RUBY2 QUICK REFERENCE GUIDE

Fuel Icons					
Icon	**Description**	**Icon**	**Description**	**Icon**	**Description**
	Idle Pump		Authorized Credit Card/DCR Sale: DCR ready to dispense		Sale Amount
	Calling Pump		Prepaid Sale		Stopped Pump
	Pump Ready		Reserved Pump		Network message to View or Help Requested
	Stacked Postpay Sale		Offline Pump		Fueling: DCR fuel sale in progress
	Authorizing: Customer has swiped card at DCR		Fueling		

Meaning of Colored Text on Fuel Icons			
Color	**Description**	**Color**	**Description**
Red	Underrun Fuel Sale	Black	Due Sale
Blue	Active sale on register	Black	Due sale remains uncollected for too
Green	Prepaid Fuel Sale	Gray	Watched Pump

View Fuel Status				
Fueling Point and Status	**Fuel Sale Status**	**Fuel Grade and MOP**	**Volume Dispensed**	**Unit Price Total Fuel Sale**
FP	**Current:**	**PREM CASH**	**8.129 G @ G**	**3.899 /**
3	**(Network / Help Requested Messages Display Here with Red Background)**			
Idle	**Stacked:**	**PLUS CASH**	**6.678 G @ G**	**3.699 @**

Note: "None" is displayed for Fuel Grade if grade is unknown.

Additional Information

- To make the Virtual Keypad visible for "**numeric input**", touch the vicinity of "**Ready**" in the upper lefthand corner of the screen. It can be moved by touching and dragging it to a new location.
- Functions represented in brackets (as in **[APPROVE]**) are found on the touch screen depending on how your workstation is configured.
- When prompted, numerical digits may be entered on the screen followed by **[OK]**.
- Additional online help can be accessed via the Express button labeled "**Help**".

Fuel Control

Approve All Calling Pumps

Touch **[APPROVE]**.

Approve a Calling Pump

Touch **<pump number>** and **[APPROVE]**.

Note: If **One touch Approval** is disabled, touch **<pump icon>** then touch the inside of the status box to approve the calling pump.

Disapprove Pump

To disapprove a pump that is approved but has not started dispensing, touch **<pump number>** and touch **[STOP]**.

Stop a Pump

Touch **<pump number>** and **[STOP]**.

Stop All Pumps

Touch **[STOP]**.

Restart All Pumps

Touch **<0>** and **[APPROVE]**.

Restart Stopped Pump

Touch **<pump number>** and touch **[APPROVE]**.

Clear Reserve and Place in Idle

To clear a prepaid fuel sale that will not be dispensed. Touch **<pump number>**, **[PREPAY]**, **[STOP]**, and then **[OK]**. Fuel Sale status changes to "Due" and then clear the sale.

Clear Reserve and Permit Dispensing

To clear a prepaid fuel sale which will be dispensed, touch **<pump number>** and touch **[PREPAY] [APPROVE]**. Pump status changes to "Approved" so consumer can dispense.

Fuel Manager Menu

Option availability dependent on security level of user.

1. Touch the **[Fuel Manager]** menu.
2. Touch the required Fuel Manager task:
   - Initialize Fuel
   - Download Fuel Prices
   - Download to DCRs
   - Initialize Site Sign
   - Initialize Fuel Driver
   - Reset Tank Alarm in TLS
   - Clear Pump on Hold
   - Reset Controller
   - Fuel Site Pause
   - Initialize SPI Configuration
   - Initialize DCR Driver
   - Fuel Price Configuration
   - Enable Car Wash
   - Disable Car Wash

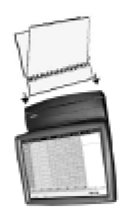
Fuel Sales

Postpay Fuel Sale

1. Touch the **<pump icon>** to bring sale into a transaction.
2. Add merchandise or tender the transaction.

Stacked Fuel Sale

1. Touch **<pump icon>** in the bottom row of the detailed view for the stacked sale.
2. Add merchandise or tender the transaction.



Ruby2 Quick Reference Instructions:

1. Hold the Quick Reference with the Verifone logo up so that you can read Page 1.
2. Lift the front of the Ruby2 about an inch off the counter.
3. Slide the Quick Reference under the Ruby2 so that the black stopper bar is behind the front legs.
4. Slowly let the Ruby2 down.
5. The Quick Reference should slide smoothly under the Ruby2.

Preset Fuel Sale by Dollar Amount

1. Touch **[FUEL PRESET]**, **<pump number>** and **[OK]**.
2. Key in **<dollar amount>** and **[OK]**.
3. Pump is authorized for fueling up to the preset dollar amount.

