

# Topaz XL

## Associate Training Guide



# Topaz XL

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### Associate Training

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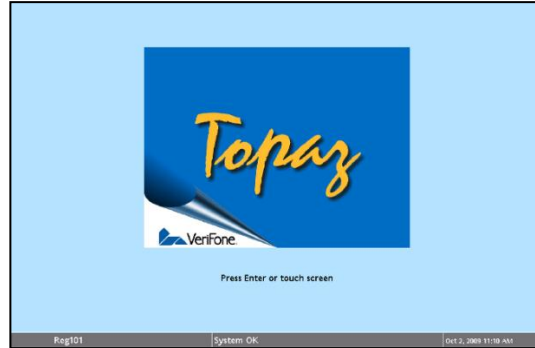
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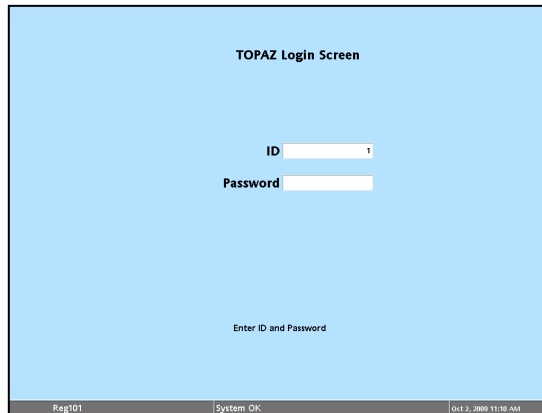
## Getting Started with Topaz XL

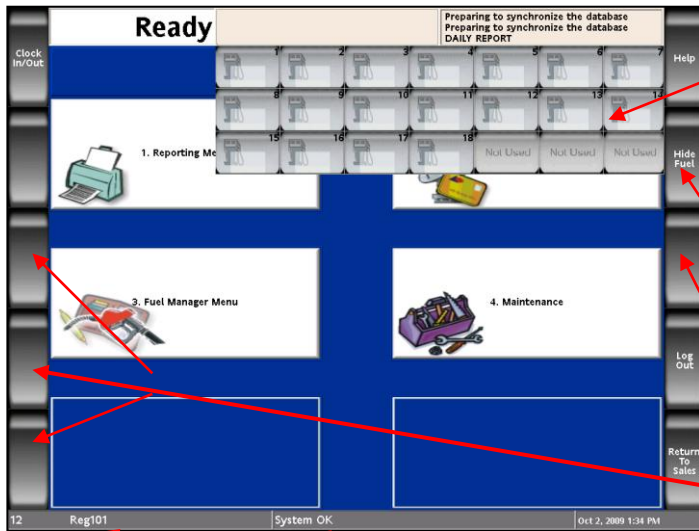
### Logging on to the Topaz

1. Touch the screen



2. At the login prompt, enter an ID and password and press [Enter]





**System Message History:** Appears in the top right corner of the screen at all times. It displays the last 3 system messages.

**Help:** Available in all sections of the Topaz, provides information about Functionality on the Topaz.

**Show Fuel:** Appears in the static button rails when outside of Sales mode to allow control of dispensers.

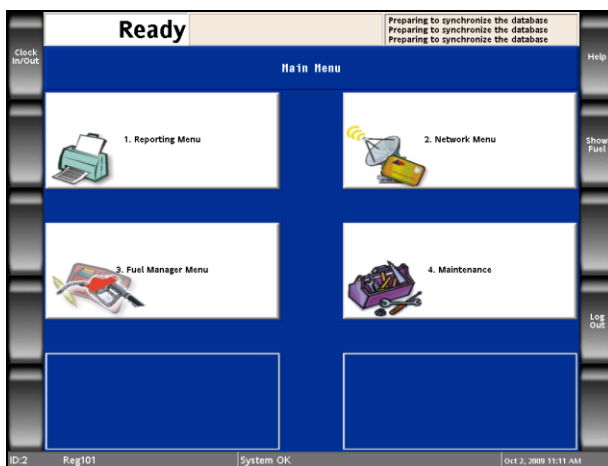
**Static Button Rails:** These 10 grey buttons are always on the Topaz and populate functions pertinent to the area the user is in. They may not be modified.

