

TOPAZ XL USER GUIDE

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OBJECTIVES

Upon completion of this Users Guide, you will be able to:

- Identify the color coding of the VeriFone Topaz POS system.
- Effectively use the VeriFone Topaz POS system.
- Close a given shift utilizing the VeriFone Topaz POS system.
- Print relevant reporting from the VeriFone Topaz POS system.

KEYBOARD SETUP

Keyboard Basics

The following section addresses the set-up and functions of the keyboard for the Topaz POS system. The Topaz POS system uses the same keyboard as the previous version of the POS; the Ruby.

Number Pad

The number pad is used in conjunction with other buttons in order to identify specific amounts:

For example if 400 plus the cash button is pressed, the register will identify that the customer gave \$4.00 in cash for their purchase.

Another example would be that if 16000 plus the money order button is pressed, the register will identify that the customer bought a \$160.00 money order. The system will also add the money order fee.

It is important to remember that with the Topaz register system, the dollar amount or number has to be entered FIRST prior to selecting the method of payment.

Color Coding

The VeriFone keyboard is color coded in order to ensure the function of a key is easily identifiable. The buttons are also grouped together by their function to allow for consistency. The following is the color coding used for the Topaz system:

Some buttons do not follow this scheme; these are generally prefabricated buttons provided by VeriFone.

Green – this color of button represents “method of payment” – such as cash, credit card, check, debit card or any other alternate method of payment. Drive off and coupons are this color because they are considered a form of payment. The only green key that is not a method of payment is the [Approve] fuel key.

Red – this color represents the various forms of corrections that can be made from the register – such as voiding, clear, stop the pump and error correction.

Purple – this color represents a menu for what the button is labeled –if the button is labeled “coffee”, a menu will appear with the various sizes of coffee we sell when the button is pressed.

Black – this color represents the fuel control keys – to view, prepay, pay for or move fuel sales.

Dark Blue – this color represents extra functions associated with a sale – such as ticket print, safe drop or tax exempt.

Orange – this color represents third party or additional functions – such as network functions, car washes, money orders, licenses or gift certificates.

Yellow – this color represents the lottery functions – such as lottery ticket and machine purchases as well as lotto/lottery winning pay outs.

Grey – this color represents standard register functions – Including enter, total and the number pad.

Keyboard Layout

Fuel Keys

The fuel keys are located on the top row of the keyboard. These keys control/modify all fuel related sales and functions.

The Fuel keys consist of:

Approve – allows you to approve a pump for use.

Pre-Pay – allows you to set the amount at which the pump will stop dispensing.

View – allows you to view transactions on a specific pump or all pumps.

Fuel – allows you to define the purchase as a fuel purchase.

Drive Off – allows you to document any drive off using the register. The color is green because the drive off key is considered a method of payment.

Pump Test – allows you to process a pump test on the register without impacting your cash over/short.

Preset Pump – allows you to authorize a pump for a specific amount without completing the transaction.

Move Pre-Pay – allows you to move a gas purchase to an alternate pump.

Stop – allows you to stop a specific or all pumps from dispensing fuel.

Method of Payment (MOP) Keys

The Method of Payment (MOP) keys identify the type of payment the customer used – i.e. cash, credit card, check, etc. They consist of every form of payment type (Which may vary per location or state) accepted at Company operated stores. The MOP keys are located predominantly on the right hand side of the keyboard.

The MOP keys consist of:

Cash – allows you to identify that the customer paid for their purchase with cash.

Credit Cards – allows you to identify that the customer paid for their purchase with a credit card or a Stored Value Card (select markets only).

Electronic Checks – prompts you to verify a check on the TeleCheck system and allows you to identify that the customer paid for their purchase with an acceptable, verified check with appropriate information (i.e. driver license number and home and/or work phone number).

Debit – allows you to identify that the customer paid for their purchase with a debit card.

Manual-Credit – allows you to identify that the customer's credit card was manually processed (i.e. through a paper slip imprint).

Coupon – allows you to identify that the customer has a coupon that is reducing the price of their purchase. Tax is applied to the amount of the item before the coupon is used.

Non-Tx Coupon – (only for areas that have a no tax on coupon law) allows you to identify that the customer has a coupon that is reducing the price of their purchase and only applying tax to the amount of the purchase after the coupon has been applied.

Note: Texas and Wyoming have a no tax on coupon law.

Manual Check

Manual Check – only to be used if the TeleCheck system is down, allows you to identify that the customer paid for their purchase with an acceptable check with appropriate information (i.e. driver license number and home and/or work phone number).

EBT – allows you to identify that the customer paid for a portion, or all of their purchase, with an “electronic” food stamp card.

EBT Cash – allows you to identify that the customer paid for a portion, or all of their purchase, with the customer’s EBT cash account, including any cash back amount the customer has requested.

MX – allows you to identify that the customer paid for their purchase with a card processed through the MX device.

Trend Truck Button – allows you to identify that the customer paid for their purchase with a card processed through the Trendar device.

Car Wash Pay In – allows you to, if applicable to your store, account for car wash funds that are placed in the safe using the register.

Change Order – allows you to account for change orders using the register system.

Cust Compl – allows you to account for funds that are used to address a customer complaint using the register.

Supplies – allows you to account for vendor payments for supplies using the register.

Quick Cash Amounts – these keys have the most common denominations of cash provided by a customer – \$5, \$10, and \$20.

SW Gift Card – allows you to make a purchase using an approved gift card as a method of payment

Menu Keys

The menu keys are located at the top middle of the key pad and contain all buttons that may have additional sizes or options to choose from.

The menu keys consist of:

Frozen Beverages – when pressed, provides a menu with various sizes of frozen beverages (Icее, Parrot Ice, Avalanche, etc.) available will appear. Choose the number that corresponds with what the customer is purchasing.

Fountain – when pressed, a menu with the various options of fountain drinks will appear on the

touch screen in the row below the fuel buttons (referred to as sticky menu buttons). Choose the button that corresponds with what the customer is purchasing from the sticky menu buttons.

Coffee – when pressed, a menu with the various sizes of coffee available will appear on the touch screen in the row below the fuel buttons (referred to as sticky menu buttons). Choose the button that corresponds with what the customer is purchasing from the sticky menu buttons.

Ice – when pressed, a menu with the various sizes of ice bags will appear. Choose the number that corresponds with what the customer is purchasing.

Re-Fills – when pressed, a menu with the various options for re-fills for fountain drinks and coffee become available. Choose the number that corresponds with what the customer is purchasing.

Mugs – when pressed, a menu with the various options for mug sizes offered. Choose the number that corresponds with what the customer is purchasing.

Non-Food – when pressed, a menu with the various options for non-food items, such as flowers, will display. Choose the number that corresponds with what the customer is purchasing.

Roller Grill – when pressed, a menu with the various options for the roller grill items will be displayed. Choose the number that corresponds with what the customer is purchasing.

Promos – when pressed, a menu with the various non-roller grill food items will be displayed. Choose the number that corresponds with what the customer is purchasing.

Fruit – when pressed, a menu with various fruit items will appear. Choose the number that corresponds with what the customer is purchasing.

Propane – when pressed, a menu with propane items will appear. Choose the number that corresponds with what the customer is purchasing.

Snacks – when pressed, a menu with various candy and non-food item prices will appear. Choose the number that corresponds with what the customer is purchasing.

SW Gift Card – when pressed, a menu with various subway gift card amounts will appear. Choose the number that corresponds with what the customer is purchasing. This key will only be available for stores with a Subway in them.

SW NT – when pressed after the dollar amount is entered, allows you to remove the sales tax for Subway foods purchased. This key will only be available for stores with a Subway in them.

SW Redeem – when pressed allows the customer to redeem a Subway gift card as a MOP for Subway foods purchased. This key will only be available for stores with a Subway in them.

Subway – this key, when pressed after the dollar amount is entered, allows you to record sales for Subway foods based off of the total on the Subway receipt. This key will only be available for stores with a Subway in them.

Cash Card – allows you to enter the amount that is being recharged to an already active cash card.

Open Department – allows you to enter an item into the register by department. This should not be used unless absolutely necessary to complete the sale.

Modify - is used for menu items that may have a 'two for' price (for example two hotdogs for \$1.99 or one for \$1.39).

Error Correction Keys

The error correction keys are located in the middle of the keyboard, just to the left hand side of the number pad. These keys are used to help correct any mis-keys or decision changes made by the customer after the purchase has been entered into the register.

The error correction keys consist of:

Void Line – allows you to void a specific line on the customer’s ticket. Voids the last item sold on a ticket.

Void Ticket – allows you to void or delete the entire ticket.

No Sale – allows you to open the register if needed – such as for making change or when instructed by the Manager.

Suspend – allows you to place a transaction on “hold”. This will allow you to move on to another transaction and recall the current transaction at a later time. You can suspend up to 50 transactions on the register. This is typically used when the customer has to get their money to pay for their purchase.

Price Override – allows you to change the price of an item; however, it should not be used unless approval or instructions are given by the Manager.

Error Correction – allows you to let the system know an error was made in keying. Pressing this button will remove the last keyed item. In addition, this button, when pressed, will return the system to Ready mode.

Repeat Last Item – allows you to duplicate the last item on the register receipt for multiple quantity purchases.

Refund – allows you to refund a customer’s money.

Clear – allows you to clear a line or item that has not been added to the ticket – such as an inaccurate cash amount where the [Enter] key hasn’t been pressed.

Lottery Keys

The lottery keys are located on the left hand side of the error correction keys and are used to identify lottery purchases or pay outs.

The lottery keys consist of:

Lotto Machine – when coupled with a cash amount, it identifies that the customer has purchased a lotto ticket from the lottery machine.

Lottery Wins – when coupled with a cash amount, it identifies that you have “cashed” the winning value of an instant lottery ticket.

Lotto Wins – when coupled with a cash amount, it identifies that you have “cashed” the winning value of a lotto ticket from the lottery machine.

Lrt Gft Crd – For CA Only: An open denomination Lottery Gift Card may be purchased.

Alternate Menu/Department Keys

The alternate menu/department keys are located at the far left of the key pad. These keys allow you to perform additional functions for specific items such as car wash, money order, licenses and gift certificate purchases.

These keys consist of:

Car Wash – allows you to pull up a menu of the available car washes, including complimentary car washes (where applicable).

Money Order – allows you to identify the purchase of a money order – pressing this key will automatically charge the money order service fee to the purchase. When the sale is complete, the money order will automatically print on the money order machine.

H/F (Hunting/Fishing) License – allows you to identify the purchase of hunting and fishing licenses (where applicable).

Gift Cert – allows you to identify the purchase and amount of a gift certificate to any of the Company stores.

No Fee M. O. – allows you to identify money order transaction as a no fee money order; for example, vendor payments and lottery wins. When the sale is complete, the money order will automatically print on the money order machine.

Net-work – is not used at this time by store personnel.

System Function Keys

The system function keys are located at the far right of the key pad and on the immediate right of the number pad. These keys are used to perform additional cashier duties and provide the employee with additional functionality.

These keys consist of:

Safe Drop – allows you to make and enter a safe drop.

Quantity – allows you to identify a quantity of product – for example, if the customer is purchasing multiple amounts of the same product.

Ticket Print – allows you to print receipts for the last 50 transactions that took place on the register.

Tax Exempt – allows you to identify a qualified customer as tax exempt of partial or all items on the ticket.

Disc. – allows you to apply a discount to a sale, if instructed by the Company or your Manager. This function is not currently used.

Fuel Receipt – allows you to print receipts for fuel only from a transaction that included other nonfuel items.

Exit – allows you to close a menu or function that was pressed in error.

Using Alpha Keys on the Keyboard

When the register pulls up an entry screen that requires letter/alpha entries (for example driver license in some states) use the corresponding keys on the keyboard. Letters can be found on certain keys. Some keys have two letters; one letter on each side.

To use the letter/alpha keys press on the side of the key which corresponds to the letter you need.

TOUCH SCREEN DISPLAY SET-UP

Touch Screen Layout

The touch screen is broken up into areas of information and functions. The touch screen is also color coded similarly to the keyboard; however, the touch screen is limited to its color range and may not match the keyboard exactly.

1. System Menu Buttons – these buttons are located on the right and left-hand sides of the screen and are used to access system menus and system functions such as the Daily Close and Fuel Price Change functions.

2. Transaction Information Display – this area of the screen, located on the left side, displays all information regarding the current transaction, including quantity, tax and total information. It is commonly referred to as the electronic receipt. At the bottom of the receipt will be the total amount of the purchase that is food stamp eligible.

3. System Message Window – this area of the screen, located in the top center, displays messages provided by VeriFone. These messages are not currently modifiable.

4. Error Message Window – this window, located next to the System Message Window, displays the last three error messages that occurred on the system. This is very important when troubleshooting and describing system issues for support.

5. Quick Task Buttons – this portion of the screen, located in the center of the touch screen, contains buttons that are used for “Quick Tasks”. Quick tasks are items or transaction functions that can be entered or completed without the use of the keyboard. Although most of the transactions could be completed on the keyboard (fountain and coffee can be accessed on the keyboard but must be completed on the touch screen), this is an alternate way to complete the transactions.

6. Register Information Line – this portion of the screen, located at the bottom, contains the time stamp and register status (such as the System OK message on this line), and the name of the employee logged into the register. The register status will also display the most recent error message that occurred on the register.

Quick Task Button Layout

- 1. Fuel Buttons** – the top two or three rows of buttons are reserved for [Fuel Pump] buttons. You can authorize and access fuel purchases using these buttons.
- 2. Sticky Menu Buttons** – the next row after the fuel buttons is reserved for sticky menu buttons, for frequently purchased items like coffee. Currently, coffee sales are the only menus set up for the sticky menu keys. Once the coffee menu key has been pressed, the sticky menu keys will change to coffee options.
- 3. Menu Buttons** – the menu buttons perform the same function as the keyboard menu buttons. When pressed, a menu of possible transaction items will appear. For example, when the Car Wash button is pressed, the Diamond, Plus, Super and Complimentary Car Wash options will appear.
- 4. Additional Buttons** - The Repeat Last button allows you to duplicate the last item on the register receipt for multiple quantity purchases.
- 5. Quick Pay Buttons** – the quick pay buttons are for the methods of payments that are the most commonly used – for example rest in cash, \$5, \$10 or \$20.

