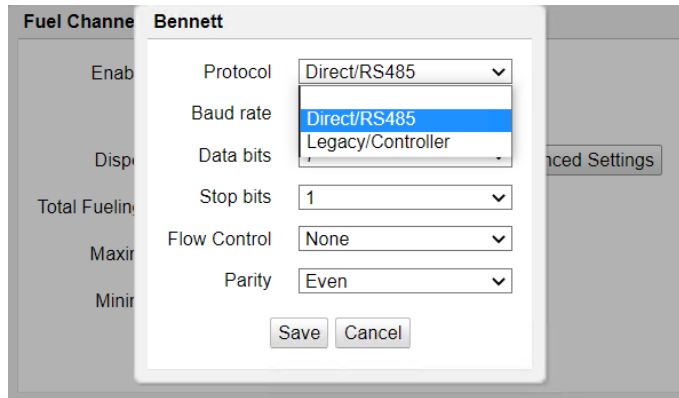
### Configuring Hydrogen Fuel


1. Hydrogen Fuel can be configured in in Bennet Dispenser Type.

a. Select Bennet as Dispenser Type.

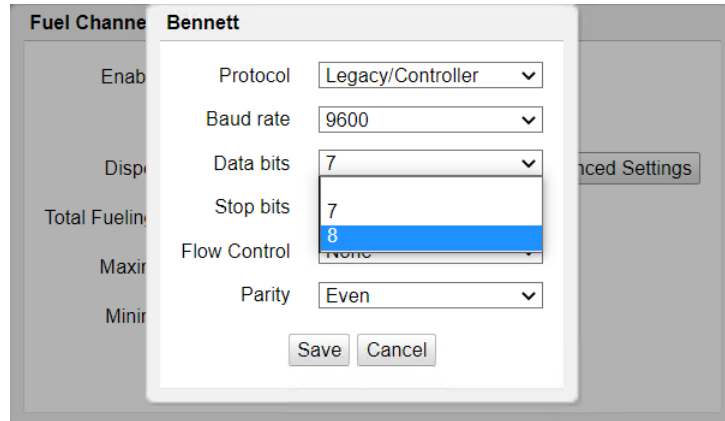


- b. Click Advanced Settings.
- c. Select Direct/RS485 as the Protocol.

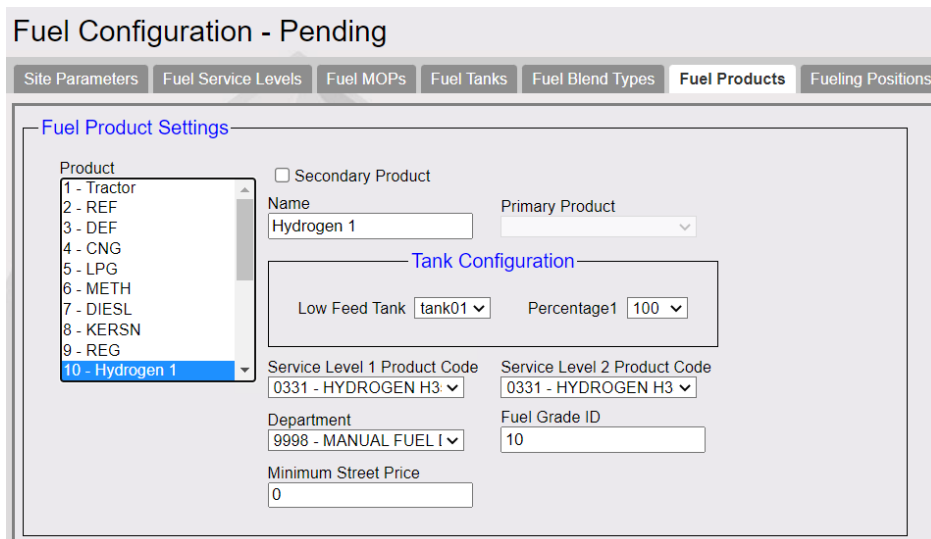



|   |   |
|---|---|
|  <b>Note</b> | <i>Bennett Direct/RS485 Dispenser Protocol can also support traditional fuel.</i> |
|---|---|

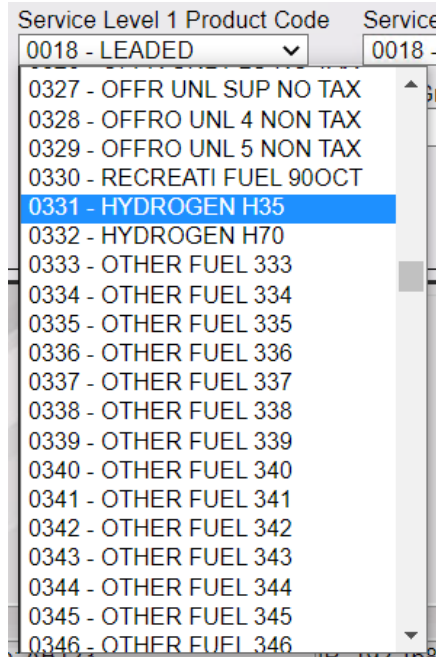
- d. Select 8 as Data bits



- Go to **“Forecourt > Fuel > Fuel Config – Pending > Fuel Products”** from Configuration Client to configure Hydrogen fuel.



|   |  |
|---|--|
|  <b>Note</b> | <p><i>Product codes 0331 (HYDROGEN H35) and 0332 (HYDROGEN H70) are the Hydrogen Fuel product codes.</i></p> |
|---|--|



- Assign Hydrogen Fuel to Hose from **Configuration Client > Forecourt > Fuel Config > Fueling Positions**. Assigning Fueling Position is same as for the existing fuel products.

Fuel Configuration - Pending Save Cancel

Site Parameters Fuel Service Levels Fuel MOPs Fuel Tanks Fuel Blend Types Fuel Products **Fueling Positions**

**Fueling Position Settings**

Select Fueling Position: 1

Duplicate Fueling Position: 1-20 (1-10 visible)

1. Select target fuel positions to the left  
 2. Use the Ctrl key to select multiple positions  
 3. Use the Shift key to select a range of positions  
 4. Click the "Duplicate" button.

Allow Access  SPI IP Address: [ ][ ][ ][ ]

**Default Attributes**

Default MOP: CASH Default Service Level: SELF Blend Type: NONE Slow Flow Offset: 2

**Fueling Limit Settings**

Currency Limit: 300.00 Volume Limit: 500.000 Minimum PPU: 0.009 Auto Collect: NONE

**Hose Product Settings**

Hose 1 Product: UNLD1 Hose 2 Product: UNLD2 Hose 3 Product: NONE  
 Hose 4 Product: NONE Hose 5 Product: NONE Hose 6 Product: NONE  
 Hose 7 Product: NONE

**Options**

Auto Approval  Auto Disapproval  DCR In Dispenser  
 First In First Out  DCR Prompt Preset Amount  Handle Up Calling  
 Ignore Pump Error  Pay At Pump Only  Prepay Only  
 Preset Postpay  Preset Prepay  Stacking  
 View Buzzer Off  Commercial  Instant Auto Approval

**Multi Product Settings**

Allow Multiple Products

### Fuel Price Display

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the Fuel Price Sign Communication document for information on this feature. The document is available on Premier Portal.</i></p> |
|---|---|

**Managed Modules**

Host Names

Select Module

Fuel Price Display Channel 1

Fuel Price Display Channel 2

Fuel Price Display Channel 3


Fuel Price Display Channel 4

Click Advanced Settings to select port.

**Standard Fuel Price Display**

Serial Port Name

### Fuel RFID Configuration

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the ORPAK AVI/RFID Fueling System feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

Enter the RFID configuration details.



The screenshot shows the 'Managed Modules' configuration interface. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. Under 'Select Module', 'Fuel RFID Configuration' is selected. Below this, there are four settings: 'AVI enable' with an unchecked checkbox, 'AVI IP Address' with four input fields each containing '0', 'OTI enable' with an unchecked checkbox, and 'OTI IP Address' with four input fields each containing '0'.

**GSM**

The screenshot shows the 'Managed Modules' configuration interface with 'GSM' selected in the 'Select Module' dropdown. Below the dropdown, there are two rows: 'GSM 1 Port' with an 'Advanced Settings' button, and 'GSM 2 Port' with an 'Advanced Settings' button.

Click Advanced Settings for each GSM (Gilbarco Security Module) port to assign the port.

The screenshot shows a dialog box titled 'DCR GSM 1 Port'. It contains a 'GSM 1 Port Name' dropdown menu and 'Save' and 'Cancel' buttons at the bottom.

**Kitchen Printer Service**

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the Kitchen Printer feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|---|

The screenshot shows the 'Managed Modules' configuration interface. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The form contains the following fields:

- Host Names: dropdown menu with 'sitecontroller' selected.
- Select Module: dropdown menu with 'Kitchen Printer Service' selected.
- Enable Kitchen Printer Service: checkbox, currently unchecked.
- Kitchen Printer ID: dropdown menu with 'kp.svc.POS' selected.
- System hosting Kitchen Printer: dropdown menu, currently empty.
- Port for connection: button labeled 'Advanced Settings'.

1. Click to Enable Kitchen Printer Service
2. Select the port for connection

### MNSP VPN Management Service


Verifone POS systems establishes or enables on-demand secure connections through the Managed Network Service Provider (MNSP) router. This enables the Verifone support personnel to interact with the POS systems through a VPN connection. New PCI requirements do not allow continuous, persistent connections outside of the VFI Zone and that if connections are to be made, they must be initiated by the customer using **Maintenance > Help Desk Diagnostics** from the POS.

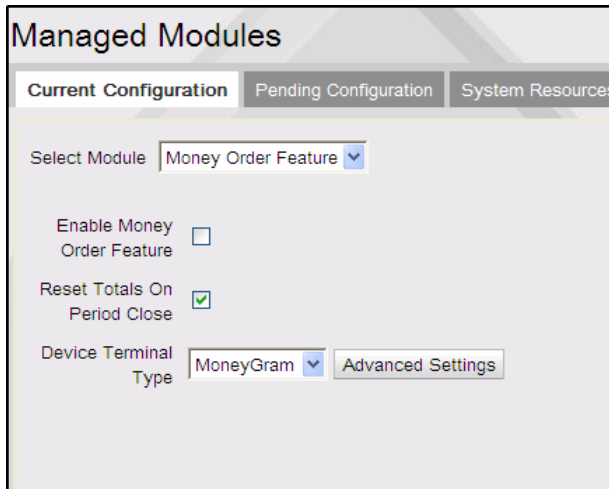
Use this form to configure the MNSP VPN configuration.

The screenshot shows the 'Managed Modules' configuration interface for the MNSP VPN Management Service. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The form contains the following fields:

- Host Names: dropdown menu with 'sitecontroller' selected.
- Select Module: dropdown menu with 'MNSP VPN Management Service' selected.
- Enable Helddesk user to extend VPN: checkbox, currently checked.
- IP address of router: text input field with '192.168.31.31' entered.
- Rest service port: text input field with '-1' entered.
- RestFUL service root path: text input field with '/vpn' entered.

## Money Order Feature

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal.</i></p> |
|---|--|



**Managed Modules**

Current Configuration | Pending Configuration | System Resources

Select Module: Money Order Feature

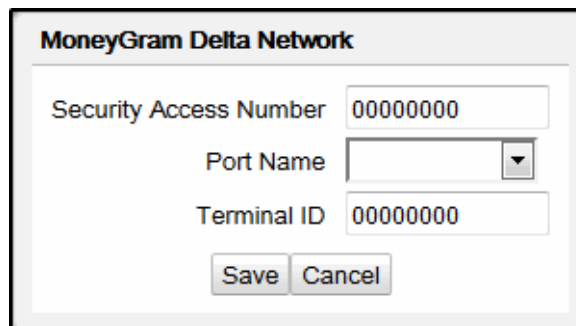
Enable Money Order Feature:

Reset Totals On Period Close:

Device Terminal Type: MoneyGram | Advanced Settings

1. Select to enable money order feature
2. Reset Totals on Period Close is enabled by default and resets totals on the money order device when a period is closed by the cashier.
3. Select Device Terminal Type: MoneyGram Delta Network, Western Union ICE, or Western Union T7E.
4. Click Advanced Settings to enter the communication parameters.

### MoneyGram Delta Network



**MoneyGram Delta Network**

Security Access Number: 00000000

Port Name: [Dropdown]


Terminal ID: 00000000

Save Cancel

- a. Select the Port
- b. Enter Terminal Id

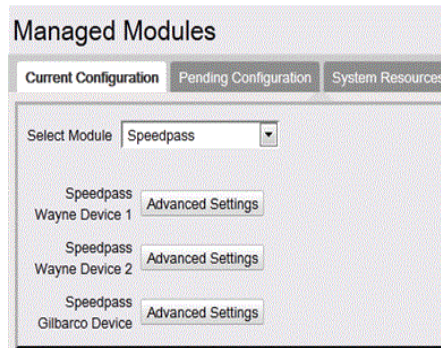
### Western Union ICE6000

- a. Enter the money order terminal's IP address
- b. Enter the Terminal Id of the money order device
- c. Enter the forwarding IP address for the money order terminal. Typically the WAN side IP address of the Verifone zone router at the site should be entered.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>The WAN side IP address of the Verifone zone router is the forwarding IP address that should be used for the standard money order device configuration where the device resides on the store LAN.</i></p> |
|---|---|

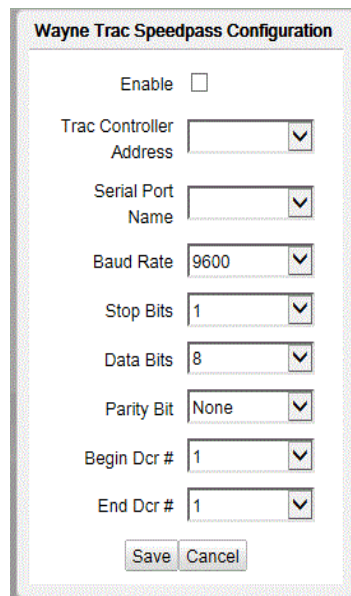
### Western Union T7E

Select the Port

**Speedpass**

The image shows a screenshot of the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. At the top, there is a 'Select Module' dropdown menu with 'Speedpass' selected. Below this, there are three rows of configuration options, each with a 'Speedpass' label and an 'Advanced Settings' button. The rows are labeled 'Wayne Device 1', 'Wayne Device 2', and 'Gilbarco Device'.

1. Click Advance Settings of Wayne Device 1

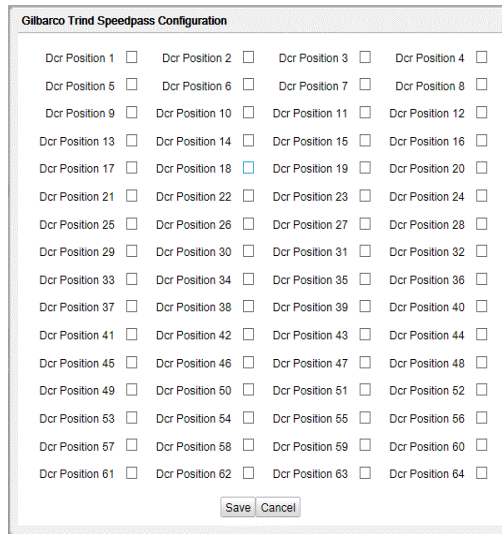


The image shows a dialog box titled 'Wayne Trac Speedpass Configuration'. It contains the following fields and controls:

- Enable:
- Trac Controller Address:
- Serial Port Name:
- Baud Rate:
- Stop Bits:
- Data Bits:
- Parity Bit:
- Begin Dcr #:
- End Dcr #:
- Buttons: Save, Cancel

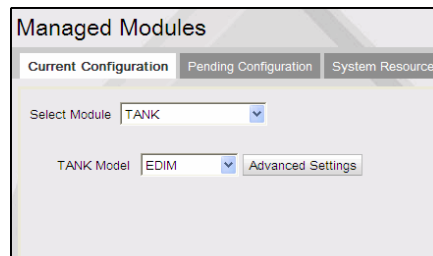
- a. Click to Enable
  - b. Trac Controller Address for device1 is HEX 95
  - c. Select Port
  - d. Begin DCR #: 1
  - e. End DCR #: 1- 32
2. Click Advance Settings of Wayne Device 2
    - a. Click to Enable

- b. Trac Controller Address for device2 is HEX 96
  - c. Select Port
  - d. Begin DCR #: 33
  - e. End DCR #: 33 - 64
3. Click Advance Settings of Gilbarco Device 1



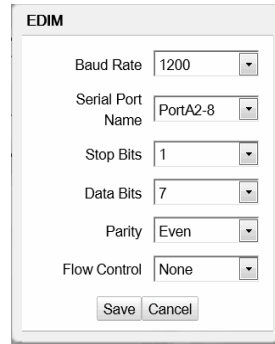
Click to enable DCR Positions.

**Tank**



BIR (Business Inventory Reconciliation) E-DIM is an expansion card in the TLS box that receives transaction data from Verifone Commander fuel sales for reconciliation.

1. Select Tank Model as **EDIM**
2. Click **Advance Settings**



EDIM

Baud Rate: 1200

Serial Port Name: PortA2-8

Stop Bits: 1

Data Bits: 7

Parity: Even

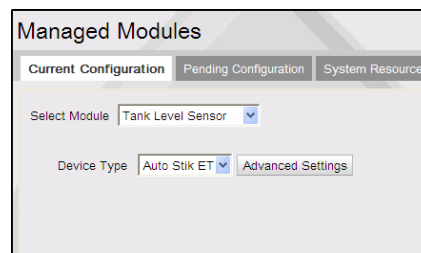
Flow Control: None

Save Cancel

3. Change Serial Port name to Port to be used, all other settings should be left default.

### Tank Level Sensor

The Tank Level Sensor (TLS) is used for communicating with devices used to monitor the level of fuel in the tank. The sensor also sends alarms that are displayed on the POS.



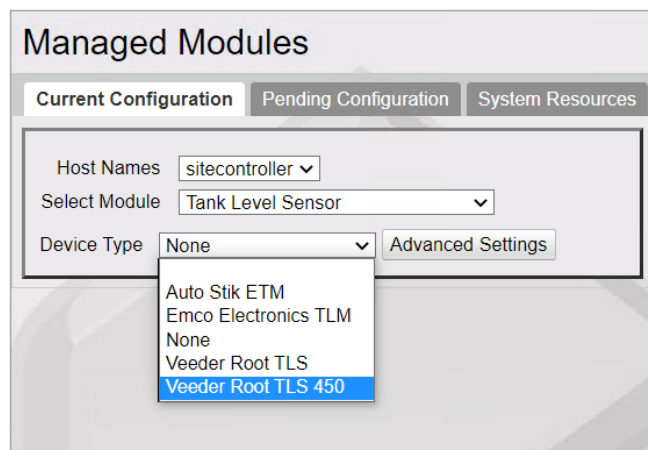
Managed Modules

Current Configuration Pending Configuration System Resources

Select Module: Tank Level Sensor

Device Type: Auto Stik ET Advanced Settings

1. Select Device Type



Managed Modules

Current Configuration Pending Configuration System Resources

Host Names: sitecontroller

Select Module: Tank Level Sensor

Device Type: None

Advanced Settings

- Auto Stik ETM
- Emco Electronics TLM
- None
- Veeder Root TLS
- Veeder Root TLS 450


Veeder Root TLS 450 is the more advanced version of Veeder Root TLS, which can support 16 tanks and has more alerts incorporated.

2. Click Advanced Settings to select port.

### Receipt Printer

Use to add the port and enable Receipt Printer.

### Order Confirmation System

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Outside Confirmation Board feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

Use to configure the order confirmation system.



- If the "Enable OCS" is selected, de-select and press [Save].
- For "OCS Type", select Delphi Systems OCS Ethernet
- Select [Advanced Settings].
- For "Device Network Address", enter above IP for the device.
- For "Device Network Port", enter above listening port for the device.
- The "Order Confirmation System" settings should now be displayed
- Select the Enable OCS and press [Save].

## Pending Configuration

Feature not available.

## System Resources

System Resources tab shows a list of the module names and the ports to which the modules and Channels are assigned.

| Managed Modules |                    |
|-----------------|--------------------|
| Resource Name   | Module Name        |
| PortA1-1        | Dcr-Channel-1      |
| PortA1-3        | FuelChannel1       |
| PortA1-5        | FuelChannel7       |
| PortA2-8        | TANK               |
| PortA3-2        | Fuel Price Display |

## Refresh Configuration

After any changes are made to Car Wash, POP, or Network parameters including Loyalty, the command "Tools > Refresh Configuration" needs to be executed for the new settings to be applied to fuel and DCRs.

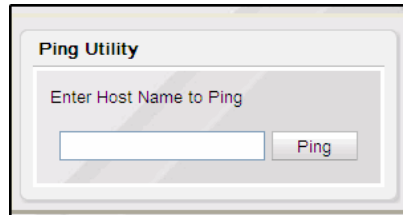
After changes are made to DCR parameters, the command "Tools > Refresh Configuration" is executed for the new settings to be applied to DCRs.

Changes to the Receipt Header/Trailer parameters also require a DCR download.

All the DCR position attributes except **Pay At Pump**, **Push To Start Button**, **Grade Select Button**, and **Lever On Pump** require a **Initialize DCR Driver** in addition to “**Tools > Refresh Configuration**”.


## Ping Utility

Use to ping the devices in the LAN to check the communication status. Enter the IP address of the device and click Ping




## Image Upload

Users can import their own images and logos from Tools > Image Upload.

|  |  |
|--|--|
|  <b>Note</b> | <p><i>Refer to the Self Checkout User Reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|--|

## Event Manager

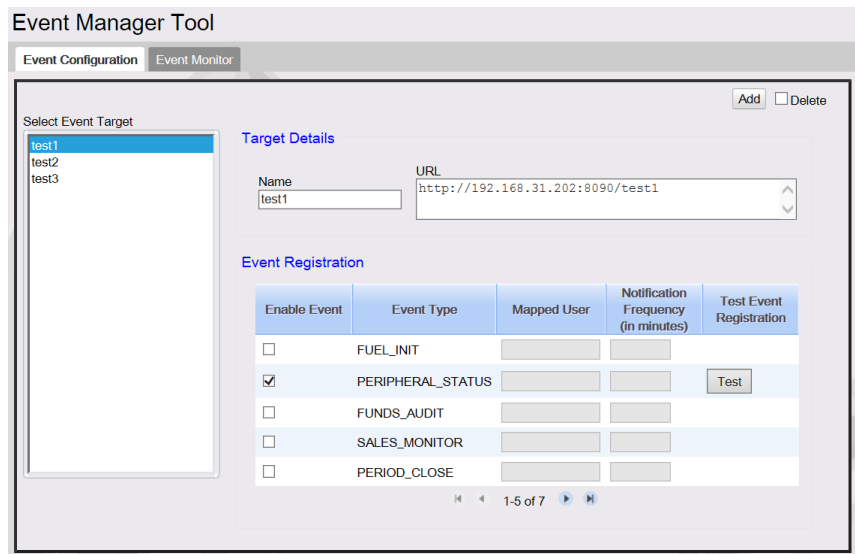
Enhanced System Monitoring feature provides a mechanism for retailers to remotely monitor certain events that occur at the site. Data required to monitor the site remotely is collected from all the registers at the site and sent to a configured remote server.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>This document does not cover information on how to configure the server to receive events and view events. This section only covers the configuration done through the Configuration Client.</i></p> |
|---|--|



Events that can be monitored are of two types:

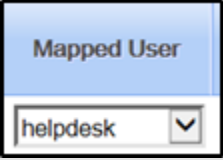
- Real Time Events: A Real Time Event triggers notification to the remote server only when there is an occurrence of a specific activity at the site.
- Scheduled Events: Unlike Real Time Events, Scheduled Events trigger notification to the remote server periodically. We can configure the desired frequency rate at which the remote server should receive notifications.

### Event Configuration



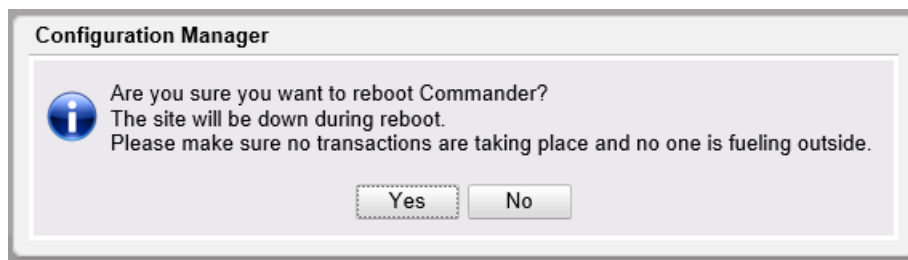
| Field/Button | Allowable Value/Function   |
|--------------|--|
| Name         | An alias to the server. This should be unique.   |
| URL          | The URL to reach the remote server.  |
| Enable Event | Check "Enable Event" to register for the event. A target server can be registered for multiple events. |

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Event Type   | <p>The following are the event types:</p> <ul style="list-style-type: none"> <li>• <b>APP_START</b>: Select to get notification when applications are started on each register including Verifone Commander.</li> <li>• <b>PERIPHERAL_STATUS</b>: Get notification on the status of peripherals like scanner, PIN pad etc on each register.</li> <li>• <b>FUEL_INIT</b>: An event is triggered when fuel gets initialized.</li> <li>• <b>PERIOD_CLOSE</b>: An event is triggered on period close.</li> <li>• <b>FUNDS_AUDIT</b>: Get notification when funds are audited.</li> <li>• <b>MWS_MGRACCEPTED</b>: Get notification when the totals are accepted by manager on the Manager Workstation.</li> <li>• <b>SALES_MONITOR</b>: All Sales transactions are sent to the server at certain frequency of time.</li> <li>• <b>OTP_GENERATED</b> – When OTP Generated is enabled, Verifone Commander transmits the one-time password (OTP) that is requested within Configuration Client for specific secure actions, especially EPS Global Configuration, to the specified server URL. Enabling this function allows the OTP to be retrieved from the server rather than requiring the site to provide the OTP.</li> </ul> <p> <b>Note:</b> Verifone does not dictate how communication for the listening server is configured or set up. The server must be listening for the event to be collected at the time the Verifone Commander creates the event. The Verifone Commander does not retry or verify if the listening server received the message. It only functions to broadcast the one-time password.</p> <p> <b>Note:</b> This event can be used in conjunction with Verifone’s TSA Program. Contact your Sales Account Manager for more information on TSA.</p> |

| Field/Button  | Allowable Value/Function  |
|---|---|
|  | <p>Certain events provide flexibility to receive a mapped user’s secure token (Cookie) as part of event notification.</p> <p>This secure token can be used by the remote machine to fetch the data further from the site by executing CGI commands.</p> |
| Notification Frequency  | This is applicable only for Scheduled event (Sales monitor). User can select the desired frequency rate listed.   |
| Test Event Registration   | The Test button is used to resend the last occurred event data (real time event) and snapshot of current system data (scheduled event).   |

## Reboot Commander

This option reboots Verifone Commander.



After the user selects “Yes”, an OTP is required to complete the process.

## Helpdesk Diagnostics

This menu is accessible from Configuration Client and POS.

This menu provides diagnostic information. The diagnostics information can be used by both the Helpdesk as well as site users.

The screens provide overall Online/Offline/Mixed status for configured devices in each section.

- Online = Device(s) is/are connected and functioning
- Offline - Device(s) is/are not connected or functioning
- Mixed – One or more devices is not connected or functioning.

There is a visual indicator (e.g. green/orange/red) along with the textual status.

### General Status

The General Status screen reports the general status of the system.

General Status reports overall Online/Offline/Mixed status of:

- Controller (Verifone Commander)
- Zone Router
- Secure Services
- Electronic Check, if configured
- Electronic Safe, if configured
- Food Services, if configured
- Configured Registers
- Configured Register Printers
- Configured Register Scanners
- Configured Pinpads

| General Status   |        |                    |         |                   |         | 4/21/16 10:35 AM |
|------------------|--------|--------------------|---------|-------------------|---------|------------------|
| POS              | Status | Forecourt          | Status  | Payment           | Status  | Last Transaction |
| Controller       | Online | Fuel               | Mixed   | Controller        | Online  | 1 min ago        |
| Zone Router      | Online | DCRs               | Mixed   | Primary Network   | Online  | 1 min ago        |
| Secure Services  | Online | Cash Acceptors     | Mixed   | Secondary Network | Online  | 1 hour ago       |
|                  |        |                    |         | Proprietary Fleet | Online  | 3 hours ago      |
| Electronic Check | Online | Car Wash           | Offline | Loyalty Host 1    | Online  | 1 min ago        |
| Electronic Safe  | Online | Car Wash Paypoint  | Online  | Loyalty Host 2    | Offline | 5 days ago       |
| Food Service     | Online |                    |         | Loyalty Host 3    | Online  | 2 hours ago      |
|                  |        | Tank Level Sensor  | Mixed   | Loyalty Host 4    | Offline |                  |
| Registers        | Online | Fuel Price Display | Online  | Lottery           | Online  | 2 min ago        |
| Printers         | Online | Vending Machine    | Offline | Mobile            | Online  | 1 day ago        |
| Scanners         | Mixed  |                    |         | InComm            | Online  |                  |
|                  |        |                    |         | Pinpads           | Mixed   |                  |

### Forecourt Status

This screen reports the last Online/Offline status and Offline time of all configured:

- Pumps
- DCRs
- Car Wash
- Car Wash Paypoint
- Tanks connected to a Tank Level Sensor
- Fuel Price Display
- Vending Machine
- Cash Acceptor

| Forecourt Status |         |            |         |         |             | 4/21/16 10:35 AM     |                  |             |
|------------------|---------|------------|---------|---------|-------------|----------------------|------------------|-------------|
| Pump #           | Status  | Time       | DCR #   | Status  | Time        | Device               | Status           | Time        |
| Overall          | Mixed   | 30 sec ago | Overall | Mixed   | 1 day ago   | Forecourt Controller | Online           |             |
| 1                | Offline | 30 sec ago | 1       | Online  |             | Car Wash             | NO CAR WASH COMM | 2 min ago   |
| 2                | Offline | 30 sec ago | 2       | Online  |             | Car Wash Paypoint    | Online           |             |
| 3                | Online  |            | 3       | Online  |             | Tank Level Sensor    | Online           |             |
| 4                | Online  |            | 4       | Online  |             | TANK # 1             | HIGH WATER       | 5 days ago  |
| 5                | Online  |            | 4CA     | Offline | 5 hours ago | TANK # 2             | LOW LIMIT        | 1 day ago   |
| 6                | Online  |            | 5       | Online  |             | TANK # 3             | Online           |             |
| 7                | Offline | 2 min ago  | 6       | Offline | 1 hour ago  | Fuel Price Display   | Offline          | 1 min ago   |
| 8                | Online  |            | 7       | Offline | 1 min ago   | Vending Machine      | Error message    | 3 min ago   |
| 9                | Online  |            | 8       | Offline | 5 min ago   |                      | Error message    | 5 hours ago |
| 10               | Online  |            | 9       | Online  |             |                      |                  |             |
| 11               | Online  |            | 10      | Online  |             |                      |                  |             |
| 12               | Online  |            |         |         |             |                      |                  |             |
| 13               | Online  |            |         |         |             |                      |                  |             |
| 14               | Online  |            |         |         |             |                      |                  |             |
| 15               | Online  |            |         |         |             |                      |                  |             |
| 16               | Online  |            |         |         |             |                      |                  |             |

### POS Status

The POS status screen reports the following:

- The Online/Offline status and time of all configured registers along with their ID.
- The register as the device name (e.g. Topaz, Ruby2).
- The detailed status and time of all configured printers.
- Primary Scanners that are connected to a configured register and if they are enabled or disabled.
- The detailed status and Offline time of all configured Electronic Check services.
- The detailed status and Offline time of all configured Electronic Safes.

- The overall status and Offline time of Verifone Commander Core Services.
- The overall status and Offline time of EZR (connectivity from Verifone Commander devices to EZR).
- The MAC address of EZR.
- The overall status and Offline time of Secure Services (connectivity from Verifone Commander to online support).
  - The status and Offline time of connectivity to Cybera Support
  - The status and Offline time of connectivity to VRSD

| POS Status  |          |              |                  |         |           | 4/21/16 10:35 AM          |        |                   |
|-------------|----------|--------------|------------------|---------|-----------|---------------------------|--------|-------------------|
| Device      | Status   | Time         | Device           | Status  | Time      | Device                    | Status | Time              |
| Topaz 101   | Online   |              | Electronic Check | Online  |           | Commander (Core Services) | Online |                   |
| Last Reboot |          | 1 month ago  |                  |         |           | Last Reboot               |        | 23 hours ago      |
| Printer     | Online   |              | Electronic Safe  |         |           | Enhanced Zone Router      | Online |                   |
| Scanner     | Enabled  |              | Safe ID 1        | Online  |           | MAC Address               |        | 00:08:5C:00:00:01 |
| Ruby2 102   | Online   |              | Safe ID 2        | Online  |           | Secure Services           | Online |                   |
| Last Reboot |          | 1 day ago    | Safe ID 3        | Online  |           | Cybera Support            | Online |                   |
| Printer     | Online   |              | Safe ID 4        | Online  |           | VRSD                      | Online |                   |
| Scanner     | Enabled  |              | Safe ID 5        | Offline | 1 day ago |                           |        |                   |
| Topaz 103   | Online   |              | Safe ID 6        | Online  |           |                           |        |                   |
| Last Reboot |          | 1 hour ago   | Safe ID 7        | Online  |           |                           |        |                   |
| Printer     | Online   |              | Safe ID 8        | Online  |           |                           |        |                   |
| Scanner     | Enabled  |              | Safe ID 9        | Online  |           |                           |        |                   |
| Ruby2 104   | Online   |              | Safe ID 10       | Online  |           |                           |        |                   |
| Last Reboot |          | 24 hours ago |                  |         |           |                           |        |                   |
| Printer     | Online   |              |                  |         |           |                           |        |                   |
| Scanner     | Disabled |              |                  |         |           |                           |        |                   |

### Payment Status

Reports Online/Offline status and time of all configured Feps, listed by Fep name. These include all configured Payment, Lottery, and Loyalty Feps, as well as Mobile.

Reports the following information (if supported) for the Feps:

- Last Batch Closed
- Current Batch Number
- Current Batch Count
- IP Address
- Last Transaction Date
- Current Net Amount



- Current Terminal Batch
- Store and Forward count

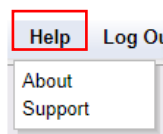
| Payment Status                |               |                            |               |                            |               |                         |               |                    |               | 4/21/16 10:39 AM |
|-------------------------------|---------------|----------------------------|---------------|----------------------------|---------------|-------------------------|---------------|--------------------|---------------|------------------|
| <b>FEP NAME</b>               | <b>Status</b> | <b>Loyalty Host 1 Name</b> | <b>Status</b> | <b>Loyalty Host 2 Name</b> | <b>Status</b> | <b>InComm</b>           | <b>Status</b> | <b>Device</b>      | <b>Status</b> |                  |
| Connection Status             | Online        | Connection Status          | Online        | Connection Status          | Offline       | Connection Status       | Offline       | Payment Controller | Online        |                  |
| Last Batch Closed             | N/A           | Last Batch Closed          | N/A           | Last Batch Closed          | N/A           | Last Batch Closed       | N/A           |                    |               |                  |
| Current Batch Number          | N/A           | Current Batch Number       | N/A           | Current Batch Number       | N/A           | Current Batch Number    | N/A           |                    |               |                  |
| Current Batch Count           | N/A           | Current Batch Count        | N/A           | Current Batch Count        | N/A           | Current Batch Count     | N/A           | <b>Mobile Name</b> | <b>Status</b> |                  |
| IP Address                    | 127.0.0.1     | IP Address                 | 127.0.0.1     | IP Address                 | 127.0.0.1     | IP Address              | 10.71.132.61  | Connection Status  | Online        |                  |
| Last Transaction Date         | N/A           | Last Transaction Date      | N/A           | Last Transaction Date      | N/A           | Last Transaction Date   | N/A           |                    |               |                  |
| Current Net Amount            | N/A           | Current Net Amount         | N/A           | Current Net Amount         | N/A           | Current Net Amount      | N/A           |                    |               |                  |
| Current Terminal Batch        | 6             | Current Terminal Batch     | 6             | Current Terminal Batch     | 6             | Current Terminal Batch  | 6             |                    |               |                  |
| Store and Forward Count       | 0             | Store and Forward Count    | 2             | Store and Forward Count    | 52            | Store and Forward Count | 0             |                    |               |                  |
| <b>Proprietary Fleet Name</b> |               |                            |               |                            |               |                         |               |                    |               | <b>Pinpads</b>   |
| Connection Status             | Online        | Connection Status          | Online        | Connection Status          | Offline       | Connection Status       | Online        | POS ID             | POP ID        | Status           |
| Last Batch Closed             | N/A           | Last Batch Closed          | N/A           | Last Batch Closed          | N/A           | Last Batch Closed       | N/A           | Topaz 1            | 001           | Online           |
| Current Batch Number          | N/A           | Current Batch Number       | N/A           | Current Batch Number       | N/A           | Current Batch Number    | N/A           | Topaz 2            | 002           | Online           |
| Current Batch Count           | N/A           | Current Batch Count        | N/A           | Current Batch Count        | N/A           | Current Batch Count     | N/A           | Topaz 3            | 003           | Offline          |
| Serial Port/Baud Rate         | COM_2 / 9600  | IP Address                 | 127.0.0.1     | IP Address                 | 127.0.0.1     | IP Address              | 127.0.0.1     | Topaz 4            | 004           | Online           |
| Last Transaction Date         | N/A           | Last Transaction Date      | N/A           | Last Transaction Date      | N/A           | Last Transaction Date   | N/A           | Topaz 1            | 005           | Online           |
| Current Net Amount            | N/A           | Current Net Amount         | N/A           | Current Net Amount         | N/A           | Current Net Amount      | N/A           |                    |               |                  |
| Current Terminal Batch        | 6             | Current Terminal Batch     | 6             | Current Terminal Batch     | 6             | Current Terminal Batch  | 6             |                    |               |                  |
|                               |               | Store and Forward Count    | 0             | Store and Forward Count    | 1             |                         |               |                    |               |                  |

### MNSP Status

Shows the MNSP Status.

| Connection Status       |          | Router Information |  |
|-------------------------|----------|--------------------|--|
| Status                  | false    | API Version        |  |
| Connected since         | 00:00:00 | Manufacturer       |  |
| Time left on connection | 00:00:00 | Model Number       |  |
| Link information        |          | Serial Number      |  |
|                         |          | Uplink MAC         |  |
|                         |          | Uplink IP          |  |
|                         |          | Firmware Version   |  |
|                         |          | Host Name          |  |

### Help



### About

The About screen in the Help tab displays the versions of the software that the system is running.

System Configuration Manager

**Version Information**

|                              |           |                           |
|------------------------------|-----------|---------------------------|
| Suite - ExxonMobil           | 1.00.00   |                           |
| Base                         | 018.00.00 | 2013-12-05T15:47:23-05:00 |
| Bypass                       | 6.00.00   | 2013-12-10T13:42:35-05:00 |
| Commander Site Controller OS | 1.02      | 2013-12-10T13:43:17-05:00 |
| EPS                          | 5.03.00   | 2013-12-10T13:42:17-05:00 |
| RCl                          | 5.03.00   | 2013-12-10T13:42:51-05:00 |
| Topaz OS                     | 3.03      | 2013-12-10T13:43:13-05:00 |
| WEB                          | 5.03.00   | 2013-12-10T13:43:11-05:00 |

**Topaz Version Details**

|                  |           |                           |
|------------------|-----------|---------------------------|
| Topaz 101 - Base | 018.00.00 | 2013-12-05T15:47:23-05:00 |
| Topaz 102 - Base | 018.00.00 | 2013-12-05T15:47:23-05:00 |

## Support

This screen contains the service ID entered during installation and the help desk phone number.

The help desk phone number can be edited on configuration client from **Initial Setup > Maintenance Configuration > Telephone & Postal Code**.

Support Information

|                        |   |
|------------------------|---|
| Service ID             | <input type="text" value="1234567"/>    |
| Help Desk Phone Number | <input type="text" value="7279534032"/> |


For product information, go to <http://global.verifone.com/company/terms-and-conditions>.

# Auto Upgrade and VRSD

## Overview

The Auto Upgrade feature allows a site to initiate a complete software upgrade without requiring the presence or expertise of a technician (VASC) or intervention from the Verifone HelpDesk.

The software is transferred to the system either by using the Auto\_Upgrade.jar program or by an automated remote software download. Verifone Remote Software Download (VRSD) is the name for Verifone's implementation of the automated remote software download.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Auto Upgrade feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

# Car Wash

## Overview

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.

## Using Car Wash

Transactions with Car Wash purchases print the Car Wash code on the receipt and so will always force a ticket print.

Car Wash sales may be configured to offer a promotional price based on characteristics of the transaction.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>This is an example of an automated discount and requires no special handling by the cashier.</i></p> |
|---|--|

A Car Wash sale is a PLU sale and can be sold at the POS by the following methods:

- The PLU number
- A PLU soft key set up with a Car Wash PLU
- A menu key set up with Car Wash PLUs


**Note:** *A Car wash cannot be sold as a department sale. Car wash items can also be sold through a dispenser card reader.*

## Car Wash Sale at the Dispenser

Prompts for the customer to purchase one (or not) and to select a type appear before or after the customer begins fueling, depending on the POS settings. The following exceptions may occur:


- **Car Wash Disabled:** The DCRs do not display the car wash prompt.
- **Cash Acceptor Sales:** With cash acceptors, the car wash prompt is always displayed before fueling.
- **POS/Car Wash Controller Not Communicating:** The DCRs display the prompt "**CAR WASH UNAVAILABLE**".

The steps involved to sell or decline a sale of a car wash are as follows:

|   |  |
|---|--|
|  <b>Note</b> | <p><i>The steps indicated depends on the type of fuel dispenser, the POS settings, and the type of DCR. A receipt always prints if a customer purchases a car wash at the DCR.</i></p> |
|---|--|

1. The car wash sale prompt appears if it is set for the beginning of the sale, otherwise, go to step 2
  - Touch **[YES]** to buy a car wash and choose from a list of wash options
  - Touch **[NO]** to refuse a car wash

- The car wash sale prompt appears if set to display at the end of the sale and the customer has not already purchased a car wash.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>If the site has cash acceptors the car wash prompt will be at the beginning of the sale. Otherwise go to step 3.</i></p> |
|---|--|

- Touch **[YES]** to buy a car wash and then choose from a list of wash options
  - Touch **[NO]** to refuse a car wash
- The DCR processes the receipt
    - If the customer purchased a car wash, a receipt prints
    - If no car wash is purchased, standard receipt procedures occur

## Car Wash Sale at the POS

Car wash items are sold in the same way as any other PLU at the POS.

- Enter Car Wash sale using one of the methods defined in “**Using PLU Sales**” section
- Press **[TOTAL]** to see amount due with car wash discount (if any) applied

If the car wash is not working at the time the customer made the purchase you will see one of the following messages appear on the screen:

- “**CAR WASH DOWN. CODE AVAILABLE PROCEED WITH SALE?**”, answer “**Y**” if customer wants a rain check with car wash code or “**N**” if customer decides not to purchase the car wash.
  - “**CAR WASH DOWN. CODE UNAVAILABLE PROCEED WITH SALE?**”, answer “**Y**” if the customer wants to proceed with the sale and willing to return to get a code at a later date or “**N**” if customer decides against the car wash purchase.
- The POS processes the receipt
    - If the customer purchased a car wash, a receipt prints

- If no car wash is purchased, standard receipt procedures occur

## Car Wash Receipt

When a car wash is entered into a transaction, the POS prints a car wash code on the receipt. The customer can then use this code to run the car wash. When more than one car wash is sold on a ticket, a code prints for each one. Because each car wash sold must have a code to go with it, enter each car wash sale separately. The **[QTY]** key cannot be used.


| Descr.                        | qty   | amount |                            |
|-------------------------------|-------|--------|----------------------------|
| --                            | ---   | -----  |                            |
| SUPER WASH                    | 1     | 12.00  | Sample Car wash<br>Receipt |
| DELUXE WASH                   | 1     | 10.00  |                            |
|                               |       | -----  |                            |
| Sub Total                     |       | 22.00  |                            |
| Tax                           |       | 1.54   |                            |
| TOTAL                         |       | 23.54  |                            |
| CASH \$                       |       | 25.00  |                            |
| Change \$                     |       | 1.46   |                            |
| Your 5 digit Car Wash code(s) |       |        |                            |
| SUPER WASH                    | 30940 |        |                            |
| DELUXE WASH                   | 14220 |        |                            |
| Good thru THU 01/10/13        |       |        |                            |

## Configuring Car Wash

Use **Devices > Car Wash** to configure car wash.

The Car Wash Configuration form is used to set up and edit car wash functions. See **Store Operations > Restrictions > PLU Promotions** to set up car wash promotions.

Use **Tools > Managed Modules > [Car Wash Configuration](#)** to assign port and configure the communication parameters for Car Wash.

|   |   |
|---|---|
|  | <p><b>Note</b></p> <p><i>After any changes are made to Car Wash, POP, or Network parameters including Loyalty, the command “Tools &gt; Refresh Configuration” needs to be executed for the new settings to be applied to fuel and DCRs.</i></p> |
|---|---|

## Car Wash Configuration

**Car Wash Configuration**

Enable Car Wash

Car Wash Department 0 - Not Found

Days Car Wash Code is Valid

Display Order (by Expense) None

**Car Wash DCR Attributes**

Prompt at Beginning of Sale

Prompt at End of Sale


Menu Presentation

**Car Wash Key Setup**

|        |                      |                      |                      | Outdoor                  |         |                      |                      |                      | Outdoor                  |
|--------|----------------------|----------------------|----------------------|--------------------------|---------|----------------------|----------------------|----------------------|--------------------------|
| 1. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 8. PLU  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 2. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 9. PLU  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 3. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 10. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 4. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 11. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 5. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 12. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 6. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 13. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 7. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | 14. PLU | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |

| Field/Button                | Allowable Value/Function  |
|-----------------------------|---|
| Enable Car Wash             | Select to enable car wash.  |
| Car Wash Department         | Select the car wash department.   |
| Days Car Wash Code is Valid | Enter the number of days a car wash code is valid.<br><br>A zero value denotes non-expiring card wash code. An expiration message is not printed on the receipt if the value is zero. |




| Field/Button  | Allowable Value/Function   |
|---|--|
| 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.   |
| <b>Car Wash DCR Attributes</b>  |  |
| 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.<br><br>The customer can choose a car wash item by keying the item number and pressing [ENTER] on the DCR keypad.<br><br>(If not selected, the car wash prompt displays in a series of Yes/No questions.) |
| <b>Car Wash Key Setup</b>   |  |
| PLU   | Enter the PLU number of the car wash.  |
| Modifier  | Enter the modifier for the PLU.  |
|  | If the PLU is valid, a small yellow index card appears. If the PLU cannot be validated, a black 'X' appears.   |
| Outdoor   | Select the car washes that can be purchased at the DCR.  |

## Valid Dates

The receipt contains a code the customer can use to start a car wash. The last date that the code can be used follows the code. This date depends on the type of car wash controller and the site's policy.

## 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]**.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Until the cashier press <b>[TOTAL]</b>, the Operator Display and the Customer Display show the running total with the undiscounted price for the car wash.</i></p> |
|---|--|

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.

The following table displays how these conditions affect one another:

| Discount Type                                    | Prepay Sale  | Postpay Sale       |
|--|--|--------------------|
| Minimum Quantity Purchase                        | No discount  | Discount available |
| Minimum Dollar Purchase of Specific Fuel Product | No discount  | Discount available |
| Minimum Dollar Purchase of Any Fuel Product      | Discount available if a customer purchases at least the minimum dollar amount set up in the PLU Promotion File and requests a discount before fueling. | Discount available |

## Reporting

The Car Wash Report summarizes car wash sale activity and totals.

| CAR WASH REPORT |        |
|-----------------|--------|
| DESCRIPTION     | AMOUNT |
| -----           | -----  |
| COIN            | 1.00   |
| TOKEN           | 2.00   |
| USED            | 4      |
| -----           | -----  |

Sample Car Wash Report

### Report Details

- **COIN:** The total amount collected at the coin box outside the car wash.
- **TOKEN:** The total dollar value of tokens collected at the coin box outside the car wash.
- **USED:** The total amount of car washes.

## Troubleshooting

| #     | Message                      | Description/Action  |
|-------|------------------------------|---|
| E1174 | NO CAR WASH COMM             | The POS and car wash controller are not communicating. Check that the controller is plugged in and connected to the correct POS COM port. |
| E1170 | CARWASH QTY SALE NOT ALLOWED | Car washes can be sold only one at a time.  |


| #                                  | Message                            | Description/Action  |
|------------------------------------|------------------------------------|---|
| E1171                              | NO CAR WASH KEY<br>DEFINED FOR PLU | A key for this car wash item must be defined. Set up a car wash PLU   |
| E1210                              | CAR WASH DOWN.<br>CODE AVAILABLE   | The POS is not communicating with the car wash controller but can still provide a car wash code. The code is valid for a specified time.                                    |
| E1211                              | CAR WASH CODE<br>UNAVAILABLE       | The POS is communicating with the car wash controller and no car wash code is available. The servicer should investigate the problem.                                       |
| E3033                              | ERROR IN CARWASH<br>SETUP          | The car wash parameters have not been set up correctly and the Discount Type prompt displays in the PLU Promotion File function. Check the car wash parameters.             |
| E4003                              | INVALID CAR WASH<br>DEPARTMENT     | A car wash department in the Car Wash function has been specified and the number entered has no department setup. Check the department number and re-enter the information. |
| E4004                              | INVALID DAY                        | Displays if the Car Wash Controller returns an invalid day.   |
| E4005 <i>Either<br/>may appear</i> | INVALID INPUT                      | Entered an invalid value. Wait for the prompt to clear and enter the correct information.   |
|                                    | ERROR DISABLING CAR<br>WASH        | An attempt was made to disable the car wash but was unsuccessful. Check the connections. Call the servicer if the connections are good.                                     |
| E4006                              | ERROR ENABLING CAR<br>WASH         | An attempt was made to enable the car wash but was unsuccessful. Check the connections. Call the servicer if the connections are good.                                      |
| E4007                              | PLU ALREADY USED                   | Attempted to assign a PLU to a car wash but it has already been assigned. Assign another PLU.   |

| #     | Message                      | Description/Action  |
|-------|------------------------------|---|
| E4008 | NO OPEN PLUS ALLOWED         | Attempted to assign an open PLU to a car wash. This is not allowed.   |
| E4009 | UNABLE TO READ CAR WASH FILE | Attempted to assign a PLU to a car wash but the car wash key file cannot be read. Have the servicer investigate.  |
| E4010 | ONLY CAR WASH ITEMS ALLOWED  | Attempted to assign a PLU to a car wash when the PLU has not been assigned to a car wash department. Assign the PLU to a car wash department then assign the PLU to a car wash. |
| E4011 | C/W PORT CONFLICT            | <b>Alarm Line Only:</b> Another device has been assigned to the car wash port. Check for correct port assignments.  |
| E4012 | CAR WASH COMMUNICATION ERROR | <b>Alarm Line Only:</b> The POS was unable to communicate with the car wash device. The servicer should investigate.  |

# Car Wash Pay Point

## Overview

This feature supports up to 4 Car Wash PayPoints; allowing customers to pay for a car wash at the car wash itself with cash or card. Cash payment is handled at the paypoint and credit/debit payment is handled through the POS card processing network. All sales made using this feature are made available to the system for reporting.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Car Wash Pay Point feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

# Cash Acceptors

## Overview

Cash Acceptors can be used to allow customers to purchase fuel using cash at the DCRs. This is for cash acceptors that are internal to the dispenser.

The cash sales are reported along with the outside sales on the POS system.

## Using Cash Acceptors

1. To begin a transaction, insert a bill in the Cash Acceptor
2. Continue to insert bills until the desired amount of fuel to be purchased is reached
3. Press **[Enter]**
4. Dispense Fuel
5. The standard receipt procedures occur

## Configuring Cash Acceptors

The Cash Acceptor Configuration form is used to set up and edit cash acceptors at the site. Site Information determines the behavior of all cash acceptors at a site. Attributes determines the behavior of a specific cash acceptor at a specific fueling point.

**Cash Acceptor Configuration**

**Cash Acceptor Site Information**

Disable If Cheated       \$1 Bill Enabled       \$20 Bill Enabled  
 Disable If Paper Low       \$2 Bill Enabled       \$50 Bill Enabled  
 Disable If No Printer       \$5 Bill Enabled       \$100 Bill Enabled  
 Prompt 'insert cash'       \$10 Bill Enabled       Bill Orientation

Timeout[Seconds 10-99]

**Cash Acceptor Attributes**



Cash Acceptor

1. Duplicating Acceptor 1  
 2. 1. Select target Acceptors to the left  
 3. 2. Use the Ctrl key to select multiple acceptors  
 4. 3. Use the Shift key to select a range of acceptors  
 5. 4. Click the "Duplicate" button  
 6. Duplicate  
 7.

Cash Acceptor In Dispenser  
 Reset Printer Error  
 Print Totals Now

| Field/Button          | Allowable Value/Function   |
|-----------------------|--|
| Disable If Cheated    | Select to turn off a cash acceptor when someone tries to cheat it.   |
| Disable If Paper Low  | Select to turn off a cash acceptor if the receipt tape is running out.   |
| Disable If No Printer | Select to turn off a cash acceptor if the printer is not working.  |
| Prompt 'insert cash'  | Select to have the phrase "OR INSERT CASH" appear at the end of the idle prompt.   |
| \$1 Bill Enabled      | Select to allow acceptance of one-dollar bills.  |
| \$2 Bill Enabled      | Select to allow acceptance of two-dollar bills.  |
| \$5 Bill Enabled      | Select to allow acceptance of five-dollar bills.   |
| \$10 Bill Enabled     | Select to allow acceptance of ten-dollar bills.  |
| \$20 Bill Enabled     | Select to allow acceptance of twenty-dollar bills.   |
| \$50 Bill Enabled     | Select to allow acceptance of fifty-dollar bills.  |
| \$100 Bill Enabled    | Select to allow acceptance of one hundred-dollar bills.  |
| Bill Orientation      | <p>This parameter does not apply to Tokheim dispensers.</p> <p>Select to require that bills are inserted face-up with the black-seal end first.</p> <p>(If not selected, bills can be inserted face-up in either direction.)</p> <p> <b>Note:</b> <i>The black seal appears on the front of the bill to the left of the face.</i></p> |



| Field/Button                                    | Allowable Value/Function   |
|---|--|
| Timeout<br><br>[Seconds 10-99]                  | Enter the time (in seconds) between when a customer inserts a bill and when the pump shuts off if no fuel has been pumped (10 - 99).   |
| Cash Acceptor Attributes -<br><br>Cash Acceptor | Select the number of the fueling point.  |
| Duplicate Acceptor                              | Click to copy the current cash acceptor's attributes to any number of other cash acceptors. In the Duplicating Acceptor form, select the cash acceptor(s) to which you want to copy and click Done Duplicating.  |
| Cash Acceptor In Dispenser                      | Select to indicate that the fuel pump has a cash acceptor.   |
| Reset Printer Error                             |  <p><b>Note:</b> <i>This parameter is not currently supported.</i></p> <p>Select to enable the printer after the cash acceptor has been disabled and brought back online.</p> |
| Print Totals Now                                |  <p><b>Note:</b> <i>This parameter is not currently supported.</i></p> <p>Select to print the amount of money in the cash acceptor.</p>                                       |

# Cash/Credit Pricing

## Overview

Cash/Credit Pricing is used to allow a site to sell fuel at different fuel price levels based on whether the sale is paid by Cash or Credit (e.g. sites will often set the credit fuel price higher than the cash fuel price to offset the credit transactions fees for the site).

If the site is using different fuel prices for cash and credit, they must disable (or uncheck) the **Ignore MOP Conflict** setting in **Fuel Configuration > Site Params**.

The price level for each card type can be configured in the **Payment Controller > EPS Configuration > <Primary FEP> FEPCard - Cash Credit Pricing by Card Type** configuration screen.

If no configuration is done for the price level by card type, debit and prepaid cards default to cash fuel price level and all other card types default to credit fuel price level.

## Using Cash/Credit Pricing

### Prepay Transactions

**Amount Prepay:** If the transaction is tendered by cash, the customer dispenses fuel at the cash fuel price level at the pump. If the transaction is paid by credit, the customer dispenses fuel at the fuel price level configured for the card type (e.g. debit cards can either be configured at cash or credit price level).

**Volume Prepay:** For volume prepays, the cashier must select a fuel grade and a fuel price level when they ring up the fuel prepay. If the transaction is tendered by cash, the MOP entered must match the fuel price level selected by the cashier. If the transaction is paid by credit, the price level configured for the card type must match the fuel price level selected by the cashier. If there is a price level conflict, then an error message appears indicating "**MOP Conflict**".

### Postpay Transactions

When the **Ignore MOP Conflict** parameter is enabled (or checked), sales can be tendered using any MOP regardless of the original fuel price level of the sale.

When this parameter is not enabled (or not checked) and if the transaction is

tendered by cash, the MOP entered must match the fuel price level. If the transaction is paid by credit, the price level configured for the card type must match the fuel price level. If there is a price level conflict then an error message appears indicating "MOP Conflict".

## DCR Transactions

Transactions initiated at the dispenser card reader are authorized at the fuel price level that has been configured for the card type that is used.

## Configuring Cash/Credit Pricing

If the site is using different fuel prices for cash and credit, disable (or uncheck) the **Ignore MOP Conflict** setting in **Forecourt > Fuel > Site Parameters**.

The screenshot shows the 'Fuel Manager' interface with the 'Site Parameters' tab selected. The 'Ignore MOP Conflict' checkbox is highlighted in green. Other settings include:

- Unit of Measure: Gallons
- Halt Mode: Soft
- PPU Decimal Position: 3
- Total Decimal Position: 2
- Autodisapproval Delay: 5.0
- Force .9 Cents Per Gallon:
- Approve All Enabled:
- Autocollect Inside:
- Offline Fuel Prompt: Number of Seconds: 1
- Tier2 Schedule Settings: Start Tier 2 Pricing: 0, Number of Tier Hours: 0
- Postpay Schedule Settings: Start Postpay Allowed: 0, Number of Postpay Hours: 24
- Manual Approval Schedule Settings: Start Manual Approval Required: 0, Number Manual Approval Hours: 0
- Grade Restriction: Enforce Prompting Inside: , Prompt Restriction Outside:

Configure cash and credit price amount for each fuel product service levels in **Forecourt > Fuel Prices** form.

Pricing Manager

Fuel Product Prices WorkSheet

Product: 1 - UNLD1

| Tier One Prices |      |       | Tier Two Prices |      |       |
|-----------------|------|-------|-----------------|------|-------|
| Service Level   | MOP  | Price | Service Level   | MOP  | Price |
| SELF            | CASH | 1.111 | SELF            | CASH | 1.112 |
| SELF            | CRED | 1.121 | SELF            | CRED | 1.122 |
| FULL            | CASH | 1.211 | FULL            | CASH | 1.212 |
| FULL            | CRED | 1.221 | FULL            | CRED | 1.222 |
| MINI            | CASH | 1.311 | MINI            | CASH | 1.312 |
| MINI            | CRED | 1.321 | MINI            | CRED | 1.322 |

Price Tier allows credit cards to be setup for cash pricing for fuel. Configure **Price Tier** in **Payment Controller > EPS Configuration > <Primary FEP> > FEPCard Type** form.

FEP **FEPCard Type**

Select Card Type

- AX - AMEX
- BF - VALPR
- DB - VISA DEBIT
- DB - MC DEBIT
- DB - GASCRD DEBIT
- DB - AEMP DEBIT
- DB - GASPRO DEBIT
- DB - DEBIT
- DS - DISCOVER
- EB - EBT FS
- EC - EBT Cash
- FL - FLEET ONE
- GF - FUELMAN
- GP - GENERIC PROPRIETAR
- MC - SunocoRwds
- MC - SunocoMC
- MC - MASTERCARD
- MF - MC FLEET
- SC - DRV TY
- SC - SINCLAIR R

Card Information

Card Name: AMEX

Entry Point: both

Card Enabled:

Manual Entry Allowed:

PriceTier: credit


Card Limits


Inside Offline Limit: 74

OutSide Offline Limit: 74

DCR Auth Amount: 100

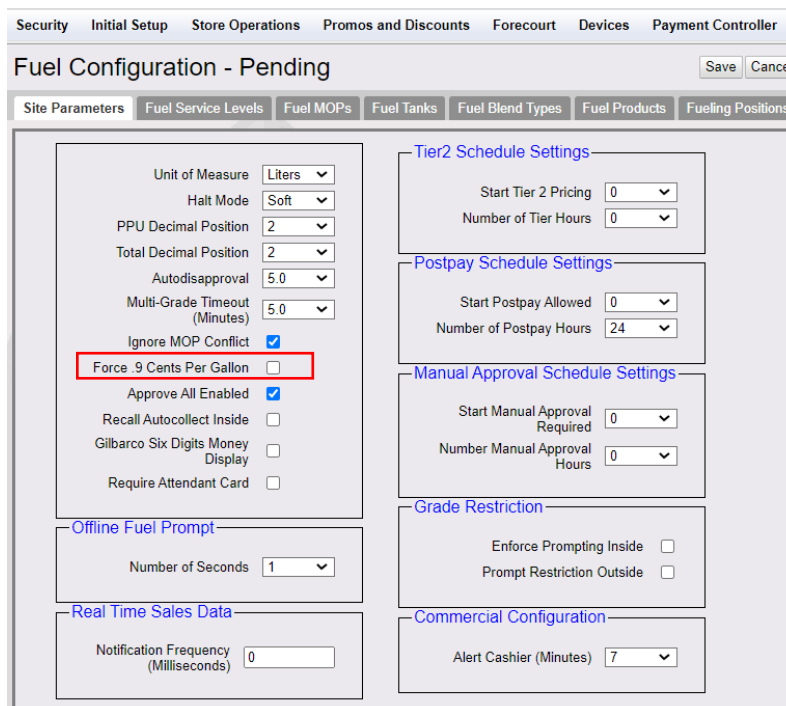
Small Credit Amount: 25

 **Note** *Refer to Fuel Prices for more information.*

|   |   |
|---|---|
|  <b>Note</b> | <p><i>The price tier will be determined by the matching card table entry. If the card table entry does not specify a price tier, then the payment method determines the price tier. For example, Debit method of payment will map to CASH price tier.</i></p> |
|---|---|

## Configuring Fuel Prices for 2 Decimal Places

- Go to **Forecourt > Fuel > Fuel Config Pending > Site Parameters** and disable “Force .9 Cents Per Gallon”.



The screenshot shows the 'Fuel Configuration - Pending' web interface. The 'Site Parameters' tab is selected. The 'Force .9 Cents Per Gallon' checkbox is highlighted with a red box and is currently unchecked. Other settings include:

- Unit of Measure: Liters
- Halt Mode: Soft
- PPU Decimal Position: 2
- Total Decimal Position: 2
- Autodisapproval: 5.0
- Multi-Grade Timeout (Minutes): 5.0
- Ignore MOP Conflict:
- Approve All Enabled:
- Recall Autocollect Inside:
- Gilbarco Six Digits Money Display:
- Require Attendant Card:
- Offline Fuel Prompt: Number of Seconds: 1
- Real Time Sales Data: Notification Frequency (Milliseconds): 0
- Tier2 Schedule Settings: Start Tier 2 Pricing: 0, Number of Tier Hours: 0
- Postpay Schedule Settings: Start Postpay Allowed: 0, Number of Postpay Hours: 24
- Manual Approval Schedule Settings: Start Manual Approval Required: 0, Number Manual Approval Hours: 0
- Grade Restriction: Enforce Prompting Inside: , Prompt Restriction Outside:
- Commercial Configuration: Alert Cashier (Minutes): 7

- Go to **Forecourt > Fuel Prices Pending** and change all existing product prices with third decimal place to 0 (eg: from \$2.152 to \$2.150).

Fuel Prices - Pending

Fuel Product Prices

Product: 1 - Tractor

| Tier One Prices |        |       | Tier Two Prices |        |       |
|-----------------|--------|-------|-----------------|--------|-------|
| Service Level   | MOP    | Price | Service Level   | MOP    | Price |
| SELF            | CASH   | 9.110 | SELF            | CASH   | 9.110 |
| SELF            | CREDIT | 9.120 | SELF            | CREDIT | 9.110 |
| FULL            | CASH   | 9.230 | FULL            | CASH   | 9.110 |
| FULL            | CREDIT | 9.240 | FULL            | CREDIT | 9.110 |
| MINI            | CASH   | 9.130 | MINI            | CASH   | 9.110 |
| MINI            | CREDIT | 9.140 | MINI            | CREDIT | 9.110 |

- Go to **Forecourt > Fuel > Fuel Config Pending > Site Parameters** and change “PPU Decimal Position” and “Total Decimal Position” to “2”.

Security Initial Setup Store Operations Promos and Discounts Forecourt Devices Payment Controller

Fuel Configuration - Pending Save Cancel

Site Parameters Fuel Service Levels Fuel MOPs Fuel Tanks Fuel Blend Types Fuel Products Fueling Positions

|  |   |
|--|---|
| <p>Unit of Measure: Liters</p> <p>Halt Mode: Soft</p> <p><b>PPU Decimal Position: 2</b></p> <p><b>Total Decimal Position: 2</b></p> <p>Autodisapproval: 5.0</p> <p>Multi-Grade Timeout (Minutes): 5.0</p> <p>Ignore MOP Conflict: <input checked="" type="checkbox"/></p> <p>Force .9 Cents Per Gallon: <input type="checkbox"/></p> <p>Approve All Enabled: <input checked="" type="checkbox"/></p> <p>Recall Autocollect Inside: <input type="checkbox"/></p> <p>Gilbarco Six Digits Money Display: <input type="checkbox"/></p> <p>Require Attendant Card: <input type="checkbox"/></p> | <p><b>Tier2 Schedule Settings</b></p> <p>Start Tier 2 Pricing: 0</p> <p>Number of Tier Hours: 0</p> <p><b>Postpay Schedule Settings</b></p> <p>Start Postpay Allowed: 0</p> <p>Number of Postpay Hours: 24</p> <p><b>Manual Approval Schedule Settings</b></p> <p>Start Manual Approval Required: 0</p> <p>Number Manual Approval Hours: 0</p> <p><b>Grade Restriction</b></p> <p>Enforce Prompting Inside: <input type="checkbox"/></p> <p>Prompt Restriction Outside: <input type="checkbox"/></p> <p><b>Commercial Configuration</b></p> <p>Alert Cashier (Minutes): 7</p> |
|--|---|

**Offline Fuel Prompt**

Number of Seconds: 1

**Real Time Sales Data**

Notification Frequency (Milliseconds): 0

- Go to **Forecourt > Fuel Prices Pending** and change the prices of the product per gallon to the \$XX.XX format for both Tier One and Two Prices.

Fuel Product Prices

Product 4 - UNLD

| Tier One Prices |        |       | Tier Two Prices |        |       |
|-----------------|--------|-------|-----------------|--------|-------|
| Service Level   | MOP    | Price | Service Level   | MOP    | Price |
| SELF            | CASH   | 2.49  | SELF            | CASH   | 0.00  |
| SELF            | CREDIT | 2.49  | SELF            | CREDIT | 0.00  |
| FULL            | CASH   | 2.49  | FULL            | CASH   | 0.00  |
| FULL            | CREDIT | 2.49  | FULL            | CREDIT | 0.00  |
| MINI            | CASH   | 2.49  | MINI            | CASH   | 0.00  |
| MINI            | CREDIT | 2.49  | MINI            | CREDIT | 0.00  |

## Feature Limitations

- Sites can be configured to take fuel prices with either two or three decimal places; \$xx.xx or \$x.xxx. Sites cannot have mixed decimal positions while using a single Verifone Commander.
- At two decimal sites, prices that have 3 decimal places (eg. \$4.299) will only be calculated at the 2 decimal amount (eg. \$4.29).
- By default, sites are configured for 3 decimal places in \$x.xxx format.