**Status Bar:** Displays the ID Number, Register number, System status messages and Date/Time information.

## Menu Navigation

Topaz does not allow manager level configuration within the Topaz sub-menus. The features and functions available are geared toward supporting sales, the overall operations and troubleshooting of the system.

The menu screen will appear by choosing the “CSR Functions” button from Sales mode or after logging in, choosing “Non-Sales Functions”.



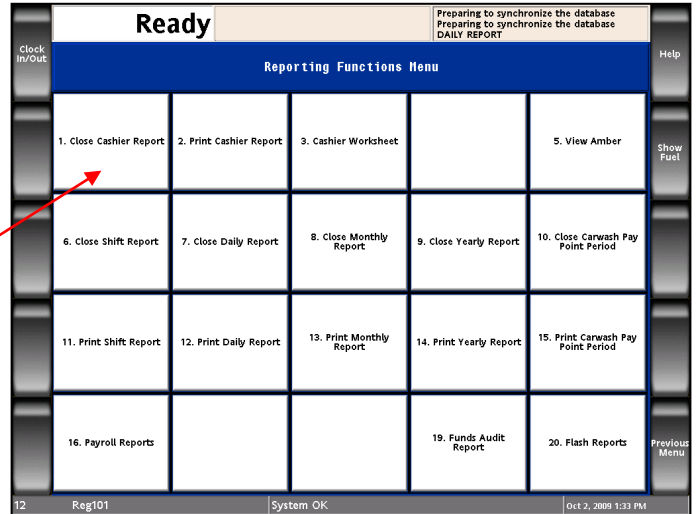
The available sub-menus within the Topaz include Reports, Fuel Manager, Maintenance and Network Manager. Each of these sub-menus may change based on application and version.

## Report Manager

Report Manager includes options to CLOSE and PRINT cashier and period reports. Users may also choose to print specific Flash reports or view Amber reports if the store network is integrated with the Amber Alert network.

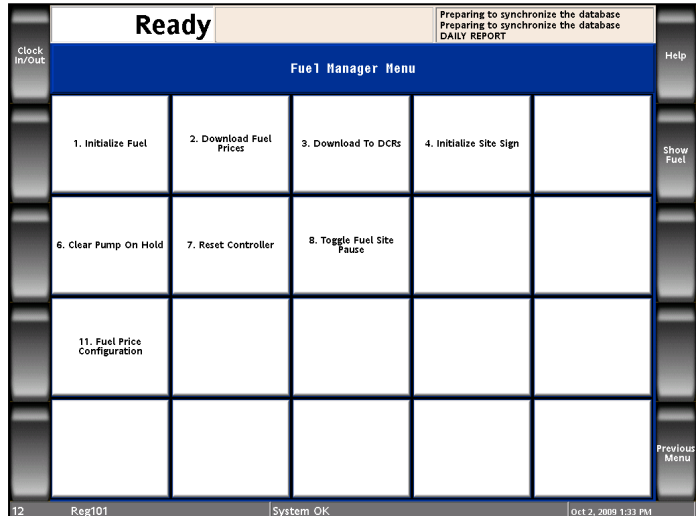
### To CLOSE a Cashier:

1. Touch "Close Cashier Report"
2. Input any information requested on screen



## Fuel Manager

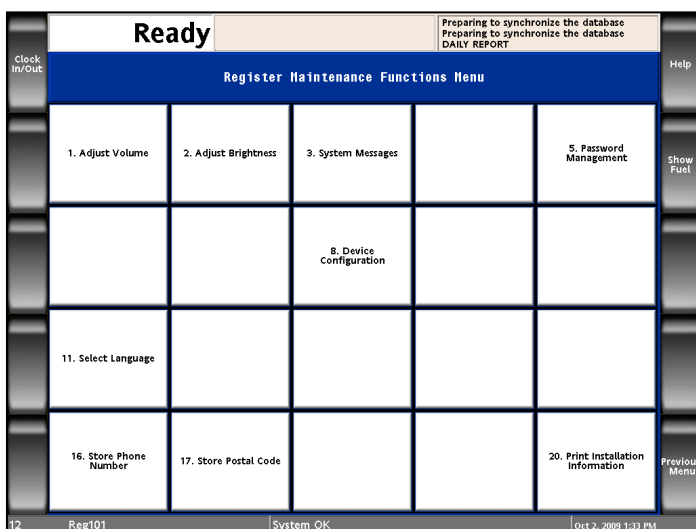
Fuel Manager includes initialization functions, price configurations and basic fuel troubleshooting functions.



