

# Verifone Commander

## User Reference

### Petro Ecosystem





## **Verifone Commander Feature Set 53.32.01**

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## Using This User Reference

This User Reference provides detailed information about Verifone's point-ofsale (POS) devices on a function key-by-function key basis.

Each of the topics are divided into the following sections:

- Overview - This section contains a brief description about each topic.
- Using - This section explains how the particular topic or function is used to process and manage sales transactions.
- Configuring - This section contains information on how to configure the relevant parameters using Configuration Client.
- Reporting - This section contains sample reports with a detailed report description.
- Troubleshooting - This section may contain some trouble scenarios that may occur along with the steps needed to correct them. In some cases the user may need to perform procedures that are restricted to higher security levels (i.e. manager level as opposed to cashier).

**Note:** See the “Configuration Client Screens” topic for more information on configuration screens that are not covered under a specific feature topic in the document.

**Note:** Refer to the Feature Reference Documents for additional information on features. The Feature Reference documents are available on Premier Portal.

**Note:** Change the default configuration settings in Configuration Client only if you are sure you have to edit the settings.



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# POS Workstations Overview

Verifone Point of Sale (POS) devices typically use the Verifone Commander as the server.

## Verifone Topaz



The Verifone® Topaz™ XL workstation is a high-performance, reliable, point-of-sale terminal that supports peripherals such as scanners, cash drawers, PIN pads, and customer displays. The Verifone Topaz utilizes the Verifone Commander to connect to payment networks, fuel dispensers, car wash controllers, and loyalty providers. The Topaz has the ability to accept all payment options, including cash, checks, credit and debit cards, coupons, and various prepaid cards.

The Verifone Topaz has a 15-inch color touchscreen display and 120-key programmable keyboard. A virtual receipt is displayed on the screen to display transactions information as items are being rung up. The configuration of the Topaz is handled through Configuration Client. The Verifone Topaz also has a built-in help menu to aid with sales transactions.

## Verifone Ruby2



## Verifone Commander User Reference

Verifone Ruby2 is equipped with a 15-inch LED-backlit touch-screen interface and a multicore processor to allow fast and efficient store and customer management. Verifone Ruby2 does not have a keyboard interface which gives the site more counter space. The touch screen is made of hardened tempered glass making the screen incredibly durable. It also provides full workstation access to store operations such as price changes, store updates and software program management. The Verifone Ruby2 only works with the Verifone Commander or Verifone RubyCi Site Controllers.

## Verifone RubyCi



The Verifone RubyCi is Verifone's all in one POS and Verifone Commander solution. It combines a Verifone Ruby2 POS with the functionality of the Verifone Commander in one piece of hardware to provide fast, efficient, and complete store management. It enables users to have the ability to consolidate as well as upgrade their POS equipment with one piece of hardware.

The Verifone RubyCi can interface with additional POS terminals such as the Verifone Ruby2 or the Verifone Topaz XL to expand sales operating capabilities.

## Verifone C18



## Verifone Commander User Reference

Verifone C18 is Verifone's most powerful, integrated POS for convenience stores with unsurpassed functionality and versatility. Verifone C18's user interface is made for cashiers serving customers who want a frictionless experience. The brilliant, high definition screen is easy on the eyes. At an impressive 18.5 inches, there is abundant real estate for all sales needs.

### App Selector

The Verifone C18 POS screen can be positioned to Home (Cashier facing) or Flip (Customer facing) and can be orientated to render applications in landscape or portrait orientations at Home and Flip positions.

This hardware capability facilitates running multiple cashier and customer facing applications in portrait and landscape orientations.

***Note: Refer to the App Selector User Reference documentation for more information on this feature. The User Reference is available on the Premier Portal.***

## Verifone Commander

The Verifone Commander™ is a high-powered server that increases the capacity and functionality of Verifone's ethernet capable Point of Sale (POS) workstations by extending the processing and communications bandwidth for managing peripherals.

Future needs are designed into the hardware to provide support for additional serial ports and CPU boards along with additional fan and/or power connection that may be needed as a result. Use of these expansion capabilities will be determined by Verifone. System peripherals, such as fuel dispensers, dispenser card readers (DCRs), and car wash controllers connect directly to the Verifone Commander.

In addition to [Configuration Client](#), Verifone Commander also has other site management software: Report Navigator, Transaction Manager and Verifone Commander Console. Report Navigator is used to view reporting data for the store. Reporting information such as the close day report can be configured to include a multitude of report options. Transaction Manager allows for site transaction logs and data to be accessed from the Verifone Commander or archived locally. Verifone Commander Console enables multiple store reporting data to be consolidated into one place for easy visibility to monitor and track sales trends.



The Verifone Commander contains a built in V950, referred to as the V950SC.

When a router is installed in this configuration, it can be configured so that the Verifone Commander's V950SC can:

- Receive software upgrades remotely using Verifone's Remote Software Download feature.

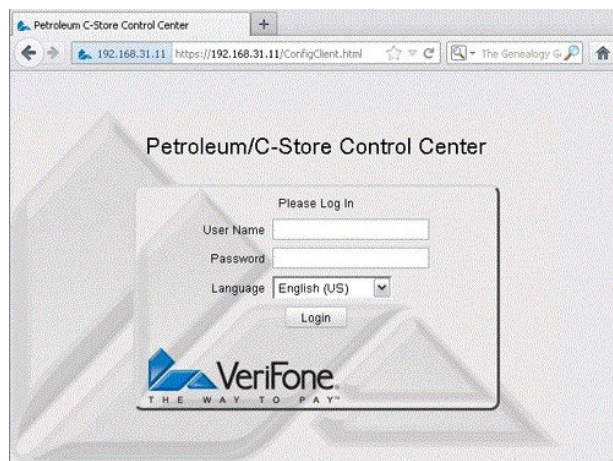
## Verifone Commander User Reference

- Connect with the Verifone Helpdesk for remote troubleshooting and diagnostics.

### Configuration Client

The Verifone Commander can receive configuration changes using Configuration Client. Configuration client is a web-based utility that allows store personnel, Verifone Authorized Service Contractors, and Verifone Helpdesk to modify site information. To utilize Configuration Client you must be using a supported web browser. The supported Web Browsers are:

- Chrome versions 60 or higher
  - Firefox versions 53 or higher
  - Internet Explorer versions 8 or higher
1. Key in the URL <https://192.168.31.11/ConfigClient.html> into the Web Browser and press [Enter].



2. Enter User Name and Password.
3. Click Login.

### One-Time Password (OTP) Prompt

In Base 47 and higher, there is an additional prompt for a one-time password (OTP) implemented into Configuration Client. As part of PCI/DSS v3.2 Requirement 8.3.1, this incorporates a multi-factor authentication for all non-console access into the Cardholder Data Environment (CDE) for personnel with administrative access.

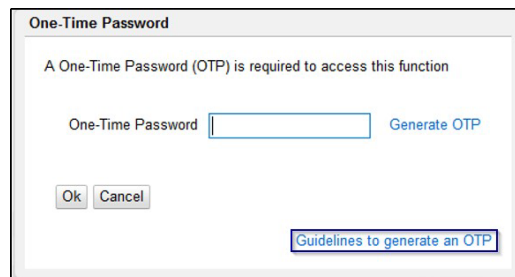
Menus that have this prompt include:



## Verifone Commander User Reference

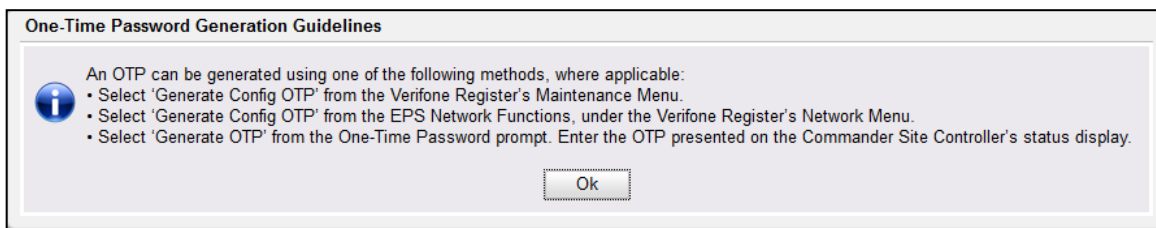
- Security > Manage Users (Includes Roles)
- Initial Setup
- Date & Time
- Local Area Network Config
- VHQ Configuration
- Payment Controller > POS Configuration
- EPS Configuration > EPS Global Configuration
- Full Service Attendant Configuration
- InComm Configuration
- LINQ3 Lottery Configuration
- Payware Fleet and Loyalty Configuration
- PCATS Loyalty Configuration
- Proprietary Fleet Configuration
- Punch Card Loyalty Configuration
- Network Configuration (network references the name of the network installed, such as Buypass)
- Loyalty Card Configuration

While the preceding is the list of functions In Base 47 that include the OTP prompt within Configuration Client, it may be expanded to other areas and new features in future releases.



The image shows a dialog box titled "One-Time Password". Inside the dialog, there is a message: "A One-Time Password (OTP) is required to access this function". Below this message, there is a text input field labeled "One-Time Password" and a "Generate OTP" button. At the bottom left, there are "Ok" and "Cancel" buttons. At the bottom right, there is a link that says "Guidelines to generate an OTP".

Clicking on **Guidelines to generate an OTP** (see image above) will display the 3 different ways to obtain the OTP.



The image shows a dialog box titled "One-Time Password Generation Guidelines". It contains an information icon (a blue circle with a white 'i') and a list of three methods to generate an OTP:

- Select 'Generate Config OTP' from the Verifone Register's Maintenance Menu.
- Select 'Generate Config OTP' from the EPS Network Functions, under the Verifone Register's Network Menu.
- Select 'Generate OTP' from the One-Time Password prompt. Enter the OTP presented on the Commander Site Controller's status display.

At the bottom of the dialog, there is an "Ok" button.

The OTP is 4 digits in length. When generated using any of the 3 methods above, it will appear on the 7- Segment status display of the Verifone Commander (displaying 2 numbers at a time; the period indicates the first set of numbers). If generated from the POS/register, it will also display on the POS screen.

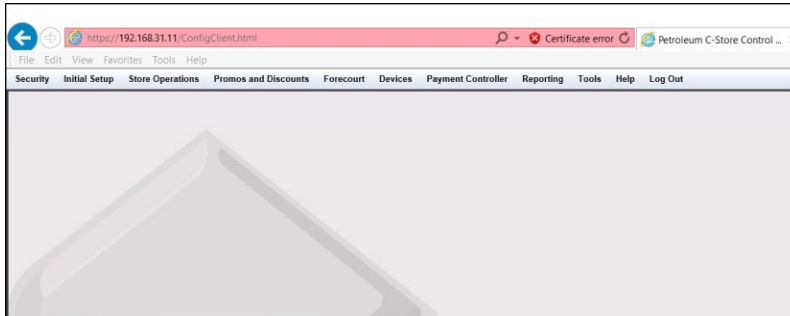
## Verifone Commander User Reference

The OTP is directly tied to the user's Configuration Client login session. If the OTP is generated and correctly entered, the OTP will be active until the user logs out or the Configuration Client session times out for inactivity (15 minutes). The OTP does not require re-entry after it has been saved for the session, meaning the user can go between menus that require entry, without being prompted.

**Note:** *The OTP requirement applies to backing up and restoring files to the Verifone Commander using SMS Import/Export. Files that require an OTP may not be restored to the Verifone Commander, and an error message ("One Time Password Required") appears when attempting to do so. Clicking OK on the error prompt allows the rest of the import or export to proceed. Clicking Abort aborts the remainder of the import or export. In newer versions of SMS Import/Export, items that require OTP are removed from the backup and restore list.*

# Configuration Client Forms

This topic contains all the Verifone Commander Configuration Client forms. The configuration forms in this topic are described in the menu order displayed on the Verifone Commander Configuration Client.



## Security

### Manage Users

### Configure Users

Use **Security > Manage Users > Configure Users** to add, edit, or remove users. The current users are listed on the left side of the form.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Add	Click to add a new user.
Delete	Select an existing user and click Delete to remove the user from the Users list.
Name	Enter the name of the user (number of characters are unlimited).
Disallow Login	Select to disallow the selected user to login to Configuration Client.
Employee	Assign an employee type to the user by selecting from the Employee drop-down list.  The employee types with security levels are created using <b>Security &gt; POS Security &gt; Employees</b> form.
Roles	Roles are set up on the Configure Roles tab. The roles assigned to the selected user are displayed in this box.
Edit	Click to display the available roles. Select one or more roles for the user and click Done.
<b>Password Settings</b>	
Min Length	Enter a minimum length for the user's password (7 - 30).
Max Length	Enter a maximum length for the user's password (8 - 30).
# of Days to Expire	Enter the number of days until the password expires.  <i><b>Note:</b> The password should be changed before it expires.</i>
Force Change on Next Login	Select to make the user change their password the next time they log in.

Field/Button	Allowable Value/Function
New Password	Enter the user's new password. The new password should meet the requirements of the password guideline.
Confirm New Password	Enter the password again to confirm.
Password Guidelines	Click to display password guidelines.
<p><b>Secure User Settings</b></p> <p>'Secure user' is a user who can access PA-DSS sensitive <i>Card Holder Data (CHD)</i> in 'EPS Secure Reports' from POS via the Network Manager' menu. POS prompts for secure employee ID and secure user password prior to processing this menu item.</p> <p>To avoid having to type username on POS keyboard, this feature allows associating a POS employee ID to a user. When POS prompts, secure user must enter their 'secure employee ID' and the PA-DSS compliant 'user' password. On successful validation, PA-DSS sensitive <i>Card Holder Data (CHD)</i> is exposed in the EPS reports. If validation fails, masked PAN is provided in the EPS Reports.</p> <p>Secure Admin is a 'secure user' who can manage 'secure user' as well as 'secure admin' accounts.</p> <p><b>Note:</b> The 'Secure User Administration' section is displayed when you log in as 'manager' (the default secure user admin account) or any user that is configured as a secure admin.</p>	
Secure User ID	Enter the Secure User ID.
Secure User Administration	Enable if the user has secure user administration rights.

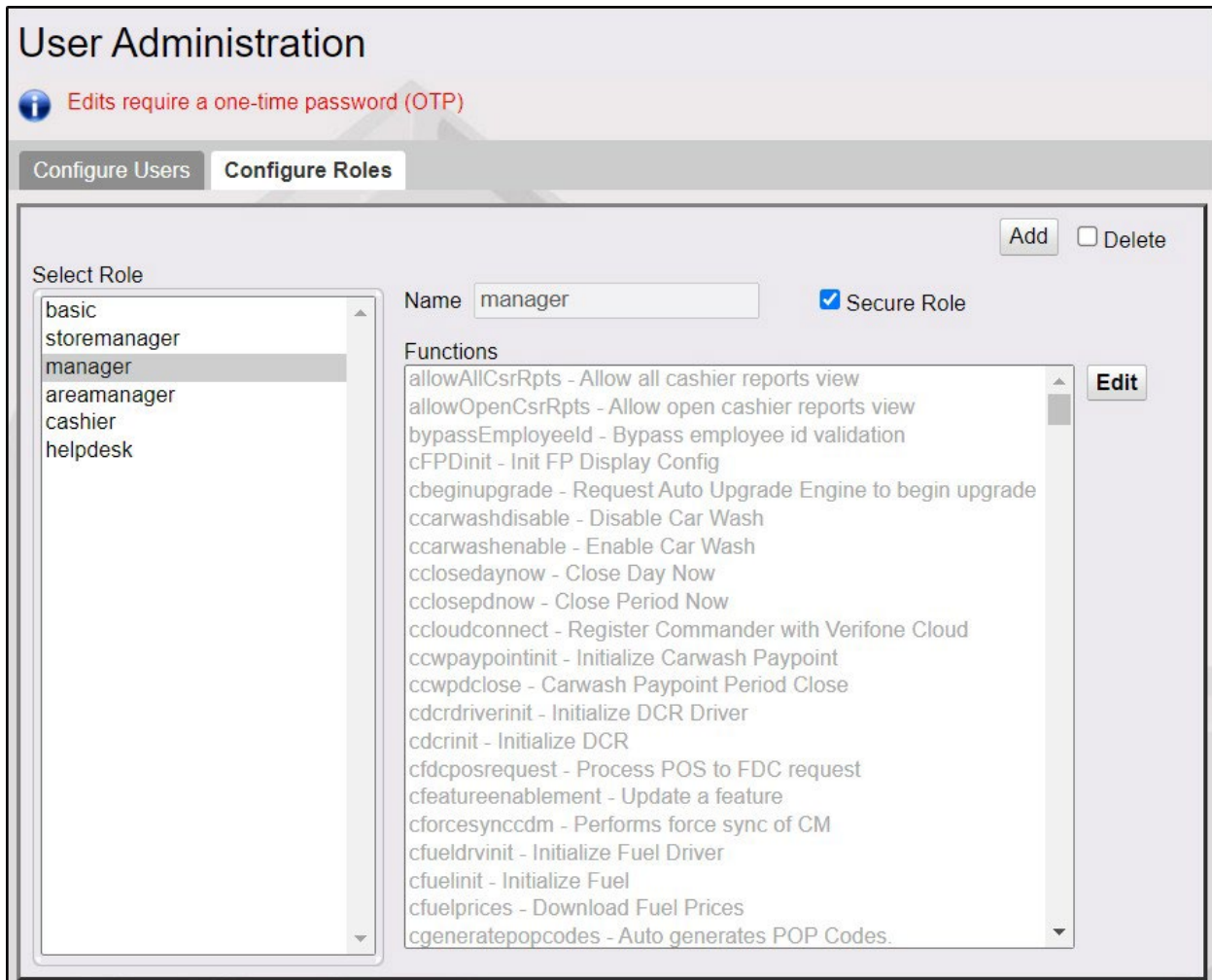
Field/Button	Allowable Value/Function
<p><b>Verifone C-Site Management</b></p> <p>The Verifone C-Site Management application allows remote configuration of data for the POS system through the web. Without visiting each location changes and updates can be done remotely for any or all locations. These updates can be done selectively or all at once for all the POS devices from the web application.</p> <p>OTP is a one-time password generated by the Verifone Commander for accessing certain menus. Verifone C-Site Management now supports remote generation and retrieval of OTP. Passwords generated this way are sent to the email address associated with the Verifone C-Site Management user login.</p> <p><b>Note:</b> Refer to the <i>Verifone C-Site Management User Reference</i> documentation for more information on this feature. The <i>User Reference</i> is available on Premier Portal.</p>	
<p>User ID</p>	<p>Add the same Verifone® C-Site Management Email address that was configured as part of OTP settings in the Verifone® C- Site Management application and Click Save.</p>

### Configure Roles

Use **Security > Manage Users > Configure Roles** to assign permissions, add new roles, edit and delete current roles, and add and delete functions from each role. These roles are assigned to users.

The current roles are listed on the left side of the form.

Addition, removal, or modification of the roles can only be performed by a secure administrator. The “Secure Role” attribute allows secure administrators to specify whether a role's access should be limited only to secure users. If this attribute is set, the role can only be assigned to a secure user.



## To Edit a Role

1. Select the role from the Roles list.
2. Click **Edit** at the Functions box.
3. Change the name in the Role Name text box.
4. To edit the function assignment to the role, enable or disable the functions in the Functions form.
5. Click **Done** in the Functions form.
6. Click **Save**.

## To Add Role and Add Functions to Role

1. Click **New**.
2. Enter the name in the Role Name text box.
3. Click **Edit** at the Functions box to assign functions to the role.
4. Select the function(s) for the role from the Functions form.
5. Click **Done** in the Functions form.
6. Click **Save**.

## To Delete a Role

1. Select the role from the Roles list.
2. Select **Delete**.
3. Click **Save**.

## Role Function Description

The following is the list of role functions and their descriptions:

Function	Description	Additional Info
<b>allowAllCsrRpts</b>	Allow all cashier reports view	Allow user to view all cashier reports that are available
<b>allowOpenCsrRpts</b>	Allow open cashier reports view	Allow user to view open cashier reports (current and/or reports with MOP amounts not yet filled)
<b>allowRestricted</b>	Allow Restricted Access	
<b>bypassEmployeeid</b>	Bypass employee id validation	Bypass employee id validation in POS security functions



## Verifone Commander User Reference

Function	Description	Additional Info
<b>cbeginupgrade</b>	Request Auto Upgrade Engine to begin upgrade	
<b>ccarwashdisable</b>	Disable Car Wash	
<b>ccarwashenable</b>	Enable Car Wash	
<b>cclosedaynow</b>	Close Day Now	
<b>ccwpaypointinit</b>	Initialize Carwash Paypoint	
<b>ccwpclose</b>	Carwash Paypoint Period Close	Performs Period Close On Carwash Paypoint
<b>cdcrdriverinit</b>	Initialize DCR Driver	
<b>cdcrinit</b>	Initialize DCR	Initialize DCRs
<b>cdisablelogin</b>	Disable Helpdesk Login	
<b>cenablelogin</b>	Enable Helpdesk Login	
<b>cfeatureenablement</b>	Update a feature	Update Licensed Features
<b>cFPDinit</b>	Init FP Display Config	
<b>cfueldrvinit</b>	Initialize Fuel Driver	
<b>cfuelinit</b>	Initialize Fuel	
<b>cfuelprices</b>	Download Fuel Prices	
<b>changepasswd</b>	Change Password	
<b>cping</b>	Pings a given destination.	
<b>crefreshcfg</b>	Refresh Configuration	
<b>crefreshepsconfig</b>	Refresh Eps Config	

## Verifone Commander User Reference

Function	Description	Additional Info
<b>cswupgradepkg</b>	Update software	
<b>diagdeleteclass</b>	Delete Diagnostic Class	Delete a previously loaded dynamic diagnostic classfile
<b>diagloadclass</b>	Load Diagnostic Class	Load a classfile to be run as dynamic diagnostic
<b>diagrunclass</b>	Run Diagnostic Class	Execute a dynamic diagnostic class
<b>findfilename</b>	View report period filename	
<b>getPLUsFromGempro</b>	Send plu.dat to NEWPRO	Send plu.dat from GEMPRO to NEWPRO
<b>notifyamber</b>	Notify amber alert updates	Notify Controller of amber alert updates
<b>releaseCredential</b>	Release the credential	
<b>repeatEvent</b>	Repeat last event	Notify specified event listener of the last occurrence of the specified event
<b>sendPLUsToGempro</b>	Send plu.dat to GEMPRO	Send PLU data from NEWPRO to GEMPRO
<b>uagevalidationcfg</b>	Update age validation config	
<b>ubannercfg</b>	Update banner config	
<b>ubluelawcfg</b>	Update blue law config	
<b>ucarwashcfg</b>	Update carwash config	

## Verifone Commander User Reference

Function	Description	Additional Info
<b>ucashaccsite</b>	Update cash acceptor config	
<b>ucashierenddraweramts</b>	Update Cashier End Drawer Amounts	
<b>ucashierreportreviewstatus</b>	Update Cashier Report Review Status	
<b>ucashiertrackingcfg</b>	Update cashier tracking configuration	
<b>ucouponfamcfg</b>	Update coupon family config	
<b>ucurrencycfg</b>	Update currency config	Update currency dataset configuration
<b>ucwpaypointcfg</b>	Update carwash paypoint config	
<b>udatetime</b>	Set Time and Date	Set the internal clock on Controller, including timezone and daylight savings time parameters
<b>udcrheadercfg</b>	Update DCR header config	
<b>udcridlescreencfg</b>	Update DCR Idle Screen config	Update DCR Idle Screen dataset configuration
<b>udcrmmessagecfg</b>	Update DCR message config	
<b>udcrtrailercfg</b>	Update DCR trailer config	
<b>udiscountdenomcfg</b>	Update discount denom config	
<b>uecheckcfg</b>	Update Echeck Config	

Function	Description	Additional Info
<b>uemvcfg</b>	Update EMV Configuration	Update All EMV Configuration Settings
<b>uemvinit</b>	Update EMV Initialization	Update All EMV Initialization Settings
<b>uepsprepaidcfg</b>	Update EPS Prepaid Card Config	
<b>uesafecfg</b>	Update Esafe Config	
<b>ufeecfg</b>	Update fee config	Update fee dataset config
<b>ufepcardcfg</b>	Update Fep's card configuration parameters	Update Fep's card configuration parameters like various limits, enable/disable card
<b>ufepcardtypecfg</b>	Update Fep's card configuration parameters based on card Type	Update Fep's card configuration parameters based on card Type like limits, enable/Disable etc.
<b>ufepcfg</b>	Update Fep's configuration parameters	Update Fep's configuration parameters like network, cashback etc
<b>ufoodservicecfg</b>	Update Food Service Config	
<b>uFPDcfg</b>	Update FP Display Config	
<b>ufuelcfg</b>	Update Fuel Site Configuration	Update the fueling dispensers, products, mops, tanks, and prices for the site
<b>ufuelprices</b>	Update Fuel Prices	Update the fueling prices for the site

## Verifone Commander User Reference

Function	Description	Additional Info
<b>ufueltaxex</b>	Update Fuel Tax Exemption Config	
<b>ufunctionlist</b>	Refresh function list	
<b>ugrouplist</b>	Update Group List Configuration	Update available report groups
<b>uifscfg</b>	Update IFSF Network Config	
<b>uinhouseacctcfg</b>	Update in-house account config	Update in-house account dataset config
<b>ukioskorder</b>	Commit kiosk order	
<b>ulogocfg</b>	Update logo config	Update logo dataset config
<b>uloyaltycardcfg</b>	Update Loyalty Card Configuration	
<b>uloyaltycardtypecfg</b>	Update Loyalty Card Type Configuration	
<b>uloyaltyglobalcfg</b>	Update Global Loyalty parameters	
<b>uMaintenance</b>	Update NAXML maintenance dataset	Update configuration datasets as NAXML maintenance documents
<b>umaintfprht</b>	Update maint fprht	
<b>umaintpostal</b>	Update maint postal	
<b>umaintregistrationkey</b>	Update maint registration key	
<b>umainttelephone</b>	Update maint telephone	

## Verifone Commander User Reference

Function	Description	Additional Info
<b>umainttotalizers</b>	Update maint totalizers	
<b>umanagedcfg</b>	Update Managed Configuration	
<b>umanagedmodulecfg</b>	Update Configuration	Update Module Configuration
<b>umanageradjustment</b>	Update Manager Adjustments	
<b>umanagercorrection</b>	Update Manager Corrections	
<b>umenucfg</b>	Update menu config	Update menu dataset config
<b>umobilecfg</b>	Update Mobile Configuration	
<b>umopcfg</b>	Update MOP config	Update MOP dataset config
<b>umwscashmovementreport</b>	Update MWS Cash Movement Info	
<b>unetposcfg</b>	Update Network Configuration	Update POS related Network Configuration
<b>unetworkcfg</b>	Update Network Settings	Update Network Settings(IP, route, etc..)
<b>unetworkpartcfg</b>	Update network settings	
<b>upaymentcfg</b>	Update payment config	Update payment dataset config
<b>upinpadmsgcfg</b>	Update Pinpad Idle and Swipe messages	
<b>uPLUCacheList</b>	Update PLU cache list	Update the list of PLUs cached on POS

## Verifone Commander User Reference

Function	Description	Additional Info
<b>uplupromocfg</b>	Update PLU Promo config	Update PLU Promo dataset config
<b>uPLUs</b>	Update PLU dataset	
<b>upolicycfg</b>	Update policy config	
<b>upopcfg</b>	Update pop config	
<b>uposcfg</b>	Update POS config	Update POS dataset config
<b>upospaymentconfig</b>	Update POS Payment Configuration	
<b>upossecurity</b>	Update POS security config	Update POS security dataset config
<b>uprepaidcfg</b>	Update Prepaid Card Config	
<b>upscdrcfg</b>	Update DCR config	Update DCR dataset config
<b>upscdrkeycfg</b>	Update DCR Key config	Update DCR Key dataset config
<b>uregistercfg</b>	Update register config	Update register specific dataset config
<b>ureportcfg</b>	Update Report Configuration	
<b>ureportlist</b>	Update Report List Configuration	Update the order of available reports
<b>ureportstatus</b>	Update Manager Review Status	
<b>urestrictionscfg</b>	Update restriction config	Update restriction dataset config

## Verifone Commander User Reference

Function	Description	Additional Info
<b>usalescfg</b>	Update sales config	
<b>usapphireprop</b>	Update Controller system properties	
<b>uscreencfg</b>	Update POS Screen Configuration	
<b>usecuritylogservercfg</b>	Update Security Log Server IP Address	
<b>uslogancfg</b>	Update slogan config	Update slogan dataset config
<b>usoftkeycfg</b>	Update softkey config	Update softkey dataset config
<b>utaxratecfg</b>	Update tax rate config	Update tax rate dataset config
<b>utlssite</b>	Update TLS config	
<b>utriggerpullcfg</b>	Update Trigger Pull Configuration	Update All Trigger Pull Configuration Settings
<b>uuseradmin</b>	User Administration	User admin update
<b>uvendingmachinecfg</b>	Update Vending Machine config	Update Vending Machine dataset config
<b>uvipercfg</b>	Update Viper's site level Config	Update Viper's site level Config like various limits, and pop configuration
<b>vagevalidationcfg</b>	View age validation config	
<b>validate</b>	Validate the credential	
<b>vappcfg</b>	View App Specific Config	



## Verifone Commander User Reference

Function	Description	Additional Info
<b>vAppInfo</b>	View App Info	View App Version Info
<b>vappmodules</b>	View App Module Names	View the list of Application noted module names.
<b>vbannercfg</b>	View banner config	
<b>vbluelawcfg</b>	View blue law config	
<b>vcarwashcfg</b>	View carwash config	
<b>vcashaccsite</b>	View cash acceptor config	
<b>vcashierpdlist</b>	View cashier report period list	View list of cashier report periods available
<b>vcashierrept</b>	Cashier Reports	View the cashier period reports
<b>vcashiertrackingcfg</b>	View cashier tracking configuration	
<b>vcashiertrackingrept</b>	View cashier tracking report	
<b>vcouponfamcfg</b>	View coupon family config	
<b>vcurrencycfg</b>	View currency config	View currency dataset config
<b>vcwpaypointcfg</b>	View carwash paypoint config	
<b>vcwpaypointpdlist</b>	View cw paypoint period list	View list of cw paypoint periods available
<b>vcwpaypointpdrept</b>	View cw paypoint period report	

## Verifone Commander User Reference

Function	Description	Additional Info
<b>vdatetime</b>	Get Time and Date	View the Controller internal time
<b>vdcrheadercfg</b>	View DCR header config	
<b>vdcriddlescreencfg</b>	View DCR Idle Screen config	View DCR Idle Screen dataset config
<b>vdcrmessagecfg</b>	View DCR message config	
<b>vdcrtrailercfg</b>	View DCR trailer config	
<b>vdiscoutdenomcfg</b>	View discount denom config	
<b>vecheckcfg</b>	View Echeck Config	
<b>vemvcfg</b>	View EMV Configuration	View All EMV Configuration Settings
<b>vemvinit</b>	View EMV Initialization	View All EMV Initialization Settings
<b>vepsprepaidcfg</b>	View EPS Prepaid Card Config	
<b>vepsassetdata</b>	View Site Asset Data of EPS	
<b>vesafecashierrept</b>	ESafe Cashier Reports	View the cashier period reports
<b>vesafecfg</b>	View Esafe Config	
<b>veventset</b>	Register event listener	Register {alias, url} pair as event listener for a specific event type
<b>veventunset</b>	Unregister event listener	Unregister the specified event listener for a specific event type

Function	Description	Additional Info
<b>vfeaturelist</b>	View feature list	View list of installed features
<b>vfeecfg</b>	View fee config	View fee dataset config
<b>vfepcardcfg</b>	View Fep's card configuration parameters	View Fep's card configuration parameters like various limits, enable/disable card
<b>vfepcardtypecfg</b>	View Fep's card configuration parameters based on card Type	View Fep's card configuration parameters based on card Type like limits, enable/Disable etc
<b>vfepcfg</b>	View Fep's configuration parameters	View Fep's configuration parameters like network, cashback etc
<b>vfepdetails</b>	View Basic Fep Details	View Basic Fep Details like the available commands, enabled, is primary etc
<b>vfoodservicecfg</b>	View Food Service Config	
<b>vFPDcfg</b>	View FP Display Config	
<b>vfuelcfg</b>	Update Fuel Site Configuration	Update the fueling dispensers, products, mops, tanks, and prices for the site
<b>vfuelposstat</b>	View fueling position status	
<b>vfuelprices</b>	View In-effect Fuel Prices	View the in-effect fueling prices for the site

## Verifone Commander User Reference

Function	Description	Additional Info
<b>vfuelrtcfg</b>	In-effect Fuel Site Configuration	View the in-effect fueling dispensers, products, mops, tanks, and prices for the site
<b>vfuelrtprices</b>	View In-effect Fuel Prices	View the in-effect fueling prices for the site
<b>vfueltaxex</b>	View Fuel Tax Exemption Config	
<b>vfueltotals</b>	Fuel Totals Report	View the electronic dispenser report for a given period
<b>vfueltotalsz</b>	Compressed Fuel Totals Report	View the electronic dispenser report for a given period (gzip)
<b>vgrouplist</b>	View Group List Configuration	Review available report groups
<b>vifscfg</b>	View IFSF Network Config	
<b>vinhouseacctcfg</b>	View in-house account config	View in-house account dataset config
<b>vlogocfg</b>	View logo config	View logo dataset config
<b>vloyaltycardcfg</b>	View Loyalty Card Configuration	
<b>vloyaltycardtypecfg</b>	View Loyalty Card Type Configuration	
<b>vloyaltyglobalcfg</b>	View Global Loyalty parameters	
<b>vMaintenance</b>	View NAXML maintenance datasets	View configuration datasets as NAXML maintenance documents

## Verifone Commander User Reference

Function	Description	Additional Info
<b>vmaintfprht</b>	View maint fueling point running hose totals	
<b>vmaintpostal</b>	View maint postal code	
<b>vmaintregistration</b>	View maint registration	
<b>vmainttelephone</b>	View maint telephone number	
<b>vmainttotalizers</b>	View maint totalizers	
<b>vmanagedcfgstatus</b>	View Managed Update Status	
<b>vmanagedmodulecfg</b>	View Configuration	View Current Module Configurations
<b>vmenucfg</b>	View menu config	View menu dataset config
<b>vmobilecfg</b>	View Mobile Configuration	
<b>vmobilehostlist</b>	View Hosts List	View Mobile Hosts List
<b>vmobilereport</b>	View Mobile Report	
<b>vmobilereportlist</b>	View Reports List	View Mobile Reports List
<b>vmoddescmap</b>	View Module/Descriptions map	View mapping of module names to their descriptions.
<b>vmodulecfg</b>	View a Module Configuration	View Configuration of a given named module.
<b>vmodulecfgref</b>	View Module Referentials	
<b>vmopcfg</b>	View MOP config	View MOP dataset config

## Verifone Commander User Reference

Function	Description	Additional Info
<b>vMovement</b>	View NAXML movement reports	View reports as NAXML movement documents
<b>vmwscashierdraweramts</b>	View Cashier Drawer Amounts	
<b>vmwscashmovementreport</b>	View MWS Cash Movement Report	
<b>vmwslog</b>	Manager workstation event logs	Report to indicate Manager workstation event logs
<b>vmwsposjournal</b>	View manager workstation event in POSJournal reports	View manager workstation related posjournal reports
<b>vnetposcfg</b>	View Network Configuration	View POS related Network Configuration
<b>vnetworkcfg</b>	View Network Settings	View Network Settings(IP, route, etc..)
<b>vnetworkmenu</b>	View Network Menu xml	
<b>vpaymentcfg</b>	View payment config	View payment dataset config
<b>vpayrollpdlist</b>	View Ruby payroll period list	View list of Ruby payroll periods available
<b>vpayrollpdlist2</b>	View payroll period list	View list of payroll periods available
<b>vpayrollrept</b>	Payroll Reports	View the payroll period reports
<b>vpayrollrept2</b>	Payroll Reports (new format)	View the payroll period reports (new format)
<b>vpendmdlcfg</b>	View Pending Configurations	

## Verifone Commander User Reference

Function	Description	Additional Info
<b>vperiodlist</b>	View period list	View list of periods for which reports are available
<b>vpinpadmsgcfg</b>	View Pinpad Idle and Swipe messages	
<b>vPLUCacheList</b>	View PLU cache list	View the list of PLUs cached on POS
<b>vplupromocfg</b>	View PLU Promo config	View PLU Promo dataset config
<b>vPLUs</b>	View PLU dataset	
<b>vPLUUpdateStatus</b>	View PLU Update status	View PLU Update status info
<b>vpolicycfg</b>	View policy config	
<b>vpopcfg</b>	View pop config	
<b>vposcfg</b>	View POS config	View POS dataset config
<b>vposjournal</b>	View NAXML POSJournal reports	
<b>vpospaymentconfig</b>	View POS Payment Configuration	
<b>vpossecurity</b>	View POS security config	View POS security dataset config
<b>vprepaidcfg</b>	View Prepaid Card Config	
<b>vproprietarynetworkmenu</b>	View Proprietary Network Menu xml	
<b>vpscdcrcfg</b>	View DCR config	View DCR dataset config

Function	Description	Additional Info
vpscdrkeycfg	View DCR Key config	View DCR Key dataset config
vpsinfo	View process table - Text	View process table and thread specific process table - Text
vrefinteg	View support doc	View referential integrity support document
vregistercfg	View register config	View register specific dataset config
vreportcfg	View Report Configuration	
vreportlist	View Report List Configuration	Review the available reports
vreportpdlist	View report period list	View list of report periods available
vreportstatus	View Manager Review Status	
vrestrictionscfg	View restriction config	View restriction dataset config
vrubyrept	Ruby Reports	View the processed reports for the site organized by period
vsalescfg	View sales config	
vsalesnetworkmenu	View Sales Network Menu xml	
vsapphireprop	View Controller system properties	
vscreencfg	View POS Screen Configuration	



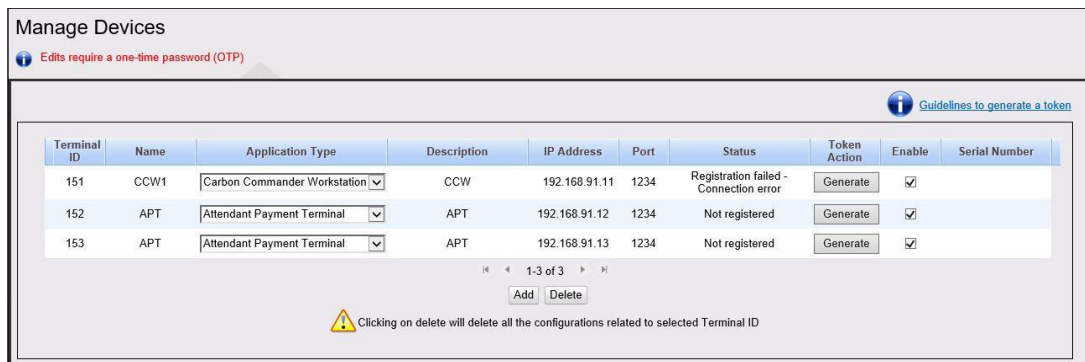
Function	Description	Additional Info
<b>vsecuritylogservercfg</b>	View Current Security Log Server IP Address	
<b>vsiteassetdata</b>	View Site Asset Data	
<b>vslogancfg</b>	View slogan config	View slogan dataset config
<b>vsoftkeycfg</b>	View softkey config	View softkey dataset config
<b>vsyslog</b>	View system log - Text	View system log (syslogd)-Text
<b>vsysresourcesmap</b>	View System Resource Mappings	
<b>vtaxratecfg</b>	View tax rate config	View tax rate dataset config
<b>vthemecfg</b>	View Screen Themes	
<b>vtilleventreport</b>	View Till Event Reports	
<b>vtlogpdlst</b>	View T-Log period list	View list of periods for which reports are available
<b>vtlssite</b>	View TLS config	
<b>vtransset</b>	Period Reports with fully masked card holder data	Review reports for the site - fully masked card holder data
<b>vtranssetz</b>	Compressed Period Reports with fully masked card holder data	Review reports for the site (gzip) - fully masked card holder data
<b>vtriggerpullcfg</b>	View Trigger Pull Configuration	View All Trigger Pull Configuration Settings

Function	Description	Additional Info
vupgradesummary	View Upgrade Summary Report	
vuseradmin	View User configuration	User admin view
vvendingmachinecfg	View Vending Machine config	View Vending Machine dataset config
vvipercfg	View Viper's site level Config	View Viper's site level Config like various limits, and pop configuration
vviperpdlist	Allow Viper period list view	View available periods on Viper
vviperrept	Viper reports	View network reports from Viper

## Manage Devices

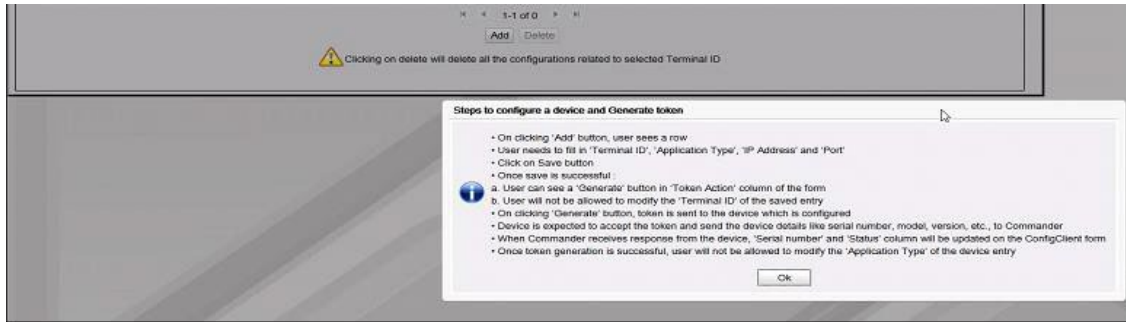
The Manage Devices form is used to add and enable external POS devices like the Attendant Payment Terminal and Carbon Verifone Commander Workstation.

**Note:** Refer to the *Attendant Payment Terminal and Carbon Verifone Commander Workstation Feature References* for more information on this feature. The *Feature References* are available on Premier Portal.

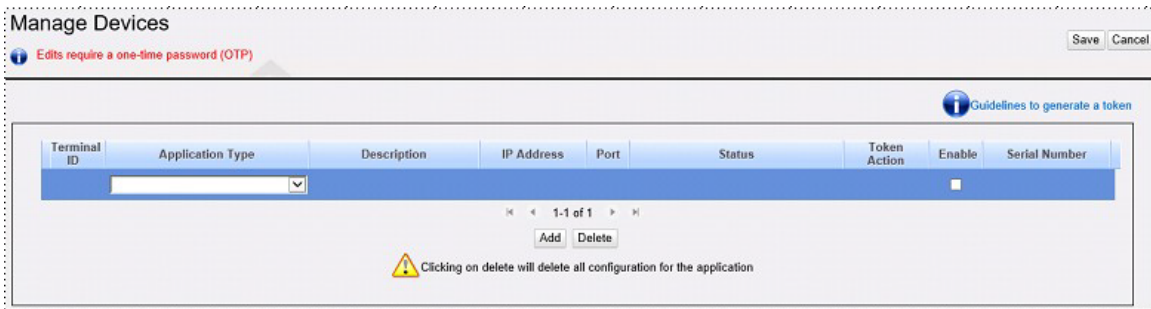


1. In Verifone Commander Config Client, go to Security > Manage Devices.
2. Click on Guidelines to generate a token, to read the guidelines.

## Verifone Commander User Reference

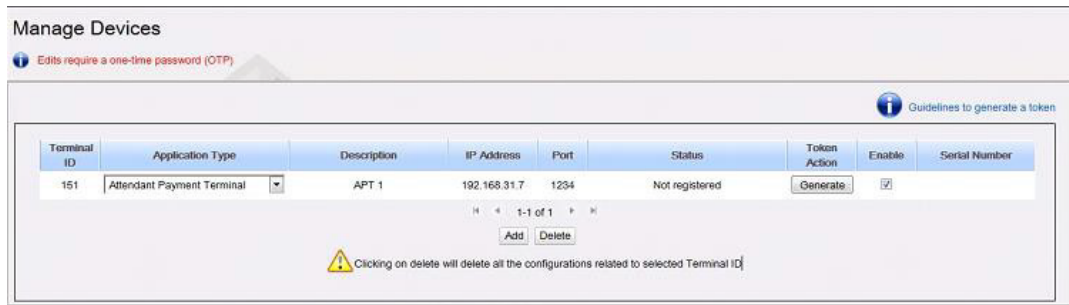


### 3. Click Add to start adding the terminals.



4. Enter the external POS ID in the Terminal ID field. The ID should be between 151 and 199. Each application type should have a unique ID. This terminal ID should be entered as the POS ID for the terminal while [configuring the terminal](#) from **Devices > Attendant Payment Terminal > Terminal**.
5. Select the application type from Application Type drop-down.
6. Add a description for the terminal to help identify the terminal.
7. Get the IP address and port for the terminal from the IT team.
8. Select Enable to enable the device.
9. Click Save. A one-time password (OTP) is required to save the configuration.
10. Click Generate OTP and enter the OTP generated on the Verifone Commander display.

## Verifone Commander User Reference



11. After save is successful,

- a. User can see a 'Generate' button in 'Token Action' column of the form.
- b. User will not be allowed to modify the 'Terminal ID' of the saved entry.

12. On clicking 'Generate' button, token is sent to the corresponding device that is **configured** from **Devices > Attendant Payment Terminal > Terminal**.

13. APT device is expected to accept the token and send the details like serial number, model, version, etc. to Verifone Commander.

14. When the Verifone Commander receives a response from the device, 'Serial number' and 'Status' columns are updated on the Config Client form

15. Once token generation is successful, user will not be allowed to modify the 'Application Type' of the device entry

## POS Security

### Employees

Use to edit, add, and delete employees. In addition to logging in and out of the register, this employee information is used for the Payroll Report, Summary by Register Report, and Summary by Cashier Report. The current employees are listed on the left side of the form.

## Verifone Commander User Reference

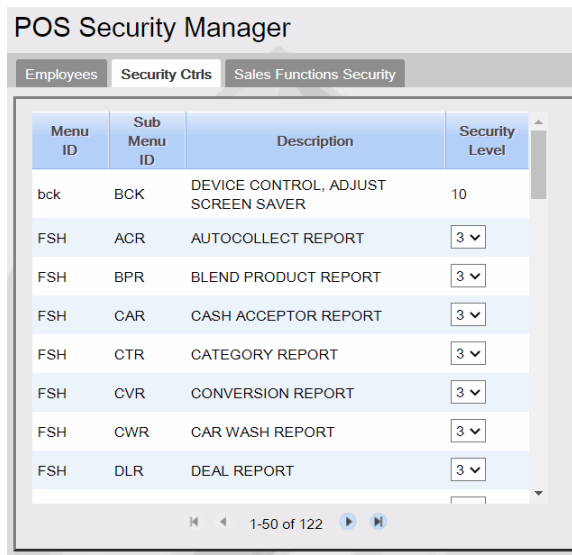
The screenshot shows the 'POS Security Manager' application with the 'Employees' tab selected. On the left, a list of employee roles is displayed, with '01 - CORPORATE' selected. On the right, a form allows editing the details for this employee. The fields are: Name (CORPORATE), Employee Number (1), Security Level (9), Can Cashier (checked), New Password, and Confirm New Password. A 'Delete' checkbox is also present at the top right of the form area.

Field/Button	Allowable Value/Function
Name	Assign a name for employee. Alphanumeric, 1 - 30 characters.
Employee Number	Assign a unique employee number, such as a company assigned ID, to identify the employee for internal and payroll purposes. Alphanumeric, 1 - 15 characters.  The Employee Number is used for the Employee Number Login functionality and for security validation when a cashier does not have a high enough security level to complete a function such as applying a discount.
Security Level	Select the employee's security level. The employee has access to all functions that have a security level less than or equal to the security level assigned.
Can Cashier	Select to allow the employee to perform cashier functions when in Sales mode.
New Password	Enter the password that the employee must use to clock in or out. Alphanumeric, 1 - 8 characters.
Confirm New Password	Enter the password again to confirm.

Field/Button	Allowable Value/Function
Delete	Select to delete the selected employee information.

## Security Ctrls

Use to assign a security level to submenu items in the list. The Items in the list are reports or non-sales functions. These security levels correspond to the Security levels assigned to each employee. Only the entries in the Security Level column can be changed. Only employees with the assigned security level can view these reports or perform these non-sales functions.



Select a security level from the drop-down list.

