



MANAGER/ASSOCIATE TRAINING CHECKLIST AID





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COMMANDER SITE CONTROLLER MANAGER/ASSOCIATE TRAINING CHECKLIST AID

How to accept methods of payment (Cash, Credit etc.)

Cash

Once the purchase has been totaled, and you receive the cash from the Customer:

- Enter the amount of cash given using the keyboard number pad.
- Press the green [Cash] key.
- The register will open, allowing you to provide change.
- Close the register and continue with the next sale.

Remember when typing in an amount, the system will automatically put a decimal point after the first two numbers. If the customer gives \$20 then 2000 is entered into the register – typing 20 will equal 20 cents.

Credit

Touch Screen

- Press the [Credit] button on the touch screen. A screen will appear that will ask you to swipe or enter the card number.
- Swipe the card through the card reader at the top of the keyboard.
- Provide the receipt to the customer to sign and provide them a copy for their records.

Or

Using the Keyboard

- Press the [Credit Cards] button on the keyboard.
- Swipe the card through the card reader at the top of the keyboard.
- Provide the receipt to the customer to sign and provide them a copy for their records.

Note: If credit card is selected as the MOP when prepaying for fuel, an additional window will appear asking for the type of fuel being purchased.

Debit

Touch Screen

- Press the [Debit] key.
- Swipe the card using the card reader.
- Instruct the customer to enter their PIN number on the PIN Pad – (Follow the instructions to receive cash back, if applicable).
- If the customer requested cash back, the register will open.
- Provide the customer with their receipt and cash back (if applicable).

Or



Using the Keyboard

- Press the [Debit] key.
- Swipe the card using the card reader.
- Instruct the customer to enter their PIN number on the PIN Pad. – (Follow the instructions to receive cash back, if applicable).
- If the customer requested cash back, the register will open. Provide the customer with their Receipt and cash back (if applicable).

Note: Unlike credit cards, you cannot manually complete a debit transaction. If the debit card does not swipe, the customer must provide another method of payment.

How to use quick tender keys and “Rest in Gas”

Quick Tender

Touch Screen

- Press the respective green [Dollar Amount] key on the touch screen that the customer requested.

Or

Using the Keyboard

- Press the respective green [Dollar Amount] key on the keyboard that the customer requested.

Rest in Gas

- Enter the amount given (\$20.00)
- Press the [Rest In Gas] key on the touch screen.

How to do a Safe Drop

Press the blue [Safe Drop] key on the keyboard.

Type in the dollar amount for the safe drop and then press the method of payment key for the type of drop – for example, if you were dropping a 50 dollar bill, you would press 5000 then press the [Cash] key.

- A confirmation screen will appear asking you to confirm the amount.
- If the amount is correct, press YES on the touch screen or the [Enter] key on the keyboard.
- If the amount is incorrect, press NO on the touch screen.
- Enter the Reference Number (envelope number or store level tracking number for the safe drop) and press the [Enter] key.
- A receipt will print with all of the safe drop information on it.
- Place it in the envelope with the drop and put the safe drop in the safe.

Note: Due to Loss Prevention issues, the system will not allow \$0.00 safe drops.



How to do a Safe Loan

- Touch [Safe Loan] on the Screen or press the [Safe Loan] key on the keyboard
- Enter the amount of the Safe Loan
- Press [Enter]

How to handle prepaid, un-dispensed fuel

- Press [PREPAY] and key pump number
- Press [ENTER]
- Key <amount> and select MOP to continue or tender the transaction

Or

- Key <pump number> and press [PREPAY]
- Key <amount> and select MOP to continue or tender the transaction

How to split payment on a single transaction

- Press [TOTAL].
- Enter MOPs in this order:
- Special discount: Press the MOP key or use [OTHER MOP].
- Food stamps: Key the dollar amount then press the MOP key or [OTHER MOP].
- Cash, check, coupons, or lotto: Key the dollar amount then press the MOP key or [OTHER MOP].
- Credit, debit, or prepaid cards: Press the MOP key or [OTHER MOP].
- Repeat step 2 until the transaction completes.

How to use PLU Modifiers (Modify Key)

- Enter item (PLU, scan, menu, etc.)
- Press [MODIFY] until the correct size appears in the ticket window
- Continue in the transaction

How to ring up multiples of PLUs (QTY Key)

- Type the number of items.
- Press the [QTY] key.
- Scan the item or key in the PLU# of the item.