## Troubleshooting

If the site is using Cash/Credit pricing and did not ensure the Ignore MOP Conflict parameter is disabled (or unchecked), customers are able to select cash price level at the pump and pay with credit MOP for postpay transactions. This would result in the customer receiving the lower cash price even though they are paying by credit.

# Combined Discounts

## Overview

Discounts can be applied in varying ways to the transaction and are distinguished at the following levels:

- **Price Per Gallon (PPG) Discounts:** These discounts reduce the price of fuel at the dispenser prior to fueling.
- **Line Item Discounts:** These discounts are amount discounts that apply against an individual line item for a transaction.
- **Ticket Level Discounts:** These discounts are amount discounts that apply to the entire transaction.

## Discounts Categories

- **Local:** Local discounts are configured and applied on the POS system.
- **Host:** Host discounts are applied by the loyalty or payment host.

### Local Discounts

**POP Discount (PPG and Fuel Line Item):** Only one POP discount allowed per transaction.

**VIP NAXML Discounts (Line Item):** Multiple VIP NAXML discounts may be applied per transaction.

**Car Wash Promotions (Carwash Line Item):** Only one Car Wash promotion allowed per transaction.

**Special Discount (MOP Ticket Level):** Only one Special discount allowed per transaction.

**Manual Discount (Line Item):** Multiple Manual discounts may be applied per transaction.



## Host Discounts

**EPS Loyalty Discount (PPG, Ticket Level, and Line Item):** Multiple EPS Loyalty discounts may be applied per transaction.

**Payment Host Discounts (PPG, Ticket Level, and Line Item):** Multiple Payment Host discounts may be applied per transaction.

## Using Combined Discounts

- Multiple ticket level discounts may be applied in a single transaction.
- A line item may receive multiple discounts depending on order of the discounts within the transaction and loyalty host response.
- Depending on configuration, multiple PPG discounts can be combined in a single transaction as a stacked PPG. This means that the multiple PPG discounts may be combined to a single PPG discount in fuel price. The combined discount cannot lower the price per gallon at the dispenser to lower than the minimum Price Per Unit (PPU) setting in Fuel Configuration.
- When combining Payment Host and EPS Loyalty discounts, the Payment Host discounts have a higher precedence than EPS Loyalty discounts.

## Configuring Combined Discounts

For the discount to be applied, the discount feature must be enabled and configured. Refer to the configuring section of the appropriate topic for further details.


The "**EPS PPG precedes POS PPG**" parameter can be found in **Payment Controller > POS configuration > POS > Loyalty**. When this parameter is enabled, EPS Loyalty PPG discounts are applied before considering any POS PPG discounts. When this parameter is disabled, POS PPG discounts are applied before considering any EPS Loyalty PPG discounts.

# Corrections

## Overview

Use any of the following correction functions to remove, cancel, modify, or change line items in a transaction or to void the entire transaction:

- [ERROR CORR](#) - Removes most recently entered line item or payment method when amount due > 0.
- [VOID LINE](#) - Removes any non-fuel line item in the transaction.
- [VOID TICKET](#) - Cancels the entire transaction.
- [PRICE OVER](#) - Modifies unit price of a line item.
- [CHANGE Qty](#) - Modifies the quantity of a line item.
- [Allow Food Stamp](#) - Allows the item that is entered to be purchased with food stamps.

|   |   |
|---|---|
|  <b>Note</b> | <i>After a loyalty card has been swiped, <b>[VOID LINE]</b> or <b>[ERROR CORR]</b> cannot be used, <b>[VOID TICKET]</b> must be used instead.</i> |
|---|---|

## Using Corrections

Utilizing the various correction keys is dependent on if the cashier who is logged in has the required security level to perform the function.

### Error Correct

Press **[ERROR CORR]** to remove last entry or partial payment entered in a transaction

**Note:** ***[ERROR CORR]** does not work if **[CREDIT]** has been pressed.*

## Void Line

1. Touch the line item to be voided, touch **[VOID LINE]**; if prompted, key **User ID** and **password**
2. Key the line item exactly as it was first entered, and the line item negating the voided line is added to the transaction

Or

1. Press **[VOID LINE]**, and if prompted, key the **User ID** and **password**
2. Key the line item exactly as it was first entered, and the line item negating the voided line is added to the transaction

## Void Ticket

1. Press **[VOID TICKET]**, and if prompted, key the **User ID** and **password**
2. Entire ticket is voided and the system is ready to begin a new transaction

## Price Override

1. Immediately after a line item has been added to the ticket, key new unit price
2. Press **[PRICE OVER]** to change the unit price of that particular item and to recalculate the line item

Or

1. Touch the line item, and key the new single-unit price
2. Press **[PRICE OVER]** to change the unit price of that particular item and to recalculate the line item

## Change Quantity

1. Touch the line item to be changed, and key the new quantity
2. Touch **Change Qty** to recalculate the line item using the new quantity

## Allow Food Stamps for Item

This function processes an item not configured as food stamp eligible as though it is eligible for payment with food stamps. It should be used in only accordance with store policies and procedures.

1. Press **[ALLOW FOOD STAMP]**
2. Key item
3. Tender Sale with Food Stamps MOP alone or in combination with another MOP

## Configuring Corrections

Corrective functions may be customized through available options found in **Store Operation > Sales**.

## Securing Corrective Functions

To secure corrective functions, enter a security value greater than zero for the appropriate function in "**Sales Configuration**." This forces a prompt for user ID and password and requires the security level of that user to meet or exceed the security level of the function.

The following corrective functions may be configured to require ID and password entry:

- Error Correct
- Void Line
- Void Transaction
- Price Override

## Forcing Receipt Print for Corrective Functions

The following functions may be configured to force a receipt print when used:

- Void Transaction
- Void Line

## Reporting

The Corrections information is available in the “Memo Items” section of the following reports:

- Summary Report
- Cashier Report

|                  |   |      |                                  |
|------------------|---|------|----------------------------------|
| ERR/CORRECTS     | 1 | 2.54 | Sample Cashier<br>Summary Report |
| VOID LINES       | 1 | 0.69 |                                  |
| VOID TICKETS (+) | 2 | 1.25 |                                  |
| VOID TICKETS (-) | 2 | 6.00 |                                  |

### Report Details

- **ERR/CORRECTS:** Number of times and total amount caused by using the **[ERROR CORR]**.
- **VOID LINES:** Number of times and total amount caused by using **[VOID LINE]**. This does not include lines voided as part of a void ticket.
- **VOID TICKETS:** Number of times and total amount caused by using the **[VOID TICKET]** key. This includes a line for positive amounts and a line for negative amounts.

## Troubleshooting

| #     | Message                      | Description / Action  |
|-------|------------------------------|---|
| E1119 | OPER. NOT ALLOWED            | If you try to void an item that is not in the transaction or do not enter the item exactly as it was originally entered, then the message<br><br>“E1119: OPER. NOT ALLOWED” displays briefly. |
| E1106 | USE VOID LINE/VOID<br>TICKET | Attempted to use <b>[ERROR CORR]</b> to remove more than the last item from the current transaction. Use <b>[VOID LINE]</b> to remove additional items from the                               |

|       |                                 |  |
|-------|---------------------------------|--|
|       |                                 | transaction or <b>[VOID TICKET]</b> to remove the entire ticket.   |
| E1200 | USE VOID TICKET                 | <b>[VOID LINE]</b> cannot be used in this transaction, use <b>[VOID TICKET]</b> .  |
| E1297 | FUNC NOT VALID<br>AFTER LOYALTY | Attempted to enter disallowed functions after a loyalty card has been swiped (assuming a discount is given). For example, void line or error correct are not allowed after a loyalty packet has been sent. You must either void the ticket or complete the sale. |

# Department Sales

## Overview

A department is a group of similar items. For example, a dairy department might include items like milk, butter, eggs, and ice cream.

A department item is sold in one of the following ways:

- **[Department]** soft key: A specific key set up for a specific department.
- **[OTHER DEPT]** key: A specific key set up to accept sales to any defined department number.

The maximum number of departments that can be configured by platform:

- Ruby Ci - 9999
- Verifone Commander – 9999

Do not use departments 9990-9999:

- 9990 - Loyalty (invisible department)
- 9991 - Loyalty (invisible department)
- 9992 – Fees (invisible in new applications)
- 9998 – Manual fuel deposit – not invisible but required to ring up a manual fuel sale that doesn't set the dispenser. This must not be altered or changed.
- 9999 – Fuel Deposit (invisible) this department is read only because it's the holding department for prepay fuel sales. It cannot be modified or changed.

## Using Department Sales

Following are the types of Department Sales:

- [Basic Department Sale](#)
- [Department Sale with Fee \(Money Order\)](#)


- [Department Sale with ID Check](#)
- [Department Sale with Fractional Quantity](#)
- [Department Sale with At-For Pricing](#)


## Basic Department Sale

1. Key **<amount>** of the item
2. Do one of the following:
  - Touch **department**
  - Press **department** key
  - Press **[OTHER DEPT]** and then press appropriate department in the Other Department list

## Department Sale with Fee (Money Order)

Money orders are typically sold using department keys. It is common to charge a fee for each money order sold. This fee is typically configured to be added automatically.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>No more than five money orders can be sold during a single transaction.</i></p> |
|---|---|

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal.</i></p> |
|---|--|

1. Key **<amount>** (for example: **[1][0][0][0] = \$10.00**)
2. Touch **[MONEY ORDER]** soft key

Or



1. Press [**OTHER DEPT**] and touch **Money Order** in the **Other Department** list
2. Key <payee> or touch [**OK**] for a blank name
3. Touch [**OK**] or press [**ENTER**] to complete manually and add money order sale to the transaction along with any applicable configured fee

## Department Sale with ID Check

Departments with alcohol and tobacco products are usually set up with age verification. Purchase of these products is the same as with other departments with the exception of the age verification feature. The system displays a message alerting the cashier that an ID check is required.

The system rejects further entries until the date of birth is entered. Once entered, the system determines if the customer is old enough to purchase the item and either adds it to the transaction or displays a message.

1. Touch or scan a product requiring ID checking
2. Do one of the following:
  - Key birth date (mm/dd/yy) and touch [**OK**] or press [**ENTER**]
  - **Swipe the** magnetic stripe on the driver's license
  - **Scan** the 2D barcode on the driver's license

The system either adds item to transaction or displays a message that purchase is not allowed.

## Department Sale with Fractional Quantity

Department items can be sold in fractional quantity.

1. Key quantity to be sold (for example: [5] [0] = 1/2 pound)
2. Press [**QTY**] or enter the department item
3. Do one of the following:
  - Key a PLU on the keyboard and press [**ENTER**]
  - Touch a PLU soft key

- Scan the barcode

## Department Sale with At-For Pricing

Pricing for some department items is based on purchase of a particular quantity; for example, 3 candy bars for \$ 1.00. This is known as At-For Pricing (@/ pricing).

**Note:** *At-For Pricing cannot be used with items sold in fractional quantities.*

1. Key quantity being sold and press **[QTY]**
2. Key number of items on which the price is based (for example, if the item sells three for \$1.00, then key **[3]**)
3. Press **[QTY]** and key the base price (for example, key [1][0][0])
4. Do one of the following
  - Touch the department
  - Press the department key
  - Press **[OTHER DEPT]** and then touch the department in the **Other Department** list

**Recap:** To ring up one unit of item that sells 3 for \$ 1.00 - Press [3][QTY] [3] [QTY][1][0][0] this will look on screen like 3@3/100, then department.

## Configuring Department Sales

Use Department section under **Store Operations > Merchandise > Departments** to define the departments.

### Merchandise Configuration

Categories Product Codes **Departments**

Select Department
Add  Delete

6541 - Lottery Sales Winner

9995 - TEST A DEPT

9996 - TEST B DEPT

9997 - TEST C DEPT

9998 - MANUAL FUEL DEPT

Number: 6541

Min. Amount: 0.00

Product Code: 0399 - MISCELLA OTHER FI

Fuel Tax Exemption: [dropdown]

Fees: [input] Edit

ID Check: [input] Edit

Taxes: [input] Edit

Blue Laws: [input] Edit

**Options**

Allow Food Stamps

Allow Special Discount

Allow Fractional Quantity

Negative Department






Fuel Department




Money Order Department

Prompt Serial Num

Prohibit Manual Discount

| Field / Button | Allowable Value/Function  |
|----------------|---|
| Number         | Enter the new department number (1 - 9999).   |
| Delete         | Click to delete the selected department.  |
| Add            | Click to add a new department.  |
| Name           | Enter a description (alphanumeric, 1 - 16).   |
| Min Amt        | Enter the department's minimum allowable dollar amount for a line item sale (0.00 – 9999.99). |

| Field / Button | Allowable Value/Function  |
|----------------|---|
| Max Amt        | Enter the department’s maximum allowable dollar amount for a line item sale (0.00 – 9999.99).   |
| Product Code   | Select the name assigned to the product code (set by the network) that categorizes the products sold.<br><br> <b>Note:</b> <i>If a PLU and a department have different codes, the product code assigned to the PLU overrides but only if the product code in the PLU File ≠ 0.</i> |
| Category       | If categories are used, select the category.<br><br> <b>Note:</b> <i>Categories are set up in <b>Store Operations &gt; Merchandise &gt; Category.</b></i>  |
| Fee            | If a fee automatically applies to sales in this department, select the fee.<br><br> <b>Note:</b> <i>Fees are set up in <b>Store Operations &gt; Payment &gt; Fees.</b></i>   |
| ID Check       | If the department requires an ID check for purchase, click the Edit button.<br><br>In the ID Check form, select the appropriate ID Check and click Done.<br><br> <b>Note:</b> <i>ID Checks are set up in <b>Store Operations &gt; Restrictions &gt; ID Check.</b></i>            |
| Taxes          | If a tax is added when items in the department are sold, click <b>Edit</b> and select the appropriate tax.<br><br> <b>Note:</b> <i>Taxes are set up in <b>Store Operations &gt; Payment &gt; Tax Rates.</b></i>  |

| Field / Button             | Allowable Value/Function   |
|----------------------------|--|
| Blue Laws                  | <p>If the sale of an item in the department is restricted on a designated day(s), click <b>Edit</b> and select the appropriate Blue Law.</p> <p> <b>Note:</b> <i>Blue Laws are set up in <b>Store Operations &gt; Restrictions &gt; Blue Laws</b>.</i></p>  |
| Fuel Tax Exemption         | <p>Select the Fuel Tax Exemption that applies to the department.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• <i>This parameter does not appear unless a Fuel Tax Exemption record has been set up in <b>Forecourt &gt; Fuel Tax Exemption</b>.</i></li> <li>• <i>Applies to fuel departments only.</i></li> </ul> |
| Transaction Quantity Limit | <p>Determines the quantity limit per transaction.</p> <p>This parameter is used to restrict bulk quantity purchase of certain items. This field accepts non-negative decimal number to allow for fractional quantity. Default value is 0.00 and means that there is no restrictions on the total purchase quantity in a transaction.</p>   |
| Allow Food Stamps          | <p>Select if food stamps may be used to purchase items in this department.</p> <p>Refer to <a href="#">Food Stamp Payment</a> to know more about how food stamp eligible PLUs are used.</p>  |
| Allow Special Discount     | <p>Select if the items in this department may have a special discount applied to them (for example, a Senior Citizen Discount).</p> <p> <b>Note:</b> <i>If this parameter is selected, then Special Discount MOP should be set up in <b>Store Operations &gt; Payment &gt; MOP</b> with Special Discount MOP Code.</i></p>            |

| Field / Button                   | Allowable Value/Function   |
|----------------------------------|--|
| <p>Allow Fractional Quantity</p> | <p>Select if items in this department are to be sold in fractional quantities.</p> <p> <b>Note:</b> <i>If this parameter is selected, all quantities entered in department sales for this department are read as decimals. For example, if the quantity is 1¾ lbs of turkey, key [1] [7] [5]. If this parameter is not selected, all quantities entered are read as whole numbers.</i></p>  |
| <p>Negative Department</p>       | <p>Select if transaction amounts are subtracted from receipt and report totals.</p>  |
| <p>Fuel Department</p>           | <p>Select to define the department as a fuel department.</p> <p> <b>Note:</b> <i>If this parameter is selected, then do not select “Mark as Negative.”</i></p>  |
| <p>Money Order Department</p>    | <p>Select to define the department as a money order department.</p> <p> <b>Note:</b> <i>If this parameter is selected, then do not select “Mark as Negative.”</i></p> <p> <b>Note:</b> <i>Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal.</i></p> |
| <p>Prompt Serial Number</p>      | <p>Some items that Convenience Stores sell need to have their serial number printed on the receipt. When such an item is scanned/entered, the POS needs to prompt the cashier to enter the product’s serial number.</p> <p>Enable to prompt for serial number to be printed on the receipt. Cashier can either enter the serial number or bypass the prompt to complete the transaction. Serial number can be entered via screen keys, hard keys, or scanned via scanner.</p>                                      |
| <p>Prohibit Discount</p>         | <p>Select to prohibit discounts configured to be applied by pressing the discount key.</p> <p>Prohibit Discount does not affect PLU Promo, NAXML Promo (Combo/MixMatch), or Loyalty line-item discounts.</p>   |

# Reporting

The Department Report reflects sales-related totals and counts on a department by department basis.

| <b>DEPARTMENT REPORT</b> |              |       |         |           |           |
|--------------------------|--------------|-------|---------|-----------|-----------|
| DEPT#                    | DESCRIPTION  | CUST  | ITEMS   | %OF SALES |           |
|                          |              | GROSS | REFUNDS | DISCOUNTS | NET SALES |
| -----                    |              |       |         |           |           |
| 9001                     | BAKERY       | 2     | 2.00    | 2.83%     |           |
|                          | 11.00        | 0.00  | 0.00    | 11.00     |           |
| 9004                     | TAX GROC     | 5     | 6.00    | 2.46%     |           |
|                          | 10.26        | 0.00  | 0.70    | 9.56      |           |
| 9005                     | DAIRY        | 2     | 2.00    | 1.31%     |           |
|                          | 5.58         | 0.00  | 0.50    | 5.08      |           |
| 9006                     | N/TAX GROC   | 3     | 1.00    | 3.48%     |           |
|                          | 15.50        | 2.00  | 0.00    | 13.50     |           |
| 9030                     | MONEY ORDER  | 2     | 2.00    | 30.96%    |           |
|                          | 120.00       | 0.00  | 0.00    | 120.00    |           |
| 9031                     | M.O. FEE     | 2     | 3.00    | . 81%     |           |
|                          | 3.00         | 0.00  | 0.00    | 0.22      |           |
| 9032                     | BOTTLE DEPOS | 1     | 7.00    | 0.33%     |           |
|                          | 1.30         | 0.00  | 0.00    | 1.30      |           |
| 9033                     | BOTTLE RETUR | 1     | -2.00   | -0.08%    |           |
|                          | -0.30        | 0.00  | 0.00    | -0.30     |           |

Sample Department Report for All Departments

|                   |      |       |         |  |
|-------------------|------|-------|---------|--|
| 9040 UNLD.        | 2    | 2.00  | 25.80%  |  |
| 100.00            | 0.00 | 0.00  | 100.00  |  |
| 9041 MID          | 1    | 1.00  | 12.96%  |  |
| 50.24             | 0.00 | 0.00  | 50.24   |  |
| 9042 PREM.        | 1    | 1.00  | 11.86%  |  |
| 50.00             | 0.00 | 4.02  | 45.98   |  |
| 9050 PLU NOT FOUN | 1    | 1.00  | 0.32%   |  |
| 1.25              | 0.00 | 0.00  | 1.25    |  |
| 9060 MISC         | 8    | 12.00 | 2.11%   |  |
| 32.98             | 0.69 | 4.95  | 8.20    |  |
| -----             |      |       |         |  |
| NEG DEPTS         |      | -2.00 |         |  |
| -0.30             | 0.00 | 0.00  | -0.30   |  |
| OTHER DEPTS       |      | 66.00 |         |  |
| 400.81            | 2.69 | 10.17 | 387.95  |  |
| -----             |      |       |         |  |
| TOTAL             |      | 64.00 | 100.00% |  |
| 400.51            | 2.69 | 10.17 | 387.65  |  |

Report Details

- **DEPT#:** Four-digit identification of the product as it appears in the Department File.
- **DESCRIPTION:** Description of the product as it appears in the Department File.
- **CUST:** Number of transactions that included one or more items from this department.



- **ITEMS:** Quantity sold of this item.
- **%OF SALES:** Total Sales for this department divided by Total Sales (all departments).
- **GROSS:** Total dollar amount collected for sales of a department.
- **REFUNDS:** Total dollar amount refunded for items returned in a department.
- **DISCOUNTS:** Total dollar amount discounted for items sold in a department. This total includes both automated and manual discount types:
  - Use of the **[DISC]**, **[DISC%]**, and **[DISC AMT]** keys
  - Combo, mix 'n match, fuel, and promotional discounts
  - POP discounts
- **NET SALES:** Total dollar amount of items sold in a department after refunds and discounts have been applied.
- **NEG DEPTS:** The totals for departments marked as negative departments.
- **OTHER DEPTS:** The totals for other department sales not marked as negative departments (typically, most departments fall into this group).
- **TOTAL:** Total department sales after negative department total is subtracted from other (standard) departments.

## Troubleshooting

| #     | Message            | Description/Action   |
|-------|--------------------|--|
| E1115 | INVALID DEPARTMENT | The department entered in Department Setup function in Car Wash Manager mode does not exist. Define the department in the Department File or choose another department |
| E1116 | AMOUNT TOO LARGE   | The dollar amount entered is larger than the maximum allowed for this department or MOP.   |

| #     | Message                            | Description/Action  |
|-------|------------------------------------|---|
| E1121 | DISCOUNT TOO SMALL                 | The discount entered is less than the set minimum amount.   |
| E1122 | DISCOUNT TOO LARGE                 | The discount entered is more than the set maximum amount.   |
| E1131 | AMOUNT TOO SMALL                   | The dollar amount entered is less than the minimum set up for the department or MOP.  |
| E1140 | AMOUNT REQUIRED                    | A dollar amount must be entered.  |
| E1141 | PURCH. NOT ALLOWED                 | The customer cannot purchase this item because either (1) the date of birth entered for the ID check does not meet the age requirements or (2) a Blue Law restriction has been set up for this item or department at this time on this day. |
| E1145 | CASH ONLY ALLOWED                  | Only cash is allowed in this transaction.   |
| E1201 | NO AT-FOR SALES W/FRACTIONAL QTY   | At-for pricing cannot be used for items that can be sold in fractional quantities.  |
| E6720 | DEPARTMENT INVALID                 | The department number was determined to be invalid.   |
| E7056 | DEPARTMENT NOT FOUND               | User has attempted to configure an invalid department for the Loyalty program.  |
| E7057 | DEPARTMENT ALREADY PART OF LOYALTY | User has attempted to configure the same department more than once in the Loyalty file.   |

# Dispenser Card Readers

## Overview

Dispenser Card Readers (DCRs) give customers the option of paying at the dispenser. DCRs read the magnetic stripe of credit, debit, and similar cards, sends the information to a credit network, and controls dispensing fuel based on the network's response.

## Dispenser Types

Although different manufacturers refer to card readers by various trade names, Verifone uses DCR (Dispenser Card Reader) as a generic term for all of them.

| Manufacturers | Card Reader Name                          |
|---------------|---|
| Bennett       | Dispenser Card Terminal (DCT)             |
| Dresser/Wayne | Dispenser Card Processing Terminal (DCPT) |
| Gilbarco      | CRIND®: Card Reader IN Dispenser          |
| Tokheim       | Dispenser Payment Terminal (DPT)          |

Color logos are now supported on Gilbarco M7 and Wayne DCR. While Wayne devices seamlessly display logos without any extra steps. To enable the DCR color logo on the Gilbarco M7 device after Verifone Commander software installation, a one-time manual intervention is necessary.

The Gilbarco technician should choose the Verifone personality, instead of the default blue personality, from the maintenance menu for each dispenser.

In order to display the color logo, select “**Verifone**” option ‘1’ on the Gilbarco M7 located at **SYSTEM MENU > APP CONFIGURATION > CRINDBIOS > DISPLAY > PERSONALITY** after software installation for each dispenser.

Following this selection, reboot each dispenser to display the color logo.

Color logo is supported on the following dispensers:

| Customer /FEP       | Color Logo supported Dispenser Vendor /Model |             |             |              |              |         |         |
|---------------------|--|-------------|-------------|--------------|--------------|---------|---------|
|                     | Gilbarco M7                                  | Gilbarco M5 | Wayne Ixpay | Wayne Ixpay2 | Wayne Anthem | Bennett | Invenco |
| Valero              | Y  | N           | Y           | Y            | N            | N       | N       |
| Citgo               | Y  | N           | Y           | Y            | N            | N       | N       |
| Shell               | Y  | N           | Y           | Y            | N            | N       | N       |
| Chevron             | Y  | N           | Y           | Y            | N            | N       | N       |
| TestFep ( verifone) | Y  | N           | Y           | Y            | N            | N       | N       |

## Using Dispenser Card Readers

### Dispenser Card Reader (DCR) Card Fuel Sale

Below are some common functions that are related to DCR sales:






- **Approve DCR Transaction:** Some states require cashier intervention before fueling can begin.
- **View Fueling Point:** A small yellow triangle indicates that the network has returned a message or customer has requested help. In either case, fueling position should be viewed to clear the message.
- **Reprint DCR Transaction:** Occasionally, customers come to the counter to request a DCR receipt (paper ran out).

This function reprints DCR and completed prepaid transaction receipts.

Touch **<fueling point> [VIEW]**, touch **[Reprint DCR TRAN]** and select the transaction to print.

The most recent transaction is always at the top of the list and highlighted.

During a DCR transaction, a small card icon appears in the background of the graphic for that fueling position as shown below:

| POS Icon   | Description  |
|--|--|
|  35 | <b>DCR Calling:</b> Customer swipes the credit card and the card appears on button.                              |
|  16 | <b>DCR Approved:</b> Image changes into a nozzle ready to dispense fuel.   |
|  5  | <b>DCR Dispensing:</b> A fuel drop to show fueling.  |
|  19 | <b>Idle:</b> Fueling point returns to Idle upon completion of DCR sale.  |
|  8  | <b>Help:</b> Help is requested or there is a network message that should be viewed. View pump to clear the icon. |

## DCR Sales Sequence Table

The sales sequences for DCR transactions for all dispensers the POS supports are in the tables below. These tables show how the configuration can change the customer experience at the pump. Consider the following in all tables:

- If the POS is in the idle state, the fueling point number remains lit and the icons are dark.
- If the POS is sending data to the DCRs, a “**LOADING**” message replaces the current prompt until the transmission is complete.

| DCR Sale Using a Card  |  |   |
|--|--|---|
| User/DCR Action  | POS Action   | DCR Prompt  |
| DCR is in idle state.  | Idle state.  | Idle Prompt   |
| Customer inserts a card.   | Fueling point number icon flashes.   | REMOVE CARD RAPIDLY<br>Schlumberger: PLEASE REMOVE THE CARD Displays for 5 seconds. |
| Customer removes card. If customer does not remove card, see "Card Not Removed" table. | POS performs local validation of card.   | ONE MOMENT PLEASE   |
| Customer waits.  | POS requests card authorization.   |   |
| "Hot DCR pump" in Fuel Manager > DCR Configuration is set to 'Y'.                      |  |   |
| Credit or debit card: The customer waits.  | POS approves pump before authorization is received. Car icon lights. If authorization is then rejected, see "Card Rejected with Hot DCR Pump Enabled." Card rejection information is noted on the journal. | Start Fueling Prompt  |
| "Hot DCR pump" is set to 'N'.  |  |   |
| Credit or debit card: The customer waits.  | POS approves pump after receiving authorization. If authorization is rejected, see "Card Rejected with Hot DCR Pump Disabled." Card rejection information is noted on the journal.                         | Start Fueling Prompt  |
| Customer removes nozzle and dispenses fuel.  | POS sounds a tone to indicate fueling has started. Nozzle icon lights.   | Promotional Message   |

| DCR Sale Using a Card  |   |   |
|--|---|---|
| User/DCR Action  | POS Action  | DCR Prompt  |
| If "Always print receipt" parameter in DCR Site Parameters in Fuel Manager mode is set to 'N'. |   |   |
| Customer completes fueling and replaces nozzle. Customer responds 'Yes' to "RECEIPT?"          | Fueling point number icon flashes. POS beeps to indicate fueling is complete. | RECEIPT (YES/NO)? followed by PRINTING RECEIPT followed by RECEIPT IS READY Displays for 5 seconds - beeps. |
| Customer completes fueling and replaces nozzle. Customer responds 'No'.                        | Fueling point number icon flashes. POS beeps to indicate fueling is complete. | RECEIPT (YES/NO)?<br>THANK YOU  |
| If "Always print receipt" is set to 'Y'.   |   |   |
| Customer completes fueling and replaces nozzle. Customer waits.                                | Fueling point number icon flashes. POS beeps to indicate fueling is complete. | PRINTING RECEIPT followed by RECEIPT IS READY THANK YOU, displays for 5 seconds - beeps.                    |
| DCR returns to idle state.   | Idle state.   | Idle Prompt   |

- Card types cause different prompts to appear:
  - Debit cards: If a customer inserts a debit card without first pressing the **[DEBIT]** key, "**DEBIT OR CREDIT?**" appears on the display. After a card has been identified as a debit card, the display prompts with "**ENTER PIN.**"
  - Fleet cards: Different Fleet cards prompt the customer for information such as odometer reading, vehicle identification number, etc.
  - Stored Value Cards: Also known as prepaid cards, these cards usually display the balance that remains on the card.

## DCR Sales Examples

The following DCR sales examples are mentioned the DCR sales sequences table:

- DCR Sale Using a Card
- DCR Sale Using a POP Discount Code
- Pay Inside Sale Using a POP Discount
- Postpay Inside Sale
- Prepay Inside Sale
- Card Rejected with Hot Pump Enabled
- Card Rejected with Hot Pump Disabled
- Card Not Removed
- POP Discount Code Rejected

### DCR Sale Using a Card

### DCR Sale Using a POP Discount Code

| DCR Sale Using a POP Discount Code   |  |  |
|--|--|--|
| User/DCR Action  | POS Action                             | DCR Prompt   |
| DCR is in idle state.  | Idle state.                            | Idle Prompt  |
| Customer inserts a card.   | Fueling point number icon flashes.     | REMOVE CARD RAPIDLY<br>Schlumberger: PLEASE REMOVE<br>THE CARD Displays for 5 seconds. |
| Customer removes card. If customer does not remove card, see "Card Not Removed" table. | POS performs local validation of card. | ONE MOMENT PLEASE  |
| Customer waits.  | POS requests card authorization.       |  |



| DCR Sale Using a POP Discount Code   |  |                      |
|--|--|----------------------|
| User/DCR Action  | POS Action   | DCR Prompt           |
| <p>“Hot DCR pump” in Fuel Manager &gt; DCR Configuration is set to ‘Y’; “POP Discount Enable” and “POP Discount Code Enable” in Manager &gt; Configuration &gt; Sales Config are set to ‘Y’.</p> |  |                      |
| Customer enters ‘Y’ or ‘N’.  |  | POP CODE? Y/N        |
| If customer enters ‘Y’, prompt to enter the POP code appears.  |  | ENTER DATA           |
| Customer enters 7-digit POP Code.  | POS approves code before prompting for card. If code is rejected, see “POP Code Rejected” table.   |                      |
| <b>Credit or debit card:</b> The customer waits.   | POS approves pump before authorization is received. Car icon lights. If authorization is then rejected, see “Card Rejected with Hot DCR Pump Enabled.” Card rejection information is noted on the journal. | Start Fueling Prompt |
| <p>“Hot DCR pump” is set to ‘N’.</p>   |  |                      |
| <b>Credit or debit card:</b> The customer waits.   | POS approves pump after receiving authorization. If authorization is rejected, see “Card Rejected with Hot DCR Pump Disabled.” Card rejection information is noted on the journal.                         | Start Fueling Prompt |
| Customer removes nozzle and dispenses fuel.  | POS sounds a tone to indicate fueling has started. Nozzle icon lights.   | Promotional Message  |
| <p>If “Always print receipt” parameter in DCR Site Parameters in Fuel Manager mode is set to ‘N’.</p>  |  |                      |

| DCR Sale Using a POP Discount Code   |  |  |
|--|--|--|
| User/DCR Action  | POS Action   | DCR Prompt   |
| Customer completes fueling and replaces nozzle.<br>Customer responds 'Yes' to "RECEIPT?" | Fueling point number icon flashes. POS beeps to indicate that fueling is complete. | <b>RECEIPT (YES/NO)?</b> followed by <b>PRINTING RECEIPT</b> followed by <b>RECEIPT IS READY</b> Displays for 5 seconds - beeps. |
| Customer completes fueling and replaces nozzle.<br>Customer responds 'No'.               | Fueling point number icon flashes. POS beeps to indicate fueling is complete.      | <b>RECEIPT (YES/NO)?</b><br><br><b>THANK YOU</b>   |
| If "Always print receipt" is set to 'Y'  |  |  |
| Customer completes fueling and replaces nozzle.<br>Customer waits.                       | Fueling point number icon flashes. POS beeps to indicate fueling is complete.      | <b>PRINTING RECEIPT</b> followed by <b>RECEIPT IS READY THANK YOU</b> displays for 5 seconds - beeps.                            |
| DCR returns to idle state.   | Idle state.  | Idle Prompt  |

### Pay Inside Sale Using a POP Discount

| Pay Inside Sale Using POP Discount   |  |                          |
|--|--|--------------------------|
| User/DCR Action  | POS Action                                 | DCR Prompt               |
| DCR is in idle state.  | Idle state.                                | Idle Prompt              |
| Customer selects any PAY INSIDE option (PAY INSIDE CASH, PAY INSIDE CREDIT). | Car icon flashes and POS beeps repeatedly. | <b>ONE MOMENT PLEASE</b> |

| Pay Inside Sale Using POP Discount              |  |   |
|---|--|---|
| User/DCR Action                                 | POS Action   | DCR Prompt  |
| Customer waits.                                 | Cashier approves pump. Nozzle icon lights.   | Start Fueling Prompt  |
| Customer dispenses fuel.                        | POS sounds a tone to indicate that fueling has started.  | Promotional Message   |
| Customer completes fueling and replaces nozzle. | Dollar icon lights. POS beeps to indicate fueling is complete.   | <b>PLEASE PAY CASHIER</b><br>Displays for 20 seconds - beeps 3 times. |
| Customer goes inside to pay.                    | If codes are enabled, cashier processes POP discount code or coupon at the POS when fuel sale is tendered. | Idle Prompt   |
| DCR returns to idle state.                      | Idle state.  | Idle Prompt   |

### Postpay Inside Sale

| Postpay Inside Sale      |  |                          |
|--------------------------|--|--------------------------|
| User/DCR Action          | POS Action                                 | DCR Prompt               |
| DCR is in idle state.    | Idle state.                                | Idle Prompt              |
| Customer removes nozzle. | Car icon flashes and POS beeps repeatedly. | <b>ONE MOMENT PLEASE</b> |
| Customer waits.          | Cashier approves pump. Nozzle icon lights. | Start Fueling Prompt     |

| Postpay Inside Sale  |  |  |
|--|--|--|
| User/DCR Action  | POS Action   | DCR Prompt   |
| Customer dispenses fuel.   | POS sounds a tone to indicate fueling has started. | Promotional Message  |
| Customer completes fueling and replaces nozzle.<br>Dollar icon lights. | POS beeps to indicate fueling is complete.         | <b>PLEASE PAY CASHIER</b><br>Displays for 20 seconds - beeps 3 times |
| DCR returns to idle state.   | Idle state.  | Idle Prompt  |

### Prepay Inside Sale

| Prepay Inside Sale  |  |   |
|---|--|---|
| User/DCR Action   | POS Action   | DCR Prompt  |
| DCR is in idle state.   | Idle state.  | Idle Prompt   |
| Customer prepays inside.  | Car icon lights. Pump is approved.                                     | Start Fueling Prompt                                  |
| Customer inserts card at an already prepaid pump. (This applies to systems without a [CASH] key and the “Handle Up Calling” set to ‘N’, “Full Service Preset at Pump” set to ‘Y’ and “Autocollect” set to ‘0’.) |  | CARD NOT READ Displays for 5 seconds - beeps 3 times. |
| Customer removes nozzle and follows start fueling instructions, and begins to dispense fuel.  | Nozzle icon lights. POS sounds a tone to indicate fueling has started. | Promotional Message                                   |

| Prepay Inside Sale                               |   |                    |
|--|---|--------------------|
| User/DCR Action                                  | POS Action  | DCR Prompt         |
| Customer completes fueling and replaces nozzle.  | Nozzle icon turns off. POS beeps to indicate fueling is complete. |                    |
| Customer has dispensed less than prepaid amount. | Dollar icon lights. POS beeps to indicate fueling is complete.    | <b>SEE CASHIER</b> |
| Customer has dispensed more than prepaid amount. | Dollar icon lights. POS beeps to indicate fueling is complete.    | <b>SEE CASHIER</b> |
| Customer has dispensed prepaid amount.           | POS beeps to indicate fueling is complete.                        | Idle Prompt        |
| DCR returns to idle state.                       | Idle state.   | Idle Prompt        |

### Card Rejected with Hot Pump Enabled

| Card Rejected with Hot Pump Enabled |                                    |   |
|-------------------------------------|------------------------------------|---|
| User/DCR Action                     | POS Action                         | DCR Prompt  |
| DCR is in idle state.               | Idle state.                        | Idle Prompt   |
| Customer inserts a card.            | Fueling point number icon flashes. | REMOVE CARD RAPIDLY<br>Schlumberger: PLEASE REMOVE THE CARD Displays for 5 seconds. |

| Card Rejected with Hot Pump Enabled  |   |   |
|--|---|---|
| User/DCR Action  | POS Action  | DCR Prompt  |
| Customer removes card. If customer does not remove card, see "Card Not Removed" table. | POS validates card.   | <b>ONE MOMENT PLEASE</b>  |
| Customer waits.  | POS requests authorization for card and approves pump.  | Start Fueling Prompt  |
| Customer removes nozzle dispenses fuel.  | Nozzle icon lights. POS sounds a tone to indicate fueling has started.  | Promotional Message   |
| Card is rejected.  | Fueling point number, car, and nozzle icons flash. Pump is stopped. Card rejection information is noted on the journal. | <b>PLEASE SEE ATTENDANT</b> Displays until cashier views message inside. DCR beeps 3 times. |
| Customer replaces nozzle.  | Dollar icon lights. POS beeps to indicate fueling is complete.  | <b>PLEASE SEE ATTENDANT</b> Displays for 20 seconds - beeps 3 times.                        |
| DCR returns to idle state.   | Idle state.   | Idle Prompt   |

**Card Rejected with Hot Pump Disabled**

| Card Rejected with Hot Pump Disabled |             |             |
|--------------------------------------|-------------|-------------|
| User/DCR Action                      | POS Action  | DCR Prompt  |
| DCR is in idle state.                | Idle state. | Idle Prompt |

| Card Rejected with Hot Pump Disabled  |   |   |
|---|---|---|
| User/DCR Action   | POS Action  | DCR Prompt  |
| Customer inserts a card.  | Fueling point number icon flashes.  | REMOVE CARD RAPIDLY<br><br>Schlumberger:<br><br>PLEASE REMOVE THE CARD<br><br>Displays for 5 seconds. |
| Customer removes card.<br><br>If customer does not remove card, see "Card Not Removed" table. | POS validates card.   | <b>ONE MOMENT PLEASE</b>  |
| Card is rejected.   | Fueling point number, car, and nozzle icons flash.<br>Card rejection information is noted on the journal. | PLEASE <b>SEE ATTENDANT</b><br><br>Displays until cashier views message inside. DCR beeps 3 times.    |
| DCR returns to idle state.  | Idle state.   | Idle Prompt   |

### Card Not Removed

| Card Not Removed      |             |             |
|-----------------------|-------------|-------------|
| User/DCR Action       | POS Action  | DCR Prompt  |
| DCR is in idle state. | Idle state. | Idle Prompt |

| Card Not Removed               |                                    |  |
|--------------------------------|------------------------------------|--|
| User/DCR Action                | POS Action                         | DCR Prompt   |
| Customer inserts a card.       | Fueling point number icon flashes. | <b>REMOVE CARD RAPIDLY</b> Displays for 5 seconds.                 |
| Customer does not remove card. | Fueling point number icon flashes. | <b>PLEASE REMOVE CARD</b> Displays for 10 seconds - beeps 3 times. |
| DCR returns to idle state.     | Idle state.                        | Idle Prompt  |

**Note:** *In addition to message alert beeps, DCR beeps once per second while card is in reader.*

### POP Discount Code Rejected

| POP Discount Code Rejected   |  |   |
|--|--|---|
| User/DCR Action  | POS Action   | DCR Prompt                              |
| POP Code is rejected.  | Fueling point number icon flashes. POP Code rejection information is noted on the journal. | <b>INVALID CODE<br/>CONTINUE Y/N</b>    |
| If customer enters 'Y', 2nd prompt for code entry appears.           |  | <b>ENTER DATA</b>                       |
| If customer enters invalid entry, 3rd prompt for code entry appears. | Fueling point number icon flashes. POP Code rejection information is noted on the journal. | <b>INVALID CODE<br/>CONTINUE Y/N</b>    |
| If 3rd attempt fails, transaction is cancelled.                      |  | <b>INVALID CODE TRANS<br/>CANCELLED</b> |



| POP Discount Code Rejected |             |             |
|----------------------------|-------------|-------------|
| User/DCR Action            | POS Action  | DCR Prompt  |
| DCR returns to idle state. | Idle state. | Idle Prompt |

### Bad Card Read

| Bad Card Read   |  |   |
|---|--|---|
| User/DCR Action   | POS Action   | DCR Prompt  |
| DCR is in idle state.   | Idle state.  | Idle Prompt   |
| Customer inserts a card.                                      | Fueling point number icon flashes.                 | REMOVE CARD RAPIDLY Displays for 5 seconds.           |
| Card is unreadable or was inserted incorrectly.               | Fueling point number icon flashes.                 | REENTER CARD Displays for 20 seconds - beeps 3 times. |
| Customer has made three unsuccessful attempts to insert card. | Fueling point number, car, and nozzle icons flash. | PLEASE SEE ATTENDANT Displays for 20 seconds.         |
| Card has expired.   | Fueling point number, car, and nozzle icons flash. | EXPIRED CARD Displays for 20 seconds - beeps 3 times. |

## Additional DCR Prompts

The following additional DCR prompts may appear:

| Additional DCR Prompts  |  |   |
|---|--|---|
| User/DCR Action   | POS Action   | Prompt  |
| Customer presses [HELP] key.  | Fueling point number, car, and nozzle icons flash. | No prompt displays, but message is sent inside.   |
| Customer presses [CANCEL] before dispensing fuel.                                   |  | TRANSACTION CANCELED Displays for 10 seconds - beeps 3 times.   |
| Customer inserts a fleet card.  |  | ENTER DRIVER NO ENTER UNIT NO<br><br>ENTER ODOMETER   |
| Customer inserts a Proprietary card or debit card.                                  |  | <i>One of the following prompts displays:</i> <ul style="list-style-type: none"> <li>• ENTER USER ID</li> <li>• ENTER DATA</li> <li>• ENTER PIN</li> </ul> The customer then keys the identifying number. |
| Customer inserts a Proprietary card.  | Card declined by Proprietary network.              | <b>CARD LOCKED OUT</b>  |
| Customer enters incorrect PIN, data, or user ID information for a Proprietary card. | Prompts customer to enter correct information.     | <i>One of the following prompts display:</i> INVALID USER ID<br>INVALID DATA INVALID PIN The customer is then directed to: PLEASE SEE CASHIER   |


| Additional DCR Prompts   |            |   |
|--------------------------|------------|---|
| User/DCR Action          | POS Action | Prompt  |
| Customer inserts a card. |            | PLEASE READ<br><br>YOUR CARD HAS A SECURITY CHIP<br><br>DO NOT REMOVE UNTIL PROMPTED<br><br>WAIT TO REINSERT CARD |


## Configuring Dispenser Card Readers

The DCR Configuration form is used to define general operating procedures for dispenser card readers (DCRs) at the site.

Use **Forecourt > DCR** to configure DCRs.

Use **Tools > Managed Modules > [DCR Driver Configuration](#)** to assign port and configure the communication parameters for DCR.

|   |  |
|---|--|
|  <b>Note</b> | <i>Fuel Manager / Fuel / Site Parameters provides additional parameters required for successful fuel operations. Refer to the Configuring Fuel Manager section in the Fuel Manager topic for details on configuring site parameters related to DCRs.</i> |
|---|--|

|   |  |
|---|--|
|  <b>Note</b> | <p><i>After changes are made to DCR parameters, the command “<b>Tools &gt; Refresh Configuration</b>” can typically be executed for the new settings to be applied to DCRs.</i></p> <p><i>The Receipt Header/Trailer parameters also require a DCR download.</i></p> <p><i>All the DCR position attributes except Pay At Pump, Push To Start</i></p> |
|---|--|

*Button, Grade Select Button, and Lever On Pump require to initialize DCR driver.*

## DCR

### Site Configuration

Use to set up the operation of all DCRs at a site. If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > DCR**

The screenshot shows the 'DCR Configuration' window with the 'Site Configuration' tab selected. The window contains two columns of settings:

- Left Column:**
  - Approve All Sales:
  - Always Print Receipt:
  - Low Paper Alarm:
  - Receipt Prompt Before Sale:
  - Receipt Prompt After Sale:
  - Prompt Prepay Receipt Outside:
  - Send Preset Amount to Host:
  - Allow Fill-Up with Preset:
  - Armed Forces Restriction:
  - Handle Up Help Message [0-99]:
- Right Column:**
  - Error Prompt Time [5-300]:
  - Info Prompt Time [5-300]:
  - User Prompt Time [5-300]:
  - Enable Keypress Beep:
  - Enable Attention Beep:
  - Enable Mistake Beep:
  - Graphics Pay Inside Cash/Credit Prompts:
  - Audible Help Message On POS:
  - Enable Outdoor TAVE:

| Field/Button         | Allowable Value/Function   |
|----------------------|--|
| Approve All Sales    | Select to require the cashier to approve all outside sales.  |
| Always Print Receipt | Select to automatically print a receipt at the pump after every DCR sale. (If not selected, the customer is prompted "Receipt Y/N?" and must choose whether to print the receipt.) |
| Low Paper Alarm      | Select to alert the cashier when the DCR is low on receipt paper.  |

| Field/Button                  | Allowable Value/Function   |
|-------------------------------|--|
| Receipt Prompt Before Sale    | Select to prompt the customer about a receipt prior to dispensing fuel.  |
| Receipt Prompt After Sale     | Select to prompt the customer about a receipt after dispensing fuel.   |
| Prompt Prepay Receipt Outside | Select to allow a customer to be prompted for a receipt at the DCR after prepaying inside.   |
| Send Preset Amount to Host    | Select to send preset amount to host.  |
| Allow fill-up with Preset     | Enable to fill-up gas with the preset amount.  |
| Armed Forces Restriction      | Select to display the Armed Forces prompt "Are you authorized [Y/N]?" prior to dispensing.   |
| Handle Up Help Message [0-99] | Enter the length of time (in seconds) until a help message displays on the terminal to alert the cashier that the handle on the DCR is raised and an MOP has not been selected during the specified time (0 - 99). |
| Error Prompt Time [5-300]     | Enter the length of time (in seconds) that DCR errors display for the customer (5 - 300).  |
| Info Prompt Time [5-300]      | Enter the length of time (in seconds) that the last message on the DCR displays for the customer (5 - 300).  |
| User Prompt Time [5-300]      | Enter the length of time (in seconds) that the user input prompt displays for the customer (5 - 300).  |

| Field/Button                            | Allowable Value/Function   |
|---|--|
| Enable Keypress Beep                    | <p>This parameter applies to Dresser/Wayne and Tokheim DCRs.</p> <p>Select to enable the beep when the customer presses keys on the DCR keypad.</p>  |
| Enable Attention Beep                   | <p>This parameter applies to Dresser/Wayne, Gilbarco, Schlumberger, and Tokheim DCRs.</p> <p>Select to enable the beep to get the customer's attention.</p>  |
| Enable Mistake Beep                     | <p>This parameter applies to Dresser/Wayne, Gilbarco, and Schlumberger DCRs.</p> <p>Select to enable the beep when the customer makes a mistake.</p>   |
| Graphics Pay Inside Cash/Credit Prompts | <p>Select to enable graphics pay inside cash/credit prompts.</p>   |
| Audible Help message on POS             | <p>Enable to hear audio help message on POS.</p>   |
| Enable Outdoor Tave                     | <p> <b>Note:</b> Refer to the TAVE Feature Reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> <p>The TAVE (Trans Amor Verifone Edition) system minimizes the flow of unencrypted payment card data within the POS system by performing end to end encryption. Payment card data is encrypted by TAVE enabled card readers both at the dispenser and inside the store. Card data is encrypted by these devices and passed to the First Data front-end processor in encrypted form for authorization. The First Data front-end processor decrypts the payment card data and sends the data to the issuing bank. A token is linked to the authorization and sent back to the Verifone POS. The VeriFone POS stores this token and uses the token instead of unencrypted payment card data for all subsequent processing.</p> <p>Select to enable Tave feature.</p> |

### DCR Position Attributes

Use to set up the operation of a specific DCR at a site.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > DCR**

The screenshot shows the 'DCR Position Attributes' configuration window. It includes sections for 'Select DCR Position', 'Select Duplicate Position', 'EMV Parameters', and 'Other Parameters'. In the 'EMV Parameters' section, 'Enable EMV' is unchecked. The IP Address is set to 192.168.31.160 and the Port is empty. In the 'Other Parameters' section, 'Pay At Pump', 'Push To Start Button', 'Grade Select Button', 'Lever On Pump', 'Enable Scanner', 'Enable Debit', 'Enable RFID', and 'Menu Capable' are all unchecked. 'Enable Graphic Support', 'Graphic Keypad', and 'Graphic Printer' are also unchecked. 'Graphic Screen Size' is set to '5 INCHES' and 'Graphic Text Lines' is set to '2 Lines'.

### DCR Configuration

The screenshot shows the 'DCR Configuration' window. It includes sections for 'Select DCR Position', 'Select Duplicate Position', 'EMV Parameters', and 'Other Parameters'. In the 'EMV Parameters' section, 'Enable EMV' is checked. The IP Address is set to 192.168.31.160 and the Port is empty. In the 'Other Parameters' section, 'Pay At Pump', 'Enable Graphic Support', 'Graphic Keypad', 'Graphic Printer', 'Menu Capable', and 'NFC Mode' (set to 'Contactless Disabled') are all checked. 'Graphic Display' is set to 'Monochrome + ROM', 'Graphic Screen Size' is set to '5 INCHES', and 'Graphic Text Lines' is set to 'Full Screen'.

| Field/Button  | Allowable Value/Function   |
|---|--|
| <b>Select DCR Position</b>  |  |
| Position  | Select the DCR to be configured.   |
| <b>Select Duplicate Position</b>  |  |
| Duplicate   | Select the DCR to be copied and click Duplicate this Position. Select the DCR to which you want to copy the information. When copying is complete, click Done Duplicating. |
| <b>EMV Parameters</b>   |  |
| <i>Note: Refer to Outdoor EMV Feature Reference for more information on this feature. The feature reference is available on premier portal.</i> |  |
| Enable EMV  | Select to enable outside EMV.  |
| IP Address  | Enter outside EMV IP address.  |
| Port  | Enter port number.   |
| <b>Other Parameters</b>   |  |
| Pay At Pump   | Select if the pump has a DCR and if it is available for use by the customer.   |
| Push To Start Button  | Select if the dispenser has a Start button that must be pressed to begin fueling. This parameter ensures that the correct instructions are displayed on the DCR.           |
| Grade Select Button   | Select to make the customer select a type of fuel product by pressing a corresponding button at a dispenser that dispenses multiple fuel products from a single hose.      |



| Field/Button                   | Allowable Value/Function  |
|--------------------------------|---|
| Lever On Pump                  | Select to make the DCR display instructions for starting to fuel from a dispenser with a lever. (If not selected, the DCR displays instructions for starting to fuel from a dispenser without a lever.)   |
| Enable Scanner                 | Select if a barcode scanner is installed at the DCR.  |
| Enable Debit                   | Select to enable debit payment.   |
| Menu Capable                   | Select to enable menus.   |
| NFC Mode                       | <ul style="list-style-type: none"> <li>Contactless Disabled: Select to disable contactless payment.</li> <li>Contactless MSD Enabled: Select to enable contactless payments for MSD cards.</li> <li>Contactless EMV Enabled: Select to enable contactless payment for EMV cards.</li> </ul> <p> <b>Note:</b> Refer to <i>Outdoor EMV Feature Reference</i> for more information on this feature. The feature reference is available on premier portal.</p> |
| Enable Graphic Support         | Select if graphics are supported by the DCR.  |
| Graphic Keypad                 | Select if a graphic keypad is installed at the DCR.   |
| Graphic Printer                | This parameter applies to Tokeim DCRs only. Select if the printer prints graphics.  |
| Enable Scanner                 | Select if a barcode scanner is installed at the DCR.  |
| Primary Graphic Side<br>[0-64] | <p>Gilbarco only. Enter the number of one DCR on each pump as the primary DCR.</p> <p> <b>Note:</b> One controller operates the graphics for both sides of a pump. Select only one side of each pump as primary.</p>   |

| Field/Button        | Allowable Value/Function  |
|---------------------|---|
| Graphic Display     | Select the display type supported — Monochrome, Color, ROM, Monochrome + ROM, None. |
| Graphic Screen Size | Select 5 inches or 10 inches.   |
| Graphic Text Lines  | Select 2 Lines or Full Screen (multiple lines).                                     |

### Receipt Header/Trailer

Use to define the messages printed on the header and trailer of the DCR receipt.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > DCR**

The screenshot shows the 'DCR Configuration' window with the 'Receipt Header/Trailer' tab selected. On the left, a preview window displays the receipt content: 'WELCOME' at the top and 'THANK YOU HAVE A NICE DAY' at the bottom. On the right, there are two sections for configuration: 'Receipt Header' and 'Receipt Trailer'. Each section has four input fields and an 'Alignment' dropdown menu. The 'Receipt Header' section has the first field containing 'WELCOME' and its alignment set to 'Center'. The other three fields are empty, and their alignments are set to 'Right'. The 'Receipt Trailer' section has the first field containing 'THANK YOU' and the second field containing 'HAVE A NICE DAY', both with 'Center' alignment. The remaining three fields are empty, and their alignments are set to 'Right'.

| Field/Button    | Allowable Value/Function   |
|-----------------|--|
| Receipt Header  | The message that prints on the first five lines of the DCR receipt. Enter the message on each line and select the alignment — Left, Right, Center. |
| Receipt Trailer | The message that prints on the last five lines of the DCR receipt. Enter the message on each line and select the alignment — Left, Right, Center.  |

## DCR Display

Use to enter the DCR promotional message that appears on the DCR display while the customer pumps fuel.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**

DCR Configuration

Site Configuration | DCR Position Attributes | Receipt Header/Trailer | **DCR Display**

DCR Promo Message  
 THANK YOU FOR SHOPPING WITH US TODAY.

**THANK YOU FOR SHOPPING WITH US TODAY.**

## Reporting

### DCR Statistical Report

Reports fuel sales at dispenser card readers only.

| DCR STATISTICAL RPT |        |        |      |      |       |
|---------------------|--------|--------|------|------|-------|
| #CUST               | VOLUME | AMOUNT | %FP  | %DCR | %FUEL |
| -----               |        |        |      |      |       |
| DCR #01             |        |        |      |      |       |
| 1                   | 8.921  | 10.00  | 69.7 | 51.1 | 38.6  |
| DCR #02             |        |        |      |      |       |
| 1                   | 8.526  | 9.56   | 82.7 | 48.9 | 36.9  |
| -----               |        |        |      |      |       |
| ALL DCRS            |        |        |      |      |       |
| 2                   | 17.447 | 19.56  |      |      | 75.5  |

SAMPLE DCR  
STATISTICAL  
REPORT

#### Report Details:

- **#CUST:** The number of customers at a DCR.
- **VOLUME:** The amount of fuel dispensed at a DCR.
- **AMOUNT:** The sale amount of fuel dispensed at a DCR.
- **%FP:** The total percent of DCR activity at a specific fueling point.
- **%DCR:** The percent of all dispenser card reader sales dispensed at a specific DCR.
- **%FUEL:** The percent of all fuel sales dispensed at a specific DCR.

## Troubleshooting

| #     | Message                  | Description/Action  |
|-------|--------------------------|---|
|       | CARD IN READER           | A customer left a card in a DCR.  |
|       | CARDSCAN 0 LOADED        | (Schlumberger) Broadcast loading of all DCRs (CARDSCANS) has concluded. The '0' means 'all.'  |
|       | DEBIT MODULE NOT PRESENT | Debit is not available at a DCR.  |
| E1156 | INVALID RECEIPT INFO     | Attempted to do a ticket reprint or ticket recall on a DCR/ fuel transaction and the POS found the ticket data invalid. Call servicer for assistance. |
| E1212 | NO DCR RECEIPT AVAILABLE | Attempted to print a DCR receipt inside and there are none available.   |
| E5002 | INVALID DCR NUMBER       | Attempted to disable or download to a DCR and entered an invalid DCR number. Enter the correct value between 1 and 32.                                |

# Discounts

## Overview

Automated Discounts are discounts that the system applies automatically during a sale.

## Using Discounts

Discounts can broadly be divided into two types, automated and manual. Automated discounts are applied by the system based on characteristics of the transaction.

Manual discount unlike automatic discount requires specific actions by the cashier. Examples include any discount using a discount key or entering a discount amount.

For detailed information, see the respective topics for each of the following discounts:

- [Combined Discounts](#)
- [Loyalty Sales](#)
- [Manual Discounts](#)
- [NAXML Promotions](#)
- [PLU Promotions](#)
- [POP Discount](#)
- [Special Discount](#)

# Fuel Manager

## Overview

Fuel Manager mode contains functions that define fuel control and sales conditions. Available options depend on user's security level. Refer "**Fuel Sales**" topic for additional information.

## Using Fuel Manager

Navigate to **CSR Func > Fuel Manager** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby 2) to access the following Fuel Manager functions:

- [Initialize Fuel](#)
- [Download Fuel Prices](#)
- [Download to DCRs](#)
- [Clear Pump on Hold](#)
- [Reset Controller](#)
- [Fuel Price Configuration](#)
- [Toggle Fuel Site Pause](#)
- [Initialize Site Sign](#)

### Initialize Fuel

1. Touch [**Initialize Fuel**]
2. Touch [**YES**] to initialize

System Message on POS indicates pumps are being initialized.

### Download Fuel Prices

1. Touch [**Download Fuel Prices**]

2. Touch **[YES]** to continue the download

System Message on POS indicates prices are being sent to pumps.

## Download to DCRs

1. Touch **[Download to DCRs]**
2. Enter **<DCR number>** to download to a single DCR or Enter 0 to download to all DCRs
3. Touch **[OK]** or press **[ENTER]** to continue

System Message on POS indicates DCRs are being downloaded.

## Clear Pump on Hold

1. Touch **[Clear Pump on Hold]**
2. Key **<pump number>**
3. Touch **[YES]** or press **[ENTER]** to continue

Fuel sale is unclaimed and available to be tendered.

**Note:** *This function is available only from the POS register.*

## Reset Controller

1. Touch **[Reset Controller]**
2. Touch **[YES]** or press **[ENTER]** to continue

System Message on POS will indicate “**Reset**” and then indicate pumps are being initialized.

**Note:** *This function is for use with Tokheim dispensers only. This function resets the Tokheim fuel controller. No fuel can be dispensed while the controller is resetting. This function is available only from the POS register.*

## Fuel Price Configuration

1. Touch **[Fuel Price Configuration]**
2. In the Fuel Price Configuration list, touch a product



3. In the Fuel Price Configuration list, touch a price level
4. Key the new price and touch **[OK]**
5. Do one of the following:
  - Touch **[Previous Menu]** twice to return to the Fuel Price Configuration list
  - Touch **[Save Changes]** to return to the Fuel Manager menu
6. The fuel prices have been changed in the POS system only and the Fuel Prices Download function must be completed to update the prices at the dispensers (the Fuel Initialization function also sends the updated fuel prices to the dispensers).

## Toggle Fuel Site Pause

This function is used to temporarily disable all fuel and DCR sales at the site. Normal sales operations resume once this function is performed again.

After fuel site pause has been enabled, the cashier or customer attempting a fuel or DCR sale receives a message indicating that the sale is not allowed.

**Note:** *This function is only available from the POS register.*

1. Touch **[Toggle Fuel Site Pause]**
2. Confirm Toggle of Site Pause by selecting Yes or No at the prompt as indicated below:

If site pause is disabled, the prompt asks if you want to “Enable Fuel Site Pause”.


1. Touch **[YES]** to prevent new fuel sales
2. POS displays message that “Fuel Site Pause is Enabled”


Fuel cannot be dispensed at the site.

If site pause is disabled, the prompt asks if you want to “Disable Fuel Site Pause”.

1. Touch **[YES]** to open the site back up for fuel sales
2. POS displays message that “Fuel Site Pause is Disabled”

Fuel can now be dispensed at the site.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>New fuel sales cannot be approved while the pumps are paused. Pumps currently dispensing fuel are not interrupted.</i></p> |
|---|--|

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Disable fuel will perform a “Fuel Site Pause” function. When Disable fuel is enabled it will prevent both new DCR and prepay fuel transactions from starting. Although new fuel sales cannot be approved while the pumps are paused, pumps currently dispensing fuel are not interrupted. The functionality does NOT wait until all fuel positions are idle before the Close Day can begin.</i></p> |
|---|---|

## Initialize Site Sign

1. Touch **[Initialize Site Sign]**
2. Touch **[YES]** to initialize fuel sign


System Message on POS indicates Site Sign is being initialized

## Configuring Fuel Manager

Use **Forecourt > Fuel** to configure fuel manager functions.

Use **Tools > Managed Modules > [Fuel Driver Configuration](#)** to assign ports and configure the communication parameters for Fuel Driver.

