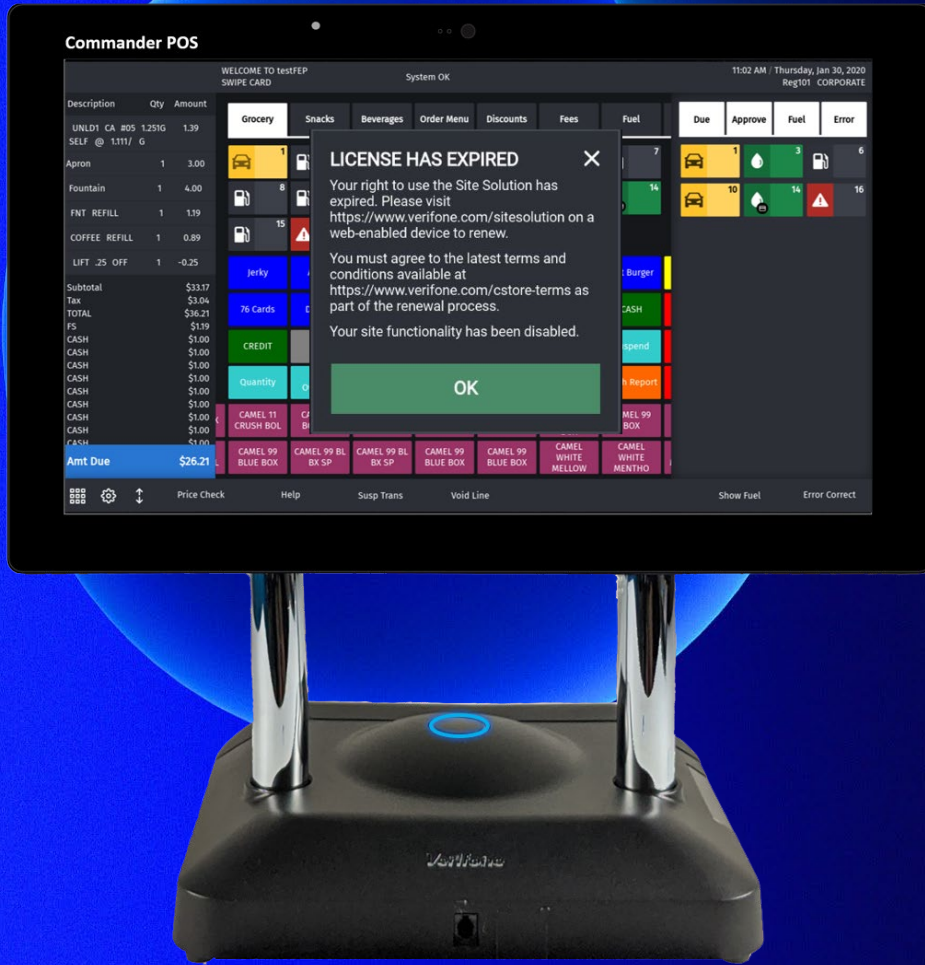


Verifone Message Prompts



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Comments? Please email all comments on this document to your local Verifone Support Team.

Revision History

Version	Date	Description
231101.1	11/1/2023	Initial Release.
231102.1	11/2/2023	Made adjustments for B54.00 and 53.41 as two separate sections

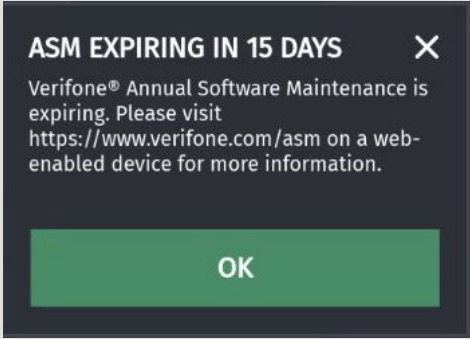
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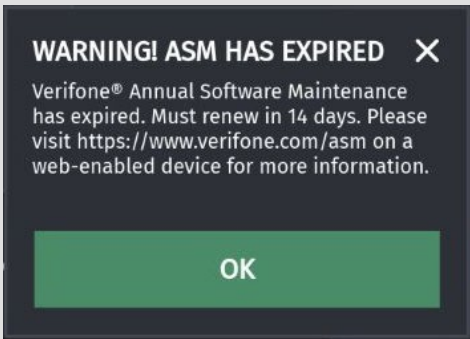
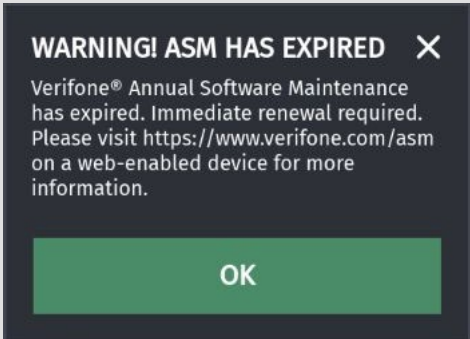
Verifone POS Messages Base 53.41+

Starting in software application base 53.41, Verifone expanded its system message library. These messages coincide with Annual Software Maintenance contracts and C-Site management integration. Below is a list of those messages, the reason for their appearance, and the solution.