## Maintenance

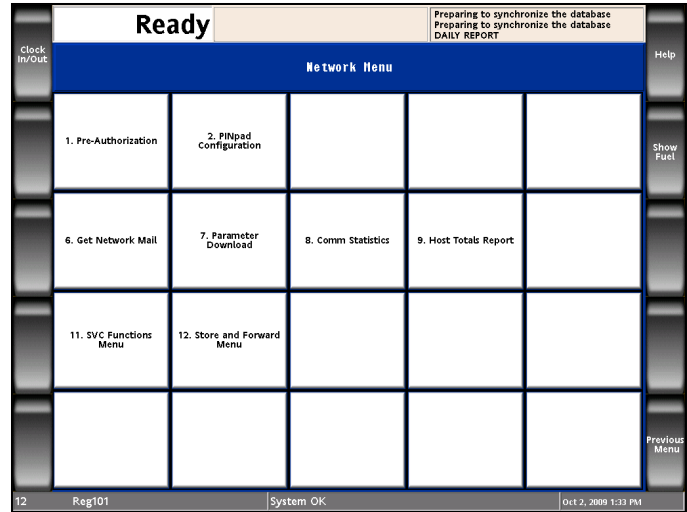
Maintenance includes functions to adjust screen backlighting, volume, phone number, postal code, passwords, peripheral types and com port assignments. The GemPro installation report may also be printed from the Maintenance screen.

Some functions within the Maintenance menu will only appear when logged in with a back door password. These functions are typically for managers and VASC personnel only.



## Network Manager

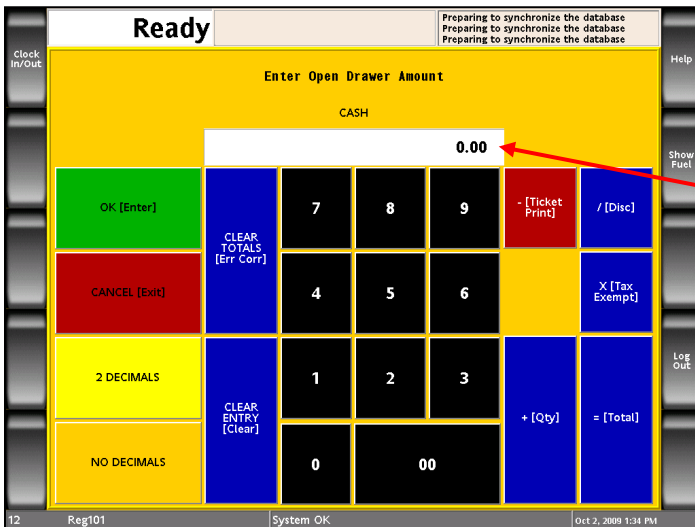
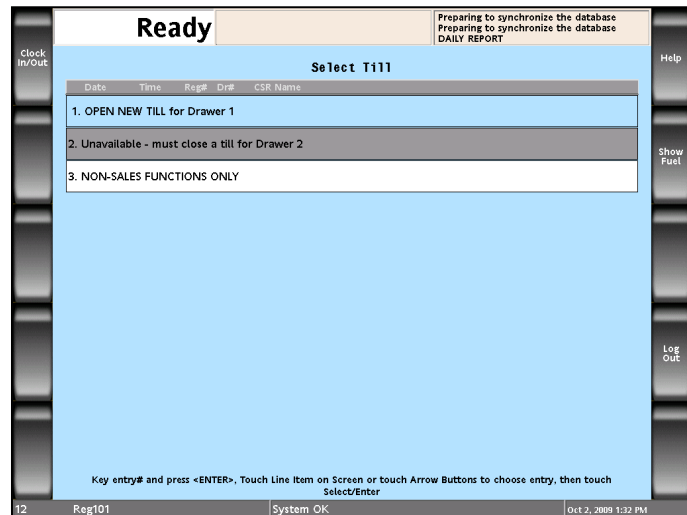
Network Manager includes basic network functions used to support sales functionality and debugging. Options listed are specific to the application and its functionality.