See [Fuel Driver Configuration](#) in Managed Modules section for information on configuring the Fuel Driver.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>The Fuel Sales and Dispenser Card Reader topics in this document include additional parameters that are required provides additional parameters required for successful fuel operations with card readers.</i></p> |
|---|--|


## Fuel Configuration

### Site Parameters

Use to define operating procedures for all pumps at the site. If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**

For all Global sites (including U.S.), Verifone Commander fuel configuration needs to be in sync with the configuration on the pump. Depending on the local currency, sites use a variety of decimal point settings for the **'PPU Decimal Position'** and **'Total Decimal Position'**. In addition, for Gilbarco pumps, many sites also require the enabling of **'Six Digits Gilbarco Mode'**.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Prior to changing the 'PPU Decimal Position' in Verifone Commander, the current prices need to be changed to a whole number. For example, a default price of 1.234 should be changed to 1.000. If this is not done, then the validation of fuel prices will fail and the new configuration will not be properly set. After the 'PPU Decimal Position' is set, then the fuel prices can be changed to the current prices at the site.</i></p> |
|---|--|

In addition, the 'Currency Limit' for each fueling position needs to be a valid number within the range in the table below.

| 'PPU Decimal Position' Configuration | PPU Display | Range         |
|--------------------------------------|-------------|---------------|
| 3 (U.S. default)                     | X.XXX       | 0.001 – 9.999 |
| 2                                    | XX.XX       | 00.01 – 99.99 |

| 'PPU Decimal Position' Configuration | PPU Display | Range         |
|--------------------------------------|-------------|---------------|
| 1                                    | XXX.X       | 000.1 – 999.1 |
| 0                                    | XXXX        | 0001 - 9999   |

| 'Total Decimal Position' Configuration | Total Amount Display 5-digit Display (U.S. and other) | Total Amount Display 6-digit Display |
|--|---|--------------------------------------|
| 2 (U.S. default)                       | XXX.XX (000.01 – 999.99)                              | XXXX.XX (0000.01 – 9999.99)          |
| 1                                      | XXXX.X (0000.1 – 9999.9)                              | XXXXX.X (00000.1 – 99999.9)          |
| 0                                      | XXXXX (00001 – 99999)                                 | XXXXXX (000001 – 999999)             |

Fuel Configuration - Pending

Site Parameters | Fuel Service Levels | Fuel MOPs | Fuel Tanks | Fuel Blend Types | Fuel Products | Fueling Positions

Unit of Measure: Liters

Halt Mode: Soft

PPU Decimal Position: 3

Total Decimal Position: 2

Autodisapproval: 5.0

Multi-Grade Timeout (Minutes): 5.0

Ignore MOP Conflict:

Force .9 Cents Per Gallon:

Approve All Enabled:

Recall Autocollect Inside:

Gilbarco Six Digits Money Display:

Require Attendant Card:

Collect Additional Data:

**Tier2 Schedule Settings**

Start Tier 2 Pricing: 0

Number of Tier Hours: 0

**Postpay Schedule Settings**

Start Postpay Allowed: 0

Number of Postpay Hours: 24

**Manual Approval Schedule Settings**

Start Manual Approval Required: 0

Number Manual Approval Hours: 0

**Grade Restriction**

Enforce Prompting Inside:

Prompt Restriction Outside:

**Commercial Configuration**




Alert Cashier (Minutes): 7

**Offline Fuel Prompt**


Number of Seconds: 1

**Real Time Sales Data**

Notification Frequency (Milliseconds): 0

| Field/Button                 | Allowable Value/Function  |
|------------------------------|---|
| Unit of Measure              | Select Gallons (USG) or Liters.   |
| Halt Mode                    |  <p><b>Note:</b> <i>This parameter applies to Tokheim dispensers. All others automatically use the soft halt.</i></p> <p>Select one of the following:</p> <p><b>Hard Halt</b> — A fuel sale that is stopped with the [STOP] key on the terminal cannot be restarted with the [APPROVE] key. It will become due when the nozzle is replaced (or the lever put down) at the dispenser.</p> <p><b>Soft Halt</b> — A fuel sale that is stopped with the [STOP] key on the terminal can be restarted with the [APPROVE] key, as long as the nozzle was not replaced (or the lever put down) at the dispenser.</p> |
| PPU Decimal Position [0-3]   | <p>Select a value to define the position of the decimal point whenever a fuel price is displayed on the terminal or printed (0 - 3).</p> <p><b>Note:</b> <i>For sites in the US, this value should be set to 3.</i></p>   |
| Total Decimal Position [0-2] | <p>Select a value to define the position of the decimal point on the pump's total sales display (0 - 2).</p>  <p><b>Note:</b> <i>Terminal receipts and displays always use two decimal point positions for fuel sale amounts.</i></p> <p>0 — The terminal appends .00 to all fuel sale amounts.</p> <p>1 — The terminal appends .x0 to all fuel sale amounts.</p>  <p><b>Note:</b> <i>For sites in the US, this should be set to 2.</i></p>   |

| Field/Button                 | Allowable Value/Function   |
|------------------------------|--|
| Autodisapproval Delay [0-10] | <p>Select the number of minutes of inactivity that must pass before a pump is automatically disapproved (0.0 - 10.0 minutes, in half minute increments).</p> <p>For example, entering 7.5 will result in automatic disapproval after 7 minutes and 30 seconds.</p>  <p><b>Note:</b> <i>This parameter works with 'Autodisapproval' in Pump Configuration-Pump Attributes.</i></p> |
| Multi-Grade Timeout          | <p>Enter the minutes before the pump timeout after fueling the first grade in a multi-grade transaction.</p>  <p><b>Note:</b> <i>Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p>  |
| Ignore MOP Conflict          | <p>When this parameter is checked, sales can be tendered using any MOP regardless of the original fuel price level of the sale. When this parameter is not checked, the MOP entered must match the fuel price level and if it does not an error message will be given indicating MOP conflict.</p>   |
| Force .9 cents Per Gallon    | <p>Select to force the last digit of the fuel price to 9 on the price entered at Fuel &gt; Fuel Prices. For example, if price entered is \$3.47/gallon, the price is forced to be \$3.479/gallon</p>   |
| Approve All Enabled          | <p>Select to allow the cashier to press <b>[APPROVE]</b> to approve all calling pumps. (If not selected, the cashier must identify the pump that is requesting approval, press that pump number, and then press <b>[APPROVE]</b>).</p>   |
| Recall Autocollect Inside    | <p>Select to allow autocollect sales to be recalled on the terminal if an attendant is collecting fuel sale payments outside.</p>  |

| Field/Button   | Allowable Value/Function   |
|--|--|
| <p>Gilbarco Six Digits Money Display</p>                                   | <p>This is a site-wide parameter used with Gilbarco pumps at some non-US sites that require 6 digits as opposed to 5 for the money display. This is required for some non-US countries that have currencies that require large money amount values. Note that the pumps must also be programmed to run in 6 digit money display mode.</p>  |
| <p>Require Attendant Card</p>  | <p>Enable for the enhanced FSA feature.</p> <p> <b>Note:</b> Refer to the Full Service Attendant feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p>   |
| <p>Collect Additional Data</p>   | <p>Enable to collect the following additional data in the NAXML journal report and Tlog:</p> <ul style="list-style-type: none"> <li>• HoseID</li> <li>• Fueling start and stop: Date and Time</li> <li>• Dispenser Totalizer Readings: Start and End</li> </ul>  |
| <p><b>Offline Fuel Prompt</b> - Number of Seconds</p>                      | <p>Enter the number of seconds before the offline fuel prompt is displayed</p>   |
| <p><b>Real Time Sales Data</b> – Notification Frequency (milliseconds)</p> | <p>This parameter controls how often fuel sales data (total sales amount) is updated on the fueling point icons, while fueling is in progress.</p> <p>This allows the user to watch the fuel sale amount roll off, in real-time. The number represents the amount of time (in milliseconds) between each update.</p> <p>A default value of 0, disables this feature. The minimum allowable value is 500, resulting in a reporting interval of two times per second. Configured values between 1 and 499 will automatically apply 500 millisecond intervals to the icons.</p> <p>A value of 2000 or greater will reduce load on the system making it more responsive.</p> |

| Field/Button  | Allowable Value/Function  |
|---|---|
| <b>Tier2 Schedule Settings - Start Tier 2 Pricing</b>                     | Select the time (using the 24-hour clock) that tier 2 pricing begins (0 - 23).  |
| Number of Tier Hours  | Select the number of hours that Tier 2 prices will be in effect, starting at the time set in “Start Tier 2 Pricing”. Set values between 0 and 24 to use Tier 2 Pricing.<br><br>The following special values can also be used:<br><br>0 — Tier 2 prices are not used.<br><br>24 — Tier 2 prices are always used. |
| <b>Postpay Schedule Settings - Start Postpay Allowed</b>                  | Select the time (using the 24-hour clock) that postpay fuel sales begin (0 - 23).   |
| Number of Postpay Hours   | Select the number of hours that postpay fuel sales are allowed, starting at the time set in “Start Postpay Allowed”. Set values between 0 and 24.<br><br>The following special values can also be used:<br><br>0 — Postpay fuel sales are not allowed.<br><br>24 — Postpay fuel sales are always allowed.       |
| <b>Manual Approval Schedule Settings - Start Manual Approval Required</b> | Select the time (using the 24-hour clock) after which every fuel sale must be approved by the cashier (0 - 23).   |
| Number Manual Approval Hours  | Select the number of hours that manual approval is required, starting at the time set in “Start Manual Approval Required” (0 - 24).<br><br>0 — Manual approval is not required at any time.<br><br>24 — Manual approval is always required.   |



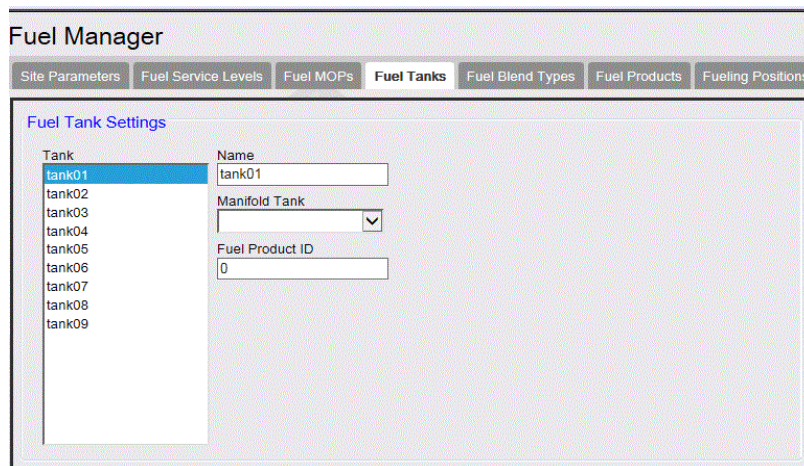
| Field/Button                                 | Allowable Value/Function  |
|--|---|
| Grade Restriction – Enforce Prompting Inside | Select to display the grade restriction prompt that lists allowable grade selections inside at the POS. |
| Prompt Restriction Outside                   | Select to display the grade restriction prompt that lists allowable grade selections on the DCR.        |

### Fuel Tanks

Use to define the tank names and designate which tanks are manifolded.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**



| Field/Button | Allowable Value/Function                            |
|--------------|---|
| Name         | The tank name (alphanumeric, up to six characters). |

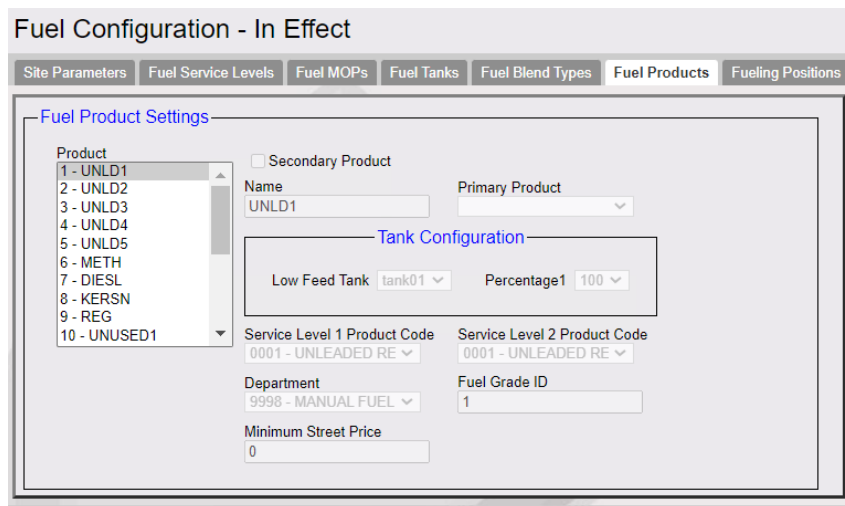
| Field/Button    | Allowable Value/Function  |
|-----------------|---|
| Manifold Tank   | The primary tank for each fuel product. The primary tank is manifolded to itself; the secondary tank is manifolded to the primary tank. |
| Fuel Product ID | The NAXML Fuel Product ID (four digits).  |

### Fuel Products



Use to define product names and tank blending parameters. Click a text box to enter, edit, or select a value.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**



| Field/Button      | Allowable Value/Function   |
|-------------------|--|
| Secondary Product | Select to fuel a primary product as a secondary product with a different name.<br><br>For example, Tractor and Reefer are dispensed from the diesel hose and is Diesel but |

| Field/Button                 | Allowable Value/Function   |
|------------------------------|--|
|                              | <p>named as Tractor and Reefer.</p> <p>Tank and Price for the secondary products is same as Primary product. Secondary Product has its own product code.</p> <p> <b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p>   |
| Product Name                 | Enter the product name (alphanumeric, up to six characters).   |
| Primary Product              | <p>When a product is enabled as secondary, select the primary product that is used as the secondary product.</p> <p>For Example, Tractor and Reefer are dispensed from the diesel hose and is diesel but named as Tractor and Reefer.</p> <p>Tank and Price for the secondary products is same as Primary product. Secondary Product has its own product code.</p> <p>The advantage of using the primary product as a secondary product with a different name is that the product when used as a secondary product can save tax or/and can be eligible for a discount.</p> <p> <b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> |
| Low Feed Tank                | From the drop-down menu, select the primary tank.  |
| Low Feed Percentage          | Enter a percent (0 - 100).   |
| Service Level 1 Product Code | From the drop-down menu, select the product code for service level 1.  |

| Field/Button                 | Allowable Value/Function   |
|------------------------------|--|
| Service Level 2 Product Code | From the drop-down menu, select the product code for service level 2.  |
| Department                   | From the drop-down menu, select the department.  |
| Fuel Grade ID                | It is a '1 - 4' digit-value that maps Verifone product sysIDs to a NAXML equivalent. It is used as part of generating the NAXML POSJournal.  |
| Minimum Street Price         | Fuel prices cannot be set below this amount. A security level is required to change this amount. Discounts from POP and Loyalty can reduce the customer's price per gallon below this value. |

## Fueling Positions

Use to define the attributes and hose assignments of each pump. If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**

**Fuel Configuration - Pending**

Site Parameters | Fuel Service Levels | Fuel MOPs | Fuel Tanks | Fuel Blend Types | Fuel Products | **Fueling Positions**

**Fueling Position Settings**

Select Fueling Position: 1

Duplicate Fueling Position: 1-20 list with instructions and Duplicate button.

Allow Access:  SPI IP Address: 192, 168, 31, 160

Default Attributes: Default MOP: CASH, Default Service Level: SELF, Blend Type: NONE, Slow Flow Offset: 2

Fueling Limit Settings: Currency Limit: 300.00, Volume Limit: 500.000, Minimum PPU: 0.009, Auto Collect: NONE




Hose Product Settings: Hose 1-7 Product dropdowns (LUNLD1, LUNLD3, LUNLD4, LUNLD5, METH, NONE)




Options:  Auto Approval,  Auto Disapproval,  DCR In Dispenser,  First In First Out,  DCR Prompt Preset Amount,  Handle Up Calling,  Ignore Pump Error,  Pay At Pump Only,  Prepay Only,  Preset Postpay,  Preset Prepay,  Stacking,  View Buzzer Off,  Commercial,  Instant Auto Approval

Multi Product Settings:  Allow Multiple Products, [Configure Fueling Orders](#)

| Field/Button               | Allowable Value/Function  |
|----------------------------|---|
| Position                   | Select the fueling point.   |
| Duplicate Fueling Position | Select a group of fueling positions from the Position list to mark for duplication. Select the position from the Duplicate Fueling Position drop-down menu to set the position to be duplicated. Click Duplicate. |
| Allow Access               | Select to allow the pump to be accessed by the terminal.  |
| Default MOP                | Select Cash, Credit, or Check as the default MOP for this pump.   |
| Default Service Level      | Select Self, Full, or Mini as the default service level.  |


| Field/Button   | Allowable Value/Function   |
|--|--|
| Blend Type   | Type of the blend to use in fueling positions. Select <b>None</b> , <b>MECH</b> , <b>ELEC</b> , <b>VARI</b> , <b>SC82</b> , or <b>FIX</b> of the blend type.   |
| Slow Flow Offset   | Determines the point at which the pump will slow the fuel as it approaches a preset amount (2 - 9999). Enter the slow flow amount without leading zeros.   |
| <p><b>Hose Product Settings:</b></p> <p>Hose 1 Product<br/>Hose 2 Product<br/>Hose 3 Product<br/>Hose 4 Product<br/>Hose 5 Product<br/>Hose 6 Product<br/>Hose 7 Product</p> | Assign a fuel product to be dispensed from each hose for each pump that has been set up. One to seven hoses can be defined for each pump. Assign 'NONE' to hoses that do not exist or are not used.  |
| <p><b>Fueling Limit Settings:</b></p> <p>Currency Limit</p> <p>Volume Limit</p> <p>Minimum PPU</p> <p>Auto Collect</p>   | <p>Enter the maximum amount that the pump dispenses in one sale (0.00 - 999.99).</p> <p>Enter the maximum volume that the pump dispenses in one sale (0.00 - 999.999).</p> <p>This is the minimum Price Per Unit that the dispenser will be allowed to drop to (typically due to a discount).</p> <p>Select to disable Auto Collect or to allow an employee outside to collect cash or any type of MOP payment directly from the customer at the pump.</p> <p><b>None:</b> Disabled. Payments are only collected inside at the terminal.</p> <p><b>Cash:</b> Only cash payments may be collected at this pump.</p> <p><b>All:</b> Any type of MOP payment may be collected at this pump.</p> |
| <b>Options</b>   |  |

| Field/Button        | Allowable Value/Function   |
|---------------------|--|
| Preset Prepay       | <p>Select to allow preset/prepay fuel sales at the pump.</p> <p>The default value is checked.</p>  |
| Preset Postpay      | <p>Select to allow preset/postpay sales at the pump.</p> <p>The default value is checked.</p>  |
| Stacking            | <p>Select to allow one fuel sale to remain uncollected while a second fuel sale is dispensed and completed.</p> <p>The default value is checked.</p>   |
| First In First Out  | <p>Select to ensure that the first sale that becomes due on this pump is cashed out first.</p> <p>(If not selected, either sale may be cashed out first.)</p> <p> <b>Note:</b> "Stacking" must also be selected.</p>  |
| Full Service Preset | <p>Select to allow a customer or attendant to preset an amount outside at the DCR before fueling.</p>  |
| Handle Up Calling   | <p>Select to make the pump call for approval to dispense fuel when the customer lifts the handle.</p>  |
| Auto Approval       | <p>Select to allow automatic approval for dispensing.</p> <p>If not selected, the pump must be approved by the cashier by pressing the [APPROVE] key.</p> <p> <b>Note:</b> The first sale must be cashed out before another sale can be autoapproved.</p> <p> <b>Note:</b> Select this parameter if using Autocollect.</p> |

| Field/Button     | Allowable Value/Function   |
|------------------|--|
| Auto Disapproval | <p>Select to disapprove a dispenser if it remains inactive for the period of time set in “Delay Autodisapproval” on <b>Fuel &gt; Site Parameters &gt; Fuel Site Parameters</b>.</p> <p>(If not selected, the pump remains approved until manually changed.)</p> <p> <b>Note:</b> <i>In DCR transactions, the pump disapproves after a maximum of three minutes regardless of this setting or that of “Delay Autodisapproval.” Prepaid sales never time out.</i></p> |
| DCR In Dispenser | <p>Select if the dispenser has a card reader.</p>  |
| View Buzzer Off  | <p>In a postpay situation, the customer lifts the handle, leaves the nozzle off the pump, and comes inside to pay. Select to allow the [VIEW] key to stop the beeping at the terminal.</p> <p> <b>Note:</b> <i>If not selected, the beeping continues until the customer has paid.</i></p>   |
| Commercial       | <p>Select to convert a fueling position to commercial. Select for each pump that needs to be enabled as commercial.</p> <p> <b>Note:</b> <i>Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p>   |

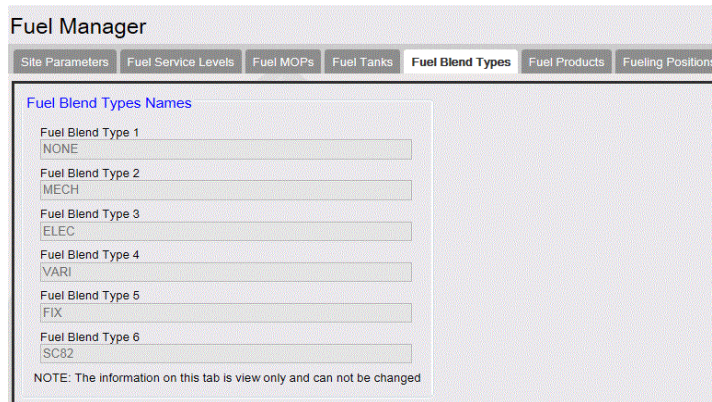


| Field/Button      | Allowable Value/Function  |
|-------------------|---|
| Ignore Pump Error | <p>Select to allow a pump to resume service after an authorization failure. The terminal continues to approve the transaction on the pump without the cashier pressing <b>[APPROVE]</b>.</p> <p>If not selected, a cashier must press [APPROVE] to start the next transaction on the pump after an authorization failure.</p> <p>For this feature to work, do the following:</p> <ul style="list-style-type: none"> <li>▪ Select "Autoapproval."</li> <li>▪ Set "Auto Collect" to 'All.'</li> <li>▪ Set "Default Service Level" to 'Full.'</li> </ul> |
| Pay At Pump Only  | <p>Select if customers are required to pay outside at the DCR and may not pay inside.</p> <p>If not selected, customers are able to pay outside at the DCR as well as inside.</p>   |
| Prepay Only       | <p>Select if only prepaid fuel sales are allowed.</p> <p>If not selected, fuel sales can be paid for either before or after the customer dispenses fuel.</p>  |

| Field/Button  | Allowable Value/Function  |
|---|---|
| <p>Multi Product Settings</p> <p>Allow Multiple Products</p> <p>Configure Fueling Order</p> | <p> <b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> <p>To enable a fueling position to dispense multiple products in a in single transaction, the pump should be enabled for multi-grade fueling.</p> <p>Click Configure Fueling Orders to configure the order in which the multi-grade fuel products appear on DCR menu and on the fuel selection menu during preauthorization of the card.</p> <p>The Host Product Settings section in the Fuel Configuration form only allows Primary Products to be assigned to hoses.</p> <p>Fueling Orders form helps configure primary and secondary products dispensing order.</p> <div data-bbox="753 823 1135 1218" data-label="Image"> </div> <p>Configure the order in which the products are to be presented to the customer to choose.</p> <p>If you assign two products to the same prompt order, it will allow either or both.</p> <p>The example below would prompt “UNLD1, UNLD2 or Both”, then “UNLD3 Y/N”, and finally “UNLD4, UNLD5, or Both”.</p> |

### Fuel Blend types

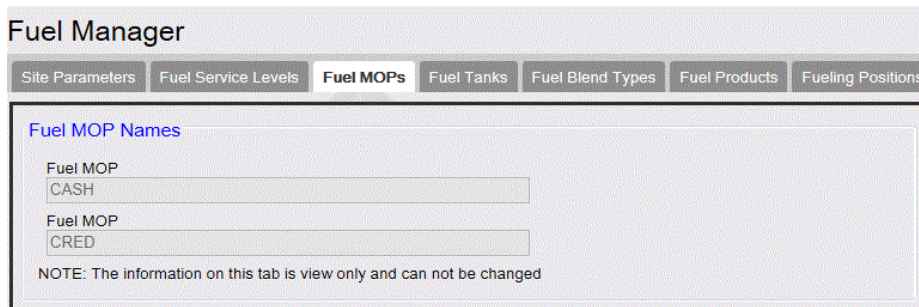
Fuel Blend types will display the available blending types in the POS system.



This option is for viewing only, no configuration is allowed.

### Fuel MOPs

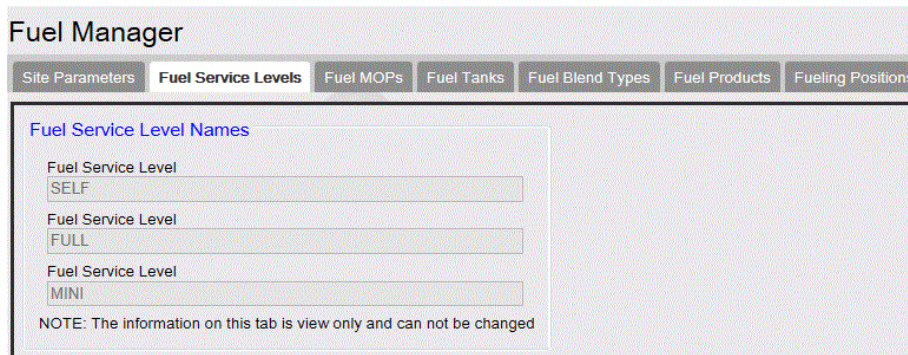
Fuel MOPs displays the available fuel method of payments defined in the POS system.



This option is for viewing only, no configuration is allowed.

### Fuel Service Levels

Fuel Service Levels displays the available levels of service for the site.



This option is for viewing only, no configuration is allowed.

## Reporting

Refer to the Reports topic for Fuel and DCR reports.

# Fuel Sales

## Overview

A fuel sale can be part of any sales transaction allowed either inside at the terminal or outside at the Dispenser Card Reader (DCR).

## Using Fuel Sales



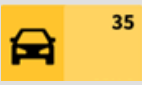
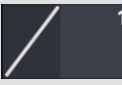


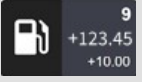

The following are the Fuel Sales functions:







- [Prepay Fuel Sale by Amount](#)
- [Prepay Fuel Sale by Volume](#)
- [Prepay Fuel Sale with Merchandise](#)
- [Fuel Prepay Move](#)
- [Preset Fuel Sale by Dollar Amount](#)
- [Preset Fuel Sale by Volume](#)
- [Rest In Gas](#)
- [Postpay Fuel Sale](#)
- [Postpay Fuel Tax Exemption or Addition](#)
- [Manual Fuel Sale](#)
- [Fuel Discount with Fuel Disc Key](#)
- [Clear Reserve and Place in Idle](#)
- [Pump Test](#)
- [Fuel Ticket Print](#)
- [DCR Ticket Print](#)

- [Fuel Convert](#)
- [Approve One Calling Pump](#)
- [Approve All Calling Pumps](#)
- [Disapprove a Pump](#)
- [Restarting a Stopped Pump](#)
- [Stop/Disapprove](#)
- [Stop One Pump](#)
- [Stop All Pumps](#)
- [View Fuel Sales](#)
- [View Due Fuel Sales](#)
- [View Pump Status](#)
- [Other Fuel](#)

### Fuel Control Buttons

The icons on the buttons for stop pump, help requested, calling pump and drive-off blink. The amounts with + sign are for customers owing money and amounts with - sign are for money owed to customer. The following fuel buttons represent a pump's status:


| Icon  | Description          | Icon   | Description   |
|---|----------------------|--|---------------|
|  | Idle Pump            |  | Reserved Pump |
|  | Pump Calling         |  | Offline Pump  |
|  | Pump Ready           |  | Fueling       |
|  | Stacked Postpay Sale |  | Sale Amount   |

| Icon  | Description  | Icon   | Description                        |
|---|--|--|------------------------------------|
|  | Authorizing: Customer has swiped card at DCR           |  | Stopped Pump                       |
|  | Authorised Credit Card/DCR Sale: DCR ready to dispense |  | Network Message or Help Requested  |
|  | Prepaid Sale   |  | Fueling: DCR fuel sale in progress |

### Colored Text on Fuel Buttons

Colored text on fuel buttons represents the following:

- **Red** - Critical events happening at the pump. Watch pump and take immediate action.
- **Yellow** - Watch pump and take action.
- **Green** - Normal events happening at the pump. Watch pump; no action required.
- **Black and Gray** - Light and dark themes; no action required by the cashier.

|   |   |
|---|---|
|  <b>Note</b> | To access <b>[OTHER FUEL]</b> functions in Ruby2, a soft key needs to be programmed. Refer to store manager to program soft keys. |
|---|---|

### Prepay Fuel Sale by Amount

The customer pays amount for the fuel before dispensing. The fuel is entered for a specific dollar amount. The sale must be tendered before the system approves the pump. The pump stops when the dollar amount is reached or when the tank is full.

1. Press **[PREPAY]** and key pump number
2. Press **[ENTER]**

3. Key **<amount>** and select MOP to continue or tender the transaction

Or

1. Key **<pump number>** and press **[PREPAY]**
2. Key **<amount>** and select MOP to continue or tender the transaction

## Prepay Fuel Sale by Volume

The customer specifies the fuel product and volume and then pays for the fuel before dispensing. The sale must be tendered before the system approves the pump. The pump stops when the specified volume is reached.

1. Press **[PREPAY]** and key pump number
2. Press **[ENTER]** and then press **[QTY]**
3. Key the volume including two decimal points and press **[ENTER]**
4. In the Fuel Products list, select the fuel product and tender the transaction

Or

1. Key **<pump number>** and press **[PREPAY]**
2. Press **[QTY]**
3. Key the volume including two decimal points and press **[ENTER]**
4. In the Fuel Products list, select the fuel product and tender the transaction

## Prepay Fuel Sale with Merchandise

The network pre-authorizes a card for a fuel purchase and just charges the customer for the amount actually dispensed.

1. Key **<pump number>** and press **[PREPAY]**
2. Key **<amount>**
3. Touch **[CREDIT]** and swipe the card through the card reader
4. If prompted with the fuel products list, touch the product



## Fuel Prepay Move

This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.

To perform this function there must be an undispensed prepay on the selected pump for the move.

1. Press [**OTHER FUEL**] and then select **Fueling Point Move**
2. In the overlay, enter the pump number to move from
3. In the overlay, enter the pump number to move to

The prepay transaction moves to the chosen pump number.

## Fuel Preset

A preset fuel sale occurs when the Preset Fuel function is used to approve a fuel sale for a specific dollar amount or volume. If the approval is by volume, specify the fuel product. The pump automatically stops dispensing when the dollar amount or volume is reached or the tank is full. The sale is paid after the fuel is dispensed.

### Preset Fuel Sale by Dollar Amount

A preset fuel sale by dollar amount occurs when the Preset Fuel function is used to approve a fuel sale for a specific dollar amount. The pump automatically stops dispensing when the specified dollar amount is reached.

1. Press [**FUEL PRESET**] and key **<pump number>** and touch [**OK**]
2. Key **<amount>** and touch [**OK**] to authorize pump for fueling up to the preset dollar amount.
3. Touch **<pump number>** to add the sale into the transaction and press method of payment (MOP)

### Preset Fuel Sale by Volume

A preset fuel sale by volume occurs when the Preset Fuel function is used to approve a fuel sale for a specific volume and specify the fuel product. The pump automatically stops dispensing when the volume is reached, or the tank is full. The sale is paid after the fuel is dispensed.

1. Press [**FUEL PRESET**], key <fuel number>, and touch [**OK**]
2. Press [**QTY**] and key volume of the fuel to be dispensed (including two decimal places) and touch [**OK**]
3. If prompted with the Fuel Products list, touch the fuel product
4. The customer dispenses fuel up to the preset volume
5. Touch <fuel number> to add the sale into the transaction
6. Press method of payment (MOP)


## Rest in Gas

This feature allows a customer to make instore purchases, present cash for payment and request that the clerk put the “**Rest In Gas.**” The system calculates the change due and uses that amount to prepay the pump.

1. Ring up merchandise
2. Key <amount>
3. Press [**REST IN GAS**]. The system prompts for pump number
4. Key <fuel number> and press [**ENTER**] for the system to set prepay for the calculated amount on the selected pump

## Postpay Fuel Sale


In a postpay fuel sale, the sale comes due inside after the customer dispenses fuel.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>If fueling point has uncollected sales or stacked sale, in Step 1, a separate fuel detail overlay will be displayed, touch the appropriate fuel sale box to bring the sale into transaction.</i></p> |
|---|--|

1. Touch the appropriate fuel icon or press <fuel number> and [**FUEL**] to bring sale into the transaction and press [**TOTAL**]
2. Tender the sale and touch the correct method of payment (MOP)

## Postpay Fuel Tax Exemption or Addition

This function allows the ability to add a fuel tax to a fuel type that is displaying a “tax free” price at the pump. The automatic adjustment is available only for postpay fuel sales or allows the cashier to remove taxes, or portions of a tax, from a fuel sale.

|   |   |
|---|---|
|  <b>Note</b> | <i>Available for postpay fuel sales only.</i> |
|---|---|

1. Touch pump number and Fuel Tax Exemption or Fuel Tax Addition
2. In the Fuel Tax Exemption or Addition list, touch the correct exemption or addition

Fuel Tax Exemption and Fuel Tax Addition can be accessed in one or the following ways:

- Press softkey
- Use Other Fuel Functions
- Touch pump number and then the line item


## Manual Fuel Sale

Use the [**MANUAL FUEL**] key to manually enter a fuel sale into the system. This is typically used for the dispensers that are not connected to the system.

1. Key fuel sale price and touch [**MANUAL FUEL**]
2. Key <pump number> and press [**ENTER**]
3. In the Fuel Products list, touch the name of the fuel product or key <fuel product number> and press [**ENTER**]

## Fuel Discount with Fuel Disc Key

The Fuel Discount with Fuel Discount key discounts fuel purchases by a fixed dollar amount per gallon. The cashier can indicate the number of gallons/liters to be discounted or the discount can be applied to the whole fuel amount.

|   |  |
|---|--|
|  <b>Note</b> | <i>Fuel discounts can be used in postpay fuel sales. Fuel dispensed at a POP discount rate is not eligible to receive a discount using the <b>[FUEL DISC]</b> key.</i> |
|---|--|

1. Touch **<pump number>** and the discount is applied to the total fuel dispensed: Touch or press **[FUEL DISC]**
2. Key number of gallons to which discount should be applied or press **[ENTER]** to apply discount to total volume dispensed

## Clear Reserve and Place in Idle

The Clear Reserve function removes the “**Reserved**” state from a prepay pump. This may happen when fuel communications are temporarily interrupted and then re-established.


In a prepaid fuel sale, clear that is in the “Reserved” state that does not have to be dispensed.

1. Touch **<pump number>** and press **[PREPAY]**
2. Press **[STOP]** and **[OK]** to change prepay fuel sale status to Due Sale or Refund
3. To clear pump:
  1. Touch **<pump number>** and press **[TOTAL]**
  2. Touch the method of payment (MOP) originally used for prepay transaction


## Clear Reserve Using Clear Reserve Button

1. Select pump number from the fuel panel
2. Select ‘CLEAR RESERVE’ button

## Pump Test

|   |   |
|---|---|
|  <b>Note</b> | <p><i>The Pump Test is a payment type that accepts postpay fuel sales only.</i></p> |
|---|---|

The Pump Test MOP closes out a sale where the store pumps a test amount of fuel into a container, and it is rung up as a sale. When the fuel is returned to the tank, the sale is treated as a No Sale. The fuel is dispensed normally and then tendered with the “Pump Test” MOP.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>If the site has the setting of “Auto Collect” set to “Cash” or “All”, and if the site has a technician performing calibrations, set “Auto Collect” to “None” from <b>Configuration Client &gt; Forecourt &gt; Fuel Config &gt; Fueling Positions</b> on the pump(s) being calibrated.</i></p> |
|---|---|

A receipt prints with the words “**PUMP TEST**” at the bottom

1. Touch <pump number> and press [**TOTAL**]
2. Touch [**PUMP TEST**] or press [**OTHER MOP**] and then touch **Pump Test** in **Other MOP** list

## Fuel Ticket Print

This function reprints postpay fuel transaction receipts.

1. Press [**TICKET PRINT**]
2. Choose a transaction to print

To search for transaction receipts containing fuel, follow these steps:

1. Press [**TICKET PRINT**]
2. In the overlay, press [**ADVANCED OPTIONS**]

3. In the **Advanced Options - Multi Select Allowed** menu, select **Fuel Only**
4. Press **[SHOW LIST]** to display a list of **Filtered by Fuel Only**
5. Choose a transaction to print

## DCR Ticket Print

Reprints DCR and completed prepay transaction receipts.

1. Key the pump number
2. Press **[VIEW]**
3. Touch **[Reprint DCR Tran]**
4. Choose a transaction to print

## Fuel Convert

If a customer dispenses fuel at one price level but wants to pay in the other price level, then use Fuel Convert function to switch.

1. Touch the pump number
2. Select the transaction to be converted by touching the desired current or stacked sale.
3. Touch **[Fuel Convert]**
4. If the customer wants to purchase merchandise, key the item(s)
5. Enter the customer's method of payment

## Approve One Calling Pump

1. Select the pump number.
2. Press **[APPROVE]**.

## Approve All Calling Pumps

Press **[APPROVE]**.

Whether a fueling point can be approved before a customer can dispense fuel depends on the following operating conditions:

- **Automatic Approval:** If “Autoapproval” is enabled for a specific pump number, the pump does not need to be approved before a customer can dispense fuel.
- **Approve Specific Pump:** In all cases, a specific pump can be approved if the pump number is keyed before [APPROVE]. Two messages display briefly:


nn APPROVING

nn APPROVED

- **Approve All Pumps:** If enabled, all fueling points requesting approval can be approved at the same time by pressing the [APPROVE] key. If not enabled, a specific pump can still be approved by keying the pump number before pressing [APPROVE]. Two messages display briefly:

APPROVING CALLING PUMPS

CALLING PUMPS APPROVED

|  |  |
|--|--|
|  <b>Note</b> | <p><i>If a pump is approved while the cash drawer is open, the change for that transaction continues to display. The journal records pump approvals.</i></p> |
|--|--|

## Disapprove a Pump

Disapprove a pump that is approved but has not started dispensing.

Select the pump number and press **[STOP]**.

## Restarting a Stopped Pump

1. Select the pump number.
2. Press **[APPROVE]**.

A pump can be restarted if the system is set up to allow a pump restart or if the pump is stopped from the POS ([STOP] key) and one of the following is true:

- The transaction at the pump has not ended.
- The pump is a Dresser®/Wayne® brand.

The following two messages display briefly when approving a pump that has timed-out or been stopped (also called re-approving or restarting) ('nn'= the pump number):

nn RESTARTING

nn RESTARTED

## Stop/Disapprove

The **[STOP]** key does one of the following:

- Stops fuel dispensing at a specific pump or all pumps.
- Disapproves one pump or all approved pumps that have not started dispensing.

The following two messages display briefly if a pump is stopped ('nn'= pump number):

nn STOPPING

nn STOPPED

The following two messages display briefly when all pumps are stopped:

STOPPING ALL PUMPS

ALL PUMPS STOPPED

## Stop One Pump

1. Select the pump number.
2. Press **[STOP]**.

## Stop All Pumps

Press **[STOP]**.

## View Fuel Sales

The View function displays the status of the current fuel sales. The information that displays depends on the pump manufacturer. Some pumps send information as the fuel is dispensed. Other pumps send information only after dispensing is finished, and display only the fueling point, current/stacked indicator, and pump status while fuel is being dispensed.

There are two types of view: due sales and fuel sales.



## View Due Fuel Sales

1. Press **[VIEW]**. All fuel sales that are due appear.
2. Press **[EXIT]**.

The pump number, status ('C' = current, 'S' = stacked), and dollar amount due display. Up to eight sales are listed. If there are more than eight sales, a down arrow in the bottom left corner of the display indicates there are more. Press **[VIEW]** to see the rest of the sales.

If no sales are due, "NO DUE SALES" displays until another sales function is run.

## View Pump Status

Check the fuel sale state or the pump state of the current or second (stacked) sale.

1. Key the pump number.
2. Press **[VIEW]**. The > points at the current sale.
3. Press **[VIEW]** again. The > points at the stacked sale.
4. Press **[VIEW]** again. The pump status and detailed fuel sale information for the current sale appears.
5. Press **[VIEW]** again. The pump status and detailed fuel sale information for the stacked sale appears.
6. Press **[VIEW]** to repeat the cycle (steps 2 through 5).

| Pump Status |   |
|-------------|---|
| Status      | Description   |
| AUTHORIZED  | The pump is approved, but dispensing has not started.                           |
| CALLING     | The customer has lifted the handle and is requesting approval to dispense fuel. |

| Pump Status |  |
|-------------|--|
| FUELING     | Fuel is being dispensed.   |
| IDLE        | The pump is not in use.  |
| LOW PAPER   | The receipt paper in the dispenser card reader is low.                     |
| OFFLINE     | The pump controller is not communicating with the dispenser.               |
| RESERVED    | The pump is being prepaid and is locked until the transaction is complete. |
| STOPPED     | A cashier has stopped the pump by pressing [STOP].                         |

| Fuel Sale Status |   |
|------------------|---|
| Status           | Description   |
| BUSY             | The pump is in use (but not necessarily actively fueling).                                    |
| DUE              | The customer has finished dispensing and the sale or refund is due.                           |
| HOLD             | This sale has already been included in a transaction on another POS or on the current ticket. |
| SOLD             | This fuel sale has already been collected.  |

## Other Fuel

The Other Fuel function is a soft key and contains a menu of the following functions:

- [Fueling Point Move](#)
- [Convert Fuel MOP](#)
- [Fuel Discount](#)
- [Fuel Preset](#)
- [Manual POP Discount](#)
- [Fuel Tax Exemption](#)
- [Fuel Tax Addition](#)

### Fueling Point Move

This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.

The following message prints on the journal ('n1' = the original pump; 'n2'=the pump to which the sale moves):

FP MOVE FROM PUMP# n1 TO PUMP# n2

1. Touch **[FP MOVE]**
2. Enter the current pump number and select **OK**
3. Enter the new pump number and select **OK**

Or

1. Press **[OTHER FUEL]**
2. Select the **Move Fuel Point** function
3. Key the current pump number
4. Key the new pump number and then select **OK**

## Convert Fuel MOP

The Fuel Convert function switches the price level of the fuel line item from cash to credit or credit to cash.

The final price for the fuel in the transaction will be based on the new price level.

1. Touch the pump number
2. Select the transaction to be converted by touching the desired current or stacked sale
3. Press **[Other Fuel]** and select Convert **Fuel MOP**
4. If the customer wants to purchase merchandise, add the item(s)
5. Tender and complete the sale

## Fuel Discount

The Fuel Discount function discounts fuel purchases by a fixed dollar amount per gallon. The cashier indicates the number of gallons/liters to be discounted or the discount may apply to the whole fuel amount.

Fuel discounts can be used in preset or postpay fuel sales.

The Fuel Discount function may be set up as either a separate **[FUEL DISC]** key or as a menu choice under the **[OTHER FUEL]** key.

1. Bring the fuel sale up on the display
2. Do one of the following:
  - If the discount applies to part of the fuel dispensed, key the amount (gallons/liters) and press **[FUEL DISC]** key
  - If the discount applies to the whole amount of fuel dispensed, just press **[FUEL DISC]**

Or

1. Press **[OTHER FUEL]**, press Fuel Discount, and then press **[ENTER]**
2. Do one of the following:

- If the discount applies to part of the fuel dispensed, key the amount (gallons/liters) and press **[ENTER]**
- If the discount applies to the entire amount of fuel dispensed, press **[ENTER]**

## Fuel Preset

A preset fuel sale occurs when the Preset Fuel function is used to approve a fuel sale for a specific dollar amount or volume. If the approval is by volume, specify the fuel product. The pump automatically stops dispensing when the dollar amount or volume is reached, or the tank is full. The sale is paid after the fuel is dispensed.

### *Preset Fuel Sale by Dollar Amount*

1. Press **[OTHER FUEL]**, press **Preset Fuel** function, and then press **[ENTER]**
2. Key the pump number and press **[ENTER]**
3. Key the dollar amount
4. Press **[ENTER]** or the method of payment

**OR**

1. Key the pump number and press **[FUEL PRESET]**
2. Key the dollar amount and then press **[ENTER]** or the method of payment

The customer dispenses fuel before paying.

### *Preset Fuel Sale by Volume*

1. Press **[OTHER FUEL]** and then press **Preset Fuel** function
2. Press **[ENTER]** and key the pump number and then press **[ENTER]**
3. Press **[QTY]** and key the volume of fuel to be dispensed (including two decimal places)
4. Press **[ENTER]** or the method of payment and press the fuel product to be purchased and then press **[ENTER]**

**OR**

1. Key the pump number, press **[FUEL PRESET]**, and then press **[QTY]**
2. Key the volume of fuel to be dispensed (including two decimal places)
3. Press **[ENTER]** or the method of payment and then press the fuel product to be purchased and then press **[ENTER]**

**Manual POP Discount**

This is an option that can provide either a coupon or free POP code (with Basic + Code program type). The cashier has the option of offering the award to customers at their discretion; perhaps to an especially loyal customer or to a customer who has experienced some perceived inconvenience.

1. Touch **[OTHER FUEL]**
2. In the Other Fuel Functions menu, select **[Manual POP Discount]**
3. In POP Award menu, touch **[Generate Code]** or **[Generate Coupon]**
4. The code or coupon prints

**Fuel Tax Exemption**


This function allows the ability to exempt a fuel tax to a fuel type that is displaying a “tax free” price at the pump.

**Note:** *The automatic adjustment is only available for postpay fuel sales.*

1. Key the pump number, press **[FUEL]**, and then press **[OTHER FUEL]**
2. Press **Fuel Tax Exemption** and press **[ENTER]**
3. Select the fuel tax exemption from the menu
4. Press **[ENTER]**

**Fuel Tax Addition**

This function allows the ability to add a fuel tax to a fuel type that is displaying a “tax free” price at the pump.

|   |   |
|---|---|
|  <b>Note</b> | <i>The automatic adjustment is only available for postpay fuel sales.</i> |
|---|---|

1. Key the pump number, press **[FUEL]**, and then press **[OTHER FUEL]**
2. Press **Fuel Tax Addition** and press **[ENTER]**
3. Select the fuel tax addition from the menu
4. Press **[ENTER]**

## Configuring Fuel Sales

See the "Configuring Fuel Manager" section in the Fuel Manager topic for configuration details.

For Configuring Pump Test, see "Configuring MOP" section of the Methods of Payment topic.

## Reporting

See the Reports topic for various reports related to Fuel Sales.

## Troubleshooting

| #     | Message              | Description/Action   |
|-------|----------------------|--|
| E1274 | FUEL PRICE NOT SETUP | Entered a sale for a fuel product that does not have a price set up in the system.   |
| E1142 | INVALID ENTRY        | An invalid selection is made when a fuel tax exemption is attempted. The fuel tax menu re-displays and the user can reenter the selection. |
| E1259 | FUEL TAXES UNDEFINED | No fuel tax exemptions have been defined in the Fuel Tax Exemption File.   |

| #     | Message                          | Description/Action  |
|-------|----------------------------------|---|
| E5008 | FPD SIGN OFFLINE                 | Fuel Price Sign Controller is not responding to controller.   |
| E5009 | FPD POLL ERROR                   | Communications between the controller and the Fuel Price Sign Controller are working, but the Fuel Price Sign Controller indicates that a sign position is offline. There is a problem with a particular sign or signs. |
| E1260 | EXEMPTION MUST BE BEFORE % DISC  | Attempted to apply a fuel tax exemption on discounted fuel. Apply the tax exemption first, then apply the fuel discount.  |
| E1266 | FUEL TAX ALREADY ADDED           | Attempted to add a fuel tax using the Fuel Tax Addition function and the fuel department for that item already has a fuel tax assigned to it.   |
| E1273 | FUEL TAX NOT ALLOWED WITH % DISC | A discount using the <b>[DISC]</b> key is attempted on an item that has a fuel tax exemption applied or a fuel tax exemption is attempted on an item that already has a discount applied.                               |




# Loyalty Sales (EPS)

## Overview

Loyalty programs come in all shapes and sizes. They can offer on-the-spot discounts or future savings through incentives as coupons or points toward future purchases.

EPS loyalty sales allow the processing and redemption of loyalty transactions, both inside at the POS and outside at the dispenser card readers (DCR). These loyalty transactions are processed through the electronic payment system (EPS).

The EPS Loyalty Front End Processor (FEP) functionality include using the PCATS POS-Loyalty Host Specification, Price-per-unit Discounting, Transactions-level Discounting, and Item Level Discounting.

|   |  |
|---|--|
|  <b>Note</b> | <i>Refer to the Loyalty Sales feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|--|

# Maintenance

## Overview

This section contains general system and terminal functions and settings. The system will display functions based on the security level of the user.

## Using Maintenance

Navigate to **CSR Func > Maintenance** from the POS to access the following Maintenance functions:

- [Adjust Volume](#)
- [Adjust Brightness](#)
- [System Messages](#)
- [Select Language](#)
- [Device Configuration](#)
- [Secure User](#)
- [Generate a Barcode](#)

### Adjust Volume

1. Touch **[Adjust Volume]**
2. Touch the number for the correct volume **[0 - 10]**
3. A chime sounds to indicate the volume
4. Touch **[OK]** to save the volume

### Adjust Brightness

1. Touch **[Adjust Brightness]**
2. Touch the number for the correct brightness **[0 - 10]**
3. The brightness changes when a number is touched

4. Touch **[OK]** to save the brightness

## System Messages

1. Touch **[System Messages]**
2. The System Messages list displays
3. Touch down arrow to scroll and review the messages

## Select Language


1. Touch **Select Language**
2. In the Select Languages list, touch the language

## Device Configuration Menu

1. Touch **[Device Configuration]**
2. Touch the appropriate entry or key the entry number of the device to configure
3. Press **[ENTER]**

## Secure User

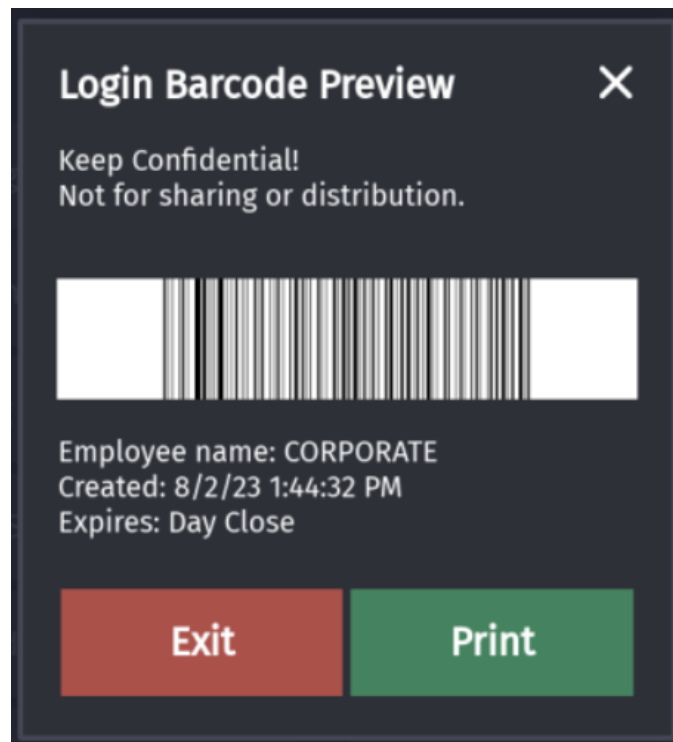
1. Touch **[Secure User Menu]**
2. In the Secure User menu, touch one of the following:
  - Change Password
  - Reset Password

|   |   |
|---|---|
|  <b>Note</b> | <i>After "Change Password" or "Reset Password" is selected, system prompts for a valid secure username and password before permitting the function.</i> |
|---|---|

## Generate a Barcode

With the implementation of this feature, employees do not have to enter their ID and Password to log into the SCO since a customer can see what the values are. Instead, they can scan a barcode that contains login credentials.

An employee can generate a barcode that they can use to login to POS and SCO and that can also be used for performing override functions. The barcode contains a session credential instead of the ID and password.



The generated barcode for employee is saved in commander in an encrypted format.

The barcode can be printed using a POS printer connected to the POS. The employee can also take a picture of the preview to scan the barcode instead of printing the barcode.


The barcode is valid until:

- a Close Day occur or
- the employee generates another barcode

The login barcode can also be used when POS/SCO prompts for user credentials with higher security level for functions such as ID checks, voids etc.

This feature allows:

- employees that are not assigned a till nor have a cashier session the ability to login to SCO and assist a customer.
- to scan the login barcode and login to SCO in Cashier mode without holding the SCO help button to get employee login screen.
- cashiers to login to SCO with the barcode after a reboot

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Any employee that has the "Can Cashier" option enabled in their POS security record can also log into SCO cashier mode for sales. Other employees can log into SCO to perform non-sales functions.</i></p> |
|---|--|


## Configuring Maintenance

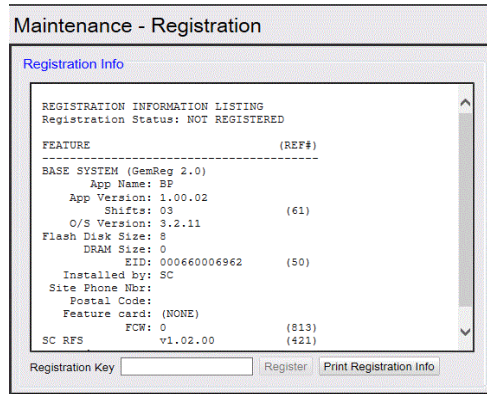
Use Initial Setup to update general terminal information and maintain the system software and hardware.

Configuration under "Maintenance" is limited to Site Registration, a function that can also be performed at the POS. Additional functions not available through the POS are included here.

### Registration

The Registration form presents information that must be supplied to the Verifone Technical Support Center in order to obtain a Registration Key. Call the Verifone Technical Support Center at (888) 777-3536. The Support Center will process the registration while you are on the phone.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Registration is only done once, at the time of installation. Registration is required any time site information for key components changes like application, version, etc.</i></p> |
|---|--|



### Functions

| Field/Button            | Allowable Value/Function  |
|-------------------------|---|
| <b>Registration Key</b> | Enter the Registration Key supplied by the Verifone Technical Support Center. |

### Maintenance Configuration

The Maintenance Configuration form is used to reset the Fuel and Register running totals, and to enter the telephone and postal code information for the site.

### Totalizers

Use after installing new software. Before installing new software, close all cashiers and run the next period report. Enter the totals so that they are not lost.

For example, if the software is reinstalled at midnight, run the Close Daily report just before the installation. Do not perform any transactions until after the software is installed and the running totals are entered.

**Maintenance Configuration**

Fuel Totalizers Register Totalizers Telephone & Postal Code

Fueling Point

**Operation Type**

Clear  Update from Dispenser Totals  Manual Entry

| <input type="checkbox"/> All     | Count                          | Dollars                            | Volume                              |
|----------------------------------|--------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Hose #1 | <input type="text" value="1"/> | <input type="text" value="5.00"/>  | <input type="text" value="4.460"/>  |
| <input type="checkbox"/> Hose #2 | <input type="text" value="0"/> | <input type="text" value="0.00"/>  | <input type="text" value="0.000"/>  |
| <input type="checkbox"/> Hose #3 | <input type="text" value="0"/> | <input type="text" value="0.00"/>  | <input type="text" value="0.000"/>  |
| <input type="checkbox"/> Hose #4 | <input type="text" value="1"/> | <input type="text" value="5.02"/>  | <input type="text" value="1.544"/>  |
| <input type="checkbox"/> Hose #5 | <input type="text" value="2"/> | <input type="text" value="60.00"/> | <input type="text" value="12.109"/> |
| <input type="checkbox"/> Hose #6 | <input type="text" value="1"/> | <input type="text" value="10.00"/> | <input type="text" value="1.633"/>  |

**Maintenance Configuration**

Fuel Totalizers Register Totalizers Telephone & Postal Code

Register

**Operation Type**

Clear  Manual Entry

| <input type="checkbox"/> All   | Sales                              | Grand                              |
|--------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Shift | <input type="text" value="70.02"/> | <input type="text" value="70.02"/> |

**Functions**

| Field/Button                   | Allowable Value/Function   |
|--------------------------------|--|
| Fuel Totalizers -Fueling Point | Select the fueling point for which you want to set the running totals. |
| Hose #n                        | Enter the dollar and volume totals for each hose on the fueling point. |
| Register Totalizers -Register  | Select the register for which you want to set totals.                  |

|               |  |
|---------------|--|
| Sales / Grand | Enter the Sales and Grand totals for each period. The periods that display depend on your setup. |
|---------------|--|

**Note**

*Setting totalizers after an upgrade is optional.*

### Telephone & Postal Code

Use to enter the telephone number (area code first) and postal code for the site.



# Manual Discounts

## Overview

Manual discount unlike automatic discount requires specific actions by the cashier. Examples include any discount using a discount key or entering a discount amount.

## Using Manual Discounts

Use the following Manual Discount functions to give:

- [Fixed Discount](#)
- [Percent Discount](#)
- [Amount Discount](#)

**Note:** To access **[Disc]** function on Ruby2, a soft key needs to be programmed. Refer to store manager to program soft keys.

### Fixed Discount

1. After entering the product, press **[DISC]**

The system applies the discount to the line item

### Percent Discount

1. After entering the product, key the percent discount including two decimal places, for example: [1][0][0][0] = 10% Discount
2. Press **[DISC %]**

The system applies the discount percentage to the line item.

### Amount Discount

1. After entering the product, key the dollars and cents discount, for example: [1][0] = 0.10 discount
2. Press **[DISC]**

The system applies the discount amount to the line item.

## Configuring Manual Discounts

| Parameter               | Path   | Value           | Description   |
|-------------------------|--|-----------------|---|
| Discount Security Level | Store Operations > Sales > Sales Configuration | 0 - 9           | The security level <b>1 - 9</b> , an employee must have in order to use the <b>[DISC]</b> key and approve discounts.<br><br><b>0</b> - Discounts do not require a security check.   |
| Discount Type           | Store Operations > Sales > Sales Configuration | Percent, Amount | Percent -The discount is calculated as a percentage of the price and then subtracted from the price of the item.<br><br>Amount -The discount is directly subtracted as a dollar amount from the price of the item.                                  |
| Fixed Discount Rate     | Store Operations > Sales > Sales Configuration | Numeric         | Percent or amount (set in “Discount Type”) is automatically applied when the <b>[DISC]</b> key is pressed.  |
| Is Fixed Discount       | Store Operations > Sales > Sales Configuration | Yes, No         | Automatically enter discounts (set in “Discount Type” as a percent or amount) for the amount entered in “ <b>Fixed Discount Rate</b> ” when the <b>[DISC]</b> key is pressed. If not selected, all discounts must be entered as individual amounts. |
| Maximum Discount        | Store Operations > Sales > Sales Configuration | 0.00 – 99.99    | Maximum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the <b>[DISC]</b> key.  |
| Minimum Discount        | Store Operations > Sales > Sales Configuration | 0.00 – 99.99    | Minimum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the <b>[DISC]</b> key.  |

## Reporting

| MEMO ITEMS |   |      |
|------------|---|------|
| Discounts  | 6 | 7.41 |

Sample Memo Items showing number and amount of discounts.

Aggregate discount totals appear in Memo Item section of the following reports:

- Cashier Report
- Summary Report

Discount totals by Department are represented in the Department Report.

### Report Details

- **DISCOUNTS:** Number of times and total amount of discounts. This includes discounts from:
  - Use of the **[DISC]**, **[DISC%]**, and **[DISC AMT]** keys
  - Combo, mix 'n match, fuel, and promotional discounts

## Troubleshooting


| #     | Message                          | Description/Action  |
|-------|----------------------------------|---|
| E1121 | DISCOUNT TOO SMALL               | The discount entered is less than the set minimum amount.   |
| E1122 | DISCOUNT TOO LARGE               | The discount entered is more than the set maximum amount.   |
| E1273 | FUEL TAX NOT ALLOWED WITH % DISC | A discount using the <b>[DISC]</b> key is attempted on an item that has a fuel tax exemption applied or a fuel tax exemption is attempted on an item that already has a discount applied. |

# Menus

## Overview

A menu is a group of PLUs displayed at the same time. There are several types of menus:


- [Ruby](#): Displays 6 items in an overlay menu and menu clears after 1 selection.
- [Expanded](#): (also known as single-select) menu clears after 1 selection.
- [Multi-Select](#): items in the menu remain displayed until you touch the “Done” button.
- [Parked Menu](#): displays each menu item on individual buttons of the parked menu panel on the POS so that a single touch adds the item to the transaction. Ruby, Expanded and Multi- Select menus can be assigned as parked menu.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Touch Screen &gt; Parked Menu Panels section in the Base 53 &amp; Higher UI User Reference for more information. The User Reference is available on Premier Portal.</i></p> |
|---|--|

- [Menu Chain and Order Menu](#): Both these menu types can be assigned one or more Ruby, Expanded or Multi-select menu types and when selected, leads to the other menus the chain.

In the Order Menu all menus are added as sub items and treated as 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.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Do not add a Menu Chain in an Order Menu or an Order Menu in a Menu Chain.</i></p> |
|---|--|

## Using Menus

### Ruby Menu

1. Touch or press the appropriate **[MENU KEY]**
2. From the overlay, touch the desired item or key entry number and press **[ENTER]** to add item to the transaction.

### Expanded Menu

1. Touch or press the appropriate **[MENU KEY]**
2. Touch the desired item or key entry number and press **[ENTER]** to add item to the transaction.

### Multi-Select Menu

1. Touch or press the appropriate **[MENU KEY]**
2. Touch the desired item or key entry number and press **[ENTER]**
3. Repeat step 2 to sell additional items
4. Touch **[DONE]**

### Parked Menu

1. Touch or press an appropriate **[MENU KEY]** configured as parked.
2. Touch the appropriate button from the parked menu panel to add item to transaction (all buttons in the parked menu pane will be the same color.
3. When items from another parked menu are desired, touch the appropriate **[MENU KEY]** and continue sales

### Menu Chain and Order Menu

1. Touch or press the appropriate **[MENU KEY]**
2. Do one of the following:
  1. Touch the desired item or key entry number and press **[ENTER]** to go to next menu type
  2. Touch **Next** to go to next menu type

3. Repeat step 2 to sell additional items
4. Touch **[Dismiss]**, to come out of the menu chain

## Configuring Menus

### Menu Key Configuration

Use **Store Operations > Menu Key** to configure menu keys.

The Menu Key Configuration form allows you to add PLU items to menus.

**Menu Key Configuration**  Delete

**Menu Key**

Select Menu:







Name:

Type:

Parked:

PLU:

**Menu Items**

| SI. No. | PLU ID             | Description  | Image   |
|---------|--------------------|--------------|---|
| 1       | 00000000001007/000 | Banana       |    |
| 2       | 00000000001014/000 | Strawberry   |    |
| 3       | 00000000001021/000 | Grapes       |   |
| 4       | 00000000001038/000 | Apple        |  |
| 5       | 00000000001045/000 | Butter Fruit |  |
| 6       | 00000000001052/000 | Kiwi         |  |

1-6 of 6

**Menu Key Configuration**  Delete

**Menu Key**

Select Menu:

Name:

Type:

Parked:


**Menu Items**

| SI. No. | Menu ID | Description  |
|---------|---------|--------------|
| 1       | 58      | Pizza - Size |
| 2       | 62      | Base         |
| 3       | 65      | Cheese       |
| 4       | 57      | Toppings     |

1-4 of 4

| Field/Button | Allowable Value/Function   |
|--------------|--|
| Select Menu  | Select an open menu key number. (Up to 500 maximum menu keys.)   |
| Delete       | Select to delete the selected menu key.  |
| Name         | Displays the name of the menu selected by number. (The name may be edited.)  |
| Type         | <p>Select from the following:</p> <p><b>Ruby Menu</b> -Six items (PLUs) per menu are allowed.</p> <p><b>Expanded Menu</b> - Items display on the expanded menu of the Topaz screen. Up to 96 items per menu are allowed.</p> <p><b>Multi-Select Menu</b> - The menu stays open on the Topaz screen, allowing multiple selections. Up to 50 items per menu are allowed.</p> <p><b>Menu Chain</b> - The menu appears on the POS screen (or as a key) and when selected by the cashier, leads to the other menus in the chain. Up to 50 items per menu are allowed.</p> <p><b>Order Menu</b> - The menu appears on the POS screen (or as a key) and when selected by the cashier, leads to the other menus in the chain. Up to 50 items per menu are allowed.</p> |
| Parked       | Select to allow the menu items to display on the parked menu panel of the POS screen. This option is not available for Menu Chain and Order Menu.  |
| Add          | Click Add to add the PLU that was entered or the menu that was selected from the drop-down list to the Menu Items list.  |

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Modify       | <p>Use to exchange an item in the Menu Items list for another PLU or menu.</p> <ol style="list-style-type: none"> <li>1. In the Menu Items list, double click the PLU or menu to be replaced. The selected item appears above the Add button.</li> <li>2. Enter another PLU or select another menu from the drop-down list and click Modify. The selected item replaces the original in the Menu Items list.</li> </ol> |
| Remove       | <p>Click Remove to delete the selected PLU or menu from the Menu Items list.</p>  |

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to Base 53 &amp; Higher UI User Reference for information on assigning Menus to POS.</i></p> <p><i>Refer to Self Checkout Feature Reference for information on assigning Menus to Self Checkout. Both the feature references are available on premier portal.</i></p> |
|--|---|



# Messages and Troubleshooting

## Troubleshooting

This section contains general situations that may occur and the steps to take to change them.

In some cases, the manager may need to perform procedures restricted to certain security levels.

Troubleshooting procedures are divided by function.

- Car Wash
- Fuel Sales
- Installation Information
- Printer
- Product Sales
- Workstation

## Car Wash

### Code Does Not Print

If a car wash code does not print on the receipt and the “CAR WASH CODE UNAVAILABLE” message was not displayed, check the following items:

- The car wash department number is set up in the Department Setup function in Car Wash Manager mode.
- The car wash item is set up in the Car Wash Key Setup function in Car Wash Manager mode.

## Fuel Sales

### Cannot Clear a Fuel Sale

If a fuel sale cannot be cleared from the POS, check the status of the pump using the [VIEW] key. If the pump status is “HOLD,” then the sale may already be on the ticket, or it may be on another POS at the site. If the sale cannot be found and removed using standard transaction methods, call the Verifone Technical Support Center. The representative can provide a one-time password to access the Clear Pumps on Hold function in Fuel Manager mode.

## Installation Information

### Retrieving Installation Information

Troubleshooting the system may require contacting an agent at the Verifone Technical Support Center who asks for the system's installation information.

The Print Installation Information function lists:

- Registration Information
- Application Configuration
- Software Configuration
- Hardware Configuration
- I/O Configurations
- System Upgrades since the original application was installed

Print Installation Information function appears in maintenance menu.

## Printer

### Printer Communication Errors

If the printer is not printing, is offline, or has lost communication with the POS, check the following items:

- Make sure the printer is online.  
For example, if the printer was recently opened to check or replace the tape, put the printer back online by pressing the [ON LINE] or [Ready] button.
- Make sure all cables between the POS and the printer are secure.
- If there is a multi-station printer, reset the printer.
  1. Open the cover of the printer.
  2. Locate the reset button inside, to the right. It is labeled "RESET."
  3. Press the reset button briefly with a pencil or pen.
  4. Close the cover.
  5. Press [ON LINE].
- If there is an Epson TM-U950 printer, reset the printer.
  1. Locate the black reset button on the back of the printer, located on the blue connector.
  2. Press and release the reset button.
  3. Press [ON LINE].

## Product Sales

### PLU Not Found

The “PLU Not Found” message could occur in the following cases:

- After keying a number, pressed [ENTER] instead of pressing a department or MOP. Press [ERROR CORR] to correct the entry.
- Keyed a PLU number that should exist but does not:
  - If a PLU number is keyed incorrectly, key it again and press [ENTER].
  - If a PLU number is valid but has not been defined in the POS, key the price of the item and press [ENTER]. PLUs entered this way are reported in the PLU Exception Report.

# Methods of Payment

## Overview

Method of Payment (also known as "MOP") are used to complete transactions. Methods of Payment identify the amount and type of payment to the system and based on that payment type, allows the system to apply the appropriate MOP-specific rules and restrictions.

As a result, MOP behavior on your system may vary due to its specific configuration settings (minimum amounts, whether the amount must be entered, etc).

## Using Methods of Payment

Examples of MOP include:

- [Cash Payment](#)
- [Check Payment](#)
- [Credit Card Payment](#)
- [Debit Card Payment](#)
- [In-House Payment](#)
- [Lottery Ticket Cash-In](#)
- [Lotto Ticket Cash-In](#)
- [Food Stamps Payment - Electronic](#)
- [Coupon Payment/Redemption \(Standard\)](#)
- [Coupon Payment/Redemption \(Non Tax\)](#)
- [Drive Off](#)


In general, completion of a transaction follows this process:

1. Press **[TOTAL]** (if required)

2. Key **<amount>** (if required)
3. Key the appropriate MOP
4. If total amount tendered < amount due, system applies the payment, recalculates the remaining amount due and displays to customer and clerk
5. If total amount tendered >= amount due, system applies the payment, completes the transaction and calculates any change that may be due back to the customer

## Cash Payment

1. Press **[TOTAL]** if required
2. Key **<amount tendered>** if required
3. Touch or press **[CASH]**


|   |  |
|---|--|
|  <b>Note</b> | <i>Several quick keys may have been configured on your workstation to save keystrokes when accepting CASH payment.</i> |
|---|--|

The quick keys include:

- **Next Dollar:** Assumes the next dollar amount (customer presents \$17 for a sale totaling \$16.54)
- **Exact Change:** Assumes amount presented = amount due
- **\$1, \$5, \$10, \$20, \$50:** Assumes customer presented the indicated bill denomination

## Check Payment

1. Press **[TOTAL]** if required
2. Key the face value of the check
3. Touch **[CHECK]**

|   |   |
|---|---|
|  <b>Note</b> | <i>Change can only be given if the MOP is configured to allow change.</i> |
|---|---|

## Credit Card Payment

1. Press **[TOTAL]** if required
2. Touch or press **[CREDIT]**
3. Follow directions on the screen
4. On completion, present receipt for signature if prompted

## Debit Card Payment


1. Press **[TOTAL]** if required
2. Touch or press **[DEBIT]**
3. If cashback is configured, additional prompts are displayed
4. Follow directions on the screen


## In-House Payment

1. Press **[TOTAL]** if required
2. Touch or press **[IN-HOUSE]**
3. If a list of In-House accounts are displayed, select the appropriate In-House account number from the list or enter the account number

## Lottery Ticket Cash-In

1. Key the dollar amount of the winning ticket
2. Touch **[LOTTERY]**

|   |  |
|---|--|
|  <b>Note</b> | <p><i>When configured for "<b>Allow without Sale</b>", permits for cash in without purchase.</i></p> |
|---|--|

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Typically used for cashing in winning scratch out tickets.</i></p> |
|---|--|

## Lotto Ticket Cash-In

1. Key the dollar amount of the winning ticket
2. Touch **[LOTTO]**

**Note:** *When configured for "Allow without Sale", permits for cash in without purchase.*

**Note:** *Typically used for cashing in winning online tickets.*

## Food Stamps Payment - Electronic (EBT Food Stamps, EBT Cash Benefits)

Food Stamps are also called SNAP (Supplemental Nutrition Assistance Program). MOPs for EBT, EBT\_FS and Manual\_EBT\_CB must be created using the built in [EBT MOP codes](#) to accept these methods of payment.

1. Press **[TOTAL]**
2. Press **[Credit]**

Refer to [Configuring MOP Codes](#) for more information on how to configure the built in MOP codes.

After MOP entries are configured as EBT Food Stamp and/or EBT Cash Benefits, pressing the Credit button allows a cashier to accept the EBT card without asking the customer if they are using an EBT card. When the card is read by the PIN pad and identified by the EPS, EPS reports back to the POS the MOP type (credit, debit, EBT food stamp, EBT cash).

Follow the instructions on PIN pad to complete the transactions.