Topaz Register Trouble Shooting

If the register system has system or data issues it requires contacting the Helpdesk. However, there are a few things that can be completed at the store in order to troubleshoot or assist the Helpdesk in solving the issue with the register system.

Graceful Reboot

A graceful reboot is a term for the type of shut-down process the register follows when it loses power. A normal system, if unplugged, would just turn off. The Topaz register has an internal battery that recognizes the loss of power and closes all programs, ensuring that all data is saved. If a graceful reboot is performed, YOU MUST make sure that the system fully shuts down before plugging it back in. If you don't, it will cause issues with the register. The most common reason to perform this process is if the system does not respond to touch. You can complete the process by performing the following:

- Unplug the register with the issues.

- Watch the screen; several shutdown messages will appear.

When the screen and 'VeriFone' light on the keyboard go COMPLETELY black, plug the register back in. The system will re-initialize and return to the log-in screen.

System Messages

If the graceful reboot process does not help the issue with the system, you can access the previous 50 error messages that have occurred on the system. This will help the Helpdesk isolate the issue with the register and reduce the turn-around time for a solution. You can access the system messages using the touch screen by:

- Press the [**CSR Func**] button on the bottom right side of the screen. The main menu will appear.
- Press the [**Maintenance**] button on the screen. The Register Maintenance Functions screen will appear.
- Press the [**System Msgs**] button on the screen. The last 10 error messages will appear on the screen. To access any additional error messages, press the [Down Arrow] key on the left of the screen.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.
- Press the [**Return To Sales**] button on the bottom right of the screen to exit out of the main menu.

Maintenance Tips

The following are “dos and don’ts” that will help keep the Topaz POS system running smoothly and avoid unnecessary/easily preventable issues:

Issue	Description/Tip
Card Reader Cleaning	The card reader can be cleaned by swiping a dollar bill through it 3 times. The fibers in the dollar bill will grab any dirt or residue on the reader. You can also use the alcohol swipe cards ordered from the grocery wholesaler.
Touch Screen Cleaning	The touch screen for the Topaz system is glass. Because it is glass, you are allowed to use Windex or other glass cleaners to clean the touch screen.
Pen Holder	On previous touch screen registers, you could place a pen or item on the bottom of the touch screen. Placing a pen at the bottom of the touch screen on the Topaz register will cause issues. The register will recognize the pen, preventing the touch screen to complete any other transactions. VeriFone has placed a pen holder at the top of the keyboard, right above the card reader.
Post-it Notes	As with a pen, if you place a Post-it Note on the touch screen, or hanging over the touch screen in a position where the system can identify it, the screen will recognize it and it will cause issues. Make sure that there are NO obstructions on the touch screen.
Power Light	You can verify that the system has power by locating the logo on the register keyboard right above the card reader. If the register has power, the logo will be glowing blue.
Sleep Mode	After a period of time where the register is not used, the screen will go black. This is known as sleep mode. You can begin using the register again by touching anywhere on the screen.
Touch Screen Calibration	If calibration is needed or issues arise, they will need to be handled by a service professional. You can tell that a system needs to be calibrated if you have to touch to the side, below or above the button in order to activate it.
Scanner Volume Too Low/High	Call the Help Desk to adjust the volume of the scanner.
Power Outage	In a power outage, you should unplug ALL registers and the Sapphire box. In addition, you should unplug the back office computer whether it is connected to a UPS device or a wall outlet. No equipment should be plugged back in until power has been restored. This will prevent equipment damage or loss of store information.

Adjusting Screen Angle	The Topaz touch screen is adjustable. You can move it forward or backward for ease of use or personal preference. You can also adjust the angle of the touch screen to reduce glare.
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BASIC REGISTER USE

Logging onto the Topaz Register

Note: Instructions for adding an employee into the register can be found in the Sapphire Reporting book.

The register requires an employee number and a password in order to start a shift. This helps track necessary information and uniquely identifies each employee.

1. **Touch the screen** or press the [**Enter**] key on the keyboard.
2. The Topaz Login Screen will appear. Enter your ID and press the [**Enter**] key on the keyboard, or press the numbers for your ID on the touch screen, and press [**OK**].
3. Enter your Password and press the [**Enter**] key on the keyboard, or press the numbers for your Password on the touch screen, and press [**OK**].

Note: After ten minutes of non-use the system will automatically log you out and the screen will turn black. Touch the screen to bring up the Topaz Login Screen and reenter your ID and Password.

4. The system will give you some options:
 - *Open New Till* – this will start tracking the transactions on the register and allow the employee to begin using the register.
 - *Non-Sales Functions Only* – this will access the system functions only (discussed in section seven of this book). You will not be able to use the register for sales.
5. Choose *Open New Till* by pressing on the line entry on the screen, or type entry number and press [**Enter**] on keyboard.
 - If an employee has logged off the register but did not perform a cashier close on the register, only option 3 - Non-sales Functions will be available. In order to use the register you should either ask the employee to login and perform a cashier close or ask your Manager to complete the close for the employee.

Note: The Employee Number and Name of the employee logged into the register is located on Line 04 (above.)

6. A calculator will appear. Enter the amount of cash that is in the register and press the [**Enter**] key. This should be the amount remaining from the previous cashier. It is very important that you enter this information accurately; otherwise it will cause over/short issues for that shift.

NOTE: You may use the calculator on the touch screen to help you add up the amount.

7. The system will display the cashier screen and you will be able to begin running the register. You only have to enter the starting counts into the register after a cashier or daily close has been completed.

Scanning Items

Scanning items refers to the process of using the “scanner” to read the UPC symbols on a product and compare it to the price book. When an item is scanned and matched, the price and description will be added to the transaction on the screen. Most items in the store can be scanned.

Age Verification

Some items are age restricted (have to be a certain age to purchase), such as tobacco products and alcohol. If an age restricted item is scanned, a window will pop up on the screen asking you to enter the customer’s birth date. You can complete the transaction by:

- 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. Press the [**Enter**] key to clear the message and return to the transaction. **DO NOT** sell the product to the customer.

Note: The license will only need to be swiped once during the transaction.

Time Stamp

Some items in the store can only be sold during specific times, such as alcohol. It is important that you use the register time when determining when you can and cannot sell these items. The Topaz register and Sapphire controller box are synchronized over the network based upon the BuyPass system (the system used to approve credit card transactions). If there is an issue with the date stamp, contact the Help Desk.

Gift Cards

This includes proprietary gift cards and third party gift cards (for example Blockbuster, American Express, MasterCard). There are two types of Gift Cards:

Gift Cards with Open Denomination

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

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

Or

1. Press **[Enter]** on the touch screen.
2. Swipe the gift card through the card reader at the top of the register.
3. If the screen reads "Invalid Track Data" press the **[Error Corr]** key on the keyboard and repeat the above steps.
4. 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.

Verify the below information on the receipt before giving the customer their receipt and the card:

Note1: Open denomination Gift Cards can be purchased for any amount between \$5 and \$500.

Note2: No manual card entries are allowed for card activations or recharges.

Note3: Submit defective cards with a note indicating the card is bad with your shift paperwork.

PIN Based Products

Includes wireless minute products (for example AT&T, Verizon).

- Swipe or scan the correct card for the appropriate carrier and dollar amount.
- Electronic receipt will reflect amount
- Ring up other products (if any) and complete the transaction.
- If the PIN is activated the screen will read "Approved" and two receipts will print. The customer's receipt will include the PIN and contract information.
- If the PIN does not activate the screen will read "Declined". You will need to refund the customer their money.

Note: For refund procedures, see the PIN Based Products Refund section of this manual.

Fuel Sales

Fuel sales are one of the most common purchases at our stores. Depending on the policy of a particular store, there are several scenarios that are involved in the sale of fuel. This section is focused on the authorization and sale of fuel.

Pump Status Descriptions

Status	Icon	Description
Approved		This represents that the customer has been approved and has the ability to dispense fuel at the pump.
Calling		The customer has lifted the handle and is requesting approval to dispense fuel.
Caution/Help		This represents an error condition at the pump. For example, the "Help" button at the pump has been pressed by the customer. It will also display errors with PAP, such as a declined card or wrong pin number.
Credit Approved at Pump		The customer is dispensing fuel after using a credit card at the pump.
Credit Authorizing at Pump		The customer has begun a CRIND transaction and is going through the approval process at the pump.
Dispensed		The customer has completed fueling but has not yet paid for the fuel.
Fueling		This represents that the customer has been approved and IS dispensing fuel at the pump.
Idle		This represents a pump that currently does not have a customer approved, waiting or pending.
Offline		The pump controller is not communicating with the dispenser. A pop-up window will appear as an alert when a pump goes off line. Press the [OK] button on the touch screen to clear the pop-up window.
Out of Paper		The pump is out of CRIND paper.
Prepaid		The customer has pre-paid for a specific amount of fuel on the pump.
Prepaid Fueling		This represents that the customer has prepaid for the pump and IS dispensing fuel.
Reserved		The pump has been pre-paid and is reserved until the transaction is complete.

Stacked		Two customers have completed fueling but have not yet paid for their fuel. The register will only allow 2 transactions to stack.
Stopped		An employee has stopped one or all of the pumps from dispensing fuel.
Under-run Refund		A customer pre-paid for fuel; however, they did not pump the full amount and is owed a refund of the difference.

More Fuel Functions Menu

The More Fuel Functions Menu will allow you to complete functions on the touch screen that could previously only be accomplished using the keyboard. The More Fuel Functions menu can be accessed by completing the following:

- 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 ten options.

The More Fuel Functions Menu consists of seven options related to fuel sales on the register that can be accomplished by pressing the line number of the function. The eight options are:

1. **Sell Current Fuel Sale** – Pressing this line will add the most recent fuel sale made on the specific pump to the current transaction.
2. **Sell Stacked Fuel Sale** – Pressing this line will add the stacked fuel sale made on the specific pump to the current transaction.
3. **Approve Calling Pump/Restart Stopped Pump** – Pressing this line will authorize a pump for use by the customer. This function will also restart a pump in “stopped” status (a stop sign icon will be displayed on the pump).
4. **Silence Calling Pump** – Pressing this line will mute the calling pump sound made by the register for the specific pump.
5. **Prepay Fuel** – Pressing this line will allow a customer to prepay for their fuel on the specific pump.
6. **Move Prepaid Fuel** – Pressing this line will allow you to move a customer’s prepaid fuel transaction to a different pump. This may occur if the customer provides the wrong pump number or if they move pumps prior to dispensing their fuel.

7. **Stop Pump** – Pressing this line will stop the specific pump from dispensing fuel.
8. **Clear Reserved Pump (Prepay Stop)** – Pressing this line will clear the pump from ‘reserve’ status or cancel a prepaid transaction.
9. **Watch Pump** – Pressing this line will send an alert to the fuel station button on the touch screen when the pump is ready for use.
10. **Rest in Gas** – Pressing this line will allow a customer to purchase inside merchandise with a set amount of tender, using the left over change from the transaction, to apply towards the purchase of fuel.

Authorizing a Pump

This function only applies to non-prepay stores. This process allows you to authorize a pump for use by a customer. The register will make a bell/chime sound when the customer presses the “Pay Inside” option at the CRIND and the pump number button on the touch screen will change to the Pump Calling icon.

Touch Screen

- Press the [Pump Number] button on the screen – the pump icon will change to the approve/fueling icon.

Or

Using the Keyboard

- Press the [Pump Number] button on the number pad.
- Press the [Approve] key – the pump icon will change to the approve/fueling icon.

Authorizing a Handle-up Pump

In very specific, Manager-approved circumstances, a customer of a pre-pay store may be given special privileges to pump gas before it is paid for. For example, a husband is at the pump while the wife goes into the store and informs the cashier that they would like to purchase \$10 of unleaded, but she is also going to purchase additional items from the store. The employee can turn the pump on and add the

additional merchandise later.

Otherwise, this function only applies to non-prepay stores. This process allows you to authorize a pump for use by a customer when they have not pressed the “Pay Inside” option at the CRIND but have pushed the handle up. This process can only be completed on the keyboard:

- Press the [**Pump Number**] button on the number pad.
- Press the [**Preset Pump**] key.
- Enter the dollar amount of \$0 and press the [**Enter**] key.

Or

- Press the [Enter] key without entering a dollar amount. This will allow the customer to fill their tank and not limit them to a specific dollar amount.
- Continue with the sale until completed.

Stacking a Pump

Stacking a pump refers to allowing a second customer to pump gas while there is a pending fuel purchase already on the pump. To authorize a second customer or “stack” a customer on a pump, complete the following:

Touch Screen

- Press the [Pump Number] button on the screen – a window will appear with 2 lines representing the last two sales and will also have a message on the left stating that the pump is “Calling”.
- Press the [FP Calling] button on the left hand side of the window – the pump icon will change to the approve/fueling icon and will stack the previous sale.

Or

Touch Screen using the More Fuel Functions Menu

- 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 option 3 Approve Calling Pump / Restart Stopped Pump on the screen.

Or

Using the Keyboard

- Press the [Pump Number] button on the number pad.
- Press the [Approve] key – the pump icon will change to the approve/fueling icon and will stack the previous sale.

Post Pay for Fuel

Once the customer has been authorized and has pumped their fuel, the fuel approved/fueling icon will change to the dollar amount of the sale. To add the fuel transaction to a sale, perform the following:

Touch Screen

- 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.

Or

Using the Keyboard

- Press the [Pump Number] button on the number pad.
- Press the [Fuel] key to add the fuel sale to the ticket.
- Continue with the sale until completed.

Post Pay for Stacked Sales

To add a stacked fuel transaction to a sale, perform the following:

Touch Screen

- Press the [Pump Number] button on the screen – a window will appear with 2 lines representing each of the stacked sales.

