

Full Service Attendant

Feature Reference

Date: May 12, 2021











Full Service Attendant

Using This Feature Reference

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

Chapter one covers Full Service 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 Full Service feature on the related Site Controller.
- **Configuring** This section contains information on how to configure the Full Service feature on the related Site Controller.
- **Using** This section describes how to prepare the specific Site Controller for the Full Service feature.
- **Reporting** This section contains a sample report with a detailed report description for the Full Service feature on the specific Site Controller.

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Revision History

Date	Description
05/10/2016	Format Update.
05/23/2016	Added Commander section and updated Sapphire.
08/20/2016	Format Update.
12/15/2016	Content update.
08/10/2020	Removed Sapphire section and FSA Enhancements.
08/21/2020	Review comments update.

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LEGACY FSA FEATURE

Overview

Feature Description

The Full Service Attendant (FSA) feature is a Front End Processor (FEP) on VIPER that tracks cash fueling and cash handling when executed by Full Service Attendants at the pump.

Full Service Components

There are three major components to the Full Service Attendant feature:

- Full Service Attendant
- Full Service Tracking
- Full Service Preset

Full Service Attendant

The Full Service Attendant component is the FEP used to track the cash fueling done by the attendants at the Dispenser Card Reader (DCR). The attendants are provided FSA Cards that are swiped at the DCR whenever a customer stops for cash fueling.

At day close, the cash collected by an attendant is matched with the transaction totals stored in VIPER.

Full Service Attendant Tracking

The site can track the cash handling of up to 15 Full Serve Attendants. Each FSA is issued a unique card and is instructed to swipe the card at the DCR for the transaction. The FEP tracks and reports the sales activity for each attendant.

Both Proprietary and FSA cards can be configured and utilized at the site. Full Service Preset is not required for FSA Tracking, but is recommended.

Full Service Preset

Full Service Preset is a fuel configuration setting that allows the customer or attendant to preset an amount outside at the DCR before fueling.

The Full Service Preset setting can be paired with:

- Auto Approve (to arm the pump) automatically grants approval to dispense fuel at the pump when the patron or outside attendant lifts the handle. If Auto Approve is not on, the transaction will need to be approved at the Point of Sales (POS) terminal.
- Auto Collect (to settle the transaction) allows an outside attendant to collect cash or any type of Method of Payment (MOP) directly from the customer at the pump. If Auto Collect is not on, the sale will come due at the POS terminal and would need to be tendered by a cashier.

If Full Service Preset is not paired, the transaction will come due inside for approval:

- No Attendant cards are needed.
- No separate tracking by Attendant using this method.

Supported Hardware Requirements

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- Commander Site Controller with base 43 and higher
- RubyCi with Topaz
- RubyCi with Ruby2

Full Service Implementation

- The location is set up with Full Service Preset.
- Auto Approve and Auto Collect is set but not required.
 - If Auto Approve is not on, site would need to approve the sale at the POS.
 - If Auto Collect is not on, the sale will come due at the POS and would need to be tendered by a cashier.
- Pumps without card readers function like a normal auto collect pump with all sales reported in the Auto Collect Report.
- Pumps with card readers approve the transaction, after an assigned FSA card has been issued and inserted in the card reader for cash transactions. Credit transactions do not require the insertion of this card.
- Transaction data displays in the Proprietary Card Report showing the total dollar amounts for each card used.

Configuring Full Service Attendant

To configure the Full Service Attendant feature:

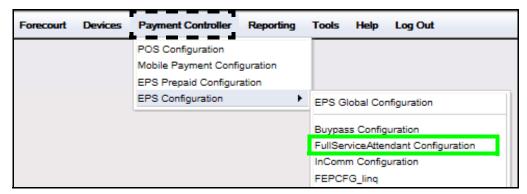
- 1. Enable the Full Service Attendant FEP.
- 2. Configure the FSA Cards.
- 3. Configure the fuel pumps for the Full Service Level.
- 4. Enable the Full Service Preset flag for the fueling position.
- 5. Assign FSA Cards to the Full Service Attendants at the pump.

Configuring with Commander Configuration Client

Full Service Attendant FEP

The FSA Configuration form allows users to enable the Full Service Attendant FEP.

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > Full Service Attendant Configuration.



The FullServiceAttendant Configuration window displays.

2. Select the [FEP] tab from the Full Service Attendant Configuration window.

FullServiceAttendant Configuration Save Cance			
FEP Card			
Network			
FEP Enabled			

- 3. Select [FEP Enabled] to enable the Full Service Attendant FEP.
- 4. Select [Save] to accept, or [Cancel] to exit without saving changes.

FEP Card

The FEP Card tab allows card information parameters to be set for each FSA card used on site.

Configure a FSA Card

1. Select the **[FEP Card]** tab from the Full Service Attendant Configuration window.

FullServiceAttendant (Save Cancel	
Fep FEP Card		
Select Card	Card Information	Add Delete
FSA1	Card Table Index	FSA1
	Card Abbrevation Card Name	Attendant1
	Lower ISO Upper ISO	110229000 110299900
	Pan Length Card Enabled	13

- 2. Select [Add] before entering card information.
 - Delete: Allows existing card information to be deleted.
- 3. Configure the Card Information parameters.

Value	Description
Card Information	
Card Table Index	Sets the record number of the FSA card (alphanumeric, ten digits).
This number	cannot be changed after a card has been saved.