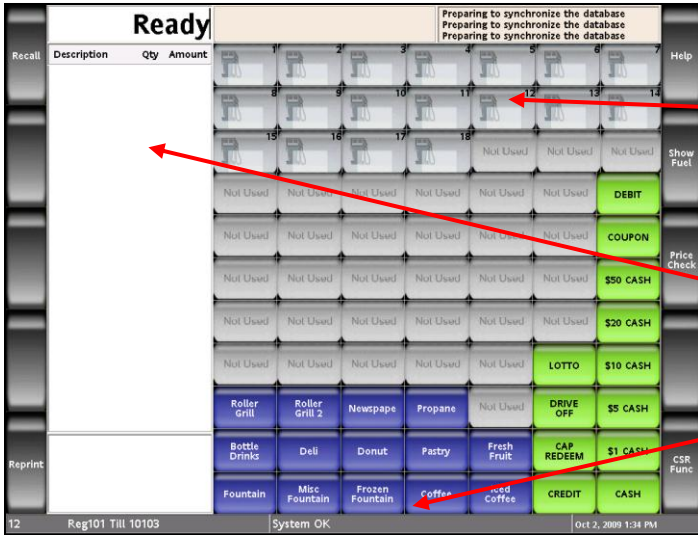
## Sales Functions

The Sales mode on Topaz includes many Ruby-like functions as well as added convenience functions through the touch screen.

Once the ID and Password have been entered, the user will be prompted with the option to open the configured cash drawers or perform non-sales functions.



After selecting **Open New Till**, the Topaz will prompt you to enter the beginning drawer amount for Cash. Enter the amount either on the keyboard or the touch screen number pad.



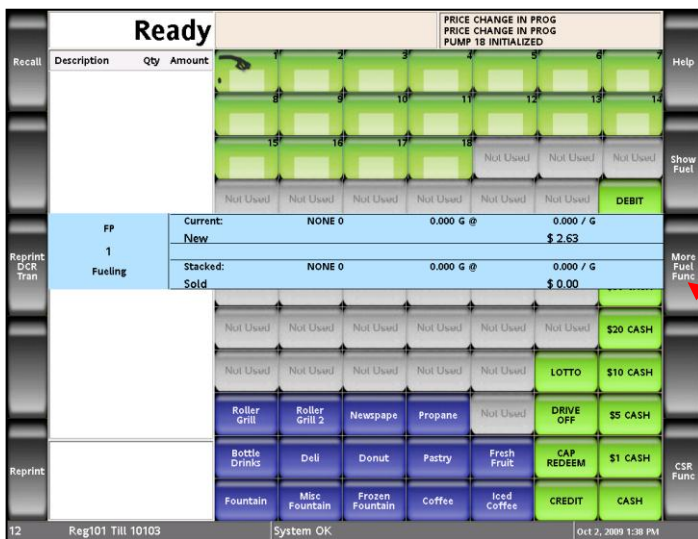
**Topaz Sales Mode:** The Topaz Sales mode screen includes:

**Fuel Rail:** Configured fueling points will display in grey when offline, green when online and various icons representative of different statuses.

**Virtual Receipt:** Items rung are displayed in a list format as they would on a receipt.

**Touch Screen Soft Keys:** Configured keys exist based on user configuration. These may include PLU, Department, Menu, MOP and Function keys. Each

Topaz XL screen supports up to 77 touch screen soft keys.