Note: Multiple Fuel Transactions may be entered on one credit card.

- Press the line that has the correct fuel amount for the customer. The fuel sale amount will be added to the transaction.
- Continue with the sale until completed.

Or

Touch Screen using the *More Fuel Functions* Menu

- Press the [**Pump Number**] button on the screen – a window will appear with 2 lines representing each of the stacked sales.
- Press the [**More Fuel Func**] button to the right of the window – a menu will appear with ten options.
- Press option 1 to add the most current fuel sale to the transaction.
- Press option 2 to add the stacked fuel sale to the transaction.
- Continue with the sale until completed.

Or

Using the Keyboard

- Press the [**Pump Number**] button on the number pad.
- Press the [**Fuel**] key to add the stacked fuel sale to the ticket.

- Press the [**Fuel**] key again to change amount to the most recent fuel sale and add it to the ticket.
- Continue with the sale until completed.

Pre-Pay for a Pump

Pre-paying for a pump can be completed on the touch screen or through the keyboard:

Touch Screen and Keyboard using the More Fuel Functions Menu

- 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 option 5 Prepay Fuel on the screen.
- Enter the dollar amount that the customer is prepaying on the keyboard.
- Press the [Enter] key.
- The Icon will change to the Reserved icon and add the prepay amount to the transaction.
- This icon will change to the Prepay icon when the transaction is completed. Note: If credit card is selected as the MOP, an additional window will appear asking for the type of fuel being purchased.

Or

Using the Keyboard

- Press the [Pump Number] button on the number pad.
- Press the [Pre-Pay] key.
- Enter the dollar amount that the customer is pre-paying.
- Press the [Enter] key. The Icon will change to the Reserved icon and add the prepay amount to the transaction. Continue with the sale until completed.

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

Prepay for Gallons

If the customer requests, they can choose to prepay for a certain amount of fuel rather than a certain dollar amount. Pre-paying for gallons can be completed on the touch screen or through the keyboard:

Touch Screen and Keyboard using the *More Fuel Functions* Menu

- 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 option 5 Prepay Fuel on the screen.
- Press the [**QTY**] key on the keyboard. A screen will appear, prompting you to enter the amount of gallons.
- Enter the gallons using the keyboard and press the [**Enter**] key. An additional window will appear asking for the type of fuel being purchased.
- Choose the grade of gas by pressing the line on the screen or pressing the number for the line on the keyboard.
- The icon will change to the Reserved icon and add the prepay amount to the transaction.
- Continue with the sale until the transaction is completed.

Or

Using the Keyboard

- Press the [**Pump Number**] button on the number pad.
- Press the [**Pre-Pay**] key.
- Press the [**QTY**] key on the keyboard. A screen will appear, prompting you to enter the amount of gallons.

- Enter the gallons using the keyboard and press the [Enter] key. An additional window will appear asking for the type of fuel being purchased.
- Choose the grade of gas by pressing the line on the screen or pressing the number for the line on the keyboard. The prepay amount will be added to the customer's transaction.
- Continue with the sale until the transaction is completed.

Clearing a Reserved Pump

In the event that a customer has prepaid for a pump, and the prepaid pump in reserve does not change from 'reserve' status or the customer wants to cancel the prepaid transaction, you may clear a pump in reserve by:

- 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 ten options.
- Press option 8 Clear Reserved Pump (Prepay Stop) on the screen.
- This will clear the pump from the 'reserved' status.

Drive Off

The drive off key is considered a Method of Payment key. Identifying a gas transaction as a drive off must be done from the keyboard; however, you can start the process by adding the fuel to the ticket either using the keyboard or touch screen:

Touch Screen

- Press the [**Pump Number**] button on the screen – this will create a fuel transaction.

Or

Using the Keyboard

- Press the [Pump Number] button on the number pad.

- Press the [Fuel] key – this will create a fuel transaction.

Record the fuel as a drive off on the keyboard by performing the following:

- Press the [Drive Off] key as your method of payment.
- A receipt will print that will allow you to document pertinent information such as make of the car, license plate number, etc.

Note: If a fuel transaction has been completed but not paid for within 5 minutes, the amount will flash on the pump number and the system will make an alarm noise. The alarm will repeat every 90 seconds.

Viewing Pump Transactions

This function allows you to view fuel sales that are due to be paid on the register by individual pump(s) and allows you to view error messages at the pump.

Touch Screen

- Press the appropriate [Pump Number] button on the screen – the last two transactions will display on the screen, including any error condition messages. Press the line on the screen to remove the error condition message.

Or

Using the Keyboard

- Press the appropriate [Pump Number] button on the number pad.
- Press the [View] key – the last two transactions will display on the screen.

Moving a Pump

On some occasions the wrong pump may be authorized for a customer. The move pump function allows you to move a pre-paid amount from one pump to another, before any fuel has been dispensed. This process can be completed by performing the following:

Touch Screen and Keyboard using the *More Fuel Functions* Menu

- Press the [**Pump Number**] button on the screen – a window will appear with 2 lines representing each of the stacked sales.
- Press the [**More Fuel Func**] button to the right of the window – a menu will appear with eight options.
- Press option 6 Move Prepaid Fuel on the screen.
- Press the “correct” [Pump Number] that the purchase is being moved to.
- Press the [**Enter**] key.

Or

Using the Keyboard

- Press the “incorrect” [**Pump Number**] button on the number pad.
- Press the [**Move Pre-Pay**] key.
- Press the “correct” [**Pump Number**] that the purchase is being moved to.
- Press the [**Enter**] key.

Stopping all Pumps

This should rarely be done, but in the event that all pumps need to be stopped:

- Press the [**Stop**] key only.

Stopping a Specific Pump Already Dispensing

If the pump was stopped while it was dispensing fuel, a stop sign icon will appear on the fuel button

Stopping an individual pump may be necessary when there is a misunderstanding or error with a fuel purchase. You can stop a pump prior to or while the customer is dispensing fuel:

Touch Screen using the More Fuel Functions Menu

- 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 option 7 Stop Pump on the screen.

Or

Using the Keyboard

- Press the respective [**Pump Number**] button on the number pad.
- Press the [**Stop**] key.

Disapprove an Approved Pump that is Not Started

This is a rare occasion, but may happen when a MOP is disapproved after a pump has been authorized:

Touch Screen using the More Fuel Functions Menu

- 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 option 7 Stop Pump on the screen.

Using the Keyboard

- Press the respective [Pump Number] button on the number pad.
- Press the [Stop] key.

Restarting Pumps(s)

This will approve a stopped pump and allow it to dispense fuel again. You will only restart a pump using this process if the pump has a stop sign icon on the screen and you must complete the below process individually for each “stopped” pump:

Touch Screen using the More Fuel Functions Menu

- 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.

Using the Keyboard

- Press the [**Pump Number**] button on the number pad.
- Press the [**Approve**] key.
- Repeat the procedure for each pump that has been stopped.

Pump Test

There may be occasions where your store's fuel pumps may require a maintenance check or you are visited by the Department of Weights and Measures to verify the calibration of your pumps. These types of transactions are known as a Pump Test. The first step in the process is to preset the pump for the test amount (in some cases presetting the pump would not be performed):

- Press the respective [**Pump Number**] button on the number pad.
- Press the [**Preset Pump**] key.
- Enter [**0.00**] for the dollar amount that the pump will be preset for.
- This will set the pump for an open dollar amount to dispense fuel for testing.
- Press the [**Enter**] key.

Once the fuel has been dispensed, the fuel must be "marked" as a pump test. To do this, complete the following:

Touch Screen

- 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.

Or

Using the Keyboard

- Press the respective [**Pump Number**] button on the number pad.
- Press the [**Fuel**] key to add the fuel sale to the ticket.
- Press the [**Pump Test**] button on the keyboard.

Menu Item Sales

Menu item sales refer to buttons, that when pressed, produce menus on the screen. These types of sales are the most common, non-PLU sales made by a store and are color coded purple. These types of sales can be made via the screen, the keyboard or a combination of both.

Keyboard or Touch Screen

To complete a menu sale perform the following:

Example

- Press the [**Menu**] key (i.e. Frozen, Non-Food, etc.) on the keyboard or the [**MENU**] key on the screen.
- Press the item that the customer is purchasing from the resulting menu on the screen.

Or

- Press the associated [**Item Number**] for the item on the keyboard.

Frozen

This button, when pressed, displays the frozen beverage menu that contains various frozen drink items that are offered by our stores, such as Icee, Avalanche and Parrot Ice.

- Press the [**Frozen**] key on the keyboard or the [**FROZEN**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Press the [**Ice**] key on the keyboard or the [**ICE**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.
 - Or
 - Pressing the button associated with the item on the touch screen.

Re-Fill Sales

This button, when pressed, displays the Re-Fill menu that contains all of the various refill sizes for fountain and coffee drinks offered by the store.

- Press the [**Re-Fills**] key on the keyboard or the [**Re-FILLS**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Mugs Sales

This button, when pressed, displays the Mugs menu that contains all of the various mug selections and prices offered by the store.

- Press the [**Mugs**] key on the keyboard, or the [**Mugs**] key on the touch screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:

- Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen

Non-Food Sales

This button, when pressed, displays the Non-Food menu that contains all of the various non-food items that do not have a PLU (such as flowers, magazines, newspapers, etc) offered by the store.

- Press the [**Non-Food**] key on the keyboard or the [**NON FOOD**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
- Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Roller Grill Sales

- This button, when pressed, displays the Roller Grill menu that contains all of the various types of roller grill items (such as hot dogs, brown and single serve sausage, etc.) offered by the store.
- Press the [**Roller Grill**] key on the keyboard or the [**ROLLER GRILL**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen and then press [**Done**].

Promo Sales

This button, when pressed, displays the menu that contains all of the various hot, non-roller grill, foods (such as popcorn, nachos, etc.) offered by the store.

- Press the [**Promos**] key on the keyboard or the [**Promo**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 -

- Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Fruit Sales

This button, when pressed, displays the Fruit menu that contains all of the various types of fruits offered by the store.

- Press the [**Fruit**] key on the keyboard or the [**FRUIT**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing
- by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Propane Sales

This button, when pressed, displays the Propane menu that contains the options for purchasing or refilling an existing propane tank, offered by the store.

- Press the [**PP**] key on the keyboard or the [**Propane**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Snack Sales

This button, when pressed, displays a menu that contains all of the various prices of individually-sized snacks and candy offered by the store.

- Press the [**Snacks**] key on the keyboard or the [**Snacks**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Car Wash Sales

This button, when pressed, displays a menu that contains all of the various types of car washes offered (if applicable to your store), including complimentary car washes.

- Press the [**Car Wash**] key on the keyboard or the [**Car Wash**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item on the keyboard.

Or

- Pressing the button associated with the item on the touch screen.

Note1: If a customer purchases gas and a car wash, the employee should ring the fuel first, so the customer receives the discounted price.

Note2: If the customer pays at the pump, the discount is automatically given.

Note3: If the customer pre-pays for fuel and a car wash, you will need to do a price override for the customer to receive the discounted car wash price.

CRV Charges (CALIFORNIA ONLY)

CRV, or California Redemption Value, is a deposit charge added to a transaction when a customer purchases an item that has a redeemable container, such as a bottle or recyclable can. The CRV charge is 5 cents per container under 24 oz. and 10 cents per container over 24 oz. There are three CRV buttons that contain the possible CRV amounts, one for Alcoholic beverages, one for non-alcoholic beverages and one for non-tax. CRV's can be added to a transaction by:

- Press the appropriate [**CRV**] button on the screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing.

For example, if the customer purchases a six-pack of 12 oz. beer, you would press the [**CRV Alcohol**] button on the screen and then press the [**CRV 30 Cents**] button from the resulting menu (6 containers under 24 oz. multiplied by 5 cents)

- When a customer returns a redeemable container, you would complete a Bottle Deposit Payout on the register using the pay-out procedures.

Food Service Sales

Stores may have one or more of the following food service items. All Food Service items will be multi-select. This allows you to select multiple items. Once complete, press [**Done**].

Bakery Sales

This button, when pressed, displays the Bakery menu that contains all of the various types of bakery goods offered by the store.

- Press the [**Bakery**] button on the touch screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item, and then press [**Enter**] on the keyboard.

Or

- Pressing the button associated with the item(s) on the touch screen and then press [**Done**].

Grab N Go Breakfast Sales

This button, when pressed, displays the Grab N Go Breakfast menu that contains all of the various types of Grab N Go breakfast items offered by the store.

- Press the [**GNG Brkfst**] button on the touch screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item, and then press [**Enter**] on the keyboard.

Or

- Pressing the button associated with the item(s) on the touch screen and then press [**Done**].

Grab N Go Breakfast Sales (If applicable)

This button, when pressed, displays the Grab N Go Breakfast menu that contains all of the various types of Grab N Go breakfast items offered by the store.

- Press the [**GNG Lunch**] button on the touch screen.
- Choose the selection from the resulting menu that is appropriate for what the customer is purchasing by either:
 - Pressing the number associated with the item, and then press [**Enter**] on the keyboard.

Or

- Pressing the button associated with the item(s) on the touch screen and then press [**Done**].

Instant Lottery Tickets are scanned.

Lotto/Lottery

There are three lottery keys:

1. Lotto Machine – Used for purchasing instant lotto tickets.
2. Lottery Wins – Used as the MOP for winning lottery tickets.
3. Lotto Wins – Used as the MOP for winning lotto tickets.

Lotto/Lottery Sales

Lottery sales can only be completed on the keyboard. Lottery sales should be scanned.

Lotto Ticket Sales

- Enter the total dollar amount of the lotto ticket(s) purchase.
- Press the [**Lotto Machine**] key.

Lottery Ticket Sales

- Lottery tickets are scanned. If a lottery ticket does not scan:
 - Enter the dollar amount of the ticket(s) being purchased
 - Press the [**Open Dpt**] key on the keyboard
 - On the touch screen, press the down arrow on the left hand side until you see Lottery/Gaming
 - Press the [**Lottery/Gaming**] button on the screen. The lottery ticket(s) will be added to the electronic receipt.
 - Use the cash method-of-payment to complete the transaction.