Value	Description
Card Abbreviation	Sets the abbreviation for the given card (alphanumeric, two digits).
Card Name	Sets the name of the FSA card (alphanumeric, 12 digits).
Lower ISO	Sets the low value of the card range (four digits 0001 - 0015).
	 The entered card number must be greater than or equal to this number to match the table entry.
	 The Card ISO values are supplied by the card provider.
NUTE	a VeriFone Full Service Attendant Card (PN P040-10- T use "==" preceding the lower ISO range for the card.
Upper ISO	Sets the high value of the card range (four digits 0001 - 0015).
	 The entered card number must be less than or equal to this number to match the table entry.
	 The Card ISO values are supplied by the card provider.
When using a VeriFone Full Service Attendant Card (PN P040-10- 900), do NOT use "==" preceding the upper ISO range for the card	
Pan Length	Sets the number of digits the card is assigned (14 digits).
	Values are supplied by the card provider.
NUT L	VeriFone Full Service Attendant Cards (PN P040-10-900), Length to "14".
Card Enabled	Select to enable the FSA card at the DCR.

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

Fuel Configuration

The Fuel Configuration form allows users to configure the appropriate fuel pumps for Full Service Level.

1. Navigate to Config Client > Forecourt > Fuel > Fuel Config - Pending.

Security	Initial Setup	Store Operations	Promos and Discounts	Forecourt	Devices	Payment Controller	Reporting	Tools	Help	Log Out
				Fuel		Fuel Config - In Effect				
				DCR		Fuel Prices - In Effect				
				DCR Keys		Fuel Config - Pending				
				DCR Idle So	creen	Fuel Prices - Pending				
				Cash Accep	otor					
				Fuel Tax Ex	æmpt					
				Initialization	•]				

The Fuel Configuration - Pending window displays.

2. Select the [Fueling Positions] tab.

uel 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 6 Duplicate Fueling Position	Allow Access V SPI IP Address			
 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. Duplicate 20 	Hose 1 Product Settings Hose 1 Product Hose 2 Product Hose 3 Product UNLD1 DIESL NONE Hose 6 Product Hose 4 Product Hose 5 Product Hose 6 Product MONE NONE NONE NONE NONE V Hose 7 Product NONE NONE V Hose 7 Product NONE NONE V Hose 7 Product V NONE V Hose 7 Product V NONE V Hose 7 Product V V V Hose 7 Product V V V Hose 7 Product V V V NONE V V V Hose 7 Product V V V NONE V V V V Options V Auto Disapproval DCR In Dispenser First In First Out Full Service Preset Handle Up Calling Ø Ignore Pump Error Pay At Pump Only Prepay Only Ø Preset Postpay Ø Preset Prepay Ø Stacking			

3. Configure the Fueling Position Settings.

Fueling Pos	Fueling Position Settings				
Select F	ueling Position	Allow Access 🗹 SPI IP Address			
Duplicate	e Fueling Position				
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	 Select target fuel positions to the left Use the Ctrl key to select multiple positions Use the Shift key to select a range of positions Click the "Duplicate" button. Duplicate 				

Value	Description		
Fueling Position Settings			
Select Fueling Position	Sets the fueling position to configure.		
Duplicate Fueling Position	Allows a group of fueling positions to be selected 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. 		
	2. Click [Duplicate].		
Allow Access	Sets the pump to be accessed by the terminal.		

Value		Description		
SPI IP Address		Sets the IP Address for supporting Serial Peripheral Interface (SPI) configuration when SPI communication is enabled.		
NOTE	SPI is a device to convert User Datagram Protocol (UDP) data to current loop data. When SPI communication is enabled, the drivers will communicate with the dispensers over UDP instead of serial port.			
	SPI communication doesn't use a serial port, but a serial port needs to be configured for the driver and this port won't be available for any other service on the commander similar to non-SPI communication.			
The serial port number is used as an identifier to distinguish between tw channels when multiple channels are present.		0		

3. Configure the parameters for the Default Attributes.

Default Attributes					
CASH	Default Service Level	Blend Type	Slow Flow Offset		

Value	Description	
Default Attributes		
Default MOP	Sets the default MOP: Cash, Credit, or Check for the selected pump.	
Default Service Level	Select [Full] for the Default Service Level.	
	 Once the Default Service Level on the pump is set to the Full Service Level, any type of transaction Prepay, Post pay, or OPT Prepay will be charged at the Full Service Level. 	
	 Depending on the method of payment used for each transaction, either Cash or the Credit Price Level is applicable. 	
This configuration is <u>independent</u> of whether Full Service Preset flag is enabled or not in options.		

Value	Description	
Blend Type	Sets the <type blend="" of=""> to use for the selected fueling position.</type>	
Slow Flow Offset	Sets 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.		

4. Configure the parameters for the Fuel Limit Settings.

Fueling Limit Settings	
Currency Limit Volume Limit Minimum PPU 300.00 500.000 0.009	Auto Collect

Value	Description		
Fueling Limit Settings			
Currency Limit	Sets the maximum amount the pump dispenses per transaction (0.00 - 999.99).		
Volume Limit	Sets the maximum volume the pump dispenses per transaction (0.00 - 999.999).		
Minimum PPU	Sets the minimum Price Per Unit on the dispenser (i.e., discount).		
Auto Collect	Enables outside employee to collect a method of payment directly from the customer at the pump.		
	 None: Disabled. Payments are only collected inside at the terminal. 		
	 Cash: Only cash payments may be collected at the selected pump. 		
	 All: Any type of MOP payment may be collected at the selected pump. 		