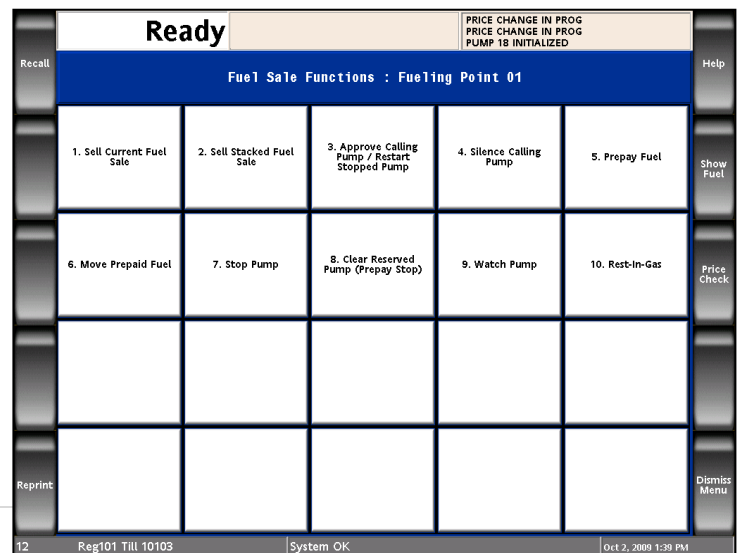


Fuel may be manipulated through the touch screen. In the example to the left, fueling point 1 has begun fueling. Touching the FP1 icon on the screen brings up a status display that includes fueling point status and the current and stacked sale information.

Once the status screen is open the grey static button rail on the right of the Topaz screen will display an additional key "More Fuel Functions"

**More Fuel Functions** includes the following options:

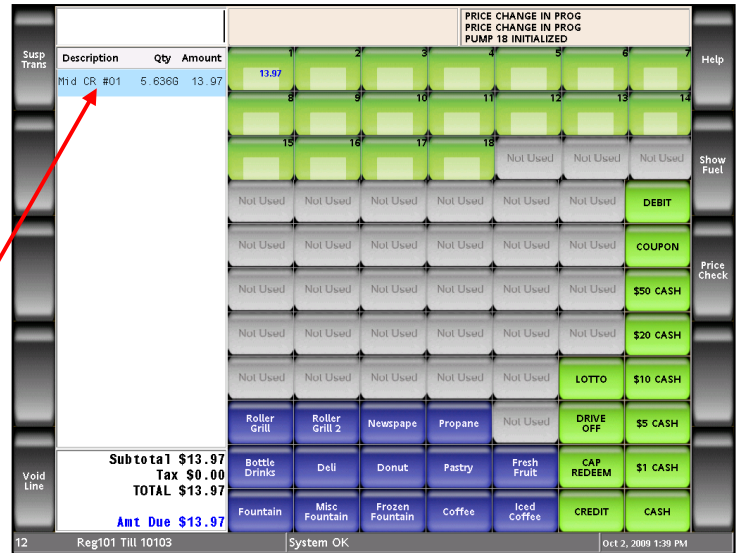
- Sell current fuel sale
- Sell stacked fuel sale
- Approve calling pump
- Silence calling pump
- Prepay fuel
- Move prepaid fuel
- Stop pump
- Clear reserved pump
- Watch Pump
- Rest-in-gas



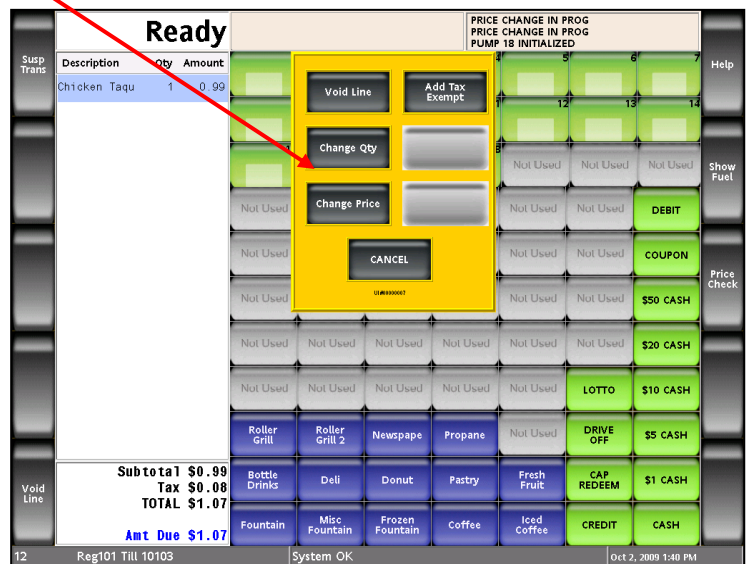


Secondary screens like the “More Fuel Functions” screen may be dismissed by touching the “Dismiss Menu” button in the static button rail.