Winners

Currently, lottery winners are considered a MOP and constitute the conclusion of a sale. Lottery winner pay-outs are only entered on the keyboard:

If the customer would like the winnings from their lottery/lotto purchase to apply towards their next purchase, you **MUST** enter the winnings last

Lottery Wins

- Enter the dollar amount for winnings.
- Press the [**Lottery Wins**] key.

Lotto Wins

- Enter the dollar amount for winnings.
- Press the [**Lotto Wins**] key.

Money Order Sales

Money order sales can only be entered on the keyboard:

- Enter the dollar amount for the Money Order.
- Press the [Money Order] key – the money order will appear on the screen with an additional line for the money order fee.

Or

- If processing a no-fee money order, use the [No Fee M. O.] key.
- Once the transaction is complete the Money Order will automatically print on the money order machine.
- Please note: All Money Order fees are 'non-refundable' regardless of whether or not the money order printed correctly.

- A Money Order that has failed to print will also produce the MO fee – these fees must be included in your End of Day calculations.

Money Orders that fail to print once the transaction is completed on the register can be printed manually from the money order machine by performing the following steps on the Money Order Machine:

- Press [**Money Order**]
- Enter the [**User Code**]
- Enter the amount of the Money Order
- Press [**No Fee**]
- Press the [**Enter**] key to print the Money Order. The Money Order will automatically print from the money order machine.

Hunting & Fishing License Sales

License sales can only be entered on the keyboard:

- Press the [**H/F License**] key.
- Enter the dollar amount for the license.

Gift Certificate Sales

Gift Certificate sales can only be entered on the keyboard:

- Enter the dollar amount for the Gift Certificate.
- Press the [**Gift Cert**] key.
- Manually complete the money order on the money order machine.

Subway Sales

Subway sales can only be entered on the keyboard and not all stores will have this button available to them:

- Press the [**SUBWAY**] key.
- Enter the dollar amount for the Subway purchase from the receipt; entering the before tax or after tax amount is based upon area. Consult your Manager about which amount you should enter.

Deli Sales

The Deli sales key is used to account for Corner Cookin' sales. These sales can only be entered on the keyboard and not all stores will have this button available to them:

- Press the [**DELI**] key.
- Enter the dollar amount for the deli item.

Open Department Sales

The [**Open Department**] key **should rarely be used**. The [**Open Department**] key allows you to enter the price of an item that doesn't scan, or have an associated PLU number, to its correct department. Open department sales can only be entered on the keyboard.

- Enter the price of the item.
- Press the [**Open Dept**] key.
- Choose the department from the resulting list by either:
 - Pressing the line on the touch screen.Or
 - Pressing the number of the line on the keyboard and press the [**Enter**] key.
 - Document any department sales made, including product and price, and include it with the shift paperwork.

Note: If it is a multi-pack product, the Manager will need to contact Retail Accounting to receive the quantity discount for the product. Failure to call Retail Accounting will result in the store losing the adjustment for the product. In addition, it is critical to contact the Price book department to get the product added to the store's Price book.

“Multi-Pack” Pricing

Certain items in the store receive special pricing or a discount if you buy multiple items at one time, such as cigarettes. In order to provide the customer the multi-pack pricing, perform the following:

- Scan the item.
- Choose the appropriate item from the Modifier Menu list by either:
- Pressing the line on the touch screen.

Or

- Pressing the number of the line on the keyboard and press the **[Enter]** key.

Quantity Sales

This refers to a customer purchasing more than one of the same item. This function allows you to enter a quantity of an item rather than scanning the item multiple times:

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

Quantity Menu Sales

This refers to a customer purchasing more than one item that is entered using a touch screen menu (such as ice or roller grill):

- Type the number of items.
- Press the [**QTY**] key.
- Press the menu button on the screen and choose the item from the resulting menu.

Change Quantity Sales

This refers to the process of changing the quantity of an item after it has been scanned or entered on the register:

- Ring up the product (scan, menu key, etc.)
- Type the quantity of product.
- Press the line of the product on the electronic receipt.
- Press the [**Change Qty**] button from the resulting menu.
- Enter new quantity, and press [**OK**] on touch screen, or [**Enter**] on keyboard.

Repeat Last Item

This refers to duplicating the last item on the register receipt for multiple quantity purchases:

- Ring up the product (scan, menu key, etc.)
- Press the [Repeat Last Item] key on the keyboard.

Or

- Press the [**Repeat Last Item**] button on the touch screen and complete the transaction.

Manually Entering PLU's

There may be some instances where an item is accounted for through the use of a PLU number. PLUs can only be manually entered on the keyboard:

- Type in the PLU number for the item – it will populate at the top of the electronic receipt
- Press the **[Enter]** key – If the item is in the Price book, its information will display on the screen.

Manually Entering a UPC

There may be some instances where an item's UPC code is unable to be scanned due to damage or moisture. UPC numbers can only be manually entered on the keyboard.

- Type in the UPC code for the item. You should not key in the first and last digit of a UPC code, which are visibly smaller than the rest of the code.
- For example, the UPC code for Lays Stax Original Chips is:
- You would enter 2840002870 into the register.
- Press the **[Enter]** key – If the item is in the Price book, its information will display on the screen.

Mix & Match Sales

Periodically, we offer promotions that require the customer to purchase two or more different items in order to receive a discount (for example, if a customer purchases a fountain drink, they can purchase a candy for 10 cents.) Previously a PLU was used to enter the promotion into the register. Now, for some selected promotions, you scan both items and the system will automatically assign the discount to the product if it qualifies.

PLU or UPC not Found

If an item is scanned or a PLU # is entered, but the system cannot find its information in the Price book, complete the following:

- Scan the item – a screen will pop up asking for the price of the item.
- Key in the price of the item.
- Press the **[OK]** button on the screen.

Or

- Press the **[ENTER]** key.
- Choose the appropriate item department from the PLU Not Found Department list by either:
- Pressing the line on the touch screen.

Or

- Pressing the number of the line on the keyboard and press the **[Enter]** key.

Price Check

A price check can only be completed from the touch screen by:

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.

Printing 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.

Printing Pump Transaction Receipt

The system allows you to print the previous fuel transactions made on the register or at the pumps. Depending on where the transaction was completed, you would complete one of the following:

Touch Screen

- Press the [**Reprint**] button on the screen – a list of the last 20 transactions will appear on the screen.
- You can access additional transactions by pressing the [**Down Arrow**] that appears above the fuel item(s) reprint button on the left hand side of the touch screen.
- Press the line for the transaction you wish to print.
- The receipt will print automatically.

Or

Using the Keyboard

- Press the [**Ticket Print**] key – a list of the last 20 transactions will appear on the screen.
- You can access additional transactions by pressing the [**Down Arrow**] that appears above the fuel item(s) reprint button on left hand side of the touch screen.
- Key in the respective number(s) 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 automatically.

Printing CRIND/DCR Receipts

Printing receipts for transactions that were paid for at the pump can be accomplished using the touch screen at minimum or a combination of the touch screen and keyboard. It cannot be completed without using the touch screen:

Touch Screen

- Press the respective [**Pump Number**] button on the screen. A [**Print DCR Tran**] button will become available on the left hand side of the screen.
- Press the [**Print DCR Tran**] button; a list of the last 10 DCR/CRIND transactions for that pump will display.

Now select which of the displayed transactions you would like to print. This can be accomplished by performing the following:

- Press the line for the transaction that you want printed.
- The receipt will print automatically.

Or

Keyboard and Touch Screen

- Press the respective [**Pump Number**] button on the keyboard.
- Press the [**View**] key. The last two transactions will be displayed on the screen. The next part of the transaction must be completed on the screen. On the left, next to the last two transactions displayed, a [**Print DCR Tran**] button becomes available.
- Press the [**Print DCR Tran**] button – a list of the last 10 DCR/CRIND transactions for that pump will display.

Now select which of the displayed transactions you would like to print. This can be accomplished by performing the following:

- Press the respective [**Line Number**] for the transaction to be printed.
- Press the [**Enter**] key.

- The receipt will print automatically.

Printing Fuel Only Receipt

For transactions that include more than fuel purchases, the system allows you to print a receipt that contains only the fuel purchase. Currently, you can only print a fuel only receipt using the touch screen.

Touch Screen

- Press the [**Fuel Ticket**] button on the screen – a list of the last 20 transactions will appear on the screen.
- You can access additional transactions by pressing the [**Down Arrow**] that appears above the [**Reprint**] button on the left hand side of the touch screen.

Or

- Press the [**Fuel Receipt**] button the keyboard
- Press the line for the transaction you wish to print.
- The receipt will print automatically.

Printing a Receipt with Gallons (Pre-Pay only)

The receipt a customer receives when they pre-pay for gas does not show the gallons. If the customer requests a receipt detailing the gallons pumped, you would complete the following process. This process can only be completed if the prepay customer was one of the LAST two transactions on the pump; otherwise the process will not work.

Touch Screen and Keyboard

- Press the [**Pump Number**] button on the number pad.
- Press the [**Fuel**] key to add the fuel sale to the ticket. This will create a 0.00 dollar amount sale for the fuel and calculate the gallons.
- Press the green [**Cash**] key.

- Press the [**Reprint**] button on the screen – a list of the 20 most recent transactions will appear on the screen.
- The most recent transaction at the top of the list should be the amount receipt; press the line for the transaction.
- The receipt will automatically print with gallons.

METHOD OF PAYMENT KEYS

This section details the various methods that a customer can use to pay for their purchases. The Method of Payment (MOP) buttons are grouped together and color coded as green. This section will address how to properly enter the various methods of payment and address common issues that may occur.

Cash Sales

Paying for purchases using cash is one of the most common forms of payment. Cash sales are completed using the green cash key located at the bottom of the keypad or the quick pay keys at the bottom of the touch screen. 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.

Exact Cash

If the customer provides the exact amount of cash for the purchase, complete the following after scanning and entering all of the items the customer is purchasing:

Touch Screen

- Press the green [**Cash**] key.

Or

Using the Keyboard

- Press the green [Cash] key – the system assumes that if the [**Cash**] key is pressed without an amount, that the customer provided exact cash.

Quick Key Cash Amounts

Located on both the keyboard and the touch screen, the register provides keys for the four most common cash amounts provided by the customer – \$1, \$5, \$10 and \$20. These can be used instead of the [Cash] key method. Complete the following after scanning and entering all of the items the customer is purchasing.

Touch Screen

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

Or

Using the Keyboard

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

Next Dollar

This feature is only available on the touch screen. Use this key when the customer gives you the next full dollar amount above their transaction total (example: transaction total is \$5.75 and the customer

provides \$6.00). To use this feature, complete the following after scanning and entering all of the items the customer is purchasing and they have given you the next dollar amount above their total:

Touch Screen

- Press the [**Next Dollar**] key on the touch screen. The electronic receipt will show you how much change to provide.

Rest In Gas

This feature is only available on the touch screen. Use this key when the customer gives you an amount above their transaction and ask for the rest in gas (example: transaction total, without gas is \$5.75 and the customer provides \$20.00 and asks for the rest in gas - the register will add a pre-paid fuel sale for \$14.25). To use this feature, complete the following after scanning and entering all of the items the customer is purchasing and they have given you the payment:

Touch Screen

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

Credit Card Sales

Paying for purchases using any of the various accepted credit cards is another one of the most common forms of payment. Credit card sales are completed using the green credit card key located at bottom of the keypad or touch screen. Once the purchase has been totaled, there are three ways you can accept a credit card as a method of payment. The three ways are:

1. Credit Card Swipe

Swiping the credit card can be completed at the top of the keyboard, directly below the touch screen. This type of MOP can be completed either using the keyboard or touch screen:

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.

2. Approval for Credit Cards Manually Keyed

In some instances a customer's credit card cannot be swiped through the card reader. This can be for several reasons such as magnetic strip damaged, card damaged or a card reader error. When this happens complete the following process after all items the customer is purchasing have been scanned or entered:

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.
- Enter the credit card number on the keyboard.
- Press the [**OK**] button on the screen.
- Enter the expiration date on the keyboard.
- Press the [**OK**] button on the screen.
- Manually imprint the credit card on the receipt.

- 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.
- A screen will appear that will ask you to swipe or enter the card number.
- Enter the credit card number.
- Press the [**Enter**] key.
- Enter the card expiration date.
- Press the [**Enter**] key.
- Manually imprint the credit card on the receipt.
- Provide the receipt to the customer to sign and provide them a copy for their records.

REMEMBER: Company policy states that if you manually key in a credit card YOU MUST get a full imprint of the card.

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.

3. Manual Paper Imprint

On rare occasions approval cannot be obtained through the card reader or Manual Approval process outlined on the previous page. In these instances, an imprint of the card is taken and the following process is completed after all items the customer is purchasing have been scanned or entered.

- Take a manual imprint of the card using the store's card imprinter device.
- Follow the guidelines for manually processing credit cards in the Credit Card Sales Guide to complete the sale.

- Provide the receipt to the customer to sign and provide them a copy for their records.
- Press the [**Manual Credit**] key as the Method of Payment.

Debit Sales

Debit card sales are becoming more and more common due to the combination of debit and credit card services. These types of purchases require the customer to provide additional information (i.e. PIN number) for security and verification purposes:

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.

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.

PIN pad (MX860)

The MX860 PIN pad allows the customer to swipe the debit or credit card at any time during the transaction. The process will provide the customer more security and convenience while speeding up the approval process. The PIN pad process is completed as follows:

Credit Card PIN pad Process

- The customer swipes their card on the side of the PIN pad.
- The screen will ask if the customer would like Debit or Credit. The customer would press the button for credit (on the screen)
- The message on the screen will change to “Waiting for cashier.”
- Press the [**Credit**] button on the touch screen or the [**Credit Cards**] key on the keyboard. A screen will appear that will compare the method of payment to what the customer entered into the PIN pad.
- If the customer pressed credit on the PIN pad, the authorization process and a receipt will print.