5. Configure the parameters for the Hose Product Settings.

Hose Product Settings		
Hose 1 Product	Hose 2 Product	Hose 3 Product
Hose 4 Product	Hose 5 Product	Hose 6 Product
Hose 7 Product NONE		

Value	Description	
Hose Product Settings		
Hose 1 - 7 Product	 Sets the fuel product to be dispensed from <i>each</i> hose and individual pump that has been configured. One to seven hoses can be defined for each pump. Assign [NONE] to the hoses that do not exist or are not used. 	

6. Configure Fueling Position Options.

Options		
Auto Approval	Auto Disapproval	DCR In Dispenser
Eirst In First Out	✓ Full Service Preset	Handle Up Calling
✓ Ignore Pump Error	Pay At Pump Only	Prepay Only
Preset Postpay	Preset Prepay	Stacking
View Buzzer Off		

Value	Description	
Options		
Auto ApprovalSet to allow automatic approval for fuel dispensing a pump.If not selected, the pump must be approved by the pressing the [APPROVE] key.		
The first sale must be cashed out before another sale can be auto approved. Select this parameter if using Auto collect .		

Value	Description			
First in First Out	Set first sale due on the selected pump is cashed out first. If not selected, either sale may be cashed out first.			
The Stacking option must also be selected.				
Ignore Pump Error	Set to allow the pump to resume service after an authorization failure. The terminal continues to approve the transaction on the pump without the cashier pressing [APPROVE].			
	If not selected, a cashier must press [APPROVE] to start the next transaction on the pump after an authorization failure.			
	For this feature to work, do the following:			
	1. Select [Auto Approval].			
	2. Set Auto Collect to [AII].			
	3. Set Default Service Level to [Full].			
Preset Postpay	Set to allow preset/postpay sales at the selected pump. The default value is checked.			
View Buzzer OffIn a postpay situation, the customer lifts the handle, le the nozzle off the pump, and comes inside to pay.				
	 Set to allow the [VIEW] key to stop the beeping at the terminal. 			
	 If not selected, the beeping continues until the customer has paid. 			
Auto Disapproval	Set to disapprove a dispenser if it remains inactive for the period of time set in <i>Delay Auto disapproval</i> on Fuel > Site Parameters > Fuel Site Parameters.			
	If not selected, the pump remains approved until manually changed.			
In DCR transactions, the pump disapproves after a maximum of three minutes regardless of this setting or Delay Auto disapproval . Prepaid sales never time out.				

Value	Description		
Full Service Preset	<u>Must</u> be enabled this flag to allow customers or attendants to preset an amount outside at the DCR before fueling.		
	Once this flag is enabled, any OPT transaction on the pump, be it prepay or postpay, will prompt for entering the amount at the OPT before authorizing the pump and will authorize the pump accordingly.		
NUTE	ration again can be done independent of whether the pump is for the Full Service Level in Default Service Level .		
Pay at Pump Only	Set if payment is required outside at the DCR and not inside.		
Preset Prepay	Set to allow preset/prepay fuel sales at the selected pump.		
	The default value is checked.		
DCR in Dispenser	Set if the dispenser has a card reader.		
Handle Up Calling	ng Set to force a pump call for approval to dispense fuel when the fuel handle is lifted.		
Prepay Only	Set only if prepaid fuel sales are allowed.		
	If not selected, fuel sales can be paid for either before or after the customer dispenses fuel.		
Stacking	Set to allow a fuel sale to remain uncollected while a second fuel sale is dispensed and completed.		
	The default value is checked.		

Using Full Service Attendant

Cash Price Level

- 1. The customer pulls up to the pump for cash fueling, and the attendant swipes an assigned FSA card for authorization at the DCR.
- 2. The DCR prompts for the cash level pricing amount.
- 3. The attendant enters the cash **<Amount>** for fueling.



If the attendant skips this prompt, a requested amount of zero dollars will be sent to the FEP.

- 4. The FSA card data and requested transaction amount is transferred to VIPER, where it is captured by the Full Service Attendant FEP.
- 5. The request is received by the FEP and processed locally, depending on the limit mentioned for that FSA card.



Full Service Attendant has its own card related configuration **FullServiceAttendant_CardTable** which holds the card Ranges.

- 6. The FEP sends the pre-authorized amount back to the DCR. The pump is equipped with the approval of that amount only.
- 7. The attendant pumps the fuel for the approved amount, and receives payment from the customer in cash.
- 8. After concluding the fueling stage, a completion request is sent by the DCR to VIPER where the transaction totals are updated.



Alternately, the customer can directly swipe the payment card without involving the attendant. In this case, depending on the Price Tier returned from the EPS, the pump can either be authorized for the Credit or Cash Price Level.

Reporting

POS Flash Reports

Proprietary Network Product Report

The Proprietary Network Product Report summarizes fuel products paid for with credit, debit and stored value cards.

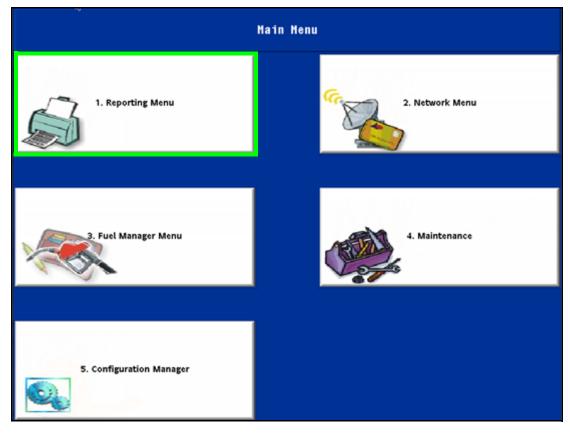
The Proprietary Product Report is a POS based report available via the Flash Reports menu.