## Sales Functions Security

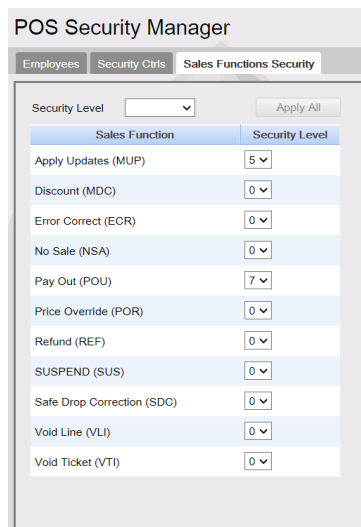
Use to assign a security level to the following sales functions in the list:

- Apply Updates (MUP)
- Safe Drop Correction (SDC)
- Refund (REF)
- Void Ticket (VTI)
- Void Line (VLI)

## Verifone Commander User Reference

- Price Override (POR)
- Discount (MDC)
- Suspend (SUS)
- No Sale (NSA)
- Payout (POU)
- Error Correct

Only employees with the assigned security level can perform these functions.



The screenshot shows the 'POS Security Manager' interface. It has three tabs: 'Employees', 'Security Cntrl', and 'Sales Functions Security'. The 'Sales Functions Security' tab is active. At the top, there is a 'Security Level' dropdown menu and an 'Apply All' button. Below this is a table with two columns: 'Sales Function' and 'Security Level'. The table lists various sales functions with their corresponding security levels.

Sales Function	Security Level
Apply Updates (MUP)	5
Discount (MDC)	0
Error Correct (ECR)	0
No Sale (NSA)	0
Pay Out (POU)	7
Price Override (POR)	0
Refund (REF)	0
SUSPEND (SUS)	0
Safe Drop Correction (SDC)	0
Void Line (VLI)	0
Void Ticket (VTI)	0

When the user clicks a security level and **Apply All** is selected, the value is applied to all the sales functions.

The user can also configure any of the functions independently. Default value for Payout is 7 and Default value for Apply Updates is 7. Default value for all the other functions is 0. 0 indicates that the function does not require a security check and any employee can perform the function.

## Site Security

The POS Pairing process establishes a trust relationship between the Verifone Commander and each Verifone POS Workstation and creates secure communication links. It is similar to where a cellphone is paired to a speaker or automobile dash display.

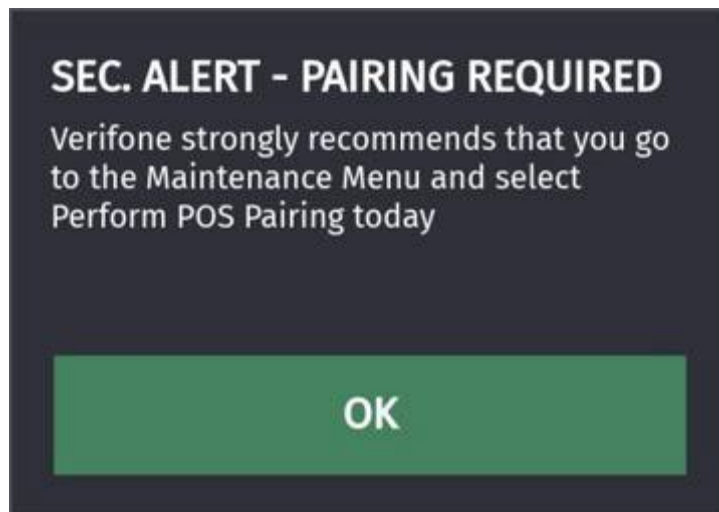
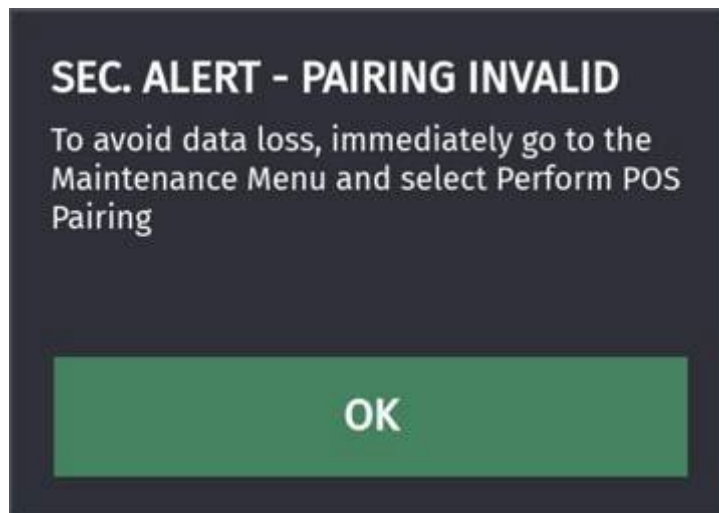
## Verifone Commander User Reference

The POS workstation pairing process is strongly recommended by Verifone to be performed on the same day the system is Auto Upgraded. After an auto upgrade, each Verifone POS displays messages that the system needs to be paired.

**Note:** Refer to the *POS Pairing Feature Reference* documentation for more information on this feature. The User Reference is available on Premier Portal.

### Pairing after the initial Auto Upgrade, Pairing Expired/Revoked

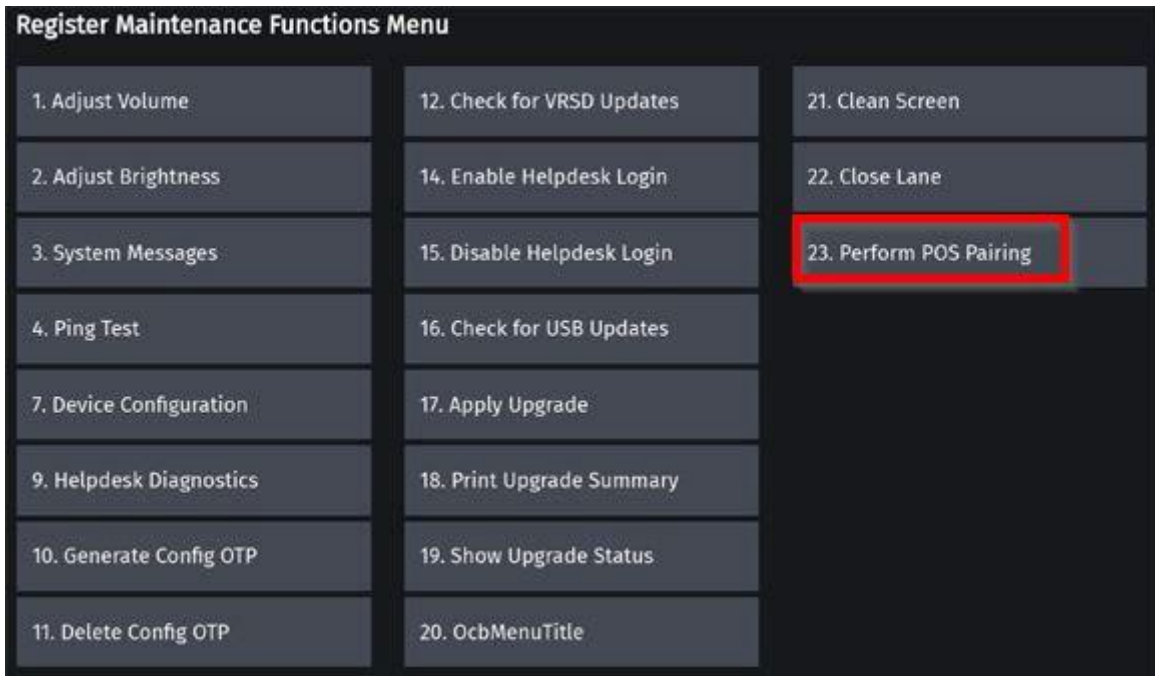
If the POS displays the “Sec. Alert - Pairing Invalid” or the “Sec. Alert - Pairing Required” message, follow these steps to pair the Verifone POS Workstation with the Verifone Commander. The POS Workstation displays one of the two messages below at login to Sales or between each transaction in Sales.



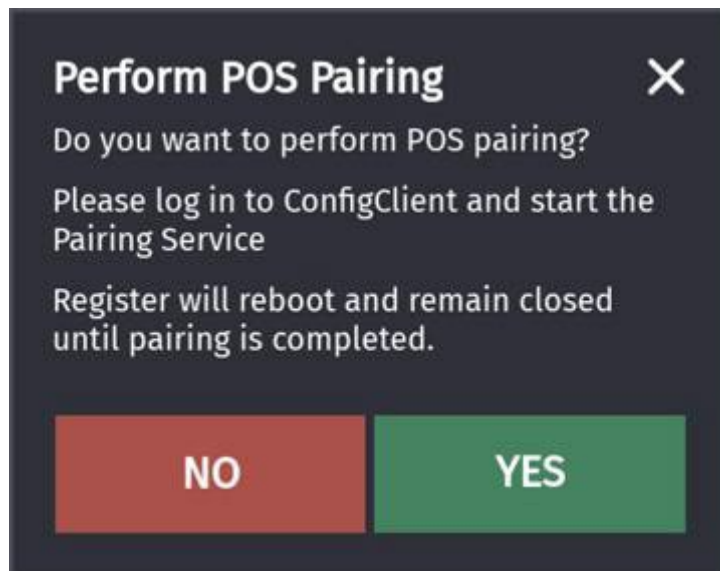
1. On the POS Workstation, navigate to CSR Func > Maintenance Menu. Press [Perform POS Pairing].



## Verifone Commander User Reference

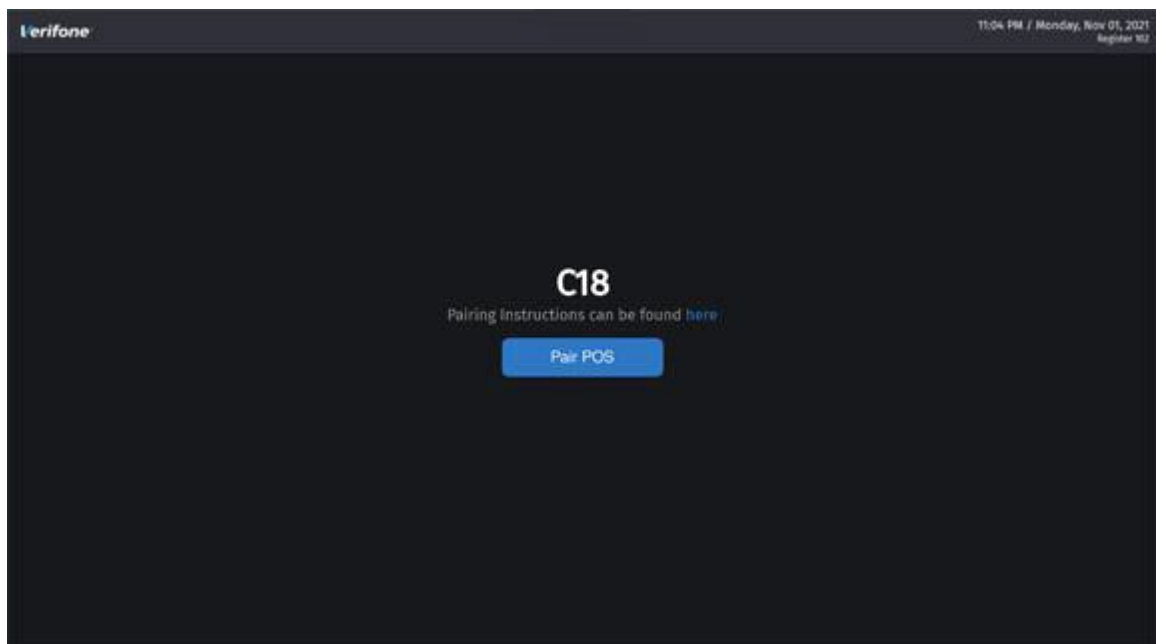
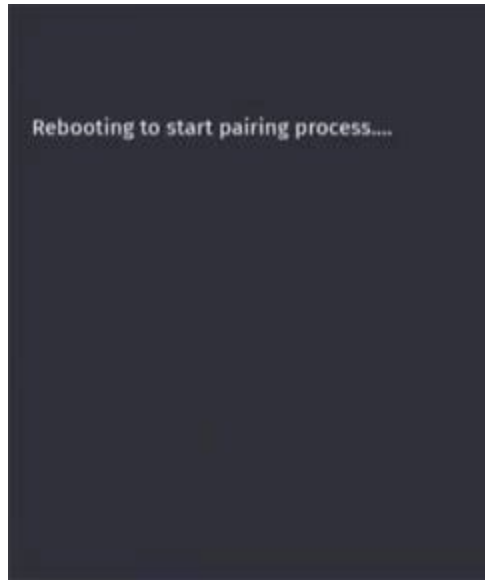


2. A message asking to perform POS pairing displays, press [Yes].



3. A message "Rebooting to start the pairing process..." will briefly display. The POS will reboot and then the "Pair POS" screen displays.

## Verifone Commander User Reference



4. At Configuration Client and using the Manager credentials, navigate to Configuration Client > Security > Site Security.
5. An OTP is required to complete the process. Press the **[Generate OTP]** button.

## Verifone Commander User Reference



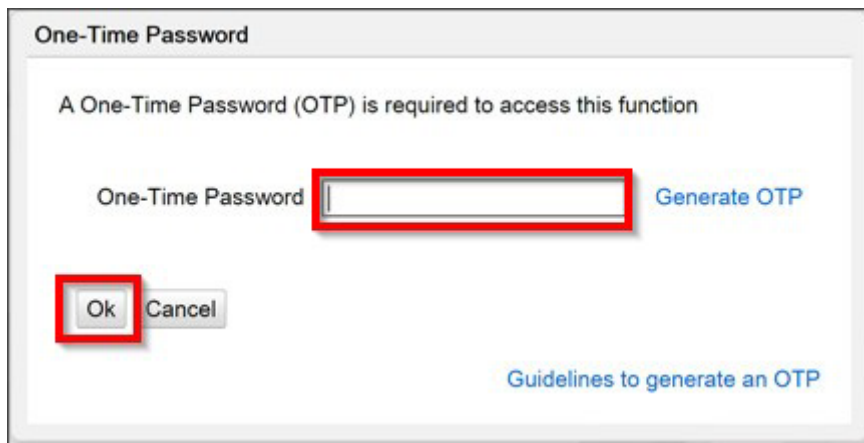
The image shows a dialog box titled "One-Time Password". It contains the text "A One-Time Password (OTP) is required to access this function". Below this text is a text input field labeled "One-Time Password" and a button labeled "Generate OTP" which is highlighted with a red border. At the bottom left are "Ok" and "Cancel" buttons. At the bottom right is a link that says "Guidelines to generate an OTP".

6. The "OTP has been generated. Please read it from the Verifone Commander's status display." confirmation message displays. Press **[Ok]** to continue.



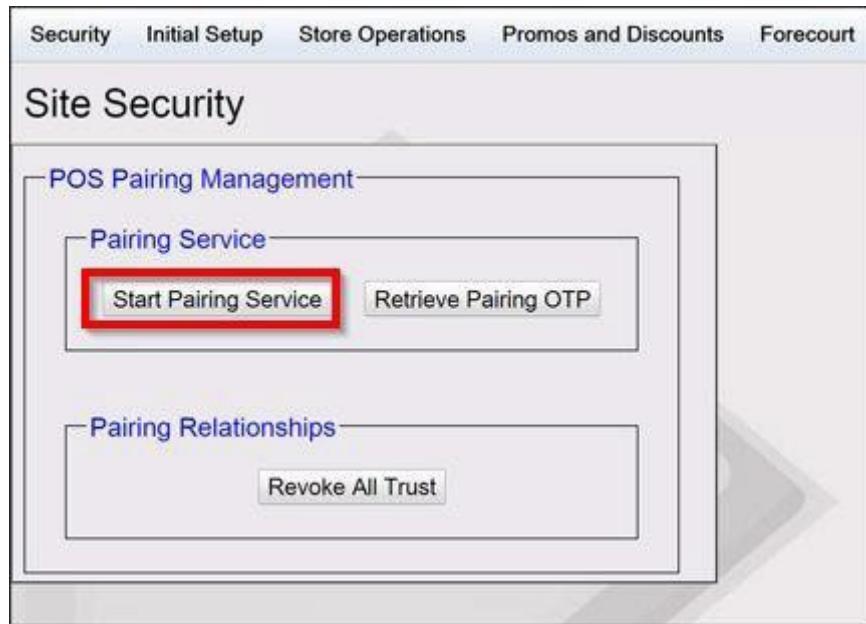
The image shows a dialog box titled "Configuration Manager". It contains an information icon (a blue circle with a white 'i') followed by the text "OTP has been generated. Please read it from the Commander Site Controller's status display." Below the text is an "Ok" button.

7. Read the OTP digits from the Verifone Commander. Enter the four OTP digits into the text box and then press **[OK]**.



The image shows the same "One-Time Password" dialog box as in the first image. The text input field is now highlighted with a red border and contains four digits. The "Generate OTP" button is now disabled and greyed out. The "Ok" button is highlighted with a red border.

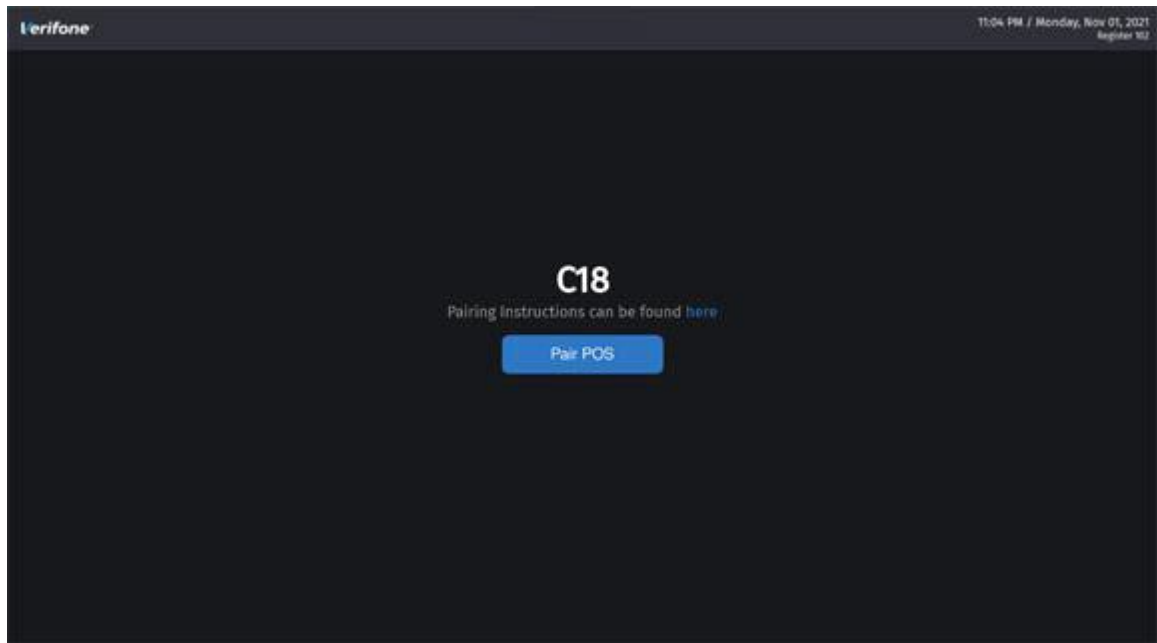
8. The Site Security form opens. Press **[Start Pairing Service]**.



9. A confirmation message stating "Pairing service is started" displays. Press **[OK]** to continue.



10. Go back to the POS Workstation. Press **[Pair POS]**.



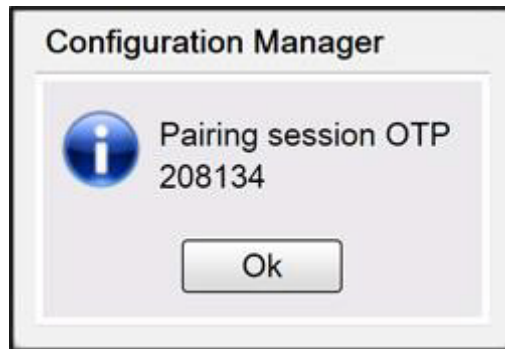
11. A Pairing OTP dialog box displays on the POS.



12. Navigate to Configuration Client > Security > Site Security. Press [Retrieve Pairing OTP].



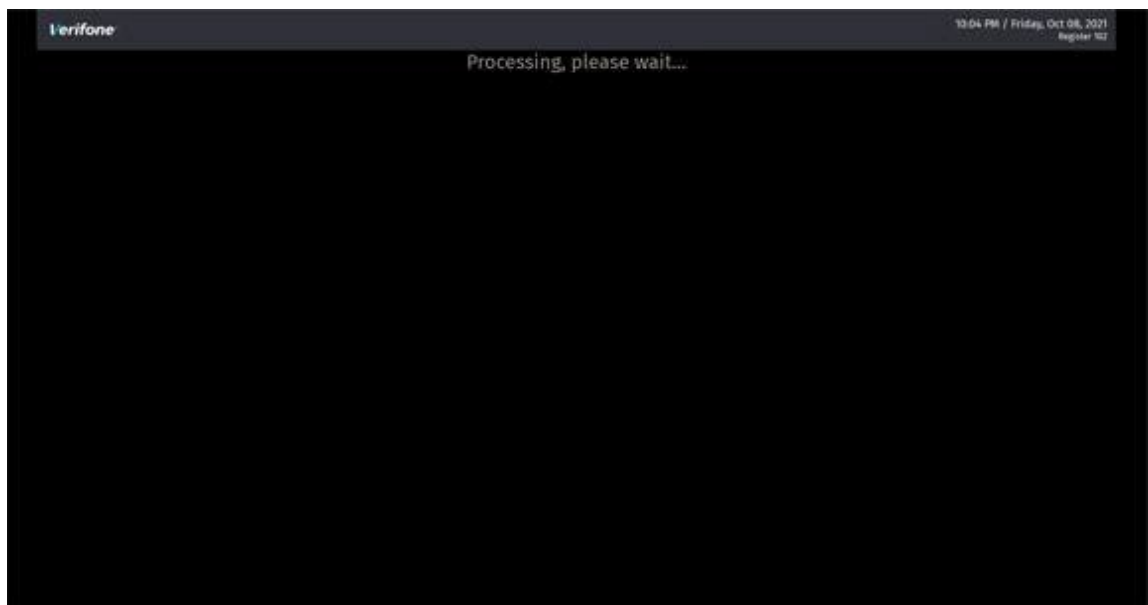
13. A “Pairing session OTP” dialog box displays.

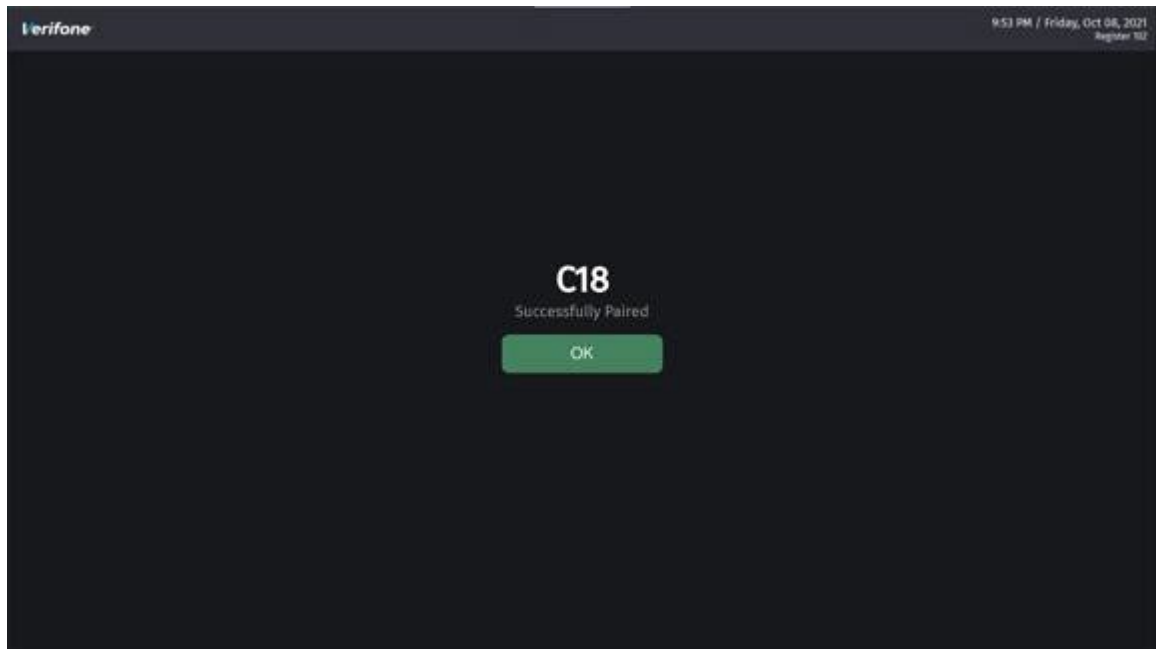


14. Go back to the POS workstation. Enter the 6-digit Pairing session OTP code from Configuration Client into the “Pairing” dialog box.



15. Press **[OK]**. The message “Processing, please wait...” displays and then after a moment, “Successfully Paired” displays.





16. Press **[OK]** to continue. A message “Pairing completed, preparing to start POS application...” displays.



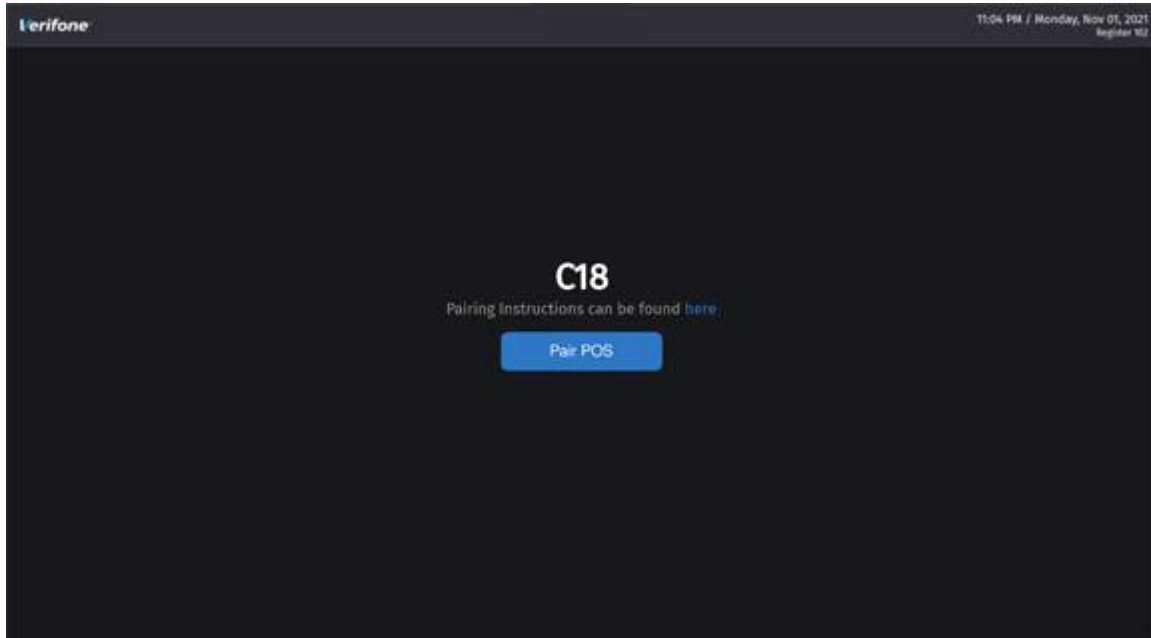
17. Repeat these steps if:

- Pairing was not successful
- The site has more than one POS Workstation



## Pairing the POS Workstation after New Installation

After a new installation, the POS Workstation displays the Pair POS screen below after it boots up. Follow [steps 4](#) to 17 above.



## Revoke All Trust

If a workstation needs to be removed for repair or sent to another store, use the following steps to Revoke All Trust from the Pairing Relationship.

1. On the Site Security form at **Configuration Client > Security > Site Security**.
2. An OTP is required to complete the process. Press the **[Generate OTP]** button.

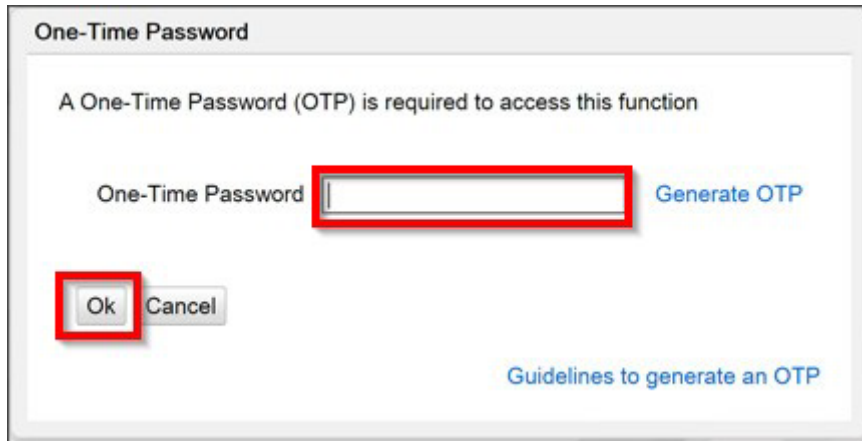
A screenshot of a 'One-Time Password' dialog box. The title bar reads 'One-Time Password'. The main text says 'A One-Time Password (OTP) is required to access this function'. Below this is a text input field labeled 'One-Time Password' and a blue button labeled 'Generate OTP' which is highlighted with a red rectangular border. At the bottom left are 'Ok' and 'Cancel' buttons. At the bottom right is a blue link that says 'Guidelines to generate an OTP'.

3. The "OTP has been generated. Please read it from the Verifone Commander's status display." confirmation message displays. Press **[Ok]** to continue.

## Verifone Commander User Reference

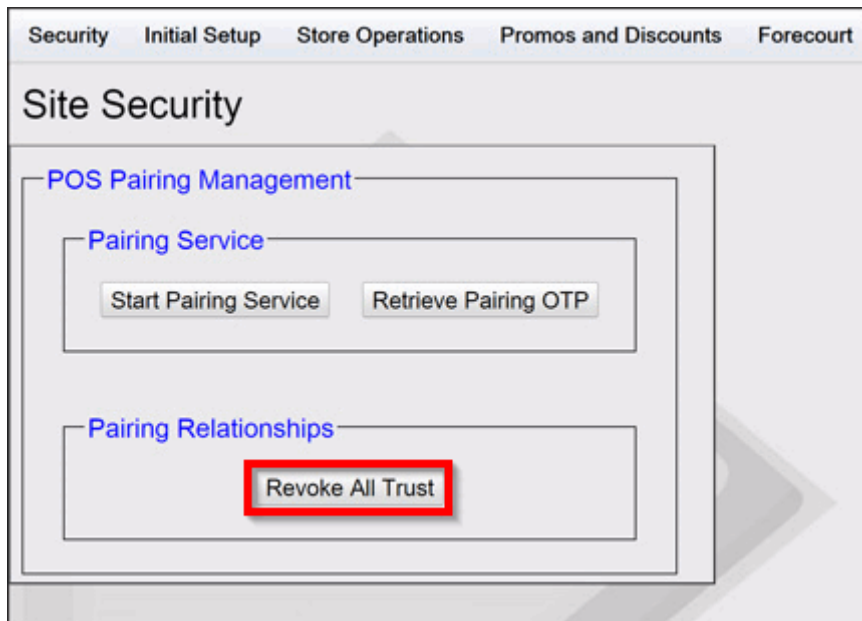


4. Read the OTP digits from the Verifone Commander, Enter the four OTP digits into the text box and then press **[OK]**.



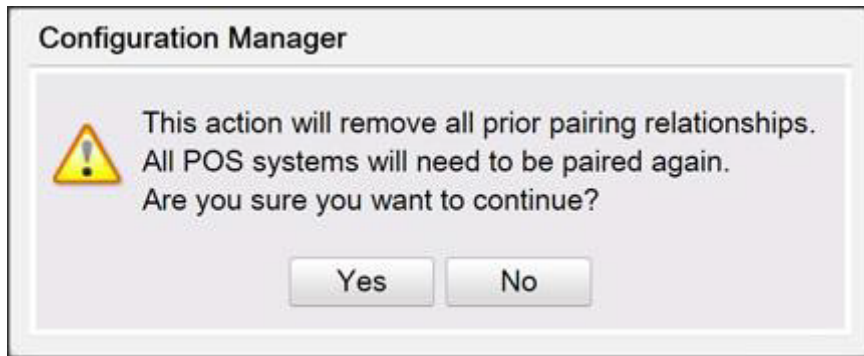
The image shows a 'One-Time Password' dialog box. It contains the text: 'A One-Time Password (OTP) is required to access this function'. Below this is a label 'One-Time Password' followed by a text input field. To the right of the input field is a blue link 'Generate OTP'. At the bottom left, there are two buttons: 'Ok' and 'Cancel'. A blue link 'Guidelines to generate an OTP' is located at the bottom right. Red boxes highlight the input field and the 'Ok' button.

5. The Site Security form opens. Press **[Revoke All Trust]**.

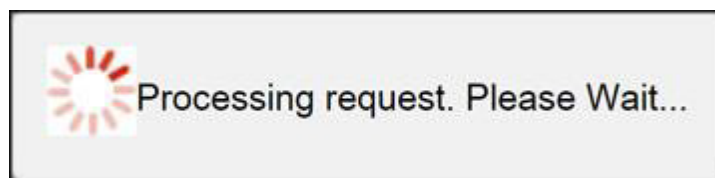


The image shows a 'Site Security' form with a navigation bar at the top containing 'Security', 'Initial Setup', 'Store Operations', 'Promos and Discounts', and 'Forecourt'. The main heading is 'Site Security'. Below it is a section titled 'POS Pairing Management' which contains two sub-sections: 'Pairing Service' and 'Pairing Relationships'. The 'Pairing Service' section has two buttons: 'Start Pairing Service' and 'Retrieve Pairing OTP'. The 'Pairing Relationships' section has a button labeled 'Revoke All Trust' which is highlighted with a red box.

6. A confirmation message stating "This action will remove all prior pairing relationships. All POS Workstations will need to be paired again. Are you sure you want to continue?" displays. Press **[Yes]**.



7. The “Processing request. Please Wait...” message displays before the successful message. Press [OK].



8. Follow the steps in [“Pairing after the initial Auto Upgrade, Pairing Expired/ Revoked”](#) section to pair the other POS Workstations.

## Security Log Server

Syslog is a way for network devices to send event messages to a logging server - usually known as a Syslog server. The Syslog protocol is supported by a wide range of devices and can be used to log different types of events. For example, a router might send messages about users logging on to console sessions or a web-server might log access-denied events.

This form is used to report security and OS related events to the configured server. Enter the log server’s IP address in this form.

## Verifone Commander User Reference

A one-time password (OTP) is required to open and edit this form. Click Generate OTP and enter the OTP generated on the Verifone Commander display to the One-Time Password form.

Security Log Server

Edits require a one-time password (OTP)

Server 1:

Server 2:

Server 3:

Server 4:

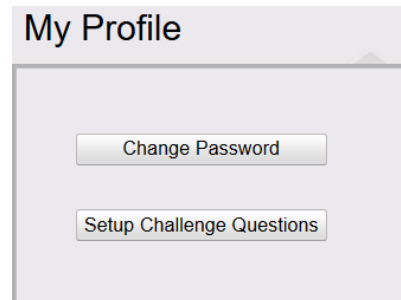
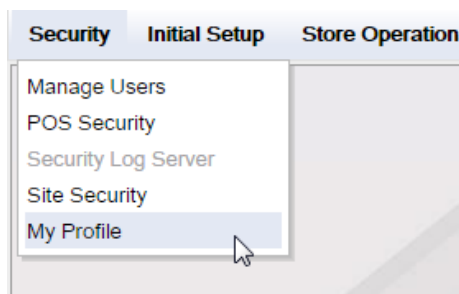
The following is how the security logs appear on the server display:

Date	Time	Priority	Hostname	Message
07-09-2019	16:17:54	System0.Warning	192.168.31.11	1 2019-07-09T06:45:52.920-04:00 commander_a COR ---
07-09-2019	16:17:54	System0.Warning	192.168.31.11	1 2019-07-09T06:45:52.920-04:00 commander_a COR --- WARN security - USER: manager, SEC EMP ID# 1 - View Current Security Log Server IP Address - PASSED - SECURITY LOG SERVER CONFIGURATION - Register ID# 0
07-09-2019	16:17:54	System0.Warning	192.168.31.11	1 2019-07-09T06:45:52.908-04:00 commander_a COR ---
07-09-2019	16:17:54	System0.Warning	192.168.31.11	1 2019-07-09T06:45:52.908-04:00 commander_a COR --- WARN security - USER: manager, SEC EMP ID# 1 - vsecuritylogservercfg - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208 -
07-09-2019	16:17:54	System0.Warning	192.168.31.11	1 2019-07-09T06:45:52.905-04:00 commander_a COR ---
07-09-2019	16:17:54	System0.Warning	192.168.31.11	1 2019-07-09T06:45:52.905-04:00 commander_a COR --- WARN security - USER: manager, SEC EMP ID# 1 - OTP_Authentication - PASSED - UserAAA - Register ID# 0 - Application OTP authenticated - true
07-09-2019	16:17:44	System0.Warning	192.168.31.11	1 2019-07-09T06:45:42.961-04:00 commander_a COR ---
07-09-2019	16:17:44	System0.Warning	192.168.31.11	1 2019-07-09T06:45:42.961-04:00 commander_a COR --- WARN security - cfdcpostrquest - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.101 -
07-09-2019	16:16:45	System0.Warning	192.168.31.11	1 2019-07-09T06:44:43.889-04:00 commander_a COR ---
07-09-2019	16:16:45	System0.Warning	192.168.31.11	1 2019-07-09T06:44:43.889-04:00 commander_a COR --- WARN security - vsecuritylogservercfg - FAILED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208 - One Time Password required
07-09-2019	16:16:45	System0.Warning	192.168.31.11	1 2019-07-09T06:44:43.873-04:00 commander_a COR ---
07-09-2019	16:16:45	System0.Warning	192.168.31.11	1 2019-07-09T06:44:43.873-04:00 commander_a COR --- WARN security - USER: manager, SEC EMP ID# 1 - OTP_Authentication - FAILED - UserAAA - Register ID# 0 - Application OTP authenticated - false
07-09-2019	16:14:41	System0.Warning	192.168.31.11	1 2019-07-09T06:42:39.930-04:00 commander_a COR ---
07-09-2019	16:14:41	System0.Warning	192.168.31.11	1 2019-07-09T06:42:39.930-04:00 commander_a COR --- WARN security - USER: manager, SEC EMP ID# 1 - viefdetails - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208 -
07-09-2019	16:14:41	System0.Warning	192.168.31.11	1 2019-07-09T06:42:39.547-04:00 commander_a COR ---
07-09-2019	16:14:41	System0.Warning	192.168.31.11	1 2019-07-09T06:42:39.547-04:00 commander_a COR --- WARN security - vAppInfo - PASSED - HTTP REQUEST - Register ID# 0 - REMOTE IP# 192.168.31.208 -

## My Profile

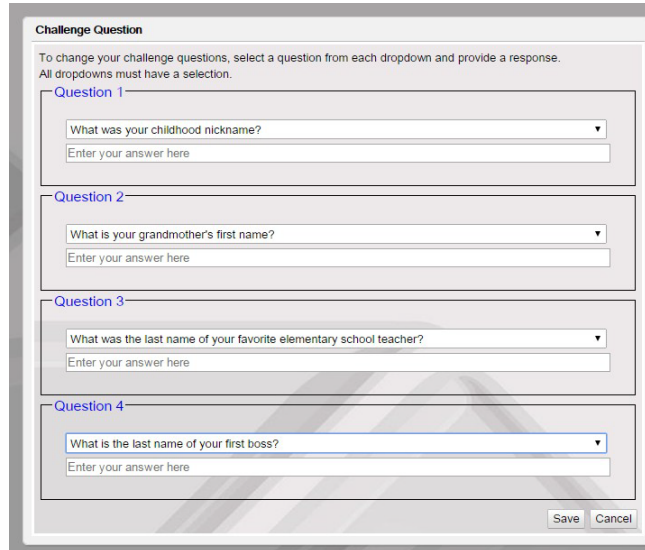
**Note:** Refer to the [Password Reset Feature Reference](#) for more information on this feature. The [Feature References](#) is available on Premier Portal.

Using this menu, a Config Client user can reset their own password without calling the Helpdesk. The primary benefit of this feature is to reduce the number of calls generated to the Helpdesk.

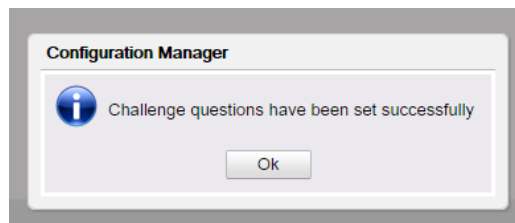


## Adding or Modifying Challenge Questions

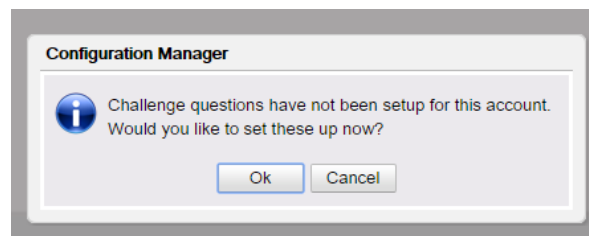
For the config client users to reset their own password, a set of challenge questions and answers should be added. The questions are chosen from a drop-down list.



The screenshot shows a window titled "Challenge Question". Below the title, there is a message: "To change your challenge questions, select a question from each dropdown and provide a response. All dropdowns must have a selection." The window contains four sections, each labeled "Question 1" through "Question 4". Each section has a dropdown menu and a text input field labeled "Enter your answer here". The questions in the dropdowns are: "What was your childhood nickname?", "What is your grandmother's first name?", "What was the last name of your favorite elementary school teacher?", and "What is the last name of your first boss?". At the bottom right of the window, there are "Save" and "Cancel" buttons.



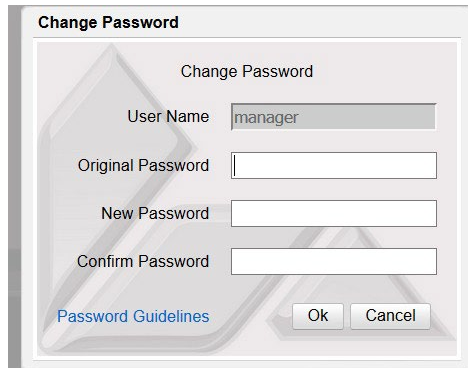
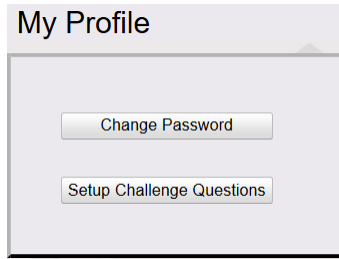
If users do not setup the challenge questions, every time they login to Config Client, they get the following reminder:



## Change Password

After logging in, a user can change password using the Change Password menu that can be assessed from **Security > My Profile**.

## Verifone Commander User Reference

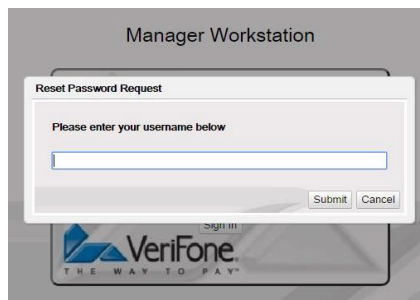


The 'Change Password' dialog box contains the following fields and controls:

- Title: Change Password
- User Name:
- Original Password:
- New Password:
- Confirm Password:
- Buttons: [Password Guidelines](#),

## Forgot Password

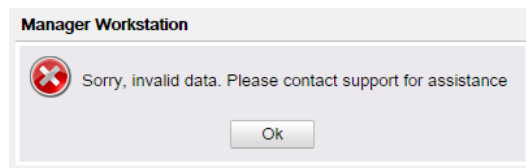
“Forgot Password” link on login page of Config Client or Manager Workstation displays a prompt where user must enter the username and click Submit to start the process of resetting password.



The 'Reset Password Request' dialog box contains the following fields and controls:

- Title: Reset Password Request
- Text: Please enter your username below
- Field:
- Buttons:
- Background: VeriFone logo and 'THE WAY TO PAY' slogan

If the user doesn't already have challenge questions set or if the username doesn't exist, the server shows an error.

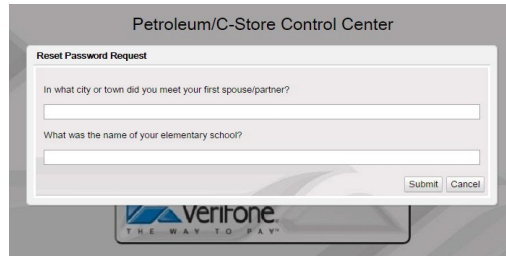


The error dialog box contains the following elements:

- Title: Manager Workstation
- Icon: Red circle with a white 'X'
- Text: Sorry, invalid data. Please contact support for assistance
- Button:

If the challenge questions are set, any two of the questions are shown for the user to answer.

## Verifone Commander User Reference



Petroleum/C-Store Control Center

**Reset Password Request**

In what city or town did you meet your first spouse/partner?

What was the name of your elementary school?

Submit Cancel

**VeriFone**  
THE WAY TO PAY™

On answering the questions right, the user is prompted to enter a new password.



Petroleum/C-Store Control Center

**Change Password**

Change Password

User Name: manager

New Password:

Confirm Password:

Ok Cancel

**VeriFone**  
THE WAY TO PAY™



Petroleum/C-Store Control Center

Sign In

**Configuration Manager**

 Password has been changed successfully

Ok

Sign In

**VeriFone**  
THE WAY TO PAY™

## Initial Setup

### Date Time

The Date & Time Configuration form is used to verify or edit the date, time, and time zone on the Verifone Commander.

The screenshot shows a web-based configuration interface titled "Date Time". It is divided into several sections:

- Date:** A calendar for May 2012 with the 7th selected. Below the calendar are three drop-down menus for month (05), day (07), and year (2012).
- Time:** Three drop-down menus for hours (12), minutes (57), and seconds (03).
- Time Zone:** A drop-down menu currently set to "(GMT -05:00) US/Eastern".
- Retrieved Date Settings:** A table showing the current settings:

Time Zone	(GMT -05:00) US/Eastern
Date	2012-05-07
Time	12:57:03
- Changes:** A section with three drop-down menus for Time Zone, Date, and Time, all currently empty.
- NTP Server:** A checkbox for "Use NTP Server" (unchecked) and a text input field for "NTP Server IP".

Select the date, month and year from the drop-down list boxes.

The displayed time is the current time. To change the time, select the time from the drop-down list boxes.

### Time Zone

Use to select the time zone in which your site is located.

### NTP Server

Enable to get the time from the Network Time Protocol (NTP) server instead of the system clock. This section can be used to configure the IP address of the NTP server.

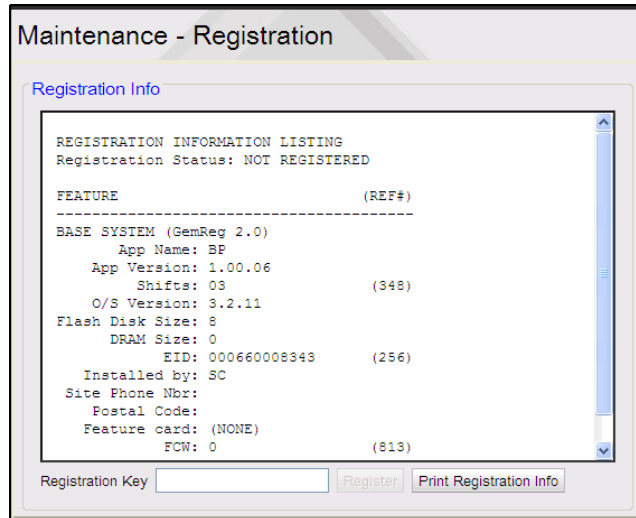
### Registration

The Registration form presents information that must be supplied to the Verifone Technical Support Center in order to obtain a Registration Key.

Call the Verifone Technical Support Center at (888) 777-3536. The Support Center will process the registration while you are on the phone.

**Note:** Registration is only done once, at the time of installation.



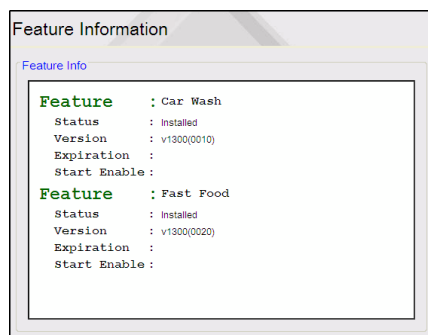


## Registration Key

Enter the Registration Key supplied by the Verifone Technical Support Center.