Preset Fuel Sale by Volume

1. Touch **[FUEL PRESET]**, **<pump number>** and **[OK]**.
2. Touch **[QTY]**, **<fuel volume>** (including two decimal places), and **[OK]**.
3. In the Fuel Products list, touch the fuel product. The Pump is authorized for fueling up to the preset volume.

Prepay Fuel Sale by Amount

Touch **[PREPAY]**, **<pump number>**, and **[OK]**.

OR

1. Touch **<pump number>**, **[PREPAY]**, **<amount>**, and **[OK]**.
2. Add merchandise or tender transaction. After payment is tendered, pump is authorized to dispense up to the prepaid dollar amount.

Prepay Fuel Sale by Volume

1. Touch **[PREPAY]**, **<pump number>**, and **[OK]**.
2. Touch **[QTY]**, the volume (including two decimal points), and **[OK]**.
3. In the Fuel Products list, touch **<fuel product>**.
4. Add merchandise or tender transaction. After payment is tendered, pump is authorized to dispense up to the prepaid volume.

Manual Fuel Sale

1. Touch **<fuel sale price>** and **[MANUAL FUEL]**.
2. Touch the **<pump number>**, **[OK]** and the fuel grade in the fuel products list or touch the entry number and **[OK]**. Fuel sale will be added to ticket with a calculated volume based on the unit price of grade selected.

Postpay Fuel Tax Exemption or Addition

1. Bring the fuel sale into the transaction.
2. Touch **[FUEL TAX EXEMPTION]** or **[FUEL TAX ADDITION]** and select the appropriate exemption or addition from the list displayed.
3. Add merchandise or tender the transaction. After payment is tendered, receipt indicates the amount of tax adjustment.

Prepay Fuel Sale with Fast Credit

If configured, merchandise can be added to prepay fuel receipts on indoor fast credit transactions before sending the pre-authorization to the network.

1. Touch **[PREPAY]**, **<pump number>** and **[OK]**.
2. Touch **<dollar amount>** and **[OK]**.
3. Touch **[TOTAL]** and **[Credit]**.
4. Ask customer to swipe their card at the PINpad and follow the prompts.
5. In the Fuel Products list, touch the product. Receipt reprints from DCR or inside after fuel is dispensed.

   Note: If the network returns an authorization for less than the prepay requested, the DCR adjusts the receipt for the actual volume allowed to be dispensed. The account is only charged for the actual amount dispensed.

Fuel Discount with Fuel Disc Key

1. Bring fuel sale into the transaction. Discount applies to total fuel dispensed.
2. Touch **[FUEL DISC]**, the discounted gallons, and **[OK]** to apply discount.

   Note: Fuel dispensed at a POP discount rate is not eligible to receive a discount using the **[FUEL DISC]** button.

Pump Test (postpay fuel sales only)

Touch the **<pump number>**, **[TOTAL]**, **[PUMP TEST]** or touch **[OTHER MOP]** and **[Pump Test]**.

Additional DCR/Fuel Functions

Reprint DCR Transaction

1. View Pump and touch **[Reprint DCR Tran]**. Available DCR transactions for reprint will be displayed (most recent is highlighted and always at the top).
2. Touch the desired transaction or touch the **<entry number>** and **[OK]**. If desired transaction is most recent, just touch **[OK]**.

[More Fuel Functions] Options

Many fuel functions are also available through the menu accessed from the **[VIEW]** function.

1. Touch **<pump number>** and **[VIEW]**.
2. Touch **More Fuel Functions** to display available fuel functions.
   - Sell Current Fuel Sale
   - Sell Stacked Fuel Sale
   - Approve Calling Pump / Restart Stopped Pump
   - Silence Calling Pump
   - Prepay Fuel
   - Move Prepaid Fuel
   - Stop Pump
   - Clear Reserved Pump (Prepay Stop)
   - Watch Pump
   - Rest-in-Gas

PLU Sales

Note: To make the Virtual Keypad visible for "**numeric input**", touch the vicinity of "Ready" in the upper left-hand corner of the screen. It can be moved by touching and dragging it to a new location.

Basic PLU Sales

1. Enter the PLU item using one of the following methods:
   a. Scan the barcode.
   b. Touch the button.
   c. Select the appropriate menu, then select the item from that menu.
   d. Manually enter the PLU# or bar code (without the leading zeros) and touch **[OK]**.
   Item is added to the transaction.

Quantity PLU Sale

Touch **<quantity>**, **[QTY]** and enter PLU using any of the methods described in "Basic PLU Sales" section or use "Touch to Modify" at any time.

PLU Sale with Modifier

Modifiers are typically used to reflect different quantities sold of same or similar product.