When fuel sales are due, users may touch the fueling point button to ring down the transaction. The transaction will display in the virtual receipt and the user may then manipulate the sale further by touching the line item and choosing an option from the secondary menu. Users may also choose to tender out the sale.



Other line items function similarly to fuel in that the user may touch the line item to display a secondary menu that includes functions to manipulate the sale further.



**Sales Functions** on the Topaz are similar to a Ruby system in that:

- PLU sales may be entered by pressing a PLU key, typing the PLU # and pressing [Enter] or scanning a PLU
- Department sales may be entered by typing the amount of a sale and pressing a department soft key or by typing the amount of a sale and pressing the other department key and choosing the department desired.

## Cashier Training Checklist

### To use a MOP

1. Total the sale
2. Some Methods of Payment, such as Cash, will require a Tender Amount, Type the amount given by the customer.
3. Touch the Method of Payment the customer presents

### Method of Payment

Completing Transactions

- 1 **PRESS** [TOTAL]
- 2 **KEY** the dollar amount tendered
- 3 **TOUCH** the desired method of payment

### Safe Drop

1. Touch Safe Drop on the Screen or press the Safe Drop key on the keyboard
2. Enter the amount
3. Choose the Method of Payment being dropped
4. Enter the Reference Number for the drop envelope and place the envelope in the safe.

### Safe Loan

1. Touch Safe Loan on the Screen or press the Safe Loan key on the keyboard
2. Enter the amount of the Safe Loan
3. Press Enter

### Menu Sales

1. Touch the Menu on the touch screen or press the menu key on the keyboard
2. Enter any other items to be sold
3. Tender out the sale

### PLU Sales (scanned)


1. Scan the bar code on the item
2. Tender out the sale


### PLU Sales (non-scanned)

1. Touch the PLU soft key on the touch screen or key on the keyboard

OR

### PLU Sales



- 1 **TOUCH** the PLU soft key, i.e.   
or **SCAN** the code
- 2 **Complete the transaction**

---

Hint

To use the keyboard:

**KEY** the first 11 digits of a 12-digit, UPC-A number  
or **KEY** the middle 6 digits of an 8-digit, UPC-E number  
or **KEY** all 13 digits of an EAN-13 number

**PRESS** [ENTER]

1. Type the barcode number or specially assigned PLU number
2. Press [Enter]
3. Tender out the sale

## PLU Sales (with quantity)

**PLU Sale With Quantity**

- 1 KEY the quantity to be sold, [3]
- 2 PRESS [QTY]
- 3 KEY or SCAN the PLU
- 4 PRESS [ENTER]

## Open Department Sales


1. Type the amount of the sale
2. Touch the department button on the touch screen **or** the department button on the keyboard **or** the Other Department key and choose the department
3. Tender out the sale

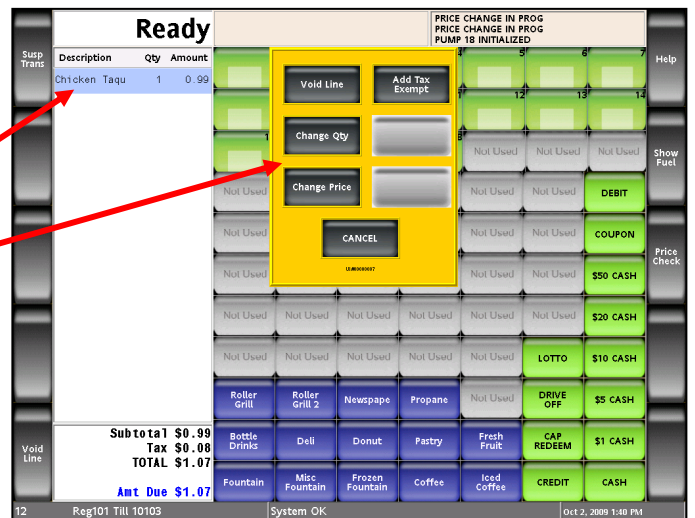
**Department Sale**

- 1 KEY the dollar amount
- 2 PRESS the  key
- An Overlay displays
- 3 TOUCH the appropriate department