Debit Card PIN pad Process

- The customer swipes their card on the side of the PIN pad.
- The screen will ask if the customer would like Debit or Credit. The customer would press the button for debit (on the screen)
- The customer will be prompted to enter their PIN. The customer will enter their PIN and press the [**Enter/Yes**] button (large green button at the bottom of the pad.)
- The message on the screen will change to “Waiting for cashier.”
- Press the [**Debit**] button on the touch screen or the [**Debit**] key on the keyboard. A screen will appear that will compare the method of payment to what the customer entered into the PIN pad.
- If the customer pressed debit on the PIN pad, the pad will ask the customer if they would like cash back. The customer would press the [**Clear/No**] button (large red button at the bottom of the pad) or the [**Enter/Yes**] button (large green button at the bottom of the pad).

- If the customer wants cash back, the pad will ask for the cash back amount. The customer would enter the amount using the number keys on the pad and press the [**Enter/Yes**] button.
- The customer will then be asked to confirm the total, including the cash back (if applicable). The customer would press the [**Clear/No**] button or the [**Enter/Yes**] button. A receipt will print once the authorization process is complete.

Non-Matching MOP

There may be occasions where you choose a method of payment on the register and the customer chooses a different method of payment on the PIN pad (for example, you press credit and the customer chose debit.) In these cases, the system will prompt you to either accept the customer's method of payment. You can complete this process by:

- If the customer pressed a different method of payment on the PIN pad, an additional window will appear asking if you want to use the customer's method or payment.
- To use the customer's choice for method of payment, press the [**Yes**] button on the screen and the authorization process and a receipt will print.
- To use a different method of payment than what the customer entered into the PIN pad, press the
- [**No**] button on the screen and instruct the customer to re-swipe their card.

FLEET CARD

Fleet cards are specialized credit card accounts that are mainly used by businesses. In some cases, they require additional information such as driver number, PIN number and odometer reading. For a complete listing of approved and acceptable fleet cards, please refer to your Credit Card Sales Guide.

Touch Screen

- Press the [**Credit**] key. 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.
- Swipe the fleet card.
- Instruct the customer to enter their Fleet Card information into the PIN pad (if applicable).

- Provide the receipt to the customer to sign and provide them a copy for their records.

Or

Using the Keyboard

Press the [**Credit Cards**] key. 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.

- Swipe the fleet card.
- Instruct the customer to enter their Fleet Card information into the PIN pad (if applicable).
- Provide the receipt to the customer to sign and provide them a copy for their records.

Fiscal Transaction

- A Fiscal machine is an alternate credit card approval device used in some stores to approve truck stop specific cards (Fleet Cards). To complete a transaction using a Fiscal machine:
- Use the total amount of the purchase for the amount on the Fiscal machine.
- Once approval has been obtained from the Trendar machine, key the amount approved and press the green [**Trend Truck**] key.

Note: For more information on Fleet Card transactions refer to the Trucker Ops manual located on the Portal.

Personal/Company Check Sales

Another method of payment a customer can use is personal or company checks.

Electronic Check Sales

All existing documentation and approval rules apply. Once the purchase has been totaled:

Note: NO CASH BACK on checks is company policy.

- Verify the person writing the check is listed on the check by checking their driver license (ask

them to keep their driver license out) and write the home and/or work phone number on the check.

- Press the [**ELECTRONIC CHECKS**] key.
- Insert the check, face up, into the RDM Check machine.
- Choose the type of check (personal or company) from the resulting screen by either:
- Pressing the number associated with the check type on the keyboard.

Or

- Pressing the line item associated with the check type on the touch screen.
- A popup window will appear asking you to swipe or enter the driver license (TX & CA will only have the option to enter the driver license, see note). Either:
 - Enter the customer's driver license number.
 - Press the [**ENTER**] key.

Or

- If the popup window asks you to "swipe or enter" driver license and the customer's driver license has a magnetic strip, you can swipe it through the card reader above the keyboard.

Note: Although the customer receives the voided check after the transaction is complete, it is still important to write the contact phone number on the check because the RDM Check machine will capture an image of the check and save it electronically. The driver license number will be retained by another means, discussed below.

Note: ARIZONA, CALIFORNIA & TEXAS ONLY - require manual entry of driver license numbers.

- A screen will appear with a list of states. You can access additional states by pressing the (Down Arrow) that appears above the Fuel Item(s) Reprint button.
- Choose the state for the associated ID from this screen by either:
 - Pressing the number associated with the state on the keyboard.
 - Press the [**ENTER**] key.

Or

- Pressing the line item associated with the state on the touch screen
- If the check is approved as an electronic transaction, an Electronic Check Approved popup will flash on the screen, three receipts will print and the RDM Check machine will release the check and void it. Do the following with these items:
 - “Merchant Copy” receipt - have customer sign, keep and submit with daily paperwork. This should be handled like a credit card. This receipt will have the check number, approval code and trace number printed on it.
 - “Customer Copy” receipt - give to customer.
 - “Transaction Receipt” (if enabled) - give to customer.
 - Voided Check – give to customer.
- If the check is approved as a paper transaction, a Keep for Deposit popup will appear with the four digit approval code:
 - Write the four digital approval code from the Keep for Deposit popup on the check.
 - Write the customer's driver license number on the check.
 - Write the store number on the check.
 - Keep the check and process as a paper check with daily paperwork.
 - Complete a safe drop for the check amount and drop the check in the safe.

Note: Voided checks MUST be returned to the customer.

- If the RDM Check machine declines the check for a reading error, an Electronic Check Declined/Retry popup will appear on the screen and the RDM Check machine will release the check:
 - Reinsert the check in the RDM Check machine to retry the approval process.
 - If the check is continually inserted incorrectly and/or is not able to be read by the RDM Check machine, a window may appear asking for the MICR Data:
 - Enter the entire number on the bottom of the check.
 - Press **[OK]**.
- If the Electronic Check Declined/Call Center popup appears:
 - Call the RDM Check Authorization Center for approval, 1-800-366-5010.
 - Press 1 for options in English
 - Press if you have received a Call Center or referral response – this will connect you with the first available TeleCheck representative.
 - Press 2 if you have not received a Call Center or referral response.

- Be prepared to provide them with the Merchant ID, XXXX +four digit store
 - Follow their instructions.
- If the RDM Check machine declines with a "Code 3" or "Code 4" the check cannot be accepted as a method of payment. You should:
 - Politely inform the customer that we cannot accept their check.
 - Provide the customer with the decline receipt, the RDM Check Decline pamphlet, and the check.
 - Request another Method of Payment.

Note: Receipt will have the toll free TeleCheck number and the decline number to be used for reference, if the customer wants to call.

Manual Check Sales

All existing documentation and approval rules apply. Once the purchase has been totaled:

Note: NO CASH BACK on checks.

- Verify and write the driver license number and home and/or work phone number and on the check.
- Enter the amount of the check.
- Press the [**Manual Check**] key.
- Complete a safe drop for the check amount and drop in the safe.

EBT Sales

This type of method of payment refers to electronic food stamp cards. This type of transaction can only be processed using the keyboard:

- You can find the Food Stamp eligible total on the bottom of the electronic receipt. Use this total as the approval amount for the EBT machine.

- Once approval has been received from the EBT machine, key in the amount for the Food Stamp portion of the transaction.
- Press the **[EBT]** key as the method of payment.
- Complete the rest of the sale. For example, if the customer had non-food stamp eligible products, they would need to complete the purchase with another method of payment.

Note: Remember that EBT can only be applied towards the purchase of food or non-alcoholic drink items – you must receive an alternate MOP for all non-food stamp eligible items.

EBT Cash

In some states, in addition to electronic food stamps, the customer is provided a cash account similar to a debit account on their EBT cards. This allows them to purchase non-food stamp eligible products.

This type of transaction can only be processed using the keyboard. This goes through the same verification process as the EBT purchase; however, the cash from this account can go towards any purchase:

- If the customer is using EBT for a portion of their transaction, complete the EBT Sales process first.
- Key the remaining amount of the purchase.
- Press the **[EBT Cash]** key.
- If applicable, provide the customer with the cash back amount.

Coupons

Coupons are considered a method of payment because they count towards the payment of an item. Once the purchase has been totaled and you have verified that the customer has purchased the item that the coupon applies to:

- Scan the coupon. If in the system, the register will complete a check to verify that the coupon applies to a product the customer is purchasing. If not, an error message window will appear.

Or

- If the coupon does not scan and is accepted by the store, enter the coupon amount on the keyboard.

Or

- Press the [**Coupon**] key or [**Non-Tx Coupon**] key for states that have a no tax on coupon law.
- The amount of the coupon will be subtracted and the remaining amount should be paid for with another method of payment.

Note: Texas and Wyoming have a no tax on coupon law.

Multiple MOP's

On some occasions the customer may ask to pay for their purchase with two or more different methods of payment. For example, a portion of the purchase can be in cash and the rest on a credit card. Follow the process outlined for each MOP. If either a credit or debit MOP is used, it must be the LAST MOP entered.

Tax Exempt

Tax exempt transactions occur when a customer presents a valid tax exempt card at the time of purchase. In order to complete the transaction, the taxable items must be “flagged” as tax exempt.

Tax Exempt Transaction

The type of transaction refers to the process of “flagging” items as tax exempt during the transaction. This process can only be completed using the keyboard by completing the following:

- Press the [**Tax Exempt**] key on the keyboard.
- Scan or ring up the item. This will “flag” the item as tax exempt and not add taxes for the item.
- Repeat this process for each taxable item on the transaction.
- Complete the transaction.

Change to Tax Exempt

The type of transaction refers to the process of “flagging” items as tax exempt after the transaction has been completed. This process can only be completed on the touch screen by completing the following:

- Select each taxable item for the customer by touching the line – a menu with available options for the item will appear.
- Press the [**Add Tax Exempt**] button on the screen.

Or

- Press the [**Tax Exempt**] key on the keyboard.
- Repeat this process for each taxable item on the transaction.
- Complete the transaction.

Safe Drop

A safe drop is completed when the amount of money in the register exceeds acceptable limits or to account for alternate methods of payment, such as Checks. This process can only be completed using the keyboard by completing the following:

NOTE: The register drawer should be CLOSED prior to performing 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.

Correct Safe Drop

NOTE: The register drawer should be CLOSED prior to performing a safe drop.

If you realize that you have made a mistake doing the safe drop after it is completed, a Store Manager or Assistant Manager must complete the following on the keyboard:

- Press the [**CORRECT Safe Drop**] button.
- Enter the original transaction # located on the receipt.
- Press [**Enter**] on the keyboard.
- Enter the correct dollar amount.
- Press [**Enter**] on the keyboard.

PAID INS/PAID OUTS

Paid Ins/Paid Outs refers to money that is paid or received outside of store level transactions.

- The two available Paid In keys are for Car Wash funds and Change Orders because funds are coming into the store.
- The two available Paid Out keys are for Supply Orders and Customer Complaints because funds are leaving the store.

Car Wash Funds

This type of transaction occurs in stores where the Manager is responsible for emptying the Car Wash machine. The money collected is added to the safe and accounted for with a Car Wash Pay In. This

process can only be completed using the keyboard by completing the following:

- Press the green [**Car W Payin**] key.
- Enter the amount of cash from the car wash machine.
- Press the [**Enter**] key or press the [**OK**] button on the screen
- Enter Reference # for the Car Wash Funds – 58.
- Press the [**Enter**] key or press the [**OK**] button on the screen.
- A Pay In receipt will print and should be kept for store records.

Note: A complete list of reference numbers is on page 79.

Car Wash Interface

Closing period on the register:

- After the coin box has been closed, go to the POS and select
- Report Menu
- Close Carwash Pay Point Period
- Print Carwash Pay Point Period
- This will close the car wash report for the current period and print a reconciliation report on the receipt printer.
- The CW-PAYIN button, located to the left of the Car Wash key, is used for entering the pay in amount for the POS.
- The information will be polled into BACK OFFICE SYSTEM the next day.

Change Order Pay Ins

Change orders refers to the rolls of change in the safe that are used to replenish the registers throughout the day. A change order pay in occurs when funds are received from the bank and added to the safe. It is accounted for by completing the following:

- Press the green [**Change Order**] key.
- Enter the amount of cash for the change order.
- Press the [**Enter**] key or press the [**OK**] button on the screen.
- Enter Reference # for a Change Order – 54.
- Press the [**Enter**] key or press the [**OK**] button on the screen.
- A Pay In receipt will print and should be kept for store records and tracking purposes.

Note: A complete list of reference numbers is on page 79.

There are several other types of Pay Ins, such as Air and Water Vending Pay In. These types of Pay Ins can be completed using the [**Change Order**] key, following the above process. However, you should use the applicable reference number (found on page [87]) for tracking purposes.

Customer Complaint Pay Out

A customer complaint pay out occurs when cash is provided in response to a customer issue. This should be approved by the Manager if possible and should follow Company guidelines regarding limits of authority. A customer complaint pay out can be completed by completing the following:

- Press the green [**Cust Cmpl**] key.
- Enter the amount of cash for the customer complaint.
- Press the [**Enter**] key or press the [**OK**] button on the screen.
- Enter a Reference # for a Customer Complaint – 51.

- Press the **[Enter]** key or press the **[OK]** button on the screen.
- A Pay Out receipt will print and should be kept for store records.

Note: A complete list of reference numbers is on page 79.

Supplies Pay Outs/Alternate Pay Outs

Supply pay outs occur when the store has to purchase supplies outside the normal ordering process (i.e. emergency supplies from non-company vendors). This should be approved by the Manager and follow Company guidelines. A supplies pay out can be completed by completing the following:

- Press the green **[Supplies]** key.
- Enter the amount of cash for the supplies order.
- Press the **[Enter]** key or press the **[OK]** button on the screen.
- Enter a Reference # for Supplies – 52.
- Press the **[Enter]** key or press the **[OK]** button on the screen.
- A Pay Out receipt will print and should be kept for store records and tracking purposes.