POS Flash Report Procedure

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



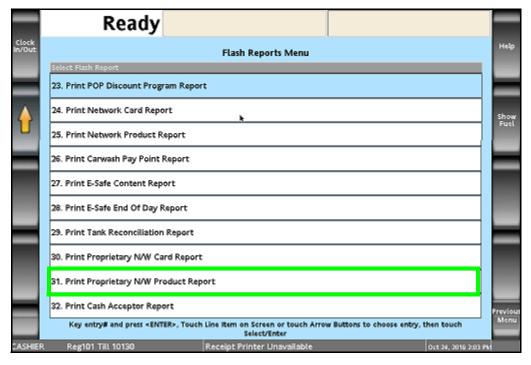
2. Select the [Reporting Menu].



3. Select [Flash Report].

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 Canwash 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 Flash Reports Menu, select [Print Proprietary N/W Product Report].



The Proprietary Product Report prints.

FLASH SHIFT REPORT					
10/24/16 11:53 STORE# ABC123 REGISTER# 101 DAYPART #001 CASHIER #01 CORPORTATE OPEN DAYPART 10/20/16 13:31` CLOSE DAYPART PENDING					
PROPRIETARY	P R C	DD R	РТ		
PROD DESC	QTY	CNT	TOTALS		
2 UNLEADED PLUS 3.316 2 7.00					
\$ 7.00					

Report Details:

- TITLE: PROPRIETARY PROD RPT
- **PROD:** The product code of the item sold.
- **DESC:** The product name of the item sold.
- QTY: The amount of fuel dispensed.
- CNT: The total number of times each product code type is used.
- **TOTALS**: The total sale amount for each product code type.

Proprietary Network Card Report

The Proprietary Network Card Report can also be used with the Full-Service Attendant Tracking option. The Flash Report summarizes the sales and refunds made on proprietary cards.

The Proprietary Card Report is a POS based report available via the Flash Reports menu.

NOTE See POS Flash Report procedure under Proprietary Product Report.

FLASH SHIFT REPORT					
10/24/16 11:53 STORE# ABC123 REGISTER# 101 DAYPART #001 CASHIER #01 CORPORTATE OPEN DAYPART 10/20/16 13:31` CLOSE DAYPART PENDING					
PROPRIET	ARY	C A R D	R P	т	
NAME	CNT	SALES	CNT	REFUNDS	
Attendant #1	1	2.00	0	0.00	
Attendant #2 1 5.00 0 0.00					
TOTAL	2	7.00	0	0.00	

Report Details:

- TITLE: PROPRIETARY CARD RPT
- NAME: Name of the Proprietary Card used.
- CNT: Total sales count for each proprietary card.
- SALES: The total sales amount for each proprietary card type.
- CNT: Total refund count for each proprietary card type.
- **REFUNDS:** Total refund amount for each proprietary card type.
- TOTAL: Sum of sale and refund count totals.

EPS Network Reports

FSA Totals by Card Type Report

The FSA Totals by Card Type Report contains a list of all cards used in that terminal batch, count and total sales for each card.

Electronic Payment System (EPS) based reports are available in the EPS Network Report menu.

CSR

Func

POS EPS Network Reports Procedure

- 1. From Sales > go to: [CSR Func].
- 2. Select the [Network Menu].



3. Select [EPS Network Reports].

	Rea	ady				
Clock In/Out			Network Menu			Help
	1. Pre Authorization	2. Card Balance Inquiry	3. EPS Network Functions	4. EPS Network Reports	5. EPS Secure Reports	Show Fuel

4. Select [FSA Totals by Card Type Report].

The EPS Network Report prints.

EPS NETW	ORK RE	P O R T			
*** FSA Totals By Card Type Report *** Printed: 10/24/16 12:38:32 WORKSTATION ID POS001					
-	Terminal Batch 1 Terminal Batch Open: 10/20/2016 13:32:48 Terminal Batch Clse: OPEN				
CARDTYPE	COUNT	SALES			
Attendant #1	1	2.00			
Attendant #2	1	5.00			
TOTAL	2	7.00			

Report Details:

- TITLE: FSA Totals by Card Type Report
- PRINTED:
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.
- WORKSTATION ID: Identifies the POS where the report was generated.
- TERMINAL BATCH ID: Identifies the terminal batch number.
- TERMNAL BATCH OPEN: Identifies when the batch was opened.
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.
- TERMINAL BATCH CLSE: Identifies when the batch was closed.
 - MM/DD/YY: Date in month, date year format.
 - HH:MM:SS: Time in hour, minutes, and seconds.
- CARDTYPE: Identifies the card type used in this terminal batch.
- COUNT: An FSA transaction updates the transaction count for that card type.
- SALES: A FSA transaction updates the amount a for that card type.
- **TOTAL**: Total includes the summary count of transactions and sales amount for all FSA transactions approved by this host for this terminal batch.