## Price Override

**Price Override**

- 1 TOUCH or SCAN the product
- 2 KEY the new single-unit price
- 3 PRESS 



The screenshot shows a POS terminal interface. At the top, it says 'Ready'. Below that, there's a table with columns 'Description', 'Qty', and 'Amount'. The first row shows 'Chicken Taqu' with a quantity of 1 and an amount of 0.99. To the right of this table is a yellow overlay menu with buttons for 'Void Line', 'Add Tax Exempt', 'change Qty', 'Change Price', and 'CANCEL'. Below the table, there's a summary section showing 'Subtotal \$0.99', 'Tax \$0.08', 'TOTAL \$1.07', and 'Amt Due \$1.07'. At the bottom, there's a grid of department buttons like 'Roller Grill', 'Bottle Drinks', 'Fountain', etc. The bottom status bar shows 'Reg101 Till 10103', 'System OK', and 'Oct 2, 2009 1:40 PM'.

## Using Easy ID for Age Verification for Age Restricted items (e.g. Alcohol/Tobacco/Medicines)

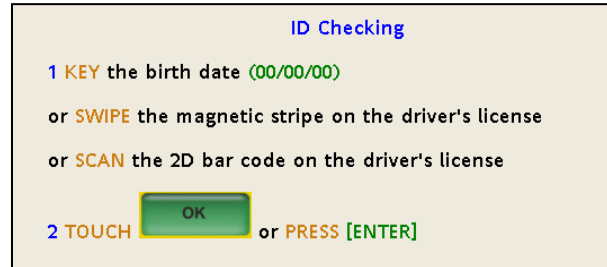
When prompted for I.D. Check:

*Preferred method:*

1. Swipe the Magnetic Stripe or Scan the 2D bar code of the customer's driver license

*Alternative method:*

2. Type the customer Date of Birth from their photo I.D.
3. Press [Enter]
4. If valid, the system will allow you to continue the sale



## Item Corrections

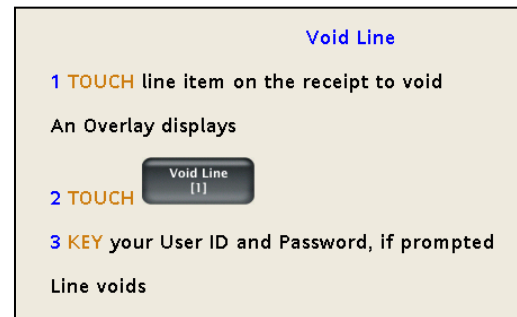
**No Sale – Opens the cash drawer to provide change as necessary**

**Void Line – Voids a single line of a transaction. To use:**

1. Touch a line item in the virtual receipt
2. Touch "Void Line"

Or

1. Press the [Void Line] key on the keyboard to void the last item rang in to the transaction



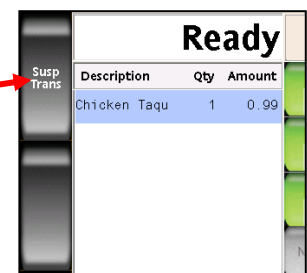
**Void Ticket – Voids and entire transaction,**

1. Press the [Void] key on the keyboard

## Suspended Transactions

To **SUSPEND** a sale:

1. In an active sale touch the Suspend key on the keyboard or the "Susp. Trans" button on the touch screen



To **RECALL** a suspended sale:

1. Touch the Recall button on the touch screen
2. Void or Tender out the sale



## Manual Card Entry

*NOTE: This process should be used only when credit card swipe has failed at both the PIN Pad and the Topaz*

1. Type the card number
2. Press [Enter]

3. Input expiration Date
4. Press [Enter]

## Receipt Reprints

*NOTE: Receipts may be reprinted 3 ways*

### For inside sale reprints:

*Note: Topaz holds the last 50 transactions printed*

1. Press the [Ticket Print] key on the keyboard or touch the Reprint button on the touch screen
2. 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 DCR sale reprints

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

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






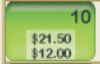

### For Pre-Pay receipts with gallons dispensed

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




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

## Fuel Icons and Fuel Transactions

### Fuel Sales Information

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

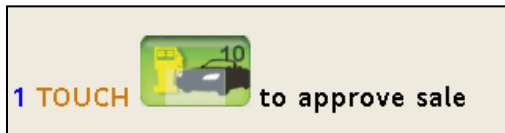
## DCR Icons

	<b>Authorizing Card</b> Customer swipes credit card and card appears on button
	<b>Pump Ready</b> Image changes into a nozzle ready to dispense fuel
	<b>Fueling</b> Nozzle moves and fuel "drips" to show fueling