Note: A complete list of reference numbers is on page 79.

There are several other types of Pay Outs, such as Maintenance Pay Outs. These types of Pay Outs can be completed using the **[Supplies]** key, following the Supplies Pay Out process. However, you should use the applicable reference number (found on page [79]) for tracking purposes.

Pay In Codes

Reference Number	Description
54	Change Orders
58	Car Wash Sales
59	Vacuum Cleaner Sales

Pay Out Codes

Reference Number	Description
51	Customer Complaints
62	Payroll Cash Compensation
64	Diesel Discount
65	Donations

ERROR CORRECTIONS

There can be numerous reasons to modify or correct a transaction. The customer can change their mind; update their purchase while at the register, etc. This section will address the various methods in which you can correct these types of errors based upon the circumstance in which the error occurs.

Void Line

In some instances, a customer may have multiple items to purchase but for one reason or another an item needs to be removed from their ticket. The void line process allows you to void specific items without having to redo the entire transaction. There are three different ways to void a line item, depending on if you use the touch screen or keyboard:

Touch Screen

- Select the item that is being voided by touching the line – a menu with available options for the item will appear.
- Press the [**Void Line**] button on the screen.

- Repeat this process for each item voided on the transaction.
- Complete the transaction.

Using the Keyboard

- Press the [**Void Line**] key on the keyboard.
- Scan the item that needs to be voided off the ticket.
- Repeat this process for each item voided on the transaction.
- Complete the transaction.

Keyboard Manual Entry

- Press the [**Void Line**] key on the keyboard.
- Enter the item that you are voiding in exactly the same fashion as it was initially entered. For example, if you are voiding a money order purchase, you would:
- Press the [**Void Line**] key.
- Press the dollar amount of the money order.
- Press the [**Money Order**] key.

For all three processes, the system will automatically compare the receipt to the item that you are trying to void. The system will not allow you to void an item not on the ticket.

Voiding an Entire Sale

In some cases you may need to void or delete the entire ticket. This function can only be completed using the keyboard:

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

Error Correction

The error correction process allows you to remove the last product entered or cancel a function. This function can only be completed by using the keyboard:

- Press the [**Error Correct**] key to remove the last product entered.

Another common reason to use the [**Error Correct**] key is when the screen display does not state “Ready” and will not allow you to begin a new transaction as illustrated below.

- Press the [**Error Correct**] key.
- The “Ready” message will be displayed and you should now be able to complete transactions.

Clearing Miss-Keyed Data

When entering information into the register, there might be an occasion where the information was keyed incorrectly. If the [Enter] key or [Total] key has not been pressed yet, you can easily clear the line information. This function can only be completed by using the keyboard:

- Press the [**Clear**] key to remove the last set of numbers or letters entered – this only works if the [**Enter**], [**OK**] or [**Total**] key has not been pressed.

Refunds

A refund occurs after a customer previously purchased an item or service from the store and would like their purchase returned (i.e. spoilage or car wash malfunction, etc.). There are several different types of refunds based upon the item purchased and the method of payment the customer provides. Any refund process must be in compliance with Company and store guidelines.

Product Refund

A product refund refers to items that are either sold via the menu keys or that were scanned. This function can only be completed by using the keyboard using the following process.

Cash Product Refund

Touch Screen and Keyboard

- 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.

Or

Using the Keyboard

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

Electronic Check Refund

Using the Keyboard

- Press the [**Refund**] key on the keyboard.
- Enter or scan the item(s) on the original ticket.
- Press the [**Electronic Check**] key on the keyboard.
- Enter trace ID (located on the receipt).
- Press [**Enter**] on the keyboard.

Or

- Press [**OK**] on the touch screen.

Note: Remember that EBT can only be applied towards the purchase of food or non-alcoholic drink items – you must receive an alternate MOP for all non-food stamp eligible items.

Credit Card Refund with an Authorization Number

- Press the [**Refund**] key on the keyboard.
- Enter or scan each item to be refunded.
- Press the [**Credit Cards**] button on the keyboard.
- A pop-up window will appear asking for an authorization number. Key in the original authorization number (found on the credit card receipt as approval number).
- Press the [**Enter**] button on the keyboard. The system will complete the refund and print a receipt showing the refunded amount.

Credit Card Refund without an Authorization Number

- Press the [**Refund**] key on the keyboard.
- Enter or scan each item to be refunded.
- Press the [**Credit Cards**] button on the keyboard.
- A pop-up window will appear asking for an authorization number.
- Press the [**Enter**] button on the keyboard.
- The system will prompt you to swipe/enter the credit card number.
- After swiping/entering the credit card number, the system will complete the refund and print a receipt showing the refunded amount.

Gift Card Refund

If a customer requests a refund or was charged for a gift card but the purchased value was not activated to the gift card you may refund the customer's money.

Refund for Gift Cards with Open Denomination

Touch Screen and Keyboard

- Press the [**Refund**] key on the keyboard.
- Scan the UPC bar code on the back of the gift card.
- Enter the amount of the gift card activation and press [**OK**] on the keyboard.

Or

- Press [**Enter**] on the touch screen.
- Swipe the gift card to deactivate.
- Process the refund to the appropriate method of payment used to purchase the gift card.
- A receipt will print showing the refund and gift card deactivation information.

Note: Submit the declined transaction receipt, refund receipt, successful activation receipt and the gift card that did not successfully activate with your shift paperwork.

REFUND FOR GIFT CARDS WITH SET DENOMINATION

Touch Screen and Keyboard

- Press the [**Refund**] key on the keyboard.
- Scan the UPC bar code on the back of the gift card.
- Press [**OK**] on the keyboard.

Or

- Press [**Enter**] on the touch screen.

- Swipe the gift card to deactivate.
- Process the refund to the appropriate method of payment used to purchase the gift card.
- A receipt will print showing the refund and gift card deactivation information.

Note: Submit the declined transaction receipt, refund receipt, successful activation receipt and the gift card that did not successfully activate with your shift paperwork.

Refund for PIN-based Products

PIN-based products **should only be refunded if they are processed in error.**

Touch Screen and Keyboard

Note: Refer to the Retail Operations Manual for PIN based products refund policy.

- Press the [**Refund**] key on the keyboard.
- Swipe or scan the card for the purchased carrier and dollar amount.
- Enter the PIN to be deactivated from the receipt.
- Press [**OK**] on the keyboard.

Or

- Press [**Enter**] on the touch screen.
- Swipe the gift card to deactivate.
- Once the deactivation has been approved, process the refund to the appropriate method of payment used to purchase the gift card.
- A receipt will print showing the refund and PIN card deactivation information.

Under Run Fuel Sale Refund

There may be circumstances where the customer prepays for gas; however, does not use the entire amount. An under-run refund can be completed using the keyboard or the touch screen:

Cash Under-Run Fuel Refund

Touch Screen

- Press the [**Pump Number**] on the screen – the under-run amount will be represented by a negative red amount. The negative amount will be added to the ticket.
- Press the [**Cash**] button. The system will open the register and a refund receipt will print showing the refund amount.

Or

Using the Keyboard

- Press the [**Pump Number**] on the keyboard.
- Press the [**Fuel**] button. The negative amount will be added to the ticket.
- Press the [**Cash**] button on the keyboard. The system will open the register and a refund receipt will print showing the refund amount.

Credit Card Under-Run Fuel Refund

Touch Screen

- Press the [**Pump Number**] on the screen – the under-run amount will be represented by a negative red amount. The negative amount will be credited back to the customer's credit card.

Or

Using the Keyboard

- Press the [**Pump Number**] on the keyboard.

- Press the [**Fuel**] button. The negative amount will be credited back to the customer's credit card.

Change Method of Payment Fuel Refund

There may be an occasion when you have to change the method of payment for a fuel sale. In order to accurately account for the fuel you must first perform an Open Department refund for the fuel. This will cancel out the mis-keyed sale. For example, the customer wanted to pay with a credit card but the employee selected cash as the method of payment. You can correct the error by completing the following:

- Press the [**Refund**] key on the keyboard.
- Key in the dollar amount for the fuel being refunded.
- Press the [**Open Dept**] key on the keyboard – A list of the first 20 available open department codes will appear.
- Press 9998 on the keyboard – 9998 is the Manual Fuel Dept code.
- Press the [**Enter**] key on the keyboard – this will add a Manual Fuel sale to the ticket.
- Press the MOP key you are refunding.

Note: You can also scroll through the screens until department 9998 is visible and press the line.

The following are the same procedures you would use to complete a fuel refund.

Manual Fuel Transaction

After refunding the mis-keyed fuel, you must now complete an Open Department fuel sale in order to charge the fuel to the customer's credit card. You can complete the process by performing the following:

- Type in the dollar amount for the fuel.

- Press the [**Open Dept**] key on the keyboard – A list of the first 20 available open department codes will appear.
- Press 9998 on the keyboard – 9998 is the Manual Fuel Dept code.
- Press the [**Enter**] key on the keyboard – this will add a Manual Fuel sale to the ticket.
- Press the MOP key and swipe the customer’s card.

Note: You can also scroll through the screens until department 9998 is visible and press the line.

Car Wash Refund

There may be times where the customer prepays for a car wash and due to uncontrollable circumstances (i.e. equipment failure,) needs their money refunded. A car wash refund can be completed using a combination of the touch screen and keyboard, or with just the keyboard:

Touch Screen and Keyboard

- Press the [**Refund**] key on the keyboard.
- Press the [**Car Wash**] key on the touch screen.
- Select the type of car wash that is being refunded from the resulting menu.
- Press the [**Cash**] button on the screen. The system will complete the refund and print a receipt showing the refund amount.

Or

Using the Keyboard

- Press the [**Refund**] key on the keyboard.
- Press the [**Car Wash**] key on the keyboard.
- A menu with the various types of car washes will be displayed. Press the [**Number**] key for the car wash that is being refunded.

- Press the [**Enter**] key on the keyboard.
- Press the [**Cash**] button on the keyboard. The system will open the register and a refund receipt will print showing the refund amount.

Credit Card Car Wash Refund with Authorization

Touch Screen and Keyboard

- Press the [**Refund**] key on the keyboard.
- Press the [**Car Wash**] key on the touch screen.
- Select the type of car wash that is being refunded from the resulting menu.
- Press the [**Credit**] button on the screen.
- A pop-up window will appear asking for an authorization number. Key in the authorization number (found on the credit card receipt as approval number).
- Press the [**OK**] button on the screen. The system will complete the refund and print a receipt showing the refund amount.

Or

Using the Keyboard

- Press the [**Refund**] key on the keyboard.
- Press the [**Car Wash**] key on the keyboard.
- A menu with the various types of car washes will be displayed. Press the [**Number**] key for the car wash that is being refunded.
- Press the [**Enter**] key on the keyboard.
- Press the [**Credit Cards**] button on the screen.
- A pop-up window will appear asking for an authorization number. Key in the authorization number (found on the credit card receipt as approval number).

- Press the [**Enter**] key on the keyboard. The system will complete the refund and print a receipt showing the refund amount.

Credit Card Car Wash Refund without Authorization

Touch Screen and Keyboard

- Press the [**Refund**] key on the keyboard.
- Press the [**Car Wash**] key on the touch screen.
- Select the type of car wash that is being refunded from the resulting menu.
- Press the [**Credit**] button on the screen.
- A pop-up window will appear asking for an authorization number.
- Press the [**OK**] button on the screen.
- The system will prompt you to swipe/enter the credit card number.
- After swiping/entering the credit card number, the system will complete the refund and print a receipt showing the refund amount.

Or

Using the Keyboard

- Press the [**Refund**] key on the keyboard.
- Press the [**Car Wash**] key on the keyboard.
- A menu with the various types of car washes will be displayed. Press the [**Number**] key for the car wash that is being refunded.
- Press the [**Enter**] key on the keyboard.
- Press the [**Credit Cards**] button on the screen.
- A pop-up window will appear asking for an authorization number.

- Press the **[Enter]** key on the keyboard.
- The system will prompt you to swipe/enter the credit card number.
- After swiping/entering the credit card number, the system will complete the refund and print a receipt showing the refund amount.

Price Override

Price overrides are used to correct prices for items that scan incorrectly. **If a price override occurs, contact Price book as soon as possible to ensure that it is corrected in the store's Price book.** You can complete a price override by performing the following:

Touch Screen

- Touch the line of the item on the screen. A menu will appear.
- Press the **[Change Price]** button on the screen.
- Key in the new price for the item on the keyboard.
- Complete the sale.

Or

Using the Keyboard

- Key in the new price for the item on the keyboard.
- Press the **[Price Override]** key on the keyboard. This will apply the new price to the last item on the transaction.

Note: If you have scanned or entered items after the item that needs a price override, follow the touch screen procedures to override the price.

No Sale

A “no sale” is completed **on rare occasions** where the employee needs to open the register drawer outside of a transaction – such as change requests and drawer counts. You can complete a no sale only using the keyboard by performing the following:

- Press the [**No Sale**] key on the keyboard. A no sale receipt will print that should be kept and included with the shift paperwork.

Suspend

A “suspend” is completed on rare occasions where a transaction is entered into the register; however, the customer is unable to complete the transaction. If the customer wants to complete the transaction in the near future, you can “suspend” the sale (place it on hold) and recall the sale when the customer is ready. You can complete a suspend sale by performing the following:

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.

Recall a Suspended Sale

Recalling a Suspended Sale occurs when a customer returns and would like to resolve a suspended transaction. You can only recall a suspended sale using the touch screen by:

- 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 hands side of the touch screen.

CSR FUNCTIONS

The CSR Functions button is located at the bottom right of the touch screen. When the [**CSR Func**] button is pressed, the screen will change to the Main Menu and all of the system functions related to the register will be accessible; such as Daily Close, Clear Pump on Hold and Close Cashier Report.