## View Feature Info

The Feature Information form displays the options installed on the system. To view the entire list, select the last item and press the down arrow on your keyboard. Click Print to print the entire list.



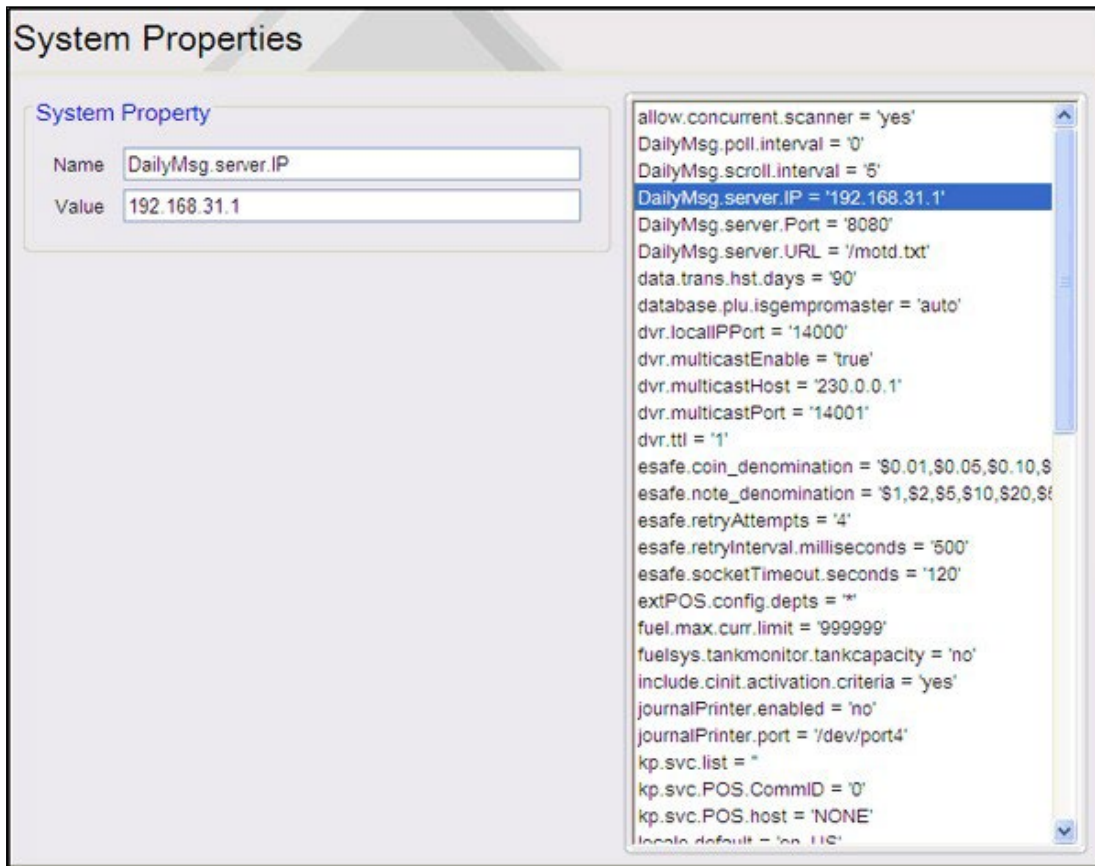
## Maintenance Configuration

Refer to [Maintenance Configuration](#)

## System Properties

Use to select, update, and save System Properties.

Detailed descriptions of the system properties can be found in the respective feature's feature reference manuals.



Field/Button	Allowable Value/Function
System Property	
Name	Displays the property name.
Value	Displays the property value.
Save	Click to save the selected Properties.

### System Properties Description

The following is the list of system properties and their descriptions:

Field	Description
allow.concurrent.scanner	Allows two scanners to work

Field	Description
<code>apply.upgrade.forcefully</code>	Opt-in for forced auto-upgrade
<code>auto.print.Pd.report</code>	Auto print reports
<b>Properties that control the daily message display</b>	
<code>DailyMsg.poll.interval</code>	The interval in which the system checks for daily messages.
<code>DailyMsg.scroll.interval</code>	The interval the message pauses before adding another line when the window must be scrolled to display all messages.
<code>DailyMsg.server.IP</code>	IP address of server hosting daily message text.
<code>DailyMsg.server.Port</code>	IP port to use on the server hosting daily message text.
<code>DailyMsg.server.URL</code>	URL to reach the daily message text files
<b>DVR UDP Multicast properties</b>	
<i><b>Note:</b> Refer to the <i>Digital Video Recorder Feature Reference</i> documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i>	
<code>dvr.localIPPort</code>	DVR local port
<code>dvr.multicastEnable</code>	Enable multicast
<code>dvr.multicastHost</code>	DVR multicast host

Field	Description
dvr.multicastPort	DVR multicast port
dvr.ttl	
eps.needs.immediate.declined.receipt	EPS Needs Immediate Declined Receipt (Options = yes,no)
<b>E-Safe Properties</b>	
<i>Note: Refer to the Tidel Sentinel E-Safe Interface Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i>	
esafe.coin_denomination	E-Safe - Coin Denominations
esafe.note_denomination	E-Safe - Note Denominations
esafe.retryAttempts	E-Safe connection retry attempts
esafe.retryInterval.milliseconds	E-Safe connection retry interval in milliseconds.
esafe.socketTimeout.seconds	E-Safe - Socket timeout in seconds
event.monitor.history.limit	How much event monitor history data is shown
extPOS.config.depts	External POS properties
fcc.dcrs.test	Test Gilbarco DCRs comma delimited
force.InHouse.PayInOut	Force In_House for Pay IN and pay OUT
fuel.max.curr.limit	Set limit for the maximum currency at pump
fuelsys.tankmonitor.tankcapacity	Enable Fuel Tank Monitoring
include.cinit.activation.criteria	Show Auto Upgrade notification

Field	Description
journalPrinter.enabled	Enable journal printer
journalPrinter.port	Journal printer port
<b>Kitchen Printer Configuration</b>	
<i>Note: Refer to the Kitchen Printer Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i>	
kp.svc.list	Kitchen printer service list  kp.svc.POS use the exact text
kp.svc.POS.CommID	Indicates which COM port of the POS terminal the kitchen printer is on.
kp.svc.POS.host	Indicates which POS terminal the printer is on.
<b>Money Order Prompt</b>	
<i>Note: Refer to the Money Order Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i>	
loyalty.ppg.stack	Enable Loyalty PPG stacking
mobile.feature.enabled	Enable Mobile Feature  <i>Note: Refer to the Mobile Payment Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i>
<b>Money Order Prompt</b>	
mopayee.prompt	Money order prompt
mopayee.swb	

Field	Description
moptr.maxVendorPayment	Maximum amount for Money Order Vendor Payment.
mws.response.time	Manager Work Station Response Time
naxml.config.pluHasCheckDigit	NAXML input processing  <i>Note: Refer to the VIP NAXML Mix &amp; Match Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.</i>
pdclose.forcelogout.time.inMins	AEOD force logout warning time in minutes
promotions.enableNaxmlDeal	Enable Naxml promotions.
receipt.enterprise.footer.alignment	Receipt Footer Alignment (Options - LEFT, RIGHT, CENTER)
receipt.enterprise.header.alignment	Receipt Header Alignment (Options - LEFT, RIGHT, CENTER)
receipt.print.programName	Print the promotion program name on receipt
remote.server.hostname	
<b>Remote Log Server properties</b>	
remote.server.hostname	Host where the logs are stored
remote.server.logBuffer.size	Log server buffer size
remote.server.openRetry	
remote.server.port	
remote.server.prefix	
remote.server.socektTimeout.second	

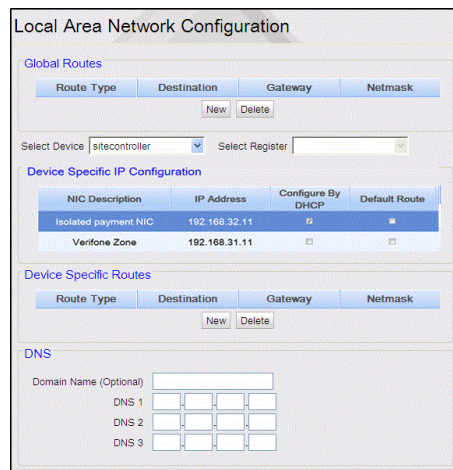
## Verifone Commander User Reference

Field	Description
<b>rsd.useTestHost</b>	Use RSD test host
<b>ruby.fuelsys.driveOffAlert</b>	
<b>ruby.fuelsys.driveOffRepeat</b>	
<b>safeDrop.calculator</b>	Calculator appears on screen during safe drop
<b>sales.foodorder.expire.minutes</b>	Expiry minutes for food order
<b>sales.print.zerovalueitem</b>	Prints receipts for zero value items
<b>standard.keybd.filename</b>	POS Keyboard file name
<b>Amber Alert</b>	
<b>sys.amber.alertCountUrl</b>	
<b>sys.amber.alertDataUrl</b>	
<b>sys.amber.compareUrl</b>	
<b>sys.amber.enable</b>	Enable amber alert
<b>sys.amber.pollFreqSecs</b>	
<b>ticket.reprint.includeDCRTrans</b>	Include DCR transactions in ticket reprint
<b>topaz.enablevirtualkeyboard.expresspanel</b>	Enable or disable virtual keyboard button on express panel
<b>topaz.safedrop.numBLines</b>	Number of blank lines on safe drop receipt
<b>topaz.sales.allowDismissalOfGroupedItemMenu</b>	Grouped item menu configuration

Field	Description
topaz.sales.allowDismissalOfModifierMenu	Grouped item menu configuration
topaz.sales.print.printTaxLines	Print separate tax lines on receipt
topaz.sales.showPluModifiers	Enable or disable display of plu modifier list
upgrade.token.timeout	Auto Upgrade - timeout value for token in seconds
viper.custom.feecode	Viper custom fee product codes

## Local Area Network Configuration

Local Area Network Configuration provides UI for configuring the LAN. Use to configure Global Routes, Device Specific IP Configuration, Device specific Routes and DNS.



## VHQ Configuration

The customers can choose from the following VHQ options:

1. Sign a SOW - Verifone performs services to customer PIN pads through VHQ.
2. VHQ Administered - Verifone does the estate management for a fee.
3. VHQ Own Instance - Customers want to own their own instance and move all their PIN pads to their own instance.



## Verifone Commander User Reference

The objective of having all Petro PIN pads on VHQ is the ability to remediate and resolve issues found in the field faster.

**Note:** Refer to the *VHQ User Reference documentation for more information on this feature. The User Reference is available on Premier Portal.*

POS sends following VHQ data to EPS:

- Enable/Disable (VHQ)
- VHQ Address
- Customer ID
- Store ID
- Lane ID
- Service ID
- Customer Profile
- Pinpad ID

Enable/Disable VHQ, Customer ID and VHQ Address is configured through VHQ Configuration form.

EPS sends the same information to PIN pad as part of the diagnostic message when the POS logs in. VHQ extracts the information from PIN pad.

In order to view and update VHQ Configuration, new user role functions should be created to view and update “VHQ Configuration”.

- vvhqconfiguration - View VHQ Configuration
- uvhqconfiguration - Update VHQ configuration

A person having the role “manager” have these (view and update) functions enabled by default. All other roles have view function enabled by default.

Refer to [Configure Roles](#) for more information to configure roles.

## Verifone Commander User Reference

VHQ Configuration

Edits require a one-time password (OTP)

**VHQ Details**

Enable VHQ

Customer ID

Store ID

Service ID

Customer Profile

https://  /MessagingServer/MessageHandler.aspx

**VFI POS-POP Mapping**

Lane #	PinPad ID
1	001
2	002
3	003
4	004
5	005
6	006
7	007
8	008

1-8 of 32

**Secondary POP Mapping**

Lane #	PinPad ID
000	065
000	066
000	067
000	068
000	069
000	070
000	071
000	072

After you enable VHQ, the form allows you to edit Customer ID and VHQ address.

**VHQ Details**

Enable VHQ

Customer ID

Store ID

Service ID

Customer Profile

https://  /MessagingServer/MessageHandler.aspx

On save, the form validates customer ID and VHQ address. VHQ address can be a URL or an IP address. Customer ID can be Alphanumeric characters up to 64 characters. If validation is not successful, an error message is displayed.

### Service and Maintenance (SAM)

Beginning with ViperPAY version 4.06.xx, an additional Service and Maintenance (SAM) feature will be available for Mx9xx Series PIN pads. The objective of having all Petro PIN pads connected with the Service and Maintenance feature is the ability to remediate and resolve issues found in the field faster. The SAM feature is included as part of ASM entitlement for Verifone Commander locations and includes improved Verifone Helpdesk support functions, such as:

- Review general configuration of the device, including network and system configuration.
- Review PIN pad diagnostic logs.

## Verifone Commander User Reference

- Correct some operating system and application issues.
- Perform diagnostics remotely on the PIN pad, such as screen calibrations.

The SAM feature can be enabled after each PIN pad has the ViperPAY application loaded/updated. Enablement is performed by selecting "Accept" on the Terms & Conditions prompt that appears after the PIN pad application is loaded/updated. The SAM feature is PIN pad specific, therefore the prompt will appear on all PIN pads once the application is loaded/updated.

Rejecting the Terms & Conditions will disable SAM functionality. Verifone strongly encourages our customers to enable the Service and Maintenance feature.



Should a customer reject the agreement after updating the ViperPAY version and want the Service and Maintenance feature later, they can enter into System Mode on the PIN pad, navigate to "Enable VHQ default" and change the value to 1. They will then need to run the application from the PIN pad home screen and accept the Terms & Conditions prompt. This must be completed for each PIN pad.

**Note:** The above process is same when user changes from SAM to No SAM on PIN pad.

**Note:** Some PIN pads have Accept and Reject soft keys. Use these keys for SAM enablement.

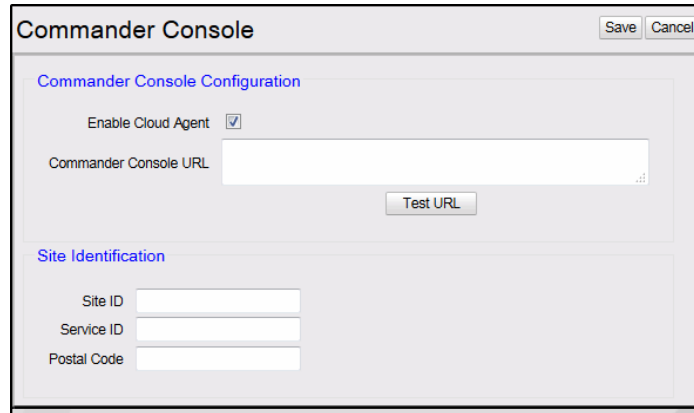
**Note:** SAM is only available for PIN pads that are not a part of a client managed instance of VHQ.

## Verifone Commander Console

The Verifone Commander Console is a cloud-based enterprise application on which the Verifone Commander transactions and reports can be viewed. In order for Verifone Commander transactions and reports to be viewed on Verifone Commander

## Verifone Commander User Reference

Console, the Verifone Commander Console needs to be configured in Configuration Client.



Field/Button	Allowable Value/Function
Enable Cloud Agent	Select to enable Cloud Agent
Verifone Commander Console URL	Enter the Verifone Commander Console URL.
Site ID	The Site ID of the store
Service ID	Verifone Commander Service ID. 7 characters
Postal Code	Enter the postal code of the site.

## Cloud Configuration Manager

The Cloud Configuration Manager is a cloud-based enterprise application used to manage Verifone Commander configuration settings for a site or group of sites. All Verifone Commanders that are managed through Cloud Configuration Manager must have the Cloud Configuration Manager agent configured in Configuration Client.

**Note:** Refer to the *Cloud Configuration Manager documentation for information on this feature.*

## General

The screenshot shows the 'Cloud Configuration Manager' interface. It has two tabs: 'General' (selected) and 'CM Diagnostics'. The 'General Configuration' section contains three input fields: 'Host URL' with the value 'https://CommanderCM.verifone.com/cdm' and a 'Restore Default URL' button; 'Company' with the value 'Unassigned'; and 'Custom ID' which is empty. The 'Site Configuration' section contains two input fields: 'Site ID' with the value 'AB123' and 'Service ID' which is empty.

Field/Button	Allowable Value/Function
Host URL	The URL of Cloud Configuration Manager.
Company	Company name that was set up when requesting for Cloud Configuration Manager.
Custom ID	Leave it as blank
Site ID	The Site ID of the store
Service ID	

## CM Diagnostics

Use CM Diagnostics to see if Verifone Commander is connected to the Cloud Configuration Manager.

## Cloud Connect

The Verifone C-Site Management application allows to remotely configure data for the POS system through the web. A technician does not have to visit each location to make changes and updates. These updates can be done selectively or all at once for all the POS devices from the web application.

**Note:** Refer to the *Verifone C-Site Management User Reference* documentation for more information on this feature. The User Reference is available on Premier Portal.

## Store Operations

### Payment

#### Currencies

Use to define the common currency, one alternate currency, and the exchange rate of the alternate currency in relation to the common currency.

Field/Button	Allowable Value/Function
Name	Enter a descriptive name for the currency (alphanumeric, 1 - 14 characters). All transactions use this currency unless the [OTHER CURR] key is pressed.  Each currency is selected separately.
Delete	Click to delete the selected currency.
Symbol	Select a symbol for each currency. The symbol appears on receipts.
Amount	Enter the rate at which the alternate currency is compared to the base currency (0.000000 - 999.999999).

## Fees

Use to add an additional charge (for example, bottle deposits) to an item or department. The Fees tab can contain up to 99 different fees. The current fees are listed on the left side of the form.

Field/Button	Allowable Value/Function
Name	Enter a descriptive name for the Fee (alphanumeric, 1 - 9 characters). The name prints on receipts.
Delete	Select to delete the selected fee.
Department	From the drop-down menu, select the department to which fee transactions are charged for report totals.
Fee is Refundable	Select to indicate that the fee is refundable with the cost of the item if it is returned.
Fee Type	<p><b>Percentage:</b> Percentage Fee will be calculated as the configured percentage of base selling price.</p> <p>For example, if Percentage Fee is configured as 4.555 and the same fee is applied to Item F with base selling price \$9.98, the Fee applied will be 4.555 percentage of 9.98. ie <math>9.98 * 4.555 / 100 = .45</math>.</p> <p><b>Range/Amt:</b> Fee calculation for sales will be updated to process by Range Amount.</p>

Field/Button	Allowable Value/Function
Amount (1)	Enter the amount of the first fee (0.00 - 9999.99).
Range (1)	Enter the ending dollar amount for items to which the first fee applies.
Amount (2)	Enter the amount of the second fee (0.00 - 9999.99).
Range (2)	Enter the ending dollar amount for items to which the second fee applies.
Amount (3)	Enter the amount of the third fee (0.00 - 9999.99).
Range (3)	Enter the ending dollar amount for items to which the third fee applies.
Amount (4)	Enter the amount of the fourth fee (0.00 - 9999.99).
Range (4)	Enter the ending dollar amount for items to which the fourth fee applies.
Amount (5)	Enter the amount of the fifth fee (0.00 - 9999.99). This fee is applied to all amounts higher than the range end for the fourth fee.

## Merchandise

The Merchandise Manager form is used to add, delete, and restore categories and departments. The Product Code tab displays the current product codes. Product codes cannot be edited.

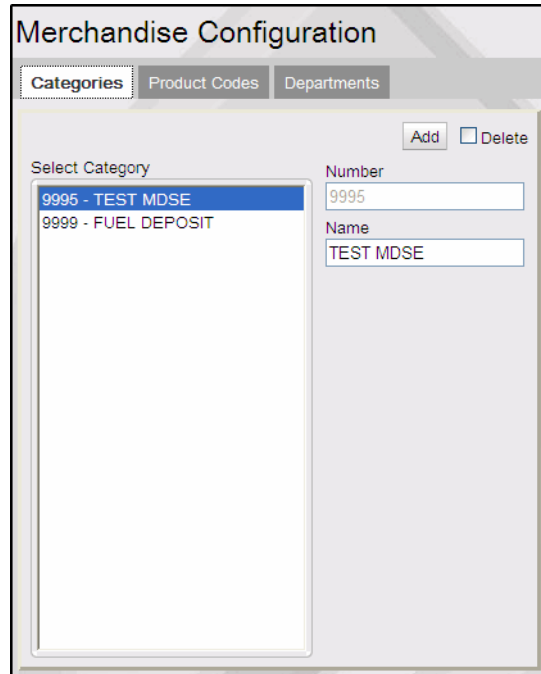
## Categories

Use to define the categories for your site. The current categories are listed on the left side of the form.

The maximum number of categories that can be configured by platform:

- Ruby Ci - 9999
- Verifone Commander - 9999





Field/Button	Allowable Value/Function
Add	Click to add a new category
Number	Enter a unique number for the category
Name	Enter a unique name for the category

### Product Code

The Product Code tab contains view-only data and cannot be edited. The fields in this tab are Number, Name, Status and Fuel (Yes or No).

### Departments

Refer to [Department Sales](#)

### Restrictions

#### Blue laws

Refer to [Blue Laws](#).

## ID Checks

Refer to [ID Checks](#).

## PLU Promotions

Refer to [PLU Promotions](#).

## PLUs

Refer to [PLU Sales](#)

## Sales

### Sales Configuration

The Sales Configuration form is used to set up the sales functions and the login/logout messages for the site.

**Note:** All the Security Level configurations from this form has been moved to **Security > POS Security > Sales Functions Security form.**

The screenshot displays the 'Sales Configuration' window. It features two tabs: 'Sales Configuration' (active) and 'Sales Login/Logout Message'. The 'Sales Parameters' section includes a 'Description' field with the text 'Canadian GST' and a 'Value' checkbox which is currently unchecked. To the right, a scrollable list contains the following items: Prepaid Card Recharge Department, Prevent Modify Key Cycling, Price Override Security Level, Print DOB on Journal, Print DOB on Receipt, Print receipt, Prompt Loyalty for PLU Not Found, Refund security, Register Time-Out Timer, Release Terminal During Close, Reminder to use Imprinter, Reset display on drawer close, Reset display on timeout, Reset display timeout value, Safe Drop Correction Security, Store number, Value added tax (VAT), Vendor payment security, Void line security, and Void transaction security. 'Save' and 'Cancel' buttons are located in the top right corner of the window.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Allow Amount Entry for Refund	Allows amount entry for refund so that the cashier can give the amount entered as refund to the customer as a roundoff figure after taking the difference from the customer.
Canadian GST	Select if the site collects Canadian GST tax. Special prompts for Canadian GST appear in the Tax Rate File.
Cardload Recharge Dept	Select to assign the department number for cardload recharge.
Cash Drawers Connected	Enter the number of cash drawers connected to this register (1 - 2).
Cash Underrun Auto Refund	<p>If disabled, cashier must complete the underrun transaction by selecting a MOP.</p> <p>If enabled, when cashier claims the fuel sale, amount is automatically refunded.</p>
Check Drawer Amount on Safe Drop	Select to compare the amount of the MOP entered to the calculated amount currently in the drawer.
Count Underrun Customers	When a cashier completes a prepay underrun transaction, the underrun customer count is incremented in the Summary Report, Shift Report and Daily Report with the attribute "Underrun Customer".
Disable Error Correct Key	"Error Correct" key is not displayed on the POS touch-screen when this parameter is enabled.
Discount Denomination	<p>Refer to <a href="#">Discount Denominations</a> for configuring discounts.</p> <p>Select so that when the cashier selects the discount key (hard key, soft key, or touch-to-modify menu), any configured discounts are displayed as part of the discount overlay.</p>

Verifone Commander User Reference

Field/Button	Allowable Value/Function
Discount Type - Pct or Amt	<p>Select the type of discount to apply when the [DISC] key is used.</p> <p><b>Percent</b> – The discount is calculated as a percentage of the price and then subtracted from the price of the item.</p> <p><b>Amount</b> – The discount is directly subtracted as a dollar amount from the price of the item.</p>
Display PLU not found Department List	<p>Select to set a department number to assign to PLUs that are not in the PLU department list.</p>
Drawer Alarm Timer	<p>Enter the number of seconds a cash drawer is allowed to remain open before an alarm is triggered (0 - 99).</p> <p><i>Note: “Drawer Open During Sale” must not be selected for the drawer alarm timer to work.</i></p>
Drawer Open During Sale	<p>Select to allow the cash drawer to remain open during transactions. (If not selected, the cash drawer must be closed before the next transaction can be started.)</p> <p><i>Note: Make sure that “Drawer Open During Sale” is not selected if you are entering a value in “Drawer Alarm Timer”.</i></p>
Employee Number Login	<p>When this feature is enabled, a cashier can login to the register using their Employee Number instead of their cashier record. Employee number and password are configured in <b>Security &gt; POS Security &gt; Employees</b>.</p> <p>The employee number is unique to each employee.</p> <p>When this feature is enabled, all cashier related actions require Employee Number with corresponding password. Only the clock in/out functions can be used with alternative login.</p> <p><i>Note: After installation this parameter is disabled by default.</i></p>

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Enable Managed Update	Enable to provide an interim approval step during the PLU file update process and to allow updates to take effect within the POS system immediately upon approval. No restart required after approval.
Enable Receipt Tax Detail	Enable to print the tax details on the receipt. Even if this feature is disabled, if there is a taxable rebate in the transaction, the tax details are printed on the receipt.
Enable Auto Settle Overrun	Select to determine whether to apply a charge on a prepaid sale in case of an overrun. When enabled, the overrun amount should automatically be settled to “Drive Off” MOP to complete the transaction.
Error Correction Security Level	Select to set the security level required to perform an [ERROR CORR] on an item in a transaction.
Error Message Prompt Timer	Enter the length of time (in seconds) that error messages display (2 - 30).
Fixed Discount Rate	If “Is Fixed Discount” is selected, enter the percent or amount (set in “Discount Type”) that is automatically applied when the [DISC] key is pressed.
Force DOB on ID Check	Select to force ID checks by displaying messages, beeping, and restricting sales until a birth date is entered, scanned, or swiped.
Force No Sale Print	Select to print “No Sale” on the receipt and the journal when the cashier presses [No Sale] in Sales mode. (If not selected, “No Sale” prints on the journal only.)
Force Refund Print	Select to print a refund receipt when the cashier performs a refund in the Sales mode. (If not selected, the refund prints on the journal only.)
Force Void Line Print	Select to print “Void Line” on the receipt and journal when the cashier voids a line in the Sales mode.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Force Void Transaction Print	Select to print “Void Ticket” on the receipt and journal when the cashier voids a ticket in the Sales mode. (If not selected, “Void Ticket” prints on the journal only.)
Fuel Discount	Enter the dollar amount per gallon discount that is applied when a fuel discount key is used (0.00 - 99.99).
Fuel Discount Title	To rename Fuel Discount with a descriptive name, enter up to 30 characters.
Idle Prompt Displays Due Sale	Select to display “No Due Sales” when the terminal is idle, and no fuel transactions are due. Due fuel sales display if one or more fuel sales are due. (If not selected, “Ready for Sale” displays when the terminal is idle. Due fuel sales are viewed by pressing the <b>[VIEW]</b> key.)
Is Cashier # Required for Each Sale	Select to require the cashier/employee number and password before starting each sale.
Is Fixed Discount	Select to automatically enter discounts (set in “Discount Type” as a percent or amount) for the amount entered in “Fixed Discount Rate” when the <b>[DISC]</b> key is pressed. (If not selected, all discounts must be entered as individual amounts.)
Is Sub-total Required	Select to require pressing the <b>[TOTAL]</b> key before the MOP is chosen.
Is Total in Double	Select to print the transaction total in double-wide characters on the receipt and journal. (If not selected, the transaction total will print in single-wide characters.)
Maximum Till Transaction Amount	Enter the maximum transaction amount.  <i>Note: Maximum amount is 9999.99.</i>

Verifone Commander User Reference

Field/Button	Allowable Value/Function
Maximum Amount	<p>Enter the maximum amount that any one department item may cost if '0' is entered for Department &gt; Max Amt. (0.00 - 9999.99).</p> <p><b>Note:</b> <i>The value set in Department &gt;Max Amt overrides any value set here.</i></p>
Maximum Discount	<p>Enter the maximum discount (either percent or dollar as set in "Discount Type") that can be applied to an item when using the [DISC] key (0.00 - 99.99).</p>
Maximum Quantity	<p>Enter the maximum quantity of any one item that may be sold in one transaction (0.00 - 9999.99).</p>
Minimum Amount	<p>Enter the minimum amount that any one department item may cost if '0' is entered for Department &gt; Min Amt (0.00 - 9999.99).</p> <p><b>Note:</b> <i>If Department &gt; Min Amt is not '0,' then its value overrides the value set here.</i></p>
Minimum Discount	<p>Enter the minimum discount (either percent or dollar as set in "Discount Type") that can be applied to an item when using the [DISC] key (0.00 - 99.99).</p>
Money Order Low	<p>Enter the number of checks remaining before an alarm message indicates that the money order machine needs to have more checks loaded (0 - 99).</p>
One Cashier per Drawer	<p>Select to limit login to one cashier per cash drawer until totals are closed. This can be overridden by personnel with higher security levels than the cashier. If not selected, more than one cashier is allowed per cash drawer.</p> <p><b>Note:</b> <i>This feature is not supported.</i></p>
Open Drawer Cashier Close	<p>Select to close open drawer before another cashier can use the cash drawer.</p>

Verifone Commander User Reference

Field/Button	Allowable Value/Function
PLU Not Found Department	<p>Enter a department number to assign to PLUs that are not on the PLU File and are entered as a sale (0 - 9999).</p> <p><b>0000</b> – Disables the PLU Not Found department.</p> <p><i>Note: The department number must also be assigned as the PLU Not Found department from <b>Manager &gt; Merchandise &gt; Department</b>.</i></p>
Prepaid Card Activate Department	<p>Enter the department number for prepaid card activation sales transactions.</p>
Prepaid Card Recharge Department	<p>Enter the department number for prepaid card recharge sales transactions.</p>
Prevent Modify Key Cycling	<p>Select to prevent cycling through the modifiers of a PLU. (If not selected, cycling through the modifiers of a PLU from the lowest priced modifier to the highest priced is allowed.)</p>
Print DOB on Journal	<p>Select to print DOB on journal.</p>
Print DOB on Receipt	<p>Select to print DOB on receipt.</p>
Print Receipt	<p>Select to print a receipt for every transaction (if not selected, a receipt will only print for No Sale, Pay In, Pay Out, Clock In/Clock Out, Void, Car Wash, POP Discounts, Credit Transactions, and when using the <b>[Ticket Print]</b> Key).</p>
Print UPC on Receipt	<p>When this feature is enabled, the actual UPC or PLU will be printed on the receipt, along with the description.</p>
Prompt Dine In	<p>Select to prompt dine in at food kiosk.</p>



## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Prompt Food Order Name	Enable to prompt for entering customer name for food orders.
Prompt Food Order Phone Number	Enable to prompt for entering customer phone number for food orders.
Prompt Loyalty for PLU Not Found	When enabled, if a scanned barcode or manually entered number comes as “PLU Not Found”, the system asks the user if the number is a Loyalty Card.
Receipt Print Program Name	Receipt prints loyalty program name.
Register Time-Out Timer	<p>Enter the number of minutes (001 - 999) after which an idle terminal automatically switches out of Sales mode.</p> <p>Entering 000 indicates that an idle terminal will not automatically switch out of Sales mode.</p>
Release Terminal During Close	Select to allow the terminal to return immediately to Sales mode after a close shift or close daily is started.
Reminder to Use Imprinter	Determines whether a message is displayed that reminds the cashier to use the imprinter after completing a transaction using the Manual Credit MOP.
Reset Display on Drawer Close	Idle sales message returns when the drawer closes.
Reset Display on Time-out	Idle sales message returns when the time-out elapses.

Field/Button	Allowable Value/Function
Reset Display Time-out Value	<p>Enter the time (in seconds) before the idle sales message returns to the operator display after a transaction is complete. When “Reset Display on Time-out” is selected, a value must be entered here (2 - 3600).</p> <p>1 = 2 seconds</p> <p>0 = disables the option to reset display on time-out</p>
Stack manual Discount	<p>If enabled, multiple manual discounts can be applied on a line item. Cannot apply multiple discounts if item has NAXML discount applied to it.</p>
Store Number	<p>Enter the number or name that identifies the store. This information is printed on receipts and reports (alphanumeric, 1 - 5 characters).</p>
Value Added Tax (VAT)	<p>Select if value added tax (VAT) is collected at the site. Special prompts for VAT appear in the Tax Rate File (U.S. and Canadian sites usually do not collect VAT).</p>

### Sales Login/Logout Message

Use to enter messages that are displayed when an employee logs in or out of Sales mode.

The screenshot shows a software interface titled "Sales Configuration". At the top, there are two tabs: "Sales Configuration" and "Sales Login/Logout Message". The "Sales Login/Logout Message" tab is active. Under the "Log In" section, there is a checkbox labeled "Show Log-In Message" which is currently unchecked. Below this checkbox is a text input field consisting of three stacked lines. Under the "Log Out" section, there is a checkbox labeled "Show Log-Out Message" which is also unchecked. Below this checkbox is another text input field consisting of three stacked lines.

Field/Button	Allowable Value/Function
Log In - Show Log-In Message	Select to display the prompt when the user logs on to Sales.
Lines	Enter or edit the information displayed when Sales is entered.
Log Out - Show Log-Out Message	Select to display the prompt when the user logs out of Sales.
Lines	Enter or edit the information displayed when Sales is exited.

## Menu Keys

Refer to [Menu Key Configuration](#)

## Register

The Register Configuration form is used to set up banners, logos/slogans, soft keys, and copy registers for the site.

## Banner

Use to define the message that appears on the customer display when sales transactions are not in process.

Register Configuration

Banner | Logo/Slogan | SoftKeys | Copy Registers

Register: 1 - controller

Message

Line 1: THANK YOU  Rotate

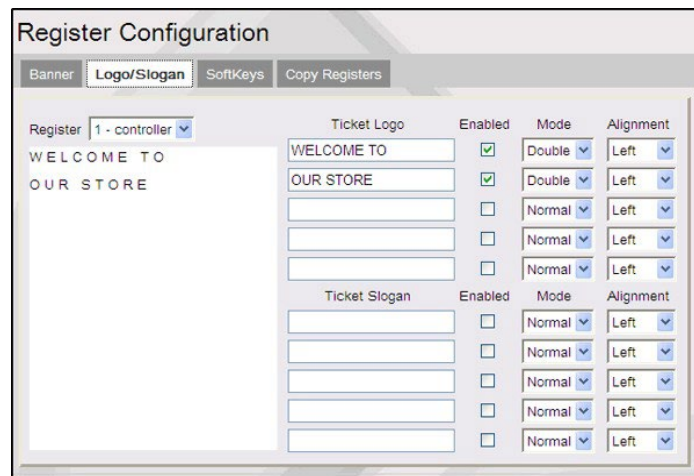
Line 2:   Rotate

THANK

Field/Button	Allowable Value/Function
Register	Select the register.
Line 1 and Line 2	Enter the messages for lines 1 and 2 (alphanumeric, up to 80 characters).
Rotate	Select a rotation option – None, Line 1, Line 2, Both.

### Logos/Slogans

Use to enter the information that prints in the header (logo) and footer (slogan) of receipts.



Field/Button	Allowable Value/Function
Register	Select the register.
Ticket Logo/Ticket Slogan	Enter the information that appears on register receipts.
Enabled	Select to enable each logo and/or slogan.
Mode	Select Single- or Double-wide characters.
Alignment	Select Left, Right, or Center.

## Soft Keys

Refer to [Soft Keys](#)

## Copy Registers

Use to copy files from one register to another.

The screenshot shows the 'Register Configuration' window with the 'Copy Registers' tab selected. The 'Select Registers' section contains a 'Source Register' dropdown menu currently showing '1 - controller' and an empty 'Destination Register' field. The 'Select Files to Copy' section has four unchecked checkboxes: 'Banners', 'Logos', 'Slogans', and 'SoftKeys'. A 'Copy' button is positioned at the bottom center of the form.

Field/Button	Allowable Value/Function
Select Register - Source Register	Select the register to copy.
Destination Register	Select the register to which you want to copy files.
Select Files to Copy	Select the files you want to copy: Banners, Soft Keys, Logos, Slogans.

## Touch Screen

The Touch Screen Configuration forms allow you to configure fuel keys, assign buttons, define the parked menu panel, and orient the touch screen.

**Note:** Refer to the *Base 53 and Higher feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

## Self Checkout

Self Checkout (SCO) is a self-checkout POS application for C-Stores implemented on B53 and Higher UI.

**Note:** *Self Checkout will be disabled on future releases except for customers who have licensed it from Verifone separately.*

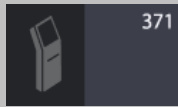
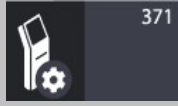


**Note:** Refer to the *Self-Checkout feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

## Self Checkout (SCO) Monitoring

Device monitoring is a feature to monitor configured devices from monitoring devices such as Cashier operated POS, Attendant handheld device or any remote machine. Self Checkout devices can be configured to be monitored through the Touch Screen configuration.

### Self Checkout Monitoring Buttons





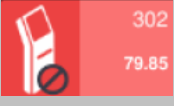
The following buttons represent Self Checkout device status:

Icon	Description
 371	Self Checkout device is offline
 371	Self Checkout device is in non-sales mode
 371	Self Checkout lane is closed
 371	Self Checkout device is in Idle mode

## Verifone Commander User Reference

 <span style="color: white; font-weight: bold;">371</span>	<p>Transaction suspended. Transaction gets suspended either because customer chooses to pay at counter or cashier suspends the transaction. The SCO is moved to idle state.</p>
 <span style="color: white; font-weight: bold;">302</span>	<p>Transaction suspend: initial state.</p>
 <span style="color: white; font-weight: bold;">371</span>	<p>Customer checked in to the Self Checkout device</p>
 <span style="color: white; font-weight: bold;">371</span> <span style="color: white; font-weight: bold;">456.78</span>	<p>Customer added items to the cart. The monitoring button shows the number of items and amount.</p>
 <span style="color: white; font-weight: bold;">302</span> <span style="color: white; font-weight: bold;">83.16</span>	<p>Customer is making a payment.</p>
 <span style="color: white; font-weight: bold;">302</span> <span style="color: white; font-weight: bold;">83.16</span>	<p>Customer's payment failed.</p>
 <span style="color: white; font-weight: bold;">371</span>	<p>Customer requested help.</p>
 <span style="color: white; font-weight: bold;">302</span> <span style="color: white; font-weight: bold;">3.31</span>	<p>Customer requested help after adding items.</p>
 <span style="color: white; font-weight: bold;">302</span> <span style="color: white; font-weight: bold;">8.47</span>	<p>Customer requested help; but is proceeding with sale.</p>
 <span style="color: white; font-weight: bold;">302</span> <span style="color: white; font-weight: bold;">3.31</span>	<p>Customer requested help; but is proceeding with payment.</p>
 <span style="color: white; font-weight: bold;">302</span> <span style="color: white; font-weight: bold;">3.31</span>	<p>Customer requested help; but, proceeded with payment and payment failed.</p>

## Verifone Commander User Reference

	Cashier logged in while Self Checkout device is in Idle mode.
	Cashier logged in to Self Checkout device while the device is in "Customer Checked In" mode.
	Cashier logged in to Self Checkout device during sales.
	Customer added <b>age restricted item</b> and called for cashier assistance.
	Customer had previous items added and then added age restricted item and called for cashier assistance.

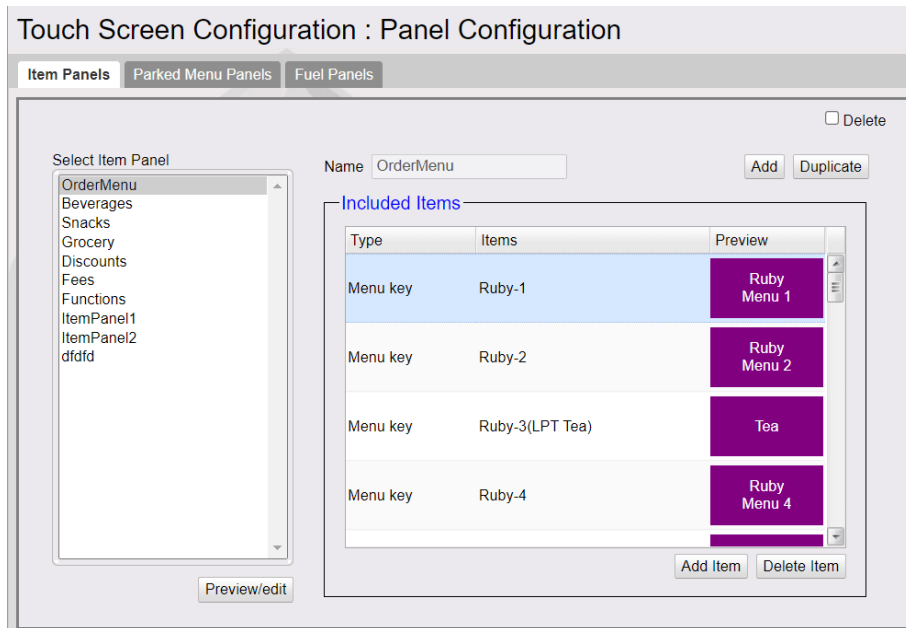
### Self Checkout Monitoring Configuration

**Note:** Refer to the *Base53 and Higher UI user reference documentation for information on how to configure the touchscreen UI. The User Reference is available on Premier Portal.*

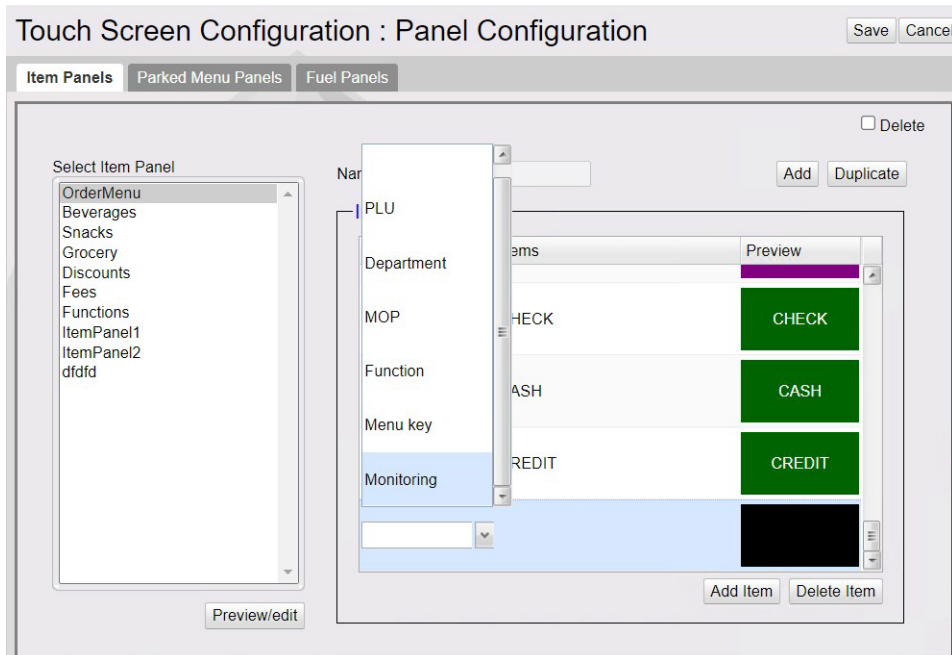
1. From Store Operations > Touch Screen > Panel Configuration select Add Item to an Item Panel.



## Verifone Commander User Reference

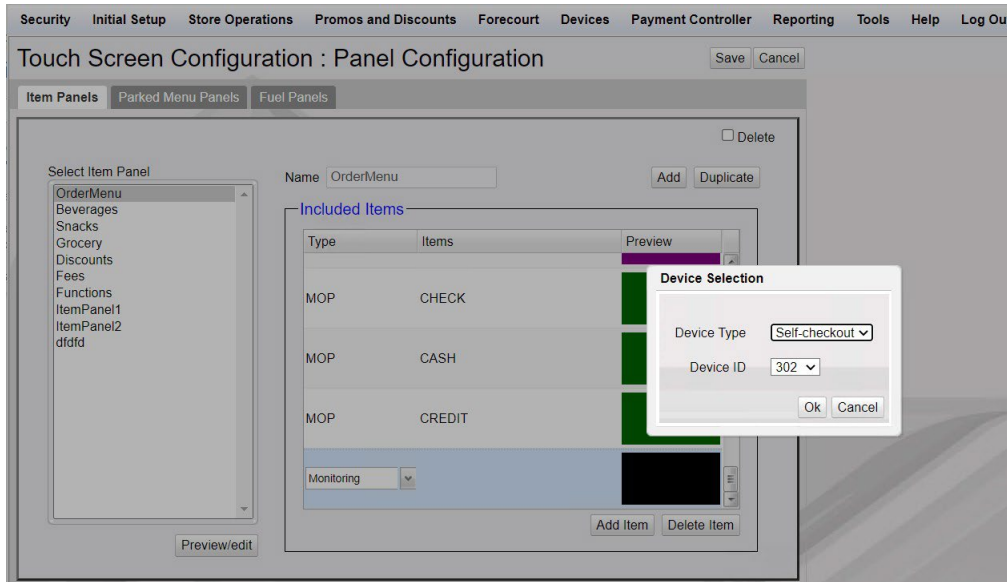


2. In the new row added, select Monitoring from the drop down.



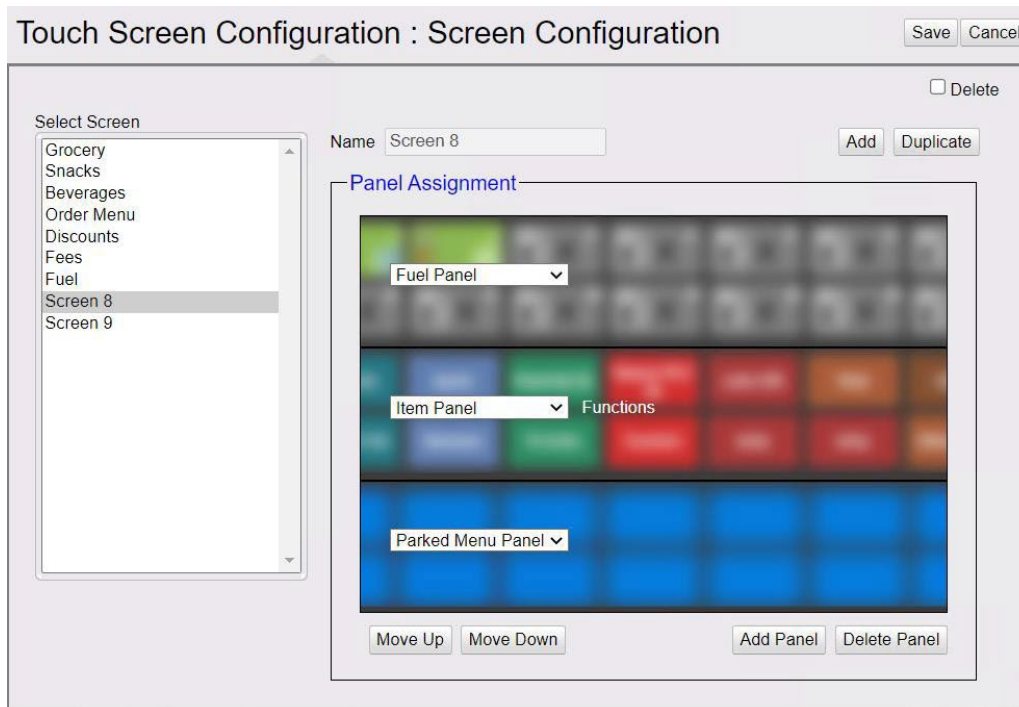
3. Select Self Checkout as the Device Type and select the device ID of the self checkout.

# Verifone Commander User Reference



4. Go to Store Operations > Touch Screen > Screen Configuration and add the item panel containing the Self Checkout monitoring item to a screen panel.

**Note:** SCO has to be logged in at least once before configuring for SCO monitoring; else the device id will not be listed.