2 ENHANCED FSA FEATURE

Overview

The enhancement to the existing FSA feature prevents cashier fraud and track the sales, attendant-wise

Limitations of Existing FSA

The following are the limitations of the existing FSA functionality:

- Attendant can swipe the attendant card only for "pay outside Cash transactions". Attendant cards cannot be used to track outdoor credit transactions served by an attendant.
- Attendant Card is not linked to an employee session.
- An FSA card cannot be disabled at the end of a shift. An employee can use it at other pumps, or make a copy, resulting in frauds.

Enhancements to Existing FSA

The following are the enhancements made to the existing FSA feature:

- Ability to link an attendant card to a Cashier/Attendant login.
- Attendant card is unusable until cashier/attendant logs in to a register and activates it.
- After attendant has activated a card, attendant is able to perform indoor sales from any of the POS systems at the sites and perform outdoor transactions at any of the Full Service pumps.
- The POS automatically logs out after an attendant session is opened and after each indoor sale by an attendant.
- The Attendant must swipe the FSA card at the dispenser before each outdoor sale. The outdoor sales can also be recalled inside if the customer needs to purchase merchandise along with fuel.
- Attendant Report tracks each attendant's indoor and outdoor sales.
- Ability to close Attendant session.
- Close period closes all open attendant sessions.

- Increased the max number of employees from 60 to 100.
- '*Require Attendant Card*' flag is disabled by default in Fuel Site Parameters. On enabling this flag and enabling the FSA FEP, the enhanced FSA feature will be functional and DCR idle screen will be set to "*Swipe your Attendant Card*".
- The default DCR Payment Idle Screen has the option "PAY ATTENDANT" for cash payments.

Supported Hardware Requirements

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- Commander Site Controller with base 52 and higher
- RubyCi with Topaz
- RubyCi with Ruby2

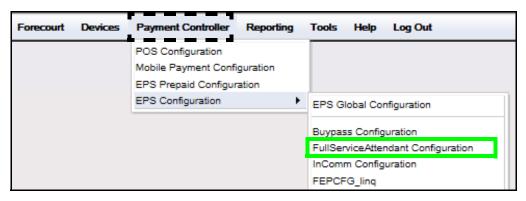
Configuring Full Service Attendant

- 1. Enable the Full Service Attendant FEP.
- 2. Configure FSA Cards.
- 3. Configure Fueling Positions.
- 4. Enable Require Attendant Card parameter.
- 5. Configure DCR Idle Screen.
- 6. Initialize Fuel Driver, Fuel, DCR Driver, DCR.

Enable Full Service Attendant FEP

The FSA Configuration form allows users to enable the Full Service Attendant FEP.

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > Full Service Attendant Configuration.



The Full Service Attendant Configuration form displays.

2. Select the [FEP] tab from the Full Service Attendant Configuration window.

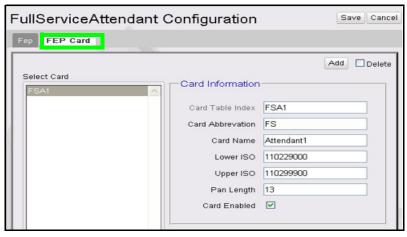
FullServiceAttendant Configuration
Edits require a one-time password (OTP)
FEP FEP Card
FEP Parameters
Key Index 0

- 3. Select [FEP Enabled] to enable the Full Service Attendant FEP.
- 4. Select [Save] to accept, or [Cancel] to exit without saving changes.

Configure FSA Cards

The FEP Card tab allows card information parameters to be set for each FSA card used on site.

1. Select the **[FEP Card]** tab from the Full Service Attendant Configuration window.



- 2. Select [Add] before entering card information.
- **Delete:** Allows existing card information to be deleted.
- 3. Configure the Card Information parameters.

Value	Description				
Card Information					
Card Table IndexSets the record number of the FSA card (alphanumeric ten digits).					
This number cannot be changed after a card has been saved.					
Card AbbreviationSets the abbreviation for the given card (alphanumeric, two digits).					
Card Name	Sets the name of the FSA card (alphanumeric, 12 digits).				

Value	Description
Lower ISO	Sets the low value of the card range (four digits 0001 - 0015).
	 The entered card number must be greater than or equal to this number to match the table entry.
	 The Card ISO values are supplied by the card provider.
NUTE	a VeriFone Full Service Attendant Card (PN P040-10- T use "==" preceding the lower ISO range for the card.
Upper ISO	Sets the high value of the card range (four digits 0001 - 0015).
	 The entered card number must be less than or equal to this number to match the table entry.
	 The Card ISO values are supplied by the card provider.
NOTE	a VeriFone Full Service Attendant Card (PN P040-10- T use "==" preceding the upper ISO range for the card.
Pan Length	Sets the number of digits the card is assigned (14 digits).
	Values are supplied by the card provider.
NUTE	<i>VeriFone Full Service Attendant Cards (PN P040-10-900), Length to "14".</i>
Card Enabled	Select to enable the FSA card at the DCR.

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

Configure Fueling Positions Settings

In the Fueling Positions Setting form, make the following configuration.

- Initial Setup Promos and Discounts Help Log Out Security Store Operations Tools Payment Controller Forecourt Reporting De ices Fuel Config - In Effect Fuel DCP Fuel Prices - In Effect DCR Keys uel Config - Pending DCR Idle Screen Fuel Prices - Pending Cash Acceptor Fuel Tax Exempt Initialization ۲
- 1. Navigate to Config Client > Forecourt > Fuel > Fuel Config Pending.

The Fuel Configuration - Pending window displays.