How to ring up PLUs from a Menu

Expanded Menu

- Touch or press the appropriate [MENU KEY] configured as expanded menu.
- Touch the desired item or key entry number and press [ENTER] to add item to the transaction.

Multi-Select Menu

- Touch or press the appropriate [MENU KEY] configured as multi-select menu.
- Touch the desired item or key entry number and press [ENTER]
- Repeat step 2 to sell additional items



- Touch [DONE]

Parked Menu

- Touch or press an appropriate [MENU KEY] configured as parked menu.
- 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).
- When items from another parked menu are desired, touch the appropriate [MENU KEY] and continue sales

How to ring up open Department sales

- Type the amount of the sale
- Touch the department button on the touch screen or the department button on the keyboard or the [Other Department] key and choose the department
- Tender out the sale

How to sell/activate gift cards

The Customer chooses the monetary value of the Gift Card to be purchased.

- Swipe or Scan the gift card UPC bar code.
- Verify the amount the customer wants to purchase and key in the amount.
- Press [OK] on the keyboard.

Or

- Press [Enter] on the touch screen.
- Swipe the gift card through the card reader at the top of the register.
- If the screen reads "Invalid Track Data" press the [Error Corr] key on the keyboard and repeat the above steps.
- If the screen reads "Invalid Track Data" again (this may be a defective card) press the [Error Corr] key and obtain a new card.

The activation amount will be added to the card after additional items (if any) have been rung up and the transaction is complete.

Once the transaction is complete, the screen should read "Approved" and two receipts will print.

How to recharge gift cards

- Press [Gift Card Recharge]

Note: Gift Card Recharge must be configured and added to the Touch Screen or Keyboard via Configuration Manager.

How to do an 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.

How to do a Line Void

- Touch the line item to be voided, touch [VOID LINE]; if prompted, key User ID and password.
- Key the line item exactly as it was first entered, and the line item negating the voided line is added to the transaction.

Or

- Press [VOID LINE], and if prompted, key the User ID and password.
- Key the line item exactly as it was first entered, and the line item negating the voided line is added to the transaction.

How to do a Transaction Void

- Press the [Void Ticket] key.
- A void receipt will print and must be saved with your shift receipts.

How to do a Price Override

- Immediately after a line item has been added to the ticket, key new unit price.
- Press [PRICE OVER] to change the unit price of that particular item and to recalculate the line item.

Or

- Touch the line item, and key the new single-unit price.
- Press [PRICE OVER] to change the unit price of that particular item and to recalculate the line item.

How to do a Refund

- Press the [Refund] key on the keyboard.
- Enter or scan each item to be refunded.
- Press the [Cash] button. The system will open the register and a refund receipt will print showing the refund amount.

How to reprint receipts

This function allows you to print a receipt for one of the last 50 transactions completed on the register:

Touch Screen

- Press the [Reprint] button on the screen – a list of the 20 most recent transactions will appear on the screen.
- You can access additional transactions by pressing the [Down Arrow] that appears above the reprint button on the touch screen.
- Press the line for the transaction you want printed.
- The receipt will automatically print.

Or

Using the Keyboard

- Press the [Ticket Print] key – a list of the 20 most recent transactions will appear on the screen.
- You can access additional transactions by pressing the [Down Arrow] that appears above the reprint button on the touch screen.
- Press the [Line Number] for the line of the transaction – for example if it's line number 15,
- Press the 1 and the 5 on the keyboard.
- Press the [Enter] key.
- The receipt will print.

How to Suspend a transaction

Touch Screen

- Press the [Suspend] button on the top left of the touch screen. A receipt will print that should be kept and included with the shift paperwork.

Using the Keyboard

- Press the [Suspend] key on the keyboard. A receipt will print that should be kept and included with the shift paperwork.

Note: The system will not allow you to close the day if there are any suspended transactions.

How to Recall a suspended transaction

- Press the [Recall] button at the top left hand side of the screen. A list of available suspended sales will be displayed with the most recent on the bottom of the list.
- Choose the sale by pressing the line on the screen and complete the transaction as normal.
- You can access additional suspended sales by pressing the [Down Arrow] that appears on the left hand side of the touch screen.