**Considerations**

- EBT Cards and paper coupons can be used only to purchase food stamp eligible items. With paper coupons, a maximum of \$.99 can be given back as cash change. Any change tendered over \$1 must be in Food Stamps change.
- Items that are eligible for EBT benefits should have the **Food Stamp** parameter enabled in Store Operations > PLUs or the **Allow Food Stamps** parameter enabled in Store Operations > Merchandise > Departments.
- EBT Cash Benefit allows purchase of non-food stamp eligible items.
- Refer to [Split Tender Transaction](#) to know more about completing a transaction with food stamp and non-food stamp MOPs.
- Tax is not applied to the amount paid for by food stamps. The tax amount that prints on the receipt displays the tax amount after the tax credit has been deducted. The tax credit amount the customer did not have to pay also prints on the receipt.
- If food stamps are tendered for less than the eligible amount and the food-stamp items are taxable, a “Tax Credit” appears on the receipt. The credit is the difference between the total tax due on the items and the tax charged on the taxable items not paid for with food stamps. For example, if an amount of \$16.17 is qualified for payment with food stamps, of which 10.55 is taxable at a tax rate of 7%, then \$0.74 tax is due on the \$10.55. If the customer tenders \$10.00 in food stamps leaving a balance of \$6.17, of which \$0.55 is taxable. The Tax Credit is \$0.70 (7% of \$10.00) and the tax the customer owes is \$0.04 (7% of \$0.55).

| Descr.       | qty           | amount       |                     |
|--------------|---------------|--------------|---------------------|
| MILK         | 2             | 5.58         | Non-taxable FS item |
| T HOT DG     | 3             | 5.97         | Taxable FS item     |
| T HAM/CHEESE | 2             | 4.58         | Taxable FS item     |
|              |               | -----        |                     |
|              | Sub Total     | 16.13        |                     |
|              | Sub Total FS  | 16.13        |                     |
|              | Tax           | 0.04         | 7% tax on \$0.55    |
| <b>TOTAL</b> |               | <b>16.17</b> | Total due           |
|              | EBT \$        | 10.00        | FS tendered         |
|              | CASH \$       | 7.00         | Cash tendered       |
|              | Tax Credit FS | 0.70         | 7% tax on \$10.00   |
|              | Change \$     | -0.83        |                     |

Go to Tax Report from Flash Reports to get information on Taxable Sales and Non-Tax Sales.



**FLASH  
Shift REPORT**  
 10/21/18 11:59:40 PM  
 STORE# AB123 REGISTER# 101 daypart# 001  
 CASHIER #01 CORPORATE  
 OPEN daypart 10/21/18 11:25:49 PM  
 CLOSE daypart PENDING

**TAX REPORT**


| NAME            | TAX-RATE      | ACT-RATE |
|-----------------|---------------|----------|
|                 | TAXABLE-SALES | TAXES    |
|                 | NON-TAX SALES |          |
| TEST            | 25.000%       | 25.025%  |
|                 | 9.99          | 2.50     |
|                 | 9.97          |          |
| REFUND TAXES    |               | 0.00     |
| SALES TAXES     |               | 2.50     |
| TOTAL SALES TAX |               | 2.50     |

From Verifone’s Site Report Navigator access the End of Day Report. This Report has Tax Forgiven Amount section under **Cash Controls** and gives information on taxes that were credited back due to EBT/Foodstamps/Non-tax Coupons.

| <b>Cash Controls</b> |       |         |
|----------------------|-------|---------|
| Type                 | Count | Amount  |
| Total MOP            | 10    | \$50.60 |
| Tax Amount           |       |         |
| TEST1(15.000)        |       | \$0.60  |
| TEST(25.000)         |       | \$0.00  |
| Total                |       | \$0.60  |
| Tax Exempt Amount    |       |         |
| TEST1(15.000)        |       | \$0.00  |
| TEST(25.000)         |       | \$8.50  |
| Total                |       | \$8.50  |
| Tax Forgiven Amount  |       |         |
| TEST1(15.000)        |       | \$0.00  |
| TEST(25.000)         |       | \$3.00  |
| Total                |       | \$3.00  |
| Over/Short - CASH    |       |         |
| Total ECR            |       | \$0.00  |


### Coupon Payment/Redemption (Standard)

1. Press [TOTAL]
2. Scan the coupon or key the dollar amount of the coupon and touch [COUPON]

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Coupons must be scanned only at the end of the transaction. Tax due may be reduced because of applying this coupon.</i></p> |
|---|---|

## Coupon Payment/Redemption (Non-Tax)

1. Press **[TOTAL]**
2. Scan the coupon or key the dollar amount of the coupon and touch **[COUPON]**

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Coupons must be scanned only at the end of the transaction. Tax due may be reduced because of applying this coupon.</i></p> |
|---|---|

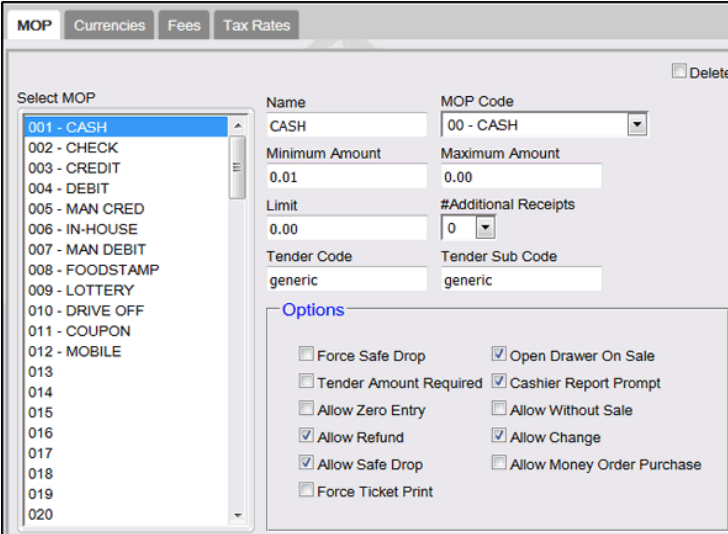
## Drive Off

1. Select the unpaid fuel transaction
2. Press **[TOTAL]** if required
3. Touch **[DRIVE OFF]**
4. Write a description of the vehicle and any additional information on the receipt and save it according to store policy

## Configuring Methods of Payment

### Payment Management


Use **Store Operations > Payment > MOP** to configure MOPs.









| MOP             |   | Currencies  | Fees | Tax Rates |
|-----------------|---|---|------|-----------|
| Select MOP      |   | <input type="checkbox"/> Delete                           |      |           |
| 001 - CASH      | Name  | MOP Code  |      |           |
| 002 - CHECK     | CASH  | 00 - CASH   |      |           |
| 003 - CREDIT    | Minimum Amount                                      | Maximum Amount  |      |           |
| 004 - DEBIT     | 0.01  | 0.00  |      |           |
| 005 - MAN CRED  | Limit   | #Additional Receipts                                      |      |           |
| 006 - IN-HOUSE  | 0.00  | 0   |      |           |
| 007 - MAN DEBIT | Tender Code   | Tender Sub Code   |      |           |
| 008 - FOODSTAMP | generic   | generic   |      |           |
| 009 - LOTTERY   | <b>Options</b>                                      |   |      |           |
| 010 - DRIVE OFF | <input type="checkbox"/> Force Safe Drop            | <input checked="" type="checkbox"/> Open Drawer On Sale   |      |           |
| 011 - COUPON    | <input type="checkbox"/> Tender Amount Required     | <input checked="" type="checkbox"/> Cashier Report Prompt |      |           |
| 012 - MOBILE    | <input type="checkbox"/> Allow Zero Entry           | <input type="checkbox"/> Allow Without Sale               |      |           |
| 013             | <input checked="" type="checkbox"/> Allow Refund    | <input checked="" type="checkbox"/> Allow Change          |      |           |
| 014             | <input checked="" type="checkbox"/> Allow Safe Drop | <input type="checkbox"/> Allow Money Order Purchase       |      |           |
| 015             | <input type="checkbox"/> Force Ticket Print         |   |      |           |
| 016             |   |   |      |           |
| 017             |   |   |      |           |
| 018             |   |   |      |           |
| 019             |   |   |      |           |
| 020             |   |   |      |           |

| Function Name | Description   |
|---------------|---|
| Name          | Enter the name of the MOP. This name appears on receipts and reports.   |
| Delete        | Click to delete the selected MOP.   |
| MOP Code      | <p>Select the MOP code that determines how the MOP should function within the system. The MOP codes are predefined as detailed below and may vary based on the network configuration:</p> <p><b>0 - Cash:</b> (The first MOP name that uses this code should be Cash.)</p> <p><b>1 - Credit:</b> Use for credit cards sent through a credit card network. In some reports, this MOP may appear as “CHARGES” or by card name.</p> <p><b>2 - Debit:</b> Use for debit cards sent through a credit card network. Do not select the “Tender amount required”. In reports, this MOP appears as a “DEBIT” item.</p> <p><b>3 - Manual Credit:</b> Use for credit cards not sent through a credit card network. A voice authorization, imprinting, or other procedure may be required to process the card. The “Tender amount required” parameter should not be enabled.</p> <p><b>4 - Manual Debit:</b> Use for debit cards not sent through a credit or debit card network. A voice authorization, imprinting, or other procedure may be required to process the card. The “Tender amount required” parameter should not be enabled.</p> <p><b>5 - Lotto:</b> Use for winning lotto tickets tendered as MOPs.</p> <p><b>6 - Check:</b> Use for checks. If customers are not permitted to write checks for more than the amount of purchase, do not enable “Change allowed”.</p> <p><b>7 - Tax_Coupon:</b> Use for product coupons as MOPs. The “Change allowed” parameter should not be enabled.</p> <p><b>8 - \$1 Cash</b> (Automatically expects a one-dollar bill as payment and calculates change based on that. The applicable amount is expected for codes 9 through 12.)</p> <p><b>9 - \$5 Cash</b></p> <p><b>10 - \$10 Cash</b></p> |

| Function Name | Description   |
|---------------|---|
|               | <p><b>11 - \$20 Cash</b></p> <p><b>12 - \$50 Cash</b></p> <p><b>13 - Food Stamp:</b> Use for paper food stamps only. Amounts must be entered as whole dollars for this MOP. The “Change allowed” parameter should be enabled. The “Tender amount required” parameter should be disabled.</p> <p><b>14 - Drive Off:</b> Use to set up an MOP for clearing fuel sales for customers that drive off without paying for dispensed fuel. The “Change allowed” parameter should be disabled.</p> <p><b>15 - Special Discount:</b> A special discount works as an MOP. This is a percentage based discount applied against PLUs and department sales configured as Special Discount eligible. The cashier determines when to apply it. The Dept File and PLU File functions have “Special Discount [Y/N]” parameters which enable the discount for specific departments or PLUs. The “Special Discount (P)” parameter sets the percentage rate of the discount. These amounts do not appear with promotions in the “DISCOUNTS” item in the Summary Report.</p> <p><b>16 - Manual FS:</b> Electronic, non-paper food stamps. Amounts for this MOP can be entered as dollars and cents. This is usually used with food stamp transactions performed with a standalone EBT terminal. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p><b>17 - Lottery:</b> Use for scratch-off lottery tickets tendered as MOPs.</p> <p><b>18 - In-House:</b> Store credit extended to local customers and set up outside the network and the POS. The POS provides receipts for transactions and reports sales on the Cashier and Summary reports.</p> <p>“Enter Account Number” displays when the [In House] key is used for a transaction. An alpha-numeric account number, up to ten digits, MUST be entered.</p> <p>When the customer comes in to pay on the account, press [Pay In], at which time you are prompted “House Account? [Y/N].” Enter ‘Y’ and the prompt, “Enter Amount” displays.</p> <p>After entering an amount and pressing [ENTER], the prompt, “Enter House Acct#” displays.</p> <p><b>19 - Pump Test:</b> The Pump Test MOP closes out a sale where the store pumps a test amount of fuel into a container, and it is rung up as a sale. When the fuel is returned to the tank, the sale is treated as a No Sale. Pump Test MOP can only be used on post-pay fuel sales.</p> |


| Function Name | Description   |
|---------------|---|
|               | <p><b>EBT MOP Codes 20 - 22</b></p> <p>20 - EBT Food Stamp: Electronic, non-paper food stamps. Amounts for this MOP can be entered as dollars and cents. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p>21 - EBT Cash Benefit: Electronic, non-paper cash benefit. Amounts for this MOP can be entered as dollars and cents. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p>22 - Manual EBT CB: Manual non-paper cash benefit. Amounts for this MOP can be entered as dollars and cents. This is usually used with food stamp transactions performed with a standalone EBT terminal. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p> <b>Note:</b> <i>EBT Food Stamp and EBT Cash Benefit MOPs are used when EBT is processed through Verifone Commander/Viper/EPS (e.g. WINCOR in case of Shell). The primary FEP (or a separate FEP in future) on Viper authorize the EBT transactions for POS.</i></p> <p><i>When Verifone Commander/Viper/EPS (e.g. WINCOR in case of Shell) does not process EBT transactions, the site will process the transactions through a standalone EBT terminal and then tender the transactions in VFI POS using the Manual EBT CB or Manual FS MOPs. These MOPs follow the same rules as their electronic counterpart.</i></p> <p><i>Unlike Credit/Debit, it is possible to enter an amount for EBT transactions and request a specific amount from the host for the EBT purchase. In case of FS (EBT FS or Manual FS), POS validates that this amount meets the food stamp eligible items in the transaction.</i></p> <p><b>23 - ECheck:</b> Standalone electronic check processing. The balance of the ticket amount is sent to the host for approval.</p> <p><b>24 - Stored Value Card:</b> Stored Value Card is a prepaid MOP.</p> <p><b>25 - Manual Entry:</b> With this MOP is selected, account number is manually entered and is processed similar to credit cards.</p> |

| Function Name | Description   |
|---------------|---|
|               | <p><b>26 - Force Post:</b> This MOP is used for entering transactions that were processed when the host was offline.</p> <p><b>27 - Post Entry</b></p> <p><b>28 - Mobile:</b> Used for mobile payment. See the Mobile payment feature document for more information.</p> <p><b>29- Unattended Refund</b></p> <p><b>30 - Non-Tax Coupon:</b> Use for product coupons as MOPs. Tax due may be reduced because of applying this coupon.</p> <p><b>31 – Fuel_Voucher:</b> Used for fuel vouchers (paper) only. The parameter "Allow Change" should be disabled.</p> <p><b>32 – Tax_Exempt_Voucher:</b> When applied, the MOP will reduce the amount due based on which taxes are configured to be exempt. Multiple types of tax exemption can be configured, and the appropriate prompts will be presented to the cashier based on the configuration.</p> <p><b>33 – Fleet_Check:</b> Fleet Checks can be exchanged for cash or be used as MOP in a transaction. The parameters "Allow Without Sale", "Allow Change" and "Allow Refund" should be enabled.</p> <p> <b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> <p><b>34 - External Payment:</b> Used to accept paid orders via the VISTA interface. The orders are already paid in the cloud and the commander does not need to do any payment processing. Commander must finalize (put in t-log) the orders as received.</p> <p> <b>Note:</b> Refer to the Food Service Implementation Guide used by the installing service technician (VASC) for more information.</p> |

| Function Name        | Description   |
|----------------------|---|
|                      | <p><b>35 – ComCheck:</b> Comchecks can be exchanged for cash or be used as MOP in a transaction. The driver fills the check and includes the amount they want. Comcheck do not have any product restrictions. Comcheck is like a regular check, but must get authorization for the total amount written on the check.</p> <p> <b>Note:</b> Refer to the Fleet Cards Feature Reference for more information on this feature. The Feature Reference is available on Premier Portal.</p> <p><b>36 – Expresscode:</b> Express codes are digitally generated for the drivers through the Comdata app and can be used instead of physical comcheck.</p> <p> <b>Note:</b> Refer to the Fleet Cards Feature Reference for more information on this feature. The Feature Reference is available on Premier Portal.</p> |
| Min. Amount          | <p>Enter the minimum amount accepted for this MOP (0.00 – 9999.99).</p> <p>If MOP Code = Special Discount, the percentage discount is entered here. For 10%, enter 10.00</p>  |
| Max. Amount          | <p>Enter the maximum amount accepted for this MOP (0.00 – 9999.99).</p>   |
| Limit                | <p>Enter the amount of this MOP that alerts the cashier to make a safe drop (0.00 – 9999.99).</p> <p>0.00 — This MOP does not require a safe drop.</p> <p> <b>Note:</b> The setting for “Force Safe Drop” determines if a safe drop reminder is displayed or if a safe drop is required once the calculated drawer total for this MOP reaches this Limit.</p>  |
| #Additional Receipts | <p>If additional receipts are required for this MOP, select the number of receipts.</p> <p> <b>Note:</b> Force Ticket Print must be selected to make this parameter available.</p>   |
| Tender Code          | <p>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 tenders. The recommended value is the default values for each MOP. Inorder to select a new value from</p>  |

| Function Name          | Description  |
|------------------------|--|
|                        | 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 sub code to Verifone MOPs. Helps to create the NAXML POS Journal from the transaction log without manually looking up or mapping the tenders. 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        | Select (if the Limit value is not 0.00) to display a safe drop message. A safe drop must occur before additional sales transactions can be performed using that payment type.  |
| Open Drawer on Sale    | Select to open the cash drawer when a transaction includes this payment type.  |
| Tender Amount Required | Requires clerk to enter the amount before selecting this MOP.  |
| Cashier Report Prompt  | Prompts cashier to enter the actual (counted) drawer amount for this MOP when printing cashier report.   |
| Allow Zero Entry       | Allows zero entry response when entering actual (counted) drawer amount for this MOP when printing cashier report.   |
| Allow Without Sale     | Permits acceptance without purchase. Examples: Cashing in a winning lotto ticket or permitting a check to be cashed without purchase.  |
| Allow Refund           | Permits Refund transaction to be tendered to this MOP.   |
| Allow Change           | Allows change from this MOP to be given to customer when they present amount > amount due. Example: If checks can be written for more than amount of purchase.   |
| Allow Safe Drop        | Allows a safe drop for this MOP.   |



| Function Name              | Description   |
|----------------------------|---|
| Allow Money Order Purchase | Permits purchase of money order with this MOP.<br><br> <b>Note:</b> Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal. |
| Force Ticket Print         | Forces receipt to be printed for any transaction that includes this MOP.  |


## Reporting

See the MOP Sales section in the Cashier Report to see the MOP sales and MOP Cancel/Refunds.

| MOP SALES                 |       |        |   |
|---------------------------|-------|--------|---|
| CARD BASED                |       |        | Sample MOP SALES and MOP CANCEL/REFUNDS in <b>Cashier</b> Report. |
| CREDIT                    | 2     | 50.76  |   |
| CASH                      |       |        |   |
| DOLLAR                    | 18    | 165.90 |   |
| ARGENTINA                 | 1     | 7.87   |   |
| DRIVE OFF                 | 1     | 50.00  |   |
| INHOUSE                   | 1     | 10.00  |   |
| PUMP TEST                 | 1     | 1.00   |   |
|                           | ----- |        |   |
| --                        |       |        |   |
| TOTAL MOP SALES           |       | 275.53 | MOP totals are represented in Summary and Cashier Reports.        |
|                           |       |        |   |
| <b>MOP CANCEL/REFUNDS</b> |       |        |   |

|   |  |
|---|--|
| <p>CASH 2</p> <p>2.74</p> <p>-----</p> <p>TOTAL MOP CANCEL/REFUNDS (</p> <p>2.74)</p> |  |
|---|--|

- **MOP SALES:** Summary of sales by method of payment (MOP).

|   |  |
|---|--|
|  <b>Note</b> | <p>If a foreign currency has been set up in the Currency File that currency appears in the CASH section.</p> |
|---|--|

- **MOP CANCEL/REFUNDS:** Summary of cancelled or refunded transactions. The total is displayed in parentheses because the number is negative.

## Troubleshooting

| #     | Message                    | Description/Action   |
|-------|----------------------------|--|
| E1104 | MOP INVALID/NOT ALLOWED    | Used an MOP that no longer exists. Choose another MOP.                                   |
| E1116 | AMOUNT TOO LARGE           | The dollar amount entered is larger than the maximum allowed for this department or MOP. |
| E1118 | NO SPLIT TENDER ON FUEL    | Only one MOP allowed for fuel purchase.  |
| E1120 | DO NOT OVERRIDE MOP AMOUNT | Cannot override the minimum or maximum allowable amount for an MOP.                      |


| #     | Message                       | Description/Action  |
|-------|-------------------------------|---|
| E1130 | MOP CONFLICT                  | Customer dispensed fuel at one MOP price level and attempted to pay with an MOP associated with a different price level.  |
| E1131 | AMOUNT TOO SMALL              | The dollar amount entered is less than the minimum set up for the MOP.  |
| E1132 | SUB-TOTAL REQUIRED            | Must press [ <b>TOTAL</b> ] before choosing an MOP.   |
| E1135 | DROP MONEY FIRST              | The amount of money in the drawer exceeds the limit set in the MOP File function. Perform a Safe Drop.  |
| E1138 | INVALID MOP AMOUNT            | The dollar amount entered is not allowed by the selected MOP. This can occur if a dollar amount is entered and credit selected because credit only takes the balance of the sale. |
| E1139 | INVALID AMOUNT ENTERED        | MOP may not require an amount or the amount entered is less than the minimum or more than the maximum amount allowed for the MOP.   |
| E1163 | NO CHANGE ALLOWED             | “Change Allowed” is set to ‘No’ for this MOP.   |
| E1176 | MOP NOT ALLOWED WITH CASHBACK | Selected MOP is not configured for cashback. Either cancel the cashback or use another MOP.   |
| E1181 | SAFE DROP NOT ALLOWED FOR MOP | This MOP is not enabled for Safe Drop.  |
| E1188 | MOP APPLIED BEFORE            | A special discount has already been applied to the transaction; only one special discount is allowed.   |

| #     | Message                             | Description/Action  |
|-------|-------------------------------------|---|
| E1190 | MUST BE FIRST MOP                   | The special discount MOP must be entered first. Use <b>[ERROR CORR]</b> to remove the other MOPs, then apply the special discount MOP.  |
| E1213 | MANUAL CREDIT NOT ALLOWED           | The Manual Credit MOP is not allowed in this transaction. Choose another MOP.   |
| E1237 | NO MONEY ORDER PURCHASE FOR MOP     | An MOP with the "Allow Money Order Purchase" parameter set to 'N', was used. To purchase a money order. Select another MOP.   |
| E1250 | ONLY FUEL PRODUCTS ARE ALLOWED      | An MOP that allows only fuel products to be purchased has been chosen.  |
| E1251 | ONLY POST PAY FUEL IS ALLOWED       | This MOP allows only post pay fuel products.  |
| E1257 | MUST PRESS CREDIT                   | Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit. |
| E1258 | NO MERCHANDISE WITH PREPAY UNDERRUN | In an automatic Prepay Underrun, no merchandise is permitted to be in the same transaction when the MOP is credit-based.  |
| E2007 | INVALID CASHIER REPORT AMOUNT       | Entered 0.00 for an MOP amount when printing a Cashier Report and the "Allow \$0.00 Entry" parameter is set to 'N' in the MOP File.   |

# Mobile Payments

## Overview


Mobile Payment feature enables mobile payment, loyalty, delivery and transaction processing using a consumer's smartphone, EM sites, a third party FEP vendor, and a third-party mobile host (MPPA).

|   |  |
|---|--|
|  <b>Note</b> | <i>Refer to the Mobile Payments feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|--|

# 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”).

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the NAXML Deal feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

## 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”.

| <b>WELCOME TO OUR STORE</b> |     |        |  |
|-----------------------------|-----|--------|--|
| Description.                | Qty | Amount |  |
| -----.                      | --- | -----  |  |
| T CHEESEBURGER              | 1   | 2.00   | Sample Customer Receipt<br>with a combo and a Non-<br>combo Item |
| Lunch Combo                 |     | -0.30  |  |
| T FRENCH FRIES              | 1   | 1.20   |  |

|   |              |   |             |  |
|---|--------------|---|-------------|--|
|   | Lunch Combo  |   | -0.30       |  |
| T | ICED TEA     | 1 | 1.10        |  |
|   | Lunch Combo  |   | -0.10       |  |
|   | NACHOS       | 1 | 1.49        |  |
|   |              |   | -----       |  |
|   | Sub Total    |   | 5.09        |  |
|   | Tax          |   | 0.37        |  |
|   | <b>TOTAL</b> |   | <b>5.46</b> |  |
|   | CASH \$      |   | 10.00       |  |
|   | Change \$    |   | -4.54       |  |

## 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.

## NAXML Deal



### Item List Maintenance

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

|  |   |
|--|---|
|  <b>Note</b> | <p><i>Some options in the figure may change depending on the Parameters selected.</i></p> |
|--|---|

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Item List ID |   |
| Add          | Select the “Add New” 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.  |




| Field/Button          | Allowable Value/Function   |
|-----------------------|--|
| Description           | <p>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.</p>  |
| List Type: PLU        | <p>Select PLU list type if:</p> <ul style="list-style-type: none"> <li>▪ Items for promotion exist in different departments</li> <li>▪ 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)</li> </ul> <p> <b>Note:</b> <i>As new items are added to the promotion, the list must be updated with the new items.</i></p> |
| List Type: Department | <p>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.</p> <p> <b>Note:</b> <i>Any items that are assigned to that department are automatically included in the promotion.</i></p>  |
| Delete                | <p>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".</p>  |
| <b>Item List</b>      |  |

| Field/Button | Allowable Value/Function   |
|--------------|--|
| Add New      | <p>Use this function to add entries to an Item List.</p> <p>For PLU type lists:</p> <ol style="list-style-type: none"> <li>1. Enter the PLU number</li> <li>2. Enter the Modifier</li> <li>3. Click <b>“Add New”</b></li> </ol> <p>For Department type lists:</p> <ol style="list-style-type: none"> <li>1. Select the appropriate Department</li> <li>2. Click <b>“Add New”</b></li> </ol> <p>The entry will be displayed in the Item List.</p> |
| Remove       | <p>Use this function to delete entries from an existing item list. Highlight the appropriate entry and click <b>“Remove”</b>. Entry will be deleted from the displayed list. Entries must be removed one at a time.</p>  |
| Save         | <p>Use this function to save any additions or changes to Item Lists.</p>   |


## Combo Maintenance

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.

 **Note** *Some options in the figure may change depending on the parameters selected.*


| Field           | Allowable Value/Function   |
|-----------------|--|
| Add             | Select the “Add New” button to create an entry with a Combo ID which is equal to the highest numbered Combo ID + 1. The Combo ID field 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.  |

|                              |   |
|------------------------------|---|
|                              |  <p><b>Note:</b> <i>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.</i></p>  |
| <p>End Date Time</p>         | <p>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.</p>   |
| <p>Week day availability</p> | <p>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.</p> <p>An active day with zero start and end times denotes a promotion that is effective for the entire day.</p>   |
| <p>Priority</p>              | <p>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.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Promo1 – Discount for soda and chips (priority = low)</li> <li>• Promo2 – Discount for soda, chips, and sandwich (priority = medium)</li> <li>• Promo3 – Discount for soda, chips, sandwich, and salad. (priority = high)</li> </ul> <p>Without the ability to set priority, promo 2 and 3 will never be realized, as the soda and chips will always form Promo1.</p> <p>Default setting is medium. Any promotion that does not specifically identify the priority will be assumed “medium” by the system.</p> |
| <p>Delete</p>                | <p>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”.</p>   |
| <p>Combo Item List</p>       | <p>Click Edit to add items to a selected or new combo. Select items from the Item List and click <b>Done</b>.</p>   |
| <p>Item List Qty</p>         | <p>Enter the quantity of each item taking part in the combo.</p>  |

|   |  |
|---|--|
| Save  | Use this function to save any additions or changes to Item Lists.  |
| <b>Price By Combo: Select to assign the price of the combo</b>                      |  |
| 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. |
| <b>Price By Combo Items: Select to individually assign the price of combo items</b> |  |
| 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 Maintenance

NAXML Mix & Match always determines a best buy case.

 **Note** *Some options in the figure may change depending on the parameters selected.*

| Field/Button             | Allowable Value/Function  |
|--------------------------|---|
| <b>Mix Match ID List</b> |   |
| Add New                  | Select the “Add New” 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.   |

| Field/Button                              | Allowable Value/Function  |
|---|---|
| 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                     | <p>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.</p> <p>An active day with zero start and end times denotes a promotion that is effective for the entire day.</p> |
| 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.   |
| <b>Mix Match Item List and Entries</b>    |   |
| Packaging Price configuration:<br>Add New | <p>Click the “<b>Add New</b>” button to create mix and match packages for the new or selected mix and match item.</p> <p>A number of packages can be included for each mix and match item.</p>  |
| Item List                                 | A drop-down list of all the configured item lists to select before clicking <b>Add New</b> .  |
| 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.  |

| Field/Button              | Allowable Value/Function                                 |
|---------------------------|--|
| 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. |

## Reporting

### Deal Report

The deal report is available as period reports and flash reports. The Deal Flash Report calculates all combo and mix 'n match sales that occur from the beginning of the current period up to the time the flash report prints.

This report shows Combo and Mix/Match sales for each NAXML promotion.

| <b>DEAL REPORT</b> |             |             |  |
|--------------------|-------------|-------------|--|
| COMBO DEALS        |             |             |  |
| C#                 | DESCRIPTION |             |  |
| #CUST              | #COMBOS     | TOTAL SALES |  |
| -----              |             |             |  |
| 01                 | SANDWICH    |             |  |
| 5                  | 5           | 10.00       |  |
| MIX-N-MATCH DEALS  |             |             |  |
| M#                 | DESCRIPTION |             |  |
| #CUST              | #MATCHES    | TOTAL SALES |  |
| -----              |             |             |  |

Sample Deal Report  
(The number of combos and mix-n-matches sold)



|       |       |   |       |  |
|-------|-------|---|-------|--|
| 01    | LUNCH |   |       |  |
|       | 3     | 3 | 9.00  |  |
| ----- |       |   |       |  |
|       | 8     | 8 | 19.00 |  |

## Report Details

### *Combo Deals*

**C#:** Combo number as it appears in the Deal File.

**DESCRIPTION:** Name of the combo as it appears in the Deal File.

**#CUST:** Number of customers (separate completed transactions) who bought combos.

**#COMBOS:** The number of combos sold.

**TOTAL SALES:** The total sales in dollars of combo deals.

### *Mix-N-Match Deals*

**M#:** Match number as it appears in the Match File.

**DESCRIPTION:** Name of the Match as it appears in the Match File.

**#CUST:** Number of customers (separate completed transactions) who bought matches.

**#MATCH:** The number of matches sold.

**TOTAL SALES:** The total sales in dollars of mix-n-match deals.

### *Totals for all Deals*

**#CUST:** Number of customers (separate completed transactions) who bought combos and matches.

**#COMBO / #MATCH:** The total number of combos and matches sold.

**TOTAL SALES:** The total sales in dollars of combo and mix-n-match deals.

# Network Functions

## Overview

## Using Network Functions

Navigate to **CSR Func > Network Menu** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby 2) to access the following Network functions:

- [Pre-Authorization](#)
- [Network Mail](#)
- [Comm Statistics](#)
- [Print Network Log](#)
- [Batch Details Menu](#)
- [Prepaid Functions Menu](#)
- [EBT Voucher Clear](#)
- [Parameter Download](#)

## Pre-authorization

The Pre-authorization function authorizes a given credit card amount and displays the available prepaid card balance before a sales transaction.

1. Touch **Pre-Authorization**
2. When the overlay appears, swipe the card through the card reader
3. In the overlay, key estimated total sale in even dollars (for example: \$20 is entered as **[2] [0]**)
4. Touch **[OK]** or press **[ENTER]**

5. When the approval number appears, touch **[OK]**

## Network Mail

The Network Mail function displays all mail messages from the network since mail was last printed. The messages are cleared after printing. If there are no messages waiting, the terminal dials out for mail.

**Note:** *This function may not be available in all applications.*

Touch **Network Mail**

- Mail is present - Mail Report Prints
- No Mail is present - **NO MORE MAIL** displays


## Comm Statistics

The Communication Statistics function prints a report of all communication with the network. The statistics are cleared after the report prints.

Touch **Network Comm Statistics** to print communications statistics report

## Print Network Log

The Print Network Log function prints a report of up to the last 200 network communication records. This function also clears the network log and allows you to print by category. The most recent transaction prints first.


|   |  |
|---|--|
|  <b>Note</b> | <i>This function may not be available in all applications.</i> |
|---|--|

1. Touch **Print Network Log**
2. In the Network Log menu, touch one of the following:
  - Print All
  - Print Batch Transactions

- Print Batch Summary
- Print By Date
- Clear Log

## Batch Details Menu


The Batch Details Menu prints current, pending, Out of Balance, and In Balance batch reports.

|   |  |
|---|--|
|  <b>Note</b> | <i>This function may not be available in all applications.</i> |
|---|--|

1. Press **[NETWORK FUNC]** and touch **Batch Details Menu**
2. In the Batch Detail Menu, touch one of the following to print:
  - Batch Details Current - Current open batch
  - Batch Details Pending - Closed but not settled batch
  - Batch Details Out of Balance - Batch out of balance
  - Batch Details In Balance - Closed batch in which totals agree with the host's totals

## Prepaid Functions Menu

The Prepaid Functions Menu is used to configure prepaid cards, PIN-based products, and money transfer cards.

|   |  |
|---|--|
|  <b>Note</b> | <i>This function may not be available in all applications.</i> |
|---|--|


1. Touch **Prepaid Functions Menu**

2. In the Prepaid Functions menu, touch one of the following:

- Card Activation
- Card Recharge
- Balance Inquiry
- Card Deactivation

## Card Balance Inquiry

The Balance Inquiry function requests the balance of a prepaid card and then prints a receipt from the terminal.


|   |  |
|---|--|
|  <b>Note</b> | <i>This function may not be available in all applications.</i> |
|---|--|

1. Touch **Card Balance Inquiry**
2. Follow instruction on the PIN pad

## EBT Voucher Clear

The EBT Voucher Clear is used to send an EBT transaction to the host that was performed in either of the following:

- If the point-of-sale or site is down
- If the host is offline during an EBT transaction


|   |  |
|---|--|
|  <b>Note</b> | <i>This function may not be available in all applications.</i> |
|---|--|

1. Touch **EBT Function Menu**
2. In the EBT Functions menu, touch **EBT Balance Inquiry**

3. In the overlay, touch or press **[ENTER]** if the account is for food stamps; touch if account is for cash benefits
4. In the overlay, touch or press **[ENTER]** if the transaction is a sale; touch if the transaction is a refund
5. Key **<purchase amount>** and press **[ENTER]**
6. Key **<approval number>** from the voucher and press **[ENTER]**
7. Key **<voucher number>** and press **[ENTER]**
8. Swipe card or key account number

## Parameter Download


The Parameter Download function downloads information from the network to the terminal.

|   |  |
|---|--|
|  <b>Note</b> | <i>This function may not be available in all applications.</i> |
|---|--|

Touch **Parameter Download** to display parameter download progress.

## Configuring Network Functions


The Network Configuration form is used to define network sales and communications.

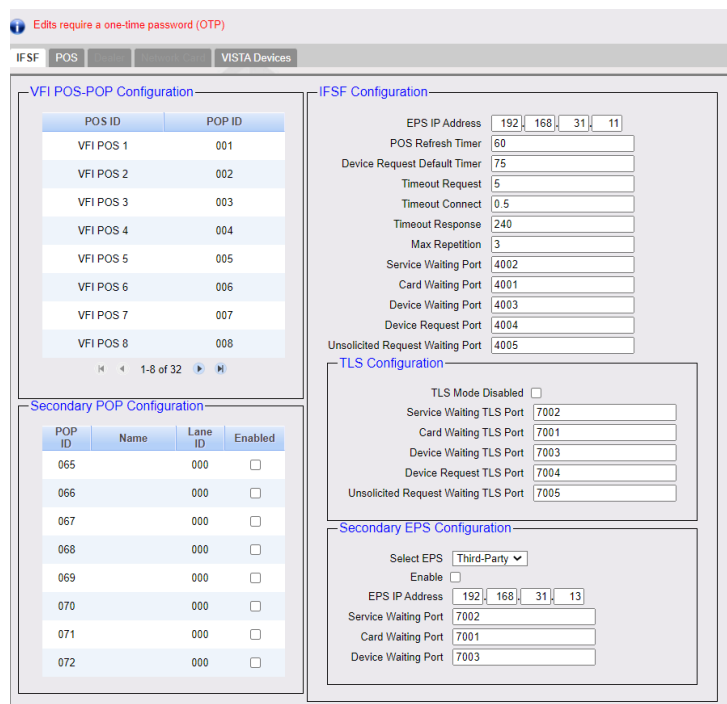
|   |   |
|---|---|
|  <b>Note</b> | <i>After any changes are made to Car Wash, POP, or Network parameters including Loyalty, the command “Tools &gt; Refresh Configuration” needs to be executed for the new settings to be applied to fuel and DCRs.</i> |
|---|---|

# POS Configuration

## IFSF

Use **Payment Controller > POS Configuration > IFSF** to configure EPS communication protocol and POS configuration parameters.


|  |  |
|--|--|
|  <p><b>Note</b></p> | <p>To reflect the IFSF configuration changes, a Tools &gt; Refresh Configuration is mandatory.</p> |
|--|--|



The screenshot shows the IFSF configuration page with several sections:

- VFI POS-POP Configuration:** A table listing POS IDs (VFI POS 1 to 8) and their corresponding POP IDs (001 to 008).
- IFSF Configuration:** A form with various fields including EPS IP Address (192.168.31.11), POS Refresh Timer (60), Device Request Default Timer (75), Timeout Request (5), Timeout Connect (0.5), Timeout Response (240), Max Repetition (3), Service Waiting Port (4002), Card Waiting Port (4001), Device Waiting Port (4003), Device Request Port (4004), and Unsolicited Request Waiting Port (4005).
- Secondary POP Configuration:** A table with columns for POP ID, Name, Lane ID, and Enabled status. It lists POP IDs 065 through 072, all with Lane ID 000 and disabled status.
- TLS Configuration:** A form with a checkbox for TLS Mode Disabled and five fields for TLS ports: Service Waiting TLS Port (7002), Card Waiting TLS Port (7001), Device Waiting TLS Port (7003), Device Request TLS Port (7004), and Unsolicited Request Waiting TLS Port (7005).
- Secondary EPS Configuration:** A form with a dropdown for Select EPS (Third-Party), an Enable checkbox, and three fields for ports: Service Waiting Port (7002), Card Waiting Port (7001), and Device Waiting Port (7003).

| Field/Button                     | Allowable Value/Function    |
|----------------------------------|-----------------------------|
| <b>VFI POS-POP Configuration</b> |                             |
| POS ID                           | The POS workstation number. |

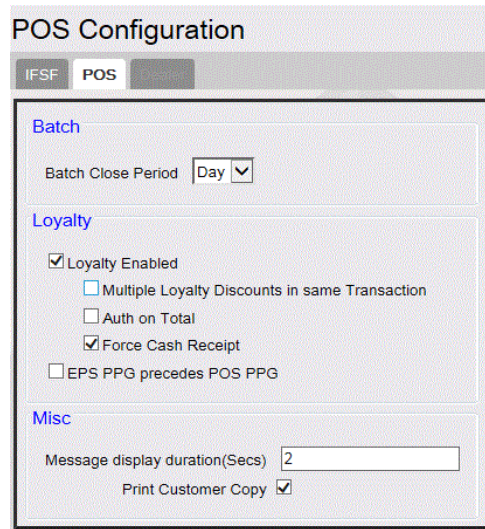
| Field/Button   | Allowable Value/Function  |
|--|---|
| POP ID   | Enter the POP (PINpad) number assigned to each POS. The default is usually correct.   |
| <p><b>Secondary POP Configuration</b></p> <p> <b>Note:</b> Refer to the P400 Implementation Guide for more information on this feature. The Feature Reference is available on Premier Portal.</p> |   |
| 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.   |
| <p><b>IFSF Configuration</b></p>   |   |
| 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. |



| Field/Button                     | Allowable Value/Function  |
|----------------------------------|---|
| POS Refresh Timer                | <p>The amount of time that the POS waits before timing out if no message is received from the EPS.</p> <p>The default should not be changed.</p>                            |
| Request Timeout                  | <p>Enter the amount of time the Topaz waits for a response to a request to the EPS (numeric, 100 - 5000).</p>   |
| Connection Timeout               | <p>The amount of time the POS waits to establish a connection to the EPS.</p> <p>The default should not be changed.</p>   |
| Response Timeout                 | <p>Enter the amount of time the Topaz waits for a network transaction to complete (numeric, 100 - 999)</p>  |
| Max Repetition                   | <p>Enter the maximum number of times the Topaz should try to connect to the network after a communication failure (numeric, 1-9).</p>                                       |
| Device Waiting Port              | <p>The port number at which the POS receives messages from the EPS. The number must match the EPS Device Request port number.</p> <p>The default should not be changed.</p> |
| Unsolicited Request Waiting Port | <p>Unsolicited Request Waiting message port.</p> <p>The default should not be changed.</p>  |
| <b>TLS Configuration</b>         |   |
| TLS Mode Disabled                | Select to disable TLS Mode  |

| Field/Button                         | Allowable Value/Function                  |
|--------------------------------------|---|
| 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  |
| <b>Secondary EPS Configuration</b>   |   |
| 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      |

POS



| Field/Button                                   | Allowable Value/Function  |
|--|---|
| <b>Batch</b>                                   |   |
| Batch Close Period                             | Select the period when the batch is closed.<br><br>Day – Period 2 (Close Daily)<br><br>Shift – Period 1 (Close Shift) |
| <b>Loyalty</b>                                 |   |
| Loyalty Enabled                                | Check to enable loyalty.  |
| 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.                        |

| Field/Button                    | Allowable Value/Function   |
|---------------------------------|--|
| Force Cash Receipt              | Select to determine whether a receipt is printed for every cash transaction. |
| <b>Misc</b>                     |  |
| Message display duration (Secs) | Enter a number to display network message in seconds.                        |
| Print Customer copy             | Select to print customer copy of receipt.                                    |

## EPS Configuration

### EPS Global Configuration

#### *EPS*

Use EPS Global Configuration form under **Payment Controller > EPS Configuration > EPS Global Configuration** to configure EPS Global Configuration - EPS parameters.

| Field/Button   | Allowable Value/Function   |
|----------------|--|
| <b>Dealer</b>  |  |
| Site ID        | Displays the identification number of the site (ready only).   |
| 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).    |
| Country        | Enter the name of the country.   |
| Phone Number   | Enter the store phone number (numeric, up to 16 characters).   |
| <b>Locale</b>  |  |

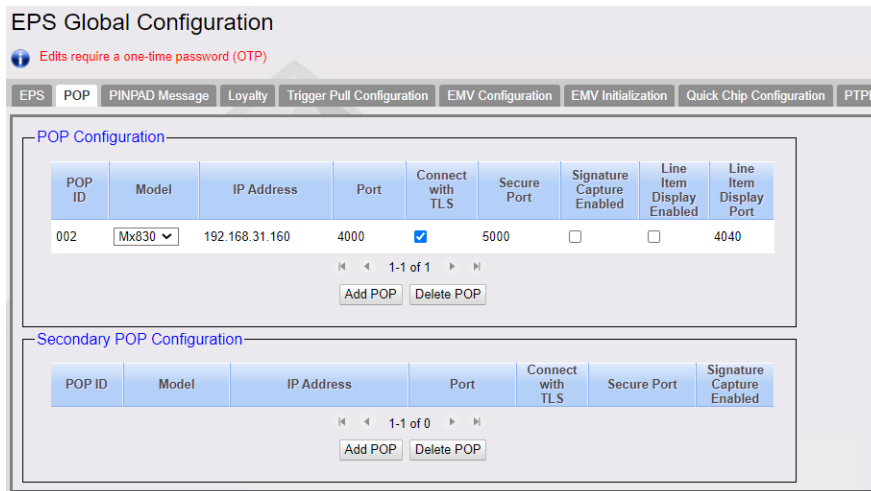
| Field/Button  | Allowable Value/Function   |
|---|--|
| Currency Name   | <p>Select the currency name.</p> <p>This configuration should match the configuration on the POS.</p> <p>If EPS currency code does not match the POS transaction currency code, then the transaction is rejected by EPS.</p> |
| ISO Currency Code   | Non-editable field   |
| Numeric Currency Code   | Non-editable field   |
| Currency Symbol   | Symbol of the selected currency  |
| Date Format   | Select the date format   |
| Language  | Select the language  |
| <p><b>Signature Capture</b></p> <p> <b>Note:</b> Refer to the Signature Capture feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> |  |
| Signature Capture Enabled   | Check to enable signature capture.   |
| Cashier Verify Signature  | Check to prompt cashier to verify the signature.   |
| Print Signature on Receipts   | Check to print signature on all receipts.  |
| <b>Misc</b>   |  |

| Field/Button                     | Allowable Value/Function  |
|----------------------------------|---|
| 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.   |
| <b>Cashback</b>                  |   |
| Cashback Enabled                 | Check to enable cashback.   |
| Cashback Fee                     | Check to enable cashback fee.   |
| <b>Time Synchronization</b>      |   |
| Controller                       | Select the controller type for system time.   |

| Field/Button | Allowable Value/Function                      |
|--------------|---|
| Select FEP   | From the drop-down menu, select the FEP type. |



**POP**


Use EPS Global Configuration form under **Payment Controller > EPS Configuration > EPS Global Configuration** to configure EPS Global Configuration - POP parameters.



| Field/Button             | Allowable Value/Function                                      |
|--------------------------|---|
| <b>POP Configuration</b> |   |
| Add                      | Click to add POP.   |
| POP ID                   | Displays POP ID of the corresponding Workstation ID.          |
| Model                    | Displays POP model.   |
| IP Address               | Displays the IP Address, which is used to connect to the FEP. |




| Field/Button   | Allowable Value/Function   |
|--|--|
| Port   | Displays the port that is used to connect to the FEP.  |
| Connect with TLS   | Select to enable to connect with TLS   |
| Secure Port  | Displays the secure port that is used to connect to the FEP.   |
| Signature Capture Enabled  | <p>Select to enable Signature Capture.</p> <p> <b>Note:</b> Refer to the Signature Capture feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> |
| Line Item Display Enabled  | Select to enable Line Item Display.  |
| Line Item Display Port   | Displays the port used by the Line Item Display.   |
| Delete POP   | Click to delete the selected POP ID.   |
| <p><b>Secondary POP Configuration</b></p> <p> <b>Note:</b> Refer to the P400 Implementation Guide for more information on this feature. The Feature Reference is available on Premier Portal.</p> |  |
| Add  | Click to add POP.  |
| POP ID   | Displays POP ID of the corresponding Workstation ID.   |
| Model  | Select POP model.  |
| IP Address   | Displays the IP Address, which is used to connect to the FEP.  |

| Field/Button              | Allowable Value/Function   |
|---------------------------|--|
| Port                      | Displays the port that is used to connect to the FEP.  |
| Connect with TLS          | Select to enable to connect with TLS   |
| Secure Port               | Displays the secure port that is used to connect to the FEP.   |
| Signature Capture Enabled | <p>Select to enable Signature Capture.</p> <p> <b>Note:</b> Refer to the Signature Capture feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> |

***PINPAD Message***

Use to configure the idle and swipe messages that appears on the PINPAD.

***EMV Configuration***

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the EMV feature reference documentation for information on this feature. The Feature References are available on Premier Portal. There are two feature references for EMV, “Inside EMV Feature Reference” and “Outside EMV Feature Reference”. Refer to both the feature reference documents to understand this feature.</i></p> |
|---|---|

EMV is the new standard for credit card processing. It describes a transaction between a chip card and an EMV-enabled terminal. EMV transactions are much more secure than magnetic-stripe-card transactions.

To run EMV transactions at a site, EMV must be enabled from the Config Client in the **EMV Configuration** form, then both the Viper (EPS) and the PIN pads (POPs) need to be configured with a required set of EMV configurations. Some distributions enable EMV by default but check this setting before proceeding on to EMV configuration.

The EMV configurations include:

- Certification Authority Public Keys
- EMV Terminal Parameters
- Set of supported AIDs and their associated parameters

To process EMV chip cards, The EPS system must have all three of those configurations. Depending on the Acquiring host and supporting software (FEP) the configuration data may be populated using:

- A PDL download containing the necessary EMV configuration from the host
- Pre-populated data based on host specifications
- Custom table downloads from Verifone table partners

**Refer to your specific FEP documentation to determine which method is used. The EMV Feature Reference Manual also has more details on the configuration.**

After the EMV configuration has been configured successfully on the EPS system, the EPS system pushes the appropriate EMV configurations into the POPs as required. Usually this configuration push to the POPs is transparent to the user but it is prudent to check for any reported errors in pushing the configuration by referring to the “**POP Configuration Status**” in the **EMV Initialization** form (Screen Shot Illustrated below).


EMV based transactions may allow stand-in processing to approve transactions even if the online payment host is offline and not available.

EMV data in a transaction allows the system to consider many conditions when making a decision to stand in for a transaction. The system still uses the traditional Magnetic Swipe Read (MSR) data points, but additional EMV data allow for much finer decision points for consideration.

It is important to check that the EMV Standin Parameters are correctly configured. Each FEP has different Standin configuration. Refer to your specific FEP documentation for FEP specific Standin values.

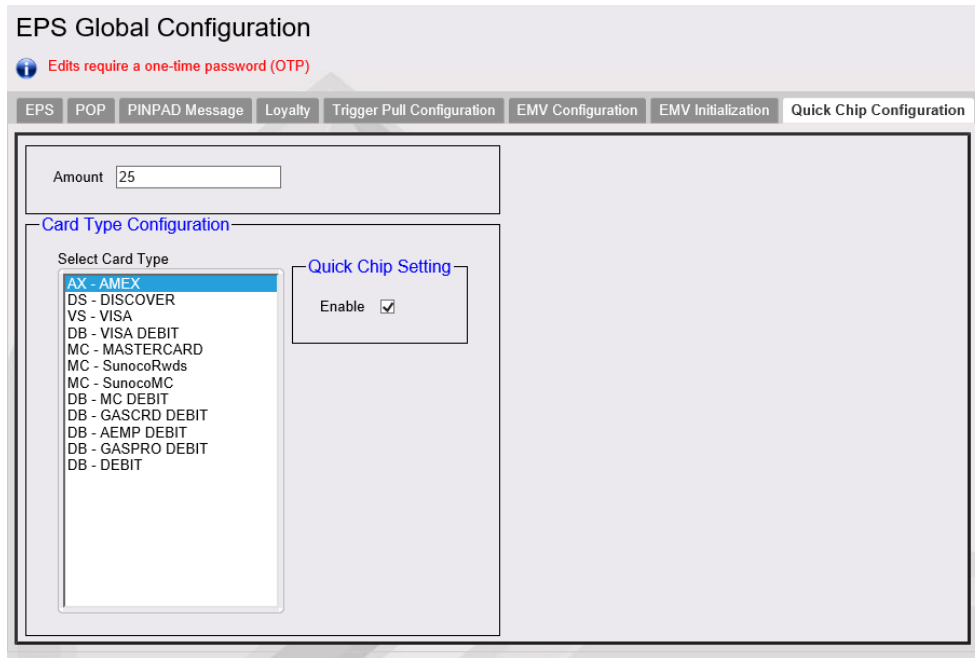
The system also supports manual push of the EMV configuration to specific POPs if required. One example of when this might be required is if a POP is replaced.

### ***Quick Chip Configuration***

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the EMV feature reference documentation for information on this feature. The Feature References are available on Premier Portal. There are two feature references for EMV, “Inside EMV Feature Reference” and “Outside EMV Feature Reference”. Refer to both the feature reference documents to understand this feature.</i></p> |
|---|---|

An EMV Quick Chip (QC) transaction is a faster way to perform EMV transactions. In a QC flow, the chip read, AID selection, 1<sup>st</sup> Gen AC, EMV completion and card removal can all be done prior to the total amount is entered.


EMV Quick Chip increases payment transaction speed at the POS by changing the POS flow. This means that merchants can begin the authorization process before obtaining the final total amount. The consumer can also insert the payment card and key in the PIN while cashier is still totaling items for purchase. Final total is the last piece of data to be sent for authorization.



| Field/Button       | Allowable Value/Function   |
|--------------------|--|
| Amount             | This is a place holder amount used for recognizing if the card can be used for Quick Chip (QC) transaction. When the card is inserted the place holder amount is send as a code to the issuer for recognizing the card for QC transaction. |
| Quick Chip Setting | Select to enable the feature for the card. This is enabled by default.   |

### LINQ3 Lottery Configuration

***Note: This feature is no more supported.***

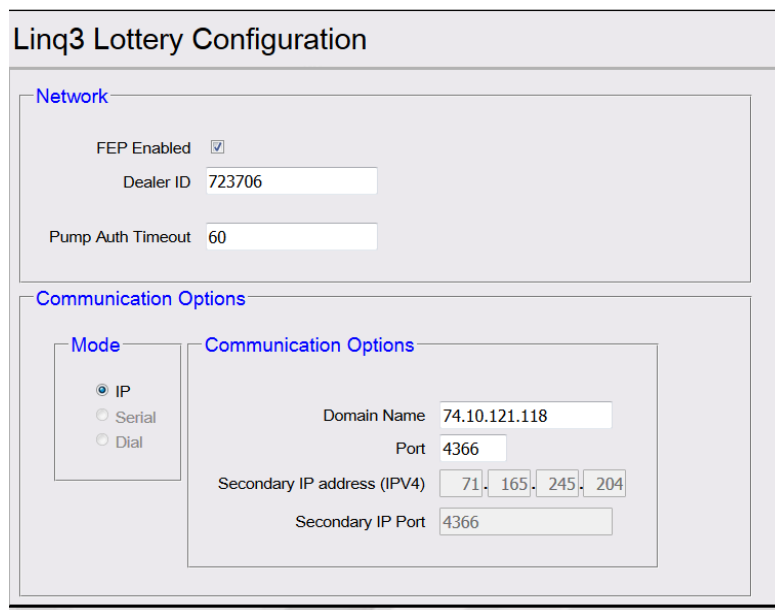
|   |   |
|---|---|
|  <b>Note</b> | <p><i>Refer to the “Linq3’s Play at the Pump (PATP) Lottery” feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

Linq3's Play at the Pump (PATP) Lottery feature is an integrated lottery solution that offers customers the convenience of lottery ticket purchases while fueling and paying at the gas pump.

The PATP feature delivers lottery sales to the forecourt at the Dispenser Card Reader (DCR) and integrates Verifone's VIPER Electronic Payment System (EPS).

Verifone Commander interfaces with the Linq3 Lottery host. The host is responsible for receipt prompting, reporting and tracking data, and payment collection.

Configure Linq3 Lottery in Configuration Client, using **Payment Controller > EPS Configuration > Linq3 Lottery Configuration**.



| Field/Button      | Allowable Value/Function   |
|-------------------|--|
| FEP Enabled       | Enables the Linq3 Lottery feature.                                       |
| Site ID           | Sets the Linq3 Lottery ID which is identical to the Verifone Service ID. |
| Pump Auth Timeout | Sets the timeout value for the pump authorization (e.g. 60 seconds).     |
| Mode              | Set the communication mode to IP communication.                          |

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Domain Name  | Enter the <b>[IP Address]</b> of the Linq3 host for lottery communications. |
| Port         | Enter the <b>[Port]</b> of the Linq3 host for lottery communications.       |

## Reporting

### Comm Statistics

|                                    |         |           |   |
|------------------------------------|---------|-----------|---|
| *****COMMUNICATION STATISTICS***** |         |           |   |
| *****                              |         |           |   |
| UNIT#: 00140080294 TID: 02         |         |           |   |
| VERS: X.XX.XX                      |         |           |   |
| DATE: 01/25/13 TIME: 17:46         |         |           |   |
| *****                              |         |           |   |
|                                    | PRIMARY | SECONDARY | SAMPLE<br>COMMUNICATION<br>STATISTICS<br>REPORT |
| TOTAL CALLS                        | 002     | 000       |   |
| NO RESPONSE                        | 000     | 000       |   |
| LOST CARRIER                       | 000     | 000       |   |
| AVG CONNECT TIME                   | 020     | 000       |   |
| AVG RESPONSE TIME                  | 003     | 000       |   |
| AVG CALL SET-UP TIME               | 009     | 000       |   |
| FALLBACK TRANSACTIONS              |         |           |   |
| - CODE 57                          | 000     | 000       |   |

|   |  |
|---|--|
| <pre> - OTHER                000      000  TIMER ACTIVATED  000  *****                 </pre> |  |
|---|--|

## Troubleshooting

| #     | Message                            | Description/Action   |
|-------|------------------------------------|--|
| E8061 | CHARGE TO INVALID                  | Customer attempted to use a card that had an invalid or empty value at the “ENTER CHARGE TO” prompt on the PINpad. |
| E8062 | PRE-AUTH NOT ALLOWED FOR EBT CARDS | Cannot pre-authorize EBT cards.  |
| E8064 | EBT UNAVAILABLE                    | Network is unable to get authorization from EBT host. Retry  |
| E8067 | CHECK AUTHORIZATION UNAVAILABLE    | Network is unable to get authorization from the check vendor.  |
| E8069 | MUST SETUP EBT MERCHANT ID FIRST   | Attempted to use EBT before entering a valid eight-digit EBT Merchant ID.  |



# Other Sales Functions

## Overview

This section includes the sales functions that are not covered by any of the other sections.

## Using Other Sales Functions

The following are the other sales functions:

- [Add Tip](#)
- [Allow Food Stamps for Item](#)
- [Gift Card Purchase](#)
- [Gift Card Recharge](#)
- [Kiosk Order](#)
- [Kiosk Order Purge](#)
- [Modify](#)
- [No Sale](#)
- [Other Department](#)
- [Other MOPs](#)
- [Other Functions](#)
- [Price Check](#)
- [Price Check Enhancement](#)
- [Repeat last item](#)
- [Split tender](#)

- [Ticket Print](#)
- [Total](#)

## Add Tip

At present we do not have the ability to add a tip. Enhancements will be made in upcoming software releases for the "Add Tip" feature.

As a workaround, follow this process:

1. Create a TIP department.
2. When the customer comes to register to pay for a ticket, before tendering the transaction, ask if customer wishes to add a tip to the amount.
3. Add the tip amount to the transaction using the TIP department key.

This method of adding a tip to the order only allows dollar amounts and not percentages.

## Allow Food Stamps for Item


This function processes an item not configured as food stamp eligible as though it is eligible for payment with food stamps. It should be used in only accordance with store policies and procedures.

1. Press **[ALLOW FOOD STAMP]**
2. Key item
3. Tender Sale with Food Stamps MOP alone or in combination with another MOP

## Gift Card Purchase

Allows the purchase of a Gift Card.

1. Press **[Gift Card Purchase]**

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Soft keys can be assigned to <b>Gift Card Purchase</b> and <b>Gift Card Recharge</b> functions found in the <b>Functions</b> drop-down list from the <b>Soft Key</b> configuration tab.</i></p> |
|---|---|


Different networks perform **Gift Card Purchase** and **Gift Card Recharge** functions differently. Shell for example, creates **Gift Card Purchase** and **Gift Card Recharge** PLUs and then use these PLUs for gift card purchase and recharge. Some Networks create **Gift Card Purchase** and **Gift Card Recharge** departments instead of PLUs and use these departments for gift card purchase and recharge.

Refer to *Soft Key*, *PLU Sales* and *Department Sales* chapters in this document for more information.

## Gift Card Recharge

Allows the recharge of a Gift Card.

1. Press [**Gift Card Recharge**]


|   |  |
|---|--|
|  <b>Note</b> | <p>Soft keys can be assigned to <b>Gift Card Purchase</b> and <b>Gift Card Recharge</b> functions found in the <b>Functions</b> drop-down list from the <b>Soft Key</b> configuration tab.</p> |
|---|--|

Different networks perform **Gift Card Purchase** and **Gift Card Recharge** functions differently. Shell for example, creates **Gift Card Purchase** and **Gift Card Recharge** PLUs and then use these PLUs for gift card purchase and recharge. Some Networks create **Gift Card Purchase** and **Gift Card Recharge** departments instead of PLUs and use these departments for gift card purchase and recharge.

Refer to *Soft Key*, *PLU Sales* and *Department Sales* chapters in this document for more information.

## Kiosk Order

This function is used only with Verifone's integrated iOrder food service subsystem.

|   |  |
|---|--|
|  <b>Note</b> | <p>Ref Refer to all the iOrder reference documents for information on this feature. The Feature Reference documents are available on Premier Portal.</p> |
|---|--|

1. Press [**Kiosk Order**]
2. View list of pending food service orders and select the order to bring into the current transaction

## Kiosk Order Purge

This function is used only with Verifone's integrated iOrder food service subsystem.

**Note:** Refer to all the iOrder reference documents for information on this feature. The Feature Reference documents are available on Premier Portal.

1. Press [**Kiosk Order Purge**]
2. View list of pending food service orders and select the one to purge

## Modify

This function is used with products where different sizes are identified with the same PLU or barcode.

1. Enter item (PLU, scan, menu, etc)
2. Press [**MODIFY**] until the correct size appears in the ticket window
3. Continue in the transaction

## No Sale

This function is used to open the cash drawer without a sale.

1. Press [**NO SALE**] to open cash drawer

## Other Department

This function provides a way to sell to a department for which no department key or button has been assigned.

1. Enter price and press [**OTHER DEPT**]
2. Select the appropriate department from the list provided

## Other Functions

This function offers a way to access Safe Drop, Safe Loan, Clock In/Out, Pay In, Pay Out, View Pending Transactions (Recall), View Previous Transactions (Ticket Reprint) and Safe Drop Correction through a single key or button.

1. Press [**OTHER FUNCTIONS**]
2. Select the appropriate function from the list provided

## Price Check

This function allows the clerk to check the price of an item without ringing it into a transaction.

1. Press [**PRICE CHECK**] and enter or scan item to display item price
2. Press [**Y**] if customer wants to add the item to the transaction or [**N**] if customer declines adding to transaction. All restrictions still apply (ID Check, Blue Laws, etc)

## Price Check Enhancement

In the enhanced item price check feature for the Topaz terminal, the existing ticket preview window is modified to add the price check item and also show any discounts and or taxes that would be applied if the item were to be added to the ticket. The cashier is prompted to either add the previewed item to the ticket or cancel to remove the item from the ticket.

1. Press [**PRICE CHECK**] and enter or scan item
2. From the multiple-choice window, click the item or item modifier to be entered in the ticket preview window
3. Press [**Confirm Add**] if customer wants to add the item to the transaction or [**Cancel**] if customer declines adding to transaction. All restrictions still apply (ID Check, Blue Laws, etc)

## Preview Reprint

1. Press [**Reprint**] or [**Ticket Print**]
2. Touch to select row or Key entry# and Press [**ENTER**]
3. Preview the selected transaction prior to print.

4. Press **[ENTER]** or **[Reprint]** to print receipt

## Preview Fuel Reprint

1. Press **[Pump#]** **[Reprint]**
2. Touch to select row or Key entry# and Press **[ENTER]**
3. Press **[ENTER]** or **[Reprint]** to print receipt

## Repeat Last Item

This function adds another item to the transaction identical to the previous one. It may be a PLU sale, menu item or department sale but does not apply to Fuel.

1. Press **[REPEAT LAST ITEM]** to duplicate most recent line item in the transaction
2. Continue adding items to transaction or enter MOP(s) to complete transaction

## Split Tender Transaction

1. Press **[TOTAL]**.
2. Enter MOPs in this order:
  1. Special discount: Press the MOP key or use **[OTHER MOP]**.
  2. Food stamps: Key the dollar amount then press the MOP key or **[OTHER MOP]**.
  3. Cash, check, coupons, or lotto: Key the dollar amount then press the MOP key or **[OTHER MOP]**.
  4. Credit, debit, or prepaid cards: Press the MOP key or **[OTHER MOP]**.
3. Repeat step 2 until the transaction completes.

If a customer pays for a transaction with more than one MOP, usually with food stamps or coupons, key the dollar amount of each method of payment except the last one. Each MOP entered deducts the amount from the total and displays the amount still due.

The MOPs used, and the amounts entered print on the receipt.


The following procedures apply:

- **Cash, checks, coupons, and lotto:** Can be accepted between food stamps and network MOPs. Network MOPs include cards such as credit and debit.
- **Credit:** Must be the last MOP entered because it takes the balance of the transaction.
- **Debit:** Must be the last MOP entered because it takes the balance of the transaction.
- **Drive Off:** If a customer pays for part of the dispensed fuel, use drive off for the unpaid balance.
- **Food Stamps:** Must be entered as the first MOP unless the item and customer qualify for a special discount. Enter paper food stamps in whole dollar amounts. Enter electronic food stamps in dollars and cents. If a balance remains, other MOPs can be entered.
- **POP Discount:** For a customer to be awarded a POP discount when paying with multiple MOPs, the POP Discount File must be configured to handle the two MOPs being used in the transaction. Check site policy for information on handling POP discounts and multiple MOPs.
- **Prepaid Card:** In some cases, more than one prepaid card can be used in a single transaction. If the balance is insufficient, another MOP can be used.
- **Special Discount:** If a customer and an item qualify for a special discount, credit the customer with the special discount before entering other MOPs.

## Other MOPs

1. Press **[TOTAL]**.
2. Do one of the following:
  - Non-network MOPs: Key the dollar amount offered.
  - Network MOPs (credit, debit, etc.): Go to the next step.

3. Press [**OTHER MOP**].
4. Choose the MOP by one of the following methods:
  - Key the MOP number then press [**ENTER**].
  - Press [**OTHER MOP**] repeatedly until the MOP appears. Press [**ENTER**].

|   |  |
|---|--|
|  <b>Note</b> | <i>The [<b>OTHER MOP</b>] key accesses only MOPs that are not assigned to soft keys.</i> |
|---|--|

## Ticket Print

Shows the last 500 indoor sales receipts or the last card reader receipt.

1. Press [**Ticket Print**]
2. In the overlay, select [**Advanced Options**]
3. In the multi-select advanced options menu, select filter options like date, register, fuel etc to filter the receipts based on these options.
4. From the filtered options, select the receipt to print.

## Total

This function provides a subtotal for the current transaction and includes a subtotal on the resulting printed receipt. Depending on configuration settings, it may or may not be required. It may be required in each transaction. However, it may be used to trigger additional processing (such as sending transaction data off to a loyalty host).


1. Press [**TOTAL**]
2. Continue adding items to transaction or enter MOP(s) to complete transaction



# Partner Interfaces

## Overview

This topic summarizes the various partner interfaces available through the Verifone Point of Sale (POS) system. The implementation details for each of the interfaces is available through the individual partner programs. The purpose of this section is to give a brief overview of the available interfaces.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>All the partner interfaces are configured through managed modules in Configuration Client, which is the configuration tool of the Verifone Commander. Refer to the Managed Modules section in this document for more details. Most of these partner interfaces have feature references. Refer to the feature reference documents for more information. The Feature Reference documents are available on Premier Portal.</i></p> |
|---|---|

## Tank Level Sensors (TLS)

The TLS is used for communicating with devices used to monitor the level of fuel in the tank. The sensor also sends alarms that are displayed on the POS.

Refer to [Tank Level Sensor](#) for information on configuring TLS.

### Reset Tank Alarm

External input alarms of the TLS can be cleared from the POS by going to **Fuel Manager Menu > Reset Tank Alarm**.