- You can also access the Main Menu by pressing the [**Exit**] button on the keyboard. In addition, the [**Exit**] button can be used to go to the previous menu or to close a pop-list on the screen.
- You can also access the Main Menu by pressing the [3.] Non-Sales Function Only Line when logging into the system.

Main Menu

The Main Menu has eight major options on it. The options on the main part of the screen will give you access to sub-menus and the various options for the register. The options on the far right hand side of the screen will give you the ability to log out or return to the sales function.

The options on the screen provide the following functionality:

1. Reporting Menu – This button gives you access to all of the various reports that can be completed at the register. The reports accessed from this option will be printed on register tape.

2. Fuel Manager Menu – This button gives you access to the various fuel related functions on the register, such as Downloading Fuel Prices and Clear a Pump on Hold.
3. Network Menu – This button is NOT used in the store.
4. Maintenance Menu – This button gives you the ability to adjust the volume and brightness of the register.
5. Help – This button provides instructions on various register functions. To exit, press the [Dismiss Help] button on the top right corner of the screen.
6. Show Fuel – This button, when pressed, will bring the fuel keys to the front and allow you to authorize pumps while on the menu screens.
7. Log Out – This button logs the current user out of the register and returns you to the login screen.
8. Return to Sales – This button returns the screen to the sales/cashier function.

Reporting Functions Menu

You can access the Reporting Menu from the Main Menu. The major options provide the following functionality:

1. Close Cashier Report – This option completes the close cashier process for the employee currently logged into the register.
2. Print Cashier Report – This option prints a summary report of the period that the cashier was logged into the register.
3. Cashier Worksheet – This option is NOT used by our Company-owned stores.
4. View Amber Alert – This option will pull up the latest Amber Alert information sent from the Amber Alert system.
5. Close Shift Report – This option completes the close shift process for the current shift on the register.

6. Close Daily Report – This option completes the close daily process for the current business day, and prints a summary report that outlines the inside and outside sales performance of the store for the day. This report is used in the daily paperwork process and should be kept at the store for emergency data recovery.
7. Close Monthly Report – This option is NOT used by our Company-owned stores.
8. Close Yearly Report – This option is NOT used by our Company-owned stores.
9. Close Car Wash Pay Point Period – This option completes the close car wash pay point period process for the current day.
10. Print Shift Report – This option prints a summary report that outlines the performance of the store for the shift selected. This report should be kept at the store for emergency data recovery.
11. Print Daily Report – This option prints a summary report that outlines the performance of the store for the day. This report should be kept at the store for emergency data recovery.
12. Print Monthly Report – This option prints a summary report that outlines the performance of the store for the month selected. This report should be kept at the store for emergency data recovery.
13. Print Yearly Report – This option prints a summary report that outlines the performance of the store for the year selected. This report should be kept at the store for emergency data recovery.
14. Print Car Wash Pay Point Period – This option prints a summary report that outlines the performance of the store’s car wash for the period selected. This report should be kept at the store for emergency data recovery.
15. Payroll Reports – This option closes the payroll period for the cashier selected.
16. Funds Audit Report – This option creates and ‘posts’ a funds audit report to the sapphire.
17. Flash Reports – This option will pull up a list of available “flash” or current reports.
18. Previous Menu – This button, located at the bottom right hand side of the screen, will return the screen to the Main Menu.

Close Cashier Report

The [**Close Cashier Report**] button, when pressed, completes the close cashier process for the employee currently logged into the register. *This process needs to be completed when switching employees on the register or when an employee completes their shift.* This process must also be done prior to completing the Day Close. You can complete this process by:

- Press the [**Close Cashier Report**] button.
- Enter your cashier number.
- Press the [**Enter**] button on the keyboard.

Or

- Press the [**OK**] button on the screen.
- Press the [**Enter**] button again when the systems asks for Sequence Number. A sequence number is used to help identify the Close Cashier Report for printing.

Or

- Press the [**OK**] button on the screen again when the systems asks for Sequence Number.

Print Cashier Report

The [**Print Cashier Report**] button will allow you to print, on register tape, the shift data for the cashier closing out of the register. This should be printed and provided to the Manager any time a Close Cashier Report is completed. You can complete this by:

- Press the [**Print Cashier Report**] button.
- Enter your cashier number.
- Press the [**Enter**] button on the keyboard.

Or

- Press the **[OK]** button on the screen.
- Choose your cashier report from the resulting menu (you can identify the correct report by the sequence number and the date) by either:
- Pressing the line item the cashier report you want to print appears on.

Or

- Entering the line item on the keyboard and press **[Enter]**.
- The system will provide a calculator for you asking for a series of information and will compare your answers to the transactions entered into the register. The information requested is:
- End Drawer Cash Amount – determined by counting the cash in the register.
- End Drawer Check Amount – determined by totaling all checks that are in the register drawer. Checks that have been dropped do not have to be included in the total.

Note: The register will print a report that compares the information you provided to the actual transaction(s) made on the register. Provide this report to your Manager with all closing information. You must Log out of the system after the report has been printed for the next employee to be able to complete sales transactions.

Cashier Report Breakdown

1. Summary – this section of the report provides an overview of the shift for the employee. The information contained within this section of the receipt includes:
 - Beginning Information – the beginning cash and food stamp count for the employee.
 - MOP Information – the total for all method of payments for the shift.
 - Total to Account for – the amount the system will use when determining cash over/short.
2. Cashier Details – this section of the report provides a breakdown of MOP information by MOP sales and MOP Cancel/Refunds.

3. Memo Items – this section of the report provides a listing of all “memo” items or cashier indicators that are tracked, such as Void Lines, Void Tickets and Suspended Sales.
4. Totals – this section of the report provides the overall totals of fuel sales, merchandise sales, and taxes for the shift.
5. Transaction Timings – this tells us, on average, how many seconds it took to complete a transaction. We are not currently using this part of the report for any data gathering.
6. Amounts at Close – this section of the report compares the ECR (Electronic Cash Register) amount to account for to the actual amount that the employee keys in during the close process. The result of this comparison is the third column of information, over/short.
7. Cashier Information – this section of the report allows the employee to document how much cash is left in the register that is being “passed” on to the next employee. This is the amount that the employee logging into the register will enter as the opening cash amount when logging in. You can also have the person you are passing the register to sign the report. The last portion of this section is where the cashier signs.

Logout Procedures

Once the Print Cashier Report process is completed, YOU MUST log out of the register in order for the next employee to log in. Press the [Previous Menu] button to get to the Main Menu.

- Press the [**Log Out**] button to exit the system.
- If an employee has logged off the register but did not perform a cashier close on the register, only option 3 - Non-sales Functions will be available. In order to use the register you should either ask the employee to login and perform a cashier close or ask your Manager to complete the close for the employee.

Note: The Employee Number and Name of the employee logged into the register is located on Line 04 (above.)

Close Daily Report

The [**Close Daily**] option will close out all registers for the day. This process must be completed after all registers are logged out or it will cause over/short issues when the daily paperwork is completed in Back Office System. The system will prompt to log out of the other registers if it has not been done. The Close Daily process can be completed by:

- Press the [**Close Daily Report**] button from the Reporting Functions Menu.
- The system will assign the close a sequence number and ask you to verify it. Press the [**Enter**] key on the keyboard.

Or

- Press the [**OK**] button on the screen.

PRINT DAILY REPORT

The [**Print Daily Report**] will print, on register tape, a detailed report containing all MOP and transaction level information for the store. This report is useful when researching and comparing information in the Back Office system. The Print Daily Report process can be completed by:

- Press the [**Print Daily Report**] button from the Reporting Functions Menu.
- Choose the report from the list by touching the line of the report; you can identify the correct report by date and sequence number. The report will print.

Daily Close Report Breakdown

The Daily Close Report is printed after a Daily Close is completed on the register. This report should be saved with your daily paperwork. If issues occur with the Sapphire box and your store's information is lost, Accounting can use this report to rebuild your store's information for the impacted day.

Summary by Register

The first portion of the Daily Close Report is the Summary by Registers. This provides a summary of what occurred on each register for the day. Realize that this is by register and represents a total of all employees that use this register for the day.

- On the report at the store, you can also see a summary for register 0 and register 6.
- Register 0 is the Sapphire box and will not have any information except for grand totals.
- Register 6 is the CRIND and represents the sales made for the day for pay at the pump transactions.
- You can find all of this information for each cashier by reviewing the Cashier Close reports that are printed during the cashier close process.

Summary for All Registers

The second portion of the printed Daily Close Report is the Summary for all registers. This contains an overall snapshot of your store's performance for the day.

- This information can be found broken up into more detail on the Summary Report in the Sapphire system.

Department Report

The Department Report is the first portion of the Daily Close Report that Accounting can use to recover your store's information in an emergency. You can also find this information on the Merchandise Sales Report in the Sapphire system. It provides the following information for your store:

- DEPT # – These numbers should match the open department list; they actually match the Categories found on the store's P & L.
- DESCRIPTION – Description of the department.
- CUST – Customer count. This number reflects the amount of individual transactions that included the department.
- ITEMS – Number of items in the department sold.
- % OF SALES – Percentage of sales for the day.
- GROSS – Gross amount of sales for the day.

- REFUNDS – Refunds for the department (if applicable).
- DISCOUNTS – Discounts applied per department (if applicable).
- NET SALES – Net amount of sales for the day.

Category Report

This portion of the report provides a snapshot of the store's performance by category. You can also find this information on the Merchandise Sales Report in the Sapphire system. It provides the following information:

- CAT# - category number; this matches the Department numbers found on the store's P & L.
- DESCRIPTION – Description of the category.
- CUST – Customer count. This number reflects the amount of individual transactions that included the category.
- ITEMS – Number of items in the category sold.
- NET SALES – Net amount of sales for the day.
- % OF SALES – Percentage of sales for the day.

Network Report Totals Summary

This is the next portion of the report that Accounting can use to recover your store's information. You can find this information in more detail on the Card Type Product Report within Sapphire, which separates fuel and merchandise sales by card. It provides the following information:

- TYPE – The type of credit card transaction performed (such as charges or corrections).
- CARD – The name of the specific card used.
- COUNT – The total number of times each card was used for the day.
- AMOUNT – The total amount of sales made on that card for the day.

Network Totals Report

This portion of the report is a representation of the BuyPass Network system results. The Overall Host Totals should match the Overall Local Totals on the Network Reports Total Summary. If it doesn't, contact the Helpdesk immediately. Should also match total in *Network Report Totals Summary* on previous page.

Tank Report

This is the final portion of the report that Accounting can use to recover your store's information. It provides a summary of volume and sales by fuel types sold at your store.

View Amber

When an Amber Alert has been issued, a message will appear in the system message window. To view the Amber Alert:

- Press the [**CSR Func**] button.
- Press the [**Reporting Menu**] button.
- Press the [**View Amber**] button from the Reporting Functions Menu.

Amber Alert Breakdown

1. Location and Date - the header of the Amber Alert will provide where (city, state) and the date that the Amber Alert originated.
2. Amber Alert - the next section of information is the Amber Alert.
3. Victim Description - this section provides descriptive details about the victim (name, age height, weight, etc) and a picture if one is available.
4. Suspect Description - this section provides descriptive details about the suspect (name, age height, weight, prior convictions if applicable, warnings if applicable, etc) and a picture if one is available.

5. Vehicle Description - this section provides descriptive details about the vehicle (make, model, color, license plate number, etc).
6. Contact Information - this section provides details about who to contact if you have any information.

Close Shift Report

The [**Close Shift Report**] button, when pressed, completes the close shift process for the current shift active on the register. This process needs to be completed when an employee completes their shift. This process must also be done prior to completing the Day Close. You can complete this process by:

- Press the [**Close Shift Report**] button.
- Enter your cashier number.
- Press the [**Enter**] button on the keyboard.

Or

- Press the [**OK**] button on the screen.
- Press the [**Enter**] button again when the systems asks for Sequence Number. A sequence number is used to help identify the Close Shift Report for printing.

Or

- Press the [**OK**] button on the screen again when the systems asks for Sequence Number.

Print Shift Report

The [**Print Shift Report**] will print, on register tape, a detailed report containing all MOP and transaction level information for the shift selected. This report is useful when researching and comparing information in the Back Office system. The Print Shift Report process can be completed by:

- Press the [**Print Shift Report**] button from the Reporting Functions Menu.
- Choose the report from the list by touching the line of the report; you can identify the correct report by date and sequence number. The report will print.

Print Monthly Report

The [**Print Monthly Report**] will print, on register tape, a detailed report containing all MOP and transaction level information for the month selected. The Print Monthly Report process can be completed by:

- Press the [**Print Monthly Report**] button from the Reporting Functions Menu.
- Choose the report from the list by touching the line of the report; you can identify the correct report by date and sequence number. The report will print.

Print Yearly Report

The [**Print Yearly Report**] will print, on register tape, a detailed report containing all MOP and transaction level information for the year selected. The Print Yearly Report process can be completed by:

- Press the [**Print Yearly Report**] button from the Reporting Functions Menu.
- Choose the report from the list by touching the line of the report; you can identify the correct report by date and sequence number. The report will print.

Close Car Wash Pay Point Period

The [**Close Car Wash Pay Point Period**] button, when pressed, completes the close process for the current car wash pay point period active on the register. This process must be done prior to completing the Day Close. You can complete this process by:

- Press the [**Close Car Wash Pay Point Period**] button.
- Press the [**Enter**] button on the keyboard.

Or

- Press the [**OK**] button on the screen.
- Press the [**Enter**] button.

Or

- Press the **[OK]** button on the screen again when the system confirms the car wash pay point period has been closed.

Print Car Wash Pay Point Period

The **[Print Car Wash Pay Point Period]** will print, on register tape, a detailed report containing all Car Wash level information for the period selected. The Print Car Wash Pay Point Period process can be completed by:

- Press the **[Print Car Wash Pay Point Period]** button from the Reporting Functions Menu.
- Choose the report from the list by touching the line of the report; you can identify the correct report by date and sequence number. The report will print.

