

Auto End of Day

Feature Reference

Date: October 06, 2022



Verifone[®]

Feature Reference Title

Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Auto End of Day (AEOD) feature on the Verifone Commander.

This feature document contains the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Auto End of Day (AEOD) feature.
- **Configuring** - This section contains information on how to configure the Auto End of Day (AEOD) feature.
- **Using** - This section describes using the Auto End of Day (AEOD) feature.

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Revision History

Date	Description
09/12/2022	Initial Release.
09/26/2022	Fixed Review Comments

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Overview

Feature Description

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.



As part of the AEOD period close, the logged in cashier is logged out of the register.

For a manual period close, on the initiated register cashiers are allowed to continue with CSR functions (non-sales activities) as they may need to print reports. Cashiers are logged out of register when trying to return to sales function.

Hardware Requirements

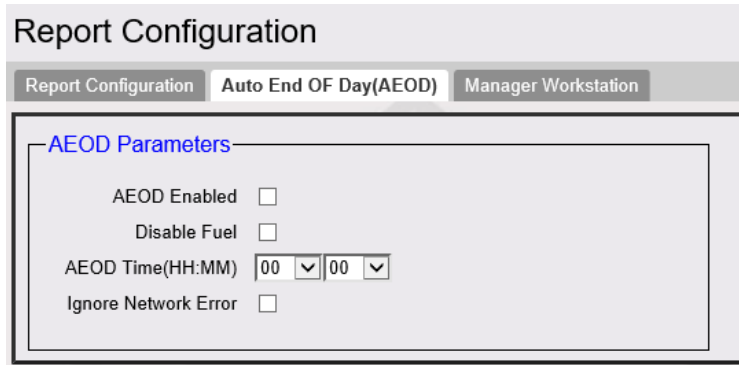
- Verifone Commander with C18/Topaz/Ruby2
- Verifone RubyCi with Topaz/Ruby2

Software Requirements

Verifone Commander Base 46 and higher.

Configuring AEOD

To configure AEOD in the Configuration Client go to: **Reporting > Report Configuration > Auto End OF Day (AEOD)**.



Field/Button	Allowable Value/Function
AEOD Enabled	Select to automatically perform a close daily.
Disable Fuel	<p>Select to disable fueling during AEOD.</p> <p>Note: 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.</p> <p>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.</p>
AEOD Time (HH:MM)	The time Automatic End of Day starts.
Ignore Network Error	If enabled, AEOD happens despite any host errors or failures.



After an Autoupgrade, post first time feature installation and configuration, the Auto End of Day configurations are set by the system as part of the upgrade process. Site need not configure the fields manually.

Forced AEOD



This feature is only enabled on Buypass Distribution for ExxonMobil brand.

If other brands want to enable this feature, get in touch with Verifone.

For ExxonMobil sites running Verifone Commander Buypass 3.12.27 (Base 53.24) and higher versions, Automatic End of Day (AEOD) feature is now forced.

Sites should no longer perform a manual End of Day (EOD) Close except when upgrading the software.

With this feature, the system will automatically set “AEOD Enabled” field to checked and the field is non-editable, and the AEOD time field is also non-editable. The AEOD time is set at the site from the EPS during the PDL download.

A screenshot of the "Report Configuration" web interface. The "Auto End OF Day(AEOD)" tab is selected. Under "AEOD Parameters", the "AEOD Enabled" checkbox is checked and highlighted with a green box. The "AEOD Time(HH:MM)" dropdown menu is also highlighted with a green box, showing "13" and "15". Other options include "Disable Fuel" and "Ignore Network Error", both unchecked. A blue information icon and the text "AEOD Time is controlled by Network Host" are at the bottom.

Override AEOD Security

When AEOD is forced at the site, only authorized users can perform a manual period close. The "Override AEOD Security" field in **Configuration Client > Reporting > Report Configuration > Report Parameters** determines the security level of the person who can perform a period close. The default security value is 9.



When Period close from POS is initiated by an employee having Security Level less than the "Override AEOD Security", system prompts for User ID (or Employee Number) and Password. If ID and Password entered matches Security Level value set in "Override AEOD Security", the employee is allowed to perform a period close.

If ID and Password entered do not match the Security Level value set in "Override AEOD Security", system shows an error message indicating Invalid User and aborts the Period Close.

Report Configuration

Report Configuration | Auto End Of Day(AEOD) | Manager Workstation

Period Configuration

1 - Shift

Description: Shift

Period Type: daypart

Delay Between Close: 0 DAYS

Roll Up DB Reports: Yes

Store T-Log Data: Yes

Report Parameters

Reclose Security: 5

Force Close Pending Security: 5

Override AEOD Security: 9

Print Automatically

Force Cashier Closed

Cashier Span Shifts

Force Cashier To Print

Allow Close With No Activity

Allow Suspended Sales

Configure Group List

1 - Shift

Summary By Register

Department

Tax

Fueling Position/ Product (Hose)

Fuel DCR Statistics

Fuel Cash Acceptor

Network Card

Roll Up DB Reports' will take effect only after the next period close or after Commander reboot.