2. Select the [Fueling Positions] tab.

Select Fueling Position	Allow Access SPI IP Address 192, 168, 31, 160
Duplicate Fueling Position	Default Attributes Default MOP Default Service Level Blend Type Slow Flow Offset CREDIT V FULL V ELEC V 25 Fueling Limit Settings
 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. Duplicate 	Currency Limit Settings Currency Limit Volume Limit 300.00 500.000 0.000 Auto Collect CASH Hose Product Settings Hose 1 Product Hose 2 Product Hose 3 Product PETR-UNLD1 PETR-UNLD2 Hose 6 Product Hose 6 Product PETROL-LD4 NONE
	 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 View Buzzer Off Instant Auto Approval

- 3. Select Default Service Level as Full.
- 4. Select Auto Collect as Cash.
- 5. Disable Auto Approval.
- 6. Disable Handle Up Calling.

Enable Required Attendant Card

Navigate to Config Client > Forecourt > Fuel > Fuel Config - Pending > Site Parameters.

1. Enable Require Attendant Card.

Fuel Configuration - Pending

		Tier2 Schedule Settings
Unit of Measure	Gallons •	
Halt Mode	Soft •	Start Tier 2 Pricing 0
PPU Decimal Position	3 🔹	Number of Tier Hours 0
Total Decimal Position	2 🔹	Destroy Ocheckels Octions
Autodisapproval Delay	5.0 •	Postpay Schedule Settings
Ignore MOP Conflict		Start Postpay Allowed 0
Force .9 Cents Per Gallon		Number of Postpay Hours 24 •
Approve All Enabled		
Recall Autocollect Inside		 Manual Approval Schedule Settings
Gilbarco Six Digits Money Display		Start Manual Approval Required
Require Attendant Card		Number Manual Approval Hours
-Offline Fuel Prompt-		
Number of Seconds	1	Grade Restriction
		Enforce Prompting Inside
-Real Time Sales Data-		Prompt Restriction Outside
Notification Frequency		

2. Enable "Recall Autocollect Inside" if applicable.

Configure DCR Idle Screen

Navigate to Config Client > Forecourt > DCR Idle Screen.

Configure PAY ATTENDANT soft key on the DCR Idle Screen and assign the DCR Position.

ect the Idle Screen Mode Attended Idle Screens Default	Name Defaul DCR Grap	t Graphic Enabled 🕑 Assign Por	Add Dele
		PAY DEBIT OUTSIDE	
		PAY INSIDE	HELP
		PAY ATTENDANT	CANCEL

Initialization

Initialize Fuel Driver, Fuel, DCR Driver, DCR from Forecourt > Initialization.

Using Full Service Attendant

Activate FSA Card

- 1. Login to POS with ID and Password.
- 2. On the "Select Till" screen, select 'Open Attendant'.

		System OK	STORE MANAGER Reg101	Aug 11, 2020 5:33 AM	
Select Till					
Date Time Reg 1. OPEN TILL for Drawer 1	≇ Dr# CSR Name				
2. Unavailable - must close a	a till for Drawer 2				
3. NON-SALES FUNCTIONS	ONLY				
4. OPEN ATTENDANT					
Key entry# and press <enter>, Touch Line Item on Screen or touch Arrow Buttons to choose entry, then touch Select/Enter</enter>					
		Log Out	Fuel	CSR Func	

- 3. Swipe the FSA card on PIN pad when it prompts for 'SWIPE YOUR ATTENDANT CARD'
- 4. POS displays, "Enter Open Drawer Amount". Enter an amount and select OK.
- 5. POS displays activation successful message and the attendant is automatically logged off the POS.

Using FSA Card at DCR

1. Swipe the Activated Attendant Card on the DCR "SWIPE YOUR ATTENDANT CARD" screen.



- 2. On the DCR Payment Idle Screen, select PAY ATTENDANT (for cash transactions) option.
- 3. Enter the Preset amount at the "Enter Amount" prompt (prompts only if "DCR prompt preset amount" parameter is enabled).
- 4. When DCR displays "Remove Nozzle", complete the fueling.
- 5. After the Transaction, DCR goes back to "SWIPE YOUR ATTENDANT CARD" screen.

Indoor Sales by Active Attendants

- 1. Login to any Indoor POS and add items to the ticket.
- 2. Complete the sale using any MOP like Cash or Credit.
- 3. Receipt is printed with the Register ID and other sale information.

Attendants cannot add two "AutoCollect Recall" transactions in one ticket.

Drawer operations like SafeDrop, Safeloan, Payln, Payout, Safedrop Correction are disabled for attendant login. At the end of every transaction on the POS the attendants are logged off automatically.

NOTE

For attendant indoor transactions, the transaction number is in the 200 series.

For attendant outdoor transactions, the transaction number is in the 400 series. See examples of sample receipts in the below section.