5. Go to Store Operations > Touch Screen > Register Configuration and assign the screen to a register.

## Verifone Commander User Reference

Touch Screen Configuration : Register Configuration Save Cancel

**Select Register**

Register Names

- C18 102
- Default
- topaz 101

Copy

**Panel Selection**

Fuel Panel

Parked Menu Panel

**Fixed Prepay Buttons**

**Available**

- Screen 8

**Selected**

- Beverages
- Order Menu
- Discounts
- Fees
- Fuel
- Screen 9

**Fuel Options**

Zoned Fuel Control

Allow One-touch Approval

Allow One-touch Claim

## House Account

A House Account is a non-network, local store account that is set up with credit granted at the discretion of the site manager. House accounts require an account number, which prints on the receipt. Verifone Commander keeps and reports totals for House accounts but does not keep records of individual transactions or balances. Follow store policy to manually record transactions.

**Note:** Refer to the *In-House Accounts feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

“force.InHouse.PayInOut” in ConfigClient > Initial Setup > System Properties should be set to Yes to enables sites to assign In House Accounts with Pay In and Pay Out.

## Verifone Commander User Reference

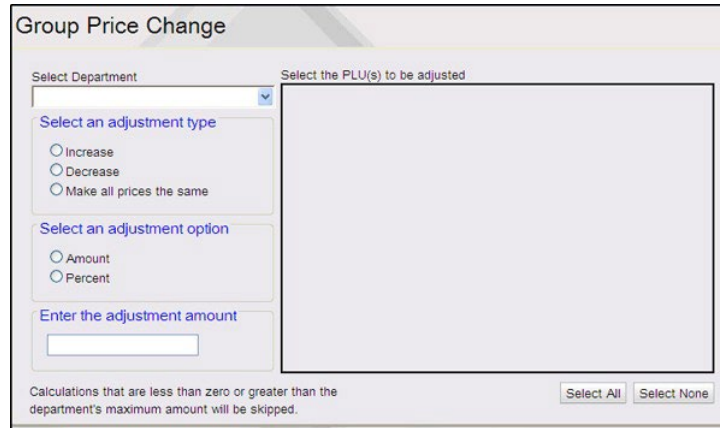
Field/Button	Allowable Value/Function
Add	Click to add a new account. The account is automatically enabled unless you clear the Enabled check box.
Delete	Select to delete the selected account.
Account Number	Enter the account number (alphanumeric, 1 - 20 characters).
Account Name	(Optional) Enter the name of the customer. (alphanumeric 0 - 20 characters).
Enabled	Select to enable the account.
Prompt for Sub Acc#	Enable to prompt for sub account number.
Trigger Function	Select what triggers a "In-House Account? [Y/N]" prompt.

## Group Price Change

**Note:** Refer to the Group Price Change feature reference documentation for information on this feature. The Feature Reference is available on The Feature Reference is available on Premier Portal.

## Verifone Commander User Reference

Use to change the prices of multiple PLUs assigned to a selected department at the same time.



The screenshot shows a dialog box titled "Group Price Change". It contains the following elements:

- Select Department:** A dropdown menu.
- Select the PLU(s) to be adjusted:** A large empty rectangular area.
- Select an adjustment type:** Three radio buttons:  Increase,  Decrease, and  Make all prices the same.
- Select an adjustment option:** Two radio buttons:  Amount and  Percent.
- Enter the adjustment amount:** A text input field.
- Buttons:** "Select All" and "Select None" buttons at the bottom right.
- Footnote:** "Calculations that are less than zero or greater than the department's maximum amount will be skipped."

To change a group of prices:

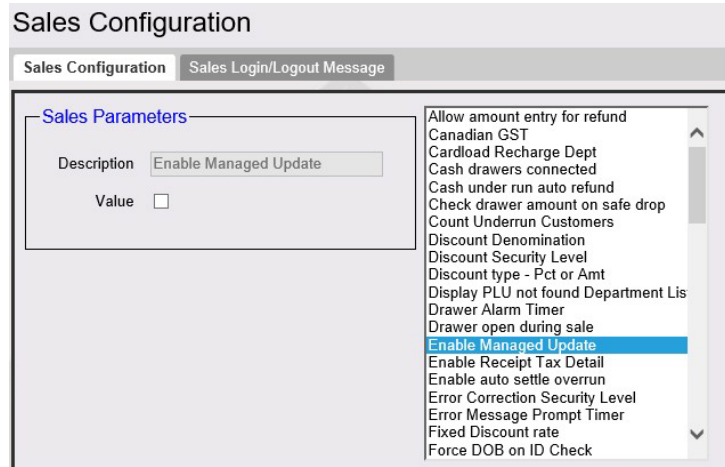
1. In the department list, select the department that contains the products needing the price change.
2. Click an adjustment type – Increase, Decrease, Make all prices the same.
3. Click an adjustment option – Amount, Percent.
4. Enter the adjustment amount as dollars and cents (0.00 - 9999.99) or percent (000.000 - 9999.99).
5. Select the PLUs to be adjusted.
  - Click Select All to select every PLU in the department.
  - Select several adjacent PLUs by using SHIFT and click.
  - Remove selections by clicking Select None.
6. Click OK.

## Managed Updates

The Managed Updates feature provides an interim approval step during the PLU file update process and allows updates to take effect within the POS system immediately after approval. The business purpose behind the approval step is to allow store management to use a 3rd party system (SAP Retail Store) to identify, print and update shelf labels as needed for price changes prior to those changes being reflected within the POS system.

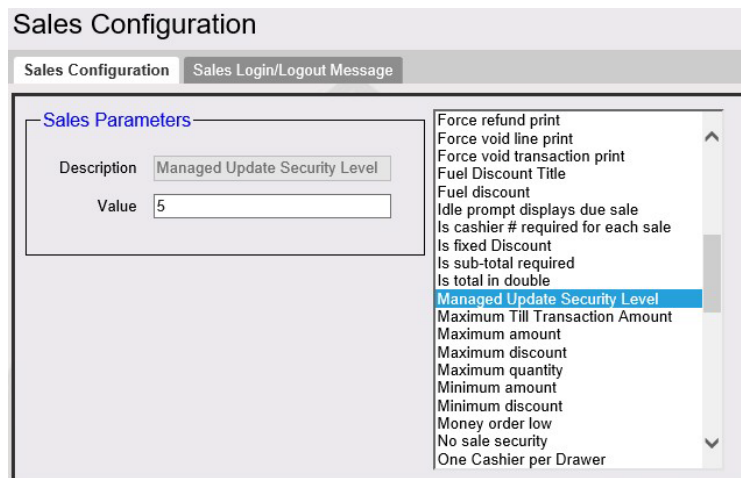
## Enable Managed PLU Update

From **Store Operations > Sales > Sales Configuration**, enable “**Enable Managed Updates**”.



## Managed Update Security Level

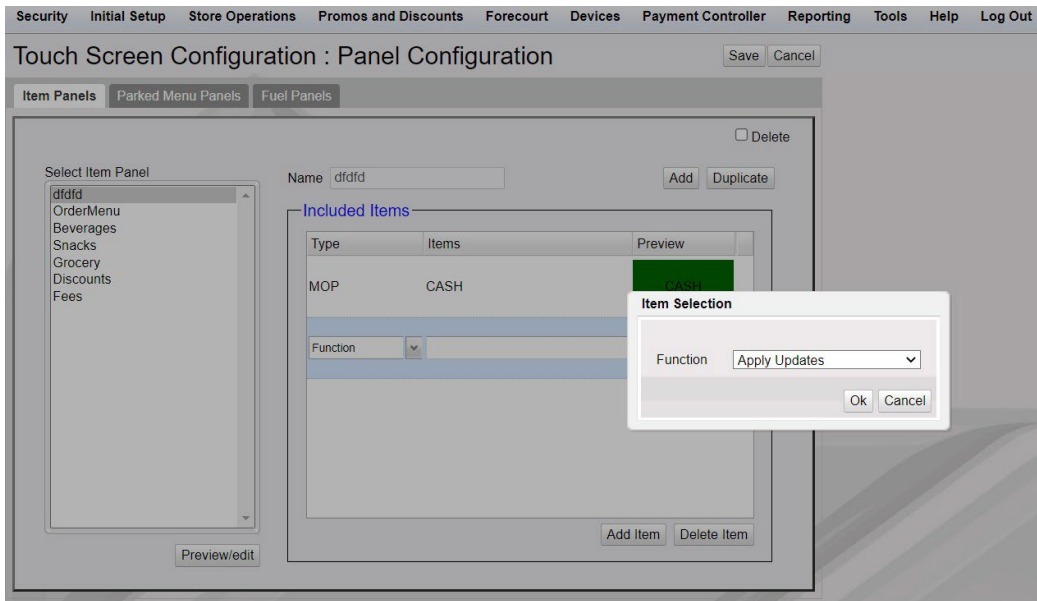
In **Store Operations > Sales > Sales Configuration > Managed Update Security Level**, enter the security level of the manager who can apply the update.



## "Apply Updates" Touchscreen Button

In **Store Operations > Touch Screen > Panel Configuration**, select “**Add Item**” and type as “**Function**”. Select “**Apply Updates**” to assign this function to a touch screen key or Topaz POS key for easy access to the function.

## Verifone Commander User Reference



**Note:** Refer to the Base 53 and Higher feature reference documentation for information on configuring the touch screen. The Feature Reference is available on The Feature Reference is available on Premier Portal.

### Pending Updates

View Pending Managed Updates from Store Operations > Managed Updates.

S.No	Time Stamp	Dataset
1	2015/11/18 05:28:34	Item
2	2015/11/18 05:28:39	Item
3	2015/11/18 05:28:41	Item

### Fiscal Receipt

This feature is available for LAC countries. In many LAC countries, controlled receipts (e.g. “Facturas”) are printed from the POS. The receipts typically include a controlled sequence number and other POS controlled data.

After all MOPs are processed, the application would determine which of the five types of receipts to print.

The five types of receipts are:

- Fiscal Sale
- Fiscal Refund

- Fuel Voucher
- Non-Fiscal Network
- Pump Test

<b>Transaction Processing of MOPs to Generate Receipts</b>
<p style="text-align: center;"><b>Pump Test</b></p> <p>If Pump Test MOP is used, the transaction generates a Pump Test Receipt. This will not require any data input.</p>
<p style="text-align: center;"><b>Fuel Voucher</b></p> <p>If Fuel Voucher MOP (with fuel voucher MOP code) is used, the transaction generates a Fuel Voucher Receipt. The Fuel Voucher MOP can be used only with Postpay Fuel and Manual Fuel line items.</p> <p>When this MOP is used, no split tender, no change and no refunds are allowed.</p> <p>This MOP requires 2 cashier prompts:</p> <ul style="list-style-type: none"><li>a) For Fuel Voucher number (Alphanumeric 0-15 chars): "Enter [receipt type name] Number:"</li><li>b) For Customer number (Alphanumeric 0-15 chars): "Enter Customer Number:"</li></ul> <p><b>Note:</b> More than one post pay fuel line can be allowed.</p>
<p style="text-align: center;"><b>Non-Fiscal Network</b></p> <p>If a Network MOP is used and the FEP returns the flag "FiscalReceipt" = <i>FALSE</i>, the application generates a Non-Fiscal Network Receipt.</p>
<p style="text-align: center;"><b>Fiscal Refund</b></p> <p>For a Fiscal Refund receipt, the system prompts for the original Fiscal Sale receipt number.</p>
<p style="text-align: center;"><b>Fiscal Sale</b></p> <p>If the transaction is none of the four previous receipt types, the system generates a Fiscal Sale Receipt.</p>



## Site

Use this form to configure site-level fiscal receipt configuration.

**Fiscal Receipt Configuration**

Site
Register
Fuel Flat Taxes
Tax Exemption

---

**Customer Tax ID**

Name

Minimum Length

Maximum Length

Check Digit None

---

**Tax ID Database**

Enable DB

Customer Name

Customer Address

---

**Warning Thresholds**

Sequence Number

Authorization Days

---

**Other Settings**

Merchant Tax ID Name

Use common sequence # for all APTs

Common APT Register ID  

Print Currency Symbol

Print Line Item Unit Price

Print Verbose Total

Print Tax Summary Table

Field/Button	Allowable Value/Function
<b>Customer Tax ID</b>	
Name	Enter customer Tax ID Name; alpha-numeric string between 3-20 characters.
Minimum Length	Enter customer Tax ID Number; minimum length (numeric value between 0-20).
Maximum Length	Enter customer Tax ID Number; maximum length (numeric value between 0-20).
Check Digit	Drop-down box with 2 values: 'None' and 'Modulo 11'.
<b>Tax ID Database</b>	

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Enable DB	Click to enable Tax ID Database.
Customer Name	Use to prompt for customer name to be added to Tax ID DB.
Customer Address	Use to prompt for customer address to be added to Tax ID DB.
<b>Warning Thresholds</b>	
Sequence Number	A countdown alarm that notifies the number of sequence numbers still available on the range defined for a specific authorization number. Numeric value between 1-3. Default = '100'.
Authorization Days	Number of days before the Ending Authorization Date expires. Numeric value up to 2 digits (00-99). Default Value is 15 days.
<b>Other Settings</b>	
Merchant Tax ID Name	Merchant Tax ID name.
Use common Sequence Number # for All APTs	If this parameter is enabled, all the APTs configured in a site have a common sequence number. Default = Enabled.
Common APT Register ID	Select the APT register ID to configure. Only this APT appears in the register selection field in the Register form.
Print Currency Symbol	If this parameter is enabled, the currency symbol is printed on every amount printed on the receipt.
Print Line Item Unit Price	<p>If this parameter is enabled, the unit price is printed after the quantity on every receipt printed and the header is printed as: "Qty/Unit P" (Quantity/Unit Price) and translated to Spanish as "Ctd./P. Unit." (Cantidad/Precio Unitario).</p> <p>If this parameter is disabled, the header is printed as "Qty" and translated to Spanish as "Cant.".</p>

Verifone Commander User Reference

Field/Button	Allowable Value/Function																								
	<p>Default value = disabled. This only applies to Honduras.</p> <p>English:</p> <p>0123456789012345678901234567890123456789</p> <table border="0"> <tr> <td>Description</td> <td>Qty/Unit P.</td> <td>Amount</td> </tr> <tr> <td>-----</td> <td>-----</td> <td>-----</td> </tr> <tr> <td>Description</td> <td>Qty</td> <td>Amount</td> </tr> <tr> <td>-----</td> <td>----</td> <td>-----</td> </tr> </table> <p>Spanish:</p> <p>0123456789012345678901234567890123456789</p> <table border="0"> <tr> <td>Descripcion</td> <td>Ctd. /P. Unit</td> <td>Monto</td> </tr> <tr> <td>-----</td> <td>-----</td> <td>-----</td> </tr> <tr> <td>Descripcion</td> <td>Cant.</td> <td>Monto</td> </tr> <tr> <td>-----</td> <td>-----</td> <td>-----</td> </tr> </table>	Description	Qty/Unit P.	Amount	-----	-----	-----	Description	Qty	Amount	-----	----	-----	Descripcion	Ctd. /P. Unit	Monto	-----	-----	-----	Descripcion	Cant.	Monto	-----	-----	-----
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Print Verbose Total	<p>If this parameter is enabled, the verbose total is printed on the receipt. Default = disabled. This only applies to Honduras.</p> <p><b>Note:</b> The maximum verbose total amount printed on the receipt matches the maximum total amount on the receipt. See the example of receipts in the next table for more information.</p>																								
Print Tax summary	<p>If this parameter is enabled, the Tax Summary Table is printed on the receipt. Default = disabled.</p>																								

Field/Button	Allowable Value/Function
Table	<p>This only applies to Honduras.</p> <p>This table has 4 columns:</p> <ul style="list-style-type: none"> <li>• Imp%: Tax rate</li> <li>• Base: Amount before Tax</li> <li>• Tax: Tax rate * Base</li> <li>• Total: Base + Tax</li> </ul>

## Register

This form is used to configure the different types of fiscal receipts. The different types of fiscal receipts that can be configured with this form are **Fiscal Sale**, **Fiscal Refund**, **Fuel Voucher**, **Non-Fiscal Network** and **Pump Test**.

### Fiscal Receipt Configuration

Site
Register
Fuel Flat Taxes
Tax Exemption

**Select**

Register 101 - topaz v

Enable Fiscal Receipts

Receipt Type

- Fiscal Sale
- Fiscal Refund
- Fuel Voucher
- Non-Fiscal Network
- Pump Test

  v Add

**Receipt Type Configuration**  Delete

Name

Prefix/Series

Begin Sequence

End Sequence

Update Next Sequence

Next Sequence

Authorization Name

Authorization Number

Starting Authorization Date Label

Starting Authorization Date  📅

Ending Authorization Date Label

Ending Authorization Date  📅

Merchant Tax ID

Prompt for Final Consumer Disabled v

Prompt for Customer Data

Field/Button	Allowable Value/Function
Select Register	Select the POS which is configured to print the fiscal receipts.
Enable Fiscal Receipts	Select to enable fiscal receipts.
Add	Select fiscal receipt to configure and click <b>Add</b>

### Receipt Type Configuration

**Note:** These configuration fields are enabled or greyed out depending on the receipt being configured.

The diagram shows a sample fiscal receipt with the following sections and callouts:

- A) Header Expansion:** Points to the top section: { Header \*\*\* Up to 10 lines \*\*\* }
- B) Receipt Type Data Block:** Points to the main receipt information:
 

\*\*\* EPS Extended Header \*\*\*

**Autorizacion DGI**  
 AFC-DGC-SCC-006-06-2011  
 RUC: J0310000005336

**FACTURA**  
 No: 8902-00098214  
 Nombre: Gustavo Salazar  
 RUC del Cliente: 00110117100765
- C) Subtotal + Tax Lines:** Points to the summary table:
 

Descrip.	Ctd.	Monto
Cafe	2	5.00
<b>Subtotal</b>		<b>4.25</b>
<b>15% IVA</b>		<b>0.75</b>
<b>TOTAL</b>		<b>5.00</b>
<b>CASH</b>		<b>20.00</b>
<b>CAMBIO</b>		<b>-15.00</b>
- D) Footer Expansion:** Points to the bottom section: { Footer \*\*\* Up to 10 lines \*\*\* }

At the bottom of the receipt, there is a section for "\*\*\*\* EPS and Loyalty Data Block \*\*\*\*" and a footer with the following information:

REG# 002 CSH# 001 DR3 01 TRAN# 20007  
 27/09/2017 12:36:53 ST# AB123

Field/Button	Allowable Value/Function																																													
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">Header *** Up to 10 lines ***</p> </div>	A																																													
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">*** EPS Extended Header ***</p> </div>																																														
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;"><b>CAI</b> 2505803015121 RTN: 12345678901234 Fecha Inicio de Emision: 01/26/2018 Fecha Limite de Emision: 01/26/2020 Rango: 020-002-01-00001000 a la 020-002-01-00002000</p> </div>	B																																													
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;"><b>FACTURA</b> No: 020-002-01-0001020 Nombre: Gustavo Salazar RTN del Cliente: 08011986012824</p> </div>	E																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Descrip.</th> <th style="text-align: left;">Ctd./P.Unit</th> <th style="text-align: left;">Monto</th> </tr> </thead> <tbody> <tr> <td>A Jugo Naranja</td> <td>1</td> <td>L. 1.50</td> </tr> <tr> <td></td> <td>@ L. 1.50</td> <td></td> </tr> <tr> <td>Dcto. Combo 1</td> <td></td> <td>L. - 030</td> </tr> <tr> <td>B Ensalada Fruta 8oz.</td> <td>1</td> <td>L. 2.50</td> </tr> <tr> <td></td> <td>@ L. 2.50</td> <td></td> </tr> <tr> <td>Dcto. Combo 1</td> <td></td> <td>L. - 0.50</td> </tr> <tr> <td colspan="2" style="border: 1px solid black;">Descuentos y Rebajas</td> <td>L. - 0.80</td> </tr> <tr> <td colspan="2" style="border: 1px solid black;">Subtotal Gravado</td> <td>L. 3.20</td> </tr> <tr> <td>A 0% IMP</td> <td></td> <td>L. 0.00</td> </tr> <tr> <td>B 15% IMP</td> <td></td> <td>L. 0.42</td> </tr> <tr> <td colspan="2" style="border: 1px solid black;">Exento Imp.</td> <td>L. 0.00</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black;">TOTAL</td> <td>L. 3.20</td> </tr> <tr> <td>Efectivo</td> <td></td> <td>L. 20.00</td> </tr> <tr> <td>Cambio</td> <td></td> <td>L. 16.80</td> </tr> </tbody> </table>	Descrip.	Ctd./P.Unit	Monto	A Jugo Naranja	1	L. 1.50		@ L. 1.50		Dcto. Combo 1		L. - 030	B Ensalada Fruta 8oz.	1	L. 2.50		@ L. 2.50		Dcto. Combo 1		L. - 0.50	Descuentos y Rebajas		L. - 0.80	Subtotal Gravado		L. 3.20	A 0% IMP		L. 0.00	B 15% IMP		L. 0.42	Exento Imp.		L. 0.00	TOTAL		L. 3.20	Efectivo		L. 20.00	Cambio		L. 16.80	L M H N
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0.00%	L. 1.50	L. 0.00	L. 1.50																																											
15.00%	L. 2.08	L. 0.42	L. 2.50																																											
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">**** EPS and Loyalty Data Block ****</p> </div>																																														
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Footer *** Up to 10 lines ***</p> </div>	D																																													

- A) Header Expansion
- B) Receipt Type Data Block
- C) Subtotal + Tax Lines
- D) Footer Expansion
- E) Authorization Dates Range + Authorized Receipt Type # Range
- F) Line Item Currency Symbol
- G) Line Item Unit Price
- H) Tax Exempt Total Line
- I) Verbose Total
- J) Tax Exempt Block
- K) Tax Summary Table
- L) Discounts Line
- M) Subtotal Line Label
- N) Line before Total

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Name	Name of the receipt type (e.g., “ <b>FACTURA</b> ”).
Prefix/Serie	Alphanumeric string between 0-15 characters. Default = Empty.  Receipt Type Number: This is composed by a serie/prefix number (e.g., “ <b>8902</b> ”) and a sequence number (e.g., “ <b>00098214</b> ”).
Begin Sequence	8-digit value between 00000001 - 99999999 (leading zeros not required for input). Default = “00000000”.
End Sequence	8-digit value between 00000001 - 99999999 (leading zeros not required for input). Default = “00000000”.
Update Next Sequence	Select to update next sequence manually in case of a system failure.
Next Sequence	8-digit value between 00000001 - 99999999 (leading zeros not required for input). Default = “00000000”
Authorization Name	Alphanumeric string value between 3-20 characters (including special characters). Default = “Autorizacion No:” (e.g., “ <b>Autorización DGI</b> ”).  Note: Spanish special characters are not allowed.
Authorization Number	Alphanumeric string up to 40 characters (including special characters). Default = Empty (e.g., “ <b>AFC-DGC-SCC-006-06-2011</b> ”).
Starting Authorization Date Label	Char string up to 30. Default = “Fecha Inicio de Emision”.
Starting Authorization Date	The Authorization Number is valid from this date. Short Date Format string. This should be selected from a calendar representation.
Ending Authorization Date Label	Char string up to 30. Default = “Fecha Limite de Emision”.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Ending Authorization Date	Last valid day of the Authorization Number. Short Date Format string. This should be selected from a calendar representation.
Merchant Tax ID	Alphanumeric between 0-20 characters. Default = Empty.
Prompt for Final Consumer	<p>Drop-down box with the following values:</p> <p><b>Disabled:</b> Prompt for Tax ID # and if the &lt;ENTER&gt; key is pressed, then is a Final Consumer.</p> <p><b>Prompt Y/N:</b> This option is to indicate if after enabling Prompt for Final Consumer, the prompt displayed should be: "Final Consumer? Yes/No".</p> <p><b>Menu:</b> This option is to indicate that after enabling Prompt for Final Consumer, the prompt displayed should be a menu: "1. Final Consumer. 2. Customer with Tax ID #".</p> <p><b>Note:</b> 'Final Consumer' is any customer that requires a 'Fiscal Receipt' but will not provide a Customer Tax ID #.</p>
Prompt for Customer Data	Enable/disable prompts for Customer Data (Name, Tax ID Number).
Prompt for Original Receipt	Enable/disable prompting for Original Receipt Number.
Prompt	Prompt to get the original fiscal sale receipt number: Alphanumeric string value between 0-30 characters (including special characters). Default = "No Factura Original: ".
Prompt for Fuel Voucher Number	Enable/disable prompting for Fuel Voucher Number.



## Fuel Flat Tax

This form allows the configuration of two flat taxes per fuel grade.

The flat tax is a fix amount per unit of measure (for example, 11 cents per gallon of a specific fuel product). Depending on the country, the format of this amount is defined as maximum 3 digits to the right and 4 to the left of the decimal point (e.g., 'XXXX.YYY').

**Note:** Guatemala has only one fuel flat tax per fuel grade.

The screenshot shows a web-based configuration interface titled "Fiscal Receipt Configuration". It has four tabs: "Site", "Register", "Fuel Flat Taxes" (which is active), and "Tax Exemption". On the left, there is a list of "Fuel Products" with 20 items, where "1 - UNLD1" is selected. On the right, there are two configuration sections: "Fuel Flat Tax 1" and "Fuel Flat Tax 2". Each section contains two input fields: "Name" and "Amount". A "Delete" button is located in the top right corner of the configuration area.

Field/Button	Allowable Value/Function
Fuel Flat Tax Name	Tax name. Allows up to 10 characters. <b>Note:</b> Guatemala only needs 3 characters.
Fuel Flat Tax Amount	Tax amount.

The POS prints receipts with the Flat Tax information.

## Verifone Commander User Reference

BIENVENIDOS A NUESTRA TIENDA		
Descrip.	Cant.	Monto
UNLD EF #01	4.500G	5.00
	@ 1.111/ G	
Venta Afecta a Iva	4.50	
IDP	0.11/g	0.50
Sub Total		5.00
<b>TOTAL</b>		<b>5.00</b>
CASH		10.00
Cambio		-5.00

## Tax Exemption

Use the form to configure tax exemption if a Tax Exemption MOP code is used.

**Fiscal Receipt Configuration**

Site Register Fuel Flat Taxes **Tax Exemption**

Tax Exemption

- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20

Delete

Name

Tax-Exempt Purchase Order # Prompt

Tax-Exempt Customer # Prompt

Exempt Merchandise Sales Tax

Exempt Fuel Sales Tax

Exempt Fuel Flat Taxes

Field/Button	Allowable Value/Function
Tax Exemption Type Name	This name is associated to the acronym of the government entity that is tax-exempt (e.g., “SAR” = “Servicio de Administración de Rentas” (Revenue Management Department)).  Alphanumeric, maximum 20 characters.
Tax-Exempt Purchase Order # Prompt	Alphanumeric, maximum 20 characters. (Description needed)

Field/Button	Allowable Value/Function
Tax-Exempt Customer # Prompt	Alphanumeric, maximum 25 characters. (Description needed)
Exempt Merchandise Sales Tax	Select to exempt merchandise sales tax. This parameter is enabled by default. Greyed out in this screen in base 52.
Exempt Fuel Sales Tax	Select to exempt fuel sales tax. Greyed out in this screen in base 52.
Exempt Fuel Flat Taxes	Select to exempt fuel flat tax. Greyed out in this screen in base 52.

### System Properties

The following system properties should be enabled for Honduras:

- **Print Tax-Exempt Total Line:** If this is enabled, the system should print the line “Exento Imp.” + [tax-exempt total amount].
- **Print Discounts Line:** If this is enabled, the system should print the line “Descuentos y Rebajas ” + [sum of all amounts discounted].
- **Print Subtotal Line Label:** If this is enabled, the system should print the label “Subtotal Gravado” in the subtotal line
- **Print Line Before Total:** If this is enabled, the system should print a line before the total amount

### Currency Selection

Use this feature if the country is using a different currency than US dollar.

In Verifone Commander Configuration Client, the currency of the country should be selected from **Payment Controller > EPS Configuration > EPS Global Configuration.**

The screenshot displays the 'EPS Global Configuration' window. At the top, there is a notification: 'Edits require a one-time password (OTP)'. Below this, there are tabs for 'EPS', 'POP', 'PINPAD Message', 'Loyalty', and 'Trigger Pull Configura'. The 'Dealer' section contains fields for 'Site Name' (VeriFone Gold Disk), 'Location ID', 'Address Line 1', 'City', 'State' (FL), and 'Postal Code'. The 'Locale' section features a dropdown menu for 'Currency Name' with a list of currencies. 'Guatemalan Quetzal' and 'Honduran Lempira' are highlighted with red boxes. Below the dropdown, there are checkboxes for 'Signature Capture', 'Cashier Verify Signaf', and 'Print Signature on Re'. The 'Signature Capture' section is partially visible.

## Charity Donations

The charity donation feature enables a customer to donate certain amount to a charity.

The system prompts customers during tendering process for charity donation. Customers are asked if they wish to make a charity donation.

When the customer is using Cash as MOP there are two options that can be enabled from configuration client to be presented to the customers on the PIN pad:

- Donate change amount (rest for charity) and is calculated as the difference between the amount due and the amount paid.
- Round to next dollar amount which rounds off their transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.

## Verifone Commander User Reference

When the customer is using ‘Credit’ or ‘Debit’ cards as MOP, they will be presented with three preset contribution amounts configured in configuration client or two preset contribution amount and a round to next dollar amount.

The chosen selection is shown on the receipt, where it reflects the contribution. Only one charity can be active for any site.

The following configurations should be done before configuring the Charity Donations Configuration form:

1. Create a department for charity with NACS code 971. Refer to the **Department Sales** topic in this document for more information on creating departments.
2. For Cash MOP, “Tender Amount Required” parameter should be enabled. Refer to the Method of Payment topic in this document for more information.

### Charity Donations Configuration

Field/Button	Allowable Value/Function
Enable Charity Donations	<p>Enable charity donations.</p> <p><b>Note:</b> When <b>Enable Charity Donations</b> is selected, by default <b>Prompt Indoor</b> is selected and cannot be edited.</p>

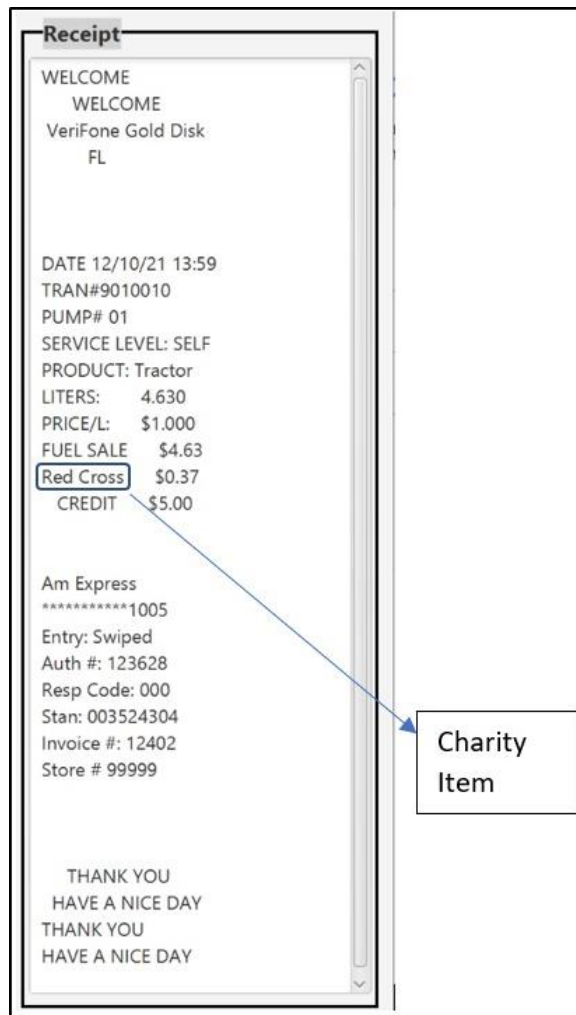
Field/Button	Allowable Value/Function
Department	Select charity department.
<p><b>Cash</b></p> <p><i>Note:</i> Cash is only available for indoor charity.</p>	
Rest for charity	Select if this option appears for cash payments. This donates the remaining amount for charity.
Round to next dollar	Select if this option appears for cash payments. Rounds off the transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.
<p><b>Card</b></p> <p><i>Note:</i> Card can be used for both Indoor and Outdoor charity.</p>	
Prompt Outdoor	<p>Enable to show charity prompts for outdoor transactions.</p> <p><i>Note: DCRs must be initialized for changes to take effect.</i></p>
Preset Amount 1	Enter the preset amount option 1.
Preset Amount 2	Enter the preset amount option 2.
Preset Amount 3	<p>Either this option or “Round to next dollar” can be selected as the third option.</p> <p>Enter the preset amount option 3.</p>
Round to next dollar	<p>Either this option or “Preset Amount 3” can be selected as the third option.</p> <p>Select if this option appears for credit/debit card payments. Rounds off the transaction to the next whole dollar. The donation</p>

# Verifone Commander User Reference

Field/Button	Allowable Value/Function
	amount is the difference between the total amount of the purchase and the rounded dollar amount.

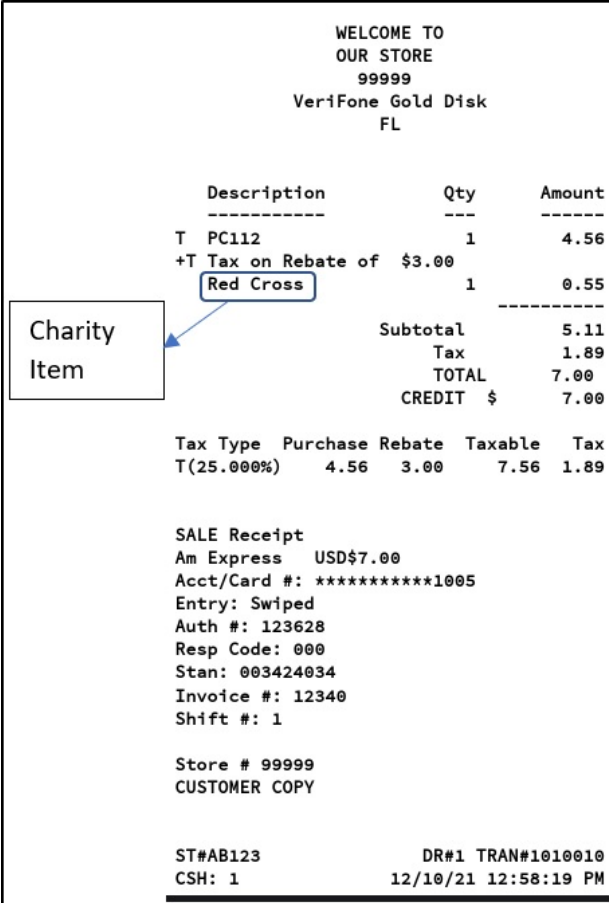
## Charity Donation Receipts

### *Outdoor Receipt*



## Verifone Commander User Reference

### Indoor Receipt



WELCOME TO  
OUR STORE  
99999  
Verifone Gold Disk  
FL

Description	Qty	Amount
T PC112	1	4.56
+T Tax on Rebate of \$3.00		
Red Cross	1	0.55
Subtotal		5.11
Tax		1.89
TOTAL		7.00
CREDIT \$		7.00

Tax Type Purchase Rebate Taxable Tax  
T(25.000%) 4.56 3.00 7.56 1.89

SALE Receipt  
Am Express USD\$7.00  
Acct/Card #: \*\*\*\*\*1005  
Entry: Swiped  
Auth #: 123628  
Resp Code: 000  
Stan: 003424034  
Invoice #: 12340  
Shift #: 1

Store # 99999  
CUSTOMER COPY

ST#AB123 DR#1 TRAN#1010010  
CSH: 1 12/10/21 12:58:19 PM

### Close Lane

This is a Self Checkout feature.

**Note:** Refer to the *Self Checkout feature reference documentation* for information on this feature. The *Feature Reference* is available on Premier Portal.

## Promos and Discounts

### NAXML Deal

Refer to [NAXML Deal](#)



## POP Discount

**Note:** Refer to the *POP Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

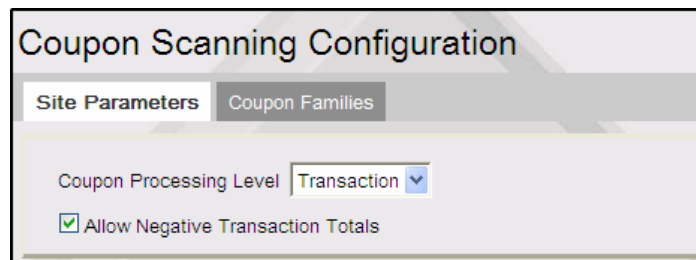
## Coupon Scanning Configuration

The Coupon Family form is used to assign PLUs to a “family code” that appears on a coupon, even though the code does not appear in the PLU. After the code and PLU are associated in the Coupon Family form, the product with the associated PLU becomes eligible for the discount when the PLU and the coupon are scanned on the POS.

For example, if a family code for cereal is 456 on a coupon, and the site’s PLUs for several cereals do not contain 456, those PLUs can be associated with the family code 456 on the Coupon Family form. When the PLU for cereal and the coupon are scanned on the POS, the customer receives the discount.

**Note:** Refer to the *Coupon Scanning feature reference documentation for information on this feature. The Feature Reference is available on The Feature Reference is available on Premier Portal.*

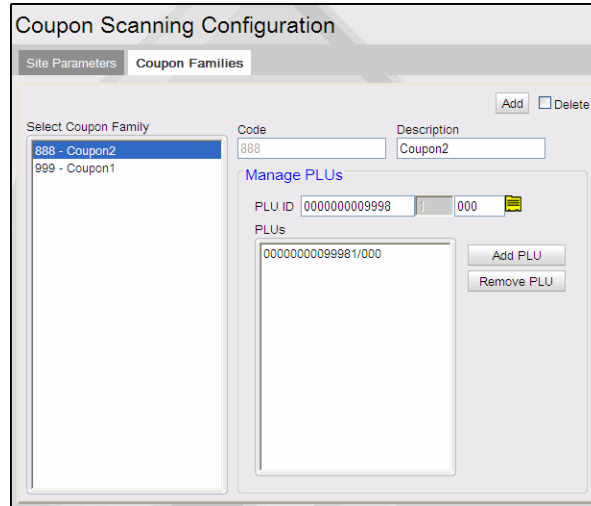
## Site Parameters



The screenshot shows a web interface titled "Coupon Scanning Configuration". It has two tabs: "Site Parameters" (selected) and "Coupon Families". Under "Site Parameters", there is a "Coupon Processing Level" dropdown menu set to "Transaction" and a checked checkbox labeled "Allow Negative Transaction Totals".

Field/Button	Allowable Value/Function
Coupon Processing Level	Select the coupon processing level.
Allow Negative Transaction Totals	Select to allow negative transaction totals.

## Coupon Families

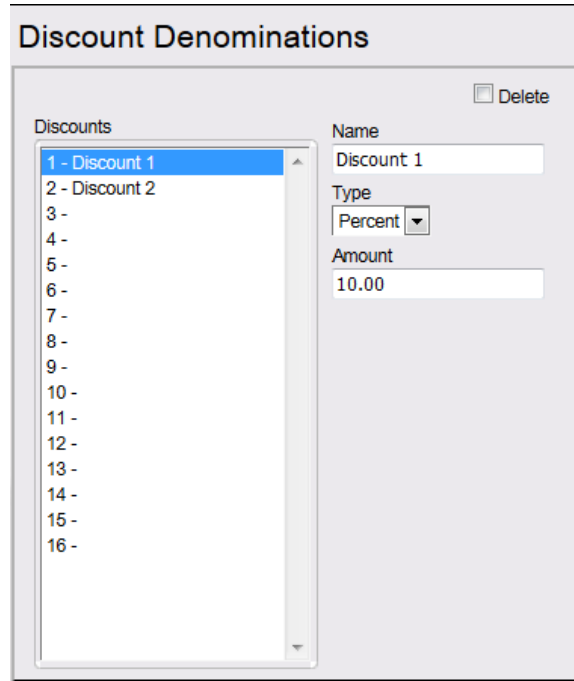


Field/Button	Allowable Value/Function
Add	Click to add coupons.
Delete	Select to delete the selected coupon and click Save.
Code	Enter the coupon code. The code must be three characters long.
Description	Enter the coupon description of the coupon family (30 characters maximum).
Add a PLU	Enter a PLU/Modifier. Click Add to associate the PLU with the family code.  <b>Mod</b> - Enter the modifier  <b>Add</b> - Click to add PLU
Remove PLU	Click to remove the selected PLU.

## Discount Denominations

This feature is used to configure various discounts which can be selected by the cashier during a sale. When the cashier selects the discount key (hard key, soft key, or touch-to-modify menu), any configured discounts are displayed as part of the discount overlay.

**Note:** This feature should be enabled in Configuration Client > Store Operations > Sales Configuration.



Field/Button	Allowable Value/Function
Discounts	Click to add discount name. A total of 16 discounts can be configured.
Delete	Select to delete the selected discount and click Save.
Name	Enter the discount name.
Type	<ul style="list-style-type: none"> <li>• Percent</li> <li>• Amount</li> </ul>
Amount	Enter the percentage or amount discount.

## Forecourt

### DCR

Refer to [Configuring Dispenser Card Readers](#)

## Fuel

Refer to [Fuel Configuration](#)

### Fuel Prices

The Pricing Manager form is used to set up fuel pricing, including tier pricing. Tier Two pricing can be set up at any time but does not take effect until the appropriate information is entered in the “Start Tier 2 Pricing” and “Number of Tier Hours” parameters in Fuel > Site Parameters > Fuel Site Parameters.

Select the product, then double-click the Price text boxes and enter the price (0.000 - 9.999). The price of all products changes to match the price entered in the top text box after ENTER is pressed. Prices can be edited if necessary.

***Note:** When entering a price, take care when placing the decimal point. For example, to change a price to 1.159, enter it as written here. To change a price to 1.500, enter the trailing zeros.*

If you only change fuel prices, for the changes to take effect, initialize Fuel Prices by selecting:

- Forecourt > Initialization > Fuel Prices

If you change other fuel parameters as well as prices, you will need to initialize Fuel and DCRs for the changes to take effect. To do this, select both of the following:

- Forecourt > Initialization > Fuel
- Forecourt > Initialization > DCRs

***Note:** Make sure that your fueling positions are not in use when initializing any Fuel Prices, Fuel, or DCRs.*

**Pricing Manager**

**Fuel Product Prices WorkSheet**

Product

Tier One Prices			Tier Two Prices		
Service Level	MOP	Price	Service Level	MOP	Price
SELF	CASH	1.111	SELF	CASH	1.112
SELF	CRED	1.121	SELF	CRED	1.122
FULL	CASH	1.211	FULL	CASH	1.212
FULL	CRED	1.221	FULL	CRED	1.222
MINI	CASH	1.311	MINI	CASH	1.312
MINI	CRED	1.321	MINI	CRED	1.322

## DCR Keys

Each DCR should be assigned to a DCR key configuration. If sites have a mix of DCRs with and without alphanumeric capabilities, sites would require to create 2 or more DCR key configurations.

The configuration for DCRs that are alphanumeric should have the “Enable Alphanumeric” checked, and NOT checked for the DCRs that only accept number input.

Use to configure DCR keys for the different DCR positions.

### DCR Keys Configuration

AlphaNumeric

Non-AlphaNumeric

Label 
  Delete

Enable Alphanumeric

#Rows 
#Columns

1	2	3	NA	NA
4	5	6	NA	NA
7	8	9	NA	NA
Clear	0	Enter	NA	NA

Field/Button	Allowable Value/Function
Add	Click Add to configure new DCR Keys layout.
Delete	Select to delete the selected DCR Keys layout.
Label	Label the new DCR Keys layout.
Enable Alphanumeric	The configuration for DCRs that are alphanumeric should have the “Enable Alphanumeric” checked to use the alphanumeric keys layout. This field should NOT be checked for the DCRs that only accept number input.
Assign Positions	Click assign positions and select the DCR that can be used for entering alphanumeric characters. The DCRs that do not have alphanumeric capabilities are grayed out.
#Rows	Number of rows for the DCR Keys layout.

Field/Button	Allowable Value/Function
#Columns	Number of columns for the DCR Keys layout.
Assign Positions	Select to assign the DCR Keys layout to the DCRs in the site.

**Note:** Click on the keys to configure the values.

## DCR Idle Screen

The DCR Idle Screen Configuration form is used to set up what displays on the DCR screen when not in use.

DCR Idle Screen Configuration

Add  Delete

Default

Name: Default Graphic Enabled  Assign Positions

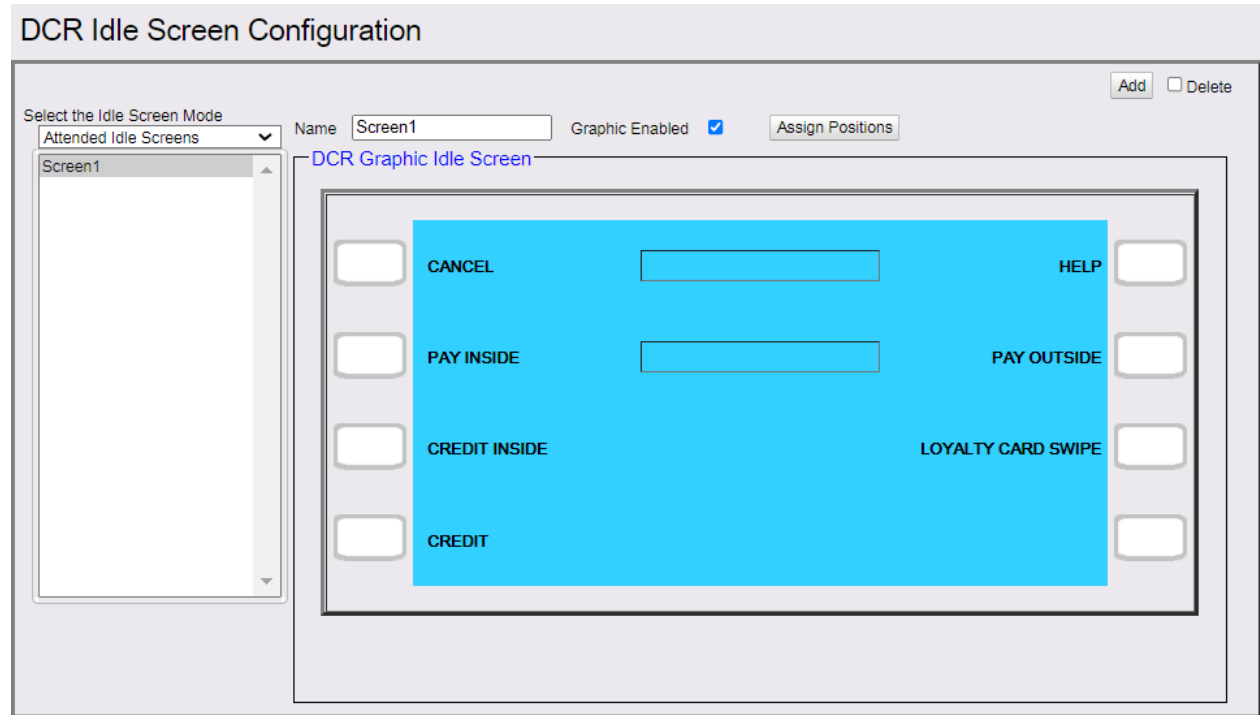
DCR Non-Graphic Idle Screen

Text Line 1

Text Line 2

Text Line 3

Text Line 4



Field/Button	Allowable Value/Function
Add	Click Add to configure new DCR idle screen.
Delete	Select to delete the selected DCR idle screen.
Name	Enter a name for the DCR idle screen.
DCR Non-Graphic Idle Screen	<p>These are the text lines that the user would like to appear on a Non-Graphic DCR's Idle Screen.</p> <ul style="list-style-type: none"> <li>▪ If it's a 4-Line display DCR, then the 4 configured lines would appear on the screen on one-line each.</li> <li>▪ If it's a 2-Line or Single-Line display DCR, then the 4 lines could scroll one after the other in that order.</li> </ul>
Graphic Enabled	Select if the DCR has a Graphic Keypad. If this field is disabled, the panel below would show the "DCR Non-Graphic Idle Screen" configuration. If it is enabled, it would show the "DCR Graphic Idle Screen" configuration.