When AEOD is not forced at the site, the "Override AEOD Security" field is non-editable.

Report Configuration

Report Configuration | Auto End Of Day(AEOD) | Manager Workstation

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1 - Shift

Description: Shift

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Delay Between Close: 0 DAYS

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Configure Group List

1 - Shift

Summary By Register

Department

Tax

Fueling Position/ Product (Hose)

Fuel DCR Statistics

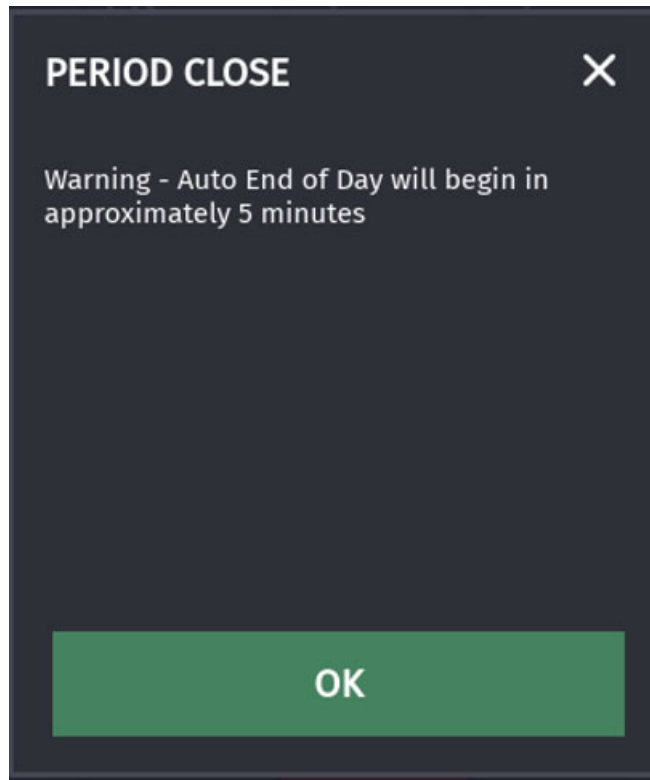
Fuel Cash Acceptor

Network Card

Roll Up DB Reports' will take effect only after the next period close or after Commander reboot.

Using AEOD

Five minutes before AEOD is configured to be triggered, AEOD sends a five minute warning message to each POS. This warning period allows cashiers to complete open sales transactions.



Even after the five minutes warning period if the cashier is attempting sales, an alarm line warning appears for another two minutes.