1. Enter the PLU using any of the methods described in "Basic PLU Sales" section.
2. If scanned and configured to display Modifier menu, select the appropriate entry for the menu displayed. If not configured to display Modifier Menu, touch **[MODIFY]** until the appropriate entry is displayed as the most recent item in the ticket window. Continue with sales or tender transaction.

Fractional Quantity Sale

1. Touch the **<fractional quantity>** to be sold to two decimals, for example:
   [5][0] = 1/2 pound.
2. Touch **[QTY]**.
3. Enter PLU using any of the methods described in "PLU Sales" section or use "Touch to Modify" at any time.

Change Quantity

Touch the line item to be changed, touch the **<new quantity>**, for example: **[3]**, touch **[Change Qty]**, and then the price changes automatically.

Open PLU

1. Enter the PLU using any of the methods described in PLU Sales. Touch **[OK]**.
2. Enter the **<item price>** and touch **[OK]**.

Change PLU Price (Price Override)

After item is entered in the transaction, enter **<new price>** and touch **[PRICE OVERRIDE]** or use "Touch to Modify" at any time.

PLU Not Found

1. When a PLU has been entered that is not found in the system's PLU file, the system prompts for a price entry.
2. Enter the **<item price>** and **[OK]**.
3. If a department list is displayed, touch the appropriate department entry or touch the **<entry number>** and touch **[OK]**.
4. Touch to Modify to apply or remove taxes.
5. At completion, write a description of the item on the PLU Not Found receipt that will automatically print. Include size, flavor and any other relevant information on this receipt. Then include with paperwork or submit according to store policies and procedures so that it can be added to the PLU File afterwards.

Department Sales

Basic Department Sale

Enter the Department item using one of the following methods:

- Touch **<dollar amount>** and the assigned department button.
- Touch the **<dollar amount>**, **[OTHER DEPT]** and select the appropriate department from the Department List. Item is added to the transaction.

At-For Pricing

1. Touch the **<quantity>** actually sold and **[QTY]**.
2. Touch the **<quantity>** on which the price is based and touch **[QTY]** a second time.
3. Touch the **<base price>** and select the appropriate Department button. Item is added to the transaction.

Quantity Sale

1. Touch **<quantity>**, **[QTY]**, and the **<dollar amount>** of the item.
2. Enter department using any of the methods described in "Basic Department Sales" section.

Money Order Sale

Money Order devices integrated with the POS may require additional steps:

1. Touch the **<face value amount>** and **[MONEY ORDER]**.
2. If prompted for Payee Name, enter Payee Name or touch **[OK]** to leave name blank.

   Note: One to five money orders may be sold during a single transaction. Use **[QTY]** function to print multiple Money Orders for same amount.

More Sales Functions

Item Sale with ID Check

Age restrictions may apply to items entered as PLUs and/or Open Department sales.

1. When first item with age restrictions is entered, system prompts for customer's birth date.
2. After checking ID according to store policies and procedures, do one of the following:
   - Manually enter **<birth date>** and touch **[OK]**.
   - Slide the ID card through the mag-stripe reader.
   - Scan the 2D bar code with a supported scanner.
3. If customer is old enough for purchase, item is added to transaction. If customer is not old enough for purchase, system displays error message, sale is refused and is not added to transaction.

   Note: Prompt for birth date occurs once per transaction. Subsequent age restricted items added to the same transaction use the information entered at step 2 to determine whether or not a purchase is permitted.

Touch to Modify

Modifying non-fuel items before the payment is tendered.

1. Touch the line item to be changed.
2. Select the function desired from the menu displayed.
3. Enter additional information that may be required and touch **[OK]**. Line item in ticket window reflects the change made.

Repeat Last Item

Touch **[Repeat Last]** to duplicate the last non-fuel item entered into the transaction.

Verifone Technical Support Center

Help Desk Phone Number ______________________________

Your Service ID ______________________________

Important information our Verifone Technical Support Center will need from you:

- Service ID.
- Description of the issue (include error message if applicable).
- What part of business is affected (POS, Pumps, DCRs, etc).
- If it is an issue outside, what type of pump/DCR is installed.
- Whether issue is ongoing or first occurrence.
- What was happening when the issue arose (do you know how to make it happen again)?
- Any steps already taken to resolve the issue before calling Verifone Technical Support Center.
- Local weather conditions during the issue and any recent power outages.

Ideally, person making the call to the Verifone Technical Support Center:

- Is on site and prepared to work with agent.
- Has checked that all components of system are powered up.
- Can identify and locate Verifone hardware for troubleshooting.

Note: Visit our support website at support.verifone.com for manuals and general support materials. Also engage our support staff from this website via e-mail or online chat through the Petro and Convenience Support Channel.