Sample Receipts

Pay Attendant (cash) transaction at DCR sample receipt:

WE	LCOME TO				
v	ERIFONE				
AUTO	AUTOMATION LAB				
HAV	E YOU RUN				
AUTOM	ATION TODAY				
	99999				
VF	I-QA-LAB				
cr.	EARWATER				
TPA	FL 560100				
Description	Qty	Amount			
PETR-UNLD1 CA	#01 11.35 6 G	12.73			
FULL @ 1.12					
	Subtotal	12.73			
	TOTAL	12.73			
	CASH \$	12.73			
THAN	K YOU FOR				
AUTOMA	TING THINGS				
PL	EASE RUN				
AU	TOMATION				
AGAIN	AND AGAIN				
ST#CL120 REG#	901 TRAI	N#4010003			
CSH: 1	8/16/20 4	:56:16 PM			

Credit card transaction at the DCR sample receipt:

	WELCOM	E TO	
VERIFONE			
AUTOMATION LAB			
HAVE YOU RUN			
AUTOMATION TODAY			
99999			
VFI-QA-LAB			
CLEARWATER			
	TPA FL 5	60100	
Descrip	tion	Qty	Amount
PETR-UNLD1 CR #01 1.624G 1.82			
FULL @ 1.121/ G			
	Sul	btotal	1.82
		TOTAL	1.82
		CREDIT \$	1.82
MASTERCARD			
*************1491 Entry: Swiped			
Auth #: 123628			
Resp Code: 000			
Stan: 002611164			
Invoice #: 3856			
Store # 99999			
THANK YOU FOR			
AUTOMATING THINGS			
PLEASE RUN			
	AUTOMA		
	AGAIN AND		
ST#CL120	REG#901	TRAN	1#4010002

Cash transaction indoors by attendant sample receipt:

1777.0				
WELCOME TO				
VERIFONE				
	TION LAB			
	YOU RUN			
	ION TODAY			
	999			
VFI-	QA-LAB			
	RWATER			
TPA FL	560100			
Description	Qty	Amount		
10 XTRAMRT GIFT	1	10.00		
	Subtotal	10.00		
	TOTAL	10.00		
	CASH \$	10.00		
THANK	YOU FOR			
	NG THINGS			
	SE RUN			
	MATION			
	ND AGAIN			
ST#CL120 REG#10		N#2010287		
CSH: 1	8/26/20 7			
con. I	0/20/20 /	.00.10 26		

Credit card transaction indoors by attendant sample receipt:

WELCON VERIF 9999 VFI-QA CLEARW TPA FL 5	ONE 9 -LAB ATER	
Description	Qty	Amount
10 XTRAMRT GIFT	1	10.00
	btotal TOTAL CREDIT \$	
SALE Receipt MASTERCARD USD\$10.0 Acct/Card #: ******** Entry: Swiped Auth #: 123628 Resp Code: 000 Stan: 002611207 Invoice #: 3880 CUSTOMER COPY		
APPROVED		
ST#CL120 REG#101 CSH: 1		N#2010291 :43:01 PM

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Reporting

The Attendant can close the Attendant Session, and print the Attendant Report, containing the details of the transactions performed by the attendant in a particular session.

After an Attendant Session is closed, the FSA card is no longer valid, and needs to be activated again for the next session.

Close Attendant Report

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



2. Select the [Reporting Menu].



3. Select [Close Attendant Report].

Reporting Functions Menu				
1. Close Cashier Report	2. Print Cashier Report	3. Cashier Worksheet	4. PrintCurrentCashier	5. AMBER ALERT
6. Close Shift Report	7. Close Day Report	8. Close Month Report	9. Close Year Report	10. Close Carwash Pay Point Period
11. Print Shift Report	12. Print Day Report	13. Print Month Report	14. Print Year Report	15. Print Carwash Pay Point Period
16. Payroll Reports	17. <mark>Close Attendant</mark> Report	18. <mark>Print Attendant</mark> Report	19. Funds Audit Report	20. Flash Reports

4. Enter valid cashier number at the Close Attendant prompt.

5. "Waring: Finish pending sales window" appears with CONFIRM and CANCEL button. Press CONFIRM button.

Warning: Finish pending sales
Confirm STORE MANAGER is not working
at any register or at the pump
Attendant 2 Sequence #16
CONFIRM CANCEL

6. Close Attendant successful message is displayed.

Close Attendant		
Attendant 2 Sequence #18 Completed Successfully		
OK UI#123456		

Print Attendant Report

The Attendant Report contains the details of the transactions performed by the attendant in a particular session.

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



2. Select the [Reporting Menu].



3. Select [Print Attendant Report]

Reporting Functions Menu				
1. Close Cashier Report	2. Print Cashier Report	3. Cashier Worksheet	4. PrintCurrentCashier	5. AMBER ALERT
6. Close Shift Report	7. Close Day Report	8. Close Month Report	9. Close Year Report	10. Close Carwash Pay Point Period
11. Print Shift Report	12. Print Day Report	13. Print Month Report	14. Print Year Report	15. Print Carwash Pay Point Period
16. Payroll Reports	17. Close Attendant Report	18. <mark>Print Attendant</mark> Report	19. Funds Audit Report	20. Flash Reports

Store Number: CL120

Attendant Report

Cashier Period Information		
Attendant	3 - ASST MGR	
Attendant Card #	549983000000031	
Receipts	2030001 - 2030001 Total - 1 Actual - 1	
Receipts	4030001 - 4030005 Total - 5 Actual - 2	
Sequence #	1	
Open Period	2020-04-29T08:40:12-04:00	
Close Period	2020-05-04T09:12:47-04:00	
MOP amounts entry	Pending	

Summary

Category	Count	Amount
MOP Sales		11.11
MOP Cancel Refund		(0.00)
Net Sales Total		11.11
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		11.11

MOP Sales

CREDIT - Card Based	1	0.15
USD	2	10.96
Tot MOP Sales		11.11

MOP Cancel/Refund

Tot MOP Cancel/Refunds	(0.00)
------------------------	--------

Payment Out		
Category	Count	Amount
Cash Back	0	0.00
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In		
Category	Count	Amount
Cash Back Cancels	0	0.00
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
Tot Payment In		0.00