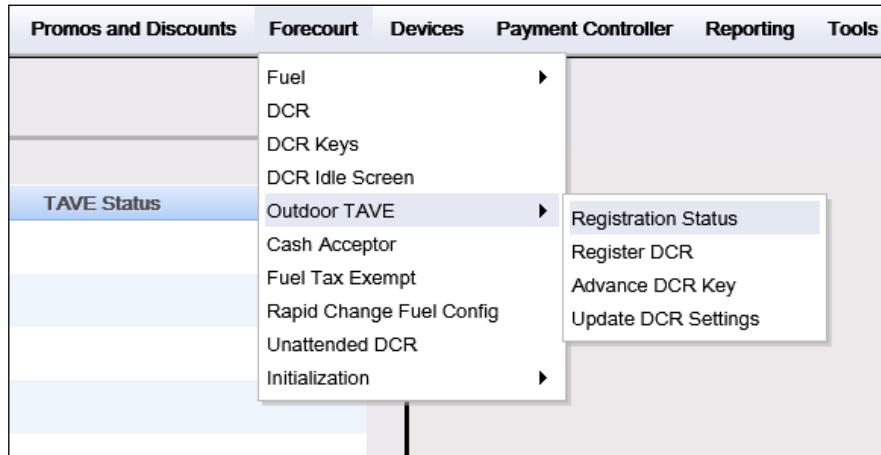


Field/Button	Allowable Value/Function
DCR Graphic Idle Screen	<p>If the “Graphics Enabled” is selected, the Graphic Idle Screen configuration opens.</p> <p>The Left and Right keys allow the user to configure what is displayed on each of the keys.</p> <p>The middle lines provide the user the option of displaying some lines in the middle for the top two rows and use the bottom 2 rows for the keys. If the Middle Text Line is configured, the keys on those lines are not displayed on the DCR.</p> <p>On clicking each of the key buttons, the following pop-up to configure the key is displayed.</p> <ul style="list-style-type: none"> <li>▪ <b>Softkey Type:</b> Tags the key text to one of the pre-defined types.</li> <li>▪ <b>Softkey Text:</b> The text that is displayed for this key on the DCR. After the text is entered here, the text next to the button changes to reflect this text.</li> </ul>
Assign Positions	Select to assign the DCR idle screen to the DCRs in the site.

## Outdoor TAVE

The TAVE (Trans Amor Verifone Edition) system minimizes the flow of unencrypted payment card data within the POS system by performing end to end encryption. Payment card data is encrypted by TAVE enabled card readers both at the dispenser and inside the store. Card data is encrypted by these devices and passed to the First Data front-end processor in encrypted form for authorization. The First Data front-end processor decrypts the payment card data and sends the data to the issuing bank. A token is linked to the authorization and sent back to the Verifone POS. The VeriFone POS stores this token and uses the token instead of unencrypted payment card data for all subsequent processing.

Enable the feature at **Config Client > Forecourt > DCR > Site Configuration > Enable Outdoor TAVE.**



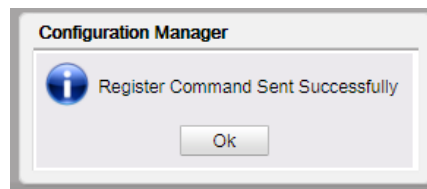
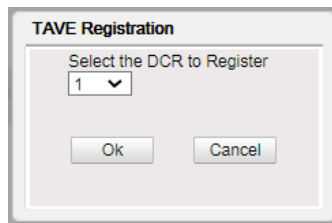
The Outdoor TAVE Config Client forms is limited to setting up and sending configuration commands to a DCR.

The commands are:

- **Register DCR** - Enables encryption on a TAVE capable DCR (GVR CRIND).
- **Advance DCR Key** - Increments the DCR derived encryption key.
- **Update DCR Settings** - Installs VeriShield Crypto Library (VCL) settings.

## Register DCR

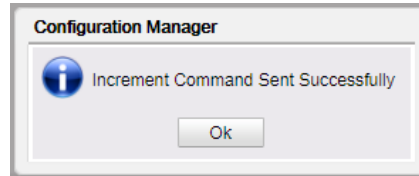
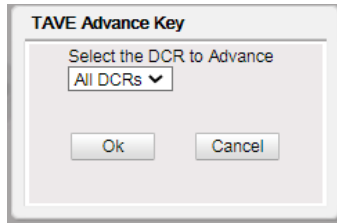
Enables encryption on a TAVE capable DCR (GVR CRIND).



## Advance DCR Key

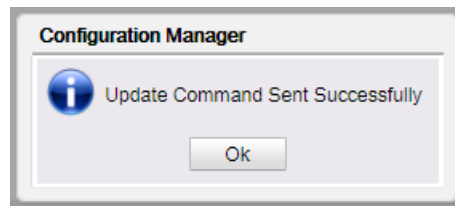
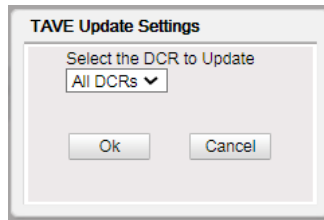
Increments the DCR derived encryption key.

## Verifone Commander User Reference



## Update DCR Settings

Installs VeriShield Crypto Library (VCL) settings.



## Registration Status

Shows the Outdoor TAVE registration status of the DCRs.

## Verifone Commander User Reference

Outdoor TAVE Registration

DCR TAVE Registration Status

DCR ID	TAVE Status
1	Registered
2	Registered
3	Registration Not Attempted
4	Attempted: Host Down
5	Attempted: Not able to communicate to host
6	Registration Not Attempted
7	Registration Not Attempted
8	Registration Not Attempted

1-8 of 64

## Cash Acceptor

The Cash Acceptor Configuration form is used to set up and edit cash acceptors at the site. Site Information determines the behavior of all cash acceptors at a site. Attributes determines the behavior of a specific cash acceptor at a specific fueling point.

Select the Cash Acceptor on the list on the bottom of the form, then select the value check boxes that are applicable for that Cash Acceptor.

Cash Acceptor Configuration

Cash Acceptor Site Information

Disable If Cheated       \$1 Bill Enabled       \$20 Bill Enabled  
 Disable If Paper Low       \$2 Bill Enabled       \$50 Bill Enabled  
 Disable If No Printer       \$5 Bill Enabled       \$100 Bill Enabled  
 Prompt 'insert cash'       \$10 Bill Enabled       Bill Orientation

Timeout[Seconds 10-99]

Cash Acceptor Attributes

Cash Acceptor

1    Duplicating Acceptor 1  
2    1. Select target Acceptors to the left  
3    2. Use the Ctrl key to select multiple acceptors  
4    3. Use the Shift key to select a range of acceptors  
5    4. Click the "Duplicate" button  
6      
7

Cash Acceptor In Dispenser  
 Reset Printer Error  
 Print Totals Now

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Disable If Cheated	Select to turn off a cash acceptor when someone tries to cheat it.
Disable If Paper Low	Select to turn off a cash acceptor if the receipt tape is running out.
Disable If No Printer	Select to turn off a cash acceptor if the printer is not working.
Prompt 'insert cash'	Select to have the phrase "OR INSERT CASH" appear at the end of the idle prompt.
\$1 Bill Enabled	Select to allow acceptance of one-dollar bills.
\$2 Bill Enabled	Select to allow acceptance of two-dollar bills.
\$5 Bill Enabled	Select to allow acceptance of five-dollar bills.
\$10 Bill Enabled	Select to allow acceptance of ten-dollar bills.
\$20 Bill Enabled	Select to allow acceptance of twenty-dollar bills.
\$50 Bill Enabled	Select to allow acceptance of fifty-dollar bills.
\$100 Bill Enabled	Select to allow acceptance of one hundred-dollar bills.
Bill Orientation	<p>This parameter does not apply to Tokheim dispensers.</p> <p>Select to require that bills are inserted face-up with the black-seal end first.</p> <p>(If not selected, bills can be inserted face-up in either direction.)</p> <p><b>Note:</b> <i>The black seal appears on the front of the bill to the left of the face.</i></p>
Timeout [Seconds 10-99]	Enter the time (in seconds) between when a customer inserts a bill and when the pump shuts off if no fuel has been pumped (10 - 99).

Field/Button	Allowable Value/Function
Cash Acceptor Attributes -  Cash Acceptor	Select the number of the fueling point.
Duplicate Acceptor	Click to copy the current cash acceptor's attributes to any number of other cash acceptors. In the Duplicating Acceptor form, select the cash acceptor(s) to which you want to copy and click Done Duplicating.
Cash Acceptor In Dispenser	Select to indicate that the fuel pump has a cash acceptor.
Reset Printer Error	<b>Note:</b> <i>This parameter is not currently supported.</i>  Select to enable the printer after the cash acceptor has been disabled and brought back online.
Print Totals Now	<b>Note:</b> <i>This parameter is not currently supported.</i>  Select to print the amount of money in the cash acceptor.

## Fuel Tax Exempt

The Fuel Tax Exemption Configuration form allows taxes to be removed from a post-pay fuel sale by setting up one to five fuel tax exemptions. Each exemption can either be setup by the Amount Per Gallon or the Tax File Entry that is setup in **Store Operations > Payment > Tax Rates**, or Both.

The Fuel Tax Exempt Receipt Lines section is used to enter up to four lines of text that you want to print on the header of Fuel Tax Exemption receipts.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Fuel Tax Exempt Record	Select a record number.
Delete	Select to delete the selected fuel tax exempt record.
Name	Enter a name for the fuel tax exemption. The name appears on receipts and reports.
Amount	Enter the dollar amount per gallon of tax (0.000 - 99.000)
Type	Select the tax type to exempt:  Amount Per Gallon - The dollar amount per gallon.  Tax File Entry - Taxes applied in <b>Store Operations &gt; Payment &gt; Tax Rates</b> .  Both - A combination of Amount Per Gallon and the tax rates entry that is setup in Store Operations > Payment > Tax Rates.
Signature Line	Select to print the receipt with a signature line to certify the customer's eligibility for the tax exemption.
Fuel Tax Receipt Lines (1 - 4)	Enter up to four header lines for the fuel tax exemption receipt (alphanumeric, 1 - 10 characters).

## Rapid Change Fuel Config

Rapid Change Fuel configuration is configured from **Forecourt > Rapid Change Fuel Config**.

This feature allows the cashier to change the pump's service level and auto approval rapidly at the pump using the POS without having to change the fuel configuration using Verifone Commander Configuration Client or without manager intervention.

**Rapid Change Fuel Configuration**

Select Rapid Change Fuel Configuration: 01 - RCFC1 (selected), 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20

Name: RCFC1  Delete

**Fueling Positions & Attributes**

Fueling Position	Service Level	Auto Approval
1	SELF	ENABLE
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

To change the fuel configuration level from the POS, the cashier should access **CSR Functions > Fuel Manager > Rapid Change Fuel Configuration**.

## Unattended DCR

**Note:** Refer to the *Unattended Fueling feature reference documentation for information on this feature. The Feature Reference is available on The Feature Reference is available on Premier Portal.*

Allows a site to have the Forecourt run unattended while the C-Store is closed.

**Unattended DCR Configuration**

Unattended mode: Disabled

Start time: 0

Number of hours: 0

Help message 1:

Help message 2:

Disable Cash Acceptor:

Ignore eSign offline:

**Cash receipt message**

Line 1:

Line 2:

Line 3:

Line 4:

Line 5:



Field/Button	Allowable Value/Function
Unattended mode	<p>Enabled - Enable now</p> <p>Disabled - Disable</p> <p>Scheduled - Select and enter the start time and number of hours the site runs unattended in the next two parameters.</p> <p>The Scheduled option is the one that uses the Start Time and Number of hours. They should be ignored for the other two options.</p>
Start time	Select the start time of the unattended mode.
Number of hours	Select the number of hours from the start time the unattended mode is enabled.
Help message 1	Two configurable help messages of up to 80 characters that is displayed when HELP key is pressed during idle.
Help message 2	Two configurable help messages of up to 80 characters that is displayed when HELP key is pressed during idle.
Disable Cash Acceptor	Use to disable the cash acceptor at the dispenser.
Ignore eSign Offline	Handles price changes if the Fuel Price Display (electronic sign for fuel prices) is offline. If the parameter is checked, the fuel prices will change if the sign is offline. If unchecked, the fuel prices will not change if the sign is offline.
Cash Receipt Message	Includes five configurable receipt lines of up to twenty characters each for cash acceptor underrun instructions.

## Devices

### Car Wash

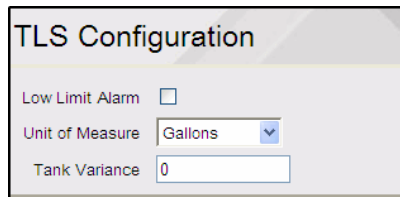
Refer to [Car Wash Configuration](#)

### Car Wash Paypoint

**Note:** Refer to the Car Wash Pay Point feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

## Tank Level Sensor

The TLS Configuration form is used to set up and edit Tank Level Sensor Parameters.



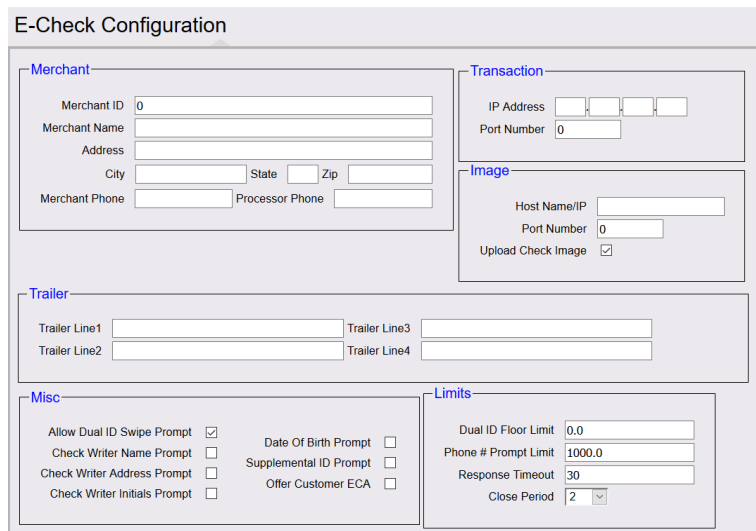
The screenshot shows a form titled "TLS Configuration" with the following fields:

- Low Limit Alarm:
- Unit of Measure:
- Tank Variance:

Field/Button	Allowable Value/Function
Low Limit Alarm	Select to turn on the TLS low-limit alarm.
Unit of Measure	Select the unit of measure for which the TLS is configured – Gallons or Liters. (The unit of measure appears on the TLS reports.)
Tank Variance	Enter the number of gallons or liters that fuel tank totals can vary from the actual amount (0 - 999).

## Electronic Check

The form is used to configure E-Check parameters.



The screenshot shows a form titled "E-Check Configuration" with the following sections and fields:

- Merchant:** Merchant ID, Merchant Name, Address, City, State, Zip, Merchant Phone, Processor Phone.
- Transaction:** IP Address, Port Number.
- Image:** Host Name/IP, Port Number, Upload Check Image (checkbox).
- Trailer:** Trailer Line1, Trailer Line2, Trailer Line3, Trailer Line4.
- Misc:** Allow Dual ID Swipe Prompt, Check Writer Name Prompt, Check Writer Address Prompt, Check Writer Initials Prompt, Date Of Birth Prompt, Supplemental ID Prompt, Offer Customer ECA.
- Limits:** Dual ID Floor Limit, Phone # Prompt Limit, Response Timeout, Close Period.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
<b>Merchant</b>	
Merchant ID	Enter the merchant ID number assigned by the network. (alphanumeric up to 24 characters. Space and special characters are not allowed)
Merchant Name	Enter the merchant name. (alphanumeric up to 40 character) (Space are allowed but not at start and end)
Address	Enter the Address to print at top of all receipt. (alphanumeric up to 40-character, special characters are allowed) (no restriction)
City	Enter the city to print at top of all receipt. (alphanumeric up to 30 character) (Space are allowed but not at start and end)
State	Enter the state code. (alphabetical up to 2 character)
Zip	Enter the zip code. (alphanumeric up to 10 characters , dash and space are allowed but not at starting and end positions)
Merchant Phone	Enter the phone number to print at the top of all receipt (numeric 0-15).
Processor Phone	Enter the check approval host's phone number that prints on the receipt. (numeric 0-15)
<b>Transaction</b>	
IP Address	Enter the IP Address that the host uses for transaction approval request
Port Number	Enter the port number that the host uses for transaction approval request. (Non-Negative value with max 999999999)
Upload Check Image	When an Electronic Check payment is processed, a copy of the check image is captured by default, temporarily stored on the Verifone Commander and then uploaded to the check image server. When disabled, the check image

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
	is not captured or uploaded.
<b>Image</b>	
IP Address	Enter the IP Address that the host uses for image uploading to copy the image of the check.
Port Number	Enter the port number that the host uses for image uploading to copy the image of the check. (Non-negative value with max 999999999)
Trailer Line 1-4	Enter the text of the first, second, third and the fourth line that prints on bottom of the receipt. (alphanumeric up to 40-character, Space are allowed but not in starting position)
<b>Misc</b>	
Allowed Dual ID Swipe Prompt	Select to prompt for a proof of identification from the check writer.
Check Writer Name Prompt	Select to prompt for the check writer's name.
Check Writer Address Prompt	Select to prompt for the check writer's address.
Check Writer Initials Prompt	Select to prompt for the check writer's initials.
Date Of Birth Prompt	Select to prompt for the check writer's date of birth.
Supplemental ID Prompt	Select to prompt for a secondary proof of identification from the check writer.
Offer Customer ECA	Select to prompt the cashier to ask the check writer to accept the use of an electronic check.
<b>Limits</b>	
Dual ID Floor Limit	Enter the dollar limit at which the check writer must provide identification (0-999.99)

Field/Button	Allowable Value/Function
Phone # Prompt Limit	Enter the dollar limit at which the check writer must provide a phone number (0-999.99)
Response Timeout	Enter the time allowed to wait for a reply from the host (0-999)
Close Period	Select the period when the batch is closed. <ul style="list-style-type: none"> <li>• Period 1(Close Shift)</li> <li>• Period 2 (Close Day)</li> </ul>

## Electronic Safe

***Note: Refer to the Tidel Sentinel E-safe Interface feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.***

The Electronic Safe (E-Safe) is available for use at sites with Verifone Commander and the POS. An IP Connection to the safe hardware allows safe drop amounts to be retained and totaled to compare with the total amounts in the safe upon shift or day close.

The reports available for the Electronic Safe are:

- E-Safe Cashier Report – A report that reconciles each cashier’s safe drop amounts with amounts recorded on the Electronic Safe.
- E-Safe Day Report – (Generated at Shift or Day close) A report that reconciles all cashiers’ safe drop amounts with amounts recorded on the Electronic Safe for the period.
- E-Safe Content Report – A report that is generated whenever the safe is opened. This time-stamped report, that lists the actual contents of the safe, is stored on Verifone Commander and can be printed when required.

Field/Button	Allowable Value/Function
Use E-Safe Only	Select if all safes at the site are interfaced with the POS system.  Do not select this parameter if safe drops will be made to a safe that is not interfaced with the POS system.
Close Period	Select the period when the Electronic safe is closed.  1 - Period 1 (Close Shift)  2 - Period 2 (Close Daily)
Safe Type	Select E-Safe manufacturer
Safe ID Mapping	<b>Employee</b> – From the drop-down list, select an employee who can make safe drops to the Electronic Safe.  <b>Safe ID</b> - Select the number of the Electronic Safe to be configured.  <b>Employee Safe ID</b> – Enter the login ID that the selected employee uses to access the Electronic Safe.
Add	Click Add to add a new Electronic Safe number to be configured.

Field/Button	Allowable Value/Function
Delete	Select Delete to remove the selected Electronic Safe.
Device Type	<p>Select the Device Type installed at the site. The following are the Tidel device types:</p> <ul style="list-style-type: none"> <li>• <b>BCD:</b> Bulk Coin Dispenser</li> <li>• <b>BCD-R:</b> Bulk Coin Dispenser and Recycler</li> <li>• <b>BCND:</b> Bulk Coin and Note Dispenser</li> <li>• <b>SCD:</b> Sentinel Control Device</li> <li>• <b>Tidel Tube Vend</b></li> </ul>
Enable	Select to enable the Electronic Safe. (The safe will not exchange data with the POS system unless it is enabled.)
Description	Enter a recognizable description of the Electronic Safe.
IP Information	<p>Safe IP – Enter the IP Address of the Electronic Safe.</p> <p>Safe Subnet – Enter the Subnet of the Electronic Safe.</p> <p>Safe Gateway – Enter the Gateway of the Electronic Safe.</p> <p>Safe Port – Enter the Port number of the Electronic Safe.</p>
Timeout (sec)	Enter the communication timeout in seconds.

## Fuel Price Display

The Fuel Price Display Configuration form is used to set up and edit the Fuel Price Display sign to suit the requirements of the site.

After configuring or changing Fuel Price Display, initialize fuel prices for the changes to take effect. To initialize fuel prices, select **Forecourt > Initialization > Fuel Prices**.

**Note:** Make sure that your fueling positions are not in use when initializing Fuel Prices.

**Fuel Price Display Configuration**

Site Parameters	Product Mapping
Fuel Price Display Channel: <input type="text" value="1"/> Enable Channel: <input type="checkbox"/> Delay Pump [0-300 secs]: <input type="text"/> Delay Sign [0-300 secs]: <input type="text"/>	Fuel Price Display ID: <input type="text" value="0"/> Enable: <input type="checkbox"/> Fuel Product: <input type="text" value="1 - UNLD1"/> Service Level: <input type="text" value="1 - SELF"/> Price Level: <input type="text" value="1 - CASH"/> Implied Decimal: <input type="text" value="3"/>

**Fuel Price Display Text**

Text ID		Delete
0	<input type="text"/>	<input type="checkbox"/>
1	<input type="text"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="checkbox"/>
6	<input type="text"/>	<input type="checkbox"/>
7	<input type="text"/>	<input type="checkbox"/>
8	<input type="text"/>	<input type="checkbox"/>
9	<input type="text"/>	<input type="checkbox"/>

Field/Button	Allowable Value/Function
<b>Site Parameters</b>	
Fuel Price Display Channel	Select the fuel price display channel.
Enable Channel	Select to enable the Fuel Price Display feature.
Delay Pump (0 - 300 secs)	Use to delay sending the price to the Pump. <b>Note: Delay Pump and Delay Sign parameters are used to make the changed price appear simultaneously at both places if one network is slower than the other.</b>
Delay Sign (0 - 300 secs)	Use to delay sending the price to the Fuel Price Display. <b>Note: Delay Pump and Delay Sign parameters are used to make the changed price appear simultaneously at both places if one network is slower than the other.</b>
<b>Product Mapping</b>	



Field/Button	Allowable Value/Function
Fuel Price Display ID [0-9]	Select the ID number that maps to the fuel price line on the Electronic Sign and then select Enable. (Follow the Fuel Price Display sign manufacturer’s guidelines for IDs.)  <b>Note:</b> The fuel prices that display is set in <b>Forecourt &gt; Fuel Prices</b> . If tier pricing is in effect, the Fuel Price Display price is the current tier price.
Enable	Select to enable Fuel Price Display.
Fuel Product [1-9]	In the Fuel Product list, select only the fuel product(s) to be displayed for the fuel price display ID.
Service Level	Select the service level – Self, Full, Mini.
Price Level	Select the price level – Cash, Credit, Check.
Implied Decimal [0-5]	For most U.S. sites, select 3. For information, see the Verifone bulletin for your Fuel Price Display sign.
Fuel Price Display Text - Lines [0-9]	Enter text to display on the Fuel Price Display sign (alphanumeric, up to 128 characters). HTML text attributes may be used. For information, see the Verifone bulletin for your Fuel Price Display sign.
Delete	Select to delete a line.

### Fuel Price Display Initialize

Fuel Price Display Initialize should only be used after the sign has been repaired or if it is displaying pricing errors after losing power. In these cases, do the following:

**Devices > Initialization > Fuel Price Display**

### Vending Machine

*Note: This feature is no longer supported.*

## Attendant Payment Terminal

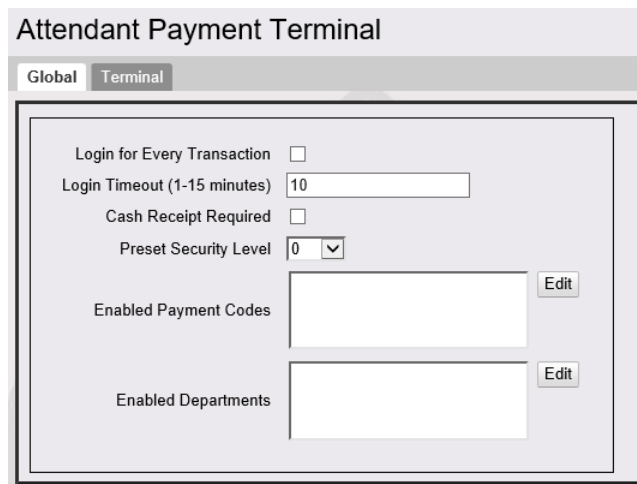
Attendant Payment Terminal (APT) is a mini-POS used in the forecourt.

Use **Devices > Attendant Payment Terminal** to configure APT.

**Note:** Refer to *Attendant Payment Terminal (APT) reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

### Global

This form is used to enter the configuration that is valid for all APT terminals.




Field/Button	Allowable Value/Function
Login for Every Transaction	Enable to login for every transaction. Default value = Disabled.
Login Timeout (1-15 minutes)	The time a login lasts. Default value = 10 min.
Cash Receipt Required	Enable to print cash receipts. Default value = Enabled.
Preset Security Level	Security level of the user who can login to the terminal. Default value = '0'.
Enabled Payment	Click Edit button to select the payment codes supported. Default value = All Payment Codes

Field/Button	Allowable Value/Function
Codes	enabled.
Enabled Departments	Click Edit to select the departments selected. Default value = All departments disabled.

## Terminal

Use the form to enter each terminal detail.

Field/Button	Allowable Value/Function
Terminal ID	Select the Terminal ID. The external POS terminal IDs and IPs are configured in <b>Security &gt; Manage devices</b> .
Receipt Header/Trailer	Enter details that will be printed on the receipt header and trailer.
<b>Parameters</b>	
Fueling Stations	Click to attach fueling positions to the APT.

Field/Button	Allowable Value/Function
	 <p>The dialog box titled "Assign Fueling Position(s)" contains two unchecked checkboxes labeled "1" and "2". At the bottom of the dialog are two buttons: "Save" and "Cancel".</p>
PINpad type	Select if the PIN pad for making payments is internal or external.
Allowed Operations	Select the operations allowed using the APT

## Vista Devices

**Note:** *Vista Devices CSC and CCW are not supported anymore.*

**Carbon Verifone Commander Workstation (CCW)** is a POS application for retail shops implemented on Carbon 10. The implementation leverages Verifone Commander Site Controller’s capabilities for item management, payment and communication.

Use **Devices > Vista Devices** to configure CCW.

**Note:** *Refer to CCW reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

## Food Service

**Note:** *Refer to all the iOrder reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

The Food Service form is used to configure the iOrder Kiosk connection parameters.

Field/Button	Allowable Value/Function
<b>iOrder Configuration</b>	
iOrder IP	Enter the iOrder IP address
iOrder Port	Enter the iOrder Port
Send POS Food Orders to KDS	Enable to send food orders to kitchen display system
<b>Food Service Payment (Notify Kitchen)</b>	
Notify Electronically	Enable to notify the kitchen electronically
Notify via Receipt	Enable to notify the kitchen via receipt
Receipt Message	Enter the receipt message

## Payment controller

### POS Configuration

Refer to [Configuring Network Functions](#)

### Mobile Payment Configuration

**Note:** Refer to the *Mobile Payment feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

## EPS Prepaid Configuration

The EPS Prepaid Configuration form is used to configure prepaid cards, PIN-based products, and money transfer cards.

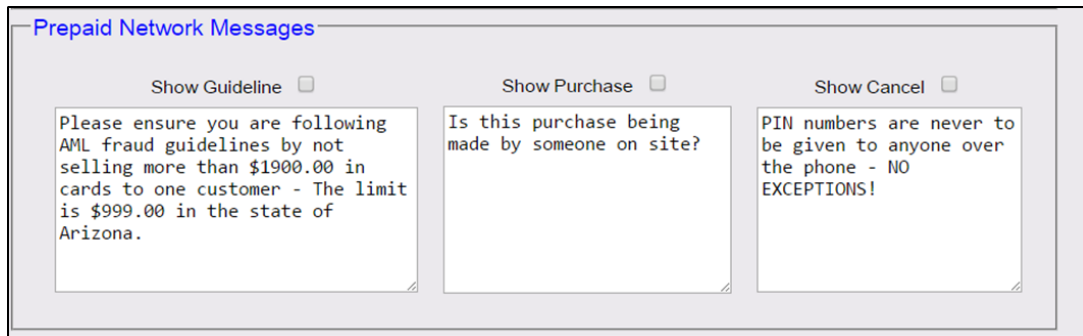
- Prepaid card (Stored value card or SVC) - A cash value is placed on the card, which can then be used for purchases until the cash value is used up. The card may be recharged with additional cash value.
- PIN-based product - The customer buys the PIN-based product and uses the PIN (Personal Identification Number) printed on the receipt or card to activate the product.
- Money transfer card - The customer presents the card and cash at the site, designates the payee by number, and the electronic payment is made.

Department	Enabled	Pre-Validate	Reprint Security Level
MANUAL FUEL DEPT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0
Prepaid Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0

1. Select the InComm in the Network Name dropdown menu.
2. Check the Prepaid **Enabled** box.
3. Click **Add**.
4. Select the appropriate prepaid department from the Department dropdown list.
5. Check the Enabled and/or Pre-Validate boxes.
  - The Enabled check box is used to enable or disable the prepaid department.
  - The Pre-Validate check box is used to specify whether an InComm Pre-Authorization Request needs to be sent to the host when selling items

from a prepaid department. The Pre-Authorization Request is used to verify whether the actual transaction can be successfully completed before the payment is tendered.

6. Click on Reprint Security Level column to set security levels for reprinting the receipt at the POS.



7. Three types of message prompts is displayed to cashier during prepaid card activation / recharge process:
  - **Guideline message prompt:** Guideline Prompt when enabled, prompts the cashier when a prepaid card activation item (ProdCode: 560 to 575) is added to the ticket. This message instructs the cashier to follow guidelines to avoid fraud. Default message for guideline prompt is "Please ensure you are following AML fraud guidelines by not selling more than \$1900.00 in cards to one customer - The limit is \$999.00 in the state of Arizona."
  - **Purchase message prompt:** Purchase Prompt when enabled, prompts the cashier if PIN Activation item (ProdCode = 560) is added to the ticket. Purchase prompt appears after the Guideline Message Prompt if guideline prompt is enabled. Purchase prompt is to instruct the cashier not to give PIN numbers for prepaid cards over the phone. The Purchase prompt has YES and NO buttons. If cashier responds YES, then PIN Activation item can be added to the ticket. If cashier responds NO, then PIN Activation item is not allowed for sale and the item is removed from the ticket with an error message. Default message for purchase prompt is "Is this purchase being made by someone on site?"
  - **Cancel message prompt:** When cashier responds with a NO to the Purchase Prompt, the PIN Activation item is removed from the ticket and Cancel Prompt message (if enabled) is shown to the cashier. This prompt is to inform cashier that the item is being removed as it cannot be sold. Default message for Cancel Prompt is "PIN numbers are never to be given to anyone over the phone - NO EXCEPTIONS!"

- Click **Save** to save the configuration.

## Third Party Product Configuration

Third Party Product Configuration feature provides the ability to support financial transaction services provided by the Cullinan Group.

**Note:** Refer to all the Cullinan Feature Reference documentation for information on this feature. The Feature Reference is available on Premier Portal

## EPS Configuration

### EPS Global Configuration

#### Trigger Pull Configuration

The Trigger Pull Function allows the host network to access the site any time for debug, support or application update.

The screenshot shows the 'EPS Global Configuration' web interface with the 'Trigger Pull Configuration' tab selected. The interface is divided into three main sections:

- Local Configuration:** Contains input fields for Merchant ID, Company ID, and Terminal ID. It also has two numeric input fields for 'Update Available Timeout (minutes)' and 'Update Download Timeout (minutes)', both set to 30. There are two checkboxes: 'Remove Pending Update on Manual Trigger Pull' and 'Display Alarm on POS on Manual Trigger Pull', both currently unchecked.
- Update Location:** Contains two input fields: 'Service End Point' and 'Passcode'.
- Communication Options:** Contains a 'Mode' section with two radio buttons: 'IP' (which is selected) and 'Dial'.

Field/Button	Allowable Value/Function
Merchant ID	The Merchant ID is given to the store by the network and is part of the terminal identification number.
Company ID	The Company ID is given to the store by the network and is part of the terminal identification number.



Field/Button	Allowable Value/Function
Terminal ID	Terminal ID number. This number, supplied by the network is part of terminal identification number.
Update Available Timeout (minutes)	Timeout for Update Available prompt.
Update Download Timeout (minutes)	Timeout for update download.
Remove Pending Update on Manual Trigger Pull	When this option is enabled, any pending updates are canceled prior to downloading the trigger file.
Display Alarm on POS on Manual Trigger Pull	When this option is enabled, any pending updates are canceled prior to downloading the trigger file.
<b>Update Location</b>	
Service End Point	This parameter holds the URL for the web service that provides the trigger files.
Passcode	This parameter holds the password required by the web service that provides the trigger files.
<b>Communication Options</b>	
IP	The communication is through an IP network.
Dial	Not applicable

### Full-Service Attendant Configuration

**Note:** Refer to the *Full-Service Attendant feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

#### FEP

Use this tab to enable Full-Service Attendant (FSA) cards.

## Verifone Commander User Reference

FullServiceAttendant Configuration

Edits require a one-time password (OTP)

FEP FEP Card

Network

FEP Enabled

FEP Parameters

Key Index: 0

1. Select **FEP Enabled**
2. Click **Save**

### **FEP Card**

Use this tab to configure each FSA cards.

FullServiceAttendant Configuration

Save Cancel

Fep FEP Card

Add  Delete

Select Card

FSA1

Card Information

Card Table Index: FSA1

Card Abbreviation: FS

Card Name: Attendant1

Lower ISO: 110229000

Upper ISO: 110299900

Pan Length: 13

Card Enabled:

Field/Button	Allowable Value/Function
Card Table Index	The record number of the FSA card. This number cannot be changed after a card has been saved.
Card Abbreviation	Enter card Abbreviation.
Card Name	The name of the FSA card.
Lower ISO	Enter the Lower ISO of the card; given by the card provider.

Field/Button	Allowable Value/Function
Upper ISO	Enter the upper ISO of the card; given by the card provider.
Pan Length	Enter the Pan Length of the card; given by the card provider.
Card Enabled	Select to accept the FSA card at the DCR.

## InComm Configuration

**Note:** Refer to the *InComm Configuration feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

### FEP

The screenshot shows the 'InComm Configuration' web interface for 'FEP Card'. It is divided into several sections:

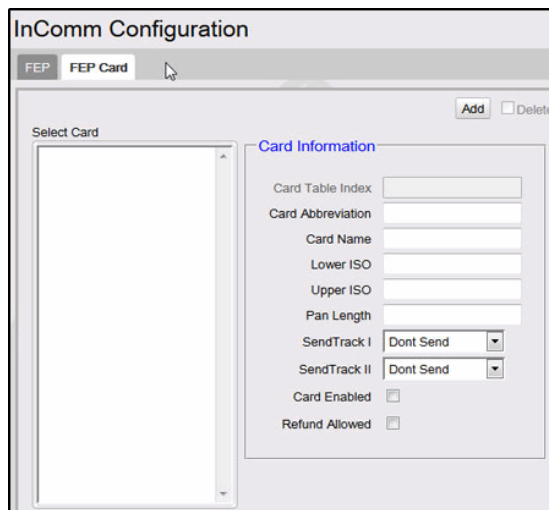
- Network:** Contains a checkbox for 'FEP Enabled', a 'Terminal ID' field with the value '12345678', and a 'Dealer ID' field with the value '1234567890'.
- Communication Options:** Includes a 'Mode' section with radio buttons for 'IP' (selected), 'Serial', and 'Dial'. The 'Communication Options' section contains fields for 'IP Address (IPv4 Format)' (127.0.0.1), 'Port' (6007), 'Secondary IP address (IPv4)' (127.0.0.1), and 'Secondary IP Port' (6007).
- FEP Parameters:** Includes a 'Store ID' field (12345) and a 'Print Gift Receipt' dropdown menu set to 'NEVER'.
- Fallback:** Includes a checkbox for 'Enable Fallback Approvals', a 'Maximum Transactions' field (99), a 'Maximum Amount' field (999), a 'Retry Interval in Seconds' field (5), and a 'Retry Limit' field (5).

1. Check FEP Enabled.
2. Enter Terminal ID.
3. Enter Dealer ID.
4. Enter IP Address (XXX.XXX.XX.XX).
5. Enter Port Number (XXXX).

## Verifone Commander User Reference

6. Enter Store ID.
  7. Enter Gift Receipt Printing Option: Never, Always, Prompt Cashier
  8. Enable Fallback (Y/N): The EPS prompts the enabling or disabling of Fallback Processing. Fallback involves a stand-in approval of activations in the event of network connectivity failure with the InComm host. After connectivity is established, the stored transactions are sent to the host when a response is received or a Daily Close is performed. Timeout reversal will be always supported.
  9. Enter Fallback Transaction Limit.
  10. Enter Fallback Dollar Limit (\$0-9999).
  11. Enter SAF Retry Interval (1-15 Minutes).
  12. Enter SAF Retry Limit.
- Note:** Zero means retry indefinitely.
13. Click Save to save the configuration.

### ***FEP Card***



The screenshot shows the 'InComm Configuration' window with the 'FEP Card' tab selected. The window is divided into two main sections: 'Select Card' and 'Card Information'. The 'Select Card' section is currently empty. The 'Card Information' section contains the following fields and controls:

- Card Table Index: Text input field
- Card Abbreviation: Text input field
- Card Name: Text input field
- Lower ISO: Text input field
- Upper ISO: Text input field
- Pan Length: Text input field
- SendTrack I: Dropdown menu with 'Dont Send' selected
- SendTrack II: Dropdown menu with 'Dont Send' selected
- Card Enabled: Checkmark (unchecked)
- Refund Allowed: Checkmark (unchecked)

At the top right of the 'Card Information' section, there are 'Add' and 'Delete' buttons.

1. Click Add
2. Enter Card Abbreviation
3. Enter Card Name

## Verifone Commander User Reference

4. Enter Lower ISO
5. Enter Upper ISO
6. Enter Pan Length
7. Enter Send Track 1 Option: Dont Send, Send Primary, Send Secondary
8. Check Card Enabled to enable the card
9. Check Refund Allowed to allow refund on the card
10. Click Save to save the configuration

## Payware Fleet Configuration

This form is used to enable and configure Payware Fleet Card transactions.

### **FEP**

Field/Button	Allowable Value/Function
Network	
FEP Enabled	Select to enable the network.

Field/Button	Allowable Value/Function
Dealer ID	Enter the merchant ID number (alphanumeric, up to 11 characters).
Terminal ID	Enter the terminal ID
Acquirer ID	Enter the acquirer ID
<b>Communication Options</b>	
Mode	Select the physical connection.
IP Address/ Domain Name	Enter IP address.
Port	Enter port number.
Enable TLS	Select to enable secure communication.
<b>FEP Parameters</b>	
Brand	Enter brand code.
Transport Protocol Data Unit	Enter TPDU (Transport protocol data unit). The default value is "6000010000".
Net International ID	Read-only value used for troubleshooting.
<b>NACS to Payware Product Mapping</b>	
ID	Auto generated
NACS Code	Enter NACS code
Product Name	Auto generated on save depending on the NACS Code entered.
PW Host Code	Map the Payware host code to NACS code

FEP Card

Field/Button	Allowable Value/Function
Card Abbreviation	Enter the abbreviated proprietary card name.
Card Name	Enter the proprietary card name.
Lower ISO	Enter the lower beginning digits that identify the proprietary card.  <b>Note:</b> <i>If only one number is provided, add a '0' to the end. For example, XXXXXX0.</i>
Upper ISO	Enter the upper beginning digits that identify the proprietary card.  <b>Note:</b> <i>If only one number is provided, add a '9' to the end. For example, XXXXXX9.</i>
PAN Length	Enter the total number of digits embossed on the card.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Card Enabled	Select to enable the selected proprietary card.
Manual Entry Allowed	Select to allow the account number to be entered manually.
<b>Card Limits</b>	
Print Customer Name	Select to print customer name.
Fiscal Receipt Enable	Select to enable fiscal receipt.
Signature on Financial Advice	This parameter only applies to indoor prepay transactions. If enabled, the prepay receipt is not be printed at the time of prepay. A prompt instructs consumer to go inside for the receipt after fueling.
Max Value for Pump Auth	Enter the maximum value for pump authorization.
Driver ID Prompt Enable	Select to enable driver ID prompt.
Driver ID Max Length	Enter driver ID maximum length; 1-12
Driver ID Min Length	Enter minimum length for Driver ID; 0-12. 0 means optional
Vehicle ID Prompt Enable	Select to enable vehicle ID prompt.
Vehicle ID Max Length	Enter vehicle ID maximum length; 1-8.
Vehicle ID Min Length	Enter vehicle ID minimum length; 0-8. 0 means optional.
Odometer Prompt	Select to enable odometer prompt.



Field/Button	Allowable Value/Function
Enable	
Odometer Max Length	Odometer min len = 0-6, max len = 1-6, Min default =0 (0 min means optional), Max default = 6
Odometer Min Length	Odometer min len = 0-6, max len = 1-6, Min default =0 (0 min means optional), Max default = 6
<b>PAN Mask Configuration</b>	
Starting Visible Characters	Specify the PAN masked in receipts. More than first 6 or last 4 digits can't be exposed.
Ending Visible Characters	Specify the PAN masked in receipts. More than first 6 or last 4 digits can't be exposed.

### Loyalty Configuration

This form is used to enable and configure Loyalty Cards.

**Note:** Refer to the Loyalty Sales feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

### Punch Card Configuration

**Note:** This feature is yet to be implemented.

### Proprietary Fleet Configuration

**Note:** Refer to the Proprietary Fleet Configuration feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

# Verifone Commander User Reference

## FEP

Field/Button	Allowable Value/Function
FEP Enabled	Select to enable the proprietary network.
Dealer ID	Enter the merchant ID number assigned by Mannatec (alphanumeric, up to 11 characters).
<b>Communication Options</b>	
Mode	Select the communication mode; whether IP or Serial.
<b>Serial Mode - Communication Options</b>	
Serial Port	Select the Serial Port that is being used.
Baud Rate	Select the baud rate used by Mannatec.

# Verifone Commander User Reference

Field/Button	Allowable Value/Function
Bits	Select the Bits.
Parity	Select the Parity.
Stop Bit	Select the Stop Bit.
<b>IP Mode - Communication Options</b>	
IP Address/ Domain Name	Enter IP Address or domain name.
Port	Enter port number.
Enable TLS	Select to enable TLS.
FEP Parameters	<p>Select the list of prompts that appears for the user to verify themselves. If the check box is enabled for a prompt, then the prompt data that the user gives is printed on the Receipt.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <pre> WELCOME TO OUR STORE  300 S. Park Place Clearwater, FL 33759 FE12008179001  Description      QTY      Amount ----- T ITEM F          1          5.00 Sub Total          5.00 Tax                1.00 TOTAL             5.00 CREDIT \$ 5.00  Intevacon \$ 5.00 Acct/Card #:XXXXXXXXXXXXXXXXX0179 Ref: 00100010003 Resp Code :900 Stan: 000176 SITE ID: 999765 Odometer: 769432 Vehicle:345678  SIGNATURE  I agree to pay the amount stated on this receipt  THANK YOU FOR COMING PLEASE COME AGAIN  ST# AB123 TILL XXXX DR# 1 TRAN# 1010004 CSH 1                04/13/15 14:29:58                     </pre> </div>

**FEP Card**

The screenshot shows the 'Proprietary Fleet Configuration' window. At the top, it says 'Edits require a one-time password (OTP)'. Below that, there are tabs for 'FEP' and 'FEP Card'. The main area is divided into three sections: 'Select Card' (a large empty box), 'Card Information' (with fields for Card Table Index, Card Abbreviation, Card Name, Lower ISO, Upper ISO, and Pan Length, plus checkboxes for Card Enabled and Accept Manual/Scanned Entry), and 'Card Limits' (with a DCR Auth Amount field). 'Add' and 'Delete' buttons are located in the top right corner.

Field/Button	Allowable Value/Function
Card Abbreviation	Enter the abbreviated proprietary card name.
Card Name	Enter the proprietary card name.
Lower ISO	Enter the lower beginning digits that identify the proprietary card.  <b>Note:</b> <i>If only one number is provided, add a '0' to the end. For example, XXXXXX0.</i>
Upper ISO	Enter the upper beginning digits that identify the proprietary card.  <b>Note:</b> <i>If only one number is provided, add a '9' to the end. For example, XXXXXX9.</i>
PAN Length	Enter the total number of digits embossed on the card.
Card Enabled	Select to enable the selected proprietary card.

Field/Button	Allowable Value/Function
Accept Manual/Scanned Entry	Select to allow the account number to be entered manually or scanned instead of swipe.
DCR Auth (Authorization) Amount	Enter the maximum credit transaction dollar amount allowed at the DCR for this proprietary card.  <b>Note:</b> <i>If the amount reaches the DCR limit, the pump automatically shuts off.</i>

### EZ - Receipt Configuration

This feature enables everyday customers to opt for getting receipts emailed instead of printed after a transaction.

**Note:** *Refer to the EZ - Receipt feature reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.*

#### EZ - Receipt Configuration

[EZ-receipt Configuration](#)

EZ - Receipt Enabled

EZ - Receipt Activation Status Active

Send EZ - Receipt Prompts to Cashier

Field/Button	Allowable Value/Function
EZ - Receipt Enabled	Select to enable EZ - Receipt
Send EZ- Receipt Prompts to Cashier	Select to get the EZ-Receipt Prompt on the POS in addition to the PIN pad.

## Reporting

### Report Configuration

Refer to [Report Configuration](#)

### Cashier Tracking

Refer to [Cashier Tracking](#)

### Close Car Wash Paypoint Period

Refer to [Close Car Wash Paypoint Period](#)

### Site Asset Data

Refer to [Site Asset Data](#)

### Close Day Now

Refer to [Close Day Now](#)

### Mobile Food Order Report

*Note: Refer to the Mobile Food Order Feature Reference for more information on the feature. The Feature Reference is available on Premier Portal.*

## Tools

### Rule Manager

Use to configure rules that automatically comply with corporate policies, laws, and regulations, to limit the number of and amount of certain products that can be sold over a period to a customer.

To open Rule Manager, click **Tools > Rule Manager**.

The screenshot displays the 'Rule Manager' window. On the left, a 'Select Rules' list contains '01 - New Rule' (selected) and '02 - New Rule2'. The main area is divided into several sections: 'Name' (New Rule), 'Active' (checked), 'Scope' (Transaction), 'Trigger Type' (PLU), 'Description' (New Rule), and 'Register Number' (678). Below these are 'Conditions' (Where PLU is equal to [Must Modify to View List]) and 'Actions' (Alert Cashier). Buttons for 'Add', 'Delete', 'Copy', 'Modify', 'Remove', 'Add AND', 'Add OR', 'Edit', 'Set Attributes', 'Move Up', and 'Move Down' are visible.

Rule Manager allows you to:

- Activate/deactivate a rule
- Reorder rules (move up, move down)
- Modify a rule
- Create a copy of a rule, rename it, and modify it
- Create a new rule
- Delete a rule
- Set up fast food orders on POS. See [“Fast Food Orders on POS.”](#)

### Activating or Deactivating a Rule

To make a rule active or inactive

- To activate a rule – Click the **“Active”** check box in front of the rule and click Save.
- To deactivate a rule – Clear the **“Active”** check box in front of the rule and click Save.

The screenshot shows the 'Rule Manager' window. On the left, there is a 'Select Rules' list with two entries: '01 - New Rule' and '02 - New Rule2'. The '01 - New Rule' entry is selected. To the right of the list is a form for editing the selected rule. The form includes fields for 'Name' (set to 'New Rule'), 'Description' (set to 'New Rule'), and 'Register Number' (set to '678'). There is a 'Trigger Type' dropdown menu set to 'PLU'. A red box highlights the 'Active' checkbox, which is checked. Below the form are sections for 'Conditions' and 'Actions'. The 'Conditions' section contains a text area with the text 'Where PLU is equal to [Must Modify to View List]'. The 'Actions' section is titled 'Available Actions' and contains a list with 'Alert Cashier'. At the bottom of the window, there are buttons for 'Move Up', 'Move Down', and 'Set Attributes'.

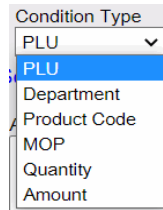
### Creating a Rule

1. In Rule Manager, click Add.
2. Enter a name for the rule.
3. Enter a description (optional).
4. Enter Register number.
5. Select the scope of the rule:
  - Transaction – The rule is evaluated at the time of sale.
  - Line Item – The rule is evaluated when the item is entered as a line item.
4. Select the item that triggers the rule to be evaluated. Depending on the rule you are modifying, select one of the following:
  - PLU
  - Department
  - Payment
  - Transaction Begin
  - Transaction End



## Verifone Commander User Reference

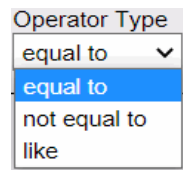
5. Add conditions for the rule. Select the condition type from the drop-down list box.