### Tank Level Sensor (TLS): Tank Monitor Report

The Tank Monitor Flash report lists information gathered from a tank level sensor. This report is available only if a tank level sensor is installed in the tanks and if the site uses the optional software.

|                            |  |
|----------------------------|--|
| <b>TANK MONITOR REPORT</b> |  |
|----------------------------|--|

|  |   |
|--|---|
| <p>INVENTORY</p> <p>Veeder-Root TLS</p> <p>TANK# 1</p> <p>DATE: 07/31 08:10</p> <p>TANK NAME: tank01</p> <p>LEVEL: 39.20 INCHES</p> <p>VOLUME: 7123 GALLONS</p> <p>TEMP: 72.5 DEG F</p> <p>ULLAGE: 1377 GALLONS</p> <p>WATER: 0.8 INCHES</p> <p>TANK# 1 End report.</p> <p>TANK# 2</p> <p>DATE: 07/31 08:10</p> <p>TANK NAME: tank02</p> <p>LEVEL: 37.95 INCHES</p> <p>VOLUME: 5914 GALLONS</p> <p>TEMP: 72.6 DEG F</p> <p>ULLAGE: 2586 GALLONS</p> <p>WATER: 0.8 INCHES</p> <p>TANK# 2 End report.</p> <p>----- INVENTORY -----</p> <p>LEAK</p> | <p>Sample TANK<br/>MONITOR<br/>REPORT</p> |
|--|---|

|  |  |
|--|--|
| <pre> Veeder-Root TLS  TANK# 1  Leak Test Started: 06/08 14:34  Temp Change: -2.0          Start Vol: 5710  Hr1  Hr2  Hr3  Hr4  Hr5  Hr6  Hr7  Hr8  -5   -2   -1  TANK# 2  Leak Test Started: 06/08 14:34  Temp Change: -2.0          Start Vol: 4908  Hr1  Hr2  Hr3  Hr4  Hr5  Hr6  Hr7  Hr8  -6   -5   -5  -----          LEAK          -----                  ALARM HISTORY  Veeder-Root TLS  HIGH WATER: 07/21 06:42  HIGH WATER: 07/16 09:12  LOW LIMIT: 07/24 08:08  LOW LIMIT: 07/16 07:25  TANK# 1 End report.  HIGH WATER: 07/24 08:07  HIGH WATER: 07/16 09:12  HIGH WATER: 07/16 09:11                 </pre> |  |
|--|--|

```

LOW LIMIT:  07/29  14:34

LOW LIMIT:  07/24  08:08

TANK# 2 End report.

-----          ALARM HISTORY          -----

                DELIVERY

Veeder-Root TLS

                -- Begin ---      --- End ----

Tank Del   Volume  Temp   Volume  Temp

          07/29  14:35   07/29  14:37

    1    1      5945  73.1      7224  73.4

          07/29  14:30   07/29  14:32

    1    2      2957  72.9      5983  73.0

          07/24  09:32   07/24  09:34

    1    3      5917  73.2      5988  73.3

TANK#1 End report.

          07/29  14:34   07/29  14:37

    2    1      1730  73.3      6173  73.6

          07/29  14:30   07/29  14:32

    2    2      1493  73.1      4920  73.2

          07/29  11:26   07/29  11:29

    2    3      5075  73.3      5140  73.1

          07/29  08:17   07/29  8:19
    
```

|                             |     |     |     |     |     |
|-----------------------------|-----|-----|-----|-----|-----|
| TANK#2 End report.          |     |     |     |     |     |
| ----- DELIVERY -----        |     |     |     |     |     |
| ALARM STATUS                |     |     |     |     |     |
| Veeder-Root TLS             |     |     |     |     |     |
| EXTERNAL INPUT STATUS: OFF  |     |     |     |     |     |
| HIGH OVER LOW               |     |     |     |     |     |
| LEAK WATER FILL LIMIT THEFT |     |     |     |     |     |
| TANK# 1                     | OFF | OFF | OFF | OFF | OFF |
| TANK# 2                     | OFF | OFF | OFF | OFF | OFF |
| ----- ALARM STATUS -----    |     |     |     |     |     |
| AUTO-TRANS FLAG             |     |     |     |     |     |
| Veeder-Root TLS             |     |     |     |     |     |
| EXTERNAL INPUT FLAGS        |     |     |     |     |     |
| CLOSED: OFF OPEN: OFF       |     |     |     |     |     |
| HIGH OVER LOW               |     |     |     |     |     |
| LEAK WATER FILL LIMIT THEFT |     |     |     |     |     |
| TANK# 1                     | OFF | OFF | OFF | OFF | OFF |
| DELIV START: OFF END: OFF   |     |     |     |     |     |
| TANK# 2                     | OFF | OFF | OFF | OFF | OFF |
| DELIV START: OFF END: OFF   |     |     |     |     |     |
| ----- AUTO-TRANS FLAG ----- |     |     |     |     |     |

**Report Details**

## INVENTORY

- **TANK#:** Tank number. Tank reports print in tank number order.
- **DATE:** Date and time the report runs.
- **TANK NAME:** Name of tank as assigned in the Tank Names function in Fuel Manager mode.
- **LEVEL:** Fuel level in inches.
- **VOLUME:** Fuel volume in gallons.
- **TEMP:** Temperature in degrees Fahrenheit.
- **ULLAGE:** Unused tank capacity in gallons.
- **WATER:** Water level.

## LEAK

- **TANK#:** Tank number on which the test is run.
- **Started:** Date and time the test is run.
- **Hr1 - Hr8:** Number of hours of leak data.
- **“Leak Test is OFF/No leak data to report.”:** This phrase appears instead of the data if the leak test is not running.
- **“Leak Test is ON/No leak data to report.”:** This phrase appears instead of the data if the leak test has not been running for the minimum time set for collecting data.

## ALARM HISTORY

Prints in tank number order.

- **HIGH WATER:** Date and time of the last three high water alarms.
- **LOW LIMIT:** Date and time of the last three low limit alarms.

## DELIVERY

- **Tank:** Prints in tank number order.

- **Del:** Delivery report number. The report can contain 0 - 10 deliveries.
- **Begin:** Volume in gallons and temperature in degrees Fahrenheit at the beginning of delivery.
- **End:** Volume in gallons and temperature in degrees Fahrenheit at the end of delivery.

### ALARM STATUS

- **TANK#:** Printed in tank number order.
- **Alarm Status:** The status (“OFF” or “ON”) of the following alarms:
  - Leak
  - High Water
  - Overfill
  - Low Limit
  - Theft

### AUTO-TRANS FLAG

- **TANK#:** Printed in tank number order.
- **Auto-transmit Flag Status:** The status (“OFF” or “ON”) of the following flags:
  - Leak Alarm
  - High Water Alarm
  - Overfill Alarm
  - Low Limit Alarm
  - Theft Alarm
  - Delivery Start
  - Delivery End

### Tank Level Sensor (TLS): Tank Reconciliation Report

The Tank Reconciliation Report displays the inventory in gallons of fuel in each tank and compares the beginning inventory to the ending inventory. Reconcile the inventory at the end of each day to aid in tracking starting inventory from the previous day, deliveries, and dispensed fuel.

| <b>TANK RECONCILIATION</b> |                    |                    |        |       |
|----------------------------|--------------------|--------------------|--------|-------|
| Tank                       | Date               | Time               | Volume | Total |
| Inventory 1                | 06/11              | 12:24              | 5693   |       |
| Inventory 2                | 06/11              | 12:24              | 4606   |       |
|                            | Starting Inventory |                    | 10299  |       |
| Del #                      | 1 2                | 06/11 03:15        | 1000   |       |
| Del #                      | 1 3                | 06/11 03:22        | 1000   |       |
|                            |                    | + Deliveries       | 2000   |       |
| Tank 1                     |                    | Fuel Dispensed     |        | 10    |
| Tank 1                     |                    | Fuel Due           |        | 5     |
| Tank 2                     |                    | Fuel Dispensed     |        | 20    |
|                            |                    | - Dispensed        |        | 35    |
| Inventory 1                | 06/11              | 12:28              | 6683   |       |
| Inventory 2                | 06/11              | 12:28              | 5583   |       |
|                            |                    | - Ending Inventory |        |       |
| 12266                      |                    |                    |        |       |
|                            |                    |                    | -----  |       |
|                            |                    | Discrepancy        |        | 3     |

Sample TANK RECONCILIATION REPORT



### *Report Details*

- **Tank:** All tanks list in tank number order.
- **Date:** Date the inventory is taken, beginning and ending.
- **Time:** Time the inventory is taken, beginning and ending.
- **Volume:** Volume of fuel:
  - Measured in each tank when the inventory is taken.
  - Delivered to each tank.
  - Dispensed from each tank.
- **Total:**
  - **Starting Inventory:** The total amount of fuel contained in the tanks when the beginning inventory is taken.
  - **Deliveries:** The total amount of fuel delivered and placed in the tanks is added to the inventory.
  - **Fuel Dispensed:** The total amount of dispensed fuel is subtracted from the inventory.
  - **Fuel Due:** The total amount of fuel dispensed without payment.
  - **Ending Inventory:** The total amount of fuel contained in the tanks when the ending inventory is taken.
  - **Discrepancy:** The amount of fuel unaccounted for by the inventory.  
(Discrepancy = Starting Inventory + Deliveries - Dispensed - Ending Inventory)

## Tank Module


The Tank Model specifies add-on modules such as EDIM which are used for Business Inventory Reconciliation.

## Electronic Price Sign

Electronic Price Sign interface is used for communicating with electronic price sign devices used at the site to display the fuel prices for each grade.


## Carwash

Carwash interface is used for communicating with carwash controllers which generate codes for redeeming carwash purchases.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Car topic in the document for more information.</i> |
|---|---|


## Carwash Paypoint

The carwash paypoint accepts payment for carwash purchases. This interface handles forwarding of the credit card information to the payment network.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Car Wash Pay Point feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

## Money Order

Money Order interface is used to communicate with money order devices.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal.</i> |
|---|---|

## Digital Video Recorder (DVR)

This interface is used to communicate transaction information with Digital Video Recorder systems so that video can be matched with transaction data.

## Proprietary Card

Proprietary Card interface is used to communicate with proprietary card hosts.


## EPS Loyalty

EPS loyalty sales allow the processing and redemption of loyalty transactions, both inside at the POS and outside at the dispenser card readers (DCR). These loyalty transactions are processed through the electronic payment system (EPS).

## Scanner

There are two types of scanners supported: Ruby Ready Scanner (1D barcodes) and 2D Scanner (2D barcodes).

The appropriate scanner type must be configured on the POS using **CSR Functions > Maintenance > Device Configuration > Scanner Config**, as the communication baud rate settings depends on this configuration.

|   |  |
|---|--|
|  <b>Note</b> | <i>Distributors need to preconfigure the scanner device to work with Verifone POS systems.</i> |
|---|--|

## Random Weight barcode support

Random weight products are typically perishable items (e.g., meat, bakery, cheese, fish and poultry) that are sold on a price per pound basis. Most random weight products are packaged and price-marked in the store. However, some may be packaged, and price marked by a manufacturer before they are delivered to the store.


Items are weighed, and the scale produces the barcode. Scale is configured with PLUs, item names and prices for 1 unit (pound) of the product. The scale weighs the items, calculates the price and creates the barcode.

Configure the POS with the same PLUs, same descriptions and prices. The parameter Fractional Quantity should be selected in the PLU form to sell the PLUs in fractional quantities.

The barcode is scanned, POS calculates quantity based on price (in barcode) and price (in PLU file) to collect money from customer. The quantity gets printed on receipt and in reports.

## Using Scanners

Scanners can be used at any point during the transaction to scan items prior to tendering the sale. Coupons can also be scanned with scanners during the transaction. Scanners can also be used for entering drivers licenses with 2D barcodes.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>See the Easy ID Feature Reference document for further information on scanning driver license barcodes and the Coupon Scanning Feature Reference document for further information on scanning coupons. The Feature Reference documents are available on <a href="http://Support.Verifone.com">Support.Verifone.com</a> &gt; Petro &amp; Convenience &gt; General Info – Feature Reference.</i></p> |
|---|--|

## Configuring Scanners

The appropriate scanner type must be configured on the POS using **CSR Functions > Maintenance > Device Configuration > Scanner Config**, as the communication baud rate settings depends on this configuration.

The POS system can be configured for only one type of scanner.

# Pay In / Pay Out


## Overview


The system uses sales, refund, safe drop, and safe loan information to keep track of how much cash should be in the cash drawer. The Pay In and Pay Out functions are used to log changes to the drawer not associated with these functions.

The Pay In function logs cash added to your drawer that is not associated with either sales or the "Safe Loan" function.

The Pay Out function logs cash taken from the drawer that is not associated with sales, refunds, or "Safe Drop" functions.

Some sites support the use of the Pay Out function to pay vendors using an integrated Money Order device.

|  |  |
|--|--|
|  <b>Note</b> | <i>Pay Ins / Pay Outs log on the receipt printer and Summary Report.</i> |
|--|--|

|   |  |
|---|--|
|  <b>Note</b> | <i>Pay In is also used to settle IN-HOUSE MOP charges.</i> |
|---|--|

## Using Pay In / Pay Out

### Pay In

1. Do one of the following:
  - Press **[Pay In]**

- Press **[OTHER FUNC]** and touch **[Pay In]** or key **<entry number>** for Pay In and press **[ENTER]**
2. Touch **[No]** to "In-House Account? [Y/N]"
  3. Touch the amount you are adding to the drawer and press **[ENTER]**
  4. Key **<reference number>** (1 - 6 digits) as defined by your store procedures and press **[ENTER]**

|  |                                  |
|--|----------------------------------|
| <p><b>WELCOME TO XXX STORE</b></p> <p><b>P A Y I N</b></p> <p>CASH            158            150.00</p> <p>ST# xx123 TILL XXX DR# 1 TRAN# 101010</p> <p>CSH:1                            10/04/12 22:34:47</p> | <p>Sample Pay In<br/>Receipt</p> |
|--|----------------------------------|

### Pay Out

1. Do one of the following:
  - Press **[Pay Out]**
  - Press **[OTHER FUNC]** and touch **[Pay Out]** or key **<entry number>** for Pay Out and press **[ENTER]**
2. Key **<amount>** you are removing from the drawer and press **[ENTER]**
3. Key **<reference number>** (1-6 digits) as defined by your store procedures and press **[ENTER]**

|   |                                   |
|---|-----------------------------------|
| <p><b>WELCOME TO XXX STORE</b></p> <p><b>P A Y O U T</b></p> <p>CASH            258            150.00</p> <p>ST# xx123 TILL XXX DR# 1 TRAN# 101010</p> <p>CSH: 1                            10/04/12 22:34:47</p> | <p>Sample Pay Out<br/>Receipt</p> |
|---|-----------------------------------|

|  |  |
|--|--|
|  |  |
|--|--|

## Configuring Pay In / Pay Out

Pay In / Pay Out cannot be configured manually.

## Reporting

The Pay In / Pay Out Report reflects cash added or cash removed from drawer from non-sales and non-safe loan functions.

### Pay In Report

| PAYMENT IN       |   |        |   |
|------------------|---|--------|---|
| PAY IN           | 4 | 550.00 | Sample Pay In Details in Cashier Report |
| SAFE LOAN        | 4 | 329.00 |   |
|                  |   |        |   |
| TOTAL PAYMENT IN |   | 879.00 |   |

### Reports Details

- **PAYMENT IN:** Summary of non-sales transactions in which payment was added to the drawer.
- **PAY IN:** Cash added to the drawer from non-sales, non-safe loan functions.
- **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.

### Pay Out Report

| PAYMENT OUT |   |        |  |
|-------------|---|--------|--|
| PAY OUT     | 2 | 275.00 | Sample Pay Out Details in Cashier Report |
| SAFE DROP   |   |        |  |
| CASH        | 1 | 25.00  |  |

|                   |          |  |
|-------------------|----------|--|
|                   | -----    |  |
| TOTAL SAFE DROP   | 25.00    |  |
|                   | -----    |  |
| TOTAL PAYMENT OUT | (300.00) |  |

### Report Details

- **PAYMENT OUT:** Cash removed from drawer that is not associated with sales, refunds, change on check (where face value of check exceeds transaction amount), or safe drop activities.
- **CHANGE/CHECK:** Transactions in which cash is returned to the customer because the check was tendered for more than the transaction amount.
- **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are grouped by method of payment. The total of all safe drops prints.



# PLU Promotions

## Overview

This is a simple-automated discount that sets a temporary price reduction (discount) for a PLU/modifier item any time that is sold between the configured start date/time and end date/time. Once the end date/time is reached, the item is again sold at its normal price.

This feature is also used for Car Wash Promotions at the POS (point-of-sale) and at the pump. For example, two dollars off a Gold Wash with the purchase of ten gallons of fuel.


## Using PLU Promotions

Automated discounts require no special handling by the cashier. Cashier sells items like any other PLU item (scanning, Soft Key, Menu item, or entering the PLU number), and then press **[ENTER]** to apply the discounts appropriately.

## Configuring PLU Promotions

To Add, Delete, or Restore PLU Promotions, click on **Store Operations > Restrictions > PLU Promotions**.

## PLU Promotions

| Field/Button  | Allowable Value/Function   |
|---|--|
| Add   | Click to add a new PLU Promotion.  |
| Delete  | Click to delete the selected Promotion.  |
| PLU   | Enter the PLU number to which the promotion applies. Do not enter leading zeros (0).                         |
| Modifier  | Enter the modifier for the PLU.  |
|  | If the PLU is valid, a small yellow index card appears. If the PLU cannot be validated, a black 'X' appears. |
| Start Date  | Enter the date the promotion starts.   |
| Start Time  | Enter the time the promotion starts.   |

| Field/Button   | Allowable Value/Function   |
|--|--|
| End Date   | Enter the date the promotion ends.   |
| End Time   | Enter the time the promotion ends.   |
| Discount - Percent<br><br>Amount<br><br>Amount   | <p>Click to calculate the discount value of the promotion as a percent of the item's price.</p> <p>Click to calculate the discount value of the promotion as a dollar amount.</p> <p>Enter the amount of the discount for the promotion.</p>   |
| Car Wash Discount - Minimum Ticket Purchase Amount<br><br>Minimum Fuel Product Amount<br><br>Minimum Fuel Volume | <p>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.</p> <p>Click if the customer is required to purchase a minimum dollar amount of a specific fuel product to qualify for the promotion discount.</p> <p>Enter the minimum dollar amount in the Purchase text box and the fuel product ID in the Fuel Product ID text box.</p> <p>Click if the customer is required to purchase a minimum quantity of fuel to qualify for the promotion discount.</p> <p>Enter the minimum quantity in the Purchase text box.</p> |
| Amount   | <p>Enter the purchase amount as follows:</p> <ul style="list-style-type: none"> <li>• Minimum Ticket Purchase Amount (dollar) - (0.01 - 99.99)</li> <li>• Minimum Fuel Product Amount (dollar) - (0.01 - 99.99)</li> <li>• Minimum Fuel Volume (gallons) - (0.01 - 99.99)</li> </ul>   |

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Fuel Product | If Minimum Fuel Product Amount is selected, enter the fuel product ID (numeric, 1 - 9). |

## Reporting

The following report focuses on all discounts against PLUs whether applied manually or automatically.

| PLU PROMO REPORT  |             |       |           |        |  |
|-------------------|-------------|-------|-----------|--------|--|
| PLU NUMBER        | DESCRIPTION |       |           |        |  |
| CUST              | ITEMS       | PRICE | TOT-SALES | %SALES |  |
| -----             |             |       |           |        |  |
| 000000000050/000  | DELUXE      |       |           |        |  |
| 2                 | 2.00        | 2.74  | 5.48      | P      |  |
| TOTAL ITEMS SOLD: |             |       | 2.00      |        |  |
| TOTAL SALES:      |             |       | 5.48      |        |  |
| % OF TOTAL SALES: |             |       | 2.85%     |        |  |

Sample PLU Promo Report

### Report Details:

- **PLU NUMBER:** Identification of the product as it appears in the PLU File or as it was entered if it is not found.

- **DESCRIPTION:** Description of the product as it appears in the PLU File. Items without descriptions either do not have descriptions assigned in the PLU File, or the item does not exist in the PLU File and was sold with a cashier-assigned price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of this item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method that is used to change the price of an item.

### PLU Promo Report Reason Codes

| Code | Description  |
|------|--|
| C    | The item was sold as a part of a combo.  |
| D    | A discount (percent or dollar as set up in Sales Configuration and Soft Key File under Manager) was applied to the item. |
| M    | The item was sold as part of a match.  |
| O    | The item was sold at the dispenser card reader.  |
| P    | The item was sold with a promotion set up in the PLU Promotion File in Manager.  |

- **%SALES:** Percent of total sales that this item represents. To find this number, use one of the following formulas.

If you use departments:

$\text{Net Department Sales} \div \text{Total sales of this item}$

If you only use PLUs:

$\text{Total PLU Sales} \div \text{Total sales of this item}$

## Troubleshooting

| #     | Messages               | Description / Action  |
|-------|------------------------|---|
| E3033 | ERROR IN CARWASH SETUP | The car wash parameters have not been set up correctly and the Discount Type prompt displays in the PLU Promotion File function. Check the car wash parameters. |

# PLU Sales

## Overview

PLU means “Price Look Up” and a PLU sale is one whose price is defined and can be “looked up” on the system’s price book using a numeric identifier. There are a number of ways to enter a PLU number (scanner, menu or button assignment or manually keyed).

When this number (which may also be a barcode) is provided to the system, the system can locate the item’s price, taxability, reporting department and other details associated with that number. So, all that is required to sell a PLU item is to provide the identifying number along with the quantity of the item being sold.

Our system supports the concept of “modifiers” to provide a mechanism to more specifically define the product when the same barcode is used to indicate different packaging of the same product. This is seen most often on canned soda (singles, 6-packs, etc). The combination of the PLU# and modifier uniquely identifies a product along with its price, taxability and other information. For most PLUs, this modifier value is zero.

## Modifiers

A PLU is made up of a PLU number and a modifier number. A single PLU can have up to 255 modified versions. Modifiers let you group similar items into the same PLU number.

For example, you might want to group all Coke products:

| Product                  | PLU | Modifier |
|--------------------------|-----|----------|
| Coke - six-pack cans     | 100 | 0        |
| Coke - two-liter plastic | 100 | 1        |
| Coke - single can        | 100 | 2        |

| Product              | PLU | Modifier |
|----------------------|-----|----------|
| Coke - 16-oz. bottle | 100 | 3        |

The first PLU/modifier combination created must use modifier 0. All other modifiers of the PLU can be any number between 1 and 255. If no modifier is entered during a selection, the modifier is assumed to be 0.

## Using PLU Sales

The PLU sales functions are:

- [Basic PLU Sale](#)
- [PLU Sale with Modifier](#)
- [PLU Sale with Quantity](#)
- [Open PLU](#)
- [PLU Not Found](#)
- [Manual PLU](#)
- [Managed PLUs](#)

### Basic PLU Sale

All PLU sales are a variation of one of these basic methods.

Enter the PLU item using one of the following methods:

- **Touch** the PLU soft key or scan the barcode
- Select the appropriate key or button assigned to that item
- Select the appropriate menu, then select the item from that menu
- Manually enter the PLU# or barcode and press **[ENTER]**. Do not enter the first or last number; only the numbers in between. In the example below, the correct entry would be **2193511112 [ENTER]**. Item is added to the transaction.






## PLU Sale with Modifier

### Key, Button, Menu or Manual Entry with Modifier

- a. Enter the PLU item
- b. The system displays a modifier menu listing the items
- c. Touch the entry for appropriate sized item or key the entry number and press **[ENTER]**. The selected item is added to the transaction.
- d. To edit an entry, touch or press **[MODIFY]** until the appropriate sized item is displayed in the ticket window
- e. Continue the transaction

### Scanned PLU Sale with Modifier

- Scan the PLU item
- When item has multiple entries (multiple modifiers), the system may display a menu listing them
- Touch the entry for appropriate sized item or key the entry number and press **[ENTER]**. The selected item is added to the transaction.
- Continue the transaction

|   |   |
|---|---|
|  <b>Note</b> | <p><i>When a scanned item has multiple modifiers, the system may be configured to display a menu that lists all modifier items associated with that barcode. No additional items may be scanned until an entry is selected from the menu.</i></p> |
|---|---|

## PLU Sale with Quantity

### Method 1

1. Use the numeric keypad to enter quantity,
2. **Press [QTY]**
3. Enter the PLU item


### Method 2

1. Enter the PLU item
2. Touch the line item in the receipt window,
3. Select **[QTY]** from the menu,
4. Key quantity and press **[ENTER]**

Item displays in ticket with appropriate quantity and extended price

## Open PLU

An open PLU is tracked and reported at the item level but requires the price to be entered each time it is sold.

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the Open PLU feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|

1. Enter PLU item
2. Key the item price and press **[ENTER]**. Item is added to the transaction
3. On transaction completion, an additional ticket prints on which the clerk should write the description and size of the product and add to paperwork to be submitted according to store policies and procedures

## PLU Not Found

1. Enter PLU item and PLU is not found in price book
2. System prompts for item price
3. Key **the item price** and press **[ENTER]**
4. Item is added to the transaction using its identifying number as the description
5. On transaction completion, an additional ticket prints on which the clerk should write the description and size of the product and add to paperwork to be submitted according to store policies and procedures

## Manual PLU

This function allows screen entry of items using the **<PLU number> [ENTER]** key sequence.

1. Touch or press **[MANUAL PLU]**
2. Touch **<PLU number>** and **[OK]**
3. If PLU number is not found, processing follows the “PLU Not Found” sequence

## Configuring PLU Sales

### Price Look Up Manager

Use **Store Operations > PLUs** to configure PLUs.

PLU sales primarily deal with the PLU file; also known as the pricebook. PLUs may be scannable (represented by a barcode) or may be assigned to keys, buttons or menus. The focus of this section is the maintenance of the PLU file itself.

The Price Look Up Manager form is used for editing, adding, and deleting PLUs. The current PLUs are listed on the left side of the form.

Price Look Up Manager

Page 1 of 1

Previous **Retrieve PLUs** Next

PLU 0000000099974 000

Description ITEM D

Price 9.97 Sell Unit 1.000

Department 9995 - TEST A DEPT

Product Code 0400 - GENERAL MERCHAN

Fees

ID Check

Taxes 1 - TEST

Blue Laws

Group ID 0

Sequence # 0 Transaction Quantity Limit 0.00

**Properties**

Open  Not Sold

Returnable  Food Stamp

Special Discount  Promo

Fractional Qty  Prompt Serial Num

Prohibit Manual Discount



**Taxable Rebate**


Additional amount against which tax is to be calculated when this PLU is sold


Rebate Amount 0.00 Taxes

| UPC               | Desc   |
|-------------------|--------|
| 0000000099974/000 | ITEM D |
| 0000000099981/000 | ITEM E |
| 0000000099998/000 | ITEM F |

| Field/Button  | Allowable Value/Function  |
|---------------|---|
| Retrieve PLUs | Click to display the Retrieve PLUs criteria entry form on the right of the Price Look Up Manager. See Retrieve PLUs.    |
| PLU           | Enter the PLU number (up to 14 digits).   |
| Add           | Click to create a new PLU record.   |
| Modifier      | Enter the modifier (up to three digits).  |
| Delete        | Click to delete the selected PLU.   |
| Description   | Enter a description of the PLU item (alphanumeric, 1 - 16 characters). The description appears on receipts and reports. |
| Price         | Enter the price of the PLU.   |
| Sell Unit     | Enter the number of items represented in packaging of the item.   |

| Field/Button | Allowable Value/Function  |
|--------------|---|
| Department   | Select the department to which this PLU is assigned.  |
| Product Code | <p>Select the name assigned to the product code (set by the network) that categorizes the products sold.</p> <p> <b>Note:</b> <i>Although product code can be assigned at PLU level, if left at 0, system retrieves product code from Department to which item is assigned.</i></p>  |
| Fee          | Select the fees.  |
| ID Check     | <p>If the PLU requires an ID check for purchase, click the Edit button.</p> <p>In the ID Check form, select the appropriate ID Check. Click Done.</p> <p> <b>Note:</b> <i>ID Checks are set up in <b>Store Operations &gt; Restrictions &gt; ID Check..</b></i></p>  |
| Taxes        | <p>If a tax is added when items in the department are sold, click the Edit button.</p> <p>In the Tax form, select the appropriate tax(es). Click Done.</p>  |
| Blue Laws    | <p>If the sale of an item in the department is restricted on a designated day(s), select the appropriate Blue Law. Click the Edit button.</p> <p>In the Blue Laws form, select the appropriate Blue Laws. Click Done.</p>   |
| Group ID     | <p>The group ID to which this 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.</p> <p>For this feature to work, “<b>topaz.sales.showGroupedItems</b>” and “<b>topaz.sales.allowDismissalOfGroupedItemMenu</b>” should be enabled in System Properties.</p> |

| Field/Button               | Allowable Value/Function   |
|----------------------------|--|
| Sequence #                 | The sequence number of this PLU item in the group.   |
| Transaction Quantity Limit | <p>Determines the quantity of the PLU that can be purchased per transaction.</p> <p>This parameter is used to restrict bulk quantity purchase of certain items. This field accepts non-negative decimal number to allow for fractional quantity. Default value is 0.00 and means that there is no restrictions on the total purchase quantity in a transaction.</p>                            |
| Properties                 |  |
| Open                       | <p>Select to make the PLU an Open PLU. When an Open PLU is used during a sale, the system prompts for a price for the PLU item.</p> <p> <b>Note:</b> Refer to the <i>Open PLU feature reference documentation</i> for information on this feature. The Feature Reference is available on Premier Portal.</p> |
| Not Sold                   | Select to prevent the PLU item from being sold.  |
| Refundable                 | Select to allow the PLU item to be returned for a refund.  |
| Food Stamp                 | <p>Select if food stamps may be used to purchase the PLU item.</p> <p>Refer to <a href="#">Food Stamp Payment</a> to know more about how food stamp eligible PLUs are used.</p>  |
| Special Discount           | Select if the PLU item is eligible for special discount. When this parameter is selected, the Special Discount MOP must be set up on Payment > MOP.  |
| Promo                      | Select to allow the PLU item to be on promotion. When this parameter is selected, it must be defined at <b>Restrictions &gt; PLU Promotions</b> .  |

| Field/Button                    | Allowable Value/Function  |
|---------------------------------|---|
| <b>Fractional Quantity</b>      | <p>Select if the PLU item may be sold in fractional quantities (for example, sold by weight).</p> <p> <b>Note:</b> <i>If this parameter is selected, all quantities entered in Sales mode for this PLU are read as decimals. For example, if the quantity is 1¾ lbs of turkey, key [1][7][5]. If this parameter is not selected, all quantities entered are read as whole numbers.</i></p> |
| <b>Prompt Serial Number</b>     | <p>Some items that Convenience Stores sell need to have their serial number printed on the receipt. When such an item is scanned/entered, the POS needs to prompt the cashier to enter the product's serial number. Enable to prompt for serial number to be printed on the receipt. Cashier can either enter the serial number or bypass the prompt to complete the transaction. Serial number can be entered via screen keys, hard keys, or scanned via scanner.</p>      |
| <b>Prohibit Manual Discount</b> | <p>Select to prohibit discounts configured to be applied by pressing the discount key. Prohibit Discount does not affect PLU Promo, NAXML Promo (Combo/MixMatch), or Loyalty line item discounts.</p>   |
| <b>Taxable Rebate</b>           | <p>The rebate amount and the taxes applied to the rebate amount.</p>  |

## Retrieve PLUs

Use the Retrieve PLUs button on Price Look Up Manager to change the form to allow retrieval of all PLUs or specific PLUs based on entered criteria.

Price Look Up Manager

Page 1 of 1

Previous Retrieve PLUs Next

| UPC               | Desc   |
|-------------------|--------|
| 0000000099974/000 | ITEM D |
| 0000000099981/000 | ITEM E |
| 0000000099998/000 | ITEM F |


**Retrieve PLUs**

**Where**

PLU Number   Modifier   
   Product Code    
   Department    
   Description   
   Price

**Order By**

Leaving WHERE conditions blank will return ALL PLUs.

| Field/Button  | Allowable Value/Function  |
|---------------|---|
| Retrieve Page | Click to retrieve PLUs that match the criteria entered.   |
| Done          | Click to close the Retrieve PLUs form and display the PLU entry form.   |
| Reset         | Click to delete the entries on the Retrieve PLU page.   |
| Where         | <p>Enter the PLU return conditions.</p> <p> <b>Note:</b> Leaving any of the "Where" conditions blank will return all PLUs. For example, entering 'Milk' in this field will return all PLUs that have the word Milk in their description.</p> |
| PLU Number    | Enter the PLU number to retrieve one specific PLU.  |
| Department    | Select the department to retrieve all of the items assigned to a specific department.   |



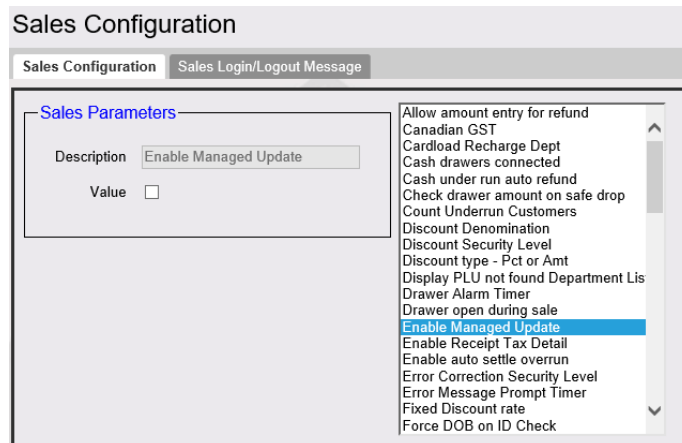
| Field/Button | Allowable Value/Function  |
|--------------|---|
| Product Code | Select the product code description to retrieve all of the items assigned to a specific product code.           |
| Order By     | Select the PLU retrieval order. Click + to retrieve by UPC (PLU), Description, Department, Product Code, Price. |

## Managed Updates

The Managed Updates feature provides an interim approval step during the PLU file update process and allows updates to take effect within the POS system immediately after approval. The business purpose behind the approval step is to allow store management to use a 3rd party system (SAP Retail Store) to identify, print and update shelf labels as needed for price changes prior to those changes being reflected within the POS system.

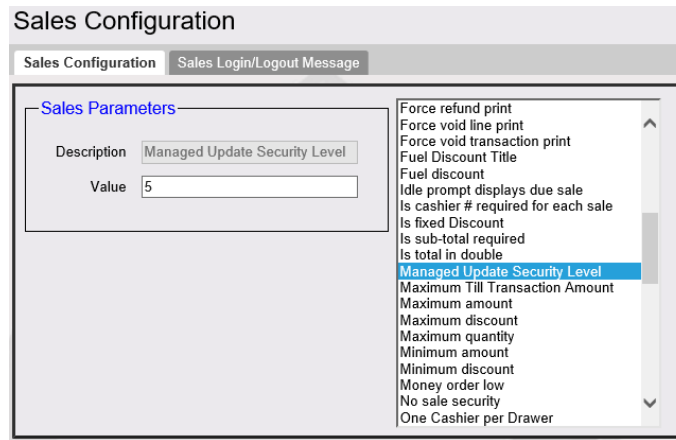
### Enable Managed PLU Update

From **Store Operations > Sales > Sales Configuration**, enable “**Enable Managed Updates**”.



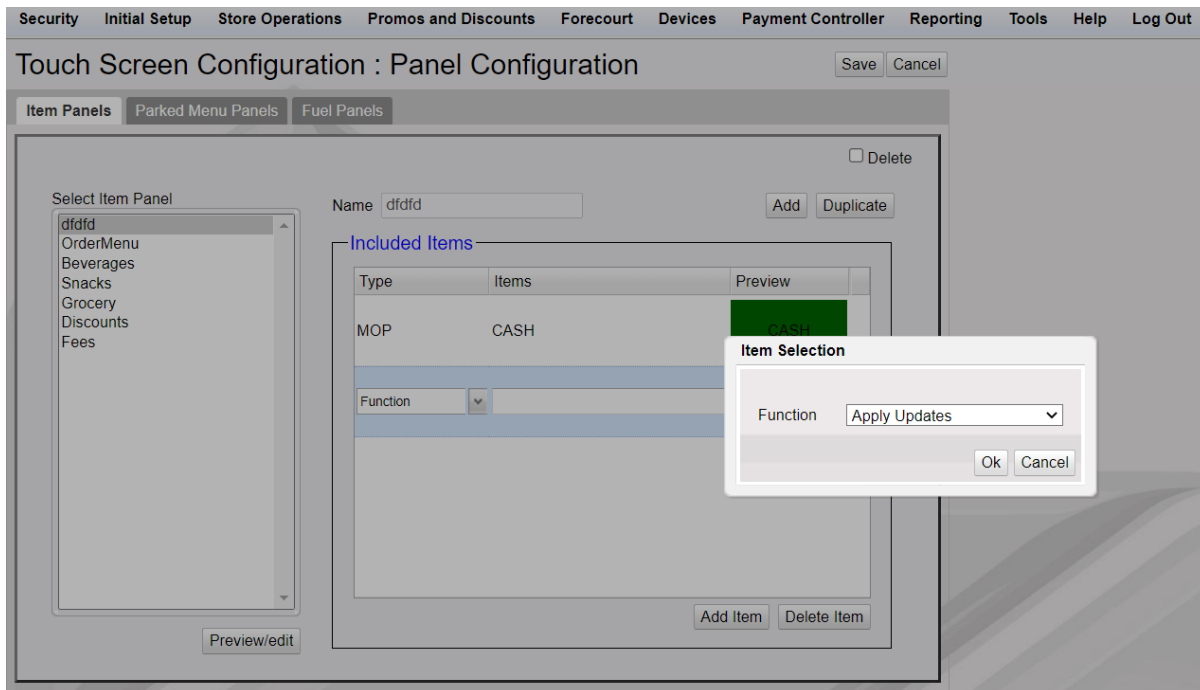
### Managed Update Security Level


In **Store Operations > Sales > Sales Configuration > Managed Update Security Level**, enter the security level of the manager who can apply the update.



### "Apply Updates" Touchscreen Button

In **Store Operations > Touch Screen > Panel Configuration**, select "Add Item" and Type as "**Function**". Select "**Apply Updates**" to assign this function to a touch screen key or POS key for easy access to the function.



|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Base 53 and Higher feature reference documentation for information on configuring the touch screen. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

### “PLU File Update Pending” Alarm

This alarm is posted on the POS in the “Alarm” section of the display.

After the “PLU File Update Pending” alarm appears on the display, press the Apply Updates soft key (configured above) to apply the price updates to the PLU items in the system.

If Managed PLU Updates is disabled, “Feature Not Enabled” is displayed.

If Managed PLU Update is enabled, Managed PLUs screen with updates or none is displayed.

### Pending Updates

View Pending Managed Updates from **Store Operations > Managed Updates**.

| Pending Managed Updates |                     |         |
|-------------------------|---------------------|---------|
| S.No                    | Time Stamp          | Dataset |
| 1                       | 2015/11/18 05:28:34 | Item    |
| 2                       | 2015/11/18 05:28:39 | Item    |
| 3                       | 2015/11/18 05:28:41 | Item    |

## Reporting

The PLU Report reflects all PLU sales for a given reporting period. It provides an entry for every price at which a PLU was sold along with a “reason Code” when it is sold at a price different than the one stored in the price book.

| PLU REPORT       |       |             |           |        |
|------------------|-------|-------------|-----------|--------|
| PLU NUMBER       |       | DESCRIPTION |           |        |
| CUST             | ITEMS | PRICE       | TOT-SALES | RC     |
|                  |       |             |           | %SALES |
| -----            |       |             |           |        |
| 000000000031/000 |       |             | MILK      |        |

Sample PLU Report for All PLUs

|                  |      |       |              |   |       |
|------------------|------|-------|--------------|---|-------|
| 2                | 2.00 | 2.54  | 5.08         | P |       |
|                  |      |       |              |   | 1.31% |
| 000000000080/000 |      |       | 2L. SODA     |   |       |
| 3                | 4.00 | 1.19  | 4.76         |   |       |
|                  |      |       |              |   | 1.23% |
| 000000000135/003 |      |       | COFFEE CLUB  |   |       |
| 1                | 1.00 | 12.00 | 12.00        | G |       |
|                  |      |       |              |   | 3.09% |
| 000000000141/000 |      |       | SM FOUNT DR  |   |       |
|                  | 2.00 | 0.69  | 1.38         |   |       |
|                  | 5.00 | 0.55  | 2.75         | D |       |
| -----            |      |       |              |   |       |
| 4                | 7.00 |       | 4.13         |   |       |
|                  |      |       |              |   | 1.06% |
| 000000000141/001 |      |       | MED FOUNT DR |   |       |
| 3                | 4.00 | 0.89  | 3.56         |   |       |
| 1                | 1.00 | 0.50  | 0.50         | V |       |
| -----            |      |       |              |   |       |
| 4                | 5.00 |       | 4.06         |   |       |
|                  |      |       |              |   | 1.00% |
| 00000000999/000  |      |       | ITEM F       |   |       |
| 1                | 6.00 | 1.19  | 7.14         | D |       |
|                  |      |       |              |   | 1.84% |

Generic  
Loyalty  
discounted  
price

|                   |      |       |       |
|-------------------|------|-------|-------|
| 000000000999/000  |      |       |       |
| 1                 | 1.00 | 1.25  | 1.25  |
|                   |      |       | 0.32% |
| TOTAL ITEMS SOLD: |      | 27.00 |       |
| TOTAL SALES:      |      | 19.28 |       |
| % OF TOTAL SALES: |      | 4.97% |       |
| -----             |      |       |       |

**Report Details**

- **PLU NUMBER:** Identification of the product as it appears in the PLU File. This includes the PLU number followed by the three-digit modifier. There is a separate entry for each PLU/modifier combination.
- **DESCRIPTION:** Description of the product as it appears in the PLU File. Items without descriptions either do not have descriptions assigned in the PLU File, or the item does not exist in the PLU File and was sold with a cashier-assigned price. If the PLU does not exist, it is listed separately in the PLU Exception Report. Items with the description of “OPEN PLU” have no defined price and require the cashier to key a price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of the item. If the item is sold at more than one price, the total amount collected at each specific price is listed.

- **RC:** Reason code identifies the method used to change the price of an item. Line item discounts apply only to non-fuel sales. When Generic Loyalty is in effect, the loyalty host does not return fuel line items in the discount detail data.

| Reason Code | Description   |
|-------------|---|
| C           | The items sold as a part of a combo.  |
| D           | A discount is applied to the item. The setting of the "Discount (P, A)" parameter determines whether the discount is a percentage or amount discount. |
| M           | The item sold as part of a match.   |
| O           | The item sold at the dispenser card reader.   |
| P           | The item sold with a promotion set up in the PLU Promotion File in Manager mode.  |
| PD          | A promotion applied to an already discounted item.  |
| PO          | The item sold from a dispenser card reader with a promotion.  |
| PV          | A price override applied to an item already set up as a promotion. See "PLU Exception Report."  |
| V           | A price override applied to the item.   |
| VD          | A price override applied to an already discounted item.   |

- **% SALES:** Percent of total sales that the item represents. To find this number, use one of the following formulas.
  - If departments are used, get the "Total Sales" figure from the Department Report:

Net Department Sales ÷ Total sales of this item

– If PLUs: are used

Total PLU Sales ÷ Total sales of this item

- **TOTAL ITEMS SOLD:** Total number of items sold as PLUs.
- **TOTAL SALES:** Total amount of PLU sales.
- **% OF TOTAL SALES:** Percent of total sales made as PLUs. To find this number, add all the %Sales entries in this report.

## Other PLU Related Reports

- PLU section of the **Cashier Tracking Report** offers similar totals, but all sales for a PLU are represented as a single line entry regardless of the price at which it was sold.
- **PLU Exception Report** focuses entirely on Price Override and PLU NOT FOUND condition sales. It shows the PLU#, type of exception, original price, sale price and cashier ID.
- PLU Promo Report offers sales of PLUs in promotion only

## Troubleshooting

| #     | Message           | Description/Action   |
|-------|-------------------|--|
| E1109 | PRESET NOT USED   | The soft key has not been defined or the PLU no longer exists. |
| E1110 | PLU TOO LONG      | PLU entered has too many digits. Key the correct PLU.          |
| E1111 | INVALID PLU       | PLU entered does not exist. Key the correct PLU.               |
| E1113 | NO REFUND ALLOWED | No refund is allowed on this PLU or in this department.        |

| #     | Message                       | Description/Action  |
|-------|-------------------------------|---|
| E1197 | INVALID PRICE                 | This item does not have a unit price assigned to it in the PLU File function in Manager mode. |
| E7050 | PLU NOT FOUND                 | User attempted to configure a PLU that does not exist for one of the CRM programs.            |
| E7053 | PLU CANNOT ALSO BE IN A MIX   | CRM programs do not operate with PLU items also configured for Mix 'n Match.                  |
| E7054 | PLU CANNOT ALSO BE IN A COMBO | CRM programs do not operate with PLU items also configured for combo.                         |
| E7055 | PLU ALREADY A PART OF EPC     | User has to enter a single PLU number more than once in the EPC configuration file.           |




# POP Discount

## Overview

The Point of Purchase (POP) Discount feature is a type of automated discount that offers fuel at a discounted price based on certain qualifying characteristics in the transaction.


Those characteristics can be the purchase of a specific PLU (perhaps, Car Wash), payment with a specific MOP (perhaps, Cash), payment with a specific card type (the site's own payment card type), purchase of a minimum amount from a department (perhaps, Premium Fuel) or membership in the site's loyalty program.

This broad variety of options is provided to offer flexibility. Running more than two types of POP promotions at the same time can be confusing for the clerks and for the customers and is not recommended.

|  |  |
|--|--|
|  <b>Note</b> | <i>Fuel Discounts cannot be more than \$ 0.99.</i> |
|--|--|

Multiple POP PPG Discounts are allowed in a single transaction. The POS stacks a maximum of three POP categories, one from each category:

- **Merchandise Based:** PLUs (#), Minimum purchase amount (\$), or Min Dept Amount (\$ or #)
- **Payment Based:** MOP or Card Type
- **Membership/Code Based**

|   |   |
|---|---|
|  <b>Note</b> | <i>Refer to the POP Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|---|---|



# Refunds

## Overview

Refunds and Sales are separate transaction types and cannot be combined. Refunds are subject to additional rules and restrictions; some that can be configured, some that are determined by the card processing network and some that are determined by your company's policies and procedures.

## Using Refunds

Sales and Refunds are separate transaction types and cannot be combined. Any Refund must start by selecting REFUND.

1. Press **[REFUND]** to indicate that this is a REFUND transaction
2. If prompted, key the User ID and password
3. Enter items to be refunded as appropriate
4. Press **[TOTAL]** if required
5. Touch or press the method of payment (MOP)

The system does not consider the following scenarios as Refunds:

- Funds returned to customer from Prepay Underrun.
- Funds returned to customer from a sales transaction with negative line items that force the transaction total too be negative.

## Configuring Refunds

| Parameter | Path | Value | Description |
|-----------|------|-------|-------------|
|-----------|------|-------|-------------|

| Parameter       | Path   | Value   | Description  |
|-----------------|--|---------|--|
| Allow Refund    | Store Operations > PLUs > Properties           | Yes, No | Select to allow this MOP to be given to a customer when an item is refunded.   |
| Refundable      | Store Operations > Payment > MOP               | Yes, No | Select to allow the PLU item to be returned for a refund.  |
| Refund Security | Store Operations > Sales > Sales Configuration | Yes, No | Enter the security level an employee must have to perform a refund transaction.<br><br>Entering 1 - 9 indicates that an employee with a security level of at least that number must approve refunds (0 - 9).<br><br>0 – Refunds do not require a security check. |

## Reporting

| MOP SALES  |    |        |  |   |
|------------|----|--------|--|---|
| CARD BASED |    |        |  |   |
| CREDIT     | 2  | 50.76  |  | Sample MOP SALES and MOP CANCEL/REFUNDS in <b>Cashier</b> Report. |
| CASH       |    |        |  |   |
| DOLLAR     | 18 | 165.90 |  |   |
| ARGENTINA  | 1  | 7.87   |  |   |

|                           |   |         |  |
|---------------------------|---|---------|--|
| DRIVE OFF                 | 1 | 50.00   | MOP totals are represented in Summary and Cashier Reports. |
| INHOUSE                   | 1 | 10.00   |  |
| PUMP TEST                 | 1 | 1.00    |  |
| -----                     |   |         |  |
| TOTAL MOP SALES           |   | 275.53  |  |
| <b>MOP CANCEL/REFUNDS</b> |   |         |  |
| CASH                      | 2 | 2.74    |  |
| -----                     |   |         |  |
| TOTAL MOP CANCEL/REFUNDS  |   | ( 2.74) |  |

**Report Details**

- MOP SALES:** Summary of sales by method of payment (MOP).

*Note:* If a foreign currency has been set up in the Currency File that currency appears in the CASH section.
- MOP CANCEL/REFUNDS:** Summary of cancelled or refunded transactions. The total is displayed in parentheses because the number is negative.

**Troubleshooting**

| #     | Message           | Description/Action  |
|-------|-------------------|---|
| E1257 | MUST PRESS CREDIT | Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit. |
| E1113 | NO REFUND ALLOWED | No refund is allowed on this PLU or in this department.   |

| #     | Message                           | Description/Action  |
|-------|-----------------------------------|---|
| E1150 | REFUND NOT ALLOWED ON CREDIT SALE | A credit card purchase cannot be refunded in cash.  |
| E1164 | REFUND NOT ALLOWED                | “Refund Allowed” is set to ‘No’.  |
| E1257 | MUST PRESS CREDIT                 | Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit. |

# Reports Manager

## Overview

Reports are based on a period such as a shift, a day, a month, or a year in which sales are made. These reports show sales on a system-wide basis while Cashier reports apply only to a single cashier on a single register.

## Using Reports Menu

Navigate to **CSR Func > Reporting Menu** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby2) to access the following Reporting functions:

- [Cashier Worksheet](#)
- [Close Cashier Report](#)
- [Print Cashier Report](#)
- [Payroll Reports](#)
- [Other Reports](#)

Key points to remember:

- Closing a report does not automatically print the report. The Print Report functions print the reports.
- Cashier Close affects only that register
- A Period Close, closes all registers for inside and outside sales
- Closing a period closes that period as well as any lower level periods. For e.g. “Close Day” function automatically runs a “Close Shift”
- Flash Reports provide current information for Period 1 (Shift) without closing

## Cashier Worksheet

MOPs printed on the cashier worksheet are based on flags in MOP file.

1. Touch **[Cashier Worksheet]**
2. Prints a form to enter the counted amount of each **method of** payment (MOP) during Print Cashier Report function

## Close Cashier Report

This function calculates sales totals for the cashier; then closes and resets drawer totals for the cashier on the terminal where the cashier performed the sales. The other registers in the system remain unaffected.

1. Touch **[Close Cashier Report]**
2. Key the cashier number
3. Touch **[OK]** or press **[ENTER]**
4. Touch **[OK]** to confirm the sequence

## Print Cashier Report

Only an employee with the required security level, can print the report.

For the first time only the systems prompts the cashier to enter the ending drawer amounts. After that, it is simply a reprint using the same amounts. Most recently closed report will always be displayed at the top of the list.

1. Touch **[Print Cashier Report]**
2. Key the cashier number
3. Touch **[OK]**
4. In the Cashier Period list, touch the report to print
5. In the Print Cashier Report overlay, key the amounts of each method of payment (MOP) counted in a cashier drawer

## Payroll Reports

1. Touch **[Payroll Reports]**



2. In the Select Payroll Function list, touch **[CLOSE]** or press **[ENTER]**
3. Key **<the employee ID>** and touch **[OK]** or press **[ENTER]** to close all employees
4. Touch **[OK]** or press **[ENTER]** to acknowledge

## Other Reports

Close Period Reports:

Touch the reports function or key **<entry#>** and press **[ENTER]**

Print Period Reports:


1. Touch the reports function or key **<entry#>** and press **[ENTER]**
2. Select the report to be printed

The available other reports are:

- Close Shift Report
- Print Shift Report
- Close Daily Report
- Print Daily Report
- Close Monthly Report
- Print Monthly Report
- Close Yearly Report
- Print Yearly Report
- Close Carwash Pay Point Period
- Print Carwash Pay Point Period
- Funds Audit Report
- Flash Reports

# Configuring Reports

Period Reports are made up of a number of smaller reports. Use **Configure Group List** in **Report Configuration** form to turn off printing of those reports that should not be printed.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Even if a report is turned off for printing, it will still be generated and so, could be printed at a later time.</i></p> |
|---|---|

Use **Reporting** to configure reports.

## Report Configuration

### Report Configuration

Use to configure reports for the selected period.


| Field/Button | Allowable Value/Function |
|--------------|--------------------------|
|--------------|--------------------------|

| Field/Button                         | Allowable Value/Function  |
|--------------------------------------|---|
| Period Configuration                 | <p>Select the period to be configured.</p> <p> <b>Note:</b> <i>This period selection does not apply to the Configure Group List. Make sure that the appropriate period is selected under the Configure Group List section.</i></p>   |
| Description                          | The name of the period selected in Period Configuration.  |
| Delay Between Close                  | Enter the minimum time that must lapse between period closes (0 - 366).   |
| Unit of Measure                      | Select to define the unit of time between period closes (Hours or Days).  |
| Roll Up DB Reports                   | Allows rolling up of database totals into the next period. (Shift always rolls up into Day so selection is not available for Shift.) Select 'Yes' for other periods to roll data into the next period.  |
| Store T Log Data                     | Select 'Yes' to store transaction log data for periods 1 and/or 2.  |
| Report Parameters - Reclose Security | Select the security level required to close a period without waiting the preset time since the previous period close (1 - 9).   |
| Force Close Pending Security         | Select the security level required to force close a pending period (1 - 9).   |
| Force Cashier Closed                 | <p>(Applies only if Shift is selected in Period Configuration.) Select to automatically close all open cashiers when a Close Shift Report is run.</p> <p>(If not selected, cashier totals must be closed manually.)</p> <p> <b>Note:</b> <i>If "Force Cashier Closed" is selected, do not select "Cashier Spans Shifts" or "Force Cashier to Print."</i></p> |

| Field/Button                 | Allowable Value/Function  |
|------------------------------|---|
| Cashier Span Shifts          | Select if open cashiers are not required to close cashier totals when a Close Shift Report is run. If not selected, open cashiers must manually close cashier totals when a Close Shift is run. |
| Force Cashier to Print       | Select to require the cashier to print a cashier report in addition to closing.   |
| Allow Close with No Activity | Select to allow a period close with no transactions.  |
| Allow Suspended Sales        | Select to allow a period close when suspended sales are present.  |
| Configure Group List         | Make sure that the appropriate period is selected for configuring the group list. Click Edit to add reports to be printed by POS for that period.   |
| Delete                       | To prevent a report from printing, select the report in the <b>Configure Group List</b> and select Delete.  |


### Auto End of Day (AEOD)

Automatic End of Day (AEOD) function performs an automatic close daily at a specified time of day even if the POS is not attended by a cashier.

|   |  |
|---|--|
|  <b>Note</b> | Refer to the AEOD Feature Reference for more information on this feature. The feature reference available on Premier Portal. |
|---|--|

### Manager Workstation

Manager Workstation (MWS) allows entries to be adjusted after a period close at the POS. Drawer counts and the adjusting entries to the Day Close can be entered at a PC located in another area away from the counter.

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Refer to the Manager Workstation Feature Reference for more information on the feature. The Feature Reference is available on Premier Portal.</i></p> |
|--|---|


Report Configuration
Auto End OF Day(AEOD)
**Manager Workstation**

Manager Workstation Enabled

Max Unaccepted Period Reports


**Recommended Max value = 3 (Day/Pd2), Max value = 9 (Shift/Pd1)**

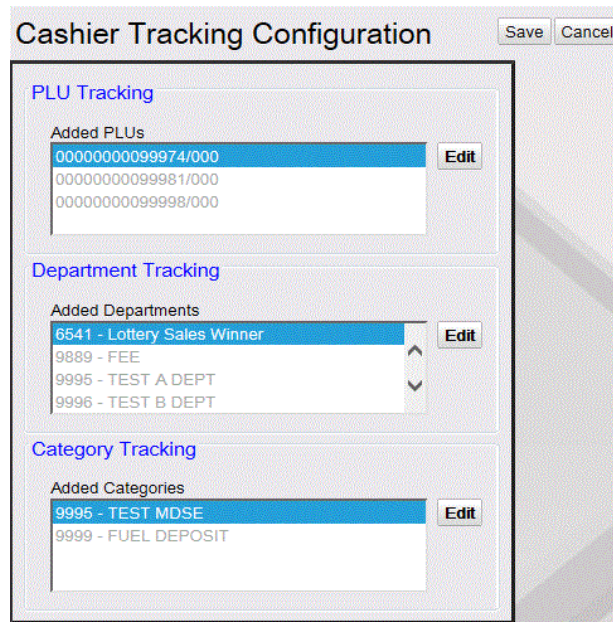
| Field/Button                  | Allowable Value/Function   |
|-------------------------------|--|
| Manager Workstation Enabled   | Select to enable Manager Workstation.  |
| Max Unaccepted Period Reports | <p>Enter the maximum number of open Days that can be allowed. This parameter determines how many unaccepted reports can be kept in queue for the manager to correct and close. When the reports in queue cross this number, the earliest one is auto-closed.</p> <p>Verifone recommends max value as 3 if the close period type is <b>Day</b> and max value as 9 if close period type is <b>Shift</b>.</p> |

|  |   |
|--|---|
|  <p><b>Note</b></p> | <p><i>Manager Workstation is enabled by default. When this feature is enabled, the cashier is prompted to open the connected drawers on day close. To stop this prompt, Manager Workstation Enabled box should be unchecked if the site doesn't support this feature.</i></p> |
|--|---|

## Cashier Tracking

Use to track selected PLUs (up to 50), departments (up to 30) or categories (up to 10) by cashier.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Cashier Tracking reports are printed only as part of a Cashier Report.</i></p> |
|---|--|



| Field/Button        | Allowable Value/Function  |
|---------------------|---|
| PLU Tracking        | <ol style="list-style-type: none"> <li>1. Click <b>Edit</b>.</li> <li>2. In the Retrieve PLUs form, enter the conditions and click <b>Done</b> or <b>Retrieve Page</b>.</li> <li>3. Select PLUs and click <b>Done</b>.</li> </ol> |
| Department Tracking | <ol style="list-style-type: none"> <li>1. Click <b>Edit</b>.</li> <li>2. In the Added Departments form, select the departments and click <b>Done</b>.</li> </ol>  |

| Field/Button      | Allowable Value/Function   |
|-------------------|--|
| Category Tracking | <ol style="list-style-type: none"> <li>Click <b>Edit</b>.</li> <li>In the Added Categories form, select the categories and click <b>Done</b>.</li> </ol> |

## Close Car Wash Pay Point Period

Click **Reporting >Close Car Wash Pay Point Period** to close car wash pay point period.


## Site Asset Data

This screen contains tabs that has information about site details, POS Terminals, Dispenser Data, and Stand-Alone Devices.

## Close Day NOW

The Close Day NOW function performs a day close.

## Mobile Food Order Report

|   |  |
|---|--|
|  <b>Note</b> | <i>Refer to the Mobile Food Order Feature Reference for more information on the feature. The Feature Reference is available on Premier Portal.</i> |
|---|--|

## Reporting

See Reports topic for examples of all reports and the report details.

## Troubleshooting

| #     | Message             | Description/Action  |
|-------|---------------------|---|
| E1206 | PAYROLL RECORD FULL | The POS stored as many clock in/outs as it can hold. Run the Payroll Report function. |

| #     | Message                       | Description/Action   |
|-------|-------------------------------|--|
| E2001 | ABORT PRINTING NOT ALLOWED    | Attempted to stop printing the Close Yearly report. Printing this report cannot be aborted.  |
| E2002 | NO CASHIER REPORT AVAILABLE   | The Print Cashier Report function has been selected and there is no data to print. Choose another report or function.  |
| E2004 | INVALID INPUT                 | <ul style="list-style-type: none"> <li>▪ An invalid cashier number was entered or an invalid key was pressed when trying to close a cashier.</li> <li>▪ An invalid number was entered to list the PLU or department data.</li> <li>▪ An invalid choice was entered when prompted to print a current or close a Payroll Report.</li> <li>▪ An invalid cashier number was input for the Payroll Report.</li> </ul> <p>Enter the correct information.</p> |
| E2005 | CASHIER NOT OPEN              | Attempted to run the Close Cashier function in Reports mode and the specified cashier has not logged in.   |
| E2006 | INVALID EMPLOYEE NUMBER       | Logged in with an invalid ID. Re-enter the correct number.   |
| E2007 | INVALID CASHIER REPORT AMOUNT | Entered 0.00 for an MOP amount when printing a Cashier Report and the "Allow \$0.00 Entry" parameter is set to 'N' in the MOP File. Re-enter the information.  |
| E2008 | NO REPORTS AVAILABLE          | The selected period report has not been closed yet. Run the close period report first. This occurs in the Print Shift, Daily, and Monthly report functions in Reports mode.  |



| #     | Message                          | Description/Action  |
|-------|----------------------------------|---|
| E2009 | ACCESS DENIED                    | Attempted to print a report or close a period with a security level lower than that set in Manager > Security Control > Report Functions. Check with your manager to get access to this function.   |
| E2010 | UNABLE TO OPEN TANK MONITOR PORT | Selected the Tank Monitor Report for printing but the appropriate COM port could not be opened. Check for loose connections in the back of the POS.   |
| E2011 | NO RESPONSE FROM TANK MONITOR    | Selected Tank Monitor Report for printing but the POS did not receive a response from the TLS. A servicer should check the communications between the TLS and the POS.  |
| E2012 | ERR CLSING MO PRD                | The period could not be closed on the money order device.<br><br><b>Note:</b> Refer to the Money Order Feature Reference for more information on this feature. The Feature Reference is available on the Premier Portal.  |
| E2014 | DUE SALES PENDING                | An Automatic End of Day (AEOD) has started while there are due sales on the register or when sales are in progress. If AEOD is configured with "Wait for no due sales", then after the due sales are completed and the registers are idle, the AEOD will start. |
| E2015 | FUEL PUMPS NOT IDLE              | An Automatic End of Day (AEOD) has started while fuel pumps in use. If AEOD configured with "Fuel idle wait time (minutes)" not equal to zero, then after the fuel pumps idle for the time period mentioned, the AEOD will start.                               |

# Reports

## Overview

This topic contains instructions for the following report functions:

- Cashier Reports
  - Close Cashier Report
  - Print Cashier Report
  - Cashier Worksheet
- Period Reports
  - Shift Reports
    - Close Shift Report
  - Daily Reports
    - Close Daily Report
  - Monthly Reports
    - Close Monthly Report
  - Yearly Reports
    - Close Yearly Report
- Payroll Reports
- Flash Reports
- Print Current Cashier Report

## Report Configurations

All possible report functions are described in this topic. See the following table for the functions that appear in the system.


|    | POS Reporting Menu Functions   |
|----|--------------------------------|
| 1  | Close Cashier Totals           |
| 2  | Print Cashier Report           |
| 3  | Cashier Worksheet              |
| 4  | Print Current Cashier Report   |
| 6  | Close Shift Report             |
| 7  | Close Daily Report             |
| 8  | Close Monthly Report           |
| 9  | Close Yearly Report            |
| 10 | Close Carwash Pay Point Period |
| 11 | Print Shift Report             |
| 12 | Print Daily report             |
| 13 | Print Monthly Report           |

| POS Reporting Menu Functions |                                |
|------------------------------|--------------------------------|
| 14                           | Print Yearly Report            |
| 15                           | Print Carwash Pay Point Period |
| 16                           | Payroll Reports                |
| 19                           | Funds Audit Report             |
| 20                           | Flash Reports                  |

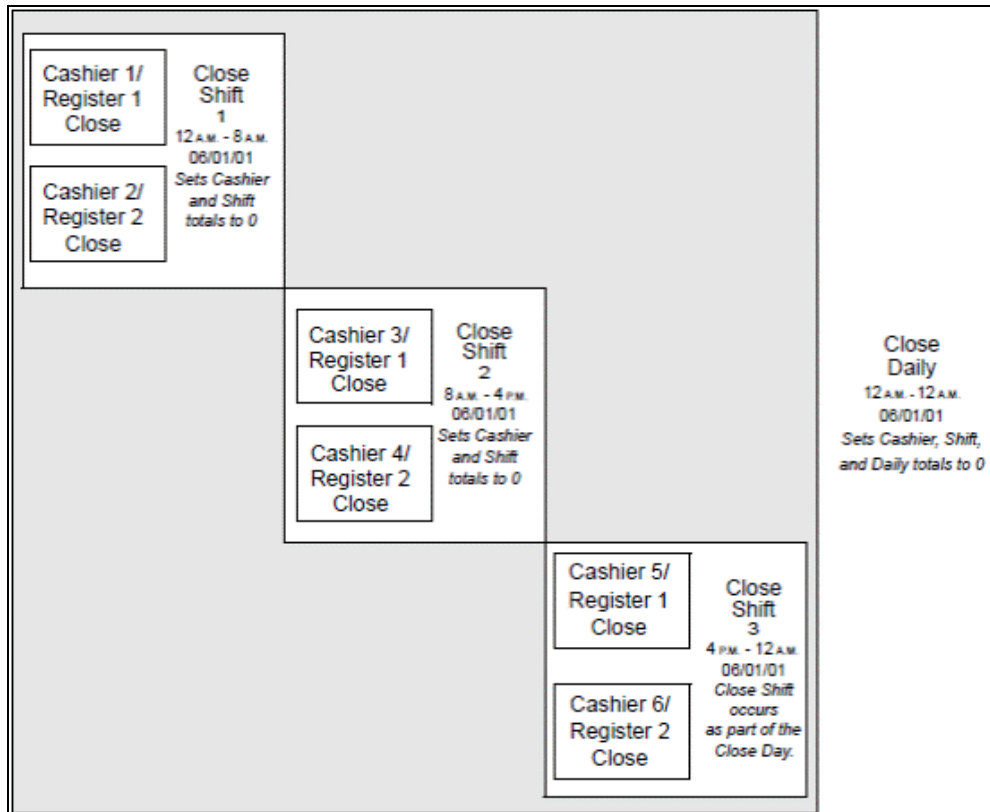
## Report Periods

A system can have reports for up to 60 cashiers and for up to four periods.

- The Cashier Report calculates totals for a single cashier on a single register.
- Shift is the smallest amount of time that contains report totals for all registers and cashiers.
- Yearly is the largest amount of time that contains report totals for all registers and cashiers.
- The Current Cashier Report prints the current totals for cashiers without having to close the shift.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>Closing a period will close all smaller periods. For example, if a Close Daily is performed, it will also close any open cashiers, then it will close any open shifts, and then it will close the open day.</i></p> |
|---|---|

See the example below:



The example displays a two-period system. The following period closings were done:


- **Close Shift 1**
  - Cashiers 1 and 2 close. The cashier totals reset to 0.
  - The shift closes for the 12 A.M. to 8 A.M. period. The shift totals reset to 0.
- **Close Shift 2**
  - Cashiers 3 and 4 close. The cashier totals reset to 0.
  - The shift closes for the 8 A.M. to 4 P.M. period. The shift totals reset to 0.
- **Close Daily (includes Close Shift 3)**
  - Cashiers 5 and 6 close. The cashier totals reset to 0.
  - The shift closes for the 4 P.M. to 12 A.M. period. The shift totals reset to 0.
  - The day closes the three shifts (12 A.M. to 12 A.M.). The daily totals reset to 0.

# Cashier Reports

## Close Cashier Totals

The Close Cashier Totals function closes and resets drawer totals. A cashier's totals can be closed by the cashier who entered Sales mode and used the drawer, or another employee, such as a manager, who has a higher security level than the cashier. In a multiterminal system, the totals are closed for the cashier on the terminal where the close is done. If a cashier has sales on more than one terminal, the cashier totals must be closed on each terminal separately.

In Configuration Client, If the "Force Cashier Closed" setting in Report Configuration is selected, then each open cashier is closed automatically when a Close Shift function is run.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>The Cashier Report is not printed when performing the Close Cashier Totals function. This allows the cashier whose shift is over to take the closed drawer to another location and count it while a new cashier starts working on a new drawer. When the cashier finishes counting their drawer, they can then use the Print Cashier Report function and enter the totals from their Cashier Worksheet.</i></p> |
|---|---|

## Print Cashier Report

The Print Cashier Report function prints any one of the last three cashier closes for a specific cashier. A Cashier Report can be printed by the cashier who entered Sales mode and ran transactions or another employee, such as a manager, who has a higher security level than that cashier. The first time a Cashier Report prints, the POS prompts for the amount of each method of payment. The amounts the cashier enters are compared to the totals the terminal has calculated. If a Cashier Report prints more than once, then the POS does not prompt for MOP amounts.