Payroll Reports

The **[Payroll Reports]** button, when pressed, closes the payroll period for the cashier selected on register. This process must be done prior to completing the Day Close. You can complete this process by:

- Press the **[Payroll Reports]** button.
- Select line for **[Close]**.
- Enter your cashier number.
- Press the **[Enter]** button on the keyboard.

Or

- Press the **[OK]** button on the screen.
- Press the **[Enter]** button again.

Or

- Press the **[OK]** button on the screen again when the system confirms the payroll period has been closed.

Funds Audit Report

The **[Funds Audit Report]** button, when pressed, creates and 'posts' a funds audit report to the sapphire, to be retrieved from the sapphire reports. You can complete this process by:

- Press the **[Funds Audit Report]** button.
- Press the **[Enter]** button on the keyboard.

Or

- Press the **[OK]** button on the screen when the system prompts for confirmation for creating a funds audit report.
- Press the **[Enter]** button again.

Or

- Press the **[OK]** button on the screen again when the system confirms the funds audit report has been created and posted.

Flash Reports

Pressing the Flash Reports button will give you access to register reports that provide various information from the time you started the day to the time you run the report.

- Press the **[Flash Reports]** button from the Reporting Functions Menu.

The reports available include:

1. Print Category Report – This report will print a list of transaction information by Department (P&L).
2. Print Department Report – This report will print a list of transaction information by Category (P&L).

3. Print Network Report – Network, for a Topaz register, refers to credit card sales. This report will provide detailed credit card transaction information.
4. Print PLU Report – This report will print a list of transaction information by PLU. Warning this report can be extremely lengthy in sites with high merchandise sales.
5. Print Summary Report – This report will print a summary of all transaction level information made on the register.
6. Print Tank Report - This report will print a summary of all fuel transaction level information made on the register.
7. Print Tank reconciliation Report - Not used in stores. Sapphire has no direct connection with our tank monitors.
8. Print Tier Product Report - This report will provide running product volume of each grade in current day sales.
9. Print Tax Report - This report will provide current tax totals.
10. Print FP/Hose Report - This report will provide details of volume by grade on each pump for current day.
11. Print FP/Hose Running Report - This report will provide details of volume pumped spanning a period of days.
12. Print FP/Host Test Report - This report function is currently not in use.
13. Print Deal Report - This report will provide information on items associated with deals or mix-match promotions.
14. Print PLU Promo Report - This report function is currently not in use.
15. Print POP Discount Report - This report will provide information on POP discount status, listing the volume of fuel sold by grade for transactions that contained a POP discount.
16. Print Hourly Report - This report will provide sales data by hour in current day sales, dividing it by merchandise, merchandise and fuel and fuel only.
17. Print SL/Price Report - This report will provide overall fuel volume paid for with cash and with credit.

18. Print PR/Price Report - This report will provide fuel volume by grade, broken out by cash and credit.
19. Print Autocollect Report - This report function is currently not in use.
20. Print DCR Statistical Report - This report function is currently not in use.
21. Print N/W Product Report - This report will provide information on fuel volume sold paid by cash and by credit.
22. Print E-Safe Content Report - This report function is currently not in use.
23. Print POP Discount Def. Report - This report will provide information on POP discounts, listing the type of sales generating pop discounts during current day sales.
24. Print Proprietary N/W Card Report - This report function is currently not in use.
25. Print Proprietary N/W Product Report - This report function is currently not in use.
26. Print Loyalty Report - This report function is currently not in use.
27. Print Car Wash Pay Point Report - This report will provide information on car wash purchases made by at the car wash bay.

Note: You can print the reports by pressing the line of the report you want printed. The reports will print on register tape; however, all of the information and reports are available through the Sapphire system in the back office. Because you will have access to a full sized printer in your back office, it is recommended that the reports be printed directly from the Sapphire system.

Fuel Manager Menu

The Fuel Function options can be accessed by pressing the [**Fuel Manager Menu**] button on the Main Menu. Several options become available when pressed:

1. Initialize Fuel – This function will update the pump information based upon what is currently saved in Sapphire. This process should not be started while pay at the pump transactions are occurring. The transactions will revert to cash sales; however, the customer may not be aware. It is also recommended to contact the Helpdesk before starting this process.

2. Download Fuel Prices – This function will update the pump information by downloading fuel pricing information from the Sapphire system to the pump.
3. Download to DCRs – This function will shut down every pump’s CRIND and re-download all fuel information. This function should not be used unless there are issues with the pumps’ CRINDs because the process will take between 10 and 40 minutes. Also, this process should not be started while pay at the pump transactions are occurring. The transactions will revert to cash sales; however, the customer may not be aware. You must contact the Helpdesk prior to starting this process.
4. Initialize Site Sign – This function will update the outside fuel price sign with the amended price changes by downloading fuel pricing information from the Sapphire system to the fuel price sign.
5. Clear Pump on Hold – On occasion, issues may cause a pump to go into “hold” status. You can identify a pump on hold by pressing the pump number on the touch screen. The word “hold” will be underneath the current transaction. This option will clear a pump in this status. If a pump continually goes into hold status, you should contact the Helpdesk to get it resolved.
6. Reset Controller – This option only applies to TOKHEIM pumps. When pressed, it will reset the pump’s controller and go through the initialize pump process.
7. Fuel Site Pause – This function will pause the fuel stations, temporarily restricting them from dispensing any fuel.
8. Fuel Price Configuration - This option will allow you to change fuel prices from the register.

Download Fuel Prices from Sapphire

- Press the [**Download Fuel Prices**] button after updating the fuel prices in Sapphire. The process will take between 10 and 30 seconds.
- If the download fuel price process receives an error message, press the [**Initialize Fuel**] button. This process should also only take between 10 and 30 seconds. Do not do this while pay at the pump transactions are in progress.
- If the initialize fuel process receives an error message, press the [**Download to DCRs**] button. Contact the Help Desk prior to beginning this process. This will take between 10 to 40 minutes but will solve most software issues at the pump. Customers will get a “loading... Pay inside”

message at the pump. Do not do this while pay at the pump transactions are in progress.

Clear Pump On-Hold

If a pump goes into hold status, the [**Clear Pump on Hold**] button will clear the hold status and reset the pump for use. The pump may go into hold status occasionally due to technical issues. If the pump enters hold status frequently, the issue should be escalated to the Helpdesk. You can complete the process by:

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

Or

- Press the [**OK**] button on the screen.

Initialize Electronic Price Sign

After a fuel price change has been made, the [**Initialize Site Sign**] button will proceed to initialize the fuel price sign, updating it with the new prices. You can complete the process by:

- Press the [**Initialize Site Sign**] button.
- Press the [**Enter**] key on the keyboard.

Or

- Press the [**Yes**] button on the screen to confirm the price sign will be initialized and updated.

Fuel Site Pause

The [**Fuel Site Pause**] button will pause the fueling stations, temporarily restricting them from dispensing fuel. You can complete the process by:

- Press the [**Fuel Site Pause**] button.
- Press the [**Enter**] key on the keyboard.

Or

- Press the [**Yes**] button on the screen when prompted to confirm the fuel site pause feature will be enabled, causing the fueling stations to be paused.
- Press the [**Enter**] key on the keyboard again.

Or

- Press the [**Yes**] button on the screen again, to confirm the fuel site pause feature has been enabled and fuel sites are paused.

NOTE: The fuel site pause process will need to be 'disabled' once fuel is authorized to be dispensed.

Fuel Price Configuration

You can change fuel prices directly from the register. To complete the process:

- 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 press 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 press 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.

Network Menu

The Network Menu option on the Main Menu should NEVER be used at the store.

Maintenance Menu

The Register Maintenance functions allow you to control two aspects of the register and customize it to your specific needs; Volume and Brightness, etc. When the [Maintenance Menu] button is pressed from the Main Menu, these buttons are available:

1. Adjust Volume – This function allows you to increase, decrease or mute the register’s volume.
2. Adjust Brightness – This function allows you to increase or decrease the brightness of the register’s touch screen.
3. System Messages – This function allows you to access the previous 50 error messages from the Maintenance Menu.
4. Secure User – This function allows you to access options for changing the password to the current user logged into the register.
5. Device Configuration – This function allows you to access options for changing configuration settings for the devices and their attributes, connected to the Topaz register system.

6. Select Language – This function allows you to set the default language options for the register.
7. Store Phone Number – This function allows you to set the default phone number for the store. This function is NOT to be used unless directed by a certified VeriFone technician or Helpdesk agent.
8. Store Postal Code – This function allows you to set the default postal code for the store. This function is NOT to be used unless directed by a certified VeriFone technician or Helpdesk agent.
9. Apply Upgrade – This function allows you to access options for applying any upgrades pending or staged for the Topaz register system. This function is NOT to be used unless directed by a certified VeriFone technician or Helpdesk agent.
10. Print Upgrade Summary – This function allows you to print a summary of last upgrade performed. This function is NOT to be used unless directed by a certified VeriFone technician or Helpdesk agent.
11. Print Installation Information – This function allows you to print a summary of last upgrade performed. This function is NOT to be used unless directed by a certified VeriFone technician or Helpdesk agent.

Adjust Volume

The Adjust Volume option allows you to increase, decrease or mute the register's volume. You can adjust the volume of the register by:

- Press the [**Adjust Volume**] button on the screen.
- The Volume control list will become available. The volume is on a scale of 0 through 10, 10 being the highest and 0 being mute.
- Press the [**Number**] button on the screen; the register will make a sound that demonstrates the volume.
- Press the [**OK**] button to accept the setting.

ADJUST BRIGHTNESS

The Adjust Brightness option allows you to increase or decrease the brightness of the register's touch screen. You can adjust the brightness of the register by:

- Press the [**Adjust Brightness**] button on the screen.
- The Brightness Control list will become available. This is on a scale of 1 through 10, 10 being the brightest.
- Press the [**Number**] button on the screen; the register will change the brightness to demonstrate the setting.
- Press the [**OK**] button to accept the setting.

System Messages

The System Messages option will allow you to access the previous 50 error messages from the Maintenance Menu. This will help the Helpdesk isolate issues with the register and reduce the turn-around time for a solution. You can access the system messages using the touch screen by performing the following:

- Press the [**System Msgs**] button on the screen. The last 10 error messages will appear on the screen.
- To access any additional error messages, press the [**Down Arrow**] key on the left of the screen.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Secure User

The Secure User option will allow you to access options for changing the password to the current user logged into the register. You can access the Secure User option using the touch screen by performing the following:

- Press the [**Secure User**] button on the screen.
- Choose the option to 'change' or 'reset' the current password
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Device Configuration

The Device Configuration option will allow you to access options for changing configuration settings for the devices and their attributes, connected to the Topaz register system. This menu should only be accessed at the direction of a certified VeriFone technician or Helpdesk agent. You can access the Device Configuration option using the touch screen by performing the following:

- Press the [**Device Configuration**] button on the screen.
- Choose the appropriate device to change or reset.
- Proceed as directed by a certified VeriFone technician or Helpdesk agent.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

SELECT LANGUAGE

The Select Language option will allow you to set the default language options for the register. You can access the Select Language option using the touch screen by performing the following:

- Press the [**Select Language**] button on the screen.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Store Phone Number

The Store Phone Number option will allow you to set the default phone number for the register. This menu should only be accessed at the direction of a certified VeriFone technician or Helpdesk agent. You can access the Store Phone Number option using the touch screen by performing the following:

- Press the [**Store Phone Number**] button on the screen.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Store Postal Code

The Store Postal Code option will allow you to set the default postal code for the register. This menu should only be accessed at the direction of a certified VeriFone technician or Helpdesk agent. You can access the Store Postal Code option using the touch screen by performing the following:

- Press the [**Store Postal Code**] button on the screen.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Apply Upgrade

The Apply Upgrade option will allow you to access options for applying any upgrades pending or staged for the Topaz register system. This menu should only be accessed at the direction of a certified VeriFone technician or Helpdesk agent. You can access the Apply Upgrade option using the touch screen by performing the following:

- Press the [**Apply Upgrade**] button on the screen.
- Proceed as directed by a certified VeriFone technician or Helpdesk agent.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Print Upgrade Summary

The Print Upgrade Summary option will allow you to print a summary of last upgrade performed. You can access the Print Upgrade Summary option using the touch screen by performing the following:

- Press the [**Print Upgrade Summary**] button on the screen.
- A receipt will print out a summary of the last upgrade performed.
- To close the list on the screen, press the [**Exit**] key on the keyboard twice to get back to the main menu.

Logout

There are several reasons an employee would logout of the system, such as the Daily Close process or leaving the register for an extended period of time. If you do not complete the logout procedure and another employee completes transactions on the register, they will be associated with your login ID. The [**Log Out**] button is available on the Main Menu screen ONLY and can be completed by:

- Press the [**Log Out**] button on the screen from the Main Menu to exit the system. The system will return to the Topaz login screen. To start using the register, you would have to log back in to the register.

Return to Sales

The [**Return to Sales**] button on the Main Menu will return the screen to the register mode and allow you to complete transactions. The [**Return to Sales**] button is ONLY available from the Main Menu. To return to the register screen, complete the following:

- Press the [**Return to Sales**] button on the screen from the Main Menu.
- The system will display an orange “Sales functions initializing” message. When the system message disappears (approximately 10 seconds on the screen), the register is ready to accept new transactions.

ADDITIONAL PROCEDURES

Changing the Register Tape

When a register runs out of printer paper, a red Paper Out light will be displayed on the printer. The Topaz printers require thermal paper and the paper can be switched out by following the below process:

- Press the button on the right hand side of the printer, below the **[Feed]** button. The lid of the printer should open.
- Lift the lid of the printer until it's completely open.
- Remove the empty printer paper tube.
- Tear the top of the new register tape below the glue.
- Place the new roll of paper in the printer with the feed on the bottom of the roll.
- Make sure the roll is touching the sensor on the left-side of the machine or an error will occur.
- Pull the paper past where the lid will be if closed.
- Close the lid of the printer. The paper out light should turn off and you can begin new transactions.