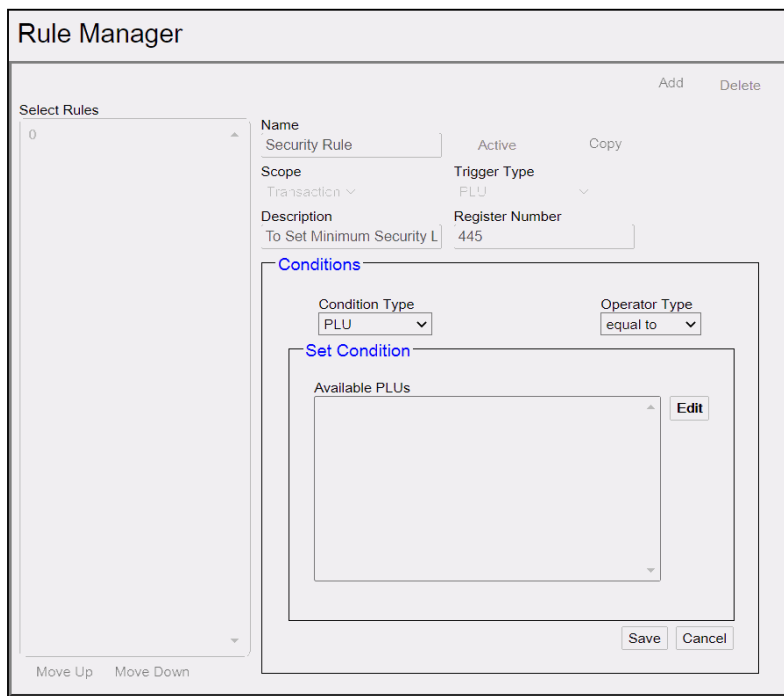
6. Select the operator to apply to the rule.

Operator types **“equal to, not equal to, and like”** appear for **“PLU, Department, Product Code, and MOP”** Condition Types.

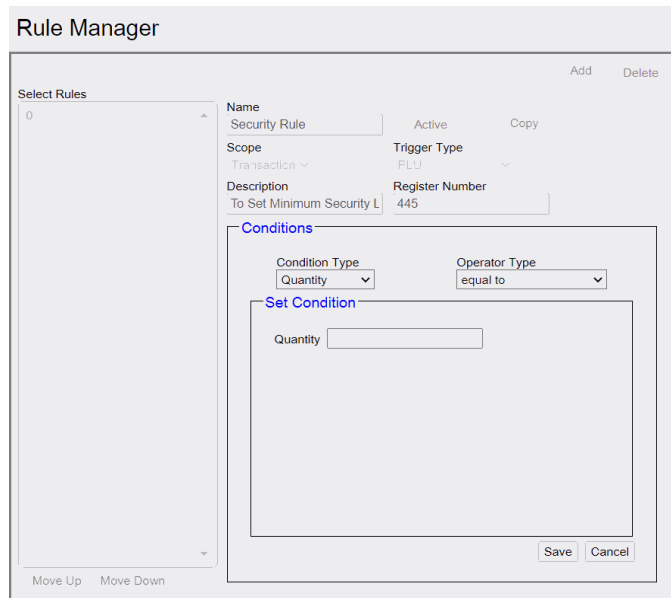
Operator types **“equal to, not equal to, greater than, less than, greater than or equal to, and less than or equal to”** appear for **“Quantity and Amount”** Condition Types.



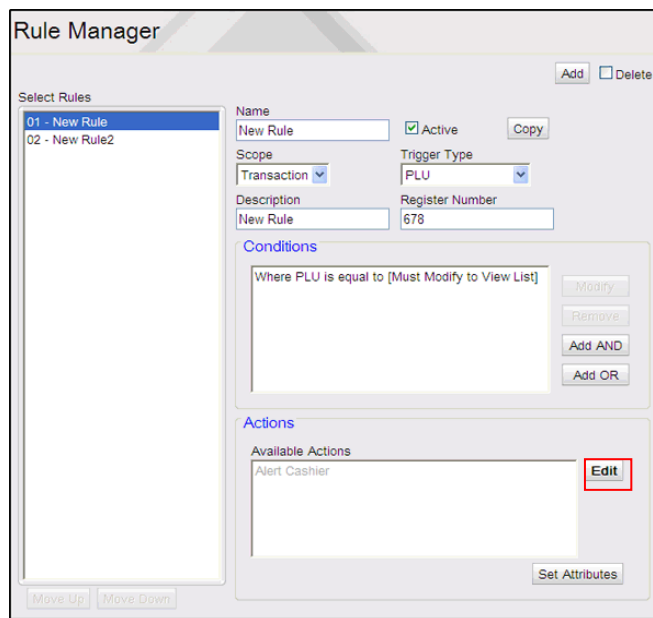
7. Click **“Edit”** in Set Conditions section to select the PLUs or Departments or MOPs.



Or add the quantity or amount for Condition Types, “Quantity” and “Amount”.



8. Click Edit in Available Actions section to determine the actions that occur when the rule is triggered, and the condition evaluates to true.

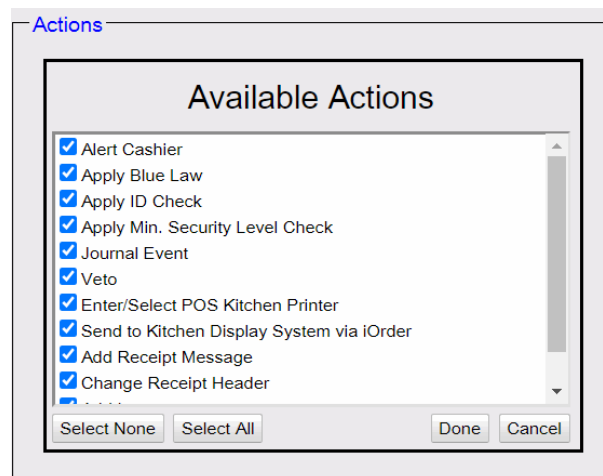


9. The available actions are:

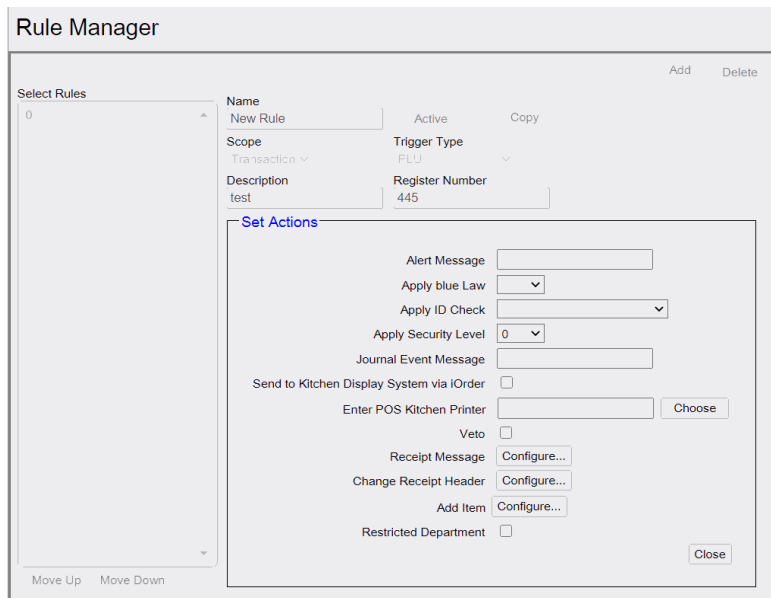
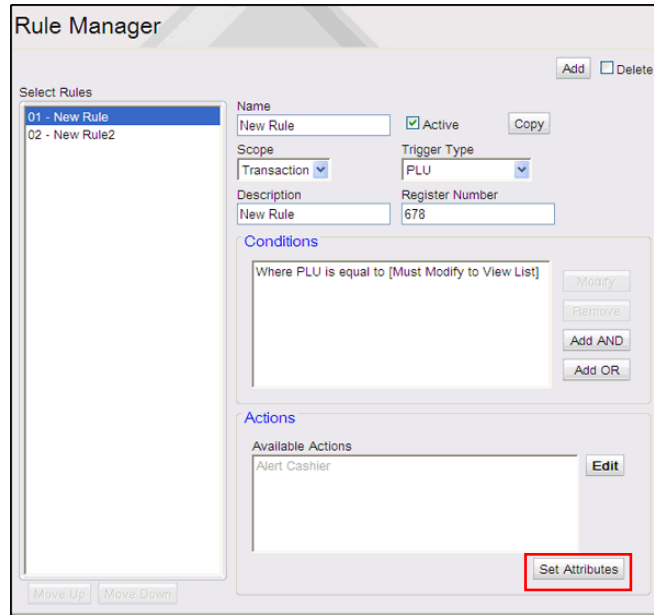
- **Alert Cashier:** When the rule is triggered, alert the cashier.
- **Apply Blue Law:** When the rule is triggered, apply a blue law.

**Note:** *Blue Laws are set up in Store Operations > Restrictions > Blue Laws.*

- **Apply ID Check:** When the rule is triggered, apply an ID check.
- **Apply Min.Security Level Check:** When the rule is triggered, check if the cashier has the minimum-security level to perform the transaction.
- **Journal Event:** When the rule is triggered, journal the event with a message.
- **Veto:** When the rule is triggered, prevent the transaction from taking place. For example, prevent a credit card MOP from being used when lottery is in the transaction.
- **Enter/Select POS Kitchen Printer:** When the rule is triggered, send the transaction to the selected kitchen printer.
- **Send to Kitchen Display System via iOrder:** When the rule is triggered, send the transaction to the Kitchen Display System (KDS).
- **Add Receipt Message:** When the rule is triggered, add a message on the receipt.
- **Change Receipt Header:** When the rule is triggered, change the receipt header.
- **Add Item:** When the rule is triggered, the selected menu key is displayed.
- **Restricted Department:** Select to add a restricted department.



10. Click Set Attributes to set actions for the selected action type.



11. Click Close

12. In Rule Manager, click Save.

## Modifying a Rule

Rules can be modified to change:

- whether they act on a line item or a transaction,

## Verifone Commander User Reference

- which event triggers the rule,
- which conditions are in effect for the rule,
- which actions occur when the rule is triggered.

In Rule Manager, select the rule that you want to modify and click Modify.

### Copying a Rule

The copy feature can be used to create the basis for a new rule.

To copy a rule and rename it:

1. In Rule Manager, select the rule.
2. Click Copy. The copy is added to the end of the rule list, with \_0 appended to the end of the original name.

### Deleting a Rule

To delete a rule

1. In Rule Manager, select the rule to be deleted.
2. Click Delete. The rule is deleted.

## Fast Food Orders on POS

**Note:** Refer to the *POS to iOrder Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.*

**Note:** Refer to the *Kitchen Printer Feature Reference documentation for more information on this feature. The Feature Reference is available on Premier Portal.*

A kitchen printer can be installed, and the Rule Wizard can be used to create a rule that sends selected PLUs from the POS to the specific kitchen printer and prints a receipt.

1. Create a new rule. See “Creating a New Rule.”
2. Follow the procedure to create the rule. See “Creating a Rule.” Set the following attributes for the rule:

## Verifone Commander User Reference

- Scope of the rule – Select Transaction.
  - Trigger for the rule – Select Transaction End.
  - Conditions – Enter PLUs for the rule and select “Like” as the operator to apply to the rule.
  - Action – Select Send to Kitchen Printer and click Add.
  - Further define Action – Select or enter the name of the specific kitchen printer.
3. Activate the rule. “See Activating or Deactivating a Rule.”
  4. See “Store Operations > Menu Keys” to make the rule part of an Order Menu.

### *Entering customer name for food orders taken at POS*

1. In Tools > Managed Modules:
  1. Select Kitchen Printer Service as kp.svc.POS
  2. Set System Hosting Kitchen Printer to 'sitecontroller'
  3. Click on Advanced Settings
  4. Select connection port and save
  5. Check Enable Kitchen Printer Service and save
  6. Click Tools->Refresh Configuration
2. In Tools > Rule manager, create new rule
  1. Select **Scope** as “Transaction”
  2. Select **Trigger Type** as “Transaction End”
  3. Select **Condition Type** as “Department” and **Operator Type** as “like”
  4. Select the food department
  5. In Available Actions, select “Enter/Select POS Kitchen Printer”
  6. In Set Attributes form, **Select Kitchen Printer** as “kp.svc.POS”

7. Reboot Verifone Commander
3. In Store Operations > Sales > Sales Configuration:
  1. Select “Prompt Food Order Name”
  2. Select “Prompt Food Order Phone Number”

## Managed Modules

Managed Modules is an interface for assigning port numbers and configuring communication parameters for hardware modules connected to the POS or Verifone Commander. The configuration changes do not require a reboot of the Verifone Commander or the POS. Based on the device type selected, the default communication settings are populated.

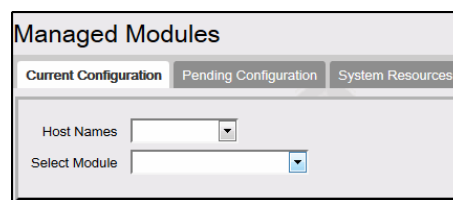
For any changes to be reflected in the system, select “**Tools > Refresh Configuration**” from Configuration Client and logout and login back to the POS.

Changes to Fuel Driver and DCR Driver modules need driver initialization from “**Forecourt > Initialization > DCR/Fuel Driver**”.

Changes to Car Wash module need a DCR initialization from “**Forecourt > Initialization > DCR**”.

## Current Configuration

The current configuration tab is used for viewing, adding or editing the port and communication parameters of each hardware module.



### Host Name

Select the host to which the hardware module is connected. The host can be the Verifone Commander, or each POS controlled by the Verifone Commander.

### POS

Use to add the port and enable the hardware module connected to each POS. Select the POS from the Host Name drop-down list. In order to switch ports, disable the

## Verifone Commander User Reference

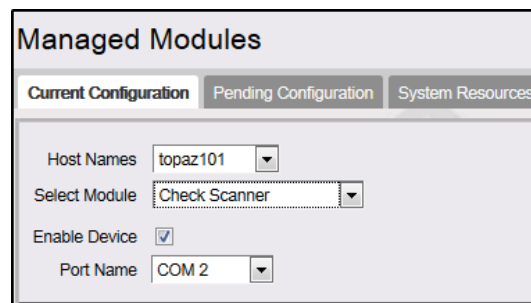
device you want to move, as well as the device you want to move it to. Otherwise the Port Name drop-down only shows the port the device is already assigned to.

**Note:** Most of these modules have feature references. Refer to the feature reference documentation for information on these modules. The Feature Reference is available on Premier Portal.

### Select Module

#### Check Scanner

Use to add the port and enable check scanner.

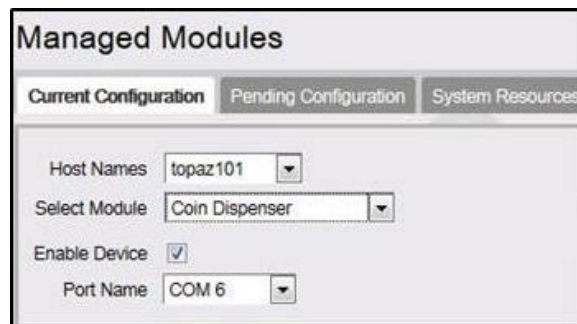


The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The form contains the following fields:

- Host Names: topaz101 (dropdown)
- Select Module: Check Scanner (dropdown)
- Enable Device:
- Port Name: COM 2 (dropdown)

#### Coin Dispenser

Use to add the port and enable coin dispenser.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The form contains the following fields:

- Host Names: topaz101 (dropdown)
- Select Module: Coin Dispenser (dropdown)
- Enable Device:
- Port Name: COM 6 (dropdown)

### DVR Logging Types

The Digital Video Recorder (DVR) feature provides a DVR interface to the Point of Sales (POS) System to detect and deter attendant fraud. The DVR broadcasts certain transactions performed on the POS terminal and displays these events with video images recorded at the time the events occurred. This provides video images of attendant actions coupled with a journal of events as recorded by the POS terminal.

**Note:** Refer to the Digital Video Recorder Implementation Guide for information on this feature. The Feature Reference is available on Premier Portal.



## Verifone Commander User Reference

The “DVR Logging Type” configuration allows selecting types or classes of DVR events to be recorded.

The screenshot shows the 'Managed Modules' configuration interface. At the top, there are three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. Below the tabs, the 'Host Names' dropdown is set to 'topaz101'. The 'Select Module' dropdown is set to 'DVR Logging Types'. A list of event types is displayed, each with a checkbox to its right. The events listed are: ALERT, APPLY UPDATES, AUTO UPGRADE, CAR WASH DEVICE STATUS EVENT, CAR WASH FEATURE STATUS EVENT, CHANGE QTY, CWPP CASH RECON EVENT, CWPP CLOSE, CWPP INIT, CWPP REJECT, DCR EVENT, DRAWER VIOLATION EVENT, EPS MESSAGE, EPS PREPAID PURCHASE PMT ENTRY, ERROR CORRECT, EXCEPTION COMMITTING TRANSACTION, FUEL EVENT, LOGIN/LOGOUT, OTHER, PAY OUT EVENT, POP MESSAGE, PREPAID TOR DECLINE, PRICE CHECK, SAFE DROP EVENT, SAFE LOAN EVENT, SALES EVENT, SECURE USER, and TLS DEVICE STATUS EVENT. All checkboxes are currently unchecked.

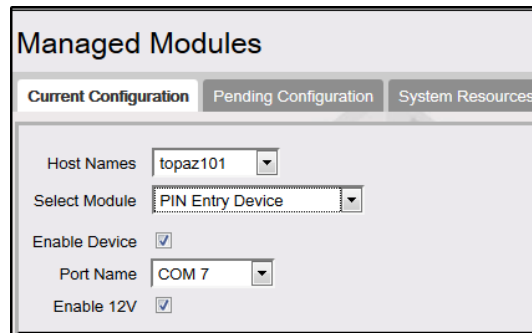
## DVR Journal

Use this form to add the port and enable DVR device.

The screenshot shows the 'Managed Modules' configuration interface for the 'DVR Journal' module. At the top, there are three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. Below the tabs, the 'Host Names' dropdown is set to 'topaz101'. The 'Select Module' dropdown is set to 'DVR Journal'. The 'Enable Device' checkbox is checked. The 'Port Name' dropdown is set to 'COM 5'.

## PIN Entry Device

Use to add the port and enable PIN Entry Device.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration includes: 'Host Names' set to 'topaz101'; 'Select Module' set to 'PIN Entry Device'; 'Enable Device' checked; 'Port Name' set to 'COM 7'; and 'Enable 12V' checked.

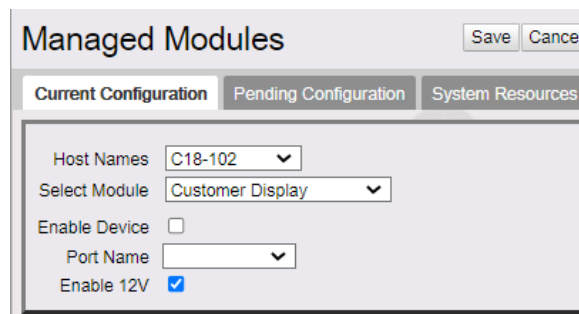
## Customer Display

Use to add the port and enable Customer Display of C18 POS.

On the back of the main C18 display are two USB ports located just below where the main display is mounted to the "handle bar". Connect the C18 Customer Display cable to one of the USB ports.

**Note:** Refer to the *C18 Customer Display Installation guide* for more information. The document is available on Premier Portal.

Reboot the C18 system and wait for the main display to show "C18 Press Enter or touch screen to log in".



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration includes: 'Host Names' set to 'C18-102'; 'Select Module' set to 'Customer Display'; 'Enable Device' unchecked; 'Port Name' is empty; and 'Enable 12V' checked. There are 'Save' and 'Cancel' buttons in the top right corner.

1. De-select **Enable Device**
2. For "Port Name", select **USB Display**.

**Note:** If "USB Display" is not shown in the list, make sure to connect the C18 Customer Display and reboot the POS.

3. Click 'Save'.

## Verifone Commander User Reference

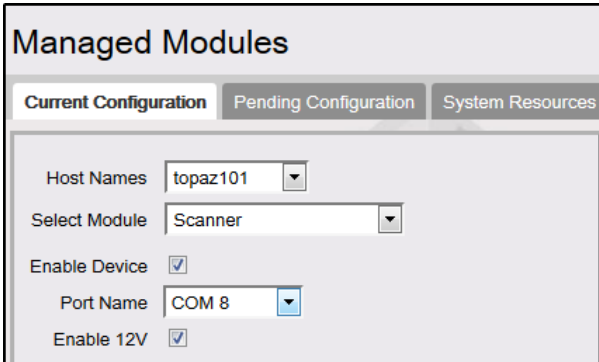
4. Select the "Enable Device" checkbox and Click "Save" again.
5. Restart POS

When the application starts, **Register Closed** is displayed on the Customer Display.

After logging in to 'Sales', the phrase "Thank You" should be scrolling across the Customer Display.

### Scanner

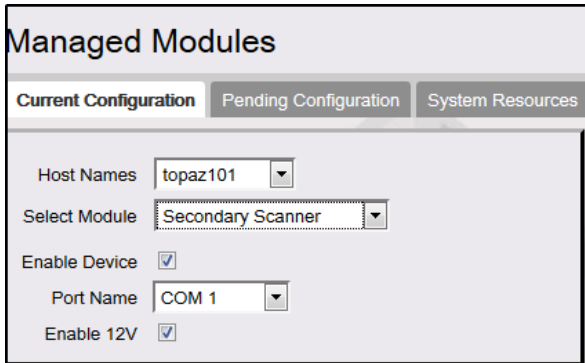
Use to add the port and enable scanner.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration includes: 'Host Names' set to 'topaz101', 'Select Module' set to 'Scanner', 'Enable Device' checked, 'Port Name' set to 'COM 8', and 'Enable 12V' checked.

### Secondary Scanner

Use to add the port and enable secondary scanner.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration includes: 'Host Names' set to 'topaz101', 'Select Module' set to 'Secondary Scanner', 'Enable Device' checked, 'Port Name' set to 'COM 1', and 'Enable 12V' checked.

### Receipt Printer

Use to add the port and enable Receipt Printer.

The screenshot shows the 'Managed Modules' configuration interface. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The settings are as follows:

- Host Names: topaz101
- Select Module: Receipt Printer
- Enable Device:
- Port Name: COM 4

### Drive Thru Configuration

Use to add the port and enable drive through configuration.

The screenshot shows the 'Managed Modules' configuration interface. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The settings are as follows:

- Host Names: topaz101
- Select Module: Drive Thru Configuration
- Send to kitchen on suspend:
- Drive Thru POS:

### Controller

Use to add or edit the port and communication parameters of each hardware module connected to the Verifone Commander. Select the Verifone Commander from the Host Name drop-down list.

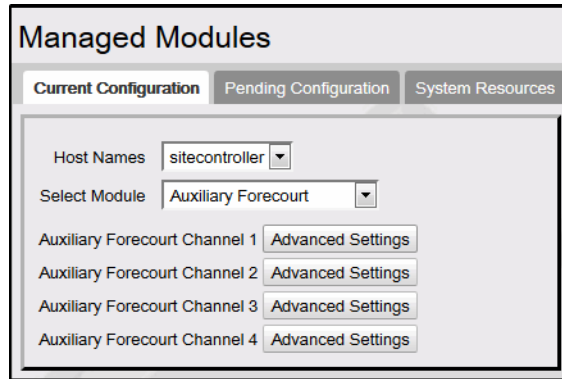
**Note:** Most of these modules have feature references. Refer to the feature reference documentation for information on these modules. The Feature Reference is available on Premier Portal.

#### Select Module

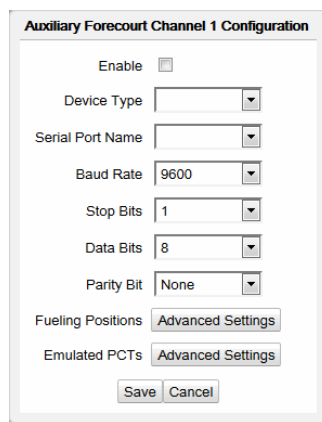
#### Auxiliary Forecourt

**Note:** Refer to the Auxilliary Forecourt feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

Use to configure Auxilliary Forecourt devices like Aux Pos, Petro Vend and Wetstock Management Devices.

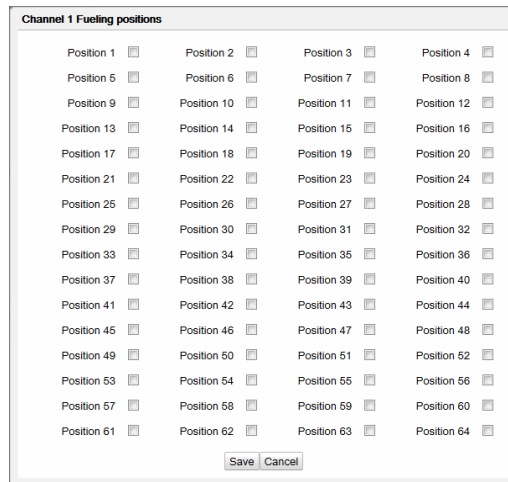


1. Click **Advanced Settings** next to **Auxiliary Forecourt Channel 1**



2. Select **Enable** to enable Channel 1
3. Select the **Device Type**: Aux Pos, Petro Vend or Wetstock Management
4. Assigns the Verifone Commander serial port to be used for the Channel
5. Click **Advanced Settings** of **Fueling Positions** if the **Device Type** is **Petro Vend**. A Petro Vend device on a channel can control 16 fueling positions.

## Verifone Commander User Reference

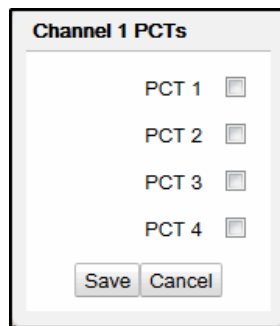


Channel 1 Fueling positions

Position 1 <input type="checkbox"/>	Position 2 <input type="checkbox"/>	Position 3 <input type="checkbox"/>	Position 4 <input type="checkbox"/>
Position 5 <input type="checkbox"/>	Position 6 <input type="checkbox"/>	Position 7 <input type="checkbox"/>	Position 8 <input type="checkbox"/>
Position 9 <input type="checkbox"/>	Position 10 <input type="checkbox"/>	Position 11 <input type="checkbox"/>	Position 12 <input type="checkbox"/>
Position 13 <input type="checkbox"/>	Position 14 <input type="checkbox"/>	Position 15 <input type="checkbox"/>	Position 16 <input type="checkbox"/>
Position 17 <input type="checkbox"/>	Position 18 <input type="checkbox"/>	Position 19 <input type="checkbox"/>	Position 20 <input type="checkbox"/>
Position 21 <input type="checkbox"/>	Position 22 <input type="checkbox"/>	Position 23 <input type="checkbox"/>	Position 24 <input type="checkbox"/>
Position 25 <input type="checkbox"/>	Position 26 <input type="checkbox"/>	Position 27 <input type="checkbox"/>	Position 28 <input type="checkbox"/>
Position 29 <input type="checkbox"/>	Position 30 <input type="checkbox"/>	Position 31 <input type="checkbox"/>	Position 32 <input type="checkbox"/>
Position 33 <input type="checkbox"/>	Position 34 <input type="checkbox"/>	Position 35 <input type="checkbox"/>	Position 36 <input type="checkbox"/>
Position 37 <input type="checkbox"/>	Position 38 <input type="checkbox"/>	Position 39 <input type="checkbox"/>	Position 40 <input type="checkbox"/>
Position 41 <input type="checkbox"/>	Position 42 <input type="checkbox"/>	Position 43 <input type="checkbox"/>	Position 44 <input type="checkbox"/>
Position 45 <input type="checkbox"/>	Position 46 <input type="checkbox"/>	Position 47 <input type="checkbox"/>	Position 48 <input type="checkbox"/>
Position 49 <input type="checkbox"/>	Position 50 <input type="checkbox"/>	Position 51 <input type="checkbox"/>	Position 52 <input type="checkbox"/>
Position 53 <input type="checkbox"/>	Position 54 <input type="checkbox"/>	Position 55 <input type="checkbox"/>	Position 56 <input type="checkbox"/>
Position 57 <input type="checkbox"/>	Position 58 <input type="checkbox"/>	Position 59 <input type="checkbox"/>	Position 60 <input type="checkbox"/>
Position 61 <input type="checkbox"/>	Position 62 <input type="checkbox"/>	Position 63 <input type="checkbox"/>	Position 64 <input type="checkbox"/>

Save Cancel

6. Click **Save** on the Channel 1 Fueling Positions to go back to the Auxiliary Forecourt Channel 1 Configuration form.
7. Click **Advanced Settings** of **Emulated PCTs** if the Device Type is **Petro Vend**.



Channel 1 PCTs

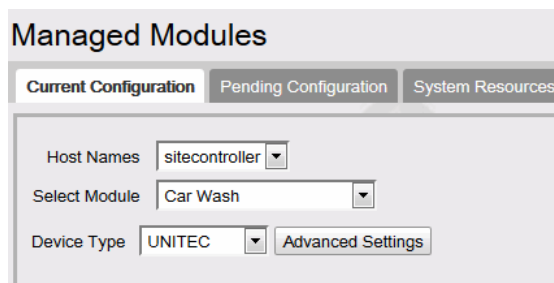
PCT 1 <input type="checkbox"/>
PCT 2 <input type="checkbox"/>
PCT 3 <input type="checkbox"/>
PCT 4 <input type="checkbox"/>

Save Cancel

8. Select PCT 1 for Channel 1 Petro Vend Configuration.

### Car Wash

**Note:** Refer to the *Car Wash* topic in this document for information on this feature.



Managed Modules

Current Configuration Pending Configuration System Resources

Host Names sitecontroller

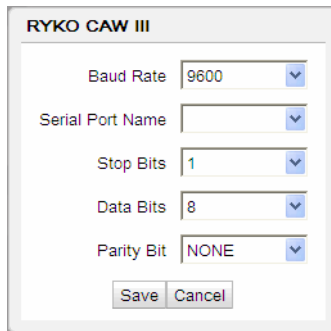
Select Module Car Wash

Device Type UNITEC **Advanced Settings**

1. From the Select Module list, select Car Wash

## Verifone Commander User Reference

2. Select Device Type
3. Click Advanced Settings

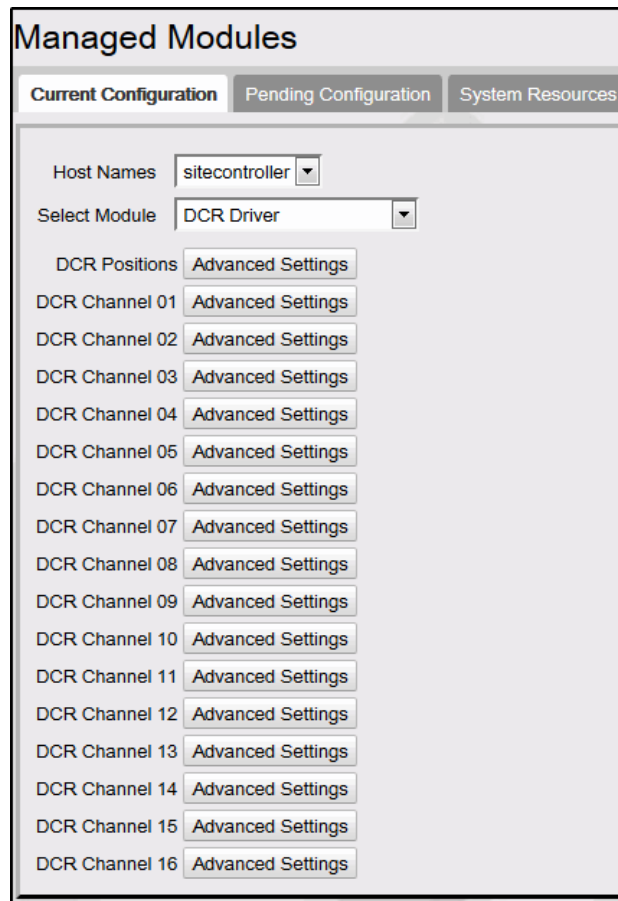


A configuration dialog box titled "RYKO CAW III". It contains five dropdown menus: "Baud Rate" (9600), "Serial Port Name" (empty), "Stop Bits" (1), "Data Bits" (8), and "Parity Bit" (NONE). At the bottom are "Save" and "Cancel" buttons.

4. Select the Serial Port

### DCR Driver

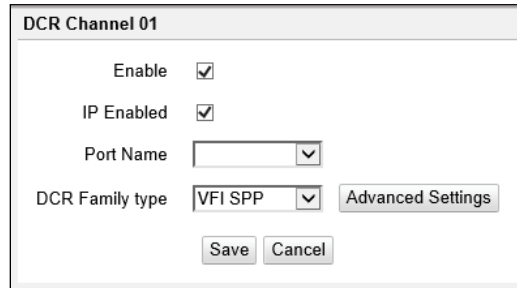
**Note:** Refer to the *Dispenser Car Reader* topic in this document for information on this feature.



A configuration window titled "Managed Modules" with three tabs: "Current Configuration", "Pending Configuration", and "System Resources". The "Current Configuration" tab is active. It shows "Host Names" set to "sitecontroller" and "Select Module" set to "DCR Driver". Below this is a list of "DCR Positions" from 01 to 16, each with an "Advanced Settings" button.

## Verifone Commander User Reference

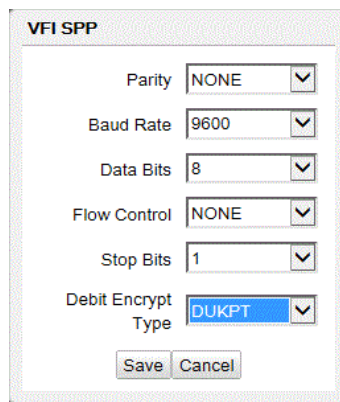
1. From the Select Module list, select DCR Driver
2. Select to enable DCR Control
3. Click Advanced Settings next to DCR Channel 01



The screenshot shows a dialog box titled "DCR Channel 01". It contains the following fields and controls:

- Enable:
- IP Enabled:
- Port Name:
- DCR Family type:
- Buttons:

- a. Click Enable Channel.
- b. Select IP Enabled for outside EMV DCRs
- c. Select Port name for serial port DCRs.
- d. Select DCR Family type.
- e. If debit encryption is to be used, click Advanced Settings



The screenshot shows a dialog box titled "VFI SPP". It contains the following fields and controls:

- Parity:
- Baud Rate:
- Data Bits:
- Flow Control:
- Stop Bits:
- Debit Encrypt Type:
- Buttons:

- a. Select Debit Encrypt Type

**DSM:** Select if using a Dresser/Wayne DUKPT Security Module (DSM).

**DUKPT:** Select for all US sites not using a GSM or DSM.

**GSM:** Select if using a Gilbarco Security Module (GSM).

**MS:** Select only for non-US sites using Master Session encryption.



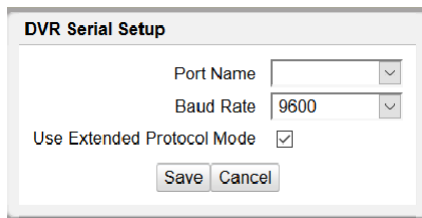


The screenshot shows the 'Managed Modules' configuration page with three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration is for a host named 'sitecontroller'. The 'Select Module' is set to 'DVR Configuration'. The 'DVR mode' is set to 'Multicast'. The 'Multicast IP Address' is 230.0.0.1, the 'Multicast Port Number' is 14001, and the 'Local UDP port connations are to use' is 14000. The 'Number of upstream hops allowed for multicast packet' is set to 1. There is a 'DVR Serial Setup' button and an 'Advanced Settings' link.

1. Select the DVR mode: mode of communication for the DVR interface. The values are:
  - a. Multicast: multicast communication is enabled. This is the default value.
  - b. Serial: serial communication is enabled
  - c. Both: serial and multi cast communications are enabled
  - d. Disabled: configures the system to not generate DVR events
2. Multicast IP Address: The default Multicast IP Address is populated
3. Multicast Port Number: The default Multicast Port Number is populated
4. Local UDP port connations are to use: the fully qualified IP address and the multicast address. For example, 230.0.0.1:14001
5. Number of upstream hops allowed for multicast packet: The DVR “Multicast” uses the “Multicast UDP Datagram” broadcasting mechanism to send DVR event info. According to the IETF standard regarding “Multicast UDP Datagram”, the default ‘hop’ (or Time-To-Live - TTL) is ‘1’. The TTL value is used by routers that when they receive a datagram, they decrement the TTL value. If the TTL is still is greater than ‘0’, the datagram is forwarded to the router’s upstream LAN port (WAN). The IETF cautions about using a TTL value grater than 1 for multicast UDP datagram in that they do not want the Internet flooded with these multicast datagrams and only allows use of the TTL value greater than 1 if the routers are kept within an internal network.

## Verifone Commander User Reference

6. We supply the ability to specify a value greater than 1 for those customers who have DVR monitoring equipment not in the “VFI Zone” and need to UDP datagram to forward ‘upstream’.
7. Click Advanced Settings to select port



The screenshot shows a dialog box titled "DVR Serial Setup". It contains three main fields: "Port Name" with a dropdown arrow, "Baud Rate" with a dropdown arrow and the value "9600" displayed, and "Use Extended Protocol Mode" with a checked checkbox. At the bottom of the dialog are two buttons: "Save" and "Cancel".

1. Select port
2. Select baud rate
3. “Use Extended Protocol Mode” selects whether the DVR events send prepended byte codes normally used by journal printers. Unselecting this entity does not send the byte codes. Enable this value for backwards compatibility of legacy DVR equipment.

For any changes to be reflected in the system, select “**Tools -> Refresh Configuration**” from Config Client.

### DVR Logging Types

The “DVR Logging Type” configuration allows selecting types or classes of DVR events to be recorded.

For any changes to be reflected in the system, select “**Tools -> Refresh Configuration**” from Config Client.

# Verifone Commander User Reference

**Managed Modules**

Current Configuration | Pending Configuration | System Resources

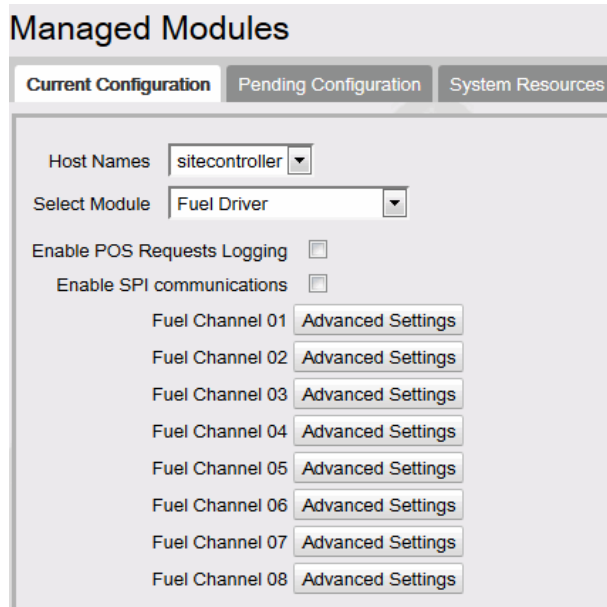
Host Names: sitecontroller

Select Module: DVR Logging Types

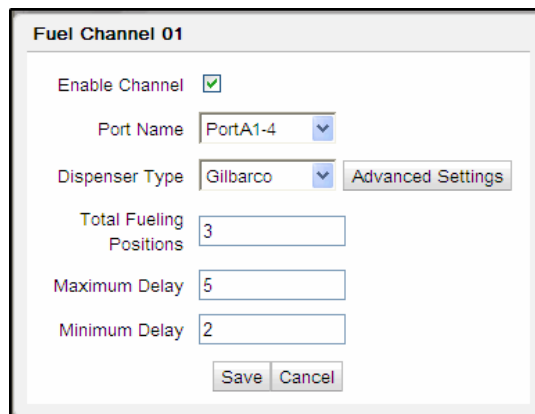
- ALERT
- APPLY UPDATES
- AUTO UPGRADE
- CAR WASH DEVICE STATUS EVENT
- CAR WASH FEATURE STATUS EVENT
- CHANGE QTY
- CWPP CASH RECON EVENT
- CWPP CLOSE
- CWPP INIT
- CWPP REJECT
- DCR EVENT
- DRAWER VIOLATION EVENT
- EPS MESSAGE
- EPS PREPAID PURCHASE PMT ENTRY
- ERROR CORRECT
- EXCEPTION COMMITTING TRANSACTION
- FUEL EVENT
- LOGIN/LOGOUT
- OTHER
- PAY OUT EVENT
- POP MESSAGE
- PREPAID TOR DECLINE
- PRICE CHECK
- SAFE DROP EVENT
- SAFE LOAN EVENT
- SALES EVENT
- SECURE USER
- TLS DEVICE STATUS EVENT

## Fuel Driver

**Note:** Refer to the Fuel Manager and Fuel Sales topics in this document for information on this feature.



1. Enable SPI when running Smart Pump Interface (SPI) at the site.
2. Click Advanced Settings to configure Fuel Channel 01

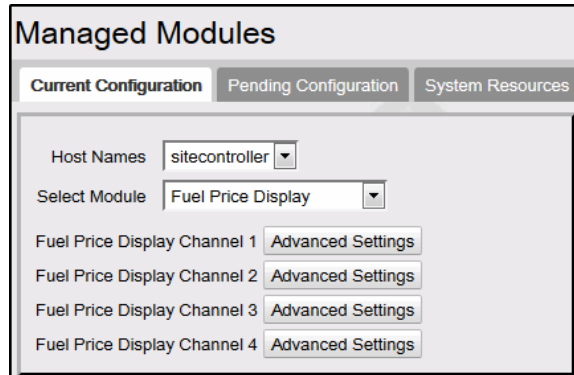


- a. Click to Enable Channel.
- b. Assigns the Verifone Commander serial port to be used for the Channel.
- c. Select Dispenser type.
- d. Specify Total fueling positions on this channel.
- e. The maximum and minimum delay for communication.

**Note:** *Maximum and Minimum Delay are used with Non-Modular Highline pumps only.*

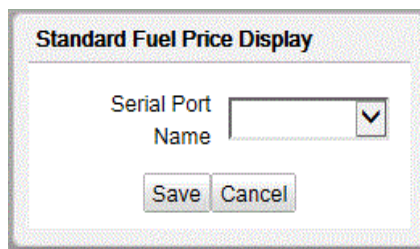
## Fuel Price Display

**Note:** Refer to the *Fuel Price Sign Communication* document for information on this feature. The document is available on Premier Portal.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. Below the tabs, there are several fields: 'Host Names' with a dropdown menu showing 'sitecontroller', 'Select Module' with a dropdown menu showing 'Fuel Price Display', and four rows for 'Fuel Price Display Channel 1' through '4', each with an 'Advanced Settings' button.

Click Advanced Settings to select port.

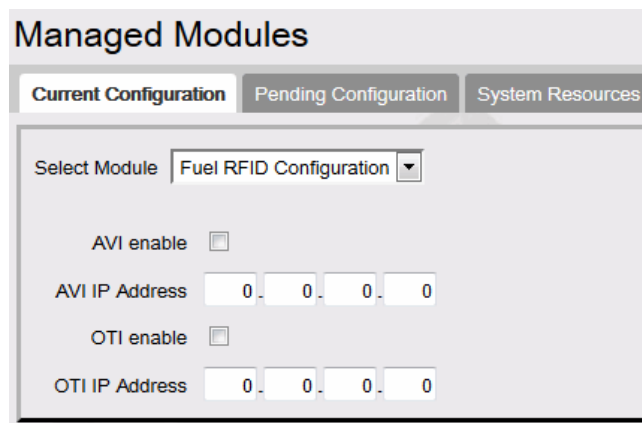


The screenshot shows a dialog box titled 'Standard Fuel Price Display'. It contains a 'Serial Port Name' dropdown menu and two buttons: 'Save' and 'Cancel'.

## Fuel RFID Configuration

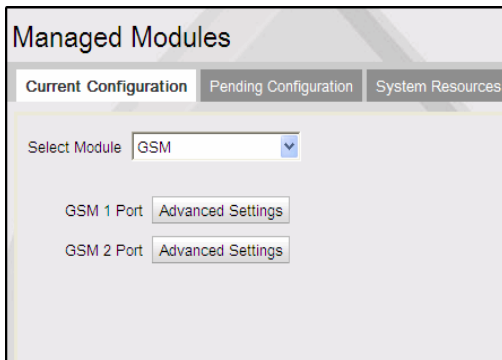
**Note:** Refer to the *ORPAK AVI/RFID Fueling System feature reference documentation* for information on this feature. The Feature Reference is available on Premier Portal.

Enter the RFID configuration details.

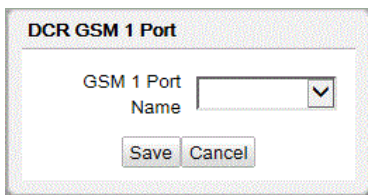


The screenshot shows the 'Managed Modules' configuration window with the 'Fuel RFID Configuration' module selected. The 'Current Configuration' tab is active. Below the tabs, there are several fields: 'Select Module' with a dropdown menu showing 'Fuel RFID Configuration', 'AVI enable' checkbox, 'AVI IP Address' field with four input boxes each containing '0', 'OTI enable' checkbox, and 'OTI IP Address' field with four input boxes each containing '0'.

## GSM

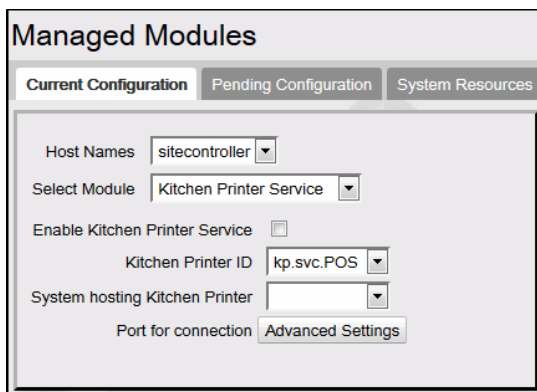


Click Advanced Settings for each GSM (Gilbarco Security Module) port to assign the port.



## Kitchen Printer Service

**Note:** Refer to the *Kitchen Printer feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*



1. Click to Enable Kitchen Printer Service
2. Select the port for connection

## MNSP VPN Management Service

Verifone POS systems establishes or enables on-demand secure connections through the Managed Network Service Provider (MNSP) router. This enables the Verifone support personnel to interact with the POS systems through a VPN connection. New PCI requirements do not allow continuous, persistent connections outside of the VFI Zone and that if connections are to be made, they must be initiated by the customer using **Maintenance > Help Desk Diagnostics** from the POS.

Use this form to configure the MNSP VPN configuration.

The screenshot shows the 'Managed Modules' configuration interface. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The form contains the following fields:

- Host Names: dropdown menu with 'sitecontroller' selected.
- Select Module: dropdown menu with 'MNSP VPN Management Service' selected.
- Enable Helddesk user to extend VPN: checked checkbox.
- IP address of router: text input field with '192.168.31.31'.
- Rest service port: text input field with '-1'.
- RestFUL service root path: text input field with '/vpn'.

## Money Order Feature

The screenshot shows the 'Managed Modules' configuration interface. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The form contains the following fields:

- Select Module: dropdown menu with 'Money Order Feature' selected.
- Enable Money Order Feature: unchecked checkbox.
- Reset Totals On Period Close: checked checkbox.
- Device Terminal Type: dropdown menu with 'MoneyGram' selected, followed by an 'Advanced Settings' button.

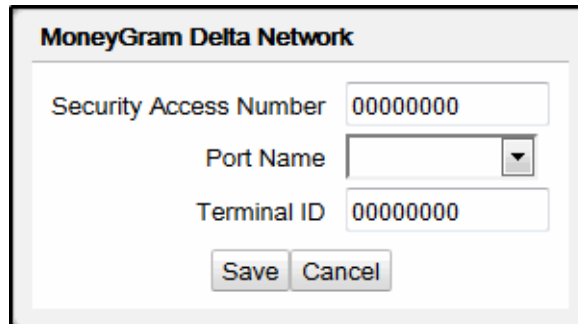
1. Select to enable money order feature
2. Reset Totals on Period Close is enabled by default and resets totals on the money order device when a period is closed by the cashier.