If the Cashier Report prints again after the totals have been entered, the report prints with no questions.

## Cashier Changes

The Cashier Report is not printed when the report is closed. This allows the cashier who is leaving to close totals, remove the drawer, and go into another room to count the drawer. The new cashier can put another drawer in and start work right away.

The cashier who is counting the closed drawer can enter the amount of each method of payment on the Cashier Worksheet. Then, when there is a break in customer activity, the cashier can run the Print Cashier Report function, enter the totals from the worksheet, and print the report.

## MOP File

The Method of Payment types that are prompted for when performing the Print Cashier Report function are configured on **Configuration Client > Store Operations > Payment > MOP** tab. On each MOP, selecting the “Cashier Report Prompt” setting determines if that MOP type will prompt.

## Sample Cashier Worksheet

The Print Worksheet function prints a form to record the amounts of each method of payment when counting a closed drawer. The totals on this worksheet are then used when performing the Print Cashier Report function.

|                        |       |
|------------------------|-------|
| CASHIER WORKSHEET      |       |
| CASHIER #001 CORPORATE |       |
| AMOUNTS AT CLOSE       |       |
| DOLLAR                 | _____ |
| CHECK                  | _____ |
| CREDIT                 | _____ |
| DEBIT                  | _____ |
| MAN CRED               | _____ |
| IN-HOUSE               | _____ |
| ELECTR FS              | _____ |

|           |       |
|-----------|-------|
| LOTTO     | _____ |
| DRIVE OFF | _____ |
| COUPON    | _____ |

### Sample Cashier Report

03/25/22 15:02

**CASHIER REPORT #001**

**REG# 01            CASHIER #01 JO MARCH**

RCPTS: 056-084 TOT=030 ACT=030

OPEN CASHIER 03/25/22 10:43

CLOSE CASHIER 03/25/22 11:45

**CASHIER REPORT #002**

**REG #101            CASHIER #01 CORPORATE**

RCPTS: 1010003-1010122 TOT=120 ACT=120

OPEN CASHIER 10/15/22 12:35

CLOSE CASHIER 10/16/22 19:04

----- **SUMMARY** -----

|                    |          |
|--------------------|----------|
| BEGINNING CASH     | 1000.00  |
| MOP SALES          | 1128.93  |
| MOP CANCEL/REFUNDS | ( 16.49) |



|                                    |           |
|------------------------------------|-----------|
|                                    | -----     |
| NET SALES TOTAL                    | 2112.44   |
| PAYMENT OUT                        | ( 109.00) |
| PAYMENT IN                         | 21.00     |
|                                    | -----     |
| TOTAL TO ACCOUNT FOR               | 2024.44   |
| <b>----- CASHIER DETAILS -----</b> |           |
| <b>MOP SALES</b>                   |           |
| CARD BASED                         |           |
| CREDIT                             | 28 244.06 |
| CASH                               |           |
| DOLLAR                             | 37 842.91 |
| MAN CRED                           | 3 25.00   |
| Special Discount                   | 1 0.05    |
| Pump Test                          | 1 16.91   |
|                                    | -----     |
| TOTAL MOP SALES                    | 1128.93   |
| <b>MOP CANCEL/REFUNDS</b>          |           |
| CASH                               | 1 15.00   |
| CREDIT                             | 1 1.49    |
|                                    | -----     |
| TOTAL MOP CANCEL/REFUNDS           | 16.49     |

| <b>PAYMENT OUT</b>          |     |          |
|-----------------------------|-----|----------|
| PAY OUT                     | 1   | 10.00    |
| SAFE DROP                   |     |          |
| CASH                        | 1   | 99.00    |
|                             |     | -----    |
| TOTAL SAFE DROP             |     | 99.00    |
|                             |     | -----    |
| TOTAL PAYMENT OUT           |     | (109.00) |
| <b>PAYMENT IN</b>           |     |          |
| SAFE LOAN                   | 1   | 10.00    |
| IN HOUSE                    | 2   | 11.00    |
|                             |     | -----    |
| TOTAL PAYMENT IN            |     | 21.00    |
| <b>-----MEMO ITEMS-----</b> |     |          |
| #ITEMS                      | 274 |          |
| #CUSTOMERS                  | 76  |          |
| DISCOUNTS                   | 9   | 28.56    |
| ERR/CORRECTS                | 3   | 21.58    |
| VOID LINES                  | 1   | 1.49     |
| VOID TICKETS                | 29  | 348.97   |
| SUSPEND/SETTLE              | 1   | 35.00    |
| PAY OUT                     |     |          |

| ----- TOTALS -----                             |         |        |             |
|--|---------|--------|-------------|
| TOTAL FUEL SALES                               |         | 181.05 |             |
| TOTAL MERCH SALES                              |         | 905.51 |             |
| TOTAL TAXES                                    |         | 26.18  |             |
| ----- TRANSACTION TIMINGS - (in seconds) ----- |         |        |             |
|  |         | MAX    | AVG         |
| TOTAL  |         | 759    | 18.00       |
| NETWORK  |         | 195    | 9.00        |
| NETWORK SUSPENDED                              |         | 0      | 0.00        |
| END OF TICKET                                  |         | 293    | 0.00        |
| ----- AMOUNTS AT CLOSE -----                   |         |        |             |
|  | ECR     | ACTUAL | OVER(SHORT) |
| CASH   | 1739.91 | 100.00 | ( 1639.91)  |
| CHECK  | 0.00    | 10.00  | 10.00       |
| CREDIT   | 242.57  | 20.00  | ( 222.57)   |
| DEBIT  | 0.00    | 30.00  | 30.00       |
| MAN CRED                                       | 25.00   | 40.00  | 15.00       |
| IN-HOUSE                                       | 0.00    | 50.00  | 50.00       |
| ELECTR F                                       | 0.00    | 600.00 | 600.00      |
| FOODSTAM                                       | 0.00    | 70.00  | 70.00       |
| LOTTO  | 0.00    | 80.00  | 80.00       |

|                       |         |         |           |
|-----------------------|---------|---------|-----------|
| DRIVE OF              | 0.00    | 90.00   | 90.00     |
| Special               | 0.05    |         |           |
| Pump Test             | 16.91   |         |           |
| EBT                   | 0.00    | 5.00    | 5.00      |
| -----                 |         |         |           |
| TOTAL                 | 2007.48 | 1095.00 | ( 912.48) |
| MISC MOP              | 16.96   |         |           |
| -----                 |         |         |           |
| GROSS                 | 2024.44 |         |           |
| CASH PASSED: \$ _____ |         |         |           |
| TO: X _____           |         |         |           |
| CASHIER SIGNATURE:    |         |         |           |
| X _____               |         |         |           |

**Report Details**

*Report Header*

These items define the period’s beginning and end, and the cashier for whom the report was run.

- **REG#:** Register for which the Cashier Report was run.
- **CASHIER#:** ID and name of the employee who used the register.
- **RCPTS:** Beginning and ending receipt numbers issued during the cashier period.
- **TOT:** Total number of receipts printed on this terminal.

- **ACT:** Total number of receipts used by this cashier. The number is different from the number of receipts (TOT) if more than one cashier entered Sales mode on the same terminal during the report period.
- **OPEN CASHIER:** Date and time this cashier started using the register.
- **CLOSE CASHIER:** Date and time this register was closed.

### **SUMMARY**

This section summarizes the main totals calculated in other parts of the report and provides the total amount that should be in the closed drawer.

- **BEGINNING CASH:** Amount with which cashier started the drawer.
- **MOP SALES:** Total amount from the MOP SALES section.
- **MOP CANCEL/REFUNDS:** Total amount from the MOP CANCEL/REFUNDS section.
- **NET SALES TOTAL:** Total amount in sales transacted for the drawer.
- **PAYMENT OUT:** Total amount from the PAYMENT OUT section.
- **PAYMENT IN:** Total amount from the PAYMENT IN section.
- **TOTAL TO ACCOUNT FOR:** Total amount that should be in the closed drawer.

### **CASHIER DETAILS**

- **MOP SALES:** Summary of sales by method of payment (MOP).

**Note:** If a foreign currency has been set up on the **Configuration Client > Store Operations > Payment > Currencies** tab, the foreign currency appears in the CASH section.

- **MOP CANCEL/REFUNDS:** Summary of cancelled or refunded transactions. The total is displayed in parentheses because the number is negative.
- **PAYMENT OUT:** Summary of transactions in which money was removed from the drawer. The total is displayed in parentheses because the number is negative.

- **PAY OUT:** Money removed from the drawer to purchase an item for the store or to pay a bill. This item includes payments to vendors made with money orders as the MOP. This total represents the total of all pay outs. Pay outs appear separately in the Memo Items section.
- **CHANGE/CHECK:** Transactions in which cash is returned to the customer because the check was tendered for more than the transaction amount.
- **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are grouped by method of payment. The total of all safe drops prints.
- **PAYMENT IN:** Summary of non-sales transactions in which payment was added to the drawer.
  - **PAY IN:** Cash added to the drawer from a non-sales payment. This represents the total of all pay ins. Pay ins appear separately in the Memo Items section.
  - **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.

### ***MEMO ITEMS***

Various transaction-related items have happened but they either do not affect totals or have already been counted in totals.

- **#ITEMS:** Quantity of items sold. Each of the following counts as one item:
  - Fuel sale
  - Fee/charge, separate items for each type
  - Negative fees such as bottle returns. These count as refunded items.
  - Cashback
  - Cashback fee, separate from the cashback itself
- **#CUSTOMERS:** Number of customers (individual transactions).

- If a prepay fuel sale has an underrun or is refunded due to a reserve stop, the resulting refund is counted as the same customer as the original fuel sale. In other words, this does not increase the number of customers.
- A void ticket does not increase the number of customers.
- **#NO-SALES:** Number of times the [NO SALE] key has been pressed.
- **#LOGIN OVERRIDES:** Number of times a login override was allowed.
- **DISCOUNTS:** Number of times and total amount of discounts. This includes discounts from:
  - Use of the [DISC] , [DISC%] , and [DISC AMT] keys
  - Combo, mix 'n match, fuel, and promotional discounts
- **ERR/CORRECTS:** *Number of times and total amount caused by using the [ERROR CORR] key.*
- **VOID LINES:** Number of times and total amount caused by using the [VOID LINE] key. This does not include lines voided as part of a void ticket.
- **VOID TICKETS:** Number of times and total amount caused by using the [VOID TICKET] key. This includes a line for positive amounts and a line for negative amounts.
- **SUSPENDED:** Number of times and total amount of suspended transactions. This happens when the [SUSPEND] key is used to suspend and then recall a transaction. If a single transaction is suspended more than once, each time the transaction is suspended adds to the total number and amount of suspends.
- **SUSPEND/VOID:** Number of times and total amount of suspended transactions that were voided rather than settled.
- **UNSETTLED SUSPENDS:** The number and amount of transactions suspended at the time a period is closed.
- **#SAFE DROP CANCELS:** Number of times a Safe Drop operation is cancelled.

*Note: After an MOP is entered for the Safe Drop, [EXIT] does not produce a Safe Drop Cancel. Instead a Safe Drop with a reference number of zero*

*occurs. If a number is entered but [EXIT] is pressed instead of an MOP, the Safe Drop is cancelled.*

- **UNSOLD PRICE CHECKS:** The number and amount of items that were price checked, but were not sold.
- **PAY IN:** Each pay in made, its reference number, and the amount paid in. The first 25 pay ins appear.
- **PAY OUT:** Each pay out made, its reference number, and the amount paid out. The first 25 pay outs appear.
- **VENDOR PAYMENTS:** Number and total amount of payments made to vendors by money order.

### ***POP DISCOUNT TOTALS***

This section displays POP discounts applied as pre-dispensed or post-dispensed discounts. It also summarizes total discounts earned and redeemed.

### ***TOTALS***

Summary of totals by fuel, fuel discount, merchandise, and taxes in sales; beginning and ending overall and sales totals.

- **TOTAL FUEL SALES:** Total amount of fuel sold.  
*Note: The totals do not include dispenser card reader sales.*
- **TOTAL FUEL DISCOUNT:** Total amount discounted on fuel sales.
- **TOTAL MERCH SALES:** Total amount of merchandise sales.
- **TOTAL TAXES:** Total amount of taxes collected.

### ***TRANSACTION TIMINGS***

The length of time, in seconds, it took to complete various transactions. Timings are displayed as the longest time it took to complete any one transaction and the average time it took to complete a transaction.

- **TOTAL:** The total time a transaction takes from the first item that is entered to the end when the ticket is finished. The ticket is finished in one of two ways:



- The drawer is closed.
- The “Ready for sale” prompt returns to the Operator Display if the drawer is not opened for the MOP.
- **NETWORK:** The total time from the moment a card is swiped (or manually entered) to the time a response is received from the host.
- **NETWORK SUSPENDED:** The total time from the moment a card is swiped (or manually entered) to the time the transaction is returned from being suspended. This occurs when a cashier suspends a transaction that is waiting for a network response to wait on the next customer.
- **END OF TICKET:** The total time from the moment the last MOP was entered until the ticket is finished. The ticket can be finished in one of two ways:
  - The drawer is closed.
  - The “Ready for sale” or “NO DUE SALES” prompt returns to the Operator Display if the drawer is not opened for the MOP.

### ***AMOUNTS AT CLOSE***


The totals by method of payment calculated by the terminal and by the cashier.

- **All Currency at Close**
  - **ECR:** Total for each method of payment as calculated by the terminal (electronic cash register).
  - **ACTUAL:** Total for each method of payment as calculated by the cashier.
  - **OVER (SHORT):** Amount of difference between the ECR and ACTUAL entries. If the cashier counted more than the terminal did, the number is positive. If the cashier counted less than the terminal did, the number is negative, which is displayed by parentheses around the number.
- **FOREIGN CURRENCY AT CLOSE:** The totals by method of payment calculated by the terminal and the cashier. This section appears if an alternate (foreign) currency is defined on the Configuration Client > Store Operations > Payment > Currencies tab.
  - **ECR:** Total for the foreign method of payment as calculated by the terminal (electronic cash register).

- **ACTUAL:** Total for the foreign method of payment as calculated by the cashier.
- **OVER (SHORT):** Amount of difference between the ECR and ACTUAL entries. If the cashier counted more than the terminal did, the number is positive. If the cashier counted less than the terminal did, the number is negative, which is displayed by parentheses around the number.
- **CURRENCY CONVERSION:** The total tendered amount in other currency, the exchange rate, and the value of the total other currency amount.
- **CASH PASSED:** Amount of money passed from the closing cashier to the opening (next) cashier, if any.
- **TO:** Signature of the opening cashier. The opening cashier should count the money passed with the drawer from the closing cashier and sign at this place to display that the amount of money listed is there.
- **CASHIER SIGNATURE:** Closing cashier's signature. The closing cashier should sign on the line to show agreement with the information in the report.


### ***TRACKING REPORT***

This section summarizes PLUs, departments, categories, and tax exemptions that are configured to be tracked. Tracked PLUs, departments, and categories are set up in Configuration Client > Reporting > Cashier Tracking. Fuel tax exemptions are set up in Configuration Client > Forecourt > Fuel Tax Exempt.

|   |   |
|---|---|
|  <b>Note</b> | <i>Tracked PLUs and departments sold as part of a combo or mix and match are not reported separately.</i> |
|---|---|

### ***PLU Section***

- **NR.:** The PLU tracking number.
- **PLU NUMBER:** PLU number set in Configuration Client > Merchandise Sales > PLUs.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>A PLU labeled as “OTHER” in this report includes all PLUs that are not set up for tracking in Configuration Client &gt; Reporting &gt; Cashier Tracking.</i></p> |
|---|--|

- **CUST:** Number of customers (separate, completed transactions) who bought this item.
- **QTY:** Quantity of the item sold.
- **AMOUNT:** Total amount of the items sold. This column includes discount prices for PLUs sold in combos, mix & matches, and PLUs sold for \$0.00.

### ***Department Section***

- **NR:** The department tracking number.
- **DEPT#:** Four-digit number for the department set on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.
 

**Note:** A department labeled as “OTHER” in this report includes all departments that are not set up for tracking in Configuration Client > Reporting > Cashier Tracking.
- **DESCRIPTION:** Description of the department as it appears on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.
- **CUST:** Number of customers (separate, completed transactions) who bought items in this department.
- **ITEMS:** Quantity of items sold in this department.
- **GROSS:** The total sale amount for this department.
- **REFUNDS:** The total refund amount for this department.
- **DISCOUNTS:** The total discount amount for this department. This column includes discounts from the use of the [DISC] key, [DISC%] key, [DISC AMT] key, combo and match sales, fuel discounts and promotional discounts.
- **NET SALES:** The total amount of items sold in this department.
- **TOTAL:** The total amount for gross sales, refunds, discounts, and net sales.

### ***Category Section***

- **NR:** *The category tracking number.*
- **CAT#:** Three-digit number for the category set on the Configuration Client > Merchandise Sales > Merchandise > Categories tab.  
**Note:** A category labeled as “OTHER” includes all categories that are not set up for tracking in Configuration Client > Reporting > Cashier Tracking.
- **DESCRIPTION:** Description of the category as it appears on the Configuration Client > Merchandise Sales > Merchandise > Categories tab.
- **CUST:** Number of customers (separate, completed transactions) who bought items in this category.
- **QTY:** Quantity of items sold in this category.
- **NET SALES:** The total amount of items sold in this category.

### ***FUEL TAX EXEMPTION REPORT***

- **DESCRIPTION:** Description of the tax as it appears in Configuration Client > Forecourt > Fuel Tax Exempt.
- **CUST:** Number of customers who completed sales qualifying for a tax exemption or addition.
- **VOLUME:** Amount of fuel dispensed for each exempted or added tax.
- **EXEMPT AMT:** The total amount exempted or added for each completed fuel sale.

## Shift Reports

The Close Shift function closes all totals for the Shift. The totals reset to zero.

### Close Shift

#### **Force Cashier Closed**

If cashier closes are forced before a shift is closed, then all cashiers must exit Sales mode before the Close Shift report can be processed.

#### ***Period Close Restriction***

Period Restrictions can be set up in Configuration Client > Reporting > Report Configuration. Restrictions that can be changed are:

- The minimum amount of time required between period closes
- The minimum-security level required to perform a period close

When no time period is defined, the POS reverts to default settings.

## Daily Reports

The Close Daily Report function closes all totals for the first (Shift) and second periods (Daily). The totals are reset to zero.

The Print Daily Report function provides a list of the last two daily closes to choose from for reprinting.

### Close Daily

#### Force Close Cashier

If cashier closes are forced before a day is closed, then all cashiers must exit Sales mode before the Close Daily report can be processed.

#### Period Close Restriction

Period Restrictions can be set up in **Configuration Client > Reporting > Report Configuration**. Restrictions that can be changed are:

- The minimum amount of time required between period closes
- The minimum-security level required to perform a period close

When no time period is defined, the POS reverts to default settings.

## Monthly Reports

The Close Monthly Report function closes all totals for the first (Shift), second (Daily) and third (Monthly) periods. The totals are reset to zero.

The Print Monthly Report function displays the last monthly close for reprinting.

### Close Monthly

#### Force Close Cashier

If cashier closes are forced before a shift is closed, then all cashiers must exit Sales mode before the Close Monthly report can be processed because the Close Monthly function also closes the shift and day.

### Period Close Restriction


Period Restrictions can be set up in Configuration Client > Reporting > Report Configuration. Restrictions that can be changed are:

- The minimum amount of time required between period closes
- The minimum-security level required to perform a period close

When no time period is defined, the POS reverts to default settings.

## Yearly Reports

The Close Yearly function closes all totals for first (Shift), second (Daily), third (Monthly), and fourth (Yearly) report periods. The totals are reset to zero.

|   |  |
|---|--|
|  <b>Note</b> | <i>Totals from the Close Yearly are not saved.</i> |
|---|--|

## Close Yearly

### Force Close Cashier

If cashier closes are forced before a shift is closed, then all cashiers must exit Sales mode before the Close Yearly report can be processed. This is because the Close Yearly function also closes Shift, Daily, and Monthly.

### Period Close Restriction

Period Restrictions can be set up in Configuration Client > Reporting > Report Configuration. Restrictions that can be changed are:

- The minimum time during which additional period closes are restricted
- The minimum security level required to override the restriction

When no time period is defined, the POS reverts to default settings.

## Payroll Report

The Payroll Reports function closes payroll for employees who clocked in and clocked out since the last Payroll Report close was processed and resets total hours to zero.

1. Touch **[Payroll Reports]**
2. In the Select Payroll Function list, touch **[CLOSE]** or press **[ENTER]**
3. Key **<the employee ID>** and touch **[OK]** or press **[ENTER]** to close all employees
4. Touch **[OK]** or press **[ENTER]** to acknowledge

If no employees have clocked in or out during the payroll period chosen, “\*\*\* No Records Found \*\*\*” prints on the report.

## Flash Reports

The Flash Reports function prints specific parts of a Current Shift report. The section printed contains the data collected from the beginning of the shift (period 1) up to the point that the Flash Report is run. Flash Reports do not reset totals.

Samples and details of the following Flash Reports are included in this section:

- Print Summary Report
- Print Category Report
- Print Deal Report
- Print Department Report
- Print Hourly Report
- Print Loyalty Report
- Print PLU Report
- Print PLU Promotion Report
- Print Tax Report
- Print Fuel Autocollect Report
- Print Fuel Blend Product Report
- Print Fuel Dispenser Report
- Print Fuel FP/Hose Report
- Print Fuel FP/Hose Running Report

- Print Fuel FP/Hose Test Report
- Print Fuel PR/Price Level Report
- Print Fuel Price Change Report
- Print Fuel SL/Price Level Report
- Print Fuel Tank Report
- Print Fuel Tier Product Report
- Print DCR Statistical Report
- Print POP Discount Report
- Print POP Discount Definition Report
- Print POP Discount Program Report
- Print Network Card Report
- Print Network Product Report
- Print Carwash Pay Point Report
- Print E-Safe Content Report
- Print E-Safe End of Day Report
- Print Tank Reconciliation Report
- Print Proprietary N/W Card Report
- Print Proprietary N/W Product Report
- Print Cash Acceptor Report

### Sample Flash Report Header

This section prints at the top of every Flash Report.

|                                      |  |
|--------------------------------------|--|
| FLASH SHIFT REPORT                   |  |
| 09/15/14                      1:57   |  |
| STORE# AB123 REGISTER# 01 SHIFT# 015 |  |
| CASHIER #001 JO MARSH                |  |
| REGISTER # 1 Receipt #092 to #199    |  |
| OPEN SHIFT 09/15/14 12:03            |  |



|                     |  |
|---------------------|--|
| CLOSE SHIFT PENDING |  |
|---------------------|--|

### *Report Details*

- **Date/Time:** Date and time the Flash Report was run.
- **STORE#:** Store number as defined in Configuration Client > Store Operations > Sales > Store Number.
- **REGISTER#:** Number of the register where the Flash Report is run.
- **SHIFT#:** Shift (period 1) during which the Flash Report is run.
- **CASHIER #:** Number (employee ID) and name of the employee who ran the Flash Report.
- **Receipt:** Numbers of the receipts included in this report.
- **OPEN SHIFT:** Time the shift started.
- **CLOSE SHIFT:** Always displays “PENDING” because a Flash Report reports on an open period.

## Summary Report

### Summary Report all Registers

Store Number: AB123

#### Period Information

|              |                     |
|--------------|---------------------|
| Period       | Current - Shift - 2 |
| Open Period  | 2014-10-15 12:31    |
| Close Period | Pending             |

#### Summary - All Registers

| Category          | Count | Amount  |
|-------------------|-------|---------|
| MOP Sales         |       | 1103.45 |
| MOP Cancel Refund |       | (16.49) |

Net Sales Total 1086.96

Payment Out (109.00)

Payment In 21.00

Tot to Account For 998.96

| MOP Sales           |    |        |
|---------------------|----|--------|
| CREDIT - Card Based | 31 | 289.06 |
| CASH                | 30 | 789.34 |
| MAN CRED            | 3  | 25.00  |
| Special Discount    | 1  | 0.05   |

Tot MOP Sales 1103.45

| MOP Cancel/Refund   |   |       |
|---------------------|---|-------|
| CREDIT - Card Based | 1 | 1.49  |
| CASH                | 1 | 15.00 |

Tot MOP Cancel/Refunds (16.49)

#### Payment Out

| Category                   | Count | Amount   |
|----------------------------|-------|----------|
| Cash Back                  |       |          |
| Pay Out                    | 1     | 10.00    |
| Adjust for Vendor Payments | 0     | (0.00)   |
| Change/Check               | 0     | 0.00     |
| Safe Drops                 | 1     | 99.00    |
| CASH                       | 1     | 99.00    |
| Tot Payment Out            |       | (109.00) |

#### Payment In

| Category         | Count | Amount |
|------------------|-------|--------|
| Cash Back Cancel |       |        |
| Pay In           | 0     | 0.00   |
| In House         | 2     | 11.00  |
| Safe Loans       | 1     | 10.00  |
| Tot Payment In   |       | 21.00  |

**Memo Items**

| Category         | Count | Amount |
|------------------|-------|--------|
| Items            | 272   |        |
| Customer         | 75    |        |
| No Sales         | 0     |        |
| Drawer Voids     | 0     |        |
| Login Overrides  | 0     |        |
| Discounts        | 9     | 28.56  |
| Err/Corrects     | 3     | 21.58  |
| Void Lines       | 1     | 1.49   |
| Void Tickets     | 20    | 241.58 |
| Positive         | 20    | 241.58 |
| Negative         | 0     | 0.00   |
| Prepaid Recharge | 0     | 0.00   |
| Scanned Coupons  |       |        |
| Ticket Level     | 0     | 0.00   |

| Category           | Count | Amount |
|--------------------|-------|--------|
| Suspended          | 1     | 35.00  |
| Suspend/Void       | 0     | 0.00   |
| Unsettled Suspend  | 0     | 0.00   |
| Reserve Stop       | 1     | 0.00   |
| Reserve Approve    | 0     | 0.00   |
| Coin Dispenser     | 0     | 0.00   |
| Vendor Payments    | 0     | 0.00   |
| Safe Drop Cancels  | 0     | 0.00   |
| Prepaid Activation | 0     | 0.00   |

| Pump Overruns  | Count | Volume | Amount |
|----------------|-------|--------|--------|
| Auto dropped   | 0     | 0.000  | 0.00   |
| Manual settled | 0     | 0.000  | 0.00   |

**Pop Memo Items**

| Category               | Count | Volume | Amount |
|------------------------|-------|--------|--------|
| Post Dispensed         | 2     | 27.434 | 6.36   |
| Pre-Dispensed          | 1     | 54.005 | 27.00  |
| Pre and Post Dispensed | 3     | 81.439 | 33.36  |
| Tot Codes Redeemed     | 0     |        |        |
| Tot Codes Earned       | 0     |        |        |
| Tot Coupons Earned     | 0     |        |        |
| Tot Free Codes         | 0     |        |        |
| Tot Free Coupons       | 0     |        |        |
| Tot Member Ids         | 0     |        |        |

**Transaction Timings**

| Category          | Max | Average |
|-------------------|-----|---------|
| Total             | 759 | 0.00    |
| Network           | 38  | 0.00    |
| Network Suspended | 0   | 0.00    |
| End of Ticket     | 160 | 0.00    |

**Totals**

| Category                    | Count | Amount  |
|-----------------------------|-------|---------|
| Cash Back Fee               | 0     | 0.00    |
| Cancel/Refund Cash Back Fee | 0     | (0.00)  |
| Debit Fee                   | 0     | 0.00    |
| Cancel/Refund Debit Fee     | 0     | (0.00)  |
| Fuel Sales                  |       | 221.57  |
| Merch Sales                 |       | 839.51  |
| FUEL DISCOUNT               |       | 0.00    |
| Refund Taxes                |       | -0.10   |
| Sales Taxes                 |       | 26.28   |
| Tot Taxes                   |       | 26.18   |
| Incl Taxes                  |       | 0.00    |
| Grand Totalizer Begin       |       | 30.00   |
| Grand Totalizer End         |       | 1375.32 |
| Grand Totalizer Diff        |       | 1345.32 |
| Sales Totalizer Begin       |       | 15.00   |
| Sales Totalizer End         |       | 1102.26 |
| Sales Totalizer Diff        |       | 1087.26 |

The Summary Flash Report provides an overview of all sales from the beginning of the current period up to the time the Flash report is printed.

In a multi-terminal system, the report includes all registers together.

If the necessary parameters are set, the site may have Autocollect Inside. Autocollect transactions that are recalled inside on a POS do not appear in the Autocollect Report. They appear in the fuel totals and in the credit and cash section of that register's Summary Report.

**Note**

*In general, Summary Report items that have a \$0.00 balance at the time the report prints or closes, are not included in the report.*

## Report Details

### SUMMARY

- **MOP SALES:** The total sales amount by method of payment.
- **MOP CANCEL/REFUNDS:** The total amount of cancelled or refunded transactions. The total is in parentheses because the number is negative.
- **NET SALES TOTAL:** The total amount tendered after cancellations and refunds are deducted.
- **PAYMENT IN:** The total amount of non-sales transactions that added payment to the drawer.
- **PAYMENT OUT:** The total amount of non-sales transactions that removed money from the drawer. The total is in parentheses because the number is negative.
- **TOTAL TO ACCOUNT FOR:** Calculated using the following:
  - + *Net sales total*
  - *Payment out*
  - + *Payment in*

### CASHIER DETAILS

- **MOP SALES:** Summary of sales by method of payment.
  - **CASH:** If a foreign currency is set up in the **Configuration Client > Store Operations > Payment > Currencies** tab, that currency is displayed in the CASH section. If more than one foreign currency is used during the period, only the last currency used is displayed on the report. However, the total includes all currencies entered.
  - **MOP CANCEL/REFUNDS:** The total amount of canceled or refunded transactions. The total is in parentheses because the number is negative.
  - **PAYMENT OUT:** Summary of transactions in which money is removed from the drawer. The total is in parentheses because the number is negative. If a customer requests cashback on a debit sale, that amount appears here.
    - **PAY OUT:** Money removed from the drawer to purchase an item for the store or to pay a bill. This represents the total of all pay outs. Pay outs are listed separately in the Memo Items section.


- CHANGE/CHECK: The total of cash returned to customers who write a check for more than the amount of the transaction.
- SAFE DROP: Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are listed only if at least one safe drop is done. Safe drops are grouped by method of payment. The total of all safe drops prints.
- PAYMENT IN: Summary of non-sales transactions in which payment is added to the drawer. When a customer returns a cashback amount on a debit refund, that amount appears here.
  - PAY IN: Cash added to the drawer from a non-sales payment. This represents the total of all pay ins. Pay ins list separately in the Memo Items section.
  - SAFE LOAN: Cash added to the drawer from the site safe. This usually occurs when more change is needed.

## MEMO ITEMS

Various transaction-related items that either do not affect totals or have already been counted in totals.

- #ITEMS: Quantity of items sold.
  - This number has two decimal places to include items sold by weight.
  - A fuel sale is counted as one item.
  - If a prepay fuel sale has an underrun or is refunded due to a reserve stop, the resulting refund is counted as the same item as the original fuel sale. In other words, this does not increase the number of items.
  - Bottle deposits count as items.
  - Bottle returns are treated as refunded items.
- #CUSTOMERS: Number of customers (individual transactions).
  - If a prepay fuel sale has an underrun or is refunded due to a reserve stop, the resulting refund is counted as the same customer and does not increase the total number of customers.
  - A void ticket does not increase the number of customers.
- #NO-SALES: Number of times the [NO SALE] key has been pressed.

- #LOGIN OVERRIDES: The number of times login overrides were allowed.
- DISCOUNTS: Number of times and total amount of discounts. This includes discounts from:
  - Use of the *[DISC]*, *[DISC%]*, and *[DISC AMT]* keys
  - Combo, mix 'n match, fuel, and promotional discounts
- ERR/CORRECTS: Number of times and total amount caused by using the *[ERROR CORR]* key.
- VOID LINES: Number of times and total amount caused by using the *[VOID LINE]* key. This does not include lines that were voided as part of a void ticket.
- VOID TICKETS: Number of times and total amount caused by using the *[VOID TICKET]* key. This includes a line for positive amounts and a line for negative amounts.
- SUSPENDED: Number of times and total amount of suspended transactions. This happens when the *[SUSPEND]* key is used to suspend and then recall a transaction. If a transaction is suspended more than once, each time the transaction is suspended adds to the total number and amount of suspends.
- SUSPEND/VOID: Number of times and total amount of suspended transactions that are voided rather than settled.
- UNSETTLED SUSPENDS: The number and amount of transactions that are suspended at the time a period is closed.
- #SAFE DROP CANCELS: Number of times a Safe Drop operation is cancelled.

|   |  |
|---|--|
|  <b>Note</b> | <p><i>After an MOP is entered for the Safe Drop, [EXIT] does not produce a Safe Drop Cancel. Instead a Safe Drop with a reference number of zero occurs. If a number is entered but [EXIT] is pressed instead of an MOP, the Safe Drop is cancelled.</i></p> |
|---|--|

- UNSOLD PRICE CHECKS: The number and amount of items that are price checked, but not sold.
- COIN DISPENSER: Number of times and total amount dispensed.
- RESERVE/STOP: Number of times and total amount caused when a reserve stop function is performed.

- RESERVE/APPROVE: Number of times and total amount caused when a reserve approve function is performed.
- PAY IN: Each pay in made, its reference number, and the amount paid in. The first 25 pay ins are listed.
- PAY OUT: Each pay out made, its reference number, and the amount paid out. The first 25 payouts are listed.
- VENDOR PAYMENTS: Number and total amount of payments made to vendors by money order.

### **Print POP DISCOUNT TOTALS**

This section displays POP discounts applied as pre-dispensed or post-dispensed discounts. It also summarizes total discounts earned and redeemed.

### **FUEL TAX EXEMPTION**

Totals of fuel taxes that are exempt or added to postpay fuel sales.

- DESCRIPTION: Description of the tax as it appears in Configuration Client > Forecourt > Fuel Tax Exempt.
- CUST: Number of customers who completed sales qualifying for a tax exemption or addition.
- VOLUME: Amount of fuel dispensed for each exempted or added tax.
- EXMPT AMT: The total amount exempted or added for each completed fuel sale.

### **TRANSACTION TIMINGS**

The length of time, in seconds, it took to complete various transactions. Timings are displayed as the longest time it took to complete any one transaction and the average time it took to complete a transaction.

- TOTAL: The total time a transaction takes starting from the first item that is entered and ending when the ticket is finished. The ticket can be finished in one of two ways:
  - The drawer is closed.
  - The “Ready for sale” or “NO DUE SALES” prompt returns to the Operator Display if the drawer is not opened for the MOP.



- NETWORK: The total time from the moment a card is swiped (or manually entered) to the time a response is received from the host.
- NETWORK SUSPENDED: The total time from the moment a card is swiped (or manually entered) to the time the transaction is returned from being suspended. This occurs when a cashier suspends a transaction that is waiting for a network response so that the next customer can be waited on.
- END OF TICKET: The total time from the moment the last MOP was entered until the ticket is finished. The ticket can be finished in one of two ways:
  - The drawer is closed.
  - The “Ready for sale” or “NO DUE SALES” prompt returns to the Operator Display if the drawer is not opened for the MOP.

## TOTALS

Summary of totals by fuel, fuel discount, merchandise, and taxes in sales; beginning and ending overall and sales totals.

- TOTAL FUEL SALES: Total amount of fuel sold. This amount is the net fuel sales after discounts.
- TOTAL FUEL DISCOUNT: Total amount discounted on fuel sales. This item prints only if fuel discounts are used.
- TOTAL MERCH SALES: Net amount of merchandise sales.
- REFUND TAXES: The total amount of taxes deducted due to refunds.
- SALES TAXES: The total amount of taxes for all sales.
- TOTAL TAXES: Net amount of taxes collected. This number is the total sales tax amount minus the total refunds tax amount.
- Sales Totalizer Beginning: Sales totalizer calculated at the last period close.
- Sales Totalizer Ending: Calculated using the following:
  - + *Total Net Department Sales* (Department Report)
  - + *Total Sales Tax* (Tax Report)
  - + *Sales Totalizer Beginning* (Memo Items)
- Sales Totalizer Difference: Calculated using the following:

+ *Sales Totalizer Ending* (Totalizers)

- *Sales Totalizer Beginning* (Totalizers)

- Grand Totalizer Beginning: Grand totalizer calculated from the last period close.
- Grand Totalizer Ending: Use the following method to calculate the figure that appears on the report. First, look at the Department Report.
  - Highlight all negative departments (departments that have the “Dept Type #” parameter set to ‘1’) such as bottle returns. These are negative numbers.
  - Add all the numbers up.
  - If the sum is negative, take away the negative (minus) sign.
  - This is the Total Negative Sales.

Then, perform the following calculation (all figures come from the Summary Report except for the Total Negative Department Sales, which is calculated above):

+ 2 X *Total Negative Sales* (Calculated)

+ *Total MOP Sales* (MOP Sales)

- *Change/Check* (Payment Out)

+ *Total MOP Cancel/Refunds* (MOP Cancel/Refunds)

+ 2 X *Void Lines* (Memo Items)

+ *Void Transactions* (Memo Items)

+ *Suspended* (Memo Items)

+ *Suspend/Voids* (Memo Items)

+ *Discounts* (Memo Items)

+ *Grand Totalizer Beginning* (Totalizers)

- Grand Totalizer Difference: Calculated using the following:

+ *Grand Totalizer Ending* (Totalizers)

- *Grand Totalizer Beginning* (Totalizers)

### Totalizer Handling

There are two main differences between the SALES TOTALIZER and the GRAND TOTALIZER. The first difference involves how each is affected by different types of transactions and item sales. The second difference is whether an amount is subtracted from it.

The SALES TOTALIZER difference (ENDING SALES TOTALIZER minus BEGINNING SALES TOTALIZER) reflects NET SALES plus NET TAX. Refunds, discounts and negative sales are subtracted from it along with any applicable taxes. As a result, the Sales Totalizer tracks more closely to actual NET SALES than does the Grand Totalizer.

The GRAND TOTALIZER difference (ENDING GRAND TOTALIZER minus BEGINNING GRAND TOTALIZER) reflects a more complex formula and numbers are never subtracted from it. Because of this one rule, when reconciling the GRAND TOTALIZER to the SALES TOTALIZER (or to other NET SALES-based totals), any amount which would have normally subtracted from the SALES TOTALIZER (refunds, discounts, negative sales, etc) will vary by twice its amount when compared to the GRAND TOTALIZER.

|                     | Sales Totalizer | Grand Totalizer* |
|---------------------|-----------------|------------------|
| Std Item Sale       | +               | +                |
| Std Item Tax        | +               | +                |
| Std Item Refund     | -               | +   amount       |
| Std Item Refund Tax | -               | +   amount       |
| Neg Item Sale       | -               | +   amount       |
| Neg Item Tax        | -               | +   amount       |
| Neg Item Refund     | +               | +   amount       |

|                     |                |            |
|---------------------|----------------|------------|
| Neg Item Refund Tax | +              | +   amount |
| Discount Std Item   | -              | +   amount |
| Discount Neg Item   | +              | +   amount |
| Void Line           | Not applicable | +   amount |
| Void Ticket         | Not applicable | +   amount |
| Suspend Void        | Not applicable | +   amount |

\* + | amount | indicates that the “absolute value” is added to the GRAND TOTALIZER. For example, if an item is refunded in the amount of \$1.50, the amount added to the GT is \$1.50. Also, if a negative item sale occurs in the amount of \$1.00, then the amount of \$1.00 is added to the GT.

### ALL DCRs

If outside DCRs are enabled, the ALL DCRs section includes information about DCR and cash acceptor sales. This section includes the SUMMARY, CASHIER DETAILS, MEMO ITEMS, and TOTALS sections.

### ALL REGISTERS

If a multi-terminal set up is used, the ALL REGISTERS section includes information about all the terminals, DCRs, and cash acceptors. This section includes the CASHIER DETAILS, MEMO ITEMS, and TOTALS sections.

### PLU Report

The PLU Flash Report calculates all PLU sales that occur from the beginning of the current period up to the time the flash report is printed. If there are PLU exceptions, this report is followed by a PLU Exception Report.

## PLU Report all Cashiers

Store Number: AB123

### Period Information

|              |                     |
|--------------|---------------------|
| Period       | Current - Shift - 2 |
| Open Period  | 2014-10-15 12:31    |
| Close Period | Pending             |

### All Cashiers

| PLU Number         | Description      | Price | Cust | Items   | Tot Sales | %Sales | Reason Code   |
|--------------------|------------------|-------|------|---------|-----------|--------|---------------|
| 00000000011112/000 | Coke 500ml       | 14.85 | 1    | 1.000   | 14.85     | 1.40   | DISCOUNT_SALE |
|                    |                  | 15.00 | 11   | 9.000   | 135.00    | 12.72  |               |
|                    |                  | 14.80 | 4    | 4.000   | 59.20     | 5.58   | DISCOUNT_SALE |
|                    |                  |       |      | 14.000  | 209.05    | 19.70  |               |
| 00000000011112/001 | Coke 1Litre      | 20.00 | 1    | 3.000   | 60.00     | 5.65   |               |
| 00000000022224/001 | King Fisher Perm | 25.00 | 1    | 1.000   | 25.00     | 2.36   |               |
| 00000000046466/000 | CAR WASH         | 4.99  | 1    | 1.000   | 4.99      | 0.47   | DISCOUNT_SALE |
|                    |                  | 5.00  | 8    | 8.000   | 40.00     | 3.77   |               |
|                    |                  | 4.80  | 1    | 1.000   | 4.80      | 0.45   | DISCOUNT_SALE |
|                    |                  |       |      | 10.000  | 49.79     | 4.69   |               |
| 00000000052566/000 | Cable-Special Di | 5.00  | 4    | 4.000   | 20.00     | 1.88   |               |
| 00000000058582/000 | PLU PROMO FOR RE | 9.80  | 2    | 2.000   | 19.60     | 1.85   | PROMO_SALE    |
| 00000000066662/000 | PARLE G-NAXML    | 11.00 | 2    | 2.000   | 22.00     | 2.07   | MATCH_SALE    |
| 00000000066778/000 | Bread and Butter | 30.00 | 2    | 3.000   | 90.00     | 8.48   |               |
| 00000000077774/000 | BRITANIA -NAXML  | 11.00 | 1    | 1.000   | 11.00     | 1.04   | MATCH_SALE    |
| 00000000088886/000 | Mirinda -NAXML   | 15.00 | 1    | 1.000   | 15.00     | 1.41   |               |
| 00000000088992/000 | APPY -NAXML      | 27.50 | 1    | 2.000   | 55.00     | 5.18   | MATCH_SALE    |
| 00000000099981/000 | ITEM E           | 9.98  | 1    | 1.000   | 9.98      | 0.94   |               |
| 00002820000789/000 | PARLIAMENT LIGHT | 6.29  | 1    | 1.000   | 6.29      | 0.59   |               |
| 00026200140605/000 | SLIM JIM BIG     | 1.99  | 1    | 1.000   | 1.99      | 0.19   |               |
| 00028200003232/000 | MARL SMOOTH      | 5.59  | 1    | 1.000   | 5.59      | 0.53   |               |
| 00040000001027/000 | SNICKERS SMALL   | 0.99  | 2    | 190.000 | 188.10    | 17.73  |               |
| 00049000000443/000 | COKE 20OZ        | 1.39  | 2    | 0.000   | 0.00      | 0.00   |               |
| 00073430005037/000 | ZEPHYRHILLS 1L   | 1.69  | 1    | 1.000   | 1.69      | 0.16   |               |
| 00616535001490/000 | DJEEP LIGHTER    | 1.99  | 1    | 1.000   | 1.99      | 0.19   |               |
| Totals             |                  |       |      | 239.000 | 792.07    | 74.65  |               |

### Report Details

- **PLU NUMBER:** Identification of the product as it appears in **Configuration Client > Store Operations > PLUs**. This includes the twelve-digit PLU number followed by the three-digit modifier. There is a separate entry for each PLU/modifier combination.
- **DESCRIPTION:** Description of the product as it appears in the PLU File. Items without descriptions either do not have descriptions assigned in the PLU File, or the item does not exist in the PLU File and was sold with a cashier-assigned price. If the PLU does not exist, it is listed separately in the PLU Exception Report. Items with the description of "OPEN PLU" have no defined price and require the cashier to key a price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.

- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of the item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method used to change the price of an item. Line item discounts apply only to non-fuel sales. When Generic Loyalty is in effect, the loyalty host does not return fuel line items in the discount detail data.

#### PLU Report Reason Codes

| Code      | Description  |
|-----------|--|
| <b>C</b>  | The items sold as a part of a combo.   |
| <b>D</b>  | A discount is applied to the item. Whether the discount type is set to Percent or Amount on the Configuration Client > Store Operations > Sales Configuration tab determines if the discount is a percentage or amount discount. |
| <b>M</b>  | The item sold as part of a match.  |
| <b>O</b>  | The item sold at the dispenser card reader.  |
| <b>P</b>  | The item sold with a promotion set up on the Configuration Client > Store Operations > Restrictions > PLU Promotions tab.  |
| <b>PD</b> | A promotion applied to an already discounted item.   |
| <b>PO</b> | The item sold from a dispenser card reader with a promotion.   |
| <b>PV</b> | A price override applied to an item already set up as a promotion. See "PLU Exception Report."   |

| PLU Report Reason Codes |   |
|-------------------------|---|
| V                       | A price override applied to the item.                   |
| VD                      | A price override applied to an already discounted item. |

- % SALES: Percent of total sales that the item represents. To find this number, use one of the following formulas.
  - If departments are used, get the “Total Sales” figure from the Department Report:  
*Net Department Sales ÷ Total sales of this item*
  - If PLUs: are used  
*Total PLU Sales ÷ Total sales of this item*
- TOTAL ITEMS SOLD: Total number of items sold as PLUs.
- TOTAL SALES: Total amount of PLU sales.
- % OF TOTAL SALES: Percent of total sales made as PLUs. To find this number, add all the %Sales entries in this report.

### PLU Exception Report

The information contained in this report is intended to be used with the PLU Flash Report that prints just before it. This report lists all PLU sales for which standard pricing was not used. Sales print in the order they occur. If there are no exceptions, then “NO PLU EXCEPTIONS” prints.

#### PLU Exception Report

Store Number: AB123

##### Period Information

|              |                  |
|--------------|------------------|
| Period       | Current - Day -  |
| Open Period  | 2014-10-15 12:37 |
| Close Period | Pending          |

##### All Registers

| PLU Number         | Exception      | State | Cashier | Quantity | Org Price | Override Price |
|--------------------|----------------|-------|---------|----------|-----------|----------------|
| 00000000011112/000 | PRICE_OVERRIDE | SALE  |         | 1        | 15.00     | 20.00          |
| 00000000064316/000 | PLU_NOT_FOUND  | SALE  |         | 1        | 1.00      |                |

#### Report Details

- **PLU NUMBER:** Identification of the product as it appears in Configuration Client > Store Operations > PLUs or as it was entered if it was not found. This includes the twelve-digit PLU number followed by the three-digit modifier. There is a separate entry for each exception.
- **EXCEPTION:** Description of how the price was entered.
  - **PLU NOT FOUND:** The item does not exist in Configuration Client > Store Operations > PLUs. The cashier entered a price for the item.
  - **PRICE OVER:** The item has a price set in Configuration Client > Store Operations > PLUs. The cashier used the [PRICE OVER] key to force the sale of the item at another price.
- **STATE:** Type of transaction in which the exception occurred.
  - REFUND
  - SALE
  - VOID
- **CSH#:** Number of the cashier who entered the exception.
- **QTY:** Quantity of the item excepted.
- **ORG PRICE:** Original price of the item if it exists in Configuration Client > Store Operations > PLUs.
- **OVER PRICE:** New price of the item as entered by the cashier for a price override.

### PLU Promotion Report

The PLU Promotion Report lists all PLU sales for items that were discounted through a promotion.

#### PLU Promo Report by Cashier

Store Number: AB123

| Period Information |                   |
|--------------------|-------------------|
| Period             | Current - Day - 2 |
| Open Period        | 2014-10-15 12:31  |
| Close Period       | Pending           |

#### All Cashiers

| PLU Number            | Description          | Price | Cust | Items | Tot Sales | %Sales | Reason Code |
|-----------------------|----------------------|-------|------|-------|-----------|--------|-------------|
| 0000000058582/000     | PLU PROMO FOR REPORT | 9.80  | 2    | 2,000 | 19.60     | 1.80   | PROMO_SALE  |
| Totals                |                      |       |      | 2,000 | 19.60     | 1.80   |             |
| Cashier 1 - CORPORATE |                      |       |      |       |           |        |             |
| PLU Number            | Description          | Price | Cust | Items | Tot Sales | %Sales | Reason Code |
| 0000000058582/000     | PLU PROMO FOR REPORT | 9.80  | 2    | 2,000 | 19.60     | 1.80   | PROMO_SALE  |
| Totals                |                      |       |      | 2,000 | 19.60     | 1.80   |             |

#### Report Details



- **PLU NUMBER:** Identification of the product as it appears in Configuration Client > Store Operations > PLUs or as it was entered if it was not found.
- **DESCRIPTION:** Description of the product as it appears in Configuration Client > Store Operations > PLUs. Items without descriptions either do not have descriptions assigned, or the item does not exist in the Configuration Client > Store Operations > PLUs and was sold with a cashier-assigned price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of this item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method that is used to change the price of an item.

| PLU Promo Report Reason Codes |  |
|-------------------------------|--|
| Code                          | Description  |
| <b>C</b>                      | The item was sold as a part of a combo.  |
| <b>D</b>                      | A discount (percent or dollar as set up on the Configuration Client > Store Operations > Sales Configuration tab) was applied to the item. |
| <b>M</b>                      | The item was sold as part of a match.  |
| <b>O</b>                      | The item was sold at the dispenser card reader.  |
| <b>P</b>                      | The item sold with a promotion set up on the Configuration Client > Store Operations > Restrictions > PLU Promotions tab.                  |

- **%SALES:** Percent of total sales that this item represents. To find this number, use one of the following formulas.

If you use departments:

*Net Department Sales ÷ Total sales of this item*

If you only use PLUs:

*Total PLU Sales ÷ Total sales of this item*

## Department Report

The Department Flash Report calculates all department sales that occur from the beginning of the current period up to the time the flash report is printed. In a multi-terminal system, totals for all registers print together.

### Department Report all Cashiers

Store Number: AB123

#### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

#### All cashiers

| Dept#  | Description    | Cust# | Items   | % of Sales | Gross    | Refunds | Discounts | Net Sales |
|--------|----------------|-------|---------|------------|----------|---------|-----------|-----------|
| 1      | TAXABLE        | 8     | 194.000 | 19.47      | 213.47   | 1.39    | 0.40      | 211.68    |
| 2      | NONTAXABLE     | 6     | 9.000   | 10.00      | 121.69   | 0.00    | 13.00     | 108.69    |
| 15     | BEER           | 1     | 1.000   | 2.30       | 25.00    | 0.00    | 0.00      | 25.00     |
| 17     | CIGARETTES     | 2     | 3.000   | 2.01       | 21.88    | 0.00    | 0.00      | 21.88     |
| 19     | CHEWING TOBACC | 1     | 1.000   | 0.92       | 10.00    | 0.00    | 0.00      | 10.00     |
| 25     | SOFT DRINKS    | 20    | 21.000  | 30.27      | 359.20   | 15.00   | 15.15     | 329.05    |
| 56     | MONEYTRNSFEE   | 1     | 0.005   | 1.15       | 12.50    | 0.00    | 0.00      | 12.50     |
| 97     | AT FOR PRICING | 3     | 1.005   | 1.30       | 14.17    | 0.00    | 0.00      | 14.17     |
| 99     | Fractional-Qua | 1     | 0.050   | 0.07       | 0.75     | 0.00    | 0.00      | 0.75      |
| 654    | PLU NOT FOUND  | 2     | 2.000   | 0.55       | 6.00     | 0.00    | 0.00      | 6.00      |
| 4545   | Car-Wash Depar | 10    | 10.000  | 4.58       | 49.80    | 0.00    | 0.01      | 49.79     |
| 9526   | Special Discou | 2     | 2.000   | 0.92       | 10.00    | 0.00    | 0.00      | 10.00     |
| 9989   | MONEY ORDER    | 1     | 1.000   | 0.92       | 10.00    | 0.00    | 0.00      | 10.00     |
| 9995   | PLUS UNLEADED  | 1     | 1.000   | 0.92       | 9.98     | 0.00    | 0.00      | 9.98      |
| 9997   | DIESEL         | 1     | 1.000   | 0.92       | 10.00    | 0.00    | 0.00      | 10.00     |
| 9998   | MANUAL FUEL DE | 28    | 28.000  | 18.54      | 201.59   | 0.00    | 0.00      | 201.59    |
| 9999   | FUEL DEPOSIT   | 0     | 0.000   | 0.00       | 0.00     | 0.00    | 0.00      | 0.00      |
| Neg    |                |       | 1.005   |            | 14.17    | 0.00    | 0.00      | 14.17     |
| Other  |                |       | 274.055 |            | 1,061.86 | 16.39   | 28.56     | 1,016.91  |
| Totals |                |       | 275.060 | 94.85      | 1,076.03 | 16.39   | 28.56     | 1,031.08  |


### Report Details

- DEPT#: Four-digit identification of the product as it appears on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.
- DESCRIPTION: Description of the product as it appears on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.

- CUST: Number of customers (separate completed transactions) who bought the item.
- ITEMS: Quantity sold of this item.
- %OF SALES: Percent of total sales this department represents. To find this number, use the following formula.

*Total Department Sales ÷ Total sales of this item*

- GROSS: Total amount collected for sales of a department.
- REFUNDS: Total amount refunded for items returned in a department.
- DISCOUNTS: Total amount discounted for items sold in a department. These include discounts from:
  - Use of the *[DISC]*, *[DISC%]*, and *[DISC AMT]* keys
  - Combo, mix 'n match, fuel, and promotional discounts
  - POP discounts

|   |   |
|---|---|
|  <b>Note</b> | <i>"Price Overrides" appear in the PLU Exceptions Report.</i> |
|---|---|

- NET SALES: Total amount of items sold in a department.
- NEG DEPTS: The totals for negative department sales.
- OTHER DEPTS: The totals for other department sales.
- TOTAL: The totals for each category in the report except number of customers.

## Deal Report

The Deal Flash Report calculates all combo and mix 'n match sales that occur from the beginning of the current period up to the time the flash report prints.

## Deal Report

Store Number: AB123

### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

### Combo Deals

| C#    | Description      | Cust# | Combo# | Total Sales |
|-------|------------------|-------|--------|-------------|
| 1     | BISCUIT COMBO LI | 2     | 3      | 33.00       |
| Total |                  | 2     | 3      | 33.00       |

### Mix-Match Deals

| M#    | Description      | Cust# | Match# | Total Sales |
|-------|------------------|-------|--------|-------------|
| 1     | Mix and Match fo | 1     | 2      | 55.00       |
| Total |                  | 1     | 2      | 55.00       |

## Report Details

### Combo Deals

- C#: Combo number as it appears on the Configuration Client > Promos and Discounts > Combo Maintenance tab.
- DESCRIPTION: Name of the combo as it appears on the Configuration Client > Promos and Discounts > Combo Maintenance tab.
- #CUST: Number of customers (separate completed transactions) who bought combos.
- #COMBOS: The number of combos sold.
- TOTAL SALES: The total sales in dollars of combo deals.

### Mix-N-Match Deals

- M#: Match number as it appears on the Configuration Client > Promos and Discounts > Mix & Match Maintenance tab.
- DESCRIPTION: Name of the Match as it appears on the Configuration Client > Promos and Discounts > Mix & Match Maintenance tab.
- #CUST: Number of customers (separate completed transactions) who bought matches.
- #MATCH: The number of matches sold.
- TOTAL SALES: The total sales in dollars of mix-n-match deals.

## Totals for all Deals

- #CUST: Number of customers (separate completed transactions) who bought combos and matches.
- #COMBO / #MATCH: The total number of combos and matches sold.
- TOTAL SALES: The total sales in dollars of combo and mix-n-match deals.

## Category Report

The Category Flash Report calculates all category sales that occur from the beginning of the current period up to the time the flash report prints.

### Category Report all Cashiers

Store Number: AB123

#### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

#### All cashiers

| Cat#   | Description  | Cust# | Items | % of Sales | Net Sales |
|--------|--------------|-------|-------|------------|-----------|
| 9995   | TEST MDSE    | 12.00 | 12.00 | 6.42       | 69.77     |
| 9999   | FUEL DEPOSIT | 28.00 | 28.00 | 18.54      | 201.59    |
| Totals |              |       | 40.00 | 24.96      | 271.36    |

## Report Details

- CAT#: Four-digit identification of the product as it appears in the Category File.
- DESCRIPTION: Description of the product as it appears in the Category File.
- CUST: Number of customers (separate completed transactions) who bought items in this category.
- ITEMS: Quantity of this category sold.
- NET SALES: Total amount of items sold in this category. This amount is the total minus any discounts.
- %OF SALES: Percent of total sales the category represents. To find this number, use the following formula.

$$\text{Total Dept. Net Sales} \div \text{Total sales of this category}$$

- TOTAL: The total of each category in the report except number of customers.

## Tax Report

The Tax Flash Report calculates the taxes on sales that occur from the beginning of the current period up to the time the flash report prints.

### Tax Report by Register

Store Number:  
AB123

#### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

#### All Registers

| Name    | Tax Rate | Act-Rate | Tax Sales | Non-Tax Sales | Refund Taxes | Sales Taxes | Tot Taxes |
|---------|----------|----------|-----------|---------------|--------------|-------------|-----------|
| FLORIDA | 7.000    | 7.001%   | 373.94    | 713.14        | -0.10        | 26.28       | 26.18     |
| Totals  |          |          |           |               | -0.10        | 26.28       | 26.18     |

#### Register 9

| Name   | Tax Rate | Act-Rate | Tax Sales | Non-Tax Sales | Refund Taxes | Sales Taxes | Tot Taxes |
|--------|----------|----------|-----------|---------------|--------------|-------------|-----------|
| Totals |          |          |           |               | 0.00         | 0.00        | 0.00      |

#### Register 101

| Name    | Tax Rate | Act-Rate | Tax Sales | Non-Tax Sales | Refund Taxes | Sales Taxes | Tot Taxes |
|---------|----------|----------|-----------|---------------|--------------|-------------|-----------|
| FLORIDA | 7.000    | 7.001%   | 373.94    | 638.14        | -0.10        | 26.28       | 26.18     |
| Totals  |          |          |           |               | -0.10        | 26.28       | 26.18     |

#### Register 901

| Name   | Tax Rate | Act-Rate | Tax Sales | Non-Tax Sales | Refund Taxes | Sales Taxes | Tot Taxes |
|--------|----------|----------|-----------|---------------|--------------|-------------|-----------|
| Totals |          |          |           |               | 0.00         | 0.00        | 0.00      |

\* Registers without activity have been omitted from this report

### Report Details

- NAME: Name of the tax as assigned on the Configuration Client > Store Operations > Payment > Tax Rates tab. Each of the following report items repeat for each tax defined.
- TAX-RATE: Value entered in the 'Rate' parameter on the Configuration Client > Store Operations > Payment > Tax Rates tab.
- ACT-RATE: Actual tax rate percentage collected against the total taxable sales for this tax name. The following equation is used to calculate the actual rate:  

$$Actual\ Rate = (Taxes \div Taxable\ Sales) \times 100$$
- TAXABLE-SALES: Sum of all item prices that were taxed by this tax name.
- TAXES: Sum of all taxes collected for this tax name.

- NON-TAX SALES: Sum of all item prices not taxed by this tax name.
- REFUND TAXES: The total amount of taxes deducted due to refunds.
- SALES TAXES: The total amount of taxes for all sales.
- TOTAL SALES TAX: Net amount of taxes collected. This number is the total sales tax amount minus the total refunded tax amount.

## N/W Product Report

The Network Product Report summarizes fuel products paid for with credit, debit, and stored value cards.

### Network Product Report

Store Number: AB123

#### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

| Product | Description         | Quantity | Count | Tot Sales |
|---------|---------------------|----------|-------|-----------|
| 1       | UNLEADED 1          | 139.575  | 22    | 128.18    |
| 2       | UNLEADED 2          | 2.976    | 1     | 5.95      |
| 3       | UNLEADED 3          | 2.000    | 1     | 6.00      |
| 7       | UNLEADED PLUS METH  |          | 3     | 10.00     |
| 102     | CAR WASH            |          | 8     | 40.00     |
| 409     | GENERAL MERCHANDISE |          | 7     | 105.00    |
| 900     | DISCOUNT 1          |          | 11    | -8.26     |
| 950     | TAX 1               |          | 3     | 0.70      |
| Totals  |                     |          |       | 287.57    |

### Report Details

- PRODUCT: Fuel product number as it is set up on the Configuration Client > Forecourt > Fuel Configuration > Fuel Products tab.
- DESC: The name of the fuel product. This name is set up on the Configuration Client > Forecourt > Fuel Configuration > Fuel Products tab.
- QTY: The amount of fuel dispensed.
- CNT: The number of credit fuel sales for each fuel product.
- TOTAL\$: The total amount sold for all credit fuel sales.

## E-Safe Day Report

The E-Safe Day Report summarizes the E-Safe Drop and E-Safe Loan data reported from the E-Safe and the POS. It also reports the differences in both the reports.

### E-Safe Day Report

Store Number: AB123

| Period Information |                  |  |  |  |
|--------------------|------------------|--|--|--|
| Period             | Closed - Day - 1 |  |  |  |
| Open Period        | 2016-02-10 08:21 |  |  |  |
| Close Period       | 2016-02-15 00:46 |  |  |  |

| E-Safe Id | E-Safe Day | E-Safe Shift Range |  |  |
|-----------|------------|--------------------|--|--|
| 1         | 1          | 0                  |  |  |

| E-Safe Drop Total |               |                |                    |               |
|-------------------|---------------|----------------|--------------------|---------------|
| E-Safe Id         | ENVELOPE CASH | ENVELOPE CHECK | ENVELOPE FOODSTAMP | CASSETTE CASH |
| 1                 | 7.00          | 0.00           | 0.00               | 0.00          |

| E-Safe Loan Total |              |
|-------------------|--------------|
| E-Safe Id         | COINS VENDED |
| 1                 | 0.09         |

| POS Safe Drop Total |          |
|---------------------|----------|
| E-Safe Id           | POS CASH |
| 1                   | 7.00     |

| POS Safe Loan Total |          |
|---------------------|----------|
| E-Safe Id           | POS CASH |
| 1                   | 0.08     |

| Differences - Safe Drop |                     |                   |            |  |
|-------------------------|---------------------|-------------------|------------|--|
| E-Safe Id               | POS Safe Drop Total | E-Safe Drop Total | Difference |  |
| 1                       | 7.00                | 7.00              | 0.00       |  |

| Differences - Safe Loan |                     |                   |            |  |
|-------------------------|---------------------|-------------------|------------|--|
| E-Safe Id               | POS Safe Loan Total | E-Safe Loan Total | Difference |  |
| 1                       | 0.08                | 0.09              | -0.01      |  |

### E-Safe Content Report

E-Safe Content Report prints current contents of the E-Safe as reported by the safe.



### CONTENT REPORT

SUMMARY

Number of Bill Acceptors : 2  
 Total Amount in BillAcceptors: 5.00  
 Vault Drop Total : 1544.91  
 Vault ReserveChangeFund Total: 0.00  
 Vault Courier Tray Total : 0.00  
 Number of Hoppers : 8  
 Total Amount In Hoppers : 1.81

BILL ACCEPTOR CONTENTS

Bill Acceptor 1  
 Denomination NoteCount Amount  
 \$1 5 5.00  
 (Total) 5.00  
 Bill Acceptor 2  
 Denomination NoteCount Amount  
 (Total) 0.00

VAULT CONTENTS

Vault Drop  
 (Cash) : 533.41  
 (Check) : 398.00  
 (Other) : 613.50  
 Reserve Change Fund  
 (Cash) : 0.00  
 (Check) : 0.00  
 (Other) : 0.00  
 Courier Tray  
 (Cash) : 0.00  
 (Check) : 0.00  
 (Other) : 0.00

COIN CONTENTS

| Hopper# | CoinValue | Count | TotalAmt |
|---------|-----------|-------|----------|
| 1       | \$0.01    | 6     | \$0.06   |
| 2       | \$0.10    | 5     | \$0.50   |
| 3       | \$0.00    | 0     | \$0.00   |
| 4       | \$0.00    | 0     | \$0.00   |
| 5       | \$0.10    | 0     | \$0.00   |
| 6       | \$0.25    | 5     | \$1.25   |
| 7       | \$0.00    | 0     | \$0.00   |
| 8       | \$0.00    | 0     | \$0.00   |

-----  
 -----


## Network Card Report

The Network Flash Report lists the network transactions by batch, terminal, and card type and summarizes all totals.

### *Report Details*

- **TOTALS SUMMARY:** A summary of the number and amount of each type of credit or debit transaction and the total net amount of credit and debit sales.
- **TYPE:** The type of network transaction performed.
- **COUNT:** The number of transactions for each type of network sales type.
- **AMOUNT:** The total amount of network sales transactions.
- **TOTALS BY BATCH:** Summary of network transactions in each batch by terminal and card type.

## Proprietary Network Reports

|   |   |
|---|---|
|  <b>Note</b> | This report can also be used with the full-serve attendant tracking option. |
|---|---|

The Proprietary Network Flash Reports summarize sales and refunds made on proprietary cards and include sales organized by product code.

## Proprietary Network Card Report

Store Number: AB123

### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

### All registers

| Number | Name   | # Charges | Amount | # Corrections | Amount |
|--------|--------|-----------|--------|---------------|--------|
| 1      | MANN01 | 1         | 15.00  | 0             | 0.00   |
| Totals |        | 1         | 15.00  | 0             | 0.00   |

### Register 101

| Number | Name   | # Charges | Amount | # Corrections | Amount |
|--------|--------|-----------|--------|---------------|--------|
| 1      | MANN01 | 1         | 15.00  | 0             | 0.00   |
| Totals |        | 1         | 15.00  | 0             | 0.00   |

\* Registers without activity have been omitted from this report

### Report Details

- NAME: Name of the proprietary card used.
- CNT: The total number of sales and refunds for each proprietary card type.
- SALES: The total sale amount for each proprietary card type.
- REFUNDS: The total refund amount for each proprietary card type.
- PROD DESC: The product code of the item sold.
- VOLUME CNT: The total number of times each product code type is used.
- SALES: The total sale amount for each product code type.

### Fuel SL/Price Level Report

The SL/Price Level Flash Report lists gross fuel sales by service level (SL) and price level that occur from the beginning of the current period up to the time the flash report is printed.

Service levels are defined on the **Configuration Client > Forecourt > Fuel Configuration > Fuel Service Levels** tab. The gross volume and amount for each service level used during the period is calculated as a subtotal.

## Fuel Service Level/ Price Level Report

Store Number:  
AB123

| Price level                   | # of Sales | Volume  | Amount |
|-------------------------------|------------|---------|--------|
| <b>Service Level 1 - SELF</b> |            |         |        |
| CASH                          | 2          | 71.427  | 75.00  |
| CRED                          | 15         | 135.556 | 133.55 |
| Total                         | 17         | 206.983 | 208.55 |
| Overall Total                 | 17         | 206.983 | 208.55 |

### Report Details

- VOLUME: Volume of fuel pumped at the service level and price level. Repeats for each SL/price level combination.
- AMOUNT: Amount of fuel pumped at the service level and price level. Repeats for each SL/price level combination.
- TOTAL: Total volume and amount of fuel sold during the period.

### Fuel PR/Price Level Report

The PR/Price Level Flash Report lists gross fuel sales by fuel product (PR) and price level that occur from the beginning of the current period up to the time the flash report is printed.