AEOD voids sales transactions that remain open after the two minute warning period expires. A void ticket prints and AEOD starts.

```

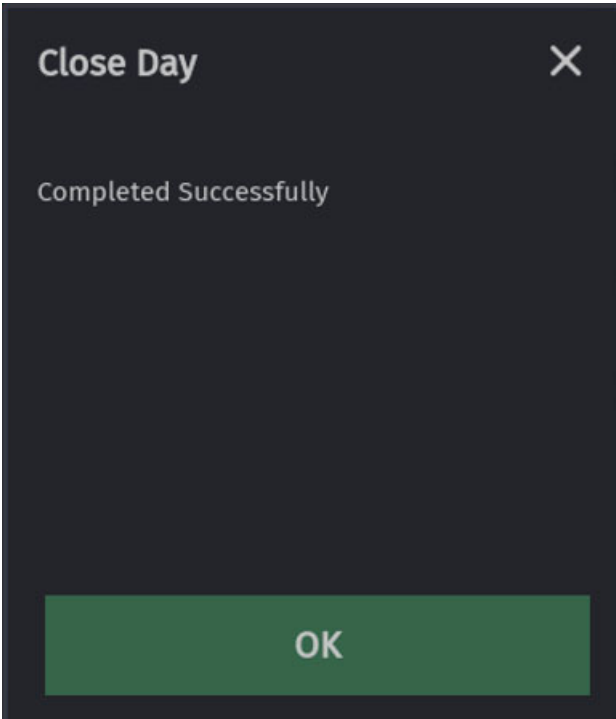
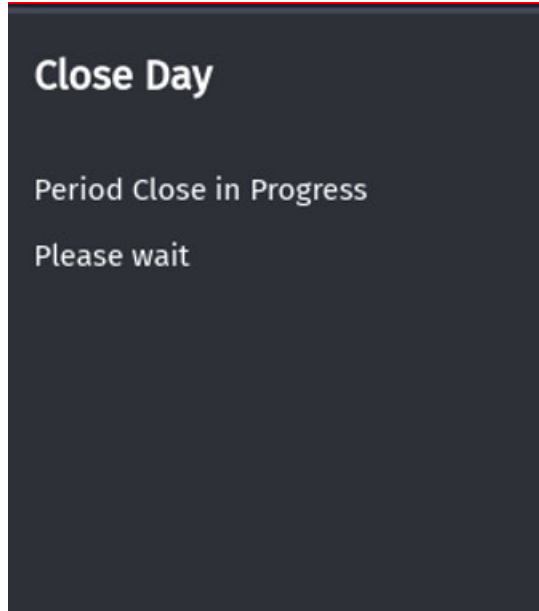
WELCOME TO
OUR STORE
99999
VeriFone Gold Disk
FL

Description      Qty      Amount
-----
T 32Z FOUNTAIN DRINK    1      1.49
  LARGE COFFEE/CHOC    1      1.89
-----
Subtotal                3.38
Tax                     0.37
TOTAL                   3.75

Tax Type  Purchase  Rebate  Taxable  Tax
T(25.000%)  1.49    0.00    1.49    0.37

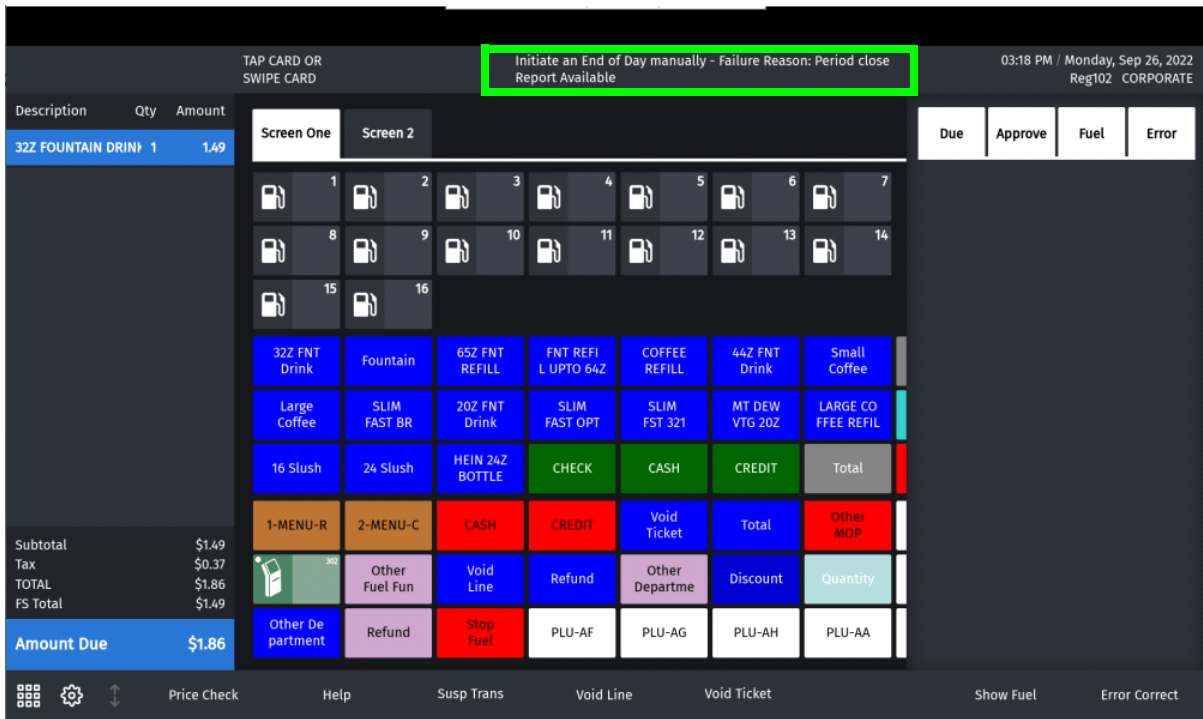
VOID TICKET

ST#AB123          DR#1 TRAN#1020004
CSH: 1           9/26/22 2:53:01 PM
  
```



Cashier will have to login again to continue with sales.

If the cashier is in the midst of a payment after the two minutes warning expires, the AEOD fails and the following error message appears in alarm line.



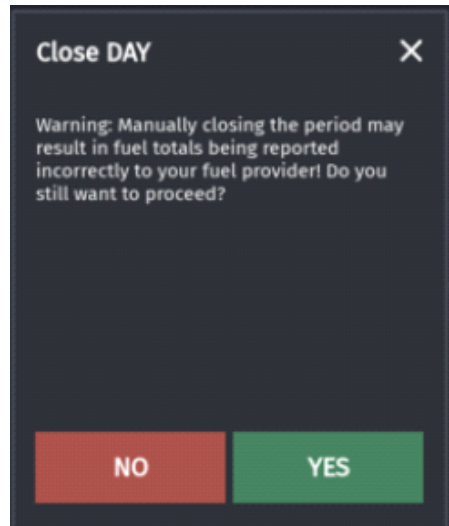
See "Troubleshooting" on page 10 for more information on how AEOD is affected under various scenarios.

Forced AEOD

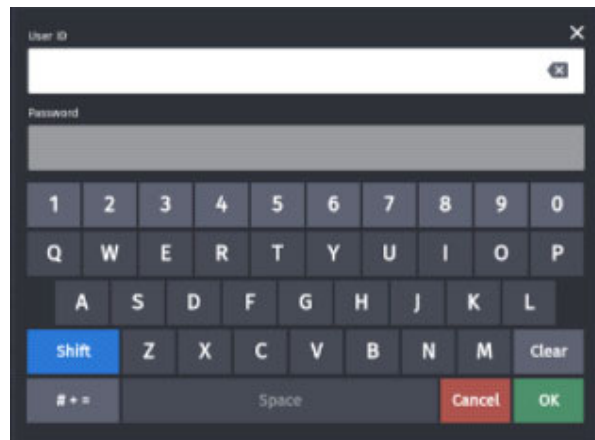
When AEOD processing is configured to be forced at a site and if a manual period close is attempted, the following warning message is shown.



The following prompts depends on the batch close period type set in POS configuration.

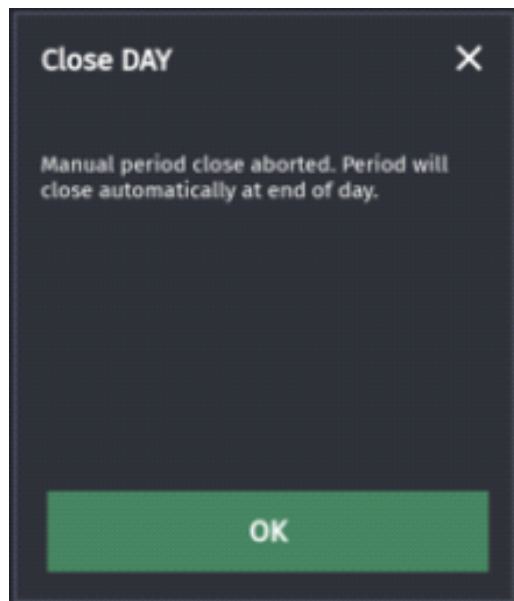


Clicking **YES** on the warning message brings the employee login screen to check if the user is authorized to do a manual period close.



If the user is not authorized to do a manual period close, a message is shown indicating Invalid User and the Period Close is aborted.

Clicking **NO** on the warning messages brings up the following message. Click OK to continue.



Troubleshooting

The questions from sites about the AEOD feature:

Q: How long does AEOD typically take to complete?

A: This will depend on the amount of data at the site.

Q: Are site operations “down” during AEOD process? e.g., fuel sales, store operations etc

A: Since all POS are logged off when AEOD is in progress, POS sales cannot occur.

Q: Can fuel be dispensed at the DCR during AEOD process?

A: “Disable Fuel” parameter performs a “Fuel Site Pause” function. Enabling Disable Fuel prevents 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.

Q: What happens when there are transactions in between manual close and AEOD? Since daily close can only occur once every 24 hours, if a site performs a manual close in advance of the time scheduled for AEOD, will AEOD fail because manual close has already occurred? Can sites be given control over day close to ensure that AEOD is only invoked if manual close is not performed?

A: The system cannot determine that a manual close has occurred and an AEOD should not be invoked. If the site has a restriction that a day close can occur only once in 24 hours and 24 hours have not passed after a manual close, then the AEOD will fail. If there is no restriction for the interval between day close, then AEOD will happen even if a manual close has been done.

Q: Would the end of shift be done as part of the AEOD? And then can the cashier do an end of shift when they complete their shift?

A: End of shift is done as part of AEOD and when the cashier logs in, it is considered as a new shift. If there are no fixed shift timings at the site, do not enable AEOD feature and do a manual day close.

Q: Typically, a cashier closes his shift and runs the manual EOD. If the AEOD runs mid-shift, how does it impact the cashier close? Does the cashier activity have to be reconciled twice within the shift? This is a 24x7 station and shifts can vary depending on the customer load at the time of the shift change.

A: Answer to this question same as the previous question.

Q: During AEOD, what happens if there's a power outage? Will the day close be initiated automatically when power is restored? (West Virginia is prone to power outages.)

A: AEOD will fail and the site has to do a manual close when power returns. Have a 24 hour power backup and uninterrupted power supply at the site.