How to use age verification

- Enter the customer's birth date from their ID (format mm/dd/yy).
 - Press the [Enter] key.
- Or
- If the customer's ID has a magnetic strip, you can swipe it through the card reader above the keyboard.
 - If the card doesn't have valid birth date information or is damaged, you will get an error on the screen. Press the [OK] button to enter the birthdate manually.
 - If the customer is not old enough to purchase the product, an error message will appear;
 - If customer is not old enough to purchase, press the [Enter] key to clear the message and return to the transaction. DO NOT sell the product to the customer.



How to do a Price Check

Touch Screen

- Press the [Price Check] button on the right hand side of the touch screen – a message window will be displayed that asks for the item number.
- Scan the item.

Or

Using the Keyboard

- Enter the [UPC Code] on the register.
- Press the [Enter] key.
- A pop-up window will appear with the information found. The system will ask if the product should be added to the transaction. Press the [OK] button on the screen if the customer would like it added to the ticket, otherwise press the [Cancel] button.

How to do a Lottery Paid Out

- Key the winning amount.
- Press the [Lottery] method of payment key.

How to perform a Pay In and Pay Out

Pay In

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].
- Touch [No] to "In-House Account? [Y/N]".
- Touch the amount you are adding to the drawer and press [ENTER].
- Key <reference number> (1 - 6 digits) as defined by your store procedures and press [ENTER].

Pay Out

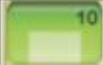


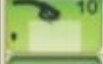
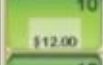
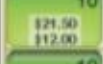

Do one of the following:

- Press [Pay Out].
- Press [OTHER FUNC] and touch [Pay Out] or key <entry number> for Pay Out and press [ENTER].
- Key <amount> you are removing from the drawer and press [ENTER].
- Key <reference number> (1-6 digits) as defined by your store procedures and press [ENTER].

How to do a No-Sale

- Press [NO SALE] to open cash drawer

How to use Fuel Sales Icons

	10 Idle Pump A blank button = an idle pump
	10 Calling Pump Pump beeps and car moves onto the button. TOUCH the button to approve the sale
	10 Pump Ready A nozzle appears and the pump is ready to dispense
	10 Fueling When fueling begins, nozzle moves and "drips" fuel
	10 Sale Amount The sale amount displays. TOUCH the button to bring the fuel sale into the transaction
	10 Stacked Sale A due sale with a second entry for a "stacked" sale
	10 Idle Pump After transaction is paid, pump goes back to idle

How to authorize a calling pump (postpay)

- Press the [Pump Number] button on the screen.
- Press Select Approve/Restart.

How to cancel postpay authorization

- Press the # of the pump on the keyboard.
- Press the [Stop] key on the keyboard.

How to add a postpay fuel sale to a transaction

- Press the [Pump Number] button on the screen – the dollar amount for the fuel will be added to the sale.
- Continue with the sale until completed.

How to set a prepay fuel sale

- Press the [Pump Number] button on the screen.
- Press [Prepay Fuel].

How to move a prepay fuel sale between fueling positions

- Touch [FP MOVE].
- Enter the current pump number and select OK.
- Enter the new pump number and select OK.

Or

- Press [OTHER FUEL].
- Select the Move Fuel Point function.
- Key the current pump number.
- Key the new pump number and then select OK.



How to void a prepay fuel sale

- Without completing the sale, Press the [Void Ticket] key.
- A void receipt will print and must be saved with your shift receipts.

How to handle under-dispensed prepay sales (cash/debit)

Note: Credit and debit prepay under-runs will automatically refund back to the customer's card. This process is used for cash prepay under runs.

- Touch the pump # on the screen with the amount showing due.
- Press the [Total] key on the keyboard.
- Press the [Cash] method of payment key.

How to execute mixed sales (fuel and merchandise)

- Ring up Fuel Sale.
- Ring up Merchandise Sale.
- Hit [Total] and complete the transaction.

How to stop pumps

- Press fuel icon.
- Press [stop] button.

How to restart stopped pumps

- Press the [Pump Number] button on the screen – a window will appear with 2 lines representing the last two sales.
- Press the [More Fuel Func] button to the right of the window – a menu will appear with eight options.
- Press line 3 Approve Calling Pump / Restart Stopped Pump on the screen.
- Repeat the procedure for each pump that has been stopped.

How to print fuel receipts (all methods)

For inside sale reprints:

Note: Topaz holds the last 50 transactions printed.