Fuel products are defined on the **Configuration Client > Forecourt > Fuel Configuration > Fuel Products** tab. Only the products actually sold print. The gross volume and amount for each product sold during the period is calculated as a subtotal.

## Fuel Product/ Price Level Report

Store Number:  
AB123

| Price level                   | # of Sales | Volume  | Amount |
|-------------------------------|------------|---------|--------|
| <b>Fuel Product 1 - UNLD1</b> |            |         |        |
| CASH                          | 2          | 71.427  | 75.00  |
| CRED                          | 13         | 130.580 | 121.60 |
| Total                         | 15         | 202.007 | 196.60 |
| <b>Fuel Product 2 - UNLD2</b> |            |         |        |
| CRED                          | 1          | 2.976   | 5.95   |
| Total                         | 1          | 2.976   | 5.95   |
| <b>Fuel Product 3 - UNLD3</b> |            |         |        |
| CRED                          | 1          | 2.000   | 6.00   |
| Total                         | 1          | 2.000   | 6.00   |
| Overall Total                 | 17         | 206.983 | 208.55 |

**Report Details**

- VOLUME: Volume of fuel product pumped and the price level at which it was sold. Repeats for each PR/price level combination.
- AMOUNT: Amount of fuel pumped at the product and price level. Repeats for each PR/price level combination.
- TOTAL: Total volume and amount of fuel sold during the period.

**Fuel Tier/PR Report**

The Tier/PR Flash Report lists gross fuel sales by price tier and fuel product (PR) that occur from the beginning of the current period up to the time the flash report prints.

**Fuel Tier/ Product Report**

Store Number:  
AB123

| Product                | # of Sales | Volume  | Amount |
|------------------------|------------|---------|--------|
| <b>Tier 1 - NORMAL</b> |            |         |        |
| UNLD1                  | 15         | 202.007 | 196.60 |
| UNLD2                  | 1          | 2.976   | 5.95   |
| UNLD3                  | 1          | 2.000   | 6.00   |
| Total                  | 17         | 206.983 | 208.55 |
| Overall Total          | 17         | 206.983 | 208.55 |

**Report Details**

- TIER#: Price tier (1 or 2) at which fuel is sold. Price tiers are set in Configuration Client > Forecourt > Fuel Prices. The gross volume and amount for each price tier sold during the period calculates as a subtotal. Only the tiers actually used print.
- Product: Fuel product sold at the price level. Fuel products are defined on the Configuration Client > Forecourt > Fuel Configuration > Fuel Products tab.
- VOLUME: Volume of fuel pumped for the price tier and product combination.
- AMOUNT: Amount of fuel pumped for the price tier and product combination.
- TOTAL: Total volume and amount of fuel sold during the period.

**Fuel Tank Report**

The Tank Flash Report lists all fuel sales by fuel tank that occur from the beginning of the current period up to the time the flash report prints.

### Tank Monitor Report

Store Number:  
AB123

| Period Information |                     |
|--------------------|---------------------|
| Period             | Current - Shift - 2 |
| Open Period        | 2014-10-15 12:31    |
| Close Period       | Pending             |

| Tank       | Inventory Date   | Level | Volume | Temp | Ullage | Water |
|------------|------------------|-------|--------|------|--------|-------|
| 1 (tank01) | 2014-10-16 17:01 | 16.00 | 3300   | 72.0 | 1700   | 1.0   |
| 2 (tank02) | 2014-10-16 17:01 | 16.00 | 3300   | 72.0 | 1700   | 1.0   |
| 3 (tank03) | 2014-10-16 17:01 | 16.00 | 3300   | 72.0 | 1700   | 1.0   |

| Tank | Test Start | Beg vol | Temp Chg | Hour | Leak Change |
|------|------------|---------|----------|------|-------------|
|------|------------|---------|----------|------|-------------|

| Location | Alarm Type | Alarm Date | Tank# |
|----------|------------|------------|-------|
| External |            |            |       |
| External |            |            |       |


| Tank# | Start Date | End Date | Vol | Temp | Vol | Temp |
|-------|------------|----------|-----|------|-----|------|
|-------|------------|----------|-----|------|-----|------|

| Tank# | Leak | High Water | Over Fill | Low Limit | Theft |
|-------|------|------------|-----------|-----------|-------|
| 1     | OFF  | OFF        | OFF       | OFF       | OFF   |
| 2     | OFF  | OFF        | OFF       | OFF       | OFF   |
| 3     | OFF  | OFF        | OFF       | OFF       | OFF   |

| Tank# | Leak | High Water | Over Fill | Low Limit | Theft | Delivery Start | Delivery End |
|-------|------|------------|-----------|-----------|-------|----------------|--------------|
| 1     | OFF  | OFF        | OFF       | OFF       | OFF   | OFF            | OFF          |
| 2     | OFF  | OFF        | OFF       | OFF       | OFF   | OFF            | OFF          |
| 3     | OFF  | OFF        | OFF       | OFF       | OFF   | OFF            | OFF          |

#### Report Details

- Tank Name: Each tank that sold fuel lists.
- VOLUME: Volume of fuel pumped from the tank.
- AMOUNT: Amount of fuel pumped from the tank.

|   |  |
|---|--|
|  | <p><b>Note</b></p> <p><i>Blending Sites: When some of the contents of a tank is used in a blended product, the price of the blended product is used to calculate the amount for the tank volume used in the blended product.</i></p> |
|---|--|

- TOTAL: Total volume and amount of fuel sold during the period.

## Fuel Autocollect Report

The Fuel Autocollect Flash Report lists gross fuel sales by method of payment that were made, but not paid into the register. Fuel sites that have an employee outside to collect sales directly from the customer at the pump use this method.

If 'Recall Autocollect Inside' is selected in **Configuration Client > Forecourt > Fuel Config > Site Parameters**, autocollect transactions that are recalled inside on a POS do not display on the Autocollect Report; they appear in the fuel totals and in the credit and cash section.

To log autocollects, the 'Auto Collect' parameter on the **Configuration Client > Forecourt > Fuel Config > Fueling Positions** tab must be set to ALL or CASH for each pump at which payment is directly received.

| Fuel Autocollect Report |                   |        |        |
|-------------------------|-------------------|--------|--------|
| Store Number:<br>AB123  |                   |        |        |
| Period Information      |                   |        |        |
| Period                  | Current - Day - 2 |        |        |
| Open Period             | 2014-10-15 12:31  |        |        |
| Close Period            | Pending           |        |        |
| Price level             | # of Sales        | Volume | Amount |
| Total                   | 0                 | 0.000  | 0.00   |

### Report Details

- Method of Payment: Gross volume and amount for each method of payment autocollected.
- VOLUME: Gross volume dispensed and autocollected for each method of payment.
- AMOUNT: Gross amount collected for each method of payment.
- TOTAL: Total gross volume and amount of fuel sold through autocollect methods.

## Fuel FP/Hose Report

The FP/Hose Flash Report lists gross fuel sales by fueling point (FP) that occur from the beginning of the current period up to the time the flash report prints.

### Fueling Position/ Product (Hose) Report

Store Number:  
AB123

**Period Information**

|              |                     |
|--------------|---------------------|
| Period       | Current - Shift - 2 |
| Open Period  | 2014-10-15 12:31    |
| Close Period | Pending             |

| Product                   | # of Sales | Volume  | Amount |
|---------------------------|------------|---------|--------|
| <b>Fueling Position 1</b> |            |         |        |
| UNLD1                     | 6          | 86.783  | 84.33  |
| UNLD2                     | 1          | 2.976   | 5.95   |
| Total                     | 7          | 89.759  | 90.28  |
| <b>Fueling Position 2</b> |            |         |        |
| UNLD1                     | 2          | 15.597  | 15.59  |
| Total                     | 2          | 15.597  | 15.59  |
| <b>Fueling Position 3</b> |            |         |        |
| UNLD1                     | 3          | 80.442  | 77.51  |
| UNLD3                     | 1          | 2.000   | 6.00   |
| Total                     | 4          | 82.442  | 83.51  |
| <b>Fueling Position 4</b> |            |         |        |
| UNLD1                     | 2          | 10.185  | 10.17  |
| Total                     | 2          | 10.185  | 10.17  |
| <b>Fueling Position 5</b> |            |         |        |
| UNLD1                     | 1          | 3.000   | 3.00   |
| Total                     | 1          | 3.000   | 3.00   |
| <b>Fueling Position 9</b> |            |         |        |
| UNLD1                     | 1          | 6.000   | 6.00   |
| Total                     | 1          | 6.000   | 6.00   |
| Overall Total             | 17         | 206.983 | 208.55 |
| <b>Product Totals</b>     |            |         |        |
| UNLD1                     | 15         | 202.007 | 196.60 |
| UNLD2                     | 1          | 2.976   | 5.95   |
| UNLD3                     | 1          | 2.000   | 6.00   |
| Overall Total             | 17         | 206.983 | 208.55 |

### Report Details

- **FUELING POINT #:** Gross fuel and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **VOLUME:** Gross volume dispensed for each product at the fueling point.
- **AMOUNT:** Gross amount collected for each product at the fueling point.
- **TOTAL:** Gross volume and amount of fuel sold.
- **PRODUCT TOTALS:** Gross fuel and amount dispensed by each product. The total gross volume and amount is calculated.

### Fuel FP/Hose Running Report

The FP/Hose Running Flash Report lists gross fuel sales by fueling point (FP) that occur from the time the fueling point is started (reset to zero) up to the time the flash report prints.



## Fueling Position/ Product (Hose) Running Report

Store Number:  
AB123

### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

| Product                   | # of Sales | Volume  | Amount |
|---------------------------|------------|---------|--------|
| <b>Fueling Position 1</b> |            |         |        |
| UNLD1                     | 6          | 86.783  | 84.33  |
| UNLD2                     | 1          | 2.976   | 5.95   |
| Total                     | 7          | 89.759  | 90.28  |
| <b>Fueling Position 2</b> |            |         |        |
| UNLD1                     | 2          | 15.597  | 15.59  |
| Total                     | 2          | 15.597  | 15.59  |
| <b>Fueling Position 3</b> |            |         |        |
| UNLD1                     | 3          | 80.442  | 77.51  |
| UNLD3                     | 1          | 2.000   | 6.00   |
| Total                     | 4          | 82.442  | 83.51  |
| <b>Fueling Position 4</b> |            |         |        |
| UNLD1                     | 2          | 10.185  | 10.17  |
| Total                     | 2          | 10.185  | 10.17  |
| <b>Fueling Position 5</b> |            |         |        |
| UNLD1                     | 1          | 3.000   | 3.00   |
| Total                     | 1          | 3.000   | 3.00   |
| <b>Fueling Position 9</b> |            |         |        |
| UNLD1                     | 1          | 6.000   | 6.00   |
| Total                     | 1          | 6.000   | 6.00   |
| Overall Total             | 17         | 206.983 | 208.55 |
| <b>Product Totals</b>     |            |         |        |
| UNLD1                     | 15         | 202.007 | 196.60 |
| UNLD2                     | 1          | 2.976   | 5.95   |
| UNLD3                     | 1          | 2.000   | 6.00   |
| Overall Total             | 17         | 206.983 | 208.55 |

### Report Details

- **FUELING POINT #:** Gross fuel and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **VOLUME:** Gross volume dispensed for each product at the fueling point.
- **AMOUNT:** Gross amount collected for each product at the fueling point.
- **PRODUCT TOTALS:** Total gross fuel and amount dispensed by each product. The total gross volume and amount is calculated.

### Fuel Dispenser Report

The Dispenser Flash Report lists fuel sales by fueling point (FP) that occur from the time the dispenser is started (reset to zero) up to the time the flash report prints. This information is received directly from the totals kept by the dispenser.

| Dispenser Report          |                   | Store Number:<br>AB123 |              |
|---------------------------|-------------------|------------------------|--------------|
| <b>Period Information</b> |                   |                        |              |
| Period                    | Current - Day - 2 |                        |              |
| Open Period               | 2014-10-15 12:31  |                        |              |
| Close Period              | Pending           |                        |              |
| Product                   | # of Sales        | Volume                 | Amount       |
| <b>Fueling Position 1</b> |                   |                        |              |
| UNLD1                     | 0                 | 0.000                  | 0.02         |
| UNLD2                     | 0                 | 0.000                  | 0.04         |
| UNLD3                     | 0                 | 0.000                  | 0.06         |
| UNLD4                     | 0                 | 0.000                  | 0.08         |
| DIESL                     | 0                 | 0.000                  | 0.14         |
| KERSH                     | 0                 | 0.000                  | 0.16         |
| Total                     | 0                 | 0.000                  | 0.50         |
| <b>Fueling Position 2</b> |                   |                        |              |
| UNLD1                     | 0                 | 15,000.000             | 1,500,000.02 |
| UNLD2                     | 0                 | 0.000                  | 0.04         |
| UNLD3                     | 0                 | 0.000                  | 0.06         |
| UNLD4                     | 0                 | 0.000                  | 0.08         |
| DIESL                     | 0                 | 0.000                  | 0.14         |
| KERSH                     | 0                 | 0.000                  | 0.16         |
| Total                     | 0                 | 15,000.000             | 1,500,000.50 |
| <b>Fueling Position 3</b> |                   |                        |              |
| UNLD1                     | 0                 | 8,600.000              | 860,000.02   |
| UNLD2                     | 0                 | 0.000                  | 0.04         |
| UNLD3                     | 0                 | 0.000                  | 0.06         |
| UNLD4                     | 0                 | 0.000                  | 0.08         |
| DIESL                     | 0                 | 0.000                  | 0.14         |
| KERSH                     | 0                 | 0.000                  | 0.16         |
| Total                     | 0                 | 8,600.000              | 860,000.50   |
| <b>Fueling Position 4</b> |                   |                        |              |
| UNLD1                     | 0                 | 0.000                  | 0.02         |
| UNLD2                     | 0                 | 0.000                  | 0.04         |
| UNLD3                     | 0                 | 0.000                  | 0.06         |
| UNLD4                     | 0                 | 0.000                  | 0.08         |
| DIESL                     | 0                 | 0.000                  | 0.14         |
| KERSH                     | 0                 | 0.000                  | 0.16         |
| Total                     | 0                 | 0.000                  | 0.50         |
| <b>Fueling Position 5</b> |                   |                        |              |
| UNLD1                     | 0                 | 0.000                  | 0.02         |
| UNLD2                     | 0                 | 0.000                  | 0.04         |
| UNLD3                     | 0                 | 0.000                  | 0.06         |
| UNLD4                     | 0                 | 0.000                  | 0.08         |
| DIESL                     | 0                 | 0.000                  | 0.14         |
| KERSH                     | 0                 | 0.000                  | 0.16         |
| Total                     | 0                 | 0.000                  | 0.50         |

| <b>Fueling Position 6</b> |          |                   |                     |
|---------------------------|----------|-------------------|---------------------|
| UNLD1                     | 0        | 0.000             | 0.02                |
| UNLD2                     | 0        | 0.000             | 0.04                |
| UNLD3                     | 0        | 0.000             | 0.06                |
| UNLD4                     | 0        | 0.000             | 0.08                |
| DIESL                     | 0        | 0.000             | 0.14                |
| KERSH                     | 0        | 0.000             | 0.16                |
| <b>Total</b>              | <b>0</b> | <b>0.000</b>      | <b>0.50</b>         |
| <b>Fueling Position 7</b> |          |                   |                     |
| UNLD1                     | 0        | 0.000             | 0.02                |
| UNLD2                     | 0        | 0.000             | 0.04                |
| UNLD3                     | 0        | 0.000             | 0.06                |
| UNLD4                     | 0        | 0.000             | 0.08                |
| DIESL                     | 0        | 0.000             | 0.14                |
| KERSH                     | 0        | 0.000             | 0.16                |
| <b>Total</b>              | <b>0</b> | <b>0.000</b>      | <b>0.50</b>         |
| <b>Fueling Position 8</b> |          |                   |                     |
| UNLD1                     | 0        | 0.000             | 0.02                |
| UNLD2                     | 0        | 0.000             | 0.04                |
| UNLD3                     | 0        | 0.000             | 0.06                |
| UNLD4                     | 0        | 0.000             | 0.08                |
| DIESL                     | 0        | 0.000             | 0.14                |
| KERSH                     | 0        | 0.000             | 0.16                |
| <b>Total</b>              | <b>0</b> | <b>0.000</b>      | <b>0.50</b>         |
| <b>Overall Total</b>      | <b>0</b> | <b>23,600.000</b> | <b>2,360,004.00</b> |
| <b>Product Totals</b>     |          |                   |                     |
| UNLD1                     | 0        | 23,600.000        | 2,360,000.16        |
| UNLD2                     | 0        | 0.000             | 0.32                |
| UNLD3                     | 0        | 0.000             | 0.48                |
| UNLD4                     | 0        | 0.000             | 0.64                |
| DIESL                     | 0        | 0.000             | 1.12                |
| KERSH                     | 0        | 0.000             | 1.28                |
| <b>Overall Total</b>      | <b>0</b> | <b>23,600.000</b> | <b>2,360,004.00</b> |

**Report Details**

- **FUELING POINT #:** Total fuel and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **VOLUME:** Total volume dispensed for each product at the fueling point.
- **AMOUNT:** Total amount collected for each product at the fueling point.
- **PRODUCT TOTALS:** Total volume and amount dispensed of each fuel product for all fueling points.

**Fuel Blend Product Report**

The Blend Product Flash Report lists blended fuel sales that occur from the time the dispenser or dispenser controller started to the time the flash report is run. The report divides the fuel sales into sales of pure fuel products and sales of blended products.

The information is received directly from the dispenser. Totals are reset only if the dispenser or dispenser controller is reset.

No information prints if blended fuel is not used. Blended fuel is defined on the Configuration Client > Forecourt > Fuel Config > Fuel Products tab.

| Blend Report              |                   |          | Store Number:<br>AB123 |          |
|---------------------------|-------------------|----------|------------------------|----------|
| <b>Period Information</b> |                   |          |                        |          |
| Period                    | Current - Day - 2 |          |                        |          |
| Open Period               | 2014-10-15 12:31  |          |                        |          |
| Close Period              | Pending           |          |                        |          |
| Fuel Point                | Pure Product Tank | Volume   |                        |          |
| Total                     |                   | 0.000    |                        |          |
| Blend Product             |                   |          |                        |          |
| Product                   | Tank 1            | % Tank 1 | Tank 2                 | % Tank 2 |
| UNLD1                     | tank02            | 30       | tank01                 | 70       |

## Report Details

### PURE PRODUCT

This section of the report lists the blended products as they are defined on the **Configuration Client > Forecourt > Fuel Config > Fuel Products** tab.

- FUELING POINT #: Product, total volume for the product, and subtotal for all products of the fueling point, repeated for each fueling point fuel is sold and for all fueling points together.
- PROD: Each pure product used to create a blended product.
- VOLUME: Volume of the pure product dispensed from the fueling point.
- TOTAL: Subtotal for the total pure product dispensed for each fueling point and total of all pure product sales.

### BLENDED PRODUCT

This section of the report lists the blended products as they are defined in the Product Configuration function in Fuel Manager mode.

- PROD: Blended product created by blending two pure products.
- PROD1: The tank name of the first pure product used to make the blended product.
- %PROD1: The percent of the first pure product (PROD1) used to make the blended product.
- PROD2: The tank name of the second pure product used to make the blended product.
- %PROD2: The percent of the second pure product (PROD2) used to make the blended product.

## Fuel Tank Report

The Fuel Tank report lists information gathered from a tank level sensor. This report is available only if a tank level sensor is installed in the tanks.

| Tank Monitor Report       |                     |            |           |           |             |                | Store Number:<br>AB123                     |
|---------------------------|---------------------|------------|-----------|-----------|-------------|----------------|--|
| <b>Period Information</b> |                     |            |           |           |             |                |  |
| Period                    | Current - Shift - 2 |            |           |           |             |                |  |
| Open Period               | 2014-10-15 12:31    |            |           |           |             |                |  |
| Close Period              | Pending             |            |           |           |             |                |  |
| <b>Inventory</b>          |                     |            |           |           |             |                |  |
| Tank                      | Inventory Date      | Level      | Volume    | Temp      | Ullage      | Water          |  |
| 1 (tank01)                | 2014-10-16 17:01    | 16.00      | 3300      | 72.0      | 1700        | 1.0            |  |
| 2 (tank02)                | 2014-10-16 17:01    | 16.00      | 3300      | 72.0      | 1700        | 1.0            |  |
| 3 (tank03)                | 2014-10-16 17:01    | 16.00      | 3300      | 72.0      | 1700        | 1.0            |  |
| <b>Leak</b>               |                     |            |           |           |             |                |  |
| Tank                      | Test Start          | Beg vol    | Temp Chg  | Hour      | Leak Change |                |  |
| <b>Alarm History</b>      |                     |            |           |           |             |                |  |
| Location                  | Alarm Type          | Alarm Date | Tank#     |           |             |                |  |
| External                  |                     |            |           |           |             |                |  |
| External                  |                     |            |           |           |             |                |  |
| <b>Delivery Info</b>      |                     |            |           |           |             |                |  |
| Tank#                     | Start Date          | End Date   | Vol       | Temp      | Vol         | Temp           | ---Begin---      ---End---                 |
| <b>Alarm Status</b>       |                     |            |           |           |             |                | External Input Status: OFF                 |
| Tank#                     | Leak                | High Water | Over Fill | Low Limit | Theft       |                |  |
| 1                         | OFF                 | OFF        | OFF       | OFF       | OFF         |                |  |
| 2                         | OFF                 | OFF        | OFF       | OFF       | OFF         |                |  |
| 3                         | OFF                 | OFF        | OFF       | OFF       | OFF         |                |  |
| <b>Auto-Trans Flag</b>    |                     |            |           |           |             |                | External Input Flags-Closed: OFF Open: OFF |
| Tank#                     | Leak                | High Water | Over Fill | Low Limit | Theft       | Delivery Start | Delivery End                               |
| 1                         | OFF                 | OFF        | OFF       | OFF       | OFF         | OFF            | OFF  |
| 2                         | OFF                 | OFF        | OFF       | OFF       | OFF         | OFF            | OFF  |
| 3                         | OFF                 | OFF        | OFF       | OFF       | OFF         | OFF            | OFF  |

### Report Details

#### INVENTORY

- TANK#: Tank number. Tank reports print in tank number order.
- DATE: Date and time the report runs.
- TANK NAME: Name of tank as assigned in the Tank Names function in Fuel Manager mode.
- LEVEL: Fuel level in inches.
- VOLUME: Fuel volume in gallons.
- TEMP: Temperature in degrees Fahrenheit.
- ULLAGE: Unused tank capacity in gallons.
- WATER: Water level.

## LEAK

- TANK#: Tank number on which the test is run.
- Started: Date and time the test is run.
- Hr1 - Hr8: Number of hours of leak data.
- “Leak Test is OFF/No leak data to report.”: This phrase appears instead of the data if the leak test is not running.
- “Leak Test is ON/No leak data to report.”: This phrase appears instead of the data if the leak test has not been running for the minimum time set for collecting data.

## ALARM HISTORY

- Prints in tank number order.
- HIGH WATER: Date and time of the last three high water alarms.
- LOW LIMIT: Date and time of the last three low limit alarms.

## DELIVERY

- Tank: Prints in tank number order.
- Del: Delivery report number. The report can contain 0 - 10 deliveries.
- Begin: Volume in gallons and temperature in degrees Fahrenheit at the beginning of delivery.
- End: Volume in gallons and temperature in degrees Fahrenheit at the end of delivery.

## ALARM STATUS

- TANK#: Printed in tank number order.
- Alarm Status: The status (“OFF” or “ON”) of the following alarms:
  - Leak
  - High Water
  - Overfill
  - Low Limit
  - Theft

**AUTO-TRANS FLAG**

- TANK#: Printed in tank number order.
- Auto-transmit Flag Status: The status (“OFF” or “ON”) of the following flags:
  - Leak Alarm
  - High Water Alarm
  - Overfill Alarm
  - Low Limit Alarm
  - Theft Alarm
  - Delivery Start
  - Delivery End

**Print Tank Reconciliation Report**

The Tank Reconciliation Report displays the inventory in gallons of fuel in each tank and compares the beginning inventory to the ending inventory. Reconcile the inventory at the end of each day to aid in tracking starting inventory from the previous day, deliveries, and dispensed fuel.

**Tank Reconciliation Report**

Store Number: AB123

**Period Information**

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

**Begin Inventories**

| Tank#       | Date       | Time     | Volume             | Total |
|-------------|------------|----------|--------------------|-------|
| Inventory 1 | 2014-10-16 | 18:03:00 | 3300               |       |
| Inventory 2 | 2014-10-16 | 18:03:00 | 3300               |       |
| Inventory 3 | 2014-10-16 | 18:03:00 | 3300               |       |
|             |            |          | Starting Inventory | 9900  |

**Deliveries**

| Tank#   | Date       | Time     | Volume     | Total |
|---------|------------|----------|------------|-------|
| Del - 1 | 2014-10-16 | 18:03:00 | 0          |       |
| Del - 2 | 2014-10-16 | 18:03:00 | 0          |       |
| Del - 3 | 2014-10-16 | 18:03:00 | 0          |       |
|         |            |          | Deliveries | 0     |

**Dispensed**

| Tank#       | Volume | Total     |       |
|-------------|--------|-----------|-------|
| Dispensed 1 | 0.000  |           |       |
| Dispensed 2 | 0.000  |           |       |
| Dispensed 3 | 0.000  |           |       |
|             |        | Dispensed | 0.000 |

**Ending Inventories**

| Tank#       | Date       | Time     | Volume           | Total |
|-------------|------------|----------|------------------|-------|
| Inventory 1 | 2014-10-16 | 18:03:00 | 3300             |       |
| Inventory 2 | 2014-10-16 | 18:03:00 | 3300             |       |
| Inventory 3 | 2014-10-16 | 18:03:00 | 3300             |       |
|             |            |          | Ending Inventory | 9900  |
|             |            |          | Discrepancy      | 0.000 |

***Report Details***

- Tank: All tanks list in tank number order.
- Date: Date the inventory is taken, beginning and ending.
- Time: Time the inventory is taken, beginning and ending.
- Volume: Volume of fuel:
  - Measured in each tank when the inventory is taken.
  - Delivered to each tank.
  - Dispensed from each tank.
- Total:
  - Starting Inventory: The total amount of fuel contained in the tanks when the beginning inventory is taken.
  - Deliveries: The total amount of fuel delivered and placed in the tanks is added to the inventory.
  - Fuel Dispensed: The total amount of dispensed fuel is subtracted from the inventory.
  - Fuel Due: The total amount of fuel dispensed without payment.
  - Ending Inventory: The total amount of fuel contained in the tanks when the ending inventory is taken.
  - Discrepancy: The amount of fuel unaccounted for by the inventory.  
(Discrepancy = Starting Inventory + Deliveries - Dispensed - Ending Inventory)

**Print Carwash Pay Point Report**

The Car Wash Report summarizes car wash sale activity and totals.

***Report Details***

- COIN: The total amount collected at the coin box outside the car wash.
- TOKEN: The total dollar value of tokens collected at the coin box outside the car wash.
- WASHES USED: The total amount of car washes.



### DCR Statistical Report

The DCR Statistical Report prints a summary of fuel sales at the dispenser card readers (DCRs). The report summarizes fuel sales minus cancelled transactions and under-dispensed sales for each DCR configured and totals all DCR fuel sale activity.

#### DCR Statistical Report

Store Number:  
AB123

##### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

| DCR Number | # of Sales | Amount | Volume | Pump % | All DCR % | All Fuel % |
|------------|------------|--------|--------|--------|-----------|------------|
| 1          | 5          | 75.00  | 77.446 | 83.07  | 100.00    | 33.17      |
| Total      | 5          | 75.00  | 77.446 |        |           |            |

#### Report Details

- #CUST: The number of customers at a DCR.
- VOLUME: The amount of fuel dispensed at a DCR.
- AMOUNT: The sale amount of fuel dispensed at a DCR.
- %FP: The total percent of DCR activity at a specific fueling point.
- %DCR: The percent of all dispenser card reader sales dispensed at a specific DCR.
- %FUEL: The percent of all fuel sales dispensed at a specific DCR.

### Cash Acceptor Report

The Cash Acceptor Report prints a summary of sales at the cash acceptors. The report summarizes the sales for each cash acceptor configured and totals all cash acceptor sales activity.

#### Cash Acceptor Report

Store Number:  
AB123

##### Period Information

|              |                     |
|--------------|---------------------|
| Period       | Current - Shift - 2 |
| Open Period  | 2014-10-15 12:31    |
| Close Period | Pending             |

| Cash acceptor | # of Sales | Amount accepted | Amount sold |
|---------------|------------|-----------------|-------------|
| Total         | 0          | 0.00            | 0.00        |

#### Report Details

- CASH ACCEPTOR: The number of the cash acceptor.
- #CUST: The number of customers at a cash acceptor.
- DOLLARS ACCEPTED: The total amount of money accepted.
- DOLLARS SOLD: The total value of sales.
- BILL COUNT: The number of bills accepted. An asterisks symbol (\*) in the Bill Count column indicates the cash acceptor was opened since the last Close Daily.

## Fuel FP/Hose Test Report

The FP/Hose Test Flash Report lists simulated fuel sales by fueling point (FP) for Pump Test that occur from the time the fueling point is started (reset to zero) up to the time the flash report prints.

| Fueling Position/ Product (Hose) Test Report |                   |        |                        |
|--|-------------------|--------|------------------------|
|  |                   |        | Store Number:<br>AB123 |
| Period Information                           |                   |        |                        |
| Period                                       | Current - Day - 2 |        |                        |
| Open Period                                  | 2014-10-15 12:31  |        |                        |
| Close Period                                 | Pending           |        |                        |
| Product                                      | Count             | Volume | Amount                 |
| <b>Fueling Position 1</b>                    |                   |        |                        |
| UNLD1  | 1                 | 15.222 | 16.91                  |
| Total  | 1                 | 15.222 | 16.91                  |
| Overall Total                                | 1                 | 15.222 | 16.91                  |
| Product Totals                               |                   |        |                        |
| UNLD1  | 1                 | 15.222 | 16.91                  |
| Overall Total                                | 1                 | 15.222 | 16.91                  |

### Report Details

- FUELING POINT #: Gross count, volume, and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- COUNT: The number of tests for each product at the fueling point.
- VOLUME: Gross volume dispensed for each product at the fueling point.
- AMOUNT: Gross amount collected for each product at the fueling point.
- PRODUCT TOTALS: Total gross count, volume, and amount dispensed by each product. The total gross count, volume, and amount is calculated.

## Fuel Price Change Report

Fuel price change report is an optional report for daily/shift reports. This report prints the fuel price change information for the current shift.

| Fuel Price Change Report  |                     |       |       |        |        | Store Number: AB123 |
|---------------------------|---------------------|-------|-------|--------|--------|---------------------|
| <b>Period Information</b> |                     |       |       |        |        |                     |
| Period                    | Current - SHIFT - 3 |       |       |        |        |                     |
| Open Period               | 2015-08-18 05:28    |       |       |        |        |                     |
| Close Period              | Pending             |       |       |        |        |                     |
| Product                   | MOP                 | Price | Count | Volume | Amount |                     |
| UNLD1                     | CASH                | 1.500 | 2     | 2.666  | 4.00   |                     |
| UNLD1                     | CASH                | 3.500 | 1     | 1.429  | 5.00   |                     |
| UNLD1                     | CASH                | 4.000 | 1     | 0.500  | 2.00   |                     |
| UNLD1                     | TOTALS              |       | 4     | 4.595  | 11.00  |                     |
| TOTALS                    |                     |       | 4     | 4.595  | 11.00  |                     |

## Fuel Street Price Change Report

This report includes the street fuel price changes done via fuel price change initialization or fuel initialization from POS or SMS/Config Client. This report includes:

- Date and Time of price change
- Cashier who performed the price change
- Old price and new price
- Price Per Gallon, Gallons Sold, Total Amount since last price change within the period.

Fuel Street Price Change Report

Store Number: AB123


| Period Information |                     |    |      |      |      |       |        |        |  |
|--------------------|---------------------|----|------|------|------|-------|--------|--------|--|
| Period             | Current - Shift - 5 |    |      |      |      |       |        |        |  |
| Open Period        | 2015-10-16 09:40    |    |      |      |      |       |        |        |  |
| Close Period       | Pending             |    |      |      |      |       |        |        |  |
| FUEL PRICE CHANGE  | 2015-10-16 09:40:41 |    |      |      |      |       |        |        |  |
| BY                 | *****               |    |      |      |      |       |        |        |  |
| FROM               | *****               |    |      |      |      |       |        |        |  |
| Product            | MOP                 | SL | Tier | Prev | New  | Count | Volume | Amount |  |
| UNLD1              | CASH                | 1  | 1    | 1200 | 1200 | 1     | 8.300  | 10.00  |  |
| FUEL PRICE CHANGE  | 2015-10-16 10:28:43 |    |      |      |      |       |        |        |  |
| BY                 | manager             |    |      |      |      |       |        |        |  |
| FROM               | 192.168.31.21       |    |      |      |      |       |        |        |  |
| Product            | MOP                 | SL | Tier | Prev | New  | Count | Volume | Amount |  |
| UNLD1              | CASH                | 1  | 1    | 1100 | 1200 | 2     | 13.404 | 14.74  |  |
| FUEL PRICE CHANGE  | 2015-10-16 10:31:01 |    |      |      |      |       |        |        |  |
| BY                 | 1 CORPORATE         |    |      |      |      |       |        |        |  |
| FROM               | register101         |    |      |      |      |       |        |        |  |
| Product            | MOP                 | SL | Tier | Prev | New  | Count | Volume | Amount |  |
| UNLD3              | CREDIT              | 1  | 1    | 3000 | 3121 | 1     | 10.994 | 32.98  |  |

Print POP Discount Report

The POP Discount Report displays discounts applied by fuel grade. Within each grade, the report is further broken out according to how the discount is applied, either as a pre-dispensed discount or a post-dispensed discount.

When fuel is dispensed at the discounted rate, the amount of the discount is not included in the sales information. Therefore, it is calculated based on the amount of the discount and the volume dispensed. This discount amount is not reported as a discount to that department, nor is it reflected in either the Discount or Fuel Discount memo item totals. Fuel discounts are only reflected in the POP Discount Report as a pre-dispensed (“PRE-DISP”) discount.

When fuel is dispensed at the street price and discounted at the register, the discount amount is part of the sales transaction and is reported as a discount to that fuel department. The discount amount is also included in the memo item entry for “Discounts” but is not included in Fuel Discount memo item totals. This discount amount is reflected in the POP Discount Report as a Post-dispensed (“POST-DISP”) discount.

|   |  |
|---|--|
|  <b>Note</b> | <i>Totals are not reported by POP Discount Level, POP Definition, or POP Discount Configuration.</i> |
|---|--|

## POP Discount Report

Store Number:  
AB123

### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

| Product      | Description | Discount Type | Volume | Amount |
|--------------|-------------|---------------|--------|--------|
| 1            | UNLD1       | PRE-DISP      | 54.005 | 27.00  |
| 1            | UNLD1       | POST-DISP     | 27.434 | 6.36   |
| 1            | UNLD1       | ALL           | 81.439 | 33.36  |
| <b>Total</b> |             |               |        |        |
|              |             | PRE-DISP      | 54.005 | 27.00  |
|              |             | POST-DISP     | 27.434 | 6.36   |
|              |             | ALL           | 81.439 | 33.36  |

### Report Details

- PROD : The fuel grade.
- DISC TYPE: Indicates the discounts applied on pre-dispensed fuel and post-dispensed fuel.
- VOLUME : Volume of fuel pumped from the tank.
- DISC AMT : Amount discounted on the volume dispensed.

### Print POP Discount Definition Report

The POP Discount Definition Report saves the discounted portion of the fuel sales where POP is applied. The report prints both pre-dispensed and post-dispensed transactions.

**Note:** Totals are not reported by POP Discount Level, POP Definition, or POP Discount Configuration.

## POP Discount Definition Report

Store Number:  
AB123

### Period Information

|              |                   |
|--------------|-------------------|
| Period       | Current - Day - 2 |
| Open Period  | 2014-10-15 12:31  |
| Close Period | Pending           |

| Discount Definition | Associated Program Name | Product | Description | Count | Volume | Amount |
|---------------------|-------------------------|---------|-------------|-------|--------|--------|
| 1                   | POP-DISCIT-CASH         | 1       | UNLD1       | 3     | 81.439 | 33.36  |
| <b>Total</b>        |                         |         |             |       |        |        |
|                     |                         |         |             | 3     | 81.439 | 33.36  |

### Report Details

- PROD : The fuel grade.

- DISC Definition: POP Discount Definition ID.
- VOLUME : Volume of fuel pumped from the tank.
- DISC AMT : Amount discounted on the volume dispensed.

**Print POP Discount Program Report**

The POP Discount Definition report only presents data by fuel grade within a reporting period. A POP Discount Program report displays discounts by program within reporting period. The report includes the same data as the Pop discount definition report except it prints as well as sort by the POP program id.

| POP Discount Program Report |                         |                          |         |             |       |        | Store Number:<br>AB123 |  |
|-----------------------------|-------------------------|--------------------------|---------|-------------|-------|--------|------------------------|--|
| <b>Period Information</b>   |                         |                          |         |             |       |        |                        |  |
| Period                      | Current - Shift - 2     |                          |         |             |       |        |                        |  |
| Open Period                 | 2015-05-11 15:56        |                          |         |             |       |        |                        |  |
| Close Period                | Pending                 |                          |         |             |       |        |                        |  |
| Discount Program Name       | POP Discount Definition | Fuel Discount Definition | Product | Description | Count | Volume | Amount                 |  |
| Cash MOP                    | 2                       | 2                        | 1       | UNLD1       | 1     | 11.890 | 1.43                   |  |
| Program Total               |                         |                          |         |             | 1     | 11.890 | 1.43                   |  |
| Amex Deal                   | 3                       | 2                        | 3       | UNLD3       | 2     | 13.378 | 4.28                   |  |
| Program Total               |                         |                          |         |             | 2     | 13.378 | 4.28                   |  |
| Min Fuel Purchas            | 4                       | 4                        | 1       | UNLD1       | 1     | 11.890 | 2.14                   |  |
| Min Fuel Purchas            | 4                       | 4                        | 3       | UNLD3       | 1     | 8.075  | 3.07                   |  |
| Program Total               |                         |                          |         |             | 2     | 19.965 | 5.21                   |  |
| Member Savings              | 5                       | 3                        | 1       | UNLD1       | 1     | 11.890 | 1.78                   |  |
| Member Savings              | 5                       | 3                        | 3       | UNLD3       | 2     | 13.378 | 4.69                   |  |
| Program Total               |                         |                          |         |             | 3     | 25.268 | 6.47                   |  |
| Grand Total                 |                         |                          |         |             | 8     |        | 17.39                  |  |

**Report Details**

- PROD : The fuel grade.
- POP DISCOUNT DEFINITION: POP Discount Definition ID.
- FUEL DISCOUNT DEFINITION: FUEL Discount Definition ID.
- VOLUME : Volume of fuel pumped from the tank.
- DISC AMT : Amount discounted on the volume dispensed.

## Loyalty Report

The Loyalty Flash Report is available only when loyalty is enabled.

| <b>Loyalty Report</b>                 |                     | Store Number: AB123 |
|---------------------------------------|---------------------|---------------------|
| <b>Period Information</b>             |                     |                     |
| Period                                | Current - Day - 2   |                     |
| Open Period                           | 2014-10-15 12:31    |                     |
| Close Period                          | Pending             |                     |
| <b>Period Information</b>             |                     |                     |
| Period                                | Current - Shift - 2 |                     |
| Open Period                           | 2014-10-15 12:31    |                     |
| Close Period                          | Pending             |                     |
| <b>STATION TOTALS</b>                 |                     |                     |
| Description                           | Amount / Percentage |                     |
| Total Customers                       | 85                  |                     |
| Total Sales (Before Ticket Discounts) | 1,187.74            |                     |
| Total PPG Discount                    | 4.36                |                     |
| Total Ticket Discount                 | 0.30                |                     |
| Total Line Item Discount              | 1.60                |                     |
| Total Loyalty Discount                | 6.26                |                     |
| % Loyalty Customers                   | 26%                 |                     |
| % Sales on Loyalty                    | 13%                 |                     |
| % Sales Without Loyalty               | 87%                 |                     |
| <b>VCMG Totals</b>                    |                     |                     |
| Description                           | Amount / Percentage |                     |
| Total PPG Discount                    | 4.36                |                     |
| Total Ticket Discount                 | 0.30                |                     |
| Total Line Item Discount              | 1.60                |                     |
| Total Loyalty Discount                | 6.26                |                     |
| <b>Loyalty Transactions Inside</b>    |                     |                     |
| Total Sales (After All Discounts)     | 137.98              |                     |
| Total PPG Discounts                   | 0.00                |                     |
| Total Ticket Discounts                | 0.30                |                     |
| Total Line Item Discounts             | 1.60                |                     |
| Total Discounts                       | 1.90                |                     |
| <b>Loyalty Transactions Outside</b>   |                     |                     |
| Total Sales (After All Discounts)     | 15.00               |                     |
| Total PPG Discounts                   | 4.36                |                     |
| Total Ticket Discounts                | 0.00                |                     |
| Total Discounts                       | 4.36                |                     |


### Report Details

- **TOTAL CUSTOMERS:** The total number of customers at the site during the period.
- **TOTAL LOYALTY CUSTOMERS:** The number of customers using the loyalty program during the period.
- **SALES (Before Ticket Disc):** The amount of sales for the site during the period, before subtracting any ticket level discounts.

- TOTAL PPG DISCOUNT: The amount of loyalty discounts given for price-per-gallon fuel sales.
- TOTAL TICKET DISC: The amount of loyalty ticket discounts for all items.
- TOTAL LOYALTY DISC: The amount of all loyalty discounts (PPG and ticket discounts).
- %LOYALTY CUSTOMERS: The number of loyalty customers as a percentage of the total number of customers.
- %SALES ON LOYALTY: The loyalty sales dollars as a percentage of the total sales dollars for the site.
- %SALES W/OUT LOYALTY: The percentage of total sales dollars not using loyalty.
- LOYALTY TRANS. INSIDE/OUTSIDE: Breakdown of inside and outside sales by:
  - Total # Customers: The total number of inside/outside loyalty customers.
  - Sales (After All Disc): The amount of sales after all loyalty discounts are subtracted.
  - Total PPG Discounts: The amount of PPG loyalty discounts inside/outside.
  - Total Ticket Disc: The amount of loyalty ticket discounts for all items inside/outside.
  - Total Discounts: The amount of all loyalty discounts (PPG and ticket discounts) inside/outside.

### Current Cashier Report

The Current Cashier Report function prints the cashier report without having to close the cashier's shift. The report is identical to the Print Cashier Report function except for the heading and the omission of the cashier close time stamp.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>In general, Current Cashier Report items that have a \$0.00 balance at the time the report prints or closes are not included in the report.</i></p> |
|---|---|



## Age Verification Report

The Age Verification Report shows not only the cashier's transaction information but the calculated age and birth date for age verification to purchase age restricted items (e.g. alcohol, cigarettes etc).

### Age Verification Report

Store Number: AB123

#### Period Information

Open  
Period 2018-08-21 15:27

Close  
Period 2018-08-23 15:33

#### ID Verified

Register ID 101

| Date/Time              | Transaction ID | Cashier ID | Entry Method | Min Age | Birth Date | Age |
|------------------------|----------------|------------|--------------|---------|------------|-----|
| 2018-08-21<br>16:14:41 | 1010003        | 1          | Manual       | 32      | 122568     | 49  |
| 2018-08-21<br>16:20:51 | 1010004        | 1          | Manual       | 32      | 082186     | 49  |
| 2018-08-21<br>16:21:19 | 1010007        | 1          | Manual       | 32      | 082186     | 49  |
| 2018-08-21<br>16:26:28 | 1010008        | 2          | Manual       | 32      | 122568     | 49  |
| 2018-08-22<br>12:45:47 | 1010009        | 1          | Manual       | 32      | 122569     | 48  |
| 2018-08-23<br>15:18:07 | 1010011        | 1          | Manual       | 32      | 121219     | 98  |

**Register ID 102**

| Date/Time              | Transaction ID | Cashier ID | Entry Method | Min Age | Birth Date | Age |
|------------------------|----------------|------------|--------------|---------|------------|-----|
| 2018-08-21<br>16:08:30 | 1020003        | 2          | Manual       | 32      | 082186     | 49  |

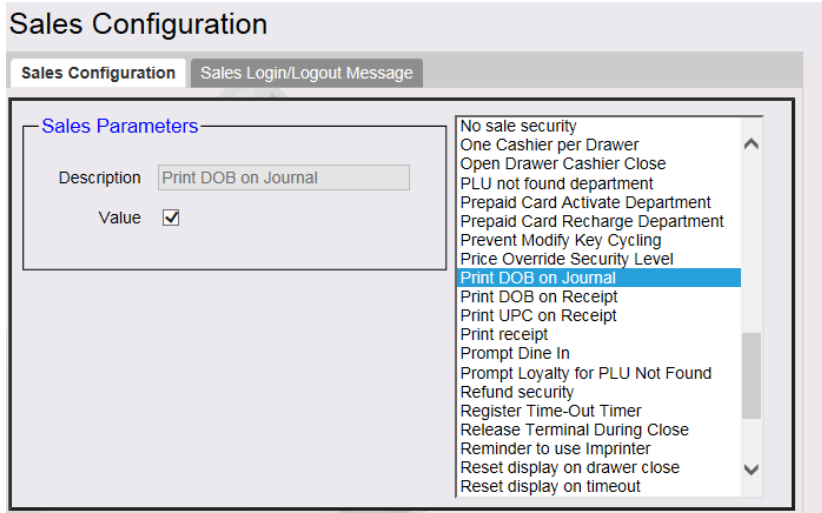
**ID Verified Summary**

| Cashier Name  | Cashier ID | Scanned | Swiped | Manual Entry | Skipped |
|---------------|------------|---------|--------|--------------|---------|
| CORPORATE     | 1          | 0       | 0      | 5            | 0       |
| STORE MANAGER | 2          | 0       | 0      | 2            | 0       |

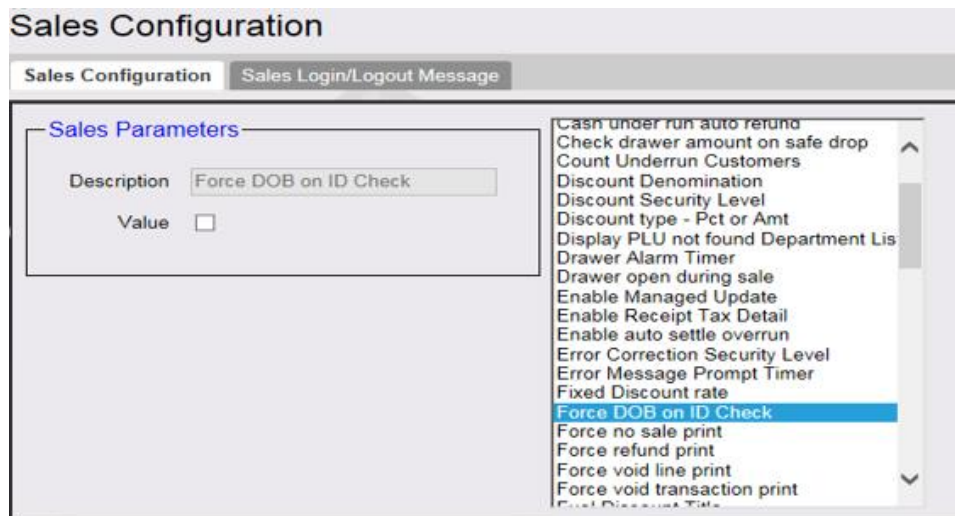
**Report Details**

- *Date/Time: Date and Time of each transaction.*
- *Transaction ID: The ID or identifier of the transaction on the system.*
- *Cashier ID: The ID of the cashier who performed the transaction.*
- *Entry Method: The Entry Method (SKIPPED, SCANNED, SWIPED, MANUAL ENTRY).*
- *Min Age: The minimum age allowed to purchase the item.*
- *Birth Date: The birth date of the customer or default birth date based on current date if ID Check is skipped.*
- *Age: The calculated age based on the birth date of the customer or default age based on current date.*
- *Cashier Name: Name of the Cashier who performed the transactions.*
- *Cashier ID: ID of the Cashier who performed the transactions.*
- *Scanned: Total count of drivers' licenses scanned.*
- *Swiped: Total count of drivers' licenses swiped.*
- *Manual Entry: Total count of all manual entries.*
- *Default Button: Total count of ID Check SKIPPED.*

To view the Date of Birth (DOB) on the sales journal, the "Print DOB on Journal" must be enabled from **Store Operations > Sales > Sales Configuration**.



To enable the cashier skipping the entry of the DOB, the flag for “Force DOB on ID Check” must be unchecked on the Sales Configuration menu from Config Client.



## Close Reports and Balancing

### Balancing Your Cash Drawer

To determine how much money should be in the drawer, enter the figures from the “ALL REGISTERS” section of the close period report for each of the following items:

- + BEGINNING CASH IN DRAWER \_\_\_\_\_
- + TOTAL MOP SALES \_\_\_\_\_

|   |       |
|---|-------|
| - TOTAL MOP CANCEL/REFUNDS                      | _____ |
| - CASHBACK                                      | _____ |
| - TOTAL PAYMENT OUT (do not subtract SAFE DROP) | _____ |
| + TOTAL PAYMENT IN                              | _____ |
| - CREDIT  | _____ |
| - DEBIT   | _____ |
| - PREPAID                                       | _____ |
| <b>Total in Drawer</b>                          | _____ |

### Calculating Total Sales

To calculate total sales for the period, enter the figures from the “ALL REGISTERS” section of the close report for each of the following items:

|   |       |
|---|-------|
| + TOTAL MOP SALES                                 | _____ |
| - TOTAL MOP CANCEL/REFUNDS                        | _____ |
| - CHANGE/CHECK                                    | _____ |
| - CASHBACK (do not subtract PAY OUT or SAFE DROP) | _____ |
| <b>Total Sales</b>                                | _____ |

# Restrictions

## Overview


In a transaction, restrictions prevent sales of specific items during specific periods of time and restricts sale of some products by age.

In a transaction, following types of restrictions can be used:

- **Blue Law** - Set up any local government time periods that restrict sales on certain items during defined periods of time.
- **Customer ID Check** - Sale of some products is restricted by age.

## Using Restrictions


### Customer ID Check

|   |  |
|---|--|
|  <b>Note</b> | <p><i>Refer to the Age Restrictions feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|--|

### Configuring PIN Pad for ID Check

In C18 POS a new option for swiping of driver's license is available from the PIN pad as the C18 does not have an MSR to swipe the ID card.


On the C18 POS go to CSR > Maintenance > Device Configuration > Pinpad Configuration and select "EPS PINPAD with driver license/membership swipe".

|   |   |
|---|---|
|  <b>Note</b> | <p><i>From Base 53.12.00, this option is also available from Topaz and Ruby2.</i></p> |
|---|---|

### *Swipe-ahead Functionality*

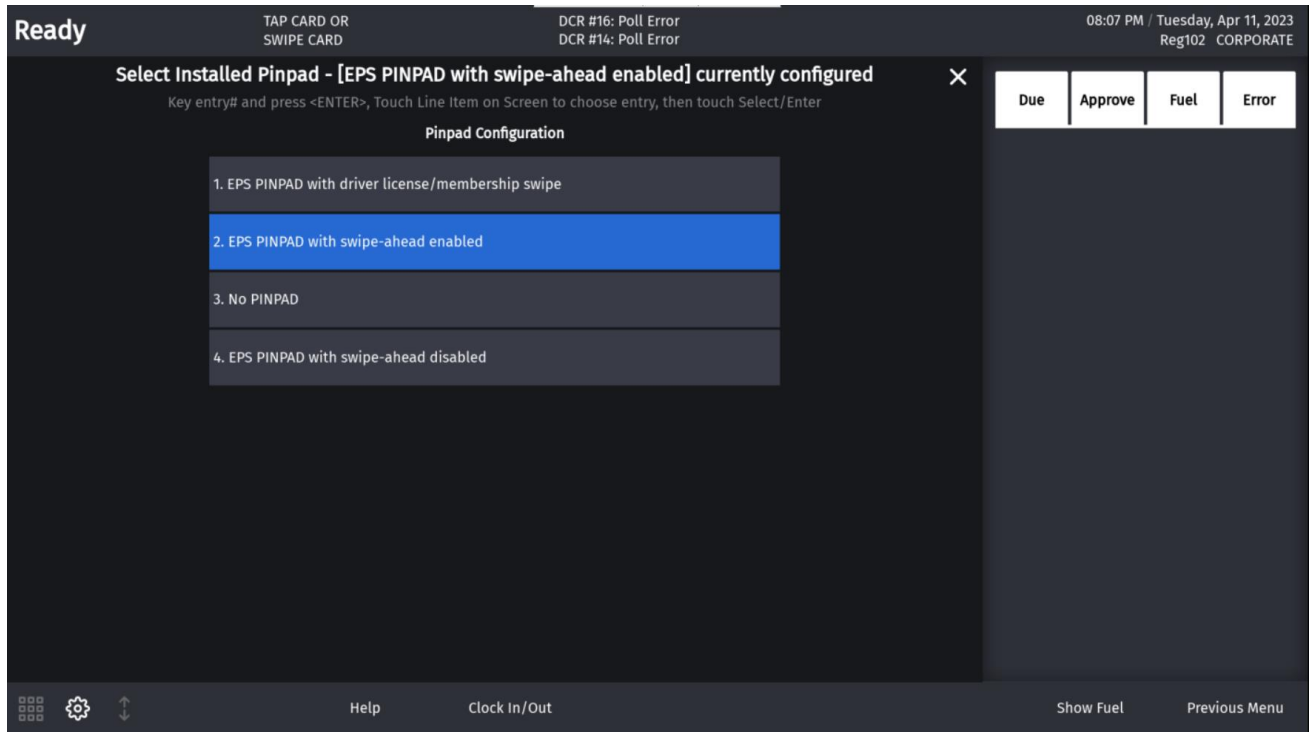
From Base 54.00.00, PIN pad configuration on POS has 4 options:

1. **EPS PINPAD** - with driver's license and membership swipe (used for sites that do not support scanning IDs and require swiping them).
2. **EPS PINPAD** - with swipe-ahead enabled
3. **NO PINPAD**
4. **EPS PINPAD** - with swipe-ahead disabled

|   |   |
|---|---|
|  <b>Note</b> | <i>Regardless of the above configuration, swipe-ahead will be disabled automatically when the POS application is switched to the Self-Checkout (SCO) application.</i> |
|---|---|

1. When swipe-ahead is enabled, the PIN pad is turned off until the first item is added to a ticket. In the EPS PINPAD option without the swipe-ahead (enabled or disabled) option, the PIN pad is activated as soon as the POS is in sales idle mode. Swipe-ahead enabled helps prevent a previous customer being charged for someone else's transaction.
2. When swipe-ahead is disabled, the PIN pad is turned off until the cashier presses either:
  - A network MOP or
  - TOTAL - if Loyalty and the Auth on Total in Loyalty configuration is enabled.

In other words, the card reader is turned on when the first request goes to EPS.



## Configuring Restrictions

### Blue Laws

Use **Store Operations > Restrictions > Blue Laws** form to set up, delete, or edit Blue Laws.


For the Blue Laws to take effect for departments and PLUs, Blue Laws must be selected for the specific department or PLU.

Restrictions Configuration Save Cancel

Blue Laws ID Checks PLU Promotions

Select Blue Law Blue Laws - 1


| Days      | Start1 | End1  | Start2 | End2  | Enabled                             | Select To Duplicate              | Duplicate | Clear |
|-----------|--------|-------|--------|-------|-------------------------------------|----------------------------------|-----------|-------|
| Sunday    | 01 05  | 07 17 | 00 00  | 00 00 | <input checked="" type="checkbox"/> | <input checked="" type="radio"/> | Duplicate | Clear |
| Monday    | 01 05  | 07 17 | 00 00  | 00 00 | <input checked="" type="checkbox"/> | <input type="radio"/>            | Duplicate | Clear |
| Tuesday   | 00 00  | 00 00 | 00 00  | 00 00 | <input type="checkbox"/>            | <input type="radio"/>            | Duplicate | Clear |
| Wednesday | 00 00  | 00 00 | 00 00  | 00 00 | <input type="checkbox"/>            | <input type="radio"/>            | Duplicate | Clear |
| Thursday  | 00 00  | 00 00 | 00 00  | 00 00 | <input type="checkbox"/>            | <input type="radio"/>            | Duplicate | Clear |
| Friday    | 00 00  | 00 00 | 00 00  | 00 00 | <input type="checkbox"/>            | <input type="radio"/>            | Duplicate | Clear |
| Saturday  | 00 00  | 00 00 | 00 00  | 00 00 | <input type="checkbox"/>            | <input type="radio"/>            | Duplicate | Clear |

| Field/Button        | Allowable Value/Function  |
|---------------------|---|
| Clear               | Click to delete the selected Blue Law information.  |
| Select To Duplicate | Check the " <b>Select To Duplicate</b> " check box for the row to be duplicated. Click the Duplicate button for each row that should contain the same data.   |
| Enabled             | Select to activate a Blue Law for each day (Blue Laws may be set up ahead of time and activated later).   |
| Start 1             | Enter the start time (using the 24-hour clock) for the first Blue Law on a specific day (00:00 – 23:59). Press the Tab key on the keyboard.<br><br><b>Note:</b> The start time cannot be the same as the end time.  |
| End 1               | Enter the end time (using the 24-hour clock) for the first Blue Law on a specific day (00:00 – 23:59.) Press the Tab key on the keyboard.<br><br> <b>Note:</b> To set the end time to midnight, enter the end time as 23:59. |
| Start 2             | If the Blue Law is in effect again on the same day, enter the second start time (00:00 – 23:59). Press the Tab key on the keyboard.   |
| End 2               | If the Blue Law is in effect again on the same day, enter the second end time (00:00 – 23:59). Press the Tab key on the keyboard.   |

## ID Checks

Use **Store Operations > Restrictions > ID Checks** to set up, delete, or edit Customer ID Checks.



|   |   |
|---|---|
|  | <p><b>Note</b></p> <p><i>Refer to the Age Restrictions feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p> |
|---|---|

## Reporting

### Blue Law Report

| <p>03/25/13 <span style="float: right;">10:07</span></p> <p>Store# 1 Register ID#1</p> <p>BLUE LAW FILE</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">#</th> <th style="text-align: left;">DAY</th> <th style="text-align: left;">REST</th> <th style="text-align: left;">PERIOD 1</th> <th style="text-align: left;">PERIOD 2</th> </tr> </thead> <tbody> <tr> <td colspan="5">-----</td> </tr> <tr> <td>1</td> <td>SUNDAY</td> <td>N</td> <td>1000 - 2200</td> <td>0000 - 0000</td> </tr> <tr> <td>1</td> <td>MONDAY</td> <td>N</td> <td>1000 - 2200</td> <td>0000 - 0000</td> </tr> <tr> <td>1</td> <td>TUESDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>1</td> <td>WEDNESDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>1</td> <td>THURSDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>1</td> <td>FRIDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>1</td> <td>SATURDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>2</td> <td>SUNDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>2</td> <td>MONDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>2</td> <td>TUESDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> <tr> <td>2</td> <td>WEDNESDAY</td> <td>N</td> <td>0000 - 0000</td> <td>0000 - 0000</td> </tr> </tbody> </table> | #         | DAY  | REST        | PERIOD 1    | PERIOD 2 | ----- |  |  |  |  | 1 | SUNDAY | N | 1000 - 2200 | 0000 - 0000 | 1 | MONDAY | N | 1000 - 2200 | 0000 - 0000 | 1 | TUESDAY | N | 0000 - 0000 | 0000 - 0000 | 1 | WEDNESDAY | N | 0000 - 0000 | 0000 - 0000 | 1 | THURSDAY | N | 0000 - 0000 | 0000 - 0000 | 1 | FRIDAY | N | 0000 - 0000 | 0000 - 0000 | 1 | SATURDAY | N | 0000 - 0000 | 0000 - 0000 | 2 | SUNDAY | N | 0000 - 0000 | 0000 - 0000 | 2 | MONDAY | N | 0000 - 0000 | 0000 - 0000 | 2 | TUESDAY | N | 0000 - 0000 | 0000 - 0000 | 2 | WEDNESDAY | N | 0000 - 0000 | 0000 - 0000 | <p>Sample Blue Law Setup Listing</p> |
|--|-----------|------|-------------|-------------|----------|-------|--|--|--|--|---|--------|---|-------------|-------------|---|--------|---|-------------|-------------|---|---------|---|-------------|-------------|---|-----------|---|-------------|-------------|---|----------|---|-------------|-------------|---|--------|---|-------------|-------------|---|----------|---|-------------|-------------|---|--------|---|-------------|-------------|---|--------|---|-------------|-------------|---|---------|---|-------------|-------------|---|-----------|---|-------------|-------------|--------------------------------------|
| #  | DAY       | REST | PERIOD 1    | PERIOD 2    |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| -----  |           |      |             |             |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | SUNDAY    | N    | 1000 - 2200 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | MONDAY    | N    | 1000 - 2200 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | TUESDAY   | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | WEDNESDAY | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | THURSDAY  | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | FRIDAY    | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 1  | SATURDAY  | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 2  | SUNDAY    | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 2  | MONDAY    | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 2  | TUESDAY   | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |
| 2  | WEDNESDAY | N    | 0000 - 0000 | 0000 - 0000 |          |       |  |  |  |  |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |   |          |   |             |             |   |        |   |             |             |   |          |   |             |             |   |        |   |             |             |   |        |   |             |             |   |         |   |             |             |   |           |   |             |             |                                      |

|   |          |   |             |             |  |
|---|----------|---|-------------|-------------|--|
| 2 | THURSDAY | N | 0000 - 0000 | 0000 - 0000 |  |
| 2 | FRIDAY   | N | 0000 - 0000 | 0000 - 0000 |  |
| 2 | SATURDAY | N | 0000 - 0000 | 0000 - 0000 |  |

## Troubleshooting

| #     | Message                             | Description/Action  |
|-------|-------------------------------------|---|
| E1141 | PURCH. NOT ALLOWED                  | The customer cannot purchase this item because either (1) the date of birth entered for the ID check does not meet the age requirements or (2) a Blue Law restriction has been set up for this item or department at this time on this day. |
| E1196 | BLUE LAW RESTRICTION                | A Blue Law restriction is set up for this item or department, preventing its sale during a certain time of the day.   |
| E1216 | LICENSE TRACK 2 EMPTY               | The driver's license reader failed to read the magnetic stripe information. Run the ID check again or enter the information manually.   |
| E1219 | LICENSE EXPIRATION DATE ERROR       | The driver's license just swiped/scanned has expiration date information errors. Run the ID check again or enter the information manually.  |
| E1220 | LICENSE BIRTH DATE INVALID          | The driver's license just swiped/scanned has invalid birth date information. Run the ID check again or enter the information manually.  |
| E1263 | ITEM REJECT - BIRTHDATE ENTRY REQ'D | Attempted to continue the transaction without responding to the ID check prompt with a valid DOB entry.   |

# Safe Drop / Safe Loan

## Overview


The **Safe Drop** function is designed to track the amount and method of payment (MOP) that the cashier removes from the cash drawer and puts in the store safe. The journal records the date, time, and cashier number when the cashier accesses the Safe Drop function.

The **Safe Loan** function logs transfers of cash from the safe to your drawer.

## Using Safe Drop / Safe Loan

- [Safe Drop](#)
- [Safe Drop Correction](#)
- [Safe Loan](#)

## Safe Drop

|   |   |
|---|---|
|  <b>Note</b> | <i>After the safe drop is pressed, even if by mistake, the user is committed to complete a safe drop.</i> |
|---|---|

1. Do one of the following:
  - Press [**SAFE DROP**]
  - Press [**OTHER FUNC**], press an arrow key until the Safe Drop function appears and press [**ENTER**]
2. Key the amount dropped:
  - For checks, choose the check MOP and enter the amount of each check separately

- For all other MOPs, key the dollar amount and MOP that is dropped
3. Key a one- to six-character reference number as defined by the store's procedures
  4. Press **[ENTER]**
  5. Press **[EXIT]** if you used the **[OTHER FUNC]** key in step 1 or if MOP type is **[CHECK]**

There are two messages related to Safe Drop that may be displayed on the POS:

- **DROP (MOP)** – Cash drawer contains more than the configured limit for the MOP noted. Continue entering sales, but drop the specified MOP at the first opportunity.
- **DROP (MOP) FIRST** – Cash drawer contains more than the configured limit for the MOP noted. Sales using that MOP will not be permitted until a Safe Drop is performed and the calculated amount in the cash drawer of that payment type is less than the configured limit.

If more than one method of payment exceeds its configured limit, the message for each will be displayed on a rotating basis.

|                             |          |          |          |  |                             |
|-----------------------------|----------|----------|----------|--|-----------------------------|
| <b>WELCOME TO XXX STORE</b> |          |          |          |  | Sample Safe<br>Drop Receipt |
| SAFE DROP                   |          |          |          |  |                             |
| CASH                        | Ref#158  |          | 150.00   |  |                             |
| ST# xx123                   | TILL XXX | DR# 1    | TRAN#    |  |                             |
| 101010                      |          |          |          |  |                             |
| CSH:1                       |          | 10/04/12 | 22:34:47 |  |                             |

## Safe Drop Correction

If a cashier enters an incorrect amount, it can be corrected using this function. To correct the amount entered for a previous Safe Drop, do the following:

1. Press **[OTHER FUNC]** then press an arrow key until the Safe Drop Correction function appears
2. Press **[ENTER]**

3. Enter cashier number and password
4. Enter the original ticket number and press **[ENTER]**
5. Enter the correct safe drop amount and press **[ENTER]**
6. Press **[EXIT]**

## Safe Loan

1. Press **[OTHER FUNC]** then press an arrow key until the Safe Loan function appears and press **[ENTER]**
2. Key the dollar amount you are adding to the drawer and press **[ENTER]**
3. Press **[EXIT]**.

Safe loans log on the receipt printer and Summary Report.

|   |                                     |
|---|-------------------------------------|
| <p><b>WELCOME TO XXX STORE</b><br/><b>SAFE LOAN</b></p> <p>CASH                    158                    150.00</p> <p>ST# xx123 TILL XXX DR# 1            TRAN#<br/>101010</p> <p>CSH: 1                                    10/04/12<br/>22:34:47</p> | <p>Sample Safe Loan<br/>Receipt</p> |
|---|-------------------------------------|

## Configuring Safe Drop / Safe Loan

| Parameter                        | Path   | Value          | Description  |
|----------------------------------|--|----------------|--|
| Limit                            | Store Operations > Payment > MOP               | 0.00 – 9999.99 | <p>Enter the amount of the MOP that alerts the cashier to make a safe drop when amount in drawer reaches this limit.</p> <p>0.00 - The MOP does not require a safe drop.</p> <p> <b>Note:</b> The setting for “Force Safe Drop” determines if a safe drop must be performed.</p> |
| Force Safe Drop                  | Store Operations > Payment > MOP               | Yes, No        | <p>Display a safe drop message if the <b>MANAGER &gt; Payment &gt; MOP &gt; Limit</b> value is not 0.00.</p> <p>A safe drop must occur before additional sales transactions can be performed using this MOP.</p>   |
| Allow Safe Drop                  | Store Operations > Payment > MOP               | Yes, No        | Allow a safe drop for the MOP  |
| Check Drawer Amount on Safe Drop | Store Operations > Sales > Sales Configuration | Yes, No        | Compare the amount of the MOP entered to the calculated amount currently in the drawer.  |
| Safe Drop Correction Security    | Store Operations > Sales > Sales Configuration | 0 - 9          | <p>Enter the security level an employee must have in order to perform a safe drop correction. Entering 1 - 9 indicates that an employee with a security level of at least this number must perform the safe drop correction.</p> <p><b>0</b> - Safe drop corrections do not require a security check.</p>  |

## Reporting

The Safe Drop Flash Report prints after each period report and lists safe drops that occur from the time the period started up to the time the flash report prints. The information is given two ways:

- In the order the safe drops occur
- In order by method of payment

If the period report prints at any time other than when the period is closed, the Safe Drop flash report states “No Totals Available.” If no safe drops have been made, “NO SAFE DROPS” prints.