## Authorizing a Pump

1. Press the # of the pump on the keyboard
2. Press the [Approve] button on the keyboard

OR



## Cancelling Authorizations

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

## Pre-Pay Sales

1. Press the pump # on the keyboard
2. Press the [Prepay] button on the keyboard
3. Enter the amount to prepay and press the method of payment key
4. Press [Total]
5. Enter the amount and press the method of payment key.

Prepay Fuel Sale by Amount	
	<b>Idle Pump</b> A blank button = an idle pump
	<b>Prepay Fuel Menu</b> KEY pump number in the Prepay Fuel pop-up
	<b>Amount Menu</b> KEY dollar amount in second Prepay Fuel pop-up
	<b>Reserved Pump</b> Signals pump is reserved
	<b>Prepaid</b> "P" displays and nozzle moves and "drips" fuel

## Moving Pre-Pay Fuel Sales

1. Press the “Move Fuel” key on the keyboard (do not use the touch screen).
2. Enter the Pump # currently prepaid and press [Enter]
3. Enter the Pump # to move the prepay to and press [Enter]

## Fuel Under-Runs

*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*

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



## Drive Off’s

1. Touch the sale showing due
2. Press the [Total] key on the keyboard
3. Press the [CASH] method of payment key

## Balance to Pre-Pay (Rest-in-Gas)

*Note: The Balance to Prepay key always assumes CASH as the MOP*

1. Ring in items for the Sale
2. Tender the amount of sale
3. Press the [Balance to Prepay] button
4. Enter the Pump # to be prepaid
5. Press the “OK” button

## Other Inside Sales Transactions

### Money Order Sales

1. Key the amount of the money order
2. Press the [Money Order] department key
3. Tender out the sale
4. Process the money order through the money order device as normal

## Lottery Sales

### Online

1. Key the amount of the sale
2. Press the [Online Lottery] department key
3. Tender out the sale – must be cash

### Scratch Off Tickets

1. Scan the barcode on the ticket
2. Tender out the sale – must be cash

### Payouts

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

## Brand Specific (Shell) Gift Card Sales

1. Key the amount of the Sale
2. Press the [Gift Card] key
3. Follow the prompts on the screen

## USA Gasoline Cards

1. Key the amount of the sale
2. Press the USA Gasoline Card department key
3. Tender out the sale
4. Activate the card through the standard processes

## Other Outside Sales Transactions

### Car Wash Sales

1. Press the appropriate Car Wash key on the touch screen
2. Press the [Total] key
3. Tender out the sale

*Note: The car wash code will be printed on the customer receipt*



## System Information and Peripheral Troubleshooting

**System Identification:** Associates need to be able to identify the system components.



## Peripheral Maintenance and Troubleshooting

### Changing Paper in the Thermal Receipt Printer

1. Press the blue button on the top of the printer, the lid will open
2. Remove the old paper core if still in the printer
3. Place new paper into the printer with the roll feeding from the bottom of the roll up
4. Leave about 2 inch 'tongue' on the paper and let that stick out of the printer
5. Close the lid

*Note: The Thermal Receipt Printer may only use THERMAL PAPER. To determine if the paper is thermal, use your finger nail to scratch the paper, it should leave a grey streak on the paper.*

### Scanner Troubleshooting

If the Scanner stops working:

1. Check to see if the scanner is powered, you should see the laser on any flat surface
2. If no power, report to your manager or the help desk for further instruction
3. No cables are to be reseated without direction of a manager or the help desk

## Cash Drawer Troubleshooting

If the cash drawer will not open:

1. Use the key to open the drawer
2. Remove the till, set somewhere safe outside of the reach and view of customers
3. Remove the drawer insert by lifting slightly and pulling straight back (do not wiggle!)
4. Once drawer is removed, check for cash or debris behind the drawer
5. Replace drawer by lining up the insert with the tracks inside the drawer casing and apply firm pressure until closed.
6. If the issue is not resolved, contact a Manager or the Help Desk