- Press the [Ticket Print] key on the keyboard or touch the Reprint button on the touch screen.
- Use the scroll button on the side of the screen as necessary and touch the line showing the receipt that needs to be reprinted.

For Pre-Pay receipts with gallons dispensed

Note: Only the LAST sale may be re-printed.

- Press the Pump # on the keyboard.
- Press the [Fuel] button on the keyboard.
- Press the [Total] button on the keyboard.
- Press the [Cash] button on the keyboard.
- From this point the receipt will show in the main ticket print menu for reprinting.



How to reprint DCR receipts

Note: Only the LAST DCR sale may be re-printed.

- Press the Pump # on the keyboard.
- Press the [View] button on the keyboard.
- Press the [Ticket Print] key.
- From this point the receipt will show in the main ticket print menu for reprinting.

How to do a Pump Test (prepay and postpay)

- Press the respective [Pump Number] button on the screen to add the fuel sale to the ticket.
- Press the [Pump Test] button on the keyboard as your method of payment.

How to set fuel prices

- Press the [Fuel Price Configuration] button.
- Choose the fuel grade from the resulting list by either:
 - Pressing the line on the touch screen, or
 - Pressing the number of the line on the keyboard and then pressing the [Enter] key.
- First, change the price for CASH by either:
 - Pressing the line on the touch screen, or
 - Pressing [1] on the keyboard and then pressing the [Enter] key.
- The decimal is fixed at three places.
- Enter the new price.
- Once you have entered the fourth number, it will automatically change the CRED & CHECK prices to match.
- Click [Save Changes].
- To choose another grade, press the [Previous Menu] button on the touch screen and repeat the above steps.
- Once you have changed all the prices, press [Download Fuel Prices] to send the new prices.

How to initialize fuel prices

- Press CSR Functions.
- Press Fuel Manager.
- Press Download Fuel Prices.

How to clear “Reserved” fueling positions

- Press the [More Fuel Func] button to the right of the window – a menu will appear with options.
- Press Clear Reserved Pump.

How to clear pumps “On Hold”

- Press the [Clear Pump on Hold] button.
- Enter the [Pump Number].



- Press the [OK] button on the screen.

How to print Flash Reports

- Press [CSR Functions].
- Press [Reporting Menu].
- Press [Flash Reports].
- Select current reports you wish to print.

How to print a Cashier Worksheet

- Touch [Cashier Worksheet].
- Prints a form to enter the counted amount of each method of payment (MOP) during Print Cashier Report function.

How to close a Cashier Report

- Touch [Close Cashier Report].
- Key the cashier number.
- Touch [OK] or press [ENTER].
- Touch [OK] to confirm the sequence.

How to print a Cashier Report

- Touch [Print Cashier Report].
- Key the cashier number.
- Touch [OK].
- In the Cashier Period list, touch the report to print.
- In the Print Cashier Report overlay, key the amounts of each method of payment (MOP) counted in a cashier drawer.

How to force close a Cashier Report

- Log in with equal security level or higher of the cashier being forced.
- Press [Non-Sales Function Only].
- Press [Reporting Menu].
- Touch [Close Cashier Report].
- Input cashier number you wish to close.

How to print Payroll Reports

This process must be done prior to completing the Day Close. You can complete this process by:

- Press [CSR Functions].
- Press [Reporting Menu].
- Press [Payroll Reports].

How to access/print Network Reports

- Press [CSR Functions].
- Press [Reporting Menu].



- Press [Print Daily Report].

How to change fuel prices

- Touch [Fuel Price Configuration].
- In the Fuel Price Configuration list, touch a product.
- In the Fuel Price Configuration list, touch a price level.
- Key the new price and touch [OK].
- Do one of the following:
 - Touch [Previous Menu] twice to return to the Fuel Price Configuration list, or
 - Touch [Save Changes] to return to the Fuel Manager menu.
- 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).

How to process Pump Tests

- Press the respective [Pump Number] button on the screen to add the fuel sale to the ticket.
- Press the [Pump Test] button on the keyboard as your method of payment.

How to process Refunds

- Press [REFUND] to indicate that this is a REFUND transaction.
- If prompted, key the User ID and password.
- Enter items to be refunded as appropriate.
- Press [TOTAL], if required.
- Touch or press the method of payment (MOP).

How to Void a ticket

- Press [VOID TICKET], and if prompted, key the User ID and password.
- Entire ticket is voided and the system is ready to begin a new transaction.