## Verifone Commander User Reference

3. Select Device Terminal Type: MoneyGram Delta Network, Western Union ICE, or Western Union T7E.
4. Click Advanced Settings to enter the communication parameters.

### MoneyGram Delta Network

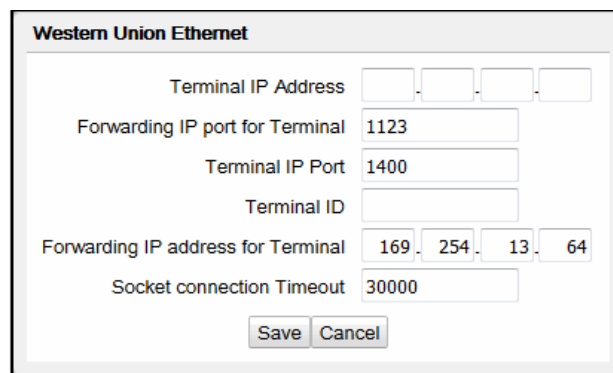


The screenshot shows a dialog box titled "MoneyGram Delta Network". It contains the following fields and controls:

- Security Access Number: 00000000
- Port Name: A dropdown menu.
- Terminal ID: 00000000
- Buttons: Save and Cancel.

- a. Select the Port
- b. Enter Terminal Id

### Western Union ICE6000



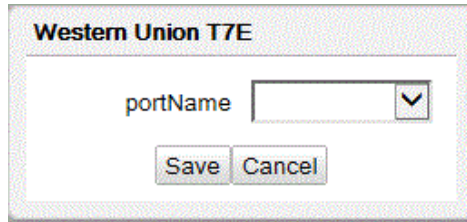
The screenshot shows a dialog box titled "Western Union Ethernet". It contains the following fields and controls:

- Terminal IP Address: Four empty input boxes separated by dots.
- Forwarding IP port for Terminal: 1123
- Terminal IP Port: 1400
- Terminal ID: An empty input box.
- Forwarding IP address for Terminal: 169, 254, 13, 64 (each in a separate input box separated by dots).
- Socket connection Timeout: 30000
- Buttons: Save and Cancel.

- a. Enter the money order terminal's IP address
- b. Enter the Terminal Id of the money order device
- c. Enter the forwarding IP address for the money order terminal. Typically the WAN side IP address of the Verifone zone router at the site should be entered.

**Note:** The WAN side IP address of the Verifone zone router is the forwarding IP address that should be used for the standard money order device configuration where the device resides on the store LAN.

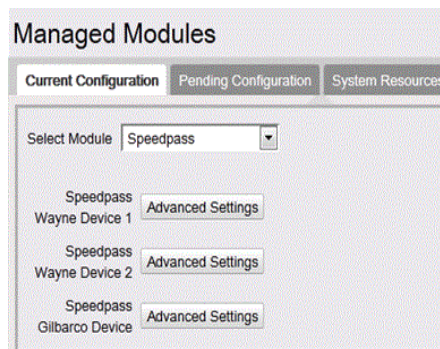
## Western Union T7E



A dialog box titled "Western Union T7E" with a "portName" dropdown menu and "Save" and "Cancel" buttons.

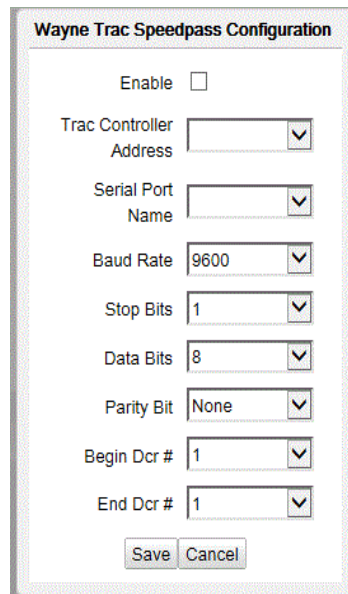
Select the Port

## Speedpass



A "Managed Modules" window with tabs for "Current Configuration", "Pending Configuration", and "System Resources". The "Current Configuration" tab is active, showing a "Select Module" dropdown set to "Speedpass". Below are three entries: "Speedpass Wayne Device 1", "Speedpass Wayne Device 2", and "Speedpass Gilbarco Device", each with an "Advanced Settings" button.

1. Click Advance Settings of Wayne Device 1



A "Wayne Trac Speedpass Configuration" dialog box with an "Enable" checkbox and several dropdown menus for "Trac Controller Address", "Serial Port Name", "Baud Rate", "Stop Bits", "Data Bits", "Parity Bit", "Begin Dcr #", and "End Dcr #". "Save" and "Cancel" buttons are at the bottom.

- a. Click to Enable
- b. Trac Controller Address for device1 is HEX 95

## Verifone Commander User Reference

- c. Select Port
  - d. Begin DCR #: 1
  - e. End DCR #: 1- 32
2. Click Advance Settings of Wayne Device 2
- a. Click to Enable
  - b. Trac Controller Address for device2 is HEX 96
  - c. Select Port
  - d. Begin DCR #: 33
  - e. End DCR #: 33 - 64
3. Click Advance Settings of Gilbarco Device 1

Gilbarco Trind Speedpass Configuration

Dcr Position 1	<input type="checkbox"/>	Dcr Position 2	<input type="checkbox"/>	Dcr Position 3	<input type="checkbox"/>	Dcr Position 4	<input type="checkbox"/>
Dcr Position 5	<input type="checkbox"/>	Dcr Position 6	<input type="checkbox"/>	Dcr Position 7	<input type="checkbox"/>	Dcr Position 8	<input type="checkbox"/>
Dcr Position 9	<input type="checkbox"/>	Dcr Position 10	<input type="checkbox"/>	Dcr Position 11	<input type="checkbox"/>	Dcr Position 12	<input type="checkbox"/>
Dcr Position 13	<input type="checkbox"/>	Dcr Position 14	<input type="checkbox"/>	Dcr Position 15	<input type="checkbox"/>	Dcr Position 16	<input type="checkbox"/>
Dcr Position 17	<input type="checkbox"/>	Dcr Position 18	<input checked="" type="checkbox"/>	Dcr Position 19	<input type="checkbox"/>	Dcr Position 20	<input type="checkbox"/>
Dcr Position 21	<input type="checkbox"/>	Dcr Position 22	<input type="checkbox"/>	Dcr Position 23	<input type="checkbox"/>	Dcr Position 24	<input type="checkbox"/>
Dcr Position 25	<input type="checkbox"/>	Dcr Position 26	<input type="checkbox"/>	Dcr Position 27	<input type="checkbox"/>	Dcr Position 28	<input type="checkbox"/>
Dcr Position 29	<input type="checkbox"/>	Dcr Position 30	<input type="checkbox"/>	Dcr Position 31	<input type="checkbox"/>	Dcr Position 32	<input type="checkbox"/>
Dcr Position 33	<input type="checkbox"/>	Dcr Position 34	<input type="checkbox"/>	Dcr Position 35	<input type="checkbox"/>	Dcr Position 36	<input type="checkbox"/>
Dcr Position 37	<input type="checkbox"/>	Dcr Position 38	<input type="checkbox"/>	Dcr Position 39	<input type="checkbox"/>	Dcr Position 40	<input type="checkbox"/>
Dcr Position 41	<input type="checkbox"/>	Dcr Position 42	<input type="checkbox"/>	Dcr Position 43	<input type="checkbox"/>	Dcr Position 44	<input type="checkbox"/>
Dcr Position 45	<input type="checkbox"/>	Dcr Position 46	<input type="checkbox"/>	Dcr Position 47	<input type="checkbox"/>	Dcr Position 48	<input type="checkbox"/>
Dcr Position 49	<input type="checkbox"/>	Dcr Position 50	<input type="checkbox"/>	Dcr Position 51	<input type="checkbox"/>	Dcr Position 52	<input type="checkbox"/>
Dcr Position 53	<input type="checkbox"/>	Dcr Position 54	<input type="checkbox"/>	Dcr Position 55	<input type="checkbox"/>	Dcr Position 56	<input type="checkbox"/>
Dcr Position 57	<input type="checkbox"/>	Dcr Position 58	<input type="checkbox"/>	Dcr Position 59	<input type="checkbox"/>	Dcr Position 60	<input type="checkbox"/>
Dcr Position 61	<input type="checkbox"/>	Dcr Position 62	<input type="checkbox"/>	Dcr Position 63	<input type="checkbox"/>	Dcr Position 64	<input type="checkbox"/>

Save Cancel

Click to enable DCR Positions.

## Tank

Managed Modules

Current Configuration Pending Configuration System Resources

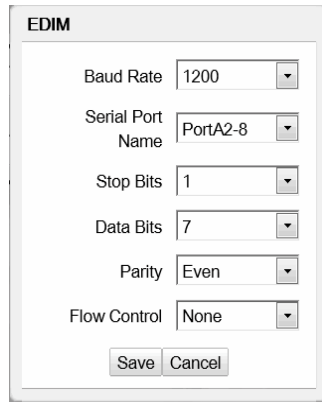
Select Module TANK

TANK Model EDIM Advanced Settings

## Verifone Commander User Reference

BIR (Business Inventory Reconciliation) E-DIM is an expansion card in the TLS box that receives transaction data from Verifone Commander fuel sales for reconciliation.

1. Select Tank Model as **EDIM**
2. Click **Advance Settings**



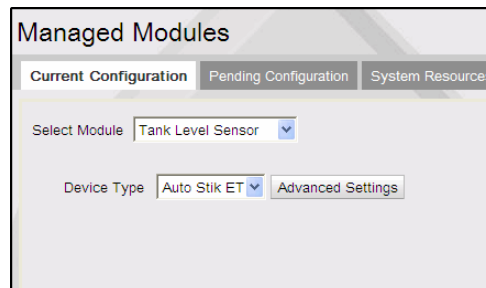
The image shows a dialog box titled "EDIM" with several configuration options, each with a dropdown arrow:

- Baud Rate: 1200
- Serial Port Name: PortA2-8
- Stop Bits: 1
- Data Bits: 7
- Parity: Even
- Flow Control: None

At the bottom of the dialog are two buttons: "Save" and "Cancel".

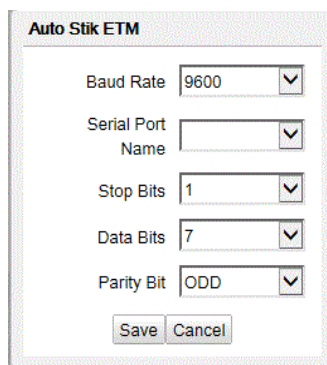
3. Change Serial Port name to Port to be used, all other settings should be left default.

## Tank Level Sensor



The image shows a "Managed Modules" configuration screen with three tabs: "Current Configuration", "Pending Configuration", and "System Resources". The "Current Configuration" tab is active. It features a "Select Module" dropdown menu set to "Tank Level Sensor" and a "Device Type" dropdown menu set to "Auto Stik ET". To the right of the "Device Type" dropdown is a button labeled "Advanced Settings".

1. Select Device Type
2. Click Advanced Settings to select port



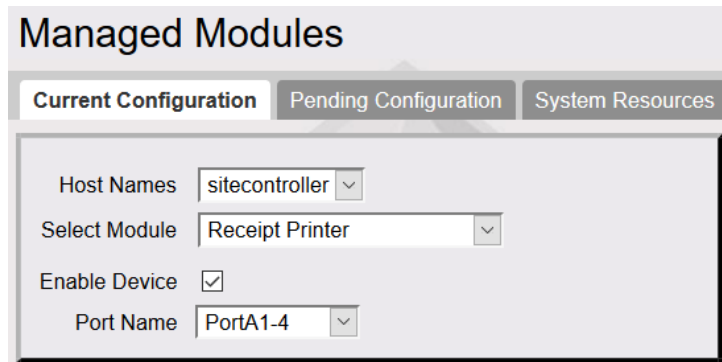
The image shows a dialog box titled "Auto Stik ETM" with several configuration options, each with a dropdown arrow:

- Baud Rate: 9600
- Serial Port Name: (empty)
- Stop Bits: 1
- Data Bits: 7
- Parity Bit: ODD

At the bottom of the dialog are two buttons: "Save" and "Cancel".

## Receipt Printer

Use to add the port and enable Receipt Printer.

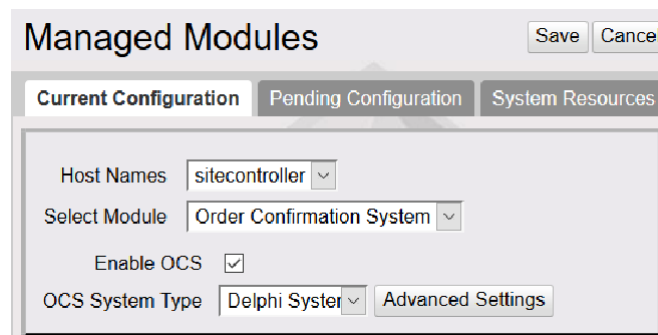


The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration fields are: 'Host Names' set to 'sitecontroller', 'Select Module' set to 'Receipt Printer', 'Enable Device' checked, and 'Port Name' set to 'PortA1-4'.

## Order Confirmation System

**Note:** Refer to the *Outside Confirmation Board feature reference documentation* for information on this feature. The Feature Reference is available on Premier Portal.

Use to configure the order confirmation system.



The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. The 'Current Configuration' tab is active. The configuration fields are: 'Host Names' set to 'sitecontroller', 'Select Module' set to 'Order Confirmation System', 'Enable OCS' checked, and 'OCS System Type' set to 'Delphi System'. There is a 'Save' button and a 'Cancel' button in the top right corner. An 'Advanced Settings' button is located next to the 'OCS System Type' dropdown.

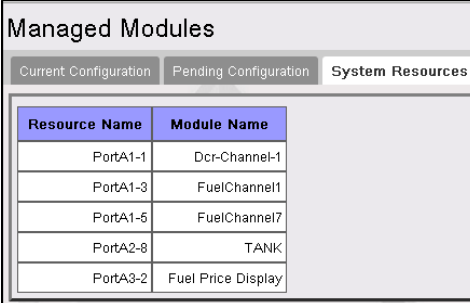
- If the "Enable OCS" is selected, de-select and press [Save].
- For "OCS Type", select Delphi Systems OCS Ethernet
- Select [Advanced Settings].
- For "Device Network Address", enter above IP for the device.
- For "Device Network Port", enter above listening port for the device.
- The "Order Confirmation System" settings should now be displayed
- Select the Enable OCS and press [Save].

## Pending Configuration

Feature not available.

## System Resources

System Resources tab shows a list of the module names and the ports to which the modules and Channels are assigned.



Resource Name	Module Name
PortA1-1	Dcr-Channel-1
PortA1-3	FuelChannel1
PortA1-5	FuelChannel7
PortA2-8	TANK
PortA3-2	Fuel Price Display

## Refresh Configuration

After any changes are made to Car Wash, POP, or Network parameters including Loyalty, the command “Tools > Refresh Configuration” needs to be executed for the new settings to be applied to fuel and DCRs.

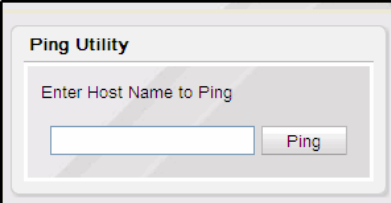
After changes are made to DCR parameters, the command “Tools > Refresh Configuration” is executed for the new settings to be applied to DCRs.

Changes to the Receipt Header/Trailer parameters also require a DCR download.

All the DCR position attributes except **Pay At Pump**, **Push To Start Button**, **Grade Select Button**, and **Lever On Pump** require a **Initialize DCR Driver** in addition to “Tools > Refresh Configuration”.

## Ping Utility

Use to ping the devices in the LAN to check the communication status. Enter the IP address of the device and click Ping



Ping Utility

Enter Host Name to Ping

## Image Upload

Users can import their own images and logos from Tools > Image Upload.

**Note:** Refer to the *Self Checkout User Reference* documentation for information on this feature. The Feature Reference is available on Premier Portal.

## Event Manager

Enhanced System Monitoring feature provides a mechanism for retailers to remotely monitor certain events that occur at the site. Data required to monitor the site remotely is collected from all the registers at the site and sent to a configured remote server.

**Note:** This document does not cover information on how to configure the server to receive events and view events. This section only covers the configuration done through the Configuration Client.

Events that can be monitored are of two types:

- Real Time Events: A Real Time Event triggers notification to the remote server only when there is an occurrence of a specific activity at the site.
- Scheduled Events: Unlike Real Time Events, Scheduled Events trigger notification to the remote server periodically. We can configure the desired frequency rate at which the remote server should receive notifications.

## Event Configuration

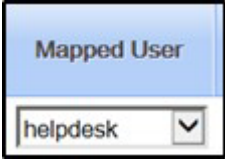
The screenshot shows the 'Event Manager Tool' interface with two tabs: 'Event Configuration' and 'Event Monitor'. The 'Event Configuration' tab is active. It features a 'Select Event Target' list on the left containing 'test1', 'test2', and 'test3'. To the right, the 'Target Details' section includes a 'Name' field with 'test1' and a 'URL' dropdown menu showing 'http://192.168.31.202:8090/test1'. Below this is the 'Event Registration' table.

Enable Event	Event Type	Mapped User	Notification Frequency (in minutes)	Test Event Registration
<input type="checkbox"/>	FUEL_INIT			
<input checked="" type="checkbox"/>	PERIPHERAL_STATUS			Test
<input type="checkbox"/>	FUNDS_AUDIT			
<input type="checkbox"/>	SALES_MONITOR			
<input type="checkbox"/>	PERIOD_CLOSE			

At the bottom of the interface, there is a pagination indicator showing '1-5 of 7'.

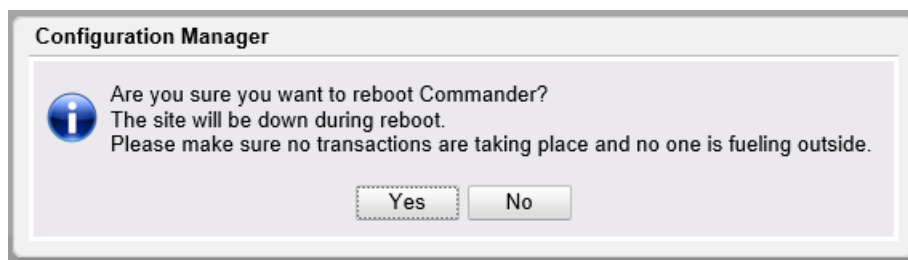
Field/Button	Allowable Value/Function
Name	An alias to the server. This should be unique.
URL	The URL to reach the remote server.
Enable Event	Check “Enable Event” to register for the event. A target server can be registered for multiple events.
Event Type	<p>The following are the event types:</p> <ul style="list-style-type: none"> <li>• <b>APP_START:</b> Select to get notification when applications are started on each register including Verifone Commander.</li> <li>• <b>PERIPHERAL_STATUS:</b> Get notification on the status of peripherals like scanner, PIN pad etc on each register.</li> <li>• <b>FUEL_INIT:</b> An event is triggered when fuel gets initialized.</li> <li>• <b>PERIOD_CLOSE:</b> An event is triggered on period close.</li> <li>• <b>FUNDS_AUDIT:</b> Get notification when funds are audited.</li> <li>• <b>MWS_MGRACCEPTED:</b> Get notification when the totals are accepted by manager on the Manager Workstation.</li> <li>• <b>SALES_MONITOR:</b> All Sales transactions are sent to the server at certain frequency of time.</li> <li>• <b>OTP_GENERATED</b> - When OTP Generated is enabled, Verifone Commander transmits the one-time password (OTP) that is requested within Configuration Client for specific secure actions, especially EPS Global Configuration, to the specified server URL. Enabling this function allows the OTP to be retrieved from the server rather than requiring the site to provide the OTP.</li> </ul>



Field/Button	Allowable Value/Function
	<p><b>Note:</b> Verifone does not dictate how communication for the listening server is configured or set up. The server must be listening for the event to be collected at the time the Verifone Commander creates the event. The Verifone Commander does not retry or verify if the listening server received the message. It only functions to broadcast the one-time password.</p> <p><b>Note:</b> This event can be used in conjunction with Verifone’s TSA Program. Contact your Sales Account Manager for more information on TSA.</p>
	<p>Certain events provide flexibility to receive a mapped user’s secure token (Cookie) as part of event notification.</p> <p>This secure token can be used by the remote machine to fetch the data further from the site by executing CGI commands.</p>
<p>Notification Frequency</p>	<p>This is applicable only for Scheduled event (Sales monitor). User can select the desired frequency rate listed.</p>
<p>Test Event Registration</p>	<p>The Test button is used to resend the last occurred event data (real time event) and snapshot of current system data (scheduled event).</p>

## Reboot Verifone Commander

This option reboots Verifone Commander.



After the user selects “Yes”, an OTP is required to complete the process.

## Helpdesk Diagnostics

This menu is accessible from Configuration Client and POS.

This menu provides diagnostic information. The diagnostics information can be used by both the Helpdesk as well as site users.

The screens provide overall Online/Offline/Mixed status for configured devices in each section.

- Online = Device(s) is/are connected and functioning
- Offline - Device(s) is/are not connected or functioning
- Mixed - One or more devices is not connected or functioning.

There is a visual indicator (e.g. green/orange/red) along with the textual status.

## General Status

The General Status screen reports the general status of the system.

General Status reports overall Online/Offline/Mixed status of:

- Controller (Verifone Commander)
- Zone Router
- Secure Services
- Electronic Check, if configured
- Electronic Safe, if configured
- Food Services, if configured
- Configured Registers
- Configured Register Printers
- Configured Register Scanners
- Configured Pinpads

# Verifone Commander User Reference

General Status						4/21/16 10:35 AM
POS	Status	Forecourt	Status	Payment	Status	Last Transaction
Controller	Online	Fuel	Mixed	Controller	Online	1 min ago
Zone Router	Online	DCRs	Mixed	Primary Network	Online	1 min ago
Secure Services	Online	Cash Acceptors	Mixed	Secondary Network	Online	1 hour ago
Electronic Check	Online	Car Wash	Offline	Proprietary Fleet	Online	3 hours ago
Electronic Safe	Online	Car Wash Paypoint	Online	Loyalty Host 1	Online	1 min ago
Food Service	Online	Tank Level Sensor	Mixed	Loyalty Host 2	Offline	5 days ago
Registers	Online	Fuel Price Display	Online	Loyalty Host 3	Online	2 hours ago
Printers	Online	Vending Machine	Offline	Loyalty Host 4	Offline	
Scanners	Mixed			Lottery	Online	2 min ago
				Mobile	Online	1 day ago
				InComm	Online	
				Pinpads	Mixed	

## Forecourt Status

This screen reports the last Online/Offline status and Offline time of all configured:

- Pumps
- DCRs
- Car Wash
- Car Wash Paypoint
- Tanks connected to a Tank Level Sensor
- Fuel Price Display
- Vending Machine
- Cash Acceptor

Forecourt Status								4/21/16 10:35 AM
Pump #	Status	Time	DCR #	Status	Time	Device	Status	Time
Overall	Mixed	30 sec ago	Overall	Mixed	1 day ago	Forecourt Controller	Online	
1	Offline	30 sec ago	1	Online		Car Wash	NO CAR WASH COMM	2 min ago
2	Offline	30 sec ago	2	Online		Car Wash Paypoint	Online	
3	Online		3	Online		Tank Level Sensor	Online	
4	Online		4	Online		TANK # 1	HIGH WATER	5 days ago
5	Online		4CA	Offline	5 hours ago	TANK # 2	LOW LIMIT	1 day ago
6	Online		5	Online		TANK # 3	Online	
7	Offline	2 min ago	6	Offline	1 hour ago	Fuel Price Display	Offline	1 min ago
8	Online		7	Offline	1 min ago	Vending Machine	Error message	3 min ago
9	Online		8	Offline	5 min ago		Error message	5 hours ago
10	Online		9	Online				
11	Online		10	Online				
12	Online							
13	Online							
14	Online							
15	Online							
16	Online							

## POS Status

The POS status screen reports the following:

- The Online/Offline status and time of all configured registers along with their ID.
- The register as the device name (e.g. Topaz, Ruby2).
- The detailed status and time of all configured printers.
- Primary Scanners that are connected to a configured register and if they are enabled or disabled.
- The detailed status and Offline time of all configured Electronic Check services.
- The detailed status and Offline time of all configured Electronic Safes.
- The overall status and Offline time of Verifone Commander Core Services.
- The overall status and Offline time of EZR (connectivity from Verifone Commander devices to EZR).
- The MAC address of EZR.
- The overall status and Offline time of Secure Services (connectivity from Verifone Commander to online support).
  - The status and Offline time of connectivity to Cybera Support
  - The status and Offline time of connectivity to VRSD

POS Status						4/21/16 10:35 AM		
Device	Status	Time	Device	Status	Time	Device	Status	Time
Topaz 101	Online		Electronic Check	Online		Commander (Core Services)	Online	
Last Reboot		1 month ago				Last Reboot		23 hours ago
Printer	Online		Electronic Safe			Enhanced Zone Router	Online	
Scanner	Enabled		Safe ID 1	Online		MAC Address		00:08:5C:00:00:01
Ruby2 102	Online		Safe ID 2	Online		Secure Services	Online	
Last Reboot		1 day ago	Safe ID 3	Online		Cybera Support	Online	
Printer	Online		Safe ID 4	Online		VRSD	Online	
Scanner	Enabled		Safe ID 5	Offline	1 day ago			
Topaz 103	Online		Safe ID 6	Online				
Last Reboot		1 hour ago	Safe ID 7	Online				
Printer	Online		Safe ID 8	Online				
Scanner	Enabled		Safe ID 9	Online				
Ruby2 104	Online		Safe ID 10	Online				
Last Reboot		24 hours ago						
Printer	Online							
Scanner	Disabled							

# Verifone Commander User Reference

## Payment Status

Reports Online/Offline status and time of all configured Feps, listed by Fep name. These include all configured Payment, Lottery, and Loyalty Feps, as well as Mobile.

Reports the following information (if supported) for the Feps:

- Last Batch Closed
- Current Batch Number
- Current Batch Count
- IP Address
- Last Transaction Date
- Current Net Amount
- Current Terminal Batch
- Store and Forward count

Payment Status										4/21/16 10:39 AM	
FEP NAME	Status	Loyalty Host 1 Name	Status	Loyalty Host 2 Name	Status	InComm	Status	Device	Status		
Connection Status	Online	Connection Status	Online	Connection Status	Offline	Connection Status	Offline	Payment Controller	Online		
Last Batch Closed	N/A	Last Batch Closed	N/A	Last Batch Closed	N/A	Last Batch Closed	N/A				
Current Batch Number	N/A	Current Batch Number	N/A	Current Batch Number	N/A	Current Batch Number	N/A				
Current Batch Count	N/A	Current Batch Count	N/A	Current Batch Count	N/A	Current Batch Count	N/A	Mobile Name	Status		
IP Address	127.0.0.1	IP Address	127.0.0.1	IP Address	127.0.0.1	IP Address	10.71.122.61	Connection Status	Online		
Last Transaction Date	N/A	Last Transaction Date	N/A	Last Transaction Date	N/A	Last Transaction Date	N/A				
Current Net Amount	N/A	Current Net Amount	N/A	Current Net Amount	N/A	Current Net Amount	N/A				
Current Terminal Batch	5	Current Terminal Batch	6	Current Terminal Batch	6	Current Terminal Batch	6				
Store and Forward Count	0	Store and Forward Count	2	Store and Forward Count	52	Store and Forward Count	0				
Proprietary Host Name	Status	Loyalty Host 4 Name	Status	Loyalty Host 4 Name	Status	Lottery Name	Status	IP/ops	POP ID	Status	
Connection Status	Online	Connection Status	Online	Connection Status	Offline	Connection Status	Online	Topaz 1	001	Online	
Last Batch Closed	N/A	Last Batch Closed	N/A	Last Batch Closed	N/A	Last Batch Closed	N/A	Topaz 2	002	Online	
Current Batch Number	N/A	Current Batch Number	N/A	Current Batch Number	N/A	Current Batch Number	N/A	Topaz 3	003	Offline	
Current Batch Count	N/A	Current Batch Count	N/A	Current Batch Count	N/A	Current Batch Count	N/A	Topaz 4	004	Online	
Serial Port/Device Rate	COM_2 / 9600	IP Address	127.0.0.1	IP Address	127.0.0.1	IP Address	127.0.0.1	Topaz 1	005	Online	
Last Transaction Date	N/A	Last Transaction Date	N/A	Last Transaction Date	N/A	Last Transaction Date	N/A				
Current Net Amount	N/A	Current Net Amount	N/A	Current Net Amount	N/A	Current Net Amount	N/A				
Current Terminal Batch	6	Current Terminal Batch	6	Current Terminal Batch	6	Current Terminal Batch	6				
Store and Forward Count	0	Store and Forward Count	0	Store and Forward Count	1						

## MNSP Status

Shows the MNSP Status.

# Verifone Commander User Reference

MNSP Status

Connection Status		Router Information	
Status	false	API Version	
Connected since	00:00:00	Manufacturer	
Time left on connection	00:00:00	Model Number	
Link information		Serial Number	
		Uplink MAC	
		Uplink IP	
		Firmware Version	
		Host Name	

## Help

### About

The About screen in the Help tab displays the versions of the software that the system is running.

System Configuration Manager

Version Information

Suite - exconnmobil	1.00.00	
Base	018.00.00	2013-12-05T15:47:23-05:00
Bypass	6.00.00	2013-12-10T13:42:35-05:00
Commander Site Controller OS	1.02	2013-12-10T13:43:17-05:00
EPS	5.03.00	2013-12-10T13:42:17-05:00
RCI	5.03.00	2013-12-10T13:42:51-05:00
Topaz OS	3.03	2013-12-10T13:43:13-05:00
WEB	5.03.00	2013-12-10T13:43:11-05:00

Topaz Version Details

Topaz 101 - Base	018.00.00	2013-12-05T15:47:23-05:00
Topaz 102 - Base	018.00.00	2013-12-05T15:47:23-05:00

## Support

This screen contains the service ID entered during installation and the help desk phone number.

The help desk phone number can be edited on configuration client from **Initial Setup > Maintenance Configuration > Telephone & Postal Code**.

Support Information

Service ID	<input type="text" value="1234567"/>
Help Desk Phone Number	<input type="text" value="7279534032"/>

For product information, go to <http://global.verifone.com/company/terms-and-conditions>.

# Auto Upgrade and VRSD

## Overview

The Auto Upgrade feature allows a site to initiate a complete software upgrade without requiring the presence or expertise of a technician (VASC) or intervention from the Verifone HelpDesk.

The software is transferred to the system either by using the Auto\_Upgrade.jar program or by an automated remote software download. Verifone Remote Software Download (VRSD) is the name for Verifone's implementation of the automated remote software download.

**Note:** *Refer to the Auto Upgrade feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

# Car Wash

## Overview

Car Wash feature is used to buy a Car Wash by different methods, at the POS, at the dispenser or at the car wash controller (if the site has the option available). When a customer purchases a car wash the system that is used for the purchase is forced to print a receipt because it prints the Car Wash code on the receipt. Car Wash code is entered at the Car Wash Controller when the customer decides to redeem the code for the Car Wash.

When Car Wash is integrated with Verifone Commander™ Verifone Commander the following is some information on how this works:

- Car Wash “items” must be sold as PLUs.
- Car Wash items can be sold at POS or at dispenser where consumer is led through the required steps for purchase.
- Car Wash code (for redeeming the car wash) prints on the receipt and so ticket printing is forced.
- The PLU Promotions feature may be used to automatically discount Car Wash when the configured requirements for fuel purchased in the same transaction are met.

## Using Car Wash

Transactions with Car Wash purchases print the Car Wash code on the receipt and so will always force a ticket print.

Car Wash sales may be configured to offer a promotional price based on characteristics of the transaction.

**Note:** *This is an example of an automated discount and requires no special handling by the cashier.*

A Car Wash sale is a PLU sale and can be sold at the POS by the following methods:

- The PLU number
- A PLU soft key set up with a Car Wash PLU



- A menu key set up with Car Wash PLUs

**Note:** *A Car wash cannot be sold as a department sale. Car wash items can also be sold through a dispenser card reader.*

## Car Wash Sale at the Dispenser

Prompts for the customer to purchase one (or not) and to select a type appear before or after the customer begins fueling, depending on the POS settings. The following exceptions may occur:

- **Car Wash Disabled:** The DCRs do not display the car wash prompt.
- **Cash Acceptor Sales:** With cash acceptors, the car wash prompt is always displayed before fueling.
- **POS/Car Wash Controller Not Communicating:** The DCRs display the prompt "CAR WASH UNAVAILABLE".

The steps involved to sell or decline a sale of a car wash are as follows:

**Note:** *The steps indicated depends on the type of fuel dispenser, the POS settings, and the type of DCR. A receipt always prints if a customer purchases a car wash at the DCR.*

1. The car wash sale prompt appears if it is set for the beginning of the sale, otherwise, go to step 2
  - Touch **[YES]** to buy a car wash and choose from a list of wash options
  - Touch **[NO]** to refuse a car wash
2. The car wash sale prompt appears if set to display at the end of the sale and the customer has not already purchased a car wash.

**Note:** *If the site has cash acceptors the car wash prompt will be at the beginning of the sale. Otherwise go to step 4.*

- Touch **[YES]** to buy a car wash and then choose from a list of wash options
  - Touch **[NO]** to refuse a car wash
3. The DCR processes the receipt

- If the customer purchased a car wash, a receipt prints
- If no car wash is purchased, standard receipt procedures occur

## Car Wash Sale at the POS

Car wash items are sold in the same way as any other PLU at the POS.

1. Enter Car Wash sale using one of the methods defined in “**Using PLU Sales**” section
2. Press [**TOTAL**] to see amount due with car wash discount (if any) applied

**Note:** *If the car wash is not working at the time the customer made the purchase you will see one of the following messages appear on the screen:*

- “**CAR WASH DOWN. CODE AVAILABLE PROCEED WITH SALE?**”, answer “**Y**” if customer wants a rain check with car wash code or “**N**” if customer decides not to purchase the car wash.
  - “**CAR WASH DOWN. CODE UNAVAILABLE PROCEED WITH SALE?**”, answer “**Y**” if the customer wants to proceed with the sale and willing to return to get a code at a later date or “**N**” if customer decides against the car wash purchase.
3. The POS processes the receipt
    - If the customer purchased a car wash, a receipt prints
    - If no car wash is purchased, standard receipt procedures occur

## Car Wash Receipt

When a car wash is entered into a transaction, the POS prints a car wash code on the receipt. The customer can then use this code to run the car wash. When more than one car wash is sold on a ticket, a code prints for each one. Because each car wash sold must have a code to go with it, enter each car wash sale separately. The [**QTY**] key cannot be used.

## Verifone Commander User Reference

Descr .	qty	amount	
---	----	-----	
SUPER WASH	1	12.00	Sample Car wash Receipt
DELUXE WASH	1	10.00	
		-----	
Sub Total		22.00	
Tax		1.54	
TOTAL		23.54	
CASH \$		25.00	
Change \$		1.46	
Your 5 digit Car Wash code(s)			
SUPER WASH	30940		
DELUXE WASH	14220		
Good thru THU 01/10/13			

## Configuring Car Wash

Use **Devices > Car Wash** to configure car wash.

The Car Wash Configuration form is used to set up and edit car wash functions. See **Store Operations > Restrictions > PLU Promotions** to set up car wash promotions.

Use **Tools > Managed Modules > [Car Wash Configuration](#)** to assign port and configure the communication parameters for Car Wash.

**Note:** After any changes are made to Car Wash, POP, or Network parameters including Loyalty, the command "Tools > Refresh Configuration" needs to be executed for the new settings to be applied to fuel and DCRs.

## Car Wash Configuration

### Car Wash Configuration

Enable Car Wash

Car Wash Department 0 - Not Found

Days Car Wash Code is Valid 14

Display Order (by Expense) None

Car Wash DCR Attributes

Prompt at Beginning of Sale


Prompt at End of Sale

Menu Presentation

Car Wash Key Setup

	Outdoor		Outdoor
1. PLU	<input type="checkbox"/>		<input type="checkbox"/>
2. PLU	<input type="checkbox"/>		<input type="checkbox"/>
3. PLU	<input type="checkbox"/>		<input type="checkbox"/>
4. PLU	<input type="checkbox"/>		<input type="checkbox"/>
5. PLU	<input type="checkbox"/>		<input type="checkbox"/>
6. PLU	<input type="checkbox"/>		<input type="checkbox"/>
7. PLU	<input type="checkbox"/>		<input type="checkbox"/>
8. PLU	<input type="checkbox"/>		<input type="checkbox"/>
9. PLU	<input type="checkbox"/>		<input type="checkbox"/>
10. PLU	<input type="checkbox"/>		<input type="checkbox"/>
11. PLU	<input type="checkbox"/>		<input type="checkbox"/>
12. PLU	<input type="checkbox"/>		<input type="checkbox"/>
13. PLU	<input type="checkbox"/>		<input type="checkbox"/>
14. PLU	<input type="checkbox"/>		<input type="checkbox"/>

Field/Button	Allowable Value/Function
Enable Car Wash	Select to enable car wash.
Car Wash Department	Select the car wash department.
Days Car Wash Code is Valid	Enter the number of days a car wash code is valid.  A zero value denotes non-expiring card wash code. An expiration message is not printed on the receipt if the value is zero.
Display Order (by Expense)	Select 'None,' 'Ascending,' or 'Descending' (according to price) to establish the order in which car washes appear on the DCR display.
<b>Car Wash DCR Attributes</b>	
Prompt at Beginning of Sale	Select to prompt for a car wash before the customer begins fueling.
Prompt at End of Sale	Select to prompt for a car wash after the customer has finished fueling.

Field/Button	Allowable Value/Function
Menu Presentation	<p>Select to display the car wash prompt in menu form.</p> <p>The customer can choose a car wash item by keying the item number and pressing [ENTER] on the DCR keypad.</p> <p>(If not selected, the car wash prompt displays in a series of Yes/No questions.)</p>
<b>Car Wash Key Setup</b>	
PLU	Enter the PLU number of the car wash.
Modifier	Enter the modifier for the PLU.
	If the PLU is valid, a small yellow index card appears. If the PLU cannot be validated, a black 'X' appears.
Outdoor	Select the car washes that can be purchased at the DCR.

## Valid Dates

The receipt contains a code the customer can use to start a car wash. The last date that the code can be used follows the code. This date depends on the type of car wash controller and the site's policy.

## Discounts

Car wash discounts are set up as promotional items. This means that if the customer purchases a car wash and has met the criteria for the promotional price, then the correct price is automatically applied after the cashier presses **[TOTAL]**.

**Note:** *Until the cashier press **[TOTAL]**, the Operator Display and the Customer Display show the running total with the undiscounted price for the car wash.*

If the discount is set for the same price as the car wash item and the purchase requirements are met, then the car wash is free. The customer must request the car wash and the cashier must enter it into the transaction. The car wash promotion prints on the receipt and on the journal.

Whether or not a car wash discount is available depends on three conditions:

## Verifone Commander User Reference

- The type of discount that has been set up.
- Whether the customer prepays or postpays for the fuel.
- When the customer requests the discount.

The following table displays how these conditions affect one another:

Discount Type	Prepay Sale	Postpay Sale
Minimum Quantity Purchase	No discount	Discount available
Minimum Dollar Purchase of Specific Fuel Product	No discount	Discount available
Minimum Dollar Purchase of Any Fuel Product	Discount available if a customer purchases at least the minimum dollar amount set up in the PLU Promotion File and requests a discount before fueling.	Discount available

## Reporting

The Car Wash Report summarizes car wash sale activity and totals.

CAR WASH REPORT	
DESCRIPTION	AMOUNT
COIN	1.00
TOKEN	2.00
USED	4

Sample Car Wash Report

## Verifone Commander User Reference

### Report Details

- **COIN:** The total amount collected at the coin box outside the car wash.
- **TOKEN:** The total dollar value of tokens collected at the coin box outside the car wash.
- **USED:** The total amount of car washes.

## Troubleshooting

#	Message	Description/Action
E1174	NO CAR WASH COMM	The POS and car wash controller are not communicating. Check that the controller is plugged in and connected to the correct POS COM port.
E1170	CARWASH QTY SALE NOT ALLOWED	Car washes can be sold only one at a time.
E1171	NO CAR WASH KEY DEFINED FOR PLU	A key for this car wash item must be defined. Set up a car wash PLU
E1210	CAR WASH DOWN. CODE AVAILABLE	The POS is not communicating with the car wash controller but can still provide a car wash code. The code is valid for a specified time.
E1211	CAR WASH CODE UNAVAILABLE	The POS is communicating with the car wash controller and no car wash code is available. The servicer should investigate the problem.
E3033	ERROR IN CARWASH SETUP	The car wash parameters have not been set up correctly and the Discount Type prompt displays in the PLU Promotion File function. Check the car wash parameters.
E4003	INVALID CAR WASH DEPARTMENT	A car wash department in the Car Wash function has been specified and the number entered has no department setup. Check the department number and re-enter the information.
E4004	INVALID DAY	Displays if the Car Wash Controller returns an invalid

## Verifone Commander User Reference

#	Message	Description/Action
		day.
E4005 <i>Either may appear</i>	INVALID INPUT	Entered an invalid value. Wait for the prompt to clear and enter the correct information.
	ERROR DISABLING CAR WASH	An attempt was made to disable the car wash but was unsuccessful. Check the connections. Call the servicer if the connections are good.
E4006	ERROR ENABLING CAR WASH	An attempt was made to enable the car wash but was unsuccessful. Check the connections. Call the servicer if the connections are good.
E4007	PLU ALREADY USED	Attempted to assign a PLU to a car wash but it has already been assigned. Assign another PLU.
E4008	NO OPEN PLUS ALLOWED	Attempted to assign an open PLU to a car wash. This is not allowed.
E4009	UNABLE TO READ CAR WASH FILE	Attempted to assign a PLU to a car wash but the car wash key file cannot be read. Have the servicer investigate.
E4010	ONLY CAR WASH ITEMS ALLOWED	Attempted to assign a PLU to a car wash when the PLU has not been assigned to a car wash department. Assign the PLU to a car wash department then assign the PLU to a car wash.
E4011	C/W PORT CONFLICT	<b>Alarm Line Only:</b> Another device has been assigned to the car wash port. Check for correct port assignments.
E4012	CAR WASH COMMUNICATION ERROR	<b>Alarm Line Only:</b> The POS was unable to communicate with the car wash device. The servicer should investigate.



# Car Wash Pay Point

## Overview

This feature supports up to 4 Car Wash PayPoints; allowing customers to pay for a car wash at the car wash itself with cash or card. Cash payment is handled at the paypoint and credit/debit payment is handled through the POS card processing network. All sales made using this feature are made available to the system for reporting.

***Note: Refer to the Car Wash Pay Point feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.***

# Cash Acceptors

## Overview

Cash Acceptors can be used to allow customers to purchase fuel using cash at the DCRs. This is for cash acceptors that are internal to the dispenser.

The cash sales are reported along with the outside sales on the POS system.

## Using Cash Acceptors

1. To begin a transaction, insert a bill in the Cash Acceptor
2. Continue to insert bills until the desired amount of fuel to be purchased is reached
3. Press **[Enter]**
4. Dispense Fuel
5. The standard receipt procedures occur

## Configuring Cash Acceptors

The Cash Acceptor Configuration form is used to set up and edit cash acceptors at the site. Site Information determines the behavior of all cash acceptors at a site. Attributes determines the behavior of a specific cash acceptor at a specific fueling point.

**Cash Acceptor Configuration**

**Cash Acceptor Site Information**

<input type="checkbox"/> Disable If Cheated	<input type="checkbox"/> \$1 Bill Enabled	<input type="checkbox"/> \$20 Bill Enabled
<input type="checkbox"/> Disable If Paper Low	<input type="checkbox"/> \$2 Bill Enabled	<input type="checkbox"/> \$50 Bill Enabled
<input type="checkbox"/> Disable If No Printer	<input type="checkbox"/> \$5 Bill Enabled	<input type="checkbox"/> \$100 Bill Enabled
<input type="checkbox"/> Prompt 'insert cash'	<input type="checkbox"/> \$10 Bill Enabled	<input type="checkbox"/> Bill Orientation

Timeout[Seconds 10-99]

**Cash Acceptor Attributes**

Cash Acceptor

1	Duplicating Acceptor 1	<input type="checkbox"/> Cash Acceptor In Dispenser <input type="checkbox"/> Reset Printer Error <input type="checkbox"/> Print Totals Now
2	1. Select target Acceptors to the left	
3	2. Use the Ctrl key to select multiple acceptors	
4	3. Use the Shift key to select a range of acceptors	
5	4. Click the "Duplicate" button	
6	<input type="button" value="Duplicate"/>	
7		

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Disable If Cheated	Select to turn off a cash acceptor when someone tries to cheat it.
Disable If Paper Low	Select to turn off a cash acceptor if the receipt tape is running out.
Disable If No Printer	Select to turn off a cash acceptor if the printer is not working.
Prompt 'insert cash'	Select to have the phrase "OR INSERT CASH" appear at the end of the idle prompt.
\$1 Bill Enabled	Select to allow acceptance of one-dollar bills.
\$2 Bill Enabled	Select to allow acceptance of two-dollar bills.
\$5 Bill Enabled	Select to allow acceptance of five-dollar bills.
\$10 Bill Enabled	Select to allow acceptance of ten-dollar bills.
\$20 Bill Enabled	Select to allow acceptance of twenty-dollar bills.
\$50 Bill Enabled	Select to allow acceptance of fifty-dollar bills.
\$100 Bill Enabled	Select to allow acceptance of one hundred-dollar bills.
Bill Orientation	<p>This parameter does not apply to Tokheim dispensers.</p> <p>Select to require that bills are inserted face-up with the black-seal end first.</p> <p>(If not selected, bills can be inserted face-up in either direction.)</p> <p><b>Note:</b> <i>The black seal appears on the front of the bill to the left of the face.</i></p>
Timeout [Seconds 10-99]	Enter the time (in seconds) between when a customer inserts a bill and when the pump shuts off if no fuel has been pumped (10 - 99).

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Cash Acceptor Attributes -  Cash Acceptor	Select the number of the fueling point.
Duplicate Acceptor	Click to copy the current cash acceptor's attributes to any number of other cash acceptors. In the Duplicating Acceptor form, select the cash acceptor(s) to which you want to copy and click Done Duplicating.
Cash Acceptor In Dispenser	Select to indicate that the fuel pump has a cash acceptor.
Reset Printer Error	<p><b>Note:</b> <i>This parameter is not currently supported.</i></p> <p>Select to enable the printer after the cash acceptor has been disabled and brought back online.</p>
Print Totals Now	<p><b>Note:</b> <i>This parameter is not currently supported.</i></p> <p>Select to print the amount of money in the cash acceptor.</p>

# Cash/Credit Pricing

## Overview

Cash/Credit Pricing is used to allow a site to sell fuel at different fuel price levels based on whether the sale is paid by Cash or Credit (e.g. sites will often set the credit fuel price higher than the cash fuel price to offset the credit transactions fees for the site).

If the site is using different fuel prices for cash and credit, they must disable (or uncheck) the **Ignore MOP Conflict** setting in **Fuel Configuration > Site Params**.

The price level for each card type can be configured in the **Payment Controller > EPS Configuration > <Primary FEP> FEPCard - Cash Credit Pricing by Card Type** configuration screen.

If no configuration is done for the price level by card type, debit and prepaid cards default to cash fuel price level and all other card types default to credit fuel price level.

## Using Cash/Credit Pricing

### Prepay Transactions

**Amount Prepay:** If the transaction is tendered by cash, the customer dispenses fuel at the cash fuel price level at the pump. If the transaction is paid by credit, the customer dispenses fuel at the fuel price level configured for the card type (e.g. debit cards can either be configured at cash or credit price level).

**Volume Prepay:** For volume prepaids, the cashier must select a fuel grade and a fuel price level when they ring up the fuel prepay. If the transaction is tendered by cash, the MOP entered must match the fuel price level selected by the cashier. If the transaction is paid by credit, the price level configured for the card type must match the fuel price level selected by the cashier. If there is a price level conflict, then an error message appears indicating "**MOP Conflict**".

### Postpay Transactions

When the **Ignore MOP Conflict** parameter is enabled (or checked), sales can be tendered using any MOP regardless of the original fuel price level of the sale.

When this parameter is not enabled (or not checked) and if the transaction is tendered by cash, the MOP entered must match the fuel price level. If the transaction is paid by credit, the price level configured for the card type must

match the fuel price level. If there is a price level conflict then an error message appears indicating "MOP Conflict".