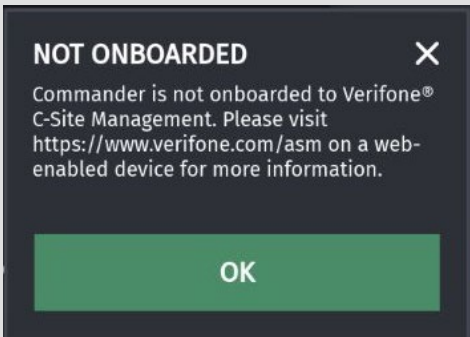
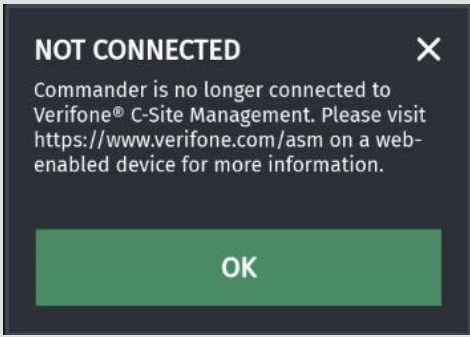
ASM Messages

Message	Reason	Solution
	<p>The location's ASM (Annual Software Maintenance) license will expire in less than 30 days, and the remaining days will show at the top of the window. The number at the top highly depends on when the Commander was onboarded. If the Commander is onboarded within 30 days of the ASM expiring, this message will appear immediately. This message will appear at every login until ASM is renewed.</p>	<p>Please renew your subscription before it lapses to avoid additional fees. You can renew your subscription before it expires by visiting the Verifone eStore.</p>

ASM Messages Cont.

Message	Reason	Solution
	Your ASM subscription has expired, and the 30-day grace period has begun. This message will appear at every login until ASM is renewed.	Renew your subscription before the date listed at the bottom of your POS message to avoid lapse fees. You can renew your subscription before the grace period ends by visiting the Verifone eStore .
	Your ASM subscription has expired, and the grace period has also expired. This message will appear after every transaction until ASM is renewed.	You can renew your subscription by visiting the Verifone eStore . To determine if you are eligible for a lapse fee waiver, contact your Regional Service Manager or submit an email request directly to sitesolution@verifone.com .

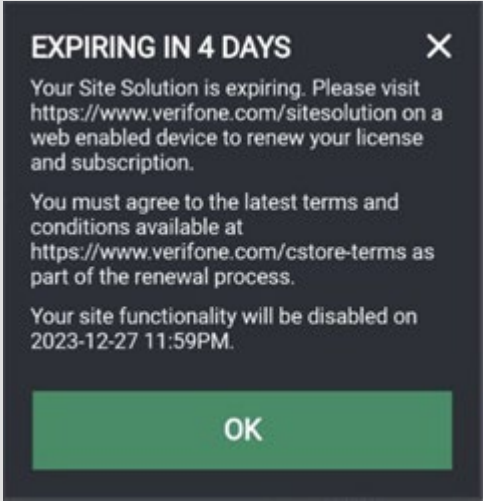
Verifone C-Site Management Messages

Message	Reason	Solution
	This message indicates that the site's POS controller is not onboarded to the C-Site Management cloud.	Enrollment can be handled through a user-friendly webpage here: Petro C-Site Management Sign-up . If problems persist, you can visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.
	This message indicates that your controller has been onboarded but has lost communication with the C-Site Management cloud.	Ensure your POS system is online with the payment processor and visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.

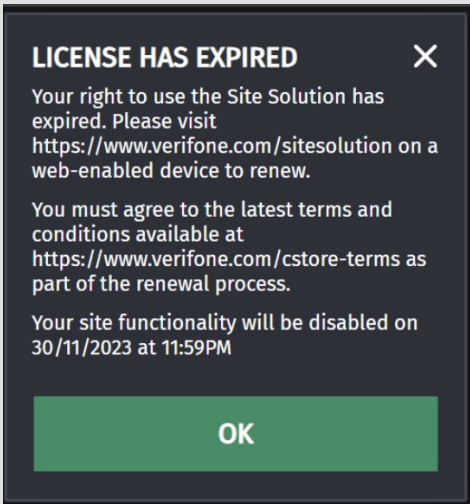
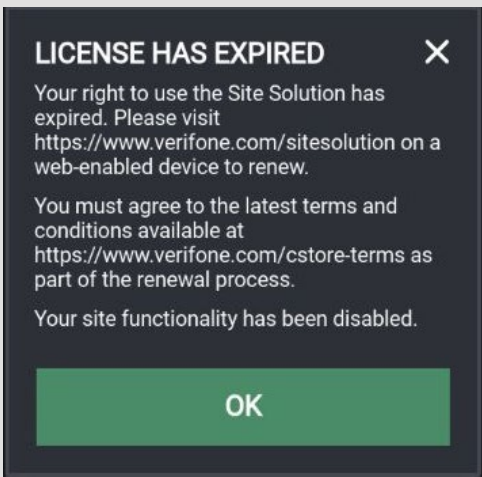
Verifone POS Messages Base 54.00+