Memo Items		
Category	Count	Amount
Items	3	
Customer	3	
No Sales	0	
Drwr Viols	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Positive	0	0.00
Negative	0	0.00
Scanned Coupons		
Ticket Level	0	0.00

Category	Count	Amount
Suspended	0	0.00
Suspend/Void	0	0.00
Unsettled Suspend	0	0.00
Reserve Stop	0	0.00
Reserve Approve	0	0.00
Coin Dispenser	0	0.00
Vendor Payments	0	0.00
Safe Drop Cancels	0	

Pump Overruns	Count	Volume	Amount
Auto settled	0	0.000	0.00
Manual settled	0	0.000	0.00

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
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	5	5.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	3	3.00

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		0.62
Merch Sales		9.99
FUEL DISCOUNT		0.00
Refund Taxes		0.00
Sales Taxes		0.50
Tot Taxes		0.50
Incl Taxes		0.00

Summary Report by Register

Summary report has the following sections:

- Summary All registers
- All Attendants Indoor
- All Attendants Outdoor
- All DCRs
- Register(s) Details

To generate report:

- 1. Login to Site Report Navigator.
- 2. Navigate to Reports > View Reports.
- 3. Select Period type, Period and Report.
- 4. Click Add and Proceed to generate report.

Summary Report by Register

Store Number: CL120

Period Information		
Period	Current - Shift - 5	
Open Period	2020-06-11 16:27	
Close Period	Pending	

Summary - All Registers

Category	Count	Amount
MOP Sales		13.33
MOP Cancel Refund		(0.00)
Net Sales Total		13.33
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		13.33
MOP Sales		
CREDIT - Card Based	1	1.74
CASH	2	11.59
Tot MOP Sales		13.33
MOP Cancel/Refund		
Tot MOP Cancel/Refunds		(0.00)

Payment Out

Category	Count	Amount
Cash Back		
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In

Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00

Tot Payment In 0.00

Memo Items

Category	Count	Amount
Items	3	
Customer	3	
No Sales	0	
Drawer Voids	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Positive	0	0.00
Negative	0	0.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00
	Count	Valuma

Category	Count	Amount
Suspended	0	0.00
Suspend/Void	0	0.00
Unsettled Suspend	0	0.00
Reserve Stop	0	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 settled			
Manual settled	0	0.000	0.00

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
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	5	0.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	3	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		2.86
Merch Sales		9.97
Fuel Discount		0.00
Refund Taxes		0.00
Sales Taxes		0.50
Tot Taxes		0.50
Incl Taxes		0.00
Grand Totalizer Begin		450.74
Grand Totalizer End		464.07
Grand Totalizer Diff		13.33
Sales Totalizer Begin		310.71
Sales Totalizer End		324.04
Sales Totalizer Diff		13.33

All Attendants Indoor

Receipt # 2010002 - 2010002		
Category	Count	Amount
MOP Sales		10.47
MOP Cancel Refund		(0.00)
Net Sales Total		10.47
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		10.47
		MOP Sales
CASH	1	10.47
Tot MOP Sales		10.47
	MOP Ca	ncel/Refund
Tot MOP Cancel/Refunds		(0.00)

Payment Out

Category	Count	Amount
Cash Back		
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In		
Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
Tot Payment In		0.00

Memo Items

Category	Count	Amount
Items	1	
Customer	1	
No Sales	0	
Drawer Viols	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00

Category	Count	Amount	
Suspended	0		0.00
Suspend/Void	0		0.00
Unsettled Suspend	0		0.00
Reserve Stop	0		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 settled	0	0.000	0.00
Manual settled	0	0.000	0.000

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
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	5	0.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	3	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
Fuel Sales		0.00
Merch Sales		9.97
Fuel Discount		0.00
Refund Taxes		0.00
Sales Taxes		0.50
Tot Taxes		0.50
Incl Taxes		0.00
Grand Totalizer Begin		187.62
Grand Totalizer End		198.09
Grand Totalizer Diff		10.47
Sales Totalizer Begin		132.26
Sales Totalizer End		142.73
Sales Totalizer Diff		10.47

All Attendants Indoor

receipt Lorocol Lorocol	Receipt #	2010002 -	2010002
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Category	Count	Amount
MOP Sales		10.47
MOP Cancel Refund		(0.00)
Net Sales Total		10.47
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		10.47
		MOP Sales
CASH	1	10.47
Tot MOP Sales		10.47
	MOP Ca	ncel/Refund
Tot MOP Cancel/Refunds		(0.00)

Payment Out

Category	Count	Amount
Cash Back		
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In		
Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
Tot Payment In		0.00

Memo Items

Category	Count	Amount
Items	2	
Customer	2	
No Sales	0	
Drawer Viols	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00

Category	Count	Amount	
Suspended	0		0.00
Suspend/Void	0		0.00
Unsettled Suspend	0		0.00
Reserve Stop	0		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 settled	0	0.000	0.00
Manual settled	0	0.000	0.000

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
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	0	0.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	0	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
Fuel Sales		2.86
Merch Sales		0.00
Fuel Discount		0.00
Refund Taxes		0.00
Sales Taxes		0.00
Tot Taxes		0.00
Incl Taxes		0.00
Grand Totalizer Begin		25.61
Grand Totalizer End		28.47
Grand Totalizer Diff		2.86
Sales Totalizer Begin		25.61
Sales Totalizer End		28.47
Sales Totalizer Diff		2.86

* Registers without activity have been omitted from this report