## DCR Transactions

Transactions initiated at the dispenser card reader are authorized at the fuel price level that has been configured for the card type that is used.

## Configuring Cash/Credit Pricing

If the site is using different fuel prices for cash and credit, disable (or uncheck) the **Ignore MOP Conflict** setting in **Forecourt > Fuel > Site Parameters**.

**Fuel Manager**

Site Parameters | Fuel Service Levels | Fuel MOPs | Fuel Tanks | Fuel Blend Types | Fuel Products | Fueling Positions

Unit of Measure: Gallons  
 Halt Mode: Soft  
 PPU Decimal Position: 3  
 Total Decimal Position: 2  
 Autodisapproval Delay: 6.0  
**Ignore MOP Conflict**   
 Force .9 Cents Per Gallon   
 Approve All Enabled   
 Autocollect Inside

Offline Fuel Prompt  
 Number of Seconds: 1

**Tier2 Schedule Settings**  
 Start Tier 2 Pricing: 0  
 Number of Tier Hours: 0

**Postpay Schedule Settings**  
 Start Postpay Allowed: 0  
 Number of Postpay Hours: 24

**Manual Approval Schedule Settings**  
 Start Manual Approval Required: 0  
 Number Manual Approval Hours: 0

**Grade Restriction**  
 Enforce Prompting Inside   
 Prompt Restriction Outside

Configure cash and credit price amount for each fuel product service levels in **Forecourt > Fuel Prices** form.

**Pricing Manager**

Fuel Product Prices WorkSheet

Product: 1 - UNLD1

Tier One Prices			Tier Two Prices		
Service Level	MOP	Price	Service Level	MOP	Price
SELF	CASH	1.111	SELF	CASH	1.112
SELF	CRED	1.121	SELF	CRED	1.122
FULL	CASH	1.211	FULL	CASH	1.212
FULL	CRED	1.221	FULL	CRED	1.222
MINI	CASH	1.311	MINI	CASH	1.312
MINI	CRED	1.321	MINI	CRED	1.322

## Verifone Commander User Reference

Price Tier allows credit cards to be setup for cash pricing for fuel. Configure **Price Tier** in **Payment Controller > EPS Configuration > <Primary FEP> > FEPCard Type** form.

The screenshot shows the 'FEPCard Type' configuration form. On the left, a 'Select Card Type' dropdown menu is open, listing various card types such as 'AX - AMEX', 'BF - VALPR', 'DB - VISA DEBIT', etc. The 'AX - AMEX' option is selected. On the right, the 'Card Information' section contains fields for 'Card Name' (AMEX), 'Entry Point' (both), 'Card Enabled' (checked), and 'Manual Entry Allowed' (checked). Below these is a 'PriceTier' dropdown menu set to 'credit'. The 'Card Limits' section includes fields for 'Inside Offline Limit' (74), 'OutSide Offline Limit' (74), 'DCR Auth Amount' (100), and 'Small Credit Amount' (25).

## Troubleshooting

If the site is using Cash/Credit pricing and did not ensure the Ignore MOP Conflict parameter is disabled (or unchecked), customers are able to select cash price level at the pump and pay with credit MOP for postpay transactions. This would result in the customer receiving the lower cash price even though they are paying by credit.

# Combined Discounts

## Overview

Discounts can be applied in varying ways to the transaction and are distinguished at the following levels:

- **Price Per Gallon (PPG) Discounts:** These discounts reduce the price of fuel at the dispenser prior to fueling.
- **Line Item Discounts:** These discounts are amount discounts that apply against an individual line item for a transaction.
- **Ticket Level Discounts:** These discounts are amount discounts that apply to the entire transaction.

## Discounts Categories

- **Local:** Local discounts are configured and applied on the POS system.
- **Host:** Host discounts are applied by the loyalty or payment host.

## Local Discounts

**POP Discount (PPG and Fuel Line Item):** Only one POP discount allowed per transaction.

**VIP NAXML Discounts (Line Item):** Multiple VIP NAXML discounts may be applied per transaction.

**Car Wash Promotions (Carwash Line Item):** Only one Car Wash promotion allowed per transaction.

**Special Discount (MOP Ticket Level):** Only one Special discount allowed per transaction.

**Manual Discount (Line Item):** Multiple Manual discounts may be applied per transaction.

## Host Discounts

**EPS Loyalty Discount (PPG, Ticket Level, and Line Item):** Multiple EPS Loyalty discounts may be applied per transaction.



**Payment Host Discounts (PPG, Ticket Level, and Line Item):** Multiple Payment Host discounts may be applied per transaction.

## Using Combined Discounts

- Multiple ticket level discounts may be applied in a single transaction.
- A line Item may receive multiple discounts depending on order of the discounts within the transaction and loyalty host response.
- Depending on configuration, multiple PPG discounts can be combined in a single transaction as a stacked PPG. This means that the multiple PPG discounts may be combined to a single PPG discount in fuel price. The combined discount cannot lower the price per gallon at the dispenser to lower than the minimum Price Per Unit (PPU) setting in Fuel Configuration.
- When combining Payment Host and EPS Loyalty discounts, the Payment Host discounts have a higher precedence than EPS Loyalty discounts.

## Configuring Combined Discounts

In order for the discount to be applied, the discount feature must be enabled and configured. Refer to the configuring section of the appropriate topic for further details.

The "EPS PPG precedes POS PPG" parameter can be found in **Payment Controller > POS configuration > POS > Loyalty**. When this parameter is enabled, EPS Loyalty PPG discounts are applied before considering any POS PPG discounts. When this parameter is disabled, POS PPG discounts are applied before considering any EPS Loyalty PPG discounts.

# Corrections

## Overview

Use any of the following correction functions to remove, cancel, modify, or change line items in a transaction or to void the entire transaction:

- [ERROR CORR](#) - Removes most recently entered line item or payment method when amount due > 0.
- [VOID LINE](#) - Removes any non-fuel line item in the transaction.
- [VOID TICKET](#) - Cancels the entire transaction.
- [PRICE OVER](#) - Modifies unit price of a line item.
- [CHANGE Qty](#) - Modifies the quantity of a line item.
- [Allow Food Stamp](#) - Allows the item that is entered to be purchased with food stamps.

*Note: After a loyalty card has been swiped, [VOID LINE] or [ERROR CORR] cannot be used, [VOID TICKET] must be used instead.*

## Using Corrections

Utilizing the various correction keys is dependent on if the cashier who is logged in has the required security level to perform the function.

### Error Correct

Press **[ERROR CORR]** to remove last entry or partial payment entered in a transaction

*Note: [ERROR CORR] does not work if [CREDIT] has been pressed.*

### Void Line

1. Touch the line item to be voided, touch **[VOID LINE]**; if prompted, key **User ID** and **password**
2. Key the line item exactly as it was first entered, and the line item negating the voided line is added to the transaction

## Verifone Commander User Reference

Or

1. Press **[VOID LINE]**, and if prompted, key the **User ID** and **password**
2. Key the line item exactly as it was first entered, and the line item negating the voided line is added to the transaction

### Void Ticket

1. Press **[VOID TICKET]**, and if prompted, key the **User ID** and **password**
2. Entire ticket is voided and the system is ready to begin a new transaction

### Price Override

1. Immediately after a line item has been added to the ticket, key new unit price
2. Press **[PRICE OVER]** to change the unit price of that particular item and to recalculate the line item

Or

1. Touch the line item, and key the new single-unit price
2. Press **[PRICE OVER]** to change the unit price of that particular item and to recalculate the line item

### Change Quantity

1. Touch the line item to be changed, and key the new quantity
2. Touch **Change Qty** to recalculate the line item using the new quantity

### Allow Food Stamps for Item

This function processes an item not configured as food stamp eligible as though it is eligible for payment with food stamps. It should be used in only accordance with store policies and procedures.

1. Press **[ALLOW FOOD STAMP]**
2. Key item

3. Tender Sale with Food Stamps MOP alone or in combination with another MOP

## Configuring Corrections

Corrective functions may be customized through available options found in **Store Operation > Sales**.

### Securing Corrective Functions

To secure corrective functions, enter a security value greater than zero for the appropriate function in "**Sales Configuration**." This forces a prompt for user ID and password and requires the security level of that user to meet or exceed the security level of the function.

The following corrective functions may be configured to require ID and password entry:

- Error Correct
- Void Line
- Void Transaction
- Price Override

### Forcing Receipt Print for Corrective Functions

The following functions may be configured to force a receipt print when used:

- Void Transaction
- Void Line

## Reporting

The Corrections information is available in the "Memo Items" section of the following reports:

- Summary Report
- Cashier Report

## Verifone Commander User Reference

ERR/CORRECTS	1	2.54	Sample Cashier Summary Report
VOID LINES	1	0.69	
VOID TICKETS (+)	2	1.25	
VOID TICKETS (-)	2	6.00	

### Report Details

- **ERR/CORRECTS:** Number of times and total amount caused by using the **[ERROR CORR]**.
- **VOID LINES:** Number of times and total amount caused by using **[VOID LINE]**. This does not include lines voided as part of a void ticket.
- **VOID TICKETS:** Number of times and total amount caused by using the **[VOID TICKET]** key. This includes a line for positive amounts and a line for negative amounts.

## Troubleshooting

#	Message	Description / Action
E1119	OPER. NOT ALLOWED	If you try to void an item that is not in the transaction or do not enter the item exactly as it was originally entered, then the message  “E1119: OPER. NOT ALLOWED” displays briefly.
E1106	USE VOID LINE/VOID TICKET	Attempted to use <b>[ERROR CORR]</b> to remove more than the last item from the current transaction. Use <b>[VOID LINE]</b> to remove additional items from the transaction or <b>[VOID TICKET]</b> to remove the entire ticket.
E1200	USE VOID TICKET	<b>[VOID LINE]</b> cannot be used in this transaction, use <b>[VOID TICKET]</b> .
E1297	FUNC NOT VALID AFTER LOYALTY	Attempted to enter disallowed functions after a loyalty card has been swiped (assuming a discount is given). For example, void line or error correct are not allowed after a loyalty packet has been sent. You must either void the ticket or complete the sale.

# Department Sales

## Overview

A department is a group of similar items. For example, a dairy department might include items like milk, butter, eggs, and ice cream.

A department item is sold in one of the following ways:

- **[Department]** soft key: A specific key set up for a specific department.
- **[OTHER DEPT]** key: A specific key set up to accept sales to any defined department number.

The maximum number of departments that can be configured by platform:

- Ruby Ci - 9999
- Verifone Commander - 9999

Do not use departments 9990-9999:

- 9990 - Loyalty (invisible department)
- 9991 - Loyalty (invisible department)
- 9992 - Fees (invisible in new applications)
- 9998 - Manual fuel deposit - not invisible but required to ring up a manual fuel sale that doesn't set the dispenser. This must not be altered or changed.
- 9999 - Fuel Deposit (invisible) this department is read only because it's the holding department for prepay fuel sales. It cannot be modified or changed.

## Using Department Sales

Following are the types of Department Sales:

- [Basic Department Sale](#)
- [Department Sale with Fee \(Money Order\)](#)
- [Department Sale with ID Check](#)

- [Department Sale with Fractional Quantity](#)
- [Department Sale with At-For Pricing](#)

## Basic Department Sale

1. Key <amount> of the item
2. Do one of the following:
  - Touch **department**
  - Press **department** key
  - Press [**OTHER DEPT**] and then press appropriate department in the Other Department list

## Department Sale with Fee (Money Order)

Money orders are typically sold using department keys. It is common to charge a fee for each money order sold. This fee is typically configured to be added automatically.

**Note:** *No more than five money orders can be sold during a single transaction.*

1. Key <amount> (for example: [**1**][**0**][**0**][**0**] = \$10.00)
  2. Touch [**MONEY ORDER**] soft key
- Or
1. Press [**OTHER DEPT**] and touch **Money Order** in the **Other Department** list
  2. Key <payee> or touch [**OK**] for a blank name
  3. Touch [**OK**] or press [**ENTER**] to complete manually and add money order sale to the transaction along with any applicable configured fee

## Department Sale with ID Check

Departments with alcohol and tobacco products are usually set up with age verification. Purchase of these products is the same as with other departments with the exception of the age verification feature. The system displays a message alerting the cashier that an ID check is required.

## Verifone Commander User Reference

The system rejects further entries until the date of birth is entered. Once entered, the system determines if the customer is old enough to purchase the item and either adds it to the transaction or displays a message.

1. Touch or scan a product requiring ID checking
2. Do one of the following:
  - Key birth date (mm/dd/yy) and touch **[OK]** or press **[ENTER]**
  - **Swipe the** magnetic stripe on the driver's license
  - **Scan** the 2D barcode on the driver's license

The system either adds item to transaction or displays a message that purchase is not allowed.

### Department Sale with Fractional Quantity

Department items can be sold in fractional quantity.

1. Key quantity to be sold (for example: [5] [0] = 1/2 pound)
2. Press **[QTY]** or enter the department item
3. Do one of the following:
  - Key a PLU on the keyboard and press **[ENTER]**
  - Touch a PLU soft key
  - Scan the barcode

### Department Sale with At-For Pricing

Pricing for some department items is based on purchase of a particular quantity; for example, 3 candy bars for \$ 1.00. This is known as At-For Pricing (@/ pricing).

**Note:** *At-For Pricing cannot be used with items sold in fractional quantities.*

1. Key quantity being sold and press **[QTY]**
2. Key number of items on which the price is based (for example, if the item sells three for \$1.00, then key **[3]**)



3. Press [QTY] and key the base price (for example, key [1][0][0])
4. Do one of the following
  - Touch the department
  - Press the department key
  - Press [OTHER DEPT] and then touch the department in the **Other Department** list

**Recap:** To ring up one unit of item that sells 3 for \$ 1.00 - Press [3][QTY] [3][QTY][1][0][0] this will look on screen like 3@3/100, then department.

## Configuring Department Sales

Use Department section under **Store Operations > Merchandise > Departments** to define the departments.

Merchandise Configuration

Categories Product Codes Departments

Add  Delete

Select Department 6541 - Lottery Sales Winner 9995 - TEST A DEPT 9996 - TEST B DEPT 9997 - TEST C DEPT 9998 - MANUAL FUEL DEPT	Number 6541 Min. Amount 0.00 Product Code 0399 - MISCELLA OTHER FI Fuel Tax Exemption Fees ID Check Taxes Blue Laws	Name Lottery Sales Winner Max. Amount 0.00 Category Transaction Quantity Limit 0.00 Edit Edit Edit Edit Options <input type="checkbox"/> Allow Food Stamps <input type="checkbox"/> Allow Fractional Quantity <input type="checkbox"/> Fuel Department <input type="checkbox"/> Prompt Serial Num <input type="checkbox"/> Allow Special Discount <input checked="" type="checkbox"/> Negative Department <input type="checkbox"/> Money Order Department <input type="checkbox"/> Prohibit Manual Discount
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## Verifone Commander User Reference

Field / Button	Allowable Value/Function
Number	Enter the new department number (1 - 9999).
Delete	Click to delete the selected department.
Add	Click to add a new department.
Name	Enter a description (alphanumeric, 1 - 16).
Min Amt	Enter the department's minimum allowable dollar amount for a line item sale (0.00 - 9999.99).
Max Amt	Enter the department's maximum allowable dollar amount for a line item sale (0.00 - 9999.99).
Product Code	Select the name assigned to the product code (set by the network) that categorizes the products sold.  <b>Note:</b> <i>If a PLU and a department have different codes, the product code assigned to the PLU overrides but only if the product code in the PLU File ≠ 0.</i>
Category	If categories are used, select the category.  <b>Note:</b> <i>Categories are set up in Store Operations &gt; Merchandise &gt; Category.</i>
Fee	If a fee automatically applies to sales in this department, select the fee.  <b>Note:</b> <i>Fees are set up in Store Operations &gt; Payment &gt; Fees.</i>
ID Check	If the department requires an ID check for purchase, click the Edit button.  In the ID Check form, select the appropriate ID Check. Click Done.  <b>Note:</b> <i>ID Checks are set up in Store Operations &gt; Restrictions &gt; ID Check.</i>

Field / Button	Allowable Value/Function
Taxes	<p>If a tax is added when items in the department are sold, click <b>Edit</b> and select the appropriate tax.</p> <p><b>Note:</b> <i>Taxes are set up in Store Operations &gt; Payment &gt; Tax Rates</i></p>
Blue Laws	<p>If the sale of an item in the department is restricted on a designated day(s), click <b>Edit</b> and select the appropriate Blue Law.</p> <p><b>Note:</b> <i>Blue Laws are set up in Store Operations &gt; Restrictions &gt; Blue Laws</i></p>
Fuel Tax Exemption	<p>Select the Fuel Tax Exemption that applies to the department.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• This parameter does not appear unless a Fuel Tax Exemption record has been set up in <b>Forecourt &gt; Fuel Tax Exemption</b>.</li> <li>• Applies to fuel departments only.</li> </ul>
Transaction Quantity Limit	<p>Determines the quantity limit per transaction.</p> <p>This parameter is used to restrict bulk quantity purchase of certain items. This field accepts non-negative decimal number to allow for fractional quantity. Default value is 0.00 and means that there is no restrictions on the total purchase quantity in a transaction.</p>
Allow Food Stamps	<p>Select if food stamps may be used to purchase items in this department.</p> <p>Refer to <a href="#">Food Stamp Payment</a> to know more about how food stamp eligible PLUs are used.</p>

Verifone Commander User Reference

Field / Button	Allowable Value/Function
Allow Special Discount	<p>Select if the items in this department may have a special discount applied to them (for example, a Senior Citizen Discount).</p> <p><b>Note:</b> <i>If this parameter is selected, then Special Discount MOP should be set up in <b>Store Operations &gt; Payment &gt; MOP</b> with Special Discount MOP Code.</i></p>
Allow Fractional Quantity	<p>Select if items in this department are to be sold in fractional quantities.</p> <p><b>Note:</b> <i>If this parameter is selected, all quantities entered in department sales for this department are read as decimals. For example, if the quantity is 1<sup>3</sup>/<sub>4</sub> lbs of turkey, key [1] [7] [5]. If this parameter is not selected, all quantities entered are read as whole numbers.</i></p>
Negative Department	<p>Select if transaction amounts are subtracted from receipt and report totals.</p>
Fuel Department	<p>Select to define the department as a fuel department.</p> <p><b>Note:</b> <i>If this parameter is selected, then do not select "Mark as Negative."</i></p>
Money Order Department	<p>Select to define the department as a money order department.</p> <p><b>Note:</b> <i>If this parameter is selected, then do not select "Mark as Negative."</i></p>

Field / Button	Allowable Value/Function
Prompt Serial Number	<p>Some items that Convenience Stores sell need to have their serial number printed on the receipt. When such an item is scanned/entered, the POS needs to prompt the cashier to enter the product's serial number.</p> <p>Enable to prompt for serial number to be printed on the receipt. Cashier can either enter the serial number or bypass the prompt to complete the transaction. Serial number can be entered via screen keys, hard keys, or scanned via scanner.</p>
Prohibit Discount	<p>Select to prohibit discounts configured to be applied by pressing the discount key.</p> <p>Prohibit Discount does not affect PLU Promo, NAXML Promo (Combo/MixMatch), or Loyalty line item discounts.</p>

## Reporting

The Department Report reflects sales-related totals and counts on a department by department basis.

<b>DEPARTMENT REPORT</b>					Sample Department Report for All Departments
DEPT#	DESCRIPTION	CUST	ITEMS	%OF SALES	
	GROSS	REFUNDS	DISCOUNTS	NET SALES	
9001	BAKERY	2	2.00	2.83%	
	11.00	0.00	0.00	11.00	
9004	TAX GROC	5	6.00	2.46%	
	10.26	0.00	0.70	9.56	
9005	DAIRY	2	2.00	1.31%	
	5.58	0.00	0.50	5.08	



## Verifone Commander User Reference

400.81	2.69	10.17	387.95	
-----				
TOTAL		64.00	100.00%	
400.51	2.69	10.17	387.65	

### Report Details

- **DEPT#:** Four-digit identification of the product as it appears in the Department File.
- **DESCRIPTION:** Description of the product as it appears in the Department File.
- **CUST:** Number of transactions that included one or more items from this department.
- **ITEMS:** Quantity sold of this item.
- **%OF SALES:** Total Sales for this department divided by Total Sales (all departments).
- **GROSS:** Total dollar amount collected for sales of a department.
- **REFUNDS:** Total dollar amount refunded for items returned in a department.
- **DISCOUNTS:** Total dollar amount discounted for items sold in a department. This total includes both automated and manual discount types:
  - Use of the **[DISC]**, **[DISC%]**, and **[DISC AMT]** keys
  - Combo, mix 'n match, fuel, and promotional discounts
  - POP discounts
- **NET SALES:** Total dollar amount of items sold in a department after refunds and discounts have been applied.
- **NEG DEPTS:** The totals for departments marked as negative departments.
- **OTHER DEPTS:** The totals for other department sales not marked as negative departments (typically, most departments fall into this group).

- **TOTAL:** Total department sales after negative department total is subtracted from other (standard) departments.

## Troubleshooting

#	Message	Description/Action
E1115	INVALID DEPARTMENT	The department entered in Department Setup function in Car Wash Manager mode does not exist. Define the department in the Department File or choose another department
E1116	AMOUNT TOO LARGE	The dollar amount entered is larger than the maximum allowed for this department or MOP.
E1121	DISCOUNT TOO SMALL	The discount entered is less than the set minimum amount.
E1122	DISCOUNT TOO LARGE	The discount entered is more than the set maximum amount.
E1131	AMOUNT TOO SMALL	The dollar amount entered is less than the minimum set up for the department or MOP.
E1140	AMOUNT REQUIRED	A dollar amount must be entered.
E1141	PURCH. NOT ALLOWED	The customer cannot purchase this item because either (1) the date of birth entered for the ID check does not meet the age requirements or (2) a Blue Law restriction has been set up for this item or department at this time on this day.
E1145	CASH ONLY ALLOWED	Only cash is allowed in this transaction.
E1201	NO AT-FOR SALES W/FRACTIONAL QTY	At-for pricing cannot be used for items that can be sold in fractional quantities.
E6720	DEPARTMENT INVALID	The department number was determined to be invalid.



## Verifone Commander User Reference

#	Message	Description/Action
E7056	DEPARTMENT NOT FOUND	User has attempted to configure an invalid department for the Loyalty program.
E7057	DEPARTMENT ALREADY PART OF LOYALTY	User has attempted to configure the same department more than once in the Loyalty file.

# Dispenser Card Readers

## Overview

Dispenser Card Readers (DCRs) give customers the option of paying at the dispenser. DCRs read the magnetic stripe of credit, debit, and similar cards, sends the information to a credit network, and controls dispensing fuel based on the network's response.

## Dispenser Types

Although different manufacturers refer to card readers by various trade names, Verifone uses DCR (Dispenser Card Reader) as a generic term for all of them.

Manufacturers	Card Reader Name
Bennett	Dispenser Card Terminal (DCT)
Dresser/Wayne	Dispenser Card Processing Terminal (DCPT)
Gilbarco	CRIND®: Card Reader IN Dispenser
Tokheim	Dispenser Payment Terminal (DPT)

## Using Dispenser Card Readers

### Dispenser Card Reader (DCR) Card Fuel Sale

Below are some common functions that are related to DCR sales:




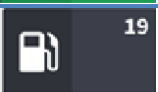

- **Approve DCR Transaction:** Some states require cashier intervention before fueling can begin.
- **View Fueling Point:** A small yellow triangle indicates that the network has returned a message or customer has requested help. In either case, fueling position should be viewed to clear the message.
- **Reprint DCR Transaction:** Occasionally, customers come to the counter to request a DCR receipt (paper ran out).

This function reprints DCR and completed prepay transaction receipts.

Touch <fueling point> [VIEW], touch [Reprint DCR TRAN] and select the transaction to print.

The most recent transaction is always at the top of the list and highlighted.

During a DCR transaction, a small card icon appears in the background of the graphic for that fueling position as shown below:

POS Icon	Description
 35	<b>DCR Calling:</b> Customer swipes the credit card and the card appears on button.
 16	<b>DCR Approved:</b> Image changes into a nozzle ready to dispense fuel.
 5	<b>DCR Dispensing:</b> Nozzle moves and fuel "drips" to show fueling.
 19	<b>Idle:</b> Fueling point returns to Idle upon completion of DCR sale.
 8	<b>Help:</b> Help is requested or there is a network message that should be viewed. View pump to clear the icon.

## DCR Sales Sequence Table

The sales sequences for DCR transactions for all dispensers the POS supports are in the tables below. These tables show how the configuration can change the customer experience at the pump. Consider the following in all tables:

- If the POS is in the idle state, the fueling point number remains lit and the icons are dark.
- If the POS is sending data to the DCRs, a “**LOADING**” message replaces the current prompt until the transmission is complete.
- Card types cause different prompts to appear:
  - Debit cards: If a customer inserts a debit card without first pressing the [DEBIT] key, “**DEBIT OR CREDIT?**” appears on the display. After a card has been identified as a debit card, the display prompts with “**ENTER PIN.**”
  - Fleet cards: Different Fleet cards prompt the customer for information such as odometer reading, vehicle identification number, etc.
  - Stored Value Cards: Also known as prepaid cards, these cards usually display the balance that remains on the card.

## DCR Sales Examples

The following DCR sales examples are mentioned the DCR sales sequences table:

- DCR Sale Using a Card
- DCR Sale Using a POP Discount Code
- Pay Inside Sale Using a POP Discount
- Postpay Inside Sale
- Prepay Inside Sale
- Card Rejected with Hot Pump Enabled
- Card Rejected with Hot Pump Disabled
- Card Not Removed
- POP Discount Code Rejected

### DCR Sale Using a Card

DCR Sale Using a Card		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer inserts a card.	Fueling point number icon flashes.	REMOVE CARD RAPIDLY Schlumberger: PLEASE REMOVE THE CARD Displays for 5 seconds.
Customer removes card. If customer does not remove card, see “Card Not Removed” table.	POS performs local validation of card.	ONE MOMENT PLEASE
Customer waits.	POS requests card authorization.	
“Hot DCR pump” in Fuel Manager > DCR Configuration is set to ‘Y’.		

Verifone Commander User Reference

DCR Sale Using a Card		
User/DCR Action	POS Action	DCR Prompt
Credit or debit card: The customer waits.	POS approves pump before authorization is received. Car icon lights. If authorization is then rejected, see “Card Rejected with Hot DCR Pump Enabled.” Card rejection information is noted on the journal.	Start Fueling Prompt
“Hot DCR pump” is set to ‘N’.		
Credit or debit card: The customer waits.	POS approves pump after receiving authorization. If authorization is rejected, see “Card Rejected with Hot DCR Pump Disabled.” Card rejection information is noted on the journal.	Start Fueling Prompt
Customer removes nozzle and dispenses fuel.	POS sounds a tone to indicate fueling has started. Nozzle icon lights.	Promotional Message
If “Always print receipt” parameter in DCR Site Parameters in Fuel Manager mode is set to ‘N’.		
Customer completes fueling and replaces nozzle. Customer responds ‘Yes’ to “RECEIPT?”	Fueling point number icon flashes. Ruby beeps to indicate fueling is complete.	RECEIPT (YES/NO)? followed by PRINTING RECEIPT followed by RECEIPT IS READY Displays for 5 seconds - beeps.
Customer completes fueling and replaces nozzle. Customer responds ‘No’.	Fueling point number icon flashes. POS beeps to indicate fueling is complete.	RECEIPT (YES/NO)? THANK YOU
If “Always print receipt” is set to ‘Y’.		

## Verifone Commander User Reference

DCR Sale Using a Card		
User/DCR Action	POS Action	DCR Prompt
Customer completes fueling and replaces nozzle. Customer waits.	Fueling point number icon flashes. POS beeps to indicate fueling is complete.	PRINTING RECEIPT followed by RECEIPT IS READY THANK YOU, displays for 5 seconds - beeps.
DCR returns to idle state.	Idle state.	Idle Prompt

## DCR Sale Using a POP Discount Code

DCR Sale Using a POP Discount Code		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer inserts a card.	Fueling point number icon flashes.	REMOVE CARD RAPIDLY Schlumberger: PLEASE REMOVE THE CARD Displays for 5 seconds.
Customer removes card. If customer does not remove card, see “Card Not Removed” table.	POS performs local validation of card.	ONE MOMENT PLEASE
Customer waits.	POS requests card authorization.	
“Hot DCR pump” in Fuel Manager > DCR Configuration is set to ‘Y’; “POP Discount Enable” and “POP Discount Code Enable” in Manager > Configuration > Sales Config are set to ‘Y’.		
Customer enters ‘Y’ or ‘N’.		POP CODE? Y/N

## Verifone Commander User Reference

DCR Sale Using a POP Discount Code		
User/DCR Action	POS Action	DCR Prompt
If customer enters 'Y', prompt to enter the POP code appears.		ENTER DATA
Customer enters 7-digit POP Code.	POS approves code before prompting for card. If code is rejected, see "POP Code Rejected" table.	
<b>Credit or debit card:</b> The customer waits.	POS approves pump before authorization is received. Car icon lights. If authorization is then rejected, see "Card Rejected with Hot DCR Pump Enabled." Card rejection information is noted on the journal.	Start Fueling Prompt
"Hot DCR pump" is set to 'N'.		
<b>Credit or debit card:</b> The customer waits.	POS approves pump after receiving authorization. If authorization is rejected, see "Card Rejected with Hot DCR Pump Disabled." Card rejection information is noted on the journal.	Start Fueling Prompt
Customer removes nozzle and dispenses fuel.	POS sounds a tone to indicate fueling has started. Nozzle icon lights.	Promotional Message
If "Always print receipt" parameter in DCR Site Parameters in Fuel Manager mode is set to 'N'.		

## Verifone Commander User Reference

DCR Sale Using a POP Discount Code		
User/DCR Action	POS Action	DCR Prompt
Customer completes fueling and replaces nozzle. Customer responds 'Yes' to "RECEIPT?"	Fueling point number icon flashes. POS beeps to indicate that fueling is complete.	<b>RECEIPT (YES/NO)?</b> followed by <b>PRINTING RECEIPT</b> followed by <b>RECEIPT IS READY</b> Displays for 5 seconds - beeps.
Customer completes fueling and replaces nozzle.  Customer responds 'No'.	Fueling point number icon flashes. POS beeps to indicate fueling is complete.	<b>RECEIPT (YES/NO)?</b>  <b>THANK YOU</b>
If "Always print receipt" is set to 'Y'		
Customer completes fueling and replaces nozzle. Customer waits.	Fueling point number icon flashes. POS beeps to indicate fueling is complete.	<b>PRINTING RECEIPT</b> followed by <b>RECEIPT IS READY THANK YOU</b> displays for 5 seconds - beeps.
DCR returns to idle state.	Idle state.	Idle Prompt

## Pay Inside Sale Using a POP Discount

Pay Inside Sale Using POP Discount		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer selects any PAY INSIDE option (PAY INSIDE CASH, PAY INSIDE CREDIT).	Car icon flashes and POS beeps repeatedly.	<b>ONE MOMENT PLEASE</b>



## Verifone Commander User Reference

Pay Inside Sale Using POP Discount		
User/DCR Action	POS Action	DCR Prompt
Customer waits.	Cashier approves pump. Nozzle icon lights.	Start Fueling Prompt
Customer dispenses fuel.	POS sounds a tone to indicate that fueling has started.	Promotional Message
Customer completes fueling and replaces nozzle.	Dollar icon lights. POS beeps to indicate fueling is complete.	<b>PLEASE PAY CASHIER</b> Displays for 20 seconds - beeps 3 times.
Customer goes inside to pay.	If codes are enabled, cashier processes POP discount code or coupon at the POS when fuel sale is tendered.	Idle Prompt
DCR returns to idle state.	Idle state.	Idle Prompt

### Postpay Inside Sale

Postpay Inside Sale		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer removes nozzle.	Car icon flashes and POS beeps repeatedly.	<b>ONE MOMENT PLEASE</b>
Customer waits.	Cashier approves pump. Nozzle icon lights.	Start Fueling Prompt
Customer dispenses fuel.	POS sounds a tone to indicate fueling has started.	Promotional Message

Postpay Inside Sale		
User/DCR Action	POS Action	DCR Prompt
Customer completes fueling and replaces nozzle. Dollar icon lights.	POS beeps to indicate fueling is complete.	<b>PLEASE PAY CASHIER</b> Displays for 20 seconds - beeps 3 times
DCR returns to idle state.	Idle state.	Idle Prompt

### Prepay Inside Sale

Prepay Inside Sale		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer prepays inside.	Car icon lights. Pump is approved.	Start Fueling Prompt
Customer inserts card at an already prepaid pump. (This applies to systems without a [CASH] key and the “Handle Up Calling” set to ‘N’, “Full Service Preset at Pump” set to ‘Y’ and “Autocollect” set to ‘0’.)		<b>CARD NOT READ</b> Displays for 5 seconds - beeps 3 times.
Customer removes nozzle and follows start fueling instructions, and begins to dispense fuel.	Nozzle icon lights. POS sounds a tone to indicate fueling has started.	Promotional Message
Customer completes fueling and replaces nozzle.	Nozzle icon turns off. POS beeps to indicate fueling is complete.	
Customer has dispensed less than prepaid amount.	Dollar icon lights. POS beeps to indicate fueling is complete.	<b>SEE CASHIER</b>

Prepay Inside Sale		
User/DCR Action	POS Action	DCR Prompt
Customer has dispensed more than prepaid amount.	Dollar icon lights. POS beeps to indicate fueling is complete.	<b>SEE CASHIER</b>
Customer has dispensed prepaid amount.	POS beeps to indicate fueling is complete.	Idle Prompt
DCR returns to idle state.	Idle state.	Idle Prompt

### Card Rejected with Hot Pump Enabled

Card Rejected with Hot Pump Enabled		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer inserts a card.	Fueling point number icon flashes.	<b>REMOVE CARD RAPIDLY</b> Schlumberger: PLEASE REMOVE THE CARD Displays for 5 seconds.
Customer removes card. If customer does not remove card, see “Card Not Removed” table.	POS validates card.	<b>ONE MOMENT PLEASE</b>
Customer waits.	POS requests authorization for card and approves pump.	Start Fueling Prompt
Customer removes nozzle dispenses fuel.	Nozzle icon lights. POS sounds a tone to indicate fueling has started.	Promotional Message
Card is rejected.	Fueling point number, car, and nozzle icons flash. Pump is stopped. Card rejection information is noted on the	<b>PLEASE SEE ATTENDANT</b> Displays until cashier views message inside. DCR

Card Rejected with Hot Pump Enabled		
User/DCR Action	POS Action	DCR Prompt
	journal.	beeps 3 times.
Customer replaces nozzle.	Dollar icon lights. POS beeps to indicate fueling is complete.	<b>PLEASE SEE ATTENDANT</b> Displays for 20 seconds - beeps 3 times.
DCR returns to idle state.	Idle state.	Idle Prompt

### Card Rejected with Hot Pump Disabled

Card Rejected with Hot Pump Disabled		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer inserts a card.	Fueling point number icon flashes.	<b>REMOVE CARD RAPIDLY</b>  Schlumberger:  <b>PLEASE REMOVE THE CARD</b>  Displays for 5 seconds.
Customer removes card.  If customer does not remove card, see “Card Not Removed” table.	POS validates card.	<b>ONE MOMENT PLEASE</b>
Card is rejected.	Fueling point number, car, and nozzle icons flash. Card rejection information is noted on the journal.	<b>PLEASE SEE ATTENDANT</b>  Displays until cashier views message inside. DCR beeps

Card Rejected with Hot Pump Disabled		
User/DCR Action	POS Action	DCR Prompt
		3 times.
DCR returns to idle state.	Idle state.	Idle Prompt

**Card Not Removed**

Card Not Removed		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer inserts a card.	Fueling point number icon flashes.	<b>REMOVE CARD RAPIDLY</b> Displays for 5 seconds.
Customer does not remove card.	Fueling point number icon flashes.	<b>PLEASE REMOVE CARD</b> Displays for 10 seconds - beeps 3 times.
DCR returns to idle state.	Idle state.	Idle Prompt
<b>Note:</b> <i>In addition to message alert beeps, DCR beeps once per second while card is in reader.</i>		

**POP Discount Code Rejected**

POP Discount Code Rejected		
User/DCR Action	POS Action	DCR Prompt
POP Code is rejected.	Fueling point number icon flashes. POP Code rejection information is noted on the journal.	<b>INVALID CODE CONTINUE Y/N</b>
If customer enters 'Y', 2nd prompt for code entry		<b>ENTER DATA</b>

POP Discount Code Rejected		
User/DCR Action	POS Action	DCR Prompt
appears.		
If customer enters invalid entry, 3rd prompt for code entry appears.	Fueling point number icon flashes. POP Code rejection information is noted on the journal.	<b>INVALID CODE CONTINUE Y/N</b>
If 3rd attempt fails, transaction is cancelled.		<b>INVALID CODE TRANS CANCELLED</b>
DCR returns to idle state.	Idle state.	Idle Prompt

### Bad Card Read

Bad Card Read		
User/DCR Action	POS Action	DCR Prompt
DCR is in idle state.	Idle state.	Idle Prompt
Customer inserts a card.	Fueling point number icon flashes.	<b>REMOVE CARD RAPIDLY</b> Displays for 5 seconds.
Card is unreadable or was inserted incorrectly.	Fueling point number icon flashes.	<b>REENTER CARD</b> Displays for 20 seconds - beeps 3 times.
Customer has made three unsuccessful attempts to insert card.	Fueling point number, car, and nozzle icons flash.	<b>PLEASE SEE ATTENDANT</b> Displays for 20 seconds.
Card has expired.	Fueling point number, car, and nozzle icons flash.	<b>EXPIRED CARD</b> Displays for 20 seconds - beeps 3 times.

## Additional DCR Prompts

The following additional DCR prompts may appear:

Additional DCR Prompts		
User/DCR Action	POS Action	Prompt
Customer presses [HELP] key.	Fueling point number, car, and nozzle icons flash.	No prompt displays, but message is sent inside.
Customer presses [CANCEL] before dispensing fuel.		TRANSACTION CANCELED Displays for 10 seconds - beeps 3 times.
Customer inserts a fleet card.		ENTER DRIVER NO ENTER UNIT NO  ENTER ODOMETER
Customer inserts a Proprietary card or debit card.		<i>One of the following prompts displays:</i> <ul style="list-style-type: none"> <li>• ENTER USER ID</li> <li>• ENTER DATA</li> <li>• ENTER PIN</li> </ul> The customer then keys the identifying number.
Customer inserts a Proprietary card.	Card declined by Proprietary network.	<b>CARD LOCKED OUT</b>
Customer enters incorrect PIN, data, or user ID information for a Proprietary card.	Prompts customer to enter correct information.	<i>One of the following prompts display:</i> INVALID USER ID INVALID DATA INVALID PIN The customer is then directed to: PLEASE SEE CASHIER

## Configuring Dispenser Card Readers

The DCR Configuration form is used to define general operating procedures for dispenser card readers (DCRs) at the site.

Use **Forecourt > DCR** to configure DCRs.

Use **Tools > Managed Modules > [DCR Driver Configuration](#)** to assign port and configure the communication parameters for DCR.

**Note:** *Fuel Manager / Fuel / Site Parameters provides additional parameters required for successful fuel operations. Refer to the Configuring Fuel Manager section in the Fuel Manager topic for details on configuring site parameters related to DCRs.*

**Note:** *After changes are made to DCR parameters, the command “Tools > Refresh Configuration” can typically be executed for the new settings to be applied to DCRs.*

*The Receipt Header/Trailer parameters also require a DCR download.*

*All the DCR position attributes except Pay At Pump, Push To Start Button, Grade Select Button, and Lever On Pump require to initialize DCR driver.*

### DCR

#### Site Configuration

Use to set up the operation of all DCRs at a site. If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > DCR**

The screenshot shows the 'DCR Configuration' dialog box with the 'Site Configuration' tab selected. The dialog has 'Save' and 'Cancel' buttons in the top right corner. The 'Site Configuration' tab is active, and the 'DCR Position Attributes' sub-tab is also visible. The configuration options are as follows:

Option	Value
Approve All Sales	<input type="checkbox"/>
Always Print Receipt	<input checked="" type="checkbox"/>
Low Paper Alarm	<input type="checkbox"/>
Receipt Prompt Before Sale	<input type="checkbox"/>
Receipt Prompt After Sale	<input type="checkbox"/>
Prompt Prepay Receipt Outside	<input type="checkbox"/>
Send Preset Amount to Host	<input type="checkbox"/>
Allow Fill-Up with Preset	<input checked="" type="checkbox"/>
Armed Forces Restriction	<input type="checkbox"/>
Handle Up Help Message [0-99]	30
Error Prompt Time [5-300]	5
Info Prompt Time [5-300]	5
User Prompt Time [5-300]	15
Enable Keypress Beep	<input checked="" type="checkbox"/>
Enable Attention Beep	<input checked="" type="checkbox"/>
Enable Mistake Beep	<input checked="" type="checkbox"/>
Graphics Pay Inside Cash/Credit Prompts	<input type="checkbox"/>
Audible Help Message On POS	<input type="checkbox"/>
Enable Outdoor TAVE	<input checked="" type="checkbox"/>



## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Approve All Sales	Select to require the cashier to approve all outside sales.
Always Print Receipt	Select to automatically print a receipt at the pump after every DCR sale. (If not selected, the customer is prompted “Receipt Y/N?” and must choose whether to print the receipt.)
Low Paper Alarm	Select to alert the cashier when the DCR is low on receipt paper.
Receipt Prompt Before Sale	Select to prompt the customer about a receipt prior to dispensing fuel.
Receipt Prompt After Sale	Select to prompt the customer about a receipt after dispensing fuel.
Prompt Prepay Receipt Outside	Select to allow a customer to be prompted for a receipt at the DCR after prepaying inside.
Send Preset Amount to Host	Select to send preset amount to host.
Allow fill-up with Preset	Enable to fill-up gas with the preset amount.
Armed Forces Restriction	Select to display the Armed Forces prompt “Are you authorized [Y/N]?” prior to dispensing.
Handle Up Help Message [0-99]	Enter the length of time (in seconds) until a help message displays on the terminal to alert the cashier that the handle on the DCR is raised and an MOP has not been selected during the specified time (0 - 99).
Error Prompt Time [5-300]	Enter the length of time (in seconds) that DCR errors display for the customer (5 - 300).
Info Prompt Time [5-300]	Enter the length of time (in seconds) that the last message on the DCR displays for the customer (5 - 300).
User Prompt Time [5-300]	Enter the length of time (in seconds) that the user input prompt displays for the customer (5 - 300).

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Enable Keypress Beep	<p>This parameter applies to Dresser/Wayne and Tokheim DCRs.</p> <p>Select to enable the beep when the customer presses keys on the DCR keypad.</p>
Enable Attention Beep	<p>This parameter applies to Dresser/Wayne, Gilbarco, Schlumberger, and Tokheim DCRs.</p> <p>Select to enable the beep to get the customer's attention.</p>
Enable Mistake Beep	<p>This parameter applies to Dresser/Wayne, Gilbarco, and Schlumberger DCRs.</p> <p>Select to enable the beep when the customer makes a mistake.</p>
Graphics Pay Inside Cash/Credit Prompts	<p>Select to enable graphics pay inside cash/credit prompts.</p>
Audible Help message on POS	<p>Enable to hear audio help message on POS.</p>
Enable Outdoor Tave	<p>The TAVE (Trans Amor Verifone Edition) system minimizes the flow of unencrypted payment card data within the POS system by performing end to end encryption. Payment card data is encrypted by TAVE enabled card readers both at the dispenser and inside the store. Card data is encrypted by these devices and passed to the First Data front-end processor in encrypted form for authorization. The First Data front-end processor decrypts the payment card data and sends the data to the issuing bank. A token is linked to the authorization and sent back to the Verifone POS. The VeriFone POS stores this token and uses the token instead of unencrypted payment card data for all subsequent processing.</p> <p>Select to enable Tave feature.</p>

## DCR Position Attributes

Use to set up the operation of a specific DCR at a site.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > DCR**

## DCR Configuration

Field/Button	Allowable Value/Function
<b>Select DCR Position</b>	
Position	Select the DCR to be configured.
<b>Select Duplicate Position</b>	
Duplicate	Select the DCR to be copied and click Duplicate this Position. Select the DCR to which you want to copy the information. When copying is complete, click Done Duplicating.
<b>EMV Parameters</b>	
Enable EMV	Select to enable outside EMV.
IP Address	Enter outside EMV IP address.
Port	Enter port number.
<b>Other Parameters</b>	
Pay At Pump	Select if the pump has a DCR and if it is available for use by the customer.
Push To Start Button	Select if the dispenser has a Start button that must be pressed to begin fueling. This parameter ensures that the correct instructions are displayed on the DCR.
Grade Select Button	Select to make the customer select a type of fuel product by pressing a corresponding button at a dispenser that dispenses multiple fuel products from a single hose.
Lever On Pump	Select to make the DCR display instructions for starting to fuel from a dispenser with a lever. (If not selected, the DCR displays instructions for starting to fuel from a dispenser without a lever.)
Enable Scanner	Select if a barcode scanner is installed at the DCR.
Enable Debit	Select to enable debit payment.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Menu Capable	Select to enable menus.
NFC Mode	<ul style="list-style-type: none"> <li>• Contactless Disabled: Select to disable contactless payment.</li> <li>• Contactless MSD Enabled: Select to enable contactless payments for MSD cards.</li> <li>• Contactless EMV Enabled: Select to enable contactless payment for EMV cards.</li> </ul>
Enable Graphic Support	Select if graphics are supported by the DCR.
Graphic Keypad	Select if a graphic keypad is installed at the DCR.
Graphic Printer	This parameter applies to Tokeim DCRs only. Select if the printer prints graphics.
Enable Scanner	Select if a barcode scanner is installed at the DCR.
Primary Graphic Side [0-64]	<p>Gilbarco only. Enter the number of one DCR on each pump as the primary DCR.</p> <p><b>Note:</b> <i>One controller operates the graphics for both sides of a pump. Select only one side of each pump as primary.</i></p>
Graphic Display	Select the display type supported – Monochrome, Color, ROM, Monochrome + ROM, None.
Graphic Screen Size	Select 5 inches or 10 inches.
Graphic Text Lines	Select 2 Lines or Full Screen (multiple lines).

## Receipt Header/Trailer

Use to define the messages printed on the header and trailer of the DCR receipt.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > DCR**

The screenshot shows the 'DCR Configuration' window with the 'Receipt Header/Trailer' tab selected. On the left, a preview window displays a receipt with 'WELCOME' at the top and 'THANK YOU HAVE A NICE DAY' at the bottom. On the right, there are two sections: 'Receipt Header' and 'Receipt Trailer'. Each section has five input fields for text and a corresponding 'Alignment' dropdown menu. The first line in both sections is set to 'Center', while the remaining four lines are set to 'Right'.

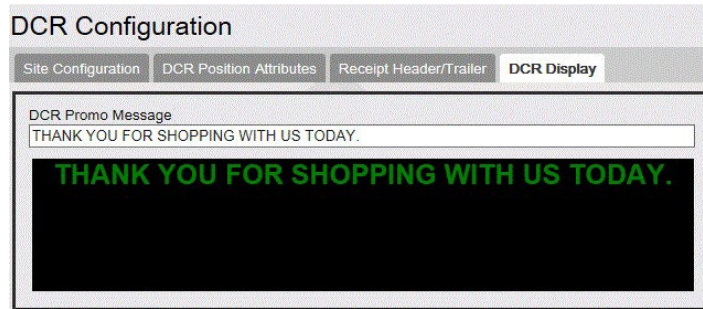
Field/Button	Allowable Value/Function
Receipt Header	The message that prints on the first five lines of the DCR receipt. Enter the message on each line and select the alignment – Left, Right, Center.
Receipt Trailer	The message that prints on the last five lines of the DCR receipt. Enter the message on each line and select the alignment – Left, Right, Center.

## DCR Display

Use to enter the DCR promotional message that appears on the DCR display while the customer pumps fuel.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**



## Reporting

### DCR Statistical Report

Reports fuel sales at dispenser card readers only.

<b>DCR STATISTICAL RPT</b>						
#CUST	VOLUME	AMOUNT	%FP	%DCR	%FUEL	
-----						
DCR #01						
1	8.921	10.00	69.7	51.1	38.6	SAMPLE DCR STATISTICAL REPORT
DCR #02						
1	8.526	9.56	82.7	48.9	36.9	
-----						
ALL DCRS						
2	17.447	19.56			75.5	

#### Report Details:

- **#CUST:** The number of customers at a DