

Car Wash Pay Point

Feature Reference

Date: December 12, 2016



Verifone[®]

Car Wash Pay Point

Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Car Wash Pay Point feature on two separate Verifone Site Controllers: Commander Site Controller and Sapphire.

Chapter one covers Car Wash Pay Point on the Commander Site Controller and Chapter two relates to Sapphire. Both chapters contain the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Car Wash Pay Point feature on the related Site Controller.
- **Configuring** - This section contains information on how to configure the Car Wash Pay Point feature on the related Site Controller.
- **Using** - This section describes how to prepare the specific Site Controller for the Car Wash Pay Point feature.
- **Reporting** - This section contains a sample report with a detailed report description for the Car Wash Pay Point feature on the specific Site Controller.
- **Troubleshooting** - This section contains 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).

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Revision History

Date	Description
04/28/2016	Reformatted and revised to include the Commander Site Controller.
09/15/2016	Updated Format.
12/12/2016	Updated PCI private IP addressing requirements.

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GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the Feature Reference.

Terms	Definitions
CWPP	Verifone Car Wash Pay Point
DCR	Dispenser Card Reader
MOP	Method of Payment
NACS	National Association of Convenience Stores
PLU	Price Look Up
POP	Point of Purchase
POS System	Includes the POS (Point of Sale) terminals, site controller and the electronic payment system (EPS).

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COMMANDER SITE CONTROLLER

Overview

Feature Description

The Verifone Car Wash Pay Point (CWPP) feature allows customers to pay for a car wash at the pay point device using cash or credit card. CWPP supports up to four CWPP Bays.

CWPP cash payments are handled at the pay point device. Credit or debit payments are handled through the Point of Sales System (POS) card processing network. All CWPP sale transactions are available on the POS system for reporting purposes.



To comply with PCI private IP addressing requirements, the Verifone Enhanced Zone Router disallows communication with public Internet addresses, and no longer openly routes or allows communication from or to IP addresses outside of the defined Verifone Zone.

192.168.31.x is reserved for the Verifone POS zone.

All device IP addresses that communicate with the POS Zone must be RFC1918 compliant, meaning they are any private addresses that fall in the following IP scope:

- 10.0.0.0 - 10.255.255.255
- 172.16.0.0 - 172.31.255.255
- 192.168.0.0 - 192.168.255.255

Establishing communication between a store network device and a Verifone device in the POS Zone using the Verifone Enhanced Zone Router requires the following configurations:

- *Assign an RFC1918 compliant address to the store device.*
- *Configure the store router/firewall to allow the device to communicate to the EZR.*
- *Use Config Client to define a Device Specific Route to the device.*
- *Configure a Port Forwarding rule on the EZR for the device. (Requires both the device IP address and port number.)*

For detailed setup instructions, refer to the following documents:

- *Commander Site Controller Network Configuration Guide*
- *Enhanced Zone Router Installation Guide*

Requirements

Supported Hardware Configurations

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- RubyCi with Topaz
- RubyCi with Ruby2

Software Requirements

- Commander Site Controller - All Versions.

CWPP Interfaces

CWPP interfaces with primarily two different Unitec Car Wash Payment Systems:

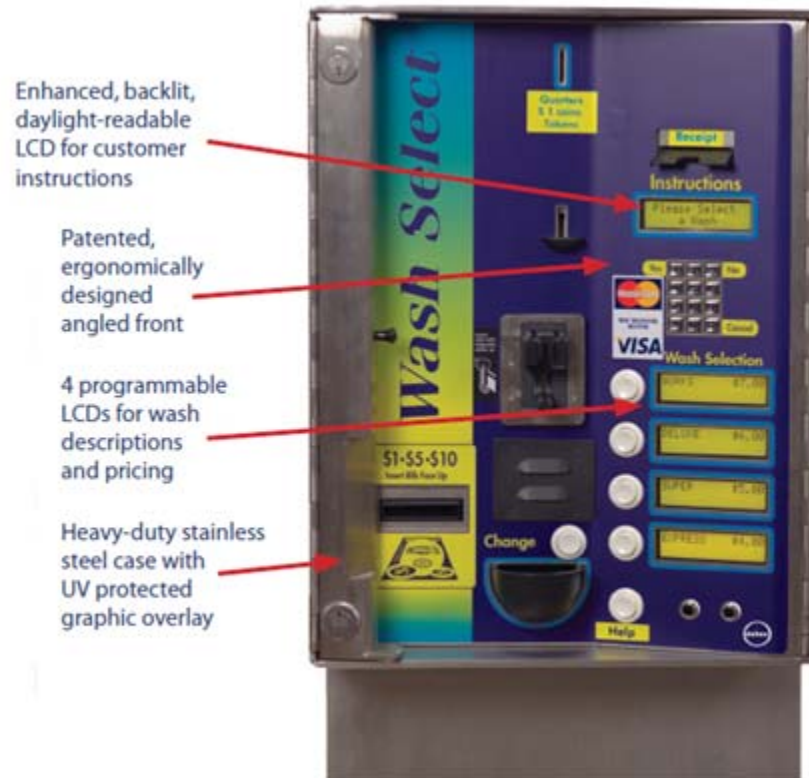
- Unitec Wash Select II
- Unitec Portal TI



The Commander Site Controller supports debit with CWPP, however the CWPP device does not have PCI compliant keypads so it is not recommended to use debit with these devices.

Unitec Wash Select II

Unitec Wash Select II is a self-serve unattended automatic Car Wash Entry System designed specifically for the self-serve car wash market.



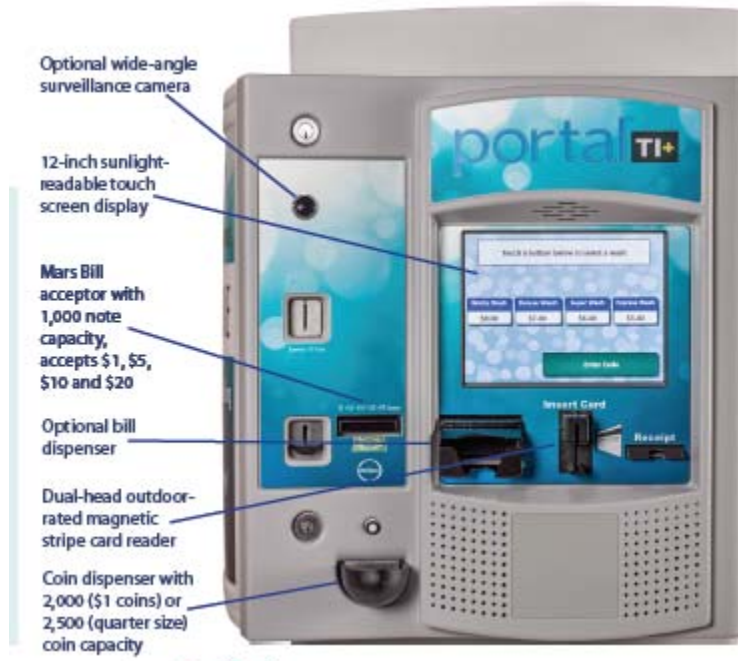
Unitec Wash Select II Attributes:

- Four programmable wash packages.
- Credit and cash receipts.
- Barrier gate feature to manage traffic control and assure wash queue accuracy.

Unitec Portal TI

Unitec Portal TI is a Car Wash Payment System designed to work at any in-bay automatic or conveyor and works well for the express exterior car wash.

The Commander Site Controller initializes the CWPP point of purchase (POP) settings, wash names and prices, based on the configuration. The CWPP communicates with the Commander Site Controller to enable credit card purchases.



Unitec Portal TI Attributes:

- Pre and Post sale video advertisements.
- Wash menu function to display features each wash will include.
- Uses PCI validated Sierra Software.
- Car Wash codes can be sold at the pumps or C-store and issued from a local or off site PC.
- Barrier gate feature to manage traffic control and assure wash queue accuracy.

Configuring Car Wash Pay Point

Special Considerations

Unitec Car Wash Technician

- A Unitec Car Wash Technician should configure CWPP, including the Unitec Wash Select II or Portal TI, to work with the Commander Site Controller.
 - 1.) Switch the Wash Select II to [Setup Mode].
 - 2.) Use the keypad to enter the Credit System menu.
 - 3.) Select [Credit Mode].
 - 4.) Set the credit mode to [6. Unitec XML].
- A Unitec Car Wash technician will provide the Bay <IP Ethernet address> to be used in the Configuration Client CWPP configuration.
- The Unitec interface is not PCI compliant; it does not support debit cards.
- Do a Close Period manually on the Unitec Wash Select II and Unitec Portal TI, prior to running the CWPP period from the Topaz Reports menu. If this is not done, reports will return zero totals.
- It is required that the Commander Site Controller be installed with and configured for normal car wash functionality.

Configuring with Commander Configuration Client



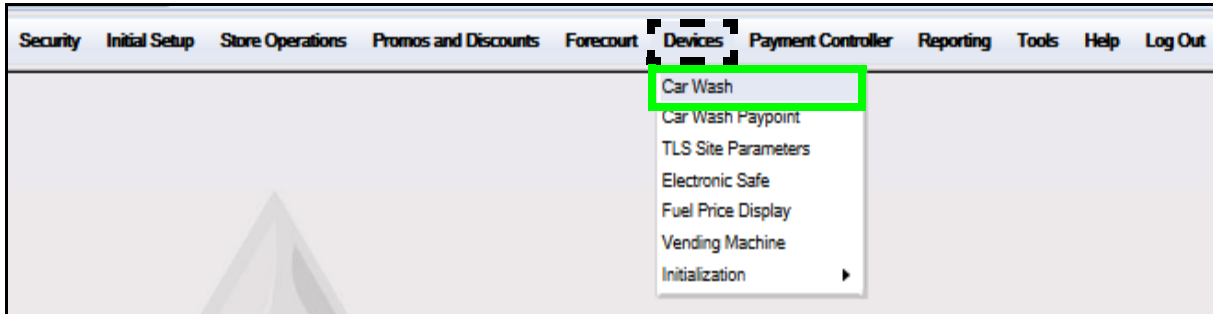
Car Wash must be configured prior to CWPP. The Car Wash configuration allows the user to setup the Commander Site Controller to mirror the Car Wash Controllers configuration so that Car Wash sales can pull the correct code from the Car Wash Controller.

Car Wash configuration allows the user to set up the Commander Site Controller to mirror the Car Wash Controller's configuration so that Car Wash sales can pull the correct codes from the Car Wash Controller. To set up Car Wash feature:

1. Enable the Car Wash.
2. Select the department that the Car Wash PLU belongs to.
3. Enter the number of days that the Car Wash codes are valid.
4. Select a display order.
5. Select the whether the DCRs will prompt for Car Wash before or after the sale.
6. Enter all Car Wash PLUs into the Car Wash Key Setup in the same order in which they are listed in the Car Wash Controller.

Car Wash Configuration

1. From the Configuration Client, go to: Devices > Car Wash.



The Car Wash Configuration window displays.

Car Wash Configuration

Enable Car Wash

Car Wash Department

Days Car Wash Code is Valid

Display Order (by Expense)

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="checkbox"/>	<input type="checkbox"/>	8. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	9. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	10. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	11. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	12. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	13. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	14. PLU	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>


2. Configure the Car Wash parameters:

Enable Car Wash	<input checked="" type="checkbox"/>
Car Wash Department	0300 - CAR WASH
Days Car Wash Code is Valid	14
Display Order (by Expense)	Ascending

Value	Description
Car Wash	Configure to allow Car Wash Sales to pull the correct code from the Car Wash Controller.
Enable Car Wash	Enables the Car Wash feature.
Car Wash Department	Sets the Car Wash department and corresponding PLU(s).
Days Car Wash Code is Valid	Sets the number of days the Car Wash code is accepted. A zero value denotes a non-expiring Car Wash code and an expiration message will not print on the receipt if the value is zero.
Display Order (by Expense)	Sets the order in which Car Washes appear (according to price) on the DCR display.

3. Configure the Car Wash DCR Attributes:

Car Wash DCR Attributes	
<input checked="" type="checkbox"/>	Prompt at Beginning of Sale
<input type="checkbox"/>	Prompt at End of Sale
<input checked="" type="checkbox"/>	Menu Presentation

Value	Description
DCR Attributes	
Prompt at Beginning of Sale	Enables the Car Wash to prompt before the customer begins fueling.
Prompt at End of Sale	Enables the Car Wash to prompt after the customer has finished fueling.
Menu Presentation	Enables the Car Wash display prompt in menu form.
	<i>A Car Wash item is selected by keying the <item number> and pressing [ENTER] on the DCR keypad. If no selection is made the Car Wash prompt displays a series of [Yes/No] questions.</i>

4. Configure the Car Wash Key Setup::

Car Wash Key Setup

				Outdoor					Outdoor
1. PLU	0000000003000	7	000	<input checked="" type="checkbox"/>	8. PLU				<input type="checkbox"/>
2. PLU	0000000003001	4	000	<input checked="" type="checkbox"/>	9. PLU				<input type="checkbox"/>
3. PLU	0000000003002	1	000	<input type="checkbox"/>	10. PLU				<input type="checkbox"/>
4. PLU				<input type="checkbox"/>	11. PLU				<input type="checkbox"/>
5. PLU				<input type="checkbox"/>	12. PLU				<input type="checkbox"/>
6. PLU				<input type="checkbox"/>	13. PLU				<input type="checkbox"/>
7. PLU				<input type="checkbox"/>	14. PLU				<input type="checkbox"/>

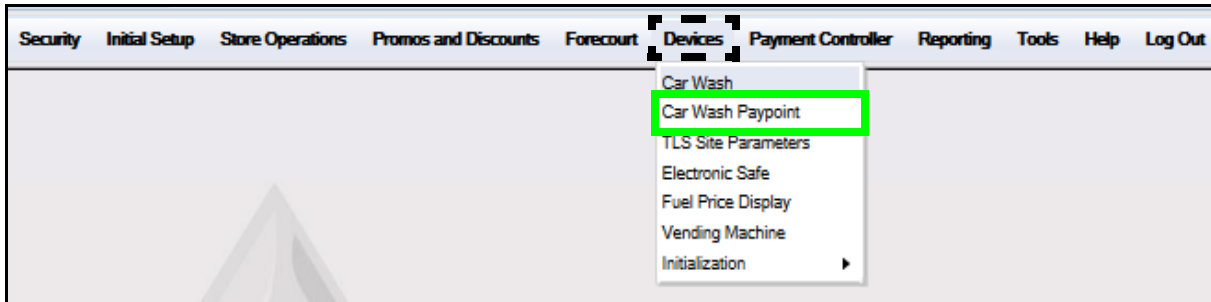
Value	Description
Car Wash Key Setup	
PLU	Sets the Car Wash PLU.
Mod	Determines the Car Wash PLU modifier.
Outdoor	Enables the PLU to be purchased at the DCR.
<i>All Car Wash PLUs must be entered into the Car Wash Key Setup in the same order in which they are listed in the Car Wash controller.</i>	

5. Select [Save] to accept or [Cancel] to exit without saving changes.

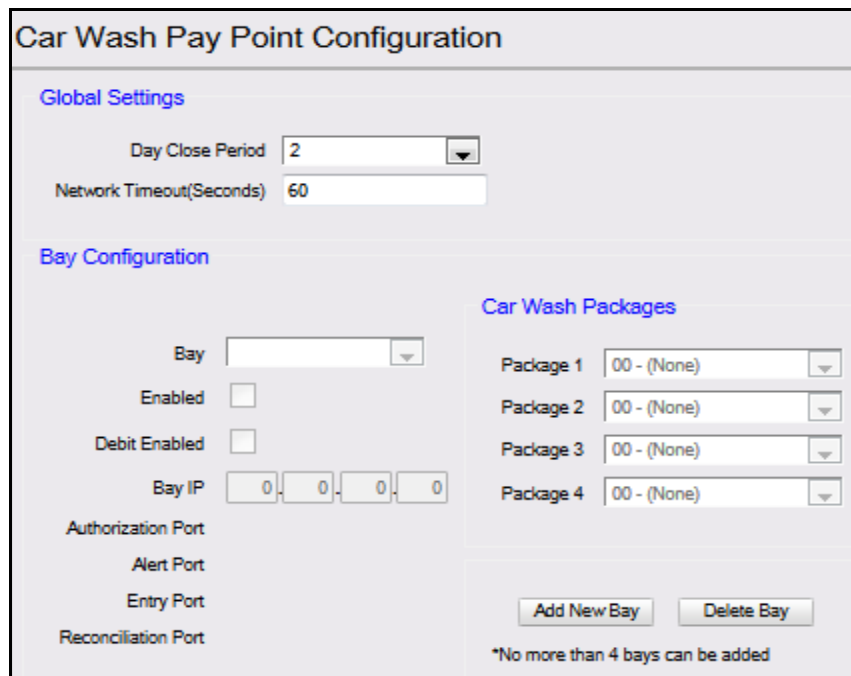
Car Wash Pay Point Configuration

CWPP configuration allows the site to configure IP information for up to four Car Wash Bays and up to four Car Wash packages per bay. The configuration is what allows the user to close and retrieve CWPP Reports from the Pay Points.

1. From the Configuration Client, go to: Devices > Car Wash Pay Point.



The Car Wash Pay Point Configuration window displays.

A screenshot of the 'Car Wash Pay Point Configuration' window. The window has a title bar and is divided into several sections. The 'Global Settings' section includes 'Day Close Period' (a dropdown menu set to '2') and 'Network Timeout(Seconds)' (a text input field set to '60'). The 'Bay Configuration' section includes a 'Bay' dropdown menu, 'Enabled' and 'Debit Enabled' checkboxes, and 'Bay IP' (four text input fields, each containing '0'). Below these are labels for 'Authorization Port', 'Alert Port', 'Entry Port', and 'Reconciliation Port'. The 'Car Wash Packages' section includes four dropdown menus labeled 'Package 1' through 'Package 4', each set to '00 - (None)'. At the bottom right, there are two buttons: 'Add New Bay' and 'Delete Bay'. A note at the bottom states '*No more than 4 bays can be added'.

2. Select [Add New Bay] to configure a new Bay.
 - Delete Bay: Allows existing an Bay Configuration to be deleted.

3. Configure the Global Settings parameters:

Global Settings

Day Close Period

Network Timeout(Seconds)

Value	Description
Global Settings	
Day Close Period	Determines when the CWPP totals are closed. <ul style="list-style-type: none"> - [Period 1] - Close Shift - [Period 2] - Close Daily
Network Timeout (Seconds)	Sets the credit card host response time before rejecting the transaction. The recommended time is 60 seconds.

4. Configure the Bay Configuration parameters:

Bay Configuration

Bay

Enabled

Debit Enabled

Bay IP . . .

Authorization Port 9105

Alert Port 9106


Entry Port 9108

Reconciliation Port 9107

Value	Description
Bay Configuration	
Bay	Sets the Bay to configure.
Enabled	Enables the selected Bay.

Value	Description
Debit Enabled	Enables Debit Cards for the selected Bay.
Bay IP	Sets the IP address for the selected Bay.
Authorization Port	Sets the port on which authorization messages are exchanged. Value is system assigned cannot be changed.
Alert Port	Sets the port on which alert messages are exchanged. Value is system assigned cannot be changed.
Entry Port	Sets the port on which entry messages are exchanged. Value is system assigned cannot be changed.
Reconciliation Port	Sets the port on which reconciliation messages are exchanged. Value is system assigned cannot be changed.

5. Configure the Car Wash Packages parameters:

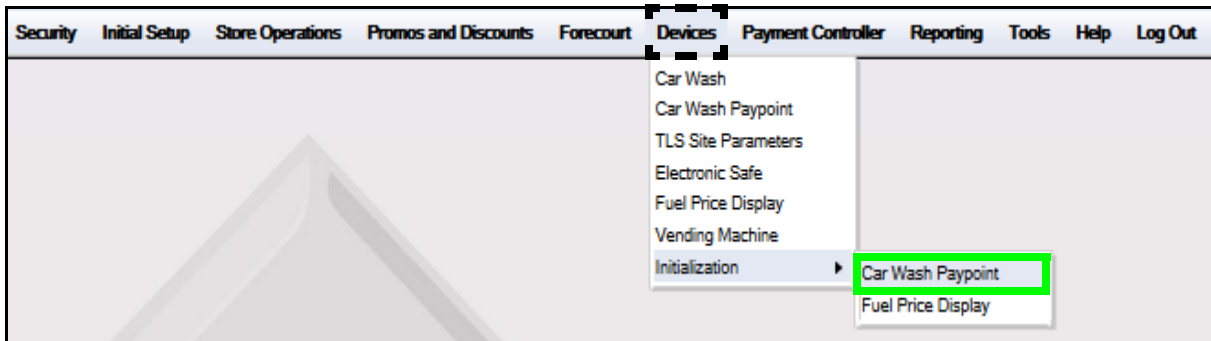
Value	Definition
Packages	Determines the Car Wash packages for the Bay. Choose up to four packages.
 <i>Car Wash packages are entered in the Car Wash Configuration form in Car Wash Key Setup.</i>	

6. Select [Save] to accept or [Cancel] to exit without saving changes.

Unitec Car Wash Payment System Initialization

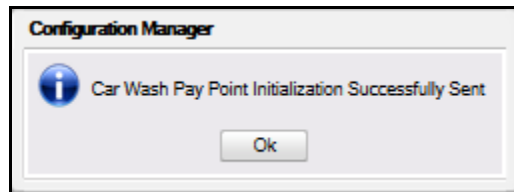
After configuring CWPP from the Configuration Client, initialize the Unitec Car Wash Payment System. Initialization from the Devices menu sends any new configuration and/or price data out to site level peripheral devices.

1. From the Configuration Client, go to: Devices > Initialization > Car Wash Pay point



A message will display indicating “Car Wash Pay Point Initialization Successfully Sent”.

2. Select [OK].



3. Verify that all Car Wash Payment System devices have the correct Car Wash Names and Prices.



Initialization sends a communication out to each bay configured for CWPP.

Using Car Wash Pay Point

The Consumer will select the appropriate Car Wash Package from the CWWP device. The Sales tab displays and functions as a Point of Sale console interface. This requires no action at the POS.

Normal Operations

From the CWWP bay/device, follow the Instructions on the LCD to complete a Car Wash sale.

1. Select the <Car WASH> package.



2. Click [Purchase].



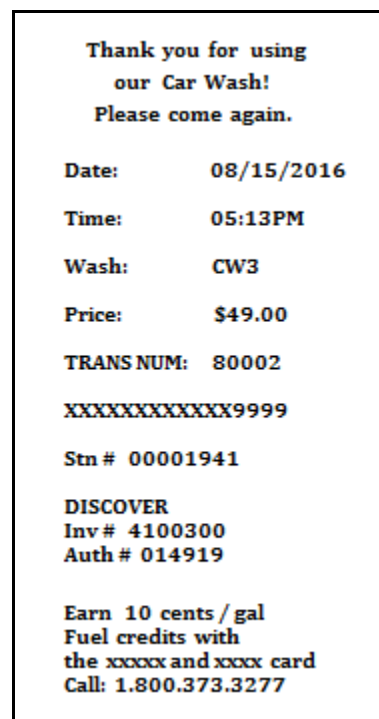
A code will be generated and displayed on the screen.

3. Enter the [Code].
4. Make the payment.
5. Select [Done].
6. Obtain the credit receipt.



Receipt Details:

- **HEADER:** Receipt header for Car Wash purchase.
- **DATE:** Date the receipt was printed.
 - MM/DD/YY: Date in month, date year format.
- **TIME:** Time the receipt was printed.
 - HH:MM: Time in hour & minutes.
- **WASH:** Name of the car wash purchased.
- **PRICE:** Cost of the Car Wash.
- **TRANS NUM:** POS transaction number.
- **STN #:** STAN is the System Trace Audit Number used by Viper as a way to track the financial transaction.
- **DISCOVER:** Credit card type.
- **INV #:** Bill of sale number.
- **AUTH #:** Credit card authorization number.
- **TRAILER:** Receipt trailer for Car Wash purchase.



Close Car Wash Pay Point Period from POS Terminal

A new Pay Point reporting period is displayed in the CWPP Reconciliation Report. This report generally covers several days and shows the collected and dispensed amounts as change.

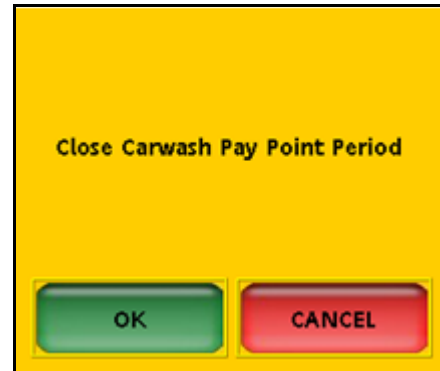
Procedure

1. From POS sales, select [CSR Func].
2. Click [Reporting Menu].
3. Select [Close Car Wash Pay Point Period].

Reporting Functions Menu				
1. Close Cashier Report	2. Print Cashier Report	3. Cashier Worksheet	4. Print Current Cashier Report	5. View Amber
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	14. Print Yearly Report	15. Print Carwash Pay Point Period
16. Payroll Reports			19. Funds Audit Report	20. Flash Reports

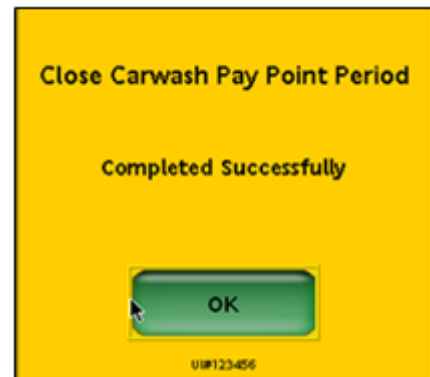
A message will display indicating "Close Carwash Pay Point Period".

4. Select [OK] to close or [Cancel] to keep the current CWPP active.



A message will display indicating "Close Carwash Pay Point Period Completed Successfully."

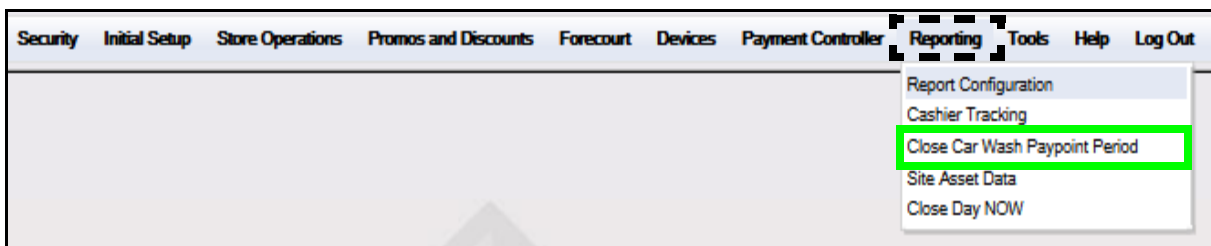
5. Select [OK].



Close Car Wash Pay Point Period from the Config Client

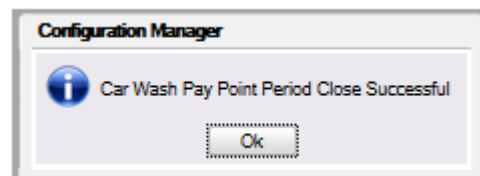
Procedure

1. From the Config Client, go to: Reporting > Close CarWash Paypoint Period.



The system will reconcile and close the CWPP Period.

2. Click [OK].



Reporting

Car Wash Pay Point Reconciliation Report

All CWPP sales are reported under the sales reporting period configured above. The Pay Point reporting period is documented in the CWPP Reconciliation Report. This report generally covers several days and reports the amount collected and dispensed as change.

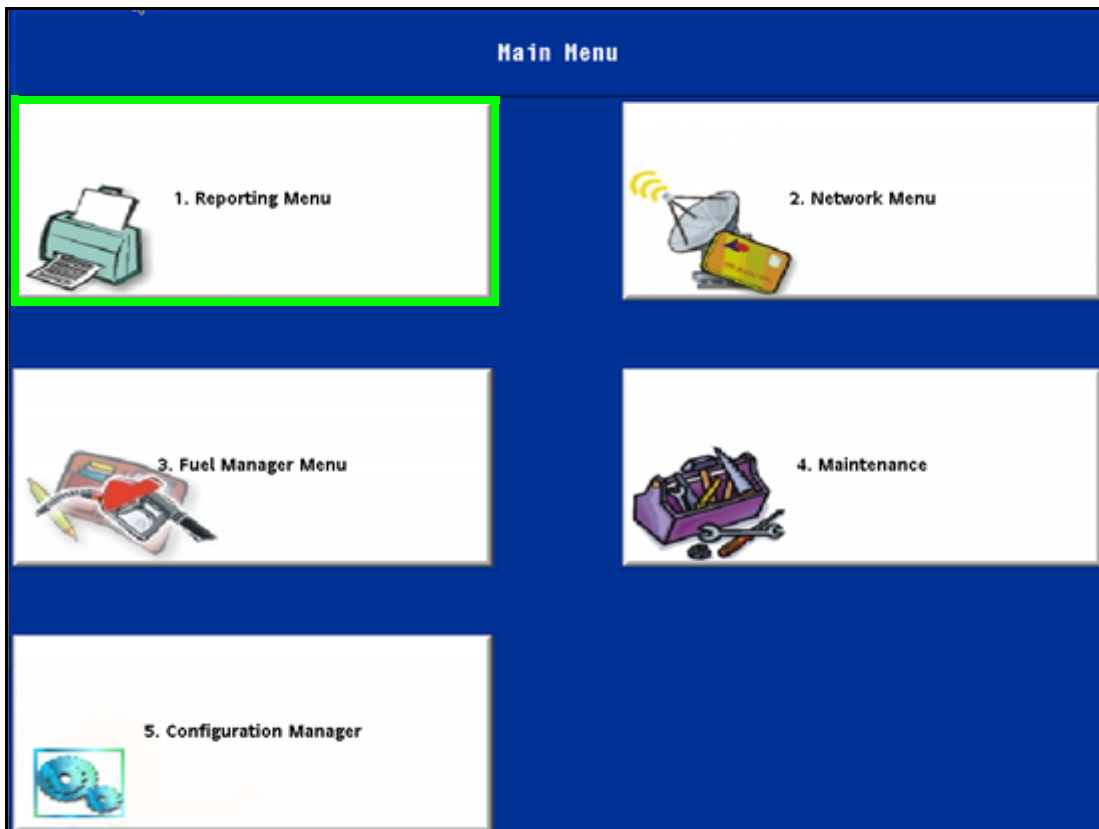
- Credit-based sales are reported and can be reconciled with host totals.
- Cash sales are handled at the Car Wash bay. The Sales proceeds are retrieved on an irregular basis. Therefore, a separate Car Wash Reconciliation Report has been made available at the POS

POS Procedure

1. From Sales > go to: [CSR Func].



2. Select the [Reporting Menu].



3. Select [Print Carwash Pay Point Period].

Reporting Functions Menu				
1. Close Cashier Report	2. Print Cashier Report	3. Cashier Worksheet	4. Print Current Cashier Report	5. View Amber
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	14. Print Yearly Report	15. Print Carwash Pay Point Period
16. Payroll Reports			19. Funds Audit Report	20. Flash Reports

4. From the Select Period list, press the <report> to print.

Print Report
Select Period
1. CURRENT
2. 2016-01-15 (SEQ: 003)
3. 2016-01-15 (SEQ: 002)
4. 2016-01-07 (SEQ: 001)

The Car Wash Pay Point Reconciliation Report prints.



Cash sales do not come from the POS. Totals come from the Accounting Reports of the device.

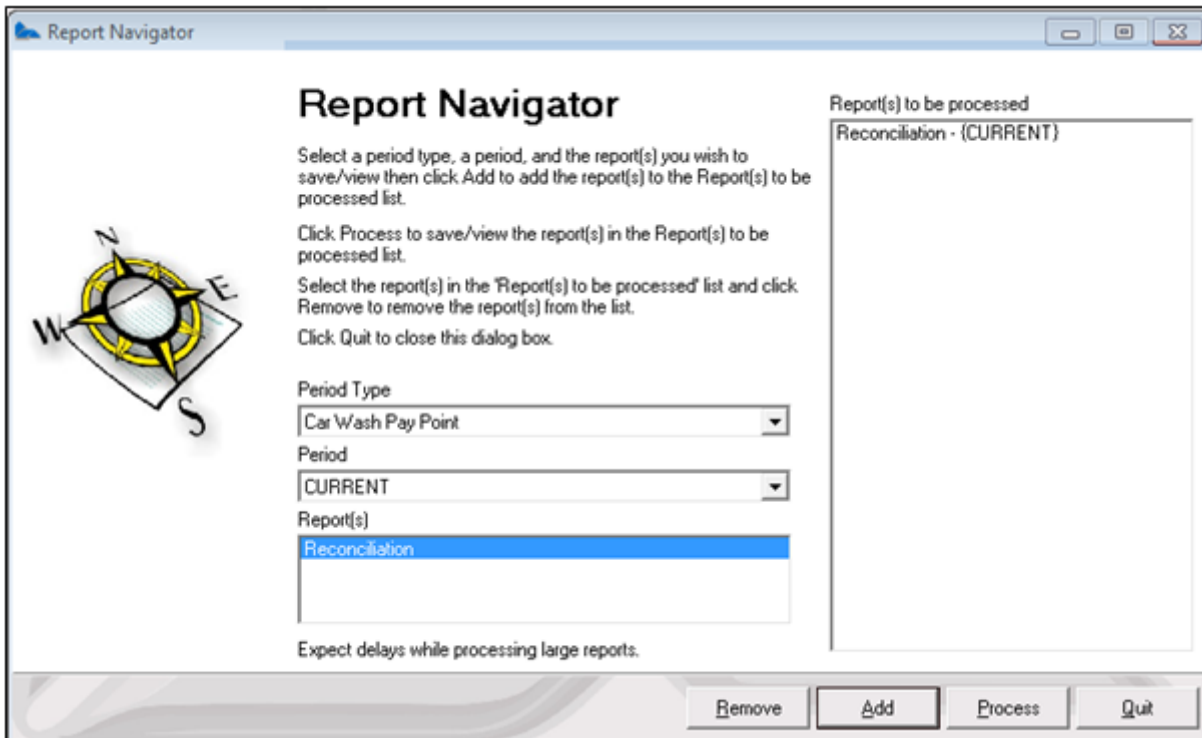
Report Details:

- **TITLE:** CARWASH PAY POINT RECONCILIATION REPORT
- **DLR #:** Dealer identification number.
- **DATE:** Date the report was printed.
 - MM/DD/YY: Date in month, date year format.
- **TIME:** Time the report was printed.
 - HH:MM:SS: Time in hour & minutes.
- **STORE #:** Store location number.
- **REGISTER #:** POS number.
- **SHIFT #:** Shift range being tracked.
- **CASHIER #:** Cashier running the report.
- **OPEN SHIFT:** Date and time the shift began.
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.
- **CLOSE SHIFT:** Date and time the shift ended.
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.

FLASH SHIFT REPORT				
08/28/12		17:37		
STORE# A8123		REGISTER# 136 SHIFT# 03		
CASHIER #01		CORPORATE		
OPEN SHIFT 08/24/12 17:26		CLOSE SHIFT PENDING		
CARWASH PAY POINT				
** MASH DETAILS PAYPOINT 1 **				
MASH ID	ACTIVATIONS	SALES		
1	0	0		
2	1	1		
3	2	2		
4	1	1		
TOTALS		4	4	
MASH ID	FOS COUNT	AMOUNT	CONSOLE COUNT	AMOUNT
1	0	0.00	0	0.00
2	0	0.00	0	0.00
3	0	0.00	0	0.00
4	0	0.00	0	0.00
TOTAL		0	0	0.00
MASH ID	CASH COUNT	AMOUNT	CREDIT COUNT	AMOUNT
1	0	0.00	0	0.00
2	1	3.00	0	0.00
3	0	0.00	2	150.00
4	1	0.75	0	0.00
TOTAL		2	2	150.00
MASH ID	OTHER COUNT	AMOUNT	LPORAGES COUNT	AMOUNT
1	0	0.00	0	0.00
2	0	2.00	0	0.00
3	0	0.00	0	0.00
4	0	0.00	0	0.00
TOTAL		0	0	0.00
** RECONCILIATION SUMMARY **				
PAY POINT				
** IN **				
BILLS	COINS	COUPONS		TOKENS
** OUT **				
COINS				
1	0.00	4.75	0	2
0.00				

Report Navigator Procedure

1. Launch Report Navigator.
2. Select the desired [Period Type].
3. Select the [Reconciliation] Report.
4. Select [Add].
5. Select [Process].



The Carwash Pay Point Reconciliation Report displays.

Carwash Pay Point Reconciliation Report							Store Number: AB123
Period Information							
Period	Current - CW Pay Point - 1						
Open Period	2012-08-24 17:27						
Close Period	Pending						
Reconciliation Summary							
Pay Point	Last Event Date	Bills In	Coins In	Coupons In	Tokens In	Coins Out	
1	2012-08-26 17:30	50.00	\$4.75	0	2	\$0.00	
Totals		50.00	\$4.75	0	2	\$0.00	



These reports are reconciled against one another.

Unitec Wash Select II Accounting Reports

1. Open the Unitec Wash Select II and switch the Wash Select II to [Setup mode].
2. Enter the Reporting System menu.
3. Select Clear Accounting Data > Accounting Report Summary > [Accounting Report Detailed].
4. Select Print Report Summary > [Report Detailed].
5. Select [Clear Accounting Data], as per store procedure.

Once satisfied, these totals will be captured and reconciled against the Car Wash Pay Point Reconciliation Report.

Report Reconciliation

Cash sales do not come from the POS. Totals come from the Accounting Reports of the device.

ACCOUNTING REPORT			VIP WASH COUPONS			FLASH SHIFT REPORT		
Site : 1			TYPE	COUNT	UNIT	08/25/12 17:37		
Current Date & Time:			COUPON 1	0	\$0.00	STORE# AB123 REGISTER# 136 SHIFT# 00		
08/26/2012 05:41PM			COUPON 2	0	\$0.00	CASHIER #01 CORPORATE		
Last Cleared:			COUPON 3	0	\$0.00	OPEN SHIFT 08/24/12 17:28		
08/26/2012 04:45PM						CLOSE SHIFT PENDING		
-----			COUNTERS			CARMASH PAY POINT		
SITE SUMMARY			BAD CARD READS : 1			** WASH DETAILS PAYPOINT 1 **		
Net Cash : \$4.75			BAD CODE ENTRIES : 0			WASH ID ACTIVATIONS SALES		
Std Flt Sales: \$0.00			UNIT OF SERVICE : 0			-----		
Std Flt Refnd: \$0.00			ACQUISITION SUMMARY			TOTALS 4 4		
Deb Flt Sales: \$0.00			CWA 152.00 : 0			WASH POS CONSOLE		
Deb Flt Refnd: \$0.00			CW2 \$ 5.00 : 1			ID COUNT AMOUNT COUNT AMOUNT		
Coupon Disc : \$0.00			CW3 \$75.00 : 2			1 0 0.00 0 0.00		
Deb Flt Usage: \$0.00			CWI \$ 0.75 : 1			2 0 0.00 0 0.00		
Credit Sales : \$150.00			TOTAL : 0			3 0 0.00 0 0.00		
Tokens Value : \$2.00			Cash Only : 1			4 0 0.00 0 0.00		
VIP COUPON : \$0.00			Credit Only : 2			TOTAL 0 0.00 0 0.00		
Cash Overpay : \$1.00			Token Only : 0			WASH CASH CREDIT		
Token Overpay: \$0.00			Cash + Token : 1			ID COUNT AMOUNT COUNT AMOUNT		
-----			Std Fleet Only : 0			1 0 0.00 0 0.00		
MONETARY			Std Fleet + Cash : 0			2 1 3.00 0 0.00		
TYPE	COUNT	UNIT	Std Fleet + Token : 0			3 0 0.00 2 150.00		
COINS	7	\$4.75	Std Fleet + Other : 0			4 1 0.75 0 0.00		
DISPENSED	0	\$0.00	Coupon + Cash : 0			TOTAL 2 3.75 2 150.00		
BILLS	0	\$0.00	Coupon + Credit : 0			WASH OTHER UPGRADES		
TOKENS	2	\$2.00	Coupon + Token : 0			ID COUNT AMOUNT COUNT AMOUNT		
TYPE	COUNT	VALUE	Coupon + Other : 0			1 0 0.00 0 0.00		
\$0.25 coin	3	\$0.75	VIP Coupon Only : 0			2 0 2.00 0 0.00		
\$1.00 coin	4	\$4.00	VIP Coupon + Other: 0			3 0 0.00 0 0.00		
\$1.00 bill	0	\$0.00	Debit Fleet Only : 0			4 0 0.00 0 0.00		
\$2.00 bill	0	\$0.00	Debit Fleet + Other: 0			TOTAL 0 2.00 0 0.00		
\$5.00 bill	0	\$0.00	END OF REPORT			** RECONCILIATION SUMMARY **		
\$10.00 bill	0	\$0.00				PAY POINT		
\$20.00 bill	0	\$0.00				** IN **		
						BILLS COINS COUPONS TOKENS		
						** OUT **		
						COINS		
						1		
						0.00 4.75 0 2		
						0.00		

2 SAPPHIRE

Overview

Feature Description

The Verifone Car Wash Pay Point (CWPP) feature allows customers to pay for a car wash at the pay point device using cash or credit card. CWPP supports up to four CWPP Bays and Sapphire controls the CWPP entry systems through the Unitec XML protocol.

The Sapphire initializes the CWPP wash names and prices based on the configuration. After initialization, the CWPP communicates with Sapphire to enable credit card purchases. All washes purchased, regardless of tender, are sent to the Sapphire for reporting.

Cash payment is handled at the pay point and a credit/debit payment is handled through the Point of Sales System (POS) card processing network. All sales made using the CWPP feature are available on the system for reporting purposes.



Sapphire supports debit with the CWPP, however the CWPP device does not have PCI compliant keypads so it is not recommended to use debit with these devices.

Supported Hardware Configurations

- Sapphire with Topaz
- HPV-20 x.03.03 version (2.03.03 or 3.03.03 or 4.03.03 or 4.03.03 Rev.4) or 5.01.04 or 5.04.01 with Security Overlay



The Sapphire with Ruby hardware configuration is not supported on CWPP due to feature limitations.

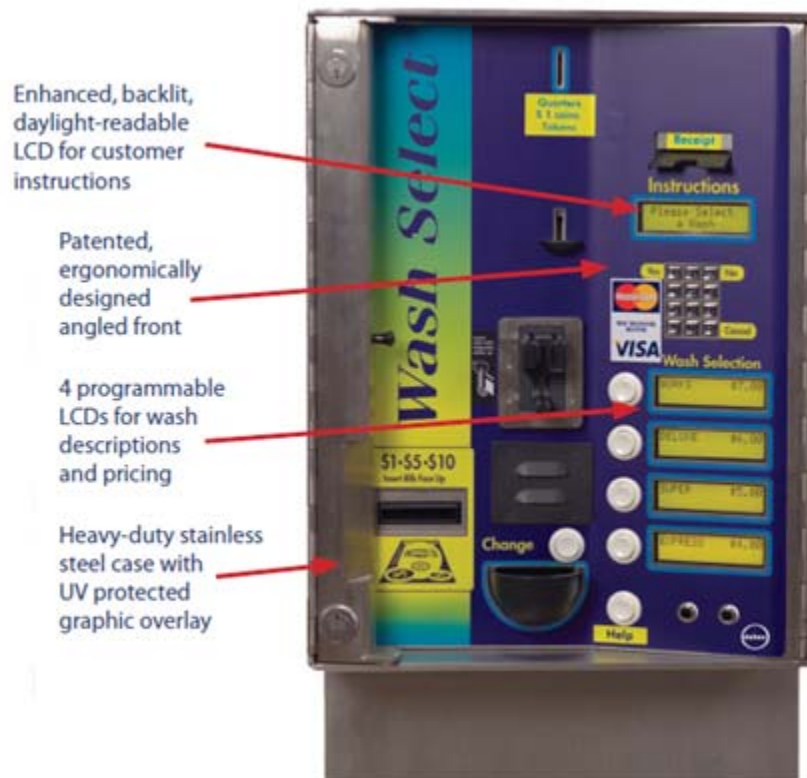
CWPP Interfaces

CWPP interfaces with primarily two different Unitec Car Wash Payment Systems:

- Unitec Wash Select II
- Unitec Portal TI

Unitec Wash Select II

Unitec Wash Select II is a self-serve unattended automatic Car Wash Entry System designed specifically for the self-serve car wash market.



Unitec Wash Select II Attributes:

- Four programmable wash packages.
- Credit and cash receipts.
- Barrier gate feature to manage traffic control and assure wash queue accuracy.

Unitec Portal TI

Unitec Portal TI is a Car Wash Payment System designed to work at any in-bay automatic or conveyor and works well for the express exterior car wash.

Sapphire initializes the CWPP point of purchase (POP) settings, wash names and prices, based on the configuration. The CWPP communicates with Sapphire to enable credit card purchases.



Unitec Portal TI Attributes:

- Pre and Post sale video advertisements.
- Wash menu function to display features each wash will include.
- Uses PCI validated Sierra Software.
- Car Wash codes can be sold at the pumps or C-store and issued from a local or off site PC.
- Barrier gate feature to manage traffic control and assure wash queue accuracy.

Configuring Car Wash Pay Point

Special Considerations

Unitec Car Wash Technician

- A Unitec Car Wash technician should configure CWPP, including the Unitec Wash Select II or Portal TI, to work with Sapphire.
 - 1.) Switch the Wash Select II to [Setup Mode].
 - 2.) Use the keypad to enter the Credit System menu.
 - 3.) Select [Credit Mode].
 - 4.) Set the credit mode to [6. Unitec XML].
- A Unitec Car Wash Technician will provide the Bay <IP Ethernet address> to be used in Sapphire configuration.
- The Unitec interface is not PCI compliant; it does not support debit cards.
- Do a Close Period manually on the Unitec Wash Select II and Unitec Portal TI, prior to running the CWPP period from the Topaz Reports menu. If this is not done, reports will return zero totals.
- It is required that Sapphire be installed with and configured for normal car wash functionality.

Configuring with Sapphire Configuration Manager

Car Wash Configuration



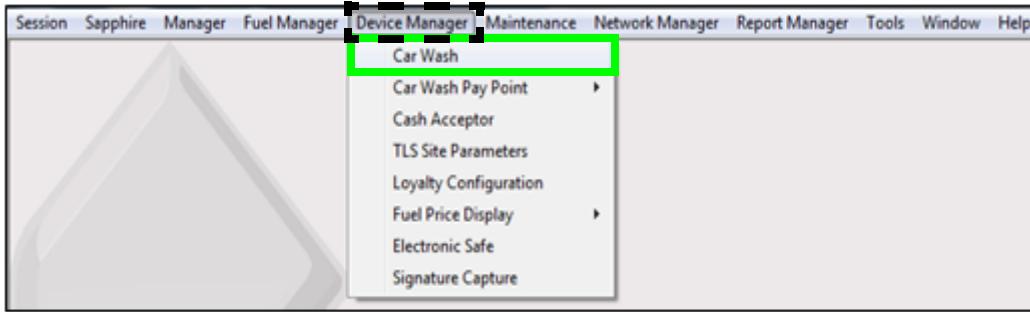
Car Wash must be configured prior to CWPP. Car Wash configuration allows the user to setup Sapphire to mirror the Car Wash controller's configuration so that Car Wash sales can pull the correct code from the Car Wash controller.

The Car Wash feature is used to purchase a car wash at the POS or dispenser. When car wash is purchased, a ticket prints the car wash code on the receipt. The code is then redeemed when the customer proceeds to the car wash run.

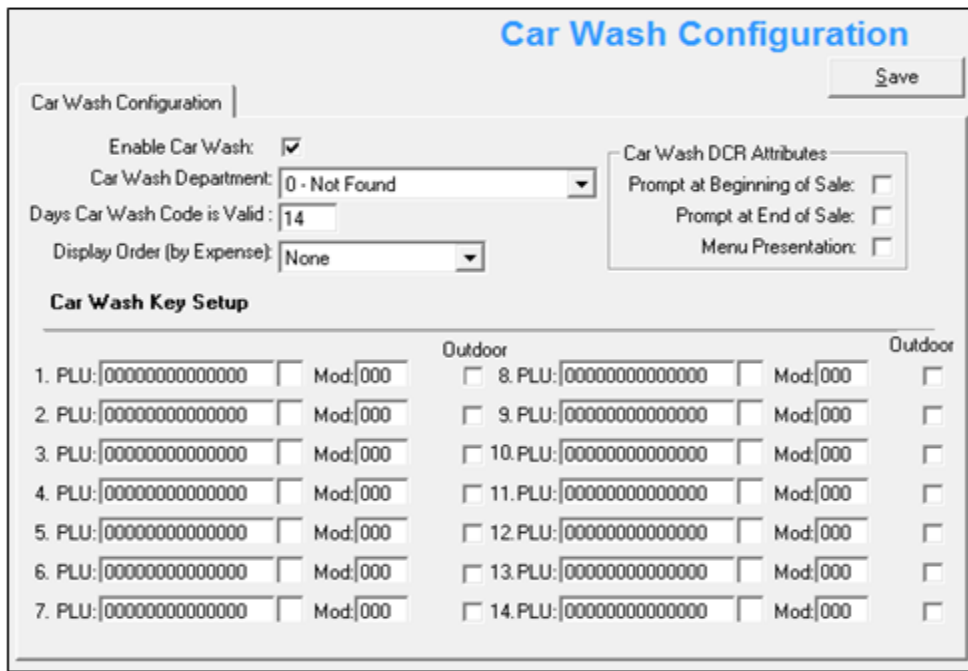
When Car Wash is integrated with Sapphire:

- Car Wash "*items*" must be sold as PLUs.
- Car Wash items can be sold at the POS or dispenser where the consumer has met the required steps for purchase.
- Ticket printing is forced to redeem Car Wash.
- The PLU Promotions feature may be used to automatically discount the Car Wash feature when requirements are configured for fuel purchased.

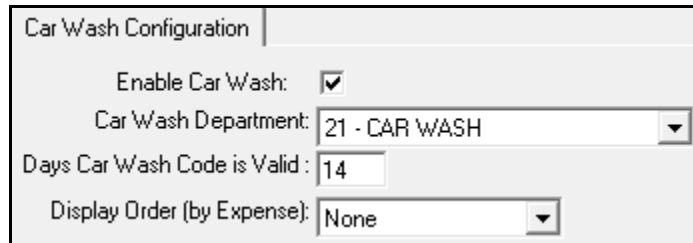
1. From the Sapphire Configuration Manager, go to: Device Manager > Car Wash.



The Car Wash Configuration window displays.



2. Configure the Car Wash parameters:



Value	Description
Car Wash	Configure to allow Car Wash Sales to pull the correct code from the Car Wash Controller.
Enable Car Wash	Enables the Car Wash feature.
Car Wash Department	Sets the Car Wash department and corresponding PLU(s).
Days Car Wash Code is Valid	Sets the number of days the Car Wash code is accepted. A zero value denotes a non-expiring Car Wash code and an expiration message will not print on the receipt if the value is zero.
Display Order (by Expense)	Sets the order in which Car Washes appear (according to price) on the DCR display.


3. Configure the Car Wash DCR Attributes:

- Car Wash DCR Attributes

Prompt at Beginning of Sale:

Prompt at End of Sale:

Menu Presentation:

Value	Description
DCR Attributes	
Prompt at Beginning of Sale	Enables the Car Wash to prompt before the customer begins fueling.
Prompt at End of Sale	Enables the Car Wash to prompt after the customer has finished fueling.
Menu Presentation	Enables the Car Wash display prompt in menu form.
	<i>The customer can choose a Car Wash item by keying the <item number> and pressing [ENTER] on the DCR keypad. If not selected, the Car Wash prompt displays in a series of [Yes/No] questions.</i>

4. Configure the Car Wash Key Setup:

Car Wash Key Setup										
1. PLU:	<input type="text" value="0000000010001"/>	<input type="text" value="4"/>	Mod:	<input type="text" value="000"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>
2. PLU:	<input type="text" value="0000000010002"/>	<input type="text" value="1"/>	Mod:	<input type="text" value="000"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>
3. PLU:	<input type="text" value="0000000010003"/>	<input type="text" value="8"/>	Mod:	<input type="text" value="000"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>
4. PLU:	<input type="text" value="0000000010004"/>	<input type="text" value="5"/>	Mod:	<input type="text" value="000"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	11. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>
5. PLU:	<input type="text"/>	<input type="text"/>	Mod:	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	12. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>
6. PLU:	<input type="text"/>	<input type="text"/>	Mod:	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	13. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>
7. PLU:	<input type="text"/>	<input type="text"/>	Mod:	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	14. PLU:	<input type="text"/>	Mod:	<input type="checkbox"/>

Value	Description
Key Setup	
PLU	Sets the Car Wash PLU.
Mod	Determines the Car Wash PLU modifier.
Outdoor	Enables the PLU to be purchased at the DCR.



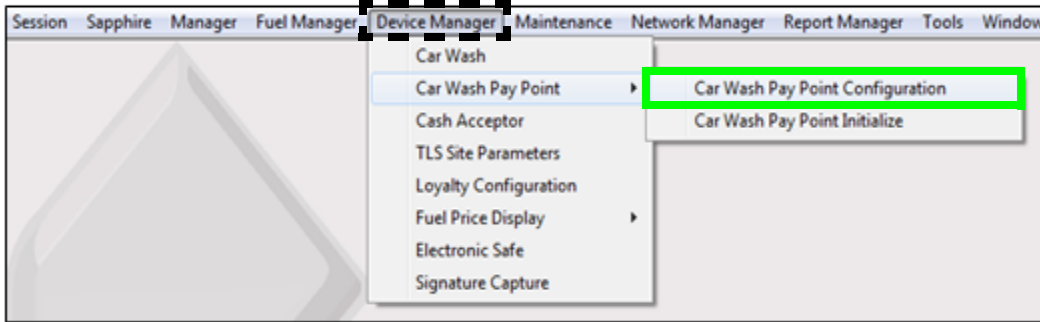
All Car Wash PLUs must be entered into the Car Wash Key Setup in the same order in which they are listed in the Car Wash Controller.

5. Select [Save] to accept changes.

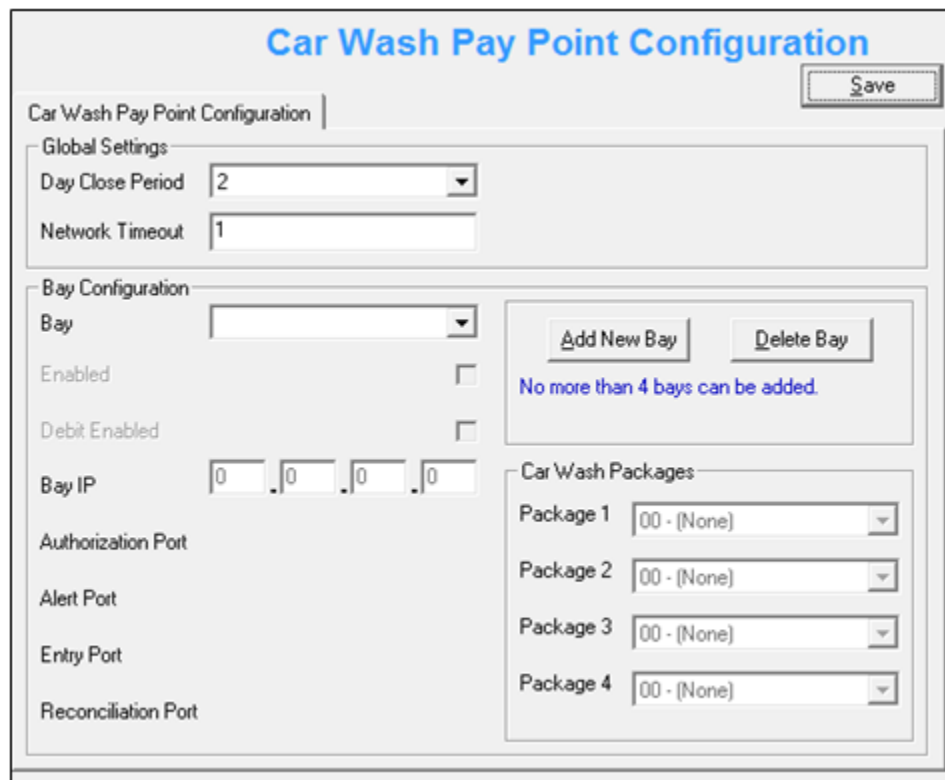
Car Wash Pay Point Configuration

CWPP configuration allows the site to configure IP information for up to four Car Wash Bays and up to four Car Wash packages per bay. The configuration is what allows the user to close and retrieve CWPP Reports from the Pay Points.

1. From the Sapphire Configuration Manager, go to: Device Manager > Car Wash Pay Point > Car Wash Pay Point Configuration.



The Car Wash Pay Point Configuration window displays.

A screenshot of the 'Car Wash Pay Point Configuration' window. The window title is 'Car Wash Pay Point Configuration' in blue text. There is a 'Save' button in the top right corner. The window is divided into several sections: 'Global Settings' with 'Day Close Period' (dropdown menu showing '2') and 'Network Timeout' (text input showing '1'); 'Bay Configuration' with a 'Bay' dropdown menu, 'Enabled' checkbox, 'Debit Enabled' checkbox, and 'Bay IP' (four text input fields showing '0', '0', '0', '0'); and 'Car Wash Packages' with four dropdown menus labeled 'Package 1' through 'Package 4', each showing '00 - (None)'. There are also 'Add New Bay' and 'Delete Bay' buttons. A note below these buttons states 'No more than 4 bays can be added.' Other fields include 'Authorization Port', 'Alert Port', 'Entry Port', and 'Reconciliation Port'.

2. Select [Add New Bay] to configure a new Car Wash Pay Point Bay.
 - Delete Bay: Allows an existing Bay Configuration to be deleted.

3. Configure the Global Settings parameters:

Global Settings

Day Close Period: 2

Network Timeout: 1

Value	Description
Global Settings	
Day Close Period	Determines when the CWPP totals are closed. <ul style="list-style-type: none"> - [Period 1] - Close Shift - [Period 2] - Close Daily
Network Timeout (Seconds)	Sets the credit card host response time before rejecting the transaction. The recommended time is 60 seconds.

4. Configure the Bay Configuration parameters:

Bay Configuration

Bay: [dropdown]

Enabled:

Debit Enabled:

Bay IP: 0 . 0 . 0 . 0

Authorization Port

Alert Port

Entry Port

Reconciliation Port

Value	Description
Bay Configuration	
Bay	Sets the Bay to configure.
Enabled	Enables the selected Bay.
Debit Enabled	Enables Debit Cards for the selected Bay.

Value	Description
Bay IP	Sets the IP address for the selected Bay.
Authorization Port	Sets the port on which authorization messages are exchanged. Value is system assigned cannot be changed.
Alert Port	Sets the port on which alert messages are exchanged. Value is system assigned cannot be changed.
Entry Port	Sets the port on which entry messages are exchanged. Value is system assigned cannot be changed.
Reconciliation Port	Sets the port on which reconciliation messages are exchanged. Value is system assigned cannot be changed.

5. Configure the Car Wash Packages parameters.

No more than 4 bays can be added.


Car Wash Packages

Package 1

Package 2

Package 3

Package 4

Value	Description
Packages	Determines the Car Wash packages for the Bay. Choose up to four packages.
 <i>Car Wash packages are entered in the Car Wash Configuration form in Car Wash Key Setup.</i>	

6. Select [Save] to accept changes.

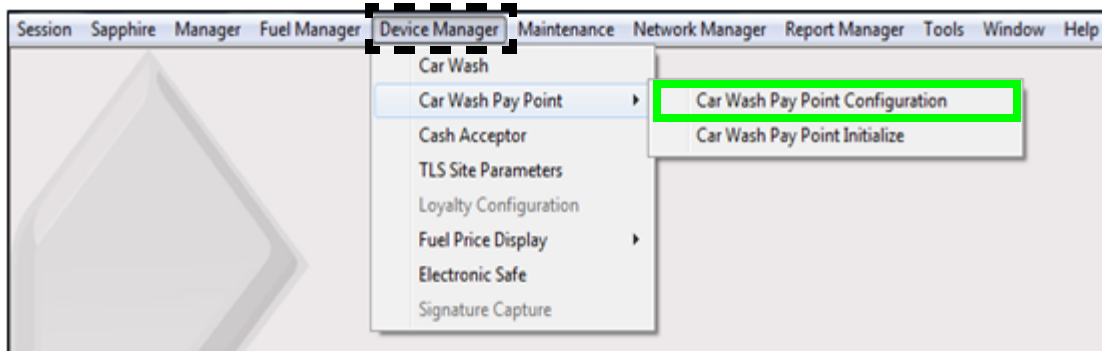
Unitec Wash Select II Initialization

After configuring CWPP from the Configuration Client, initialize the Unitec Car Wash Payment System to download any changes to the CWPP device. Initialization from the Devices menu also sends any new configuration and/or price data out to Site Level peripheral devices.

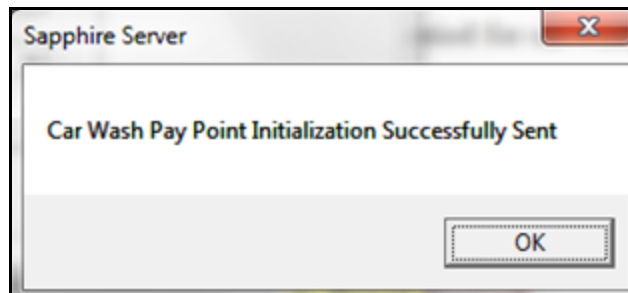


Initialization sends a communication out to each bay configured for CWPP.

1. From the Sapphire Configuration Manager, go to: Device Manager > Car Wash Pay Point to initialize.



A message will display indicating *"Car Wash Pay Point Initialization Successfully Sent."*



2. Select [OK].
3. Verify that all Car Wash Payment System devices have the correct Car Wash names and prices.

Using Car Wash Pay Point

The Consumer selects the appropriate Car Wash package from the CWWP device and makes the payment. The Sales tab displays and functions as a Point of Sale console interface. This requires no action at the POS.

Normal Operations

From the CWWP bay/device, follow the Instructions on the LCD to complete a Car Wash sale.

1. Select the <Car Wash> package.



2. Click [Purchase].



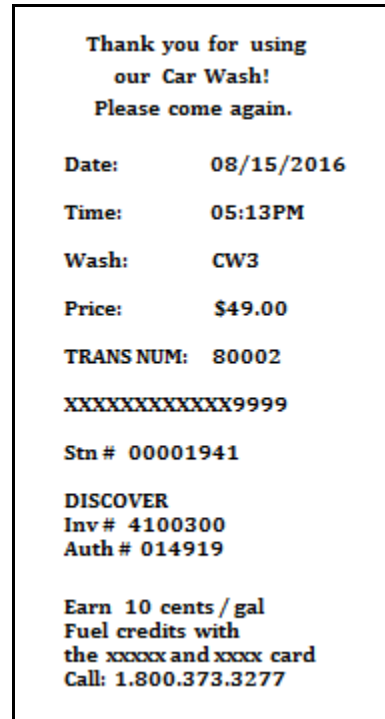
A code will be generated and displayed on the screen.

3. Enter the [Code].
4. Make the payment.
5. Select [Done].
6. Obtain the credit receipt.



Receipt Details:

- **HEADER:** Receipt header for Car Wash purchase.
- **DATE:** Date the receipt was printed.
 - MM/DD/YY: Date in month, date year format.
- **TIME:** Time the receipt was printed.
 - HH:MM: Time in hour & minutes.
- **WASH:** Name of the car wash purchased.
- **PRICE:** Cost of the Car Wash.
- **TRANS NUM:** POS transaction number.
- **STN #:** STAN is the System Trace Audit Number used by Viper as a way to track the financial transaction.
- **DISCOVER:** Credit card type.
- **INV #:** Bill of sale number.
- **AUTH #:** Credit card authorization number.
- **TRAILER:** Receipt trailer for Car Wash purchase.



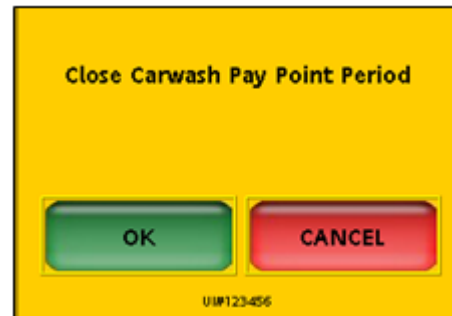
Close Car Wash Pay Point Period from the POS

1. From POS sales, select [CSR Func] > click [Reporting Menu].
2. Select [Close Car Wash Pay Point Period].

Reporting Functions Menu				
1. Close Cashier Report	2. Print Cashier Report	3. Cashier Worksheet	4. Print Current Cashier Report	5. View Amber
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	14. Print Yearly Report	15. Print Carwash Pay Point Period
16. Payroll Reports			19. Funds Audit Report	20. Flash Reports

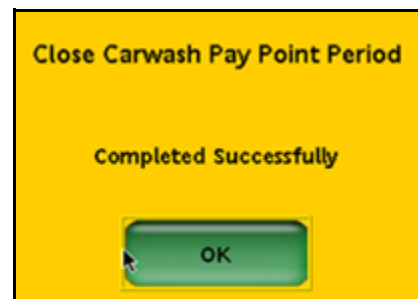
A message will display indicating "Close Carwash Pay Point Period".

3. Select [OK] to close or [Cancel] to keep the current Car Wash Pay period active.



A message will display indicating "Close Carwash Pay Point Period Completed Successfully."

4. Select [OK].

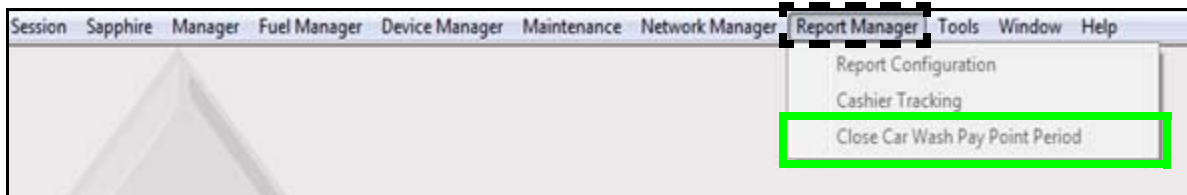


Close Car Wash Pay Point Period from Sapphire Configuration Manager

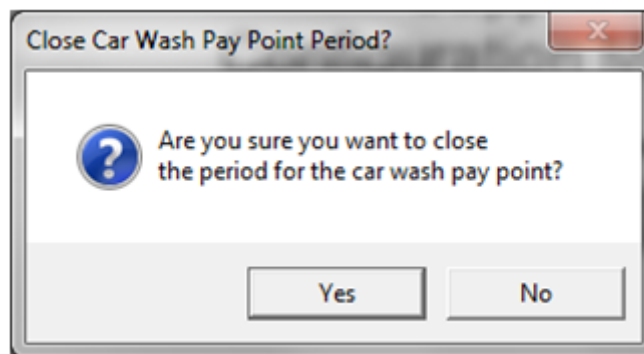
A new Pay Point reporting period is displayed in the CWPP Reconciliation Report. This report generally covers several days and shows the collected and dispensed amounts as change.

To close the period for the CWPP Report, do the following:

1. From the Sapphire Configuration Manager > select [Report Manager].
2. Select [Close Car Wash Pay Point Period].



A message displays indicating "*Are you sure you want to close the period for the car wash pay point?*"



3. Select [Yes] to close or [No] to keep the current Car Wash Pay period active.

Reporting

Car Wash Pay Point Reconciliation Report

All CWPP sales are reported under the sales reporting period configured above. The Pay Point reporting period is documented in the CWPP Reconciliation Report. This report generally covers several days and reports the amount collected and dispensed as change.

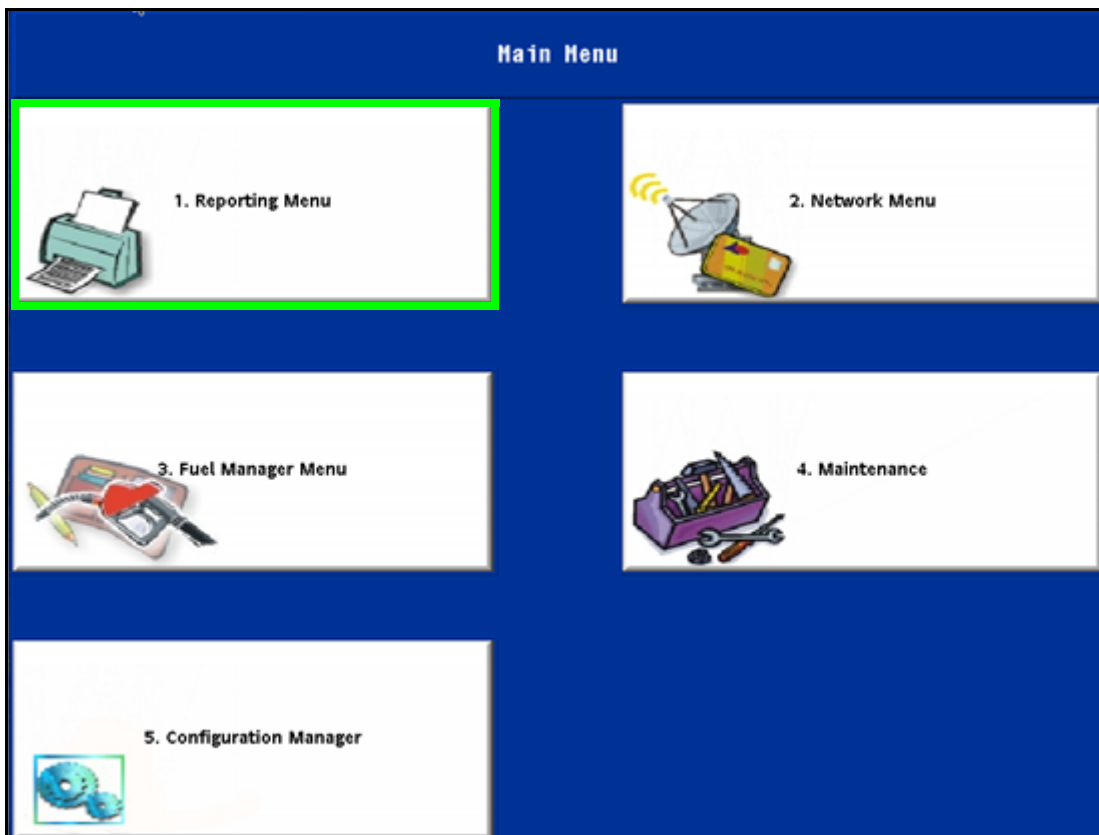
- Credit-based sales are reported and can be reconciled with host totals.
- Cash sales are handled at the Car Wash bay. The Sales proceeds are retrieved on an irregular basis. Therefore, a separate Car Wash Reconciliation Report has been made available at the POS

POS Procedure

1. From Sales > go to: [CSR Func].



2. Select the [Reporting Menu].



3. Select [Print Carwash Pay Point Period].

Reporting Functions Menu				
1. Close Cashier Report	2. Print Cashier Report	3. Cashier Worksheet	4. Print Current Cashier Report	5. View Amber
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	14. Print Yearly Report	15. Print Carwash Pay Point Period
16. Payroll Reports			19. Funds Audit Report	20. Flash Reports

4. From the Select Period list, press the <report> to print.

Print Report
Select Period
1. CURRENT
2. 2016-01-15 (SEQ: 003)
3. 2016-01-15 (SEQ: 002)
4. 2016-01-07 (SEQ: 001)



Cash sales do not come from the POS. Totals come from the Accounting Reports of the device.

The Car Wash Pay Point Reconciliation Report prints.

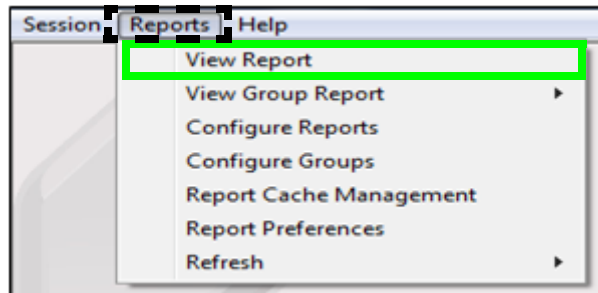
Report Details:

- **TITLE:** CARWASH PAY POINT RECONCILIATION REPORT
- **DLR #:** Dealer identification number.
- **DATE:** Date the report was printed.
 - MM/DD/YY: Date in month, date year format.
- **TIME:** Time the report was printed.
 - HH:MM:SS: Time in hour & minutes.
- **STORE #:** Store location number.
- **REGISTER #:** POS number.
- **SHIFT #:** Shift range being tracked.
- **CASHIER #:** Cashier running the report.
- **OPEN SHIFT:** Date and time the shift began.
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.
- **CLOSE SHIFT:** Date and time the shift ended.
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.

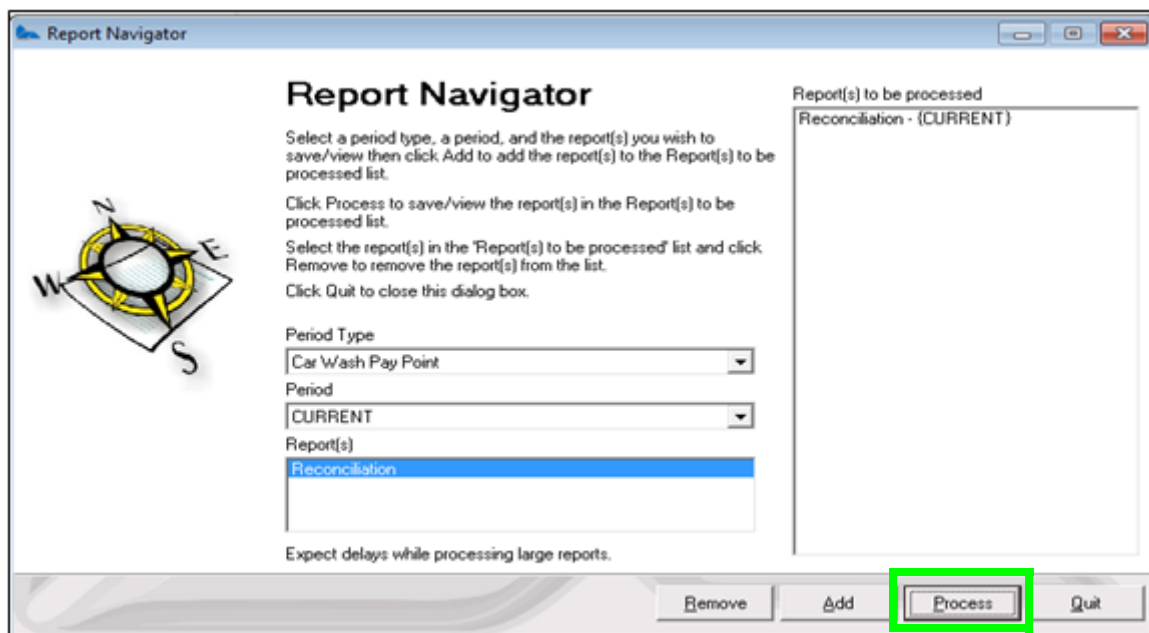
FLASH SHIFT REPORT				
08/25/12		17:37		
STORE# A6123 REGISTER# 106 SHIFT# 00				
CASHIER #01 CORPORATE				
OPEN SHIFT 08/24/12 17:26				
CLOSE SHIFT PENDING				
CARWASH PAY POINT				
** MASH DETAILS PAYPOINT 1 **				
MASH ID	ACTIVATIONS	SALES		
1	0	0		
2	1	1		
3	2	2		
4	1	1		
TOTALS		4	4	
MASH ID	POS COUNT	POS AMOUNT	CONSOLE COUNT	CONSOLE AMOUNT
1	0	0.00	0	0.00
2	0	0.00	0	0.00
3	0	0.00	0	0.00
4	0	0.00	0	0.00
TOTAL		0	0	0.00
MASH ID	CASH COUNT	CASH AMOUNT	CREDIT COUNT	CREDIT AMOUNT
1	0	0.00	0	0.00
2	1	3.00	0	0.00
3	0	0.00	2	150.00
4	1	0.75	0	0.00
TOTAL		2	3.75	2 150.00
MASH ID	OTHER COUNT	OTHER AMOUNT	UPGRADES COUNT	UPGRADES AMOUNT
1	0	0.00	0	0.00
2	0	2.00	0	0.00
3	0	0.00	0	0.00
4	0	0.00	0	0.00
TOTAL		0	2.00	0 0.00
** RECONCILIATION SUMMARY **				
PAY POINT				
** IN **				
BILLS	COINS	COUPONS TOKENS		
** OUT **				
COINS				
1	0.00	4.75	0	2
0.00				

Report Navigator Procedure

1. From the Sapphire Report Navigator, go to: Reports > View Report.



The Report Navigator displays.



2. Select [Car Wash Pay Point] in the Period Type field.
3. Select <Current> or <Closed Periods> in the Period field.
4. Select [Reconciliation] in the Report(s) field.
5. Select [Add] to bring it over to the Report to be processed window.
6. Click [Process].

The Carwash Pay Point Reconciliation Report displays.

Carwash Pay Point Reconciliation Report							Store Number: AB123
Period Information							
Period	Current - CW Pay Point - 1						
Open Period	2012-08-24 17:27						
Close Period	Pending						
Reconciliation Summary							
Pay Point	Last Event Date	Bills In	Coins In	Coupons In	Tokens In	Coins Out	
1	2012-08-26 17:30	50.00	\$4.75	0	2	50.00	
Totals		50.00	\$4.75	0	2	50.00	



These reports are reconciled against one another.

Unitec Wash Select II Accounting Reports

1. Open the Unitec Wash Select II and switch the Wash Select II to **[Setup mode]**.
2. Enter the Reporting System menu.
3. Select Clear Accounting Data > Accounting Report Summary > **[Accounting Report Detailed]**.
4. Select Print Report Summary > **[Report Detailed]**.
5. Select **[Clear Accounting Data]**, as per store procedure.

Once satisfied, these totals will be captured and reconciled against the Car Wash Pay Point Reconciliation Report.

Report Reconciliation

Cash sales do not come from the POS. Totals come from the Accounting Reports of the device.

ACCOUNTING REPORT			VIP WASH COUPONS			FLASH SHIFT REPORT				
Site : 1			TYPE	COUNT	UNIT	08/25/12 17:37				
Current Date & Time:			COUPON 1	0	\$0.00	STORE# AB123 REGISTER# 136 SHIFT# 00				
08/26/2012 05:41PM			COUPON 2	0	\$0.00	CASHIER #01 CORPORATE				
Last Cleared:			COUPON 3	0	\$0.00	OPEN SHIFT 08/24/12 17:28				
08/26/2012 04:45PM			-----			CLOSE SHIFT PENDING				
SITE SUMMARY			COUNTERS			CARMASH PAY POINT				
-----			-----			** WASH DETAILS PAYPOINT 1 **				
Net Cash :	\$4.75		BAD CARD READS :	1		WASH ID	ACTIVATIONS	SALES		
Std Flt Sales:	\$0.00		BAD CODE ENTRIES :	0		1	0	0		
Std Flt Refnd:	\$0.00		UNIT OF SERVICE :	0		2	1	1		
Deb Flt Sales:	\$0.00		-----			3	2	2		
Deb Flt Refnd:	\$0.00		ACQUISITION SUMMARY			4	1	1		
Coupon Disc :	\$0.00		CW4	152.00	0	TOTALS				
Deb Flt Usage:	\$0.00		CW2	\$ 5.00	1	4 4				
Credit Sales :	\$150.00		CW3	\$75.00	2	-----				
Tokens Value :	\$2.00		CW1	\$ 0.75	1	WASH ID	POS	CONSOLE		
VIP COUPON :	\$0.00		TOTAL		0	COUNT	AMOUNT	COUNT	AMOUNT	
Cash Overpay :	\$1.00		-----			1	0	0.00	0	0.00
Token Overpay:	\$0.00		Cash Only :	1		2	0	0.00	0	0.00
-----			Credit Only :	2		3	0	0.00	2	150.00
MONETARY			Token Only :	0		4	0	0.00	0	0.00
TYPE	COUNT	UNIT	Cash + Token :	1		TOTAL				
COINS	7	\$4.75	Std Fleet Only :	0		WASH ID	CASH	CREDIT		
DISPENSED	0	\$0.00	Std Fleet + Cash :	0		1	0	0.00	0	0.00
BILLS	0	\$0.00	Std Fleet + Token :	0		2	1	3.00	0	0.00
TOKENS	2	\$2.00	Std Fleet + Other :	0		3	0	0.00	2	150.00
-----			Coupon + Cash :	0		4	1	0.75	0	0.00
TYPE	COUNT	VALUE	Coupon + Credit :	0		TOTAL				
\$0.25 coin	3	\$0.75	Coupon + Token :	0		WASH ID	OTHER	UPGRADES		
\$1.00 coin	4	\$4.00	Coupon + Other :	0		1	0	0.00	0	0.00
\$1.00 bill	0	\$0.00	VIP Coupon Only :	0		2	0	2.00	0	0.00
\$2.00 bill	0	\$0.00	VIP Coupon + Other :	0		3	0	0.00	0	0.00
\$5.00 bill	0	\$0.00	Debit Fleet Only :	0		4	0	0.00	0	0.00
\$10.00 bill	0	\$0.00	Debit Fleet + Other :	0		TOTAL				
\$20.00 bill	0	\$0.00	-----			0	2	2.00	0	0.00
END OF REPORT			-----			** RECONCILIATION SUMMARY **				
						PAY POINT				
						** IN **				
						BILLS COINS COUPONS TOKENS				
						** OUT **				
						COINS				
						1				
						0.00 4.75 0 2				
						0.00				

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TROUBLESHOOTING

Error Code Table

Error Code	Message	Description / Action
E1174	<i>NO CAR WASH COMM</i>	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	<i>CARWASH QTY SALE NOT ALLOWED</i>	Car Washes can only be sold one at a time.
E1171	<i>NO CAR WASH KEY DEFINED FOR PLU</i>	A key for this Car Wash item must be defined. Set up a Car Wash PLU.
E1210	<i>CAR WASH DOWN CODE AVAILABLE</i>	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	<i>CAR WASH CODE UNAVAILABLE</i>	The POS is communicating with the Car Wash controller but no Car Wash code is available. Initiate service to investigate the problem.
E3033	<i>ERROR IN CARWASH SETUP</i>	The Car Wash parameters have not been set up correctly in > Discount Type prompt displays > PLU Promotion File function. Check the Car Wash parameters.
E4003	<i>INVALID CAR WASH DEPARTMENT</i>	The Car Wash function has been specified but the number entered has no department setup. Check the department number and re-enter the information.
E4004	<i>INVALID DAY</i>	Displays if the Car Wash controller returns an invalid day.
E4005 (Either may appear)	<i>INVALID INPUT</i> <i>ERROR DISABLING CAR WASH</i>	The value entered was invalid. Wait for the prompt to clear and enter the correct information. An unsuccessful attempt was made to disable Car Wash. Check the connections and initiate service if the connections are good.
E4006	<i>ERROR ENABLING CAR WASH</i>	An unsuccessful attempt was made to enable Car Wash. Check the connections and initiate service if the connections are good.

Error Code	Message	Description / Action
E4007	<i>PLU ALREADY USED</i>	Attempted to assign a PLU to Car Wash but it already exist. Assign another PLU.
E4008	<i>NO OPEN PLUS ALLOWED</i>	Attempted to assign an open PLU to a Car Wash. This is not allowed.
E4009	<i>UNABLE TO READ CAR WASH FILE</i>	Attempted to assign a PLU to Car Wash but the Car Wash key file cannot be read. Initiate service to investigate the problem.
E4010	<i>ONLY CAR WASH ITEMS ALLOWED</i>	Attempted to assign a PLU to Car Wash when the PLU has not been assigned a department. Assign a Car Wash department to the PLU and then assign the PLU to Car Wash.
E4011	<i>C/W PORT CONFLICT</i>	Alarm Line Only: Another device has been assigned to the Car Wash port. Check for correct port assignments.
E4012	<i>CAR WASH COM ERROR</i>	Alarm Line Only: The POS was unable to communicate with the Car Wash device. Initiate service to investigate the problem.