Continuing in software application base 54.00, Verifone expanded its system message library. These messages coincide with Site Solution contract (formally ASM), C-Site management integration, and expanded feature licenses. Below is a list of those messages, the reason for their appearance, and the solution.

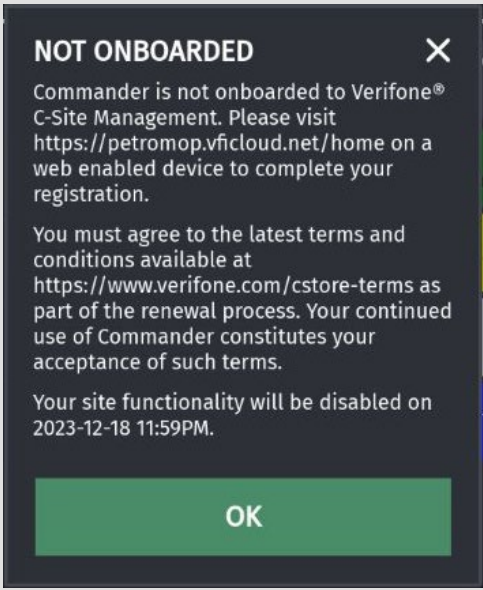
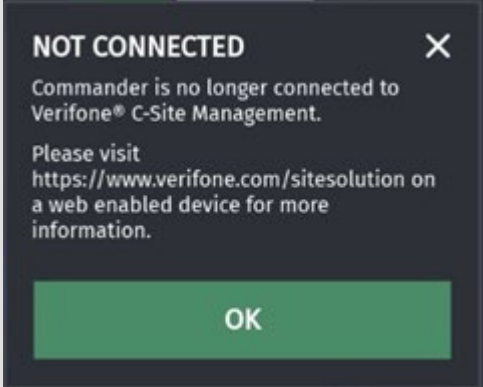
Site Solution Messages

Message	Reason	Solution
	<p>The location's Site Solution license will expire in less than 30 days, and the remaining days will show at the top of the window. The number at the top highly depends on when the Commander was onboarded. This message will appear immediately if the Commander is onboarded within 30 days of the ASM expiring. This message will appear after every transaction until the Site Solution contract is renewed.</p>	<p>Please renew your subscription before it lapses to avoid additional fees. You can renew your subscription before it expires by visiting the Verifone eStore.</p>

Site Solution Messages Cont.

Message	Reason	Solution
	Your Site Solution license has expired, and the 30-day grace period has begun. This message will appear after every transaction until the Site Solution contract is renewed.	Renew your subscription before the date listed at the bottom of your POS message to avoid lapse fees. You can renew your subscription before the grace period ends by visiting the Verifone eStore .
	Your Site Solution license has expired, and the grace period has also expired. Allowing your license to lapse entirely will disable site functionality. This message will appear after every transaction until the Site Solution contract is renewed.	You can renew your subscription by visiting the Verifone eStore . To determine if you are eligible for a lapse fee waiver, contact your Regional Service Manager or submit an email request directly to sitesolution@verifone.com .

Verifone C-Site Management Messages

Message	Reason	Solution
 <p>NOT ONBOARDED ✕</p> <p>Commander is not onboarded to Verifone® C-Site Management. Please visit https://petromop.vfcloud.net/home on a web enabled device to complete your registration.</p> <p>You must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process. Your continued use of Commander constitutes your acceptance of such terms.</p> <p>Your site functionality will be disabled on 2023-12-18 11:59PM.</p> <p>OK</p>	<p>This message indicates that the site's POS controller is not onboarded to the C-Site Management cloud. This message will pop up after every transaction until the Commander is onboarded.</p>	<p>Enrollment can be handled through a user-friendly webpage here: Petro C-Site Management Sign-up.</p> <p>If problems persist, you can visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>
 <p>NOT CONNECTED ✕</p> <p>Commander is no longer connected to Verifone® C-Site Management.</p> <p>Please visit https://www.verifone.com/sitesolution on a web enabled device for more information.</p> <p>OK</p>	<p>This message indicates that your controller has been onboarded but has lost communication with the C-Site Management cloud. This message will pop up after every login until the Commander's connection is restored.</p>	<p>Ensure your POS system is online with the payment processor and visit the Verifone Support Portal or call 1-800-VERIFONE (837.4366) for help desk assistance.</p>