Safe Drop and Safe Loan aggregate totals (count and amount by MOP) are included in the Pay In / Pay Out sections of the Cashier and Summary Reports. Safe Drop Detail is provided in the Safe Drop Detail Report.

| SAFE DROP DETAIL |       |        |    |    |        |        |                     |
|------------------|-------|--------|----|----|--------|--------|---------------------|
| DATE             | TIME  | REF#   | C# | R# | AMOUNT | MOP    |                     |
| -----            |       |        |    |    |        |        |                     |
| 05/18            | 10:17 | 000126 | 1  | 1  | 100.00 | CREDIT | Safe Drops in Order |
| 05/18            | 10:35 | 000127 | 1  | 1  | 100.00 | CASH   |                     |
| 05/18            | 11:49 | 000128 | 1  | 1  | 50.00  | CASH   |                     |
| 05/18            | 11:57 | 000000 | 1  | 1  | 0.00   | CASH   |                     |
| -----            |       |        |    |    |        |        |                     |
| MOP              |       | NO.    |    |    | AMOUNT |        | Safe Drops by MOP   |
| CASH             |       | 2      |    |    | 150.00 |        |                     |
| CREDIT           |       | 1      |    |    | 100.00 |        |                     |
| -----            |       |        |    |    |        |        |                     |
| TOTAL            |       | 3      |    |    | 250.00 |        | Number of Safe Drop |

|  |         |
|--|---------|
| -----<br>#SAFE DROP CANCELS                      1 | Cancels |
|--|---------|

## Safe Drops in Order

This section of the report lists all safe drops in the order they are done:


- **DATE:** Date the safe drop is made.
- **TIME:** Time the safe drop is made.
- **REF#:** Reference number assigned to the safe drop by the cashier, if any. A reference number of "000000" denotes a zero safe drop.
- **C#:** Number of the cashier who makes the safe drop.
- **R#:** Number of the register the safe drop is made.
- **AMOUNT:** Amount of the safe drop.
- **MOP:** Method of payment dropped.

## Safe Drops by MOP

This section of the report lists all safe drops by the method of payment dropped. They are listed in the order that the methods of payment are defined in the MOP File.

- **MOP:** Method of payment dropped. Only the methods of payment actually dropped are listed.
- **NO.:** Number of drops for each method of payment.
- **AMOUNT:** Total amount dropped for each method of payment.
- **TOTAL:** Total number of safe drops and total amount dropped.
- **#SAFE DROP CANCELS:** Number of times a Safe Drop operation has been cancelled.



|   |  |
|---|--|
|  <b>Note</b> | <p><i>After an MOP is entered for the Safe Drop, <b>[EXIT]</b> does not produce a Safe Drop Cancel. Instead a Safe Drop with a reference number of zero occurs. If a number is entered but <b>[EXIT]</b> is pressed instead of an MOP, the Safe Drop is cancelled.</i></p> |
|---|--|

| PAYMENT          | I | N      |  |
|------------------|---|--------|--|
| PAY IN           | 4 | 550.00 | These aggregate totals (as shown) are reported in the Summary and Cashier Reports. |
| SAFE LOAN        | 4 | 329.00 |  |
|                  |   |        |  |
| TOTAL PAYMENT IN |   | 879.00 |  |

**Report Details**

- **PAYMENT IN:** Summary of non-sales transactions in which payment was added to the drawer.
- **PAY IN:** Cash added to the drawer from a non-sales payment. This represents the total of all pay ins. Pay ins appear separately in the Memo Items section.
- **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.

| PAYMENT         | OUT |        |
|-----------------|-----|--------|
| PAYOUT          | 2   | 275.00 |
| SAFE DROP       |     |        |
| CASH            | 1   | 25.00  |
|                 |     |        |
| TOTAL SAFE DROP |     | 25.00  |

|                            |  |
|----------------------------|--|
| TOTAL PAYMENT OUT (300.00) |  |
|----------------------------|--|

**Report Details**

- **PAYMENT OUT:** Summary of transactions in which money was removed from the drawer. The total is displayed in parentheses because the number is negative.
- **PAY OUT:** Money removed from the drawer to purchase an item for the store or to pay a bill. This item includes payments to vendors made with money orders as the MOP. This total represents the total of all pay outs. Pay outs appear separately in the Memo Items section.
- **CHANGE/CHECK:** Transactions in which cash is returned to the customer because the check was tendered for more than the transaction amount.
- **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are grouped by method of payment. The total of all safe drops prints.

## Troubleshooting

| #     | Message                       | Description/Action  |
|-------|-------------------------------|---|
|       | DROP (method of payment)      | The cash drawer contains more than the maximum allowed for the method of payment indicated.<br><br>Make a large enough safe drop to reduce the amount in the drawer to below the maximum allowed. |
| E1135 | DROP MONEY FIRST              | The amount of money in the drawer exceeds the limit set in the MOP File function. Perform a Safe Drop.  |
| E1181 | SAFE DROP NOT ALLOWED FOR MOP | The MOP used disables Safe Drop in the MOP File.  |

| #     | Message                         | Description/Action   |
|-------|---------------------------------|--|
| E1194 | NOT ENOUGH MONEY IN DRAWER      | The POS does not have sufficient funds in the cash drawer for the MOP entered for a safe drop amount.            |
| E1195 | NOT ALLOWED FOR AMT 0.00        | \$0.00 is not allowed for a safe drop amount. Specify an amount more than \$0.00.                                |
| E1294 | NO MOP CONFIGURED FOR SAFE DROP | Attempted to perform safe drop using [OTHER MOP] key, but there are no MOPs configured to allow safe drop.       |
| E1298 | INVALID SAFE DROP TICKET NUMBER | Entered an invalid number when prompted for the original safe drop ticket number.                                |
| E1300 | SAFE DROP ALREADY CORRECTED     | Attempted a safe drop correction on a safe drop that has already been corrected. Only one correction is allowed. |

# Soft Key

## Overview

Certain keys on the keyboard and buttons on the screen can be configured for fuel control, item sales, department sales, menus, payment or some other function like safe drop.

## Using Soft Key

Buttons on the Screen will be automatically labeled and as part of your training, you will learn how to use them.

Keys on the keyboard need to be manually labeled so, if you notice that the label on a key does not match what it actually does, report it to your store manager so that the appropriate action can be taken.

While in the Soft Key File, press [**List**] to print the current list of soft keys in key number order.

| WELCOME TO XXX STORE |           |        |             |
|----------------------|-----------|--------|-------------|
| SOFT KEY FILE        |           |        |             |
| KEY                  | TYPE      | NUMBER | DESCRIPTION |
| -----                |           |        |             |
| 01                   | Approve   |        |             |
| 02                   | Prepay    |        |             |
| 03                   | View      |        |             |
| 04                   | Fuel Sale |        |             |
| 05                   | Preset    |        |             |

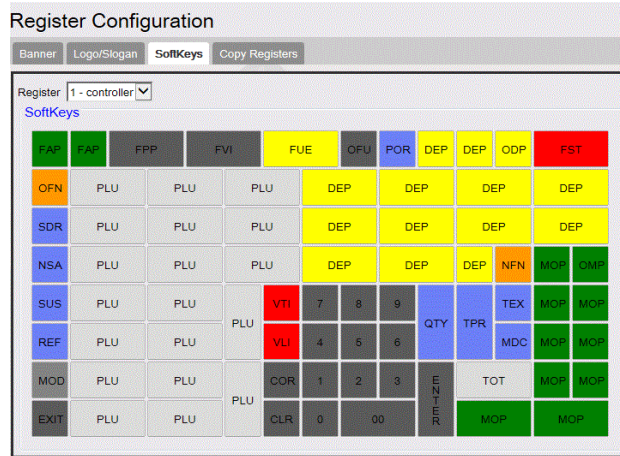
Sample Soft Key File

|        |                   |                   |              |
|--------|-------------------|-------------------|--------------|
| 06     | Void Line         |                   |              |
| 07     | Ticket Print      |                   |              |
| 08     | No Sale           |                   |              |
| 09     | Discount          |                   |              |
| 10     | Price Override    |                   |              |
| 11     | Void Ticket       |                   |              |
| 12     | Network Functions |                   |              |
| 13     | MOP               | 009               | LOTTERY      |
| 14     | Other MOP         |                   |              |
| 15     | PLU               | 0000000000006/000 | SODA         |
| 16     | PLU               | 0000000000019/001 | BREAD        |
| 17     | Menu              | 08                | BOT SODA     |
| 18     | Combo             | 02                | SAND SPEC    |
|        | Store#            | AB123             | Register ID# |
|        | 1                 |                   |              |
| CSH: 1 |                   | 10/04/12          | 22:34:47     |

## Configuring Soft Key

### Soft Keys

Use **Store Operations > Register > Soft Key** to configure soft keys.



| Field/Button | Allowable Value/Function  |
|--------------|---|
| Register     | Select the register.  |
| SoftKeys     | Click the soft key on the screen keyboard to change the key feature assignment. |

### Soft Key Assignment

Soft key assignments can be changed by directly accessing the menu list. Be sure that the soft key to be changed is selected.

- Combo File: Combo files must be defined before they can be assigned a soft key. When you have more combos to assign than soft keys available, set up a soft key for **[OTHER COMBO]**. The repeated keying of the **[OTHER COMBO]** soft key cycles through each Combo defined in the Combo File that is not assigned to a soft key.
- Department File: A department must already be set up in the Department File before it can be assigned to a soft key. When you have more departments to assign than soft keys available, set up a soft key for **[OTHER DEPT]**. The repeated keying of the **[OTHER DEPT]** soft key cycles through each Department defined in the Department File that is not assigned to a soft key.
- Fuel Functions: If you have more fuel functions to assign than soft keys available, instead of assigning the following functions to separate keys, assign **[OTHER FUEL]** to a key.

These functions appear in a menu format when the cashier keys **[OTHER FUEL]**.

- Convert Price Level
  - Free POP Award
  - Fuel Discount
  - Fuel Tax Addition
  - Fuel Tax Exemption
  - Move Fuel Point (Prepay Move)
  - Preset Fuel
  - Site Pause
- MOP File: A method of payment must already be set up in the MOP File before it can be assigned to a soft key. When you have more MOPs to assign than soft keys available, set up an **[OTHER MOP]** soft key.
  - PLU File: A PLU/modifier combination must be set up in the PLU File before it can be assigned to a soft key.
  - Sales Management Functions: If you have more sales management functions to assign than soft keys available, set up an **[OTHER FUNC]** soft key. These functions appear in a menu format when the cashier keys the **[OTHER FUNC]**.
    - Clock In/Out
    - Pay In
    - Pay Out
    - Print Previous Transaction
    - Safe Drop
    - Safe Loan
    - View Pending Transactions

| Function Name              | Description   |
|----------------------------|---|
| Allow Food Stamps for Item | This function processes an item not configured as food stamp eligible as though it is eligible for payment with food stamps.  |
| AutoGen POP Code           | Select to auto generate POP Code.<br><br> <b>Note:</b> Refer to the POP Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal..                     |
| Amount Discount            | Used to give an amount discount on the last entered sale item.  |
| Approve Fuel               | Approves all or a specific pump for fuel dispensing.  |
| Apply Updates              | Use to apply PLU price update.  |
| Choose Pinpad              | Select to choose the secondary PIN pad.<br><br> <b>Note:</b> Refer to the P400 Implementation Guide for more information on this feature. The Feature Reference is available on Premier Portal.                            |
| Clock In/Out               | Employees can Clock In/Out using this key.  |
| Comm Fleet Prepay          | Use to trigger a commercial fleet prepay transaction.<br><br> <b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal. |
| Convert Fuel MOP           | Changes fuel pricing systems (usually between cash and credit) when different fuel prices are charged based on the method of payment.   |
| Discount                   | Discounts the last entered sales item as an amount or percent depending on the Sales Configuration setup.   |



| Function Name          | Description  |
|------------------------|--|
| Department             | Assigns a department to a soft key.  |
| Edit Food Order        | Edits a food order.  |
| Electronic Void        | <p>Use to void a commercial fleet transaction. When someone accidentally fuels one or more grade/s in a multi-grade fuel transaction instead of the owner of the preauth card, the cashier will refund the entire transaction using electronic void to the card that was used during pre-auth. To perform an electronic void transaction, both the customers should be with the cashier. The cashier initiates a manual fuel department sale to the respective people who pumped the fuel.</p> <p> <b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p> |
| Exception Ticket Print | Prints Exception Ticket.   |
| Fill Up                | Fills up the tank.   |
| Food Stamp             | Allows the item that is entered to be purchased with food stamps.  |
| FREE POP AWARD         | Allows the cashier the discretion to issue a free POP code or coupon to a customer (e.g., when a customer returns after being incorrectly charged for an item on a previous visit).  |
| Fuel Discount          | Discounts a specified quantity of fuel.  |
| Fuel Prepay            | Allows the customer to pay for a fuel sale before pumping.   |
| Fuel Preset            | Presets a pump for a specific amount or quantity. Payment may be made before or after dispensing.  |

| Function Name      | Description  |
|--------------------|--|
| Fuel               | Enters the most recent fuel sale for the specified pump into the current transaction.  |
| Fuel Tax Addition  | Adds taxes to a tax-exempt fuel transaction.   |
| Fuel Tax Exemption | Adjusts fuel taxes to allow for tax exemptions.  |
| Fuel Ticket Print  | This function reprints postpay fuel transaction receipts.  |
| Fueling Point Move | This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.   |
| Get Order          | After a customer arrives at the "Payment" window, the cashier retrieves the the customer's order by invoking the "Get Order" function. The "Get Order" function retrieves only those transactions suspended by the "Place Order" function. |
| Gift Card Purchase | Allows the purchase of a Gift Card.  |
| Gift Card Activate | Activates a Gift Card.   |
| Gift Card Recharge | Allows the recharge of a Gift Card.  |
| Kiosk Order        | Allows to make a kiosk order.  |

| Function Name       | Description   |
|---------------------|---|
| Manual POP Discount | This is an option that can provide either a coupon or free POP code (with Basic + Code program type). The cashier has the option of offering the award to customers at their discretion; perhaps to an especially loyal customer or to a customer who has experienced some perceived inconvenience. |
| Menu Key            | Assigns a menu to the soft key.   |
| Manual PLU          | This function allows screen entry of items using the <PLU number> <b>[ENTER]</b> key sequence.  |
| MOP                 | Assigns a Method of Payment to the soft key.  |
| Modify              | Modifies the current PLU sales entry so that the next modifier defined for the PLU, if any, displays.<br><br> <b>Note:</b> Review the "Considerations" before moving this key.                                     |
| Next Dollar Amount  | Use when customer presents the next dollar amount (for example, \$17 for a sale totaling \$16.54).  |
| Network Functions   | Contains a menu of functions that relate to your credit card network.   |
| No Sale             | Opens the cash drawer between sales transactions.   |
| Loyalty Balance     | Use to send the loyalty point balance inquiry to the loyalty host for a loyalty card. Scan the loyalty card barcode or manually enter the loyalty account number to perform the balance inquiry.  |
| Loyalty Card        | Use to scan the loyalty card barcode or manually enter the loyalty account number during a sales transaction.   |
| Other Combo         | Allows entry of a combo number that is not already assigned to a specific soft key.   |

| Function Name        | Description  |
|----------------------|--|
| Other Currency       | Changes the total amount due from the local currency to another currency.  |
| Other Department     | Allows entry of a department number for a sales item for all departments not already assigned to a specific soft key.  |
| Other Fuel Functions | Contains a menu of the following functions: Move Fuel Point, Convert Price Level, Fuel Discount, Preset Fuel, Free POP Award, Fuel Tax Exemption, Site Pause.  |
| Other Functions      | Contains a menu of the following functions: Safe Drop, Safe Loan, Clock In/Out, Pay In, Pay Out.   |
| Other MOP            | Allows entry of a method of payment number that is not already assigned to a specific soft key.  |
| Pay In               | Logs that an amount has been added to the cash drawer without a sales transaction. This is also under <b>[OTHER FUNC]</b> key.   |
| Pay Out              | <p>Logs that an amount has been removed from the cash drawer without a sales transaction. This is also under <b>[OTHER FUNC]</b> key.</p> <p> <b>Note:</b> To make vendor payments by money order, use the Pay Out function under the <b>[OTHER FUNC]</b> key.</p>                                    |
| Percent Discount     | Discounts the last entered sales item as a percent.  |
| Place Order          | Place Order function is like “Suspend” function. However, “Food Service” identified transactions are precluded from being suspended by the “Suspend” function. Place Order function allows a “Food Service” identified transaction to be suspended. Along with “Place Order”, the current transaction items identified by the the “Food Service” rule set are sent to the iOrder system. |
| PLU                  | Assigns a PLU to the soft key.   |

| Function Name                   | Description   |
|---------------------------------|---|
| Price Override                  | Changes the defined price of a PLU item to the price you enter.   |
| POP Member Card ENTRY           | Allows entry or change of a POP membership card.  |
| Prepay Move                     | This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.                    |
| Price Check                     | Checks the price of an item by scanning or manually entering its PLU after the price check key is pressed.  |
| Purge Kiosk Order               | Deletes a kiosk order.  |
| Quantity                        | Indicates that two or more of an item (PLU or department) are entered.  |
| Refund                          | Allows items from a previous sale to be returned.   |
| Reminder to use Imprinter [Y/N] | Determines whether a message is displayed that reminds the cashier to use the imprinter after completing a transaction using the manual credit MOP. |
| Rest In Gas                     | Allows customers to use change from a cash merchandise sale to buy as much fuel as the change pays for.   |
| Recall                          | Recalls suspended transactions.   |
| Repeat Last Item                | Repeats last item.  |

| Function Name        | Description   |
|----------------------|---|
| Remove Kiosk Order   | Removes kiosk order.  |
| Safe Drop            | Logs that a specific amount of an MOP is removed from the drawer and placed in the safe. This is also under <b>[OTHER FUNC]</b> .     |
| Safe Drop Correction | If a cashier enters an incorrect amount, it can be corrected using this function.   |
| Safe Loan            | Logs that a specific amount of cash was removed from the safe and placed in the cash drawer. This is also under <b>[OTHER FUNC]</b> . |
| Sales Flash Reports  | List of flash reports.  |
| Stop Fuel            | Stops all or a specific pump from dispensing.   |
| Suspend Transaction  | Suspends one transaction to allow other transactions to be processed.   |
| Tax Exempt           | Removes one or more taxes from the current item.  |
| Ticket Print         | Prints the last 500 indoor sales receipts or the last card reader receipt.  |
| Total                | Adds up the amount of the current transaction.  |
| View Fuel Sales      | Displays the status of a specific pump or all due sales.  |
| Void Line            | Removes the specified item from the current transaction.  |

| Function Name                 | Description  |
|-------------------------------|--|
| Void Ticket                   | Deletes the entire current transaction and resets the terminal to start a new one. |
| 3 <sup>rd</sup> Party Product | Sells a third-party product.   |

## Troubleshooting

| #     | Message                    | Description/Action   |
|-------|----------------------------|--|
| E1104 | MOP INVALID/NOT ALLOWED    | Used an MOP soft key that no longer exists. Choose another MOP.  |
| E1109 | PRESET NOT USED            | The soft key has not been defined or the PLU no longer exists.   |
| E1167 | SOFT KEY NOT DEFINED       | The soft key is not defined in the Soft Key File.  |
| E3030 | SOFT KEY FILE RESET ERROR  | The Reset Soft Key File function was chosen and the soft key file could not be reset. Try the action again. If this continues to happen call the service center. |
| E3050 | NO MENUS HAVE BEEN DEFINED | Attempted to set up a menu soft key but no menus are defined. Set up menus in the Menu File function.  |


# Special Discount

## Overview

Special discounts are discounts for specific situations or customers, such as students or seniors. These discounts differ from standard discounts, because the discount is subtracted from the subtotal.

This feature applies a percentage discount to items flagged as eligible in the PLU or Department file. The clerk determines if the customer is eligible for the discount according to store policies and procedures, then applies it by selecting the **[Special Discount]** MOP as the first MOP in the transaction.

As special discount eligible items are added to the transaction, the system keeps a subtotal and displays it to the left of the food stamp total in the MOP section of the ticket window with an indicator of “SD”.

|  |   |
|--|---|
|  <b>Note</b> | <i>Refer to the Special Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i> |
|--|---|



# Taxes

## Overview

Taxes are determined by government entities based on the location of the retail site; each having their own unique requirements as to what it and is not taxable. Because multiple governing entities may collect tax for a specific area, multiple taxes may apply specific items within a transaction.

For each tax that applies to a given transaction the system keeps a separate subtotal of taxable sales and applies the tax at the transaction level.

## Using Taxes

In the POS, taxes for a given department or PLU item are already configured and normally require no special handling on the part of the cashier. The system may automatically treat certain taxed items as non-taxed items when items flagged as food-stamp eligible the configuration are purchased with food stamps.

## Tax Exemption

There may be circumstances when items normally taxed in a transaction should be sold as tax exempt: sales to tax exempt organizations or purchase for resale. Each situation has its own requirements and cashiers should follow in-store policies and procedures before tax exempting any purchases.

1. Touch the line item that is to be exempted from tax
2. Touch **Add Tax Exempt** to exclude the line item when calculating taxability for this transaction

## Configuring Taxes

### Tax Rates

Use **Store Operations > Payment > Tax Rates** to define up to eight tax rates.

| Field/Button        | Allowable Value/Function   |
|---------------------|--|
| Name                | Enter the name of the tax. This name appears in reports.   |
| Delete              | Click to delete the selected tax.  |
| Adjust Break Points | Click to Adjust Break Points. See "Break Point Table." Adjust Break Point appears only if "Use Break Point Table" is selected. |
| Indicator           | From the drop-down menu, select the character that prints on receipts to indicate that this tax was applied.                   |
| Tax Rate            | Enter the tax percentage for this tax if the Break Point Table is not being used.  |
| Percent Start       | Enter the minimum dollar amount that may be taxed (0.00 – 99999.99).   |

| Field/Button                     | Allowable Value/Function   |
|----------------------------------|--|
| Options                          |  |
| Prices Include Tax               | Select if the price of an item already includes this tax.  |
| Prompt for Exemption             | Select to make a prompt appear that requests cashier verification when the <b>[TAX EXEMPT]</b> key is pressed.<br><br>(If not selected, the terminal automatically removes this tax when the cashier presses <b>[TAX EXEMPT]</b> ) |
| Use Canadian GST                 | Select to use Canadian GST.  |
| Canadian GST Settings Reg Number | Enter the registration number.   |
| Options                          | Select to include tax for fuel.  |
| Fuel Includes Tax                |  |
| Use Break Point Table            | Select to use the Break Point Table and click Adjust Break Points. See "Break Point Table."  |

## Break Point Table

Use the Break Point Table form to define tax break points for sales amounts when a flat sales tax does not apply. The amount of tax charged depends on where in the table the taxable amount falls.

Before setting up the Break Point Table in SMS, obtain the state, county, or local tax table for which you want to create a break point definition. By entering data from that table into a worksheet you can determine the following:

- The starting point.
- The tax break points and the repeating pattern.
- The limit of the tax table, if there is one.

In addition, you need to know the tax rate to apply to sales above the break point tax limit (if there is a limit).

### Example Worksheet

Following is a worksheet used to determine the information above for our example Break Point Table. You can see that the pattern repeats every six increments.

| Number | Start | End  | Difference | Increment |
|--------|-------|------|------------|-----------|
| 1      | .11   | .17  | 6          | 1         |
| 2      | .18   | .34  | 16         | 1         |
| 3      | .35   | .50  | 15         | 1         |
| 4      | .51   | .67  | 16         | 1         |
| 5      | .68   | .84  | 16         | 1         |
| 6      | .85   | 1.10 | 25         | 1         |
| 7      | 1.11  | 1.17 | 6          | 1         |
| 8      | 1.18  | 1.34 | 16         | 1         |
| 9      | 1.35  | 1.50 | 15         | 1         |
| 10     | 1.51  | 1.67 | 16         | 1         |
| 11     | 1.68  | 1.84 | 16         | 1         |
| 12     | 1.85  | 2.10 | 25         | 1         |

To define the Break Point Table:

1. On the **Tax Rates tab**, select a **Tax Rate Name** and select **Use Break Point Table**.
2. Click **Adjust Break Points** to open the Break Point Settings Table.

Payment Management Save Cancel

MOP Currencies Fees **Tax Rates**

Delete

**Break Point Settings**

Min. Taxable Amount: 0.11  
Repeat Start: 001  
Repeat End: 006

Tax At Flat Rate Above This Amount: 10.00  
 Table is for All Amounts

**Break Point Table** Close

Select Break Point

| ID  | Start | End | Diff | Tax Inc |
|-----|-------|-----|------|---------|
| 001 |       |     |      |         |
| 002 |       |     |      |         |
| 003 |       |     |      |         |
| 004 |       |     |      |         |
| 005 |       |     |      |         |
| 006 |       |     |      |         |
| 007 |       |     |      |         |
| 008 |       |     |      |         |
| 009 |       |     |      |         |
| 010 |       |     |      |         |
| 011 |       |     |      |         |
| 012 |       |     |      |         |
| 013 |       |     |      |         |
| 014 |       |     |      |         |
| 015 |       |     |      |         |
| 016 |       |     |      |         |
| 017 |       |     |      |         |
| 018 |       |     |      |         |

Diff:

Tax Increment:

3. In **Min. Taxable Amount**, enter the starting point that you previously determined. For this example, .11 is the starting point.
4. In **Repeat Start drop-down** menu, select the desired repeat start point.
5. In **Repeat End drop-down** menu, select the desired repeat end point.
6. In **Options**, check **Table is for All Amounts** if the break point table covers all sales amounts and taxes never revert to a flat tax and do not enter an amount in “**Tax at Flat Rate above this Amount.**”
7. In **Break Point Table ID**, select and click the **Break Point Table ID** to enable to add a new or modify existing Diff and Tax Inc.
8. In the **Break Point box** (lower right), enter the difference (Diff) between the start and end of break point #1 prices. For example, enter .06. The table automatically computes .17 as the end of the break point.
9. In **Tax Inc**, enter the tax increment, such as .01 (The tax percentage usually increases by .01 cent per break point).
10. Click **Delete Break Point** to delete the selected break point.
11. Click **Accept Changes** to accept the changes made.

12. Click **Cancel Changes** to cancel the changes made.
13. Repeat **steps 2 through 9** until you reach the point at which the pattern repeats, that is, the point where the difference and the increment begin again (See the Difference column in the “Example Worksheet.”)

Payment Management Save Cancel

MOP Currencies Fees **Tax Rates**

Delete

**Break Point Settings**

Min. Taxable Amount: 0.11      Repeat Start: 001      Repeat End: 006

Tax At Flat Rate Above This Amount: 10.00       Table is for All Amounts

**Break Point Table** Close

Select Break Point

| ID  | Start | End  | Diff | Tax Inc |
|-----|-------|------|------|---------|
| 001 | 0.11  | 0.17 | 0.06 | 0.01    |
| 002 | 0.18  | 0.34 | 0.16 | 0.01    |
| 003 | 0.35  | 0.50 | 0.15 | 0.01    |
| 004 | 0.51  | 0.67 | 0.16 | 0.01    |
| 005 | 0.68  | 0.84 | 0.16 | 0.01    |
| 006 | 0.85  | 1.10 | 0.25 | 0.01    |
| 007 | 1.11  | 1.17 | 0.06 | 0.01    |
| 008 | 1.18  | 1.34 | 0.16 | 0.01    |
| 009 | 1.35  | 1.50 | 0.15 | 0.01    |
| 010 | 1.51  | 1.67 | 0.16 | 0.01    |
| 011 | 1.68  | 1.84 | 0.16 | 0.01    |
| 012 | 1.85  | 2.10 | 0.25 | 0.01    |
| 013 |       |      |      |         |
| 014 |       |      |      |         |
| 015 |       |      |      |         |
| 016 |       |      |      |         |
| 017 |       |      |      |         |
| 018 |       |      |      |         |

Delete Break Point

Diff: 0.25

Tax Increment: 0.01

14. Click **Save**.

## Reporting

### Tax Report

| TAX REPORT |               |          | Sample Tax Flash Report                   |
|------------|---------------|----------|---|
| NAME       | TAX-RATE      | ACT-RATE |   |
|            | TAXABLE-SALES | TAXES    |   |
|            | NON-TAX SALES |          |   |
| -----      |               |          |   |
| STATE      | 7.000%        | 7.000%   | All taxes sales during the current shift. |
|            |               |          |   |

|                 |       |  |
|-----------------|-------|--|
| 47.90           | 3.35  |  |
| 357.51          |       |  |
| -----           |       |  |
| REFUND TAXES    | -0.00 |  |
| SALES TAXES     | 3.40  |  |
| -----           |       |  |
| TOTAL SALES TAX | 3.35  |  |

### Report Details


- **NAME:** Name of the tax as assigned in the Tax Rate Form. Each of the following report items repeat for each tax defined in the Tax Rate Form.
- **TAX-RATE:** Value entered in the 'Percent' parameter in the Tax Rate Form for the tax name.
- **ACT-RATE:** Actual tax rate percentage collected against the total taxable sales for this tax name. The following equation is used to calculate the actual rate:  
**Actual Rate = (Taxes ÷ Taxable Sales) x 100**
- **TAXABLE-SALES:** Sum of all item prices that were taxed by this tax name.
- **TAXES:** Sum of all taxes collected for this tax name.
- **NON-TAX SALES:** Sum of all item prices not taxed by this tax name.
- **REFUND TAXES:** The total amount of taxes deducted due to refunds.
- **SALES TAXES:** The total amount of taxes for all sales.
- **TOTAL SALES TAX:** Net amount of taxes collected. This number is the total sales tax amount minus the total refunded tax amount.

# Taxable Rebates

## Overview

Tax laws exist that require sales tax to be collected against the amount of the discount when said discount is the result of an agreement between the vendor and merchant that provides for the merchant to be reimbursed for all or part of the discounted amount. Such a scenario is termed a “rebate”.

With the “Taxable Rebate Feature”, a product can now be marketed to the consumer at the discounted price while collecting tax against the amount of the rebate. The price book/PLU file reflects the discounted price, the amount of the rebate is stored separately and the system adds the amount of the rebate to the transaction’s taxable sales total for purposes of calculating tax. Taxable rebates may be applied at the item level when a particular PLU is sold and/or at the promotional level when a particular NAXML promotion requirement is met. A single PLU may participate in multiple rebates in the same transaction regardless of whether rebates are item or promotion-based.

|   |   |
|---|---|
|  <b>Note</b> | <p><i>In order to legally increase the tax basis of the transaction without increasing the before-tax subtotal, use of this feature may involve additional requirements such as on-site signage. Compliance with those additional requirements is the responsibility of the merchant and/or enterprise.</i></p> |
|---|---|

## Using Taxable Rebates

The examples provided here assume the following tax definitions:

| Tax Description | Indicator | Rate |
|-----------------|-----------|------|
| State Tax       | T         | 7%   |
| County Tax      | N         | 1%   |
| City Tax        | C         | 2%   |
| Luxury Tax      | X         | 5%   |

Taxable Rebates



**Taxable Rebate on Single Item**

Consumer purchases a single bag of Fritos XXL where a manufacturer rebate of \$ 0.15 applies.

| Tax Type   | Purchases | Rebate | Taxable | Tax  |
|------------|-----------|--------|---------|------|
| T(07.000%) | 3.00      | 0.15   | 3.15    | 0.22 |

|                             |                  |                |                |                |            |
|-----------------------------|------------------|----------------|----------------|----------------|------------|
| <b>WELCOME TO OUR STORE</b> |                  |                |                | Sample Receipt |            |
| 666666666666-666            |                  |                |                |                |            |
| Description                 | Qty              | Amount         |                |                |            |
| -----                       | ---              | -----          |                |                |            |
| T FRITOS XXL                | 1                | 3.00           |                |                |            |
| +T Tax on Rebate of \$ 0.15 |                  |                |                |                |            |
|                             |                  | -----          |                |                |            |
|                             | Subtotal         | 3.00           |                |                |            |
|                             | Tax              | 0.22           |                |                |            |
| <b>T O T A L</b>            |                  | <b>3 . 2 2</b> |                |                |            |
|                             | CASH \$          | 10.00          |                |                |            |
|                             | Change \$        | -6.78          |                |                |            |
| <b>Tax Type</b>             | <b>Purchases</b> | <b>Rebate</b>  | <b>Taxable</b> |                | <b>Tax</b> |
| T(07.000%)                  | 3.00             | 0.15           | 3.15           |                | 0.22       |

**Taxable Rebate on Multiple Quantity Item**

Consumer purchases 2 quantities of Fritos XXL where a manufacturer rebate of \$ 0.15 applies to each bag.

| Tax Type   | Purchases | Rebate | Taxable | Tax  |
|------------|-----------|--------|---------|------|
| T(07.000%) | 6.00      | 0.30   | 6.30    | 0.44 |

|                             |                  |               |                |            |
|-----------------------------|------------------|---------------|----------------|------------|
| <b>WELCOME TO OUR STORE</b> |                  |               |                |            |
| 66666666666-666             |                  |               |                |            |
| Description                 | Qty              | Amount        |                |            |
| <hr/>                       |                  |               |                |            |
| T FRITOS XXL                | 2                | 6.00          |                |            |
| +T Tax on Rebate of \$ 0.30 |                  |               |                |            |
| <hr/>                       |                  |               |                |            |
| Subtotal                    |                  | 6.00          |                |            |
| Tax                         |                  | 0.44          |                |            |
| <b>T O T A L</b>            |                  | <b>6 . 44</b> |                |            |
| CASH                        |                  | \$            | 10.00          |            |
| Change                      |                  | \$            | -3.56          |            |
| <b>Tax Type</b>             | <b>Purchases</b> | <b>Rebate</b> | <b>Taxable</b> | <b>Tax</b> |
| T(07.000%)                  | 6.00             | 0.30          | 6.30           | 0.44       |

Sample Receipt

**Taxable Rebate on Item and Item in Combo**

Consumer purchases 2 bags of Fritos XXL plus an 18 PK of 24 oz Bud.

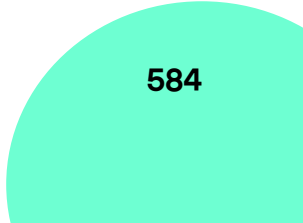
This purchase qualifies as a promotion resulting in a final price of \$1.50 for each of the bags of Fritos.

Fritos XXL has an applied rebate of \$ 0.15 per bag.

A separate rebate applies to the promo itself where \$ 0.75 cents of the discounted amount is a manufacturer rebate.

Applicable rebates = 2 x 0.15 + 0.75 = 1.05

| Tax Type   | Purchases | Rebate | Taxable | Tax  |
|------------|-----------|--------|---------|------|
| T(07.000%) | 18.99     | 1.05   | 20.04   | 1.40 |



| <b>WELCOME TO OUR STORE</b>       |                  |                  |                |            |
|-----------------------------------|------------------|------------------|----------------|------------|
| 666666666666-666                  |                  |                  |                |            |
| Description                       | Qty              | Amount           | Sample Receipt |            |
| -----                             | ---              | -----            |                |            |
| T FRITOS XXL                      | 1                | 3.00             |                |            |
| TGATE                             |                  | -1.50            |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |                  |                |            |
| T FRITOS XXL                      | 1                | 3.00             |                |            |
| TGATE                             |                  | -1.50            |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |                  |                |            |
| 4 BUD 18PK 24OZ                   | 1                | 15.99            |                |            |
| CUSTOMER ID VERIFIED              |                  |                  |                |            |
| +T Tax on TGATE Rebate of \$ 0.75 |                  |                  |                |            |
|                                   | -----            |                  |                |            |
|                                   | Subtotal         | 18.99            |                |            |
|                                   | Tax              | 1.40             |                |            |
| <b>T O T A L</b>                  |                  | <b>2 0 . 3 9</b> |                |            |
|                                   | CASH \$          | 25.00            |                |            |
|                                   | Change \$        | -4.61            |                |            |
| <b>Tax Type</b>                   | <b>Purchases</b> | <b>Rebate</b>    | <b>Taxable</b> | <b>Tax</b> |
| T(07.000%)                        | 18.99            | 1.05             | 20.04          | 1.40       |

**Taxable Rebate on Multiple Combos**

Consumer purchases 4 quantities of Fritos XXL plus 2 quantities 18 PK of Bud.

This purchase qualifies as 2 promotions resulting in a final price of \$1.50 for each of the 4 bags of Fritos.

Fritos XXL has an applied rebate of \$ 0.15 per bag.

A separate rebate applies to the promotions where \$ 0.75 cents of the discounted amount is a manufacturer rebate. Since this purchase has 2 of these combos, the amount of the rebate for the promos is \$ 1.50

Applicable rebates = 4 x 0.15 + 2 x 0.75 = 2.10

| Tax Type   | Purchases | Rebate | Taxable | Tax  |
|------------|-----------|--------|---------|------|
| T(07.000%) | 37.98     | 2.10   | 40.08   | 2.80 |

| <b>WELCOME TO OUR STORE</b>       |                  |                  |                |            |
|-----------------------------------|------------------|------------------|----------------|------------|
| 66666666666-666                   |                  |                  |                |            |
| Description                       | Qty              | Amount           |                |            |
| -----                             | ---              | -----            |                |            |
| T FRITOS XXL                      | 1                | 3.00             |                |            |
| TGATE PROMO                       |                  | -1.50            |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |                  |                |            |
| T FRITOS XXL                      | 1                | 3.00             |                |            |
| TGATE PROMO                       |                  | -1.50            |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |                  |                |            |
| T FRITOS XXL                      | 1                | 3.00             |                |            |
| TGATE PROMO                       |                  | -1.50            |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |                  |                |            |
| T FRITOS XXL                      | 1                | 3.00             |                |            |
| TGATE PROMO                       |                  | -1.50            |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |                  |                |            |
| T BUD 18PK 24OZ                   | 1                | 15.99            |                |            |
| CUSTOMER ID VERIFIED              |                  |                  |                |            |
| T BUD 18PK 24OZ                   | 1                | 15.99            |                |            |
| +T Tax on TGATE Rebate of \$ 1.50 |                  |                  |                |            |
|                                   |                  | -----            |                |            |
|                                   | Subtotal         | 37.98            |                |            |
|                                   | Tax              | 2.80             |                |            |
| <b>T O T A L</b>                  |                  | <b>4 0 . 7 8</b> |                |            |
|                                   | CASH \$          | 50.00            |                |            |
|                                   | Change \$        | -9.22            |                |            |
| <b>Tax Type</b>                   | <b>Purchases</b> | <b>Rebate</b>    | <b>Taxable</b> | <b>Tax</b> |
| T(07.000%)                        | 37.98            | 2.10             | 40.08          | 2.80       |

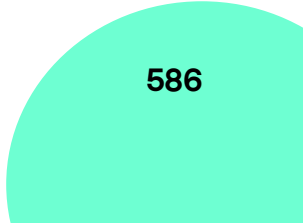
Sample Receipt

**Taxable Rebate on Multiple MixMatch**

Consumer purchases 2 2L Pepsi products.

When purchased as Pepsi 2fer, items are offered at promotional price of \$1.59 and a taxable rebate of \$ 0.20 applies to the promo.

| <b>Tax Type</b> | <b>Purchases</b> | <b>Rebate</b> | <b>Taxable</b> | <b>Tax</b> |
|-----------------|------------------|---------------|----------------|------------|
| T(07.000%)      | 3.18             | 0.20          | 3.13           | 0.24       |



| <b>WELCOME TO OUR STORE</b>       |                  |                |                |            |
|-----------------------------------|------------------|----------------|----------------|------------|
| 666666666666-666                  |                  |                |                |            |
| Description                       | Qty              | Amount         |                |            |
| -----                             |                  |                |                |            |
| T PEPSI 2L                        | 1                | 1.89           |                |            |
| PEPSI 2fer                        |                  | -0.30          |                |            |
| T MTN DEW 2L                      | 1                | 1.89           |                |            |
| PEPSI 2fer                        |                  | -0.30          |                |            |
| +T Tax on PEPSI Rebate of \$ 0.20 |                  |                |                |            |
| -----                             |                  |                |                |            |
|                                   | Subtotal         | 3.18           |                |            |
|                                   | Tax              | 0.24           |                |            |
| <b>T O T A L</b>                  |                  | <b>3 . 4 2</b> |                |            |
|                                   | CASH \$          | 5.00           |                |            |
|                                   | Change \$        | -1.58          |                |            |
| <b>Tax Type</b>                   | <b>Purchases</b> | <b>Rebate</b>  | <b>Taxable</b> | <b>Tax</b> |
| T(07.000%)                        | 3.18             | 0.20           | 3.13           | 0.24       |

Sample Receipt

**Taxable Rebate on Item, Combo and MixMatch**

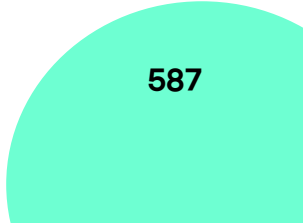
Consumer purchases 2 2L Pepsi products (Pepsi 2Fer), 2 Fritos XXL (item eligible rebate) and 1 18 PK of 24 OZ Bud (combined with Fritos, eligible for TGate Promo Rebate).

Item Rebates: Fritos

Combo Rebate: TGATE

MixMtch Rebate: PEPSI

| Tax Type   | Purchases | Rebate | Taxable | Tax  |
|------------|-----------|--------|---------|------|
| T(07.000%) | 22.17     | 1.25   | 23.42   | 1.64 |



| <b>WELCOME TO OUR STORE</b>       |                  |               |                |            |
|-----------------------------------|------------------|---------------|----------------|------------|
| 666666666666-666                  |                  |               |                |            |
| Description                       | Qty              | Amount        |                |            |
| -----                             | ---              | -----         |                |            |
| T PEPSI 2L                        | 1                | 1.89          |                |            |
| PEPSI 2fer                        |                  | -0.30         |                |            |
| T MTN DEW 2L                      | 1                | 1.89          |                |            |
| PEPSI 2fer                        |                  | -0.30         |                |            |
| T FRITOS XXL                      | 1                | 3.00          |                |            |
| TGATE                             |                  | -1.50         |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |               |                |            |
| T FRITOS XXL                      | 1                | 3.00          |                |            |
| TGATE                             |                  | -1.50         |                |            |
| +T Tax on Rebate of \$ 0.15       |                  |               |                |            |
| 4 BUD 18PK 24OZ                   | 1                | 15.99         |                |            |
| CUSTOMER ID VERIFIED              |                  |               |                |            |
| +T Tax on PEPSI Rebate of \$ 0.20 |                  |               |                |            |
| +T Tax on TGATE Rebate of \$ 0.75 |                  |               |                |            |
|                                   |                  | -----         |                |            |
|                                   | Subtotal         | 22.17         |                |            |
|                                   | Tax              | 1.64          |                |            |
| <b>T O T A L</b>                  |                  | <b>23.81</b>  |                |            |
|                                   | CASH \$          | 30.00         |                |            |
|                                   | Change \$        | -6.19         |                |            |
| <b>Tax Type</b>                   | <b>Purchases</b> | <b>Rebate</b> | <b>Taxable</b> | <b>Tax</b> |
| T(07.000%)                        | 22.17            | 1.25          | 23.42          | 1.64       |

Sample Receipt

### Taxable Rebate on Multiple Taxes

Consumer purchases a single JD Breakfast Sandwich which has a taxable rebate of \$ 0.15

JD Breakfast Sandwich is flagged with three separate taxes; two of which have rebates defined.

| Tax Type   | Purchases | Rebate | Taxable | Tax  |
|------------|-----------|--------|---------|------|
| T(07.000%) | 1.79      | 0.20   | 1.99    | 0.14 |
| N(01.000%) | 1.79      | 0.00   | 1.79    | 0.02 |
| C(02.000%) | 1.79      | 0.20   | 1.99    | 0.04 |

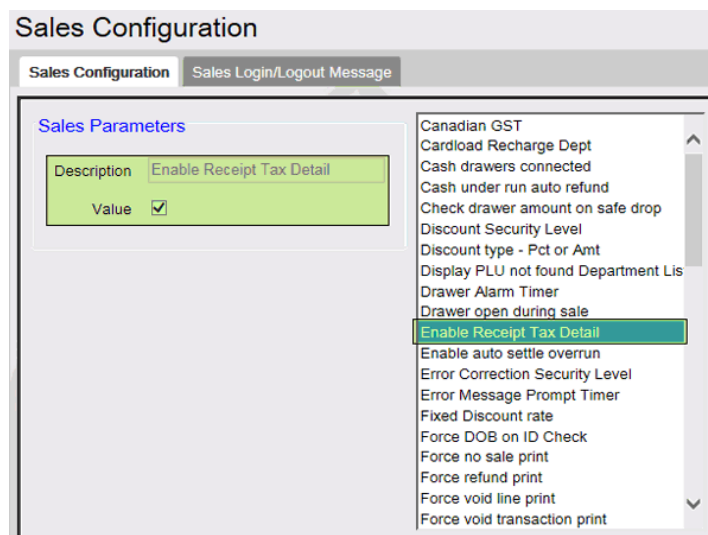
|                             |                  |                |                |            |
|-----------------------------|------------------|----------------|----------------|------------|
| <b>WELCOME TO OUR STORE</b> |                  |                |                |            |
| 666666666666-666            |                  |                |                |            |
| Description                 | Qty              | Amount         |                |            |
| -----                       |                  |                |                |            |
| TNCJD BRKFST SAND           | 1                | 1.79           |                |            |
| +T Tax on Rebate of \$ 0.20 |                  |                |                |            |
| +C Tax on Rebate of \$ 0.20 |                  |                |                |            |
| -----                       |                  |                |                |            |
| Subtotal                    |                  | 1.79           |                |            |
| Tax                         |                  | 0.20           |                |            |
| <b>T O T A L</b>            |                  | <b>1 . 9 9</b> |                |            |
| CASH \$                     |                  | 2.00           |                |            |
| Change \$                   |                  | -0.01          |                |            |
| <b>Tax Type</b>             | <b>Purchases</b> | <b>Rebate</b>  | <b>Taxable</b> | <b>Tax</b> |
| T (07.000%)                 | 1.79             | 0.20           | 1.99           | 0.14       |
| N (01.000%)                 | 1.79             | 0.00           | 1.79           | 0.02       |
| C (02.000%)                 | 1.79             | 0.20           | 1.99           | 0.04       |

Sample Receipt

## Configuring Taxable Rebates

### Sales Configuration

Use **Store Operations > Sales > Sales Configuration** to enable the taxable rebates feature.



## Price Look Up Manager

Price Look Up Manager

Page 1 of 1

Previous Retrieve PLUs Next

| UPC               | Desc   |
|-------------------|--------|
| 0000000099974/000 | ITEM D |
| 0000000099981/000 | ITEM E |
| 0000000099986/000 | ITEM F |

PLU 000000009997 4 000

Description ITEM D

Price 9.97 Sell Unit 1.000

Department 9995 - TEST A DEPT

Product Code 0400 - GENERAL MERCHA

Fee

ID Check

Taxes 1 - TEST

Blue Laws

Properties

Open  Not Sold

Returnable  Food Stamp

Special Discount  Promo

Fractional Qty

Taxable Rebate

Additional amount against which tax is to be calculated when this PLU is sold

Rebate Amount 0.00 Taxes

## Combos (NAXML Promotions)

NAXML Deal

Save Cancel

Item List Maintenance Combo Maintenance Mix&Match Maintenance

Select Combo

1 - Item Combo

Combo ID 1

Description Item Combo

Start Date Time 12 11 2014 00 00

End Date Time 12 11 2014 00 00

Price by

Combo  Combo Items

Pricing Scheme

Weighted  Percentage

Priority

Price 0.00

Week day availability

|                                       | Start Time | End Time |
|---------------------------------------|------------|----------|
| <input checked="" type="checkbox"/> S | 00 00      | 00 00    |
| <input checked="" type="checkbox"/> M | 00 00      | 00 00    |
| <input checked="" type="checkbox"/> T | 00 00      | 00 00    |
| <input checked="" type="checkbox"/> W | 00 00      | 00 00    |
| <input checked="" type="checkbox"/> T | 00 00      | 00 00    |
| <input checked="" type="checkbox"/> F | 00 00      | 00 00    |
| <input checked="" type="checkbox"/> S | 00 00      | 00 00    |

Combo Item List

Selected Items

1 - Item 1

Item List Qty 3

Taxable Rebate

Additional amount against which tax is to be calculated when this Promo is sold

Rebate Amount 0.00 Taxes 1 - TEST 2 - Sales Tax



## Match (NAXML Promotions)

NAXML Deal Save Cancel

Item List Maintenance Combo Maintenance **Mix&Match Maintenance**

Add  Delete

Select Mix&Match

|            |  |
|------------|--|
| 1 - Match1 | Mix Match ID: <input type="text" value="1"/>     |
|            | Description: <input type="text" value="Match1"/> |
|            | Start Date Time: 12/11/2014 00:00                |
|            | End Date Time: 12/11/2014 00:00                  |

**Week day availability**

|                            | Start Time | End Time |
|----------------------------|------------|----------|
| <input type="checkbox"/> S | 00:00      | 00:00    |
| <input type="checkbox"/> M | 00:00      | 00:00    |
| <input type="checkbox"/> T | 00:00      | 00:00    |
| <input type="checkbox"/> W | 00:00      | 00:00    |
| <input type="checkbox"/> T | 00:00      | 00:00    |
| <input type="checkbox"/> F | 00:00      | 00:00    |
| <input type="checkbox"/> S | 00:00      | 00:00    |

Item List: 1 - Item 1

**Package Pricing Configuration**

Add New

|  |   |
|--|---|
| QTY 2 FOR 5 OFF Package Price            | <b>Pricing Type</b>   |
|  | <input type="radio"/> Total Package Price<br><input checked="" type="radio"/> Amount Off Package Price<br><input type="radio"/> Percent Off Package Price |
| Quantity: <input type="text" value="2"/> | Amount Off: <input type="text" value="5.000"/>  |

**Taxable Rebate**

Additional amount against which tax is to be calculated when this Promo is sold

Rebate Amount:  Taxes:  Edit

## Reporting

### Taxable Rebate Report


For each tax against which taxable rebate is applied, the taxable rebate report shows sales (taxed and tax exempt), rebate amount and a calculated total of the increased taxable sales. Totals are shown separately for item based rebates and promo based rebates.

| State Tax (7.00%)                                      |                |                  |                     |            |               |                             |
|--|----------------|------------------|---------------------|------------|---------------|-----------------------------|
| PLU (Item) Based Rebates                               |                |                  |                     |            |               |                             |
| PLU#   | Descr          | Qty Sold Taxable | Qty Sold Tax Exempt | Total Sold | Rebate Amount | Total Taxable Rebate Amount |
| 00000000047/000  | ENERGY DRINK   | 0                | 1                   | 1          | 0.25          | 0.00                        |
| 000000003915/000                                       | FRITOS XXL     | 12               | 0                   | 12         | 0.15          | 1.80                        |
| 000000003711/000                                       | JD BRKFST SAND | 1                | 0                   | 1          | 0.20          | 0.20                        |
| PROMO Based Rebates                                    |                |                  |                     |            |               |                             |
| Promo ID   | Descr          | Qty Sold Taxable | Qty Sold Tax Exempt | Total Sold | Rebate Amount | Total Taxable Rebate Amount |
| Combo 1  | TGATE          | 4                | 0                   | 4          | 0.75          | 3.00                        |
| Match 2  | PEPSI 2fer     | 2                | 0                   | 2          | 0.20          | 0.40                        |
| <b>Total Taxable Rebate Amount - State Tax (7.00%)</b> |                |                  |                     |            |               | <b><u>5.40</u></b>          |
| City Tax (2.00%)                                       |                |                  |                     |            |               |                             |
| PLU (Item) Based Rebates                               |                |                  |                     |            |               |                             |
| PLU#   | Descr          | Qty Sold Taxable | Qty Sold Tax Exempt | Total Sold | Rebate Amount | Total Taxable Rebate Amount |
| 000000003711/000                                       | JD BRKFST SAND | 1                | 0                   | 1          | 0.20          | 0.20                        |
| PROMO Based Rebates                                    |                |                  |                     |            |               |                             |
| Promo ID   | Descr          | Qty Sold Taxable | Qty Sold Tax Exempt | Total Sold | Rebate Amount | Total Taxable Rebate Amount |
| <b>Total Taxable Rebate Amount - City Tax (2.00%)</b>  |                |                  |                     |            |               | <b><u>0.20</u></b>          |

# Time Clock


## Overview

Use any of the following **Payroll Functions** to clock in, clock out, or change job code to log time spent performing various tasks. Job code numbers are assigned according to company policy and procedures.

|   |   |
|---|---|
|  <b>Note</b> | <i>Time clock functions are separate from logging into or exiting from sales.</i> |
|---|---|

## Clock In / Out

The "**Clock In / Out**" function clocks an employee in and out. The Clock In / Out adds and removes employees from the POS' internal time clock, and this information is used to calculate the payroll.

|   |  |
|---|--|
|  <b>Note</b> | <ul style="list-style-type: none"><li>• <i>Employees cannot clock in or out without having a name assigned in Employee File.</i></li><li>• <i>Clock Out function permitted only for employees who are clocked in and vice versa.</i></li></ul> |
|---|--|

## Change Job Code

Use "**Change Job Code**" function to change the job code. Job codes are used to log time spent performing particular job tasks. Also, the job code function logs when a new/different job task is begun.

## Using Time Clock

- [Clock In](#)
- [Clock Out](#)

- [Change Job Code](#)

## Clock In

Use Clock In function in any of the following ways:

- A specific soft key: **[CLOCK IN/OUT]**
- A function under the **[OTHER FUNC]**

### From Sales Mode

1. In Sales Mode, touch **[CSR FUNC]**
2. On the left-hand top corner, touch **[CLOCK IN/OUT]**
3. In Payroll Functions > touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**
6. Key the job code number and touch **[OK]** or press **[ENTER]**.

A Clock In receipt prints

### From **[OTHER FUNC]** Key

1. Press **[OTHER FUNC]**
2. In **Other Functions**, touch **[CLOCK IN/OUT]**
3. In Payroll Functions, touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**
6. Key the job code number and touch **[OK]** or press **[ENTER]**, a Clock In receipt prints.

|                 |                            |
|-----------------|----------------------------|
| <b>Clock In</b> | Sample Clock In<br>Receipt |
|-----------------|----------------------------|

|                              |  |
|------------------------------|--|
| Cashier# 1 at 08:01          |  |
| STORE MANAGER                |  |
| Job Code: 1                  |  |
| REG# 101 CSH#2 TRAN# 1010004 |  |
| 10/10/12 08:01 ST# AB123     |  |

**Clock In** displays just the time in Hours and Minutes you clocked in.

## Clock Out

Use the **Clock Out** function in any of the following ways:

- A specific soft key: **[CLOCK IN/OUT]**
- A function under the **[OTHER FUNC]**

### From Sales Mode

1. In Sales Mode, touch **[CSR FUNC]**
2. On the left-hand top corner, touch **[CLOCK IN/OUT]**
3. In Payroll Functions, touch **[CLOCK IN/OUT]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**
6. Key the job code number and touch **[OK]** or press **[ENTER]**

A Clock Out receipt prints

### From **[OTHER FUNC]** Key

1. Press **[OTHER FUNC]**
2. In Other Functions, touch **[CLOCK IN/OUT]**

3. In Payroll Functions, touch **[CLOCK OUT]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**, a Clock Out receipt prints.

| <b>Clock Out</b>    |                |                |         |  |  |
|---------------------|----------------|----------------|---------|--|--|
| Cashier# 2 at 16:01 |                |                |         |  |  |
| STORE MANAGER       |                |                |         |  |  |
| JOB                 |                |                | TOTAL   |  |  |
| CODE                | TIME IN        | TIME OUT       | HOURS   |  |  |
| -----               |                |                |         |  |  |
| 1                   | 10/10/12 08:00 | 10/10/12 16:00 | 08:00   |  |  |
| 123                 | 10/10/12 08:01 | 10/10/12 16:00 | 08:00   |  |  |
| ENDING              | 10/10/12 16:01 | 08:00          |         |  |  |
| REG# 101            | CSH#2          | TRAN#          | 1010004 |  |  |
| 10/04/12 23:59      | ST#            |                | AB123   |  |  |

Sample Clock Out  
Receipt

**Clock Out** displays each set of clock in/outs. Time is reported in hours and minutes (not in hours and hundredths of hours) on a 24-hour clock since the last Payroll Report was run.

The week ending date is the current date. This is followed by the total hours since the last Payroll Report was run.

The report can be printed either for a specific employee or for all employees.

## Change Job Code

Use **Change Job Code** function in any of the following ways:

- A specific soft key: **[CLOCK IN/OUT]**

- A function under the **[OTHER FUNC]**

### From Sales Mode

1. In Sales Mode, touch **[CSR FUNC]**
2. On the left-hand top corner, touch **[CLOCK IN/OUT]**
3. In the Payroll Functions > Select Payroll Function, touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**. A Clock In receipt prints

|   |  |
|---|--|
| <b>Clock In</b>                                     |  |
| CASHIER #1 at 07:58                                 |  |
| JOB CODE: 1   |  |
| REG # 102 CSH#1                      TRAN# 101010   |  |
| 10/04/12    22:34                      ST#    AB123 |  |
| Change Job Code<br>Sample<br><br>(Clock In Receipt) |  |

### From **[OTHER FUNC]** Key

1. Press **[OTHER FUNC]**
2. In Other Functions, touch **[CLOCK IN/OUT]**
3. In the Payroll Functions > Select Payroll Function, touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**. A Clock Out receipt prints followed by a new **Clock In** receipt with the new job code

|                  |                 |
|------------------|-----------------|
| <b>Clock Out</b> | Change Job Code |
|------------------|-----------------|

|                             |                |                |       |                |
|-----------------------------|----------------|----------------|-------|----------------|
| Cashier# 2 at 16:01         |                |                |       | Sample         |
| STORE MANAGER               |                |                |       | (Clock Out     |
| JOB TOTAL                   |                |                |       | receipt prints |
| CODE                        | TIME IN        | TIME OUT       | HOURS | first followed |
| -----                       |                |                |       |                |
| 1                           | 10/10/12 08:00 | 10/10/12 16:00 | 08:00 | by Clock In    |
| 2                           | 10/10/12 08:01 | 10/10/12 16:00 | 08:00 | receipt)       |
| 3                           | 10/10/12 08:01 | 10/10/12 16:00 | 08:00 |                |
| ENDING 10/10/12 16:01 08:00 |                |                |       |                |
| REG# 101                    | CSH#2          | TRAN# 1010004  |       |                |
| 10/04/12                    | 23:59          | ST# AB123      |       |                |

|                     |  |                    |
|---------------------|--|--------------------|
| <b>Clock In</b>     |  |                    |
| CASHIER #1 at 07:58 |  | Change Job Code    |
| JOB CODE: 2         |  | Sample             |
| REG # 102 CSH#1     |  | (Clock In Receipt  |
| TRAN# 1010005       |  | with change in Job |
| 10/04/12 22:34      |  | Code from 1 to 2)  |
| ST# AB123           |  |                    |



## Reporting

The Payroll Report prints either a current or close payroll report that lists the dates and times each employee clocked in and out. If an employee is clocked in when a report is run, that employee’s clock out date and time are listed as ‘PENDING’.

The report must be closed manually from the POS and is separate from any other “close” function. The Payroll Report can be printed from the Site Report Navigator.

The report can be printed for a specific employee (by employee ID number) or for all employees.

### Payroll Report Highlights

- Time is reported in hours and minutes (not in hours and hundredths of hours) on a 24-hour clock. For example, a Payroll Report for someone who clocked in at 15:44 and clocked out at 23:59 would report Total Hours of 8:15, indicating the employee worked 8 hours and 15 minutes.
- The payroll report does not reset total hours to zero.
- The close payroll report does reset total hours to zero.
- The report can be printed either for a specific employee or for all employees.

|                        |       |                |       |                       |
|------------------------|-------|----------------|-------|-----------------------|
| 05/17/02               |       | 11:51          |       | Sample Payroll Report |
| CURRENT PAYROLL REPORT |       |                |       |                       |
| -----                  |       |                |       |                       |
| 001 JO MARCH           |       |                |       |                       |
| 265-45-9876            |       |                |       |                       |
| TIME IN                |       | TIME OUT       | TOTAL |                       |
|                        |       |                | HOURS |                       |
| -----                  |       |                |       |                       |
| 05-15-02               | 11:00 | 05-15-02 19:00 | 8:00  |                       |
| 05-16-02               | 12:00 | 05-16-02 19:00 | 7:00  |                       |

|                      |                |       |       |
|----------------------|----------------|-------|-------|
| ENDING 05-18-02      |                |       | 15:00 |
| EMPLOYEE SIGNATURE:  |                |       |       |
| -----                |                |       |       |
| MANAGER SIGNATURE:   |                |       |       |
| -----                |                |       |       |
| 002 PETER WOLF       |                |       |       |
| 129-28-1038          |                |       |       |
| TOTAL                |                |       |       |
| TIME IN              | TIME OUT       | HOURS |       |
| -----                |                |       |       |
| 05-15-02 15:44       | 05-15-02 23:59 | 8:15  |       |
| 05-16-02 12:00       | PENDING        |       |       |
| ENDING 05-18-02 8:15 |                |       |       |
| EMPLOYEE SIGNATURE:  |                |       |       |
| -----                |                |       |       |
| MANAGER SIGNATURE:   |                |       |       |
| -----                |                |       |       |

If no employees have clocked in or out during the payroll period chosen, "\*\*\* No Records Found \*\*\*" prints on the report.

## Troubleshooting

| #     | Message              | Description / Action   |
|-------|----------------------|--|
| E1126 | MUST CLOCK OUT FIRST | Employee attempted to clock in, but has not clocked out yet.   |
| E1127 | MUST CLOCK IN FIRST  | Employee attempted to clock out, but had not clocked in yet.   |
| E1206 | PAYROLL RECORD FULL  | Run the Payroll Report function.   |
| E1208 | MUST CLOCK OUT FIRST | Must clock out before trying to clock in.  |
| E1209 | MUST CLOCK IN FIRST  | Must clock in before trying to clock out.  |
| E7023 | LAN COMMS DOWN       | Journal Only: Attempted to clock in or out or tried to reprint a clock in or out ticket and the LAN was down. See the site's procedures for handling this situation. |

# Transactions

## Overview

A transaction is any function that can affect the total amount in the drawer. Our system supports several types, including:

- Sales
- Refunds
- Pay In
- Pay Out
- Safe Drop
- Safe Loan

The last four items in the above list are discussed in separate sections. Sales and Refunds do not occur in the same transaction.


There are a few additional functions that work on a transaction by transaction basis:

- Suspend / Recall Transaction (Sales and/or Refunds only)
- Ticket Print (any completed or suspended transaction)

## Using Transactions

### Refund

1. Press **[REFUND]**
2. Enter items to be refunded, following store policies and procedures
3. Press **[TOTAL]** if required
4. Press **[MOP]**

|   |  |
|---|--|
|  <b>Note</b> | <i>If refunding a card payment additional information may be required by the card processor.</i> |
|---|--|

## Recall Pending Transactions


This function can be used in one of the following two ways:

- A specific soft key: [SUSP]
  - A function under the [OTHER FUNC] key
1. Do one of the following:
    - Press [SUSP]
    - Press [Other Func], select “View Pending Transactions (Recall)” from the list and press [ENTER]
  2. If only one transaction is pending it will be automatically recalled. If more than one transaction is pending, touch the appropriate transaction (to recall) from the list

## Suspend Transaction

1. Press [**SUSP**]

The transaction gets suspended

|   |  |
|---|--|
|  <b>Note</b> | <i>Transaction cannot be suspended if it includes a prepaid fuel sale.</i> |
|---|--|

## Ticket Print

The most recent transaction is always displayed at the top of the list and highlighted.

- To print most recent transaction, press [TICKET PRINT] [ENTER]

- To print older transaction, press [TICKET PRINT] and then either key the entry number or touch the transaction to be printed. Use down arrow to view older transactions.

## Configuring Transactions

| Parameter             | Path   | Value   | Description   |
|-----------------------|--|---------|---|
| Allow Suspended Sales | Reporting > Report Configuration               | Yes, No | Allows a period close when suspended sales are present.   |
| Force Refund Print    | Store Operations > Sales > Sales Configuration | Yes, No | Select to print a refund receipt when the cashier performs a refund in the Sales mode.<br><br>(If not selected, the refund prints on the journal only.)   |
| Print Receipt         | Store Operations > Sales > Sales Configuration | Yes, No | Select to print a receipt for every transaction.<br><br>(If not selected, a receipt will only print for No Sale,<br><br>Pay In, Pay Out, Clock in/Clock Out, Void, car wash,<br><br>POP Discounts, and Credit transactions or when using the [TICKET PRINT] key.) |

## Reporting

All transaction types occurring within a reporting period are represented on Summary and Cashier Reports for that period.

Sales, Refunds, Pay in and Pay Out are all represented on the Summary and Cashier Reports with “Safe Drop” being included as a type of “Pay Out” and “Safe Loan” as a type of “Pay In”.

Suspended Sales are represented as memo items in those same reports as shown below:

| <b>MEMO ITEMS</b>  |   |      | Sample Memo Items showing number and amount of suspended transactions in <b>Cashier, Summary</b> and <b>Close Shift</b> Reports |
|--------------------|---|------|---|
| SUSPENDED          | 2 | 3.39 |   |
| SUSPEND/VOID       | 1 | 0.65 |   |
| UNSETTLED SUSPENDS | 1 | 2.08 |   |

#### Report Details

- **SUSPENDED:** Number of times and total amount of suspended transactions. This happens when the [**SUSPEND**] key is used to suspend and then recall a transaction. If a single transaction is suspended more than once, each time the transaction is suspended adds to the total number and amount of suspends.
- **SUSPEND/VOID:** Number of times and total amount of suspended transactions that were voided rather than settled.
- **UNSETTLED SUSPENDS:** The number and amount of transactions suspended at the time a period is closed.

## Troubleshooting

| # | Message                       | Description/Action   |
|---|-------------------------------|--|
|   | (#) RECEIPT(S) PENDING        | The indicated number of transactions (#) are suspended.                          |
|   | NETWORK SUSPENDED TRANSACTION | The controller is retrieving a network suspended transaction from a workstation. |
|   | SUSPENDED TRANSACTION         | A transaction is currently suspended.  |

| #     | Message                            | Description/Action  |
|-------|------------------------------------|---|
| E1155 | NO PENDING<br>TRANSACTIONS         | Appears if the View Pending Transactions function is selected and there are no suspended transactions.  |
| E1157 | UNABLE TO SUSPEND                  | Sale cannot be suspended. Perhaps the maximum number of suspended sales have been exceeded.   |
| E1160 | MAXIMUM PENDING TRANS.<br>EXCEEDED | Too many transactions are suspended. Only one credit transaction can be suspended at a time.  |
| E1162 | NEED TO SETTLE PENDING<br>TRANS.   | Attempted to close a shift while a network transaction is suspended. Settle the pending transaction and then close the shift.   |
| E1187 | NETWORK SUSPENDED<br>TRANSACTION   | Attempted to recall a network transaction from a different terminal than the one on which the transaction was suspended. Use the same terminal to recall the transaction. |
| E1283 | SUSPEND WITH FUEL<br>INVALID       | Attempted to suspend a transaction with a prepaid fuel sale, which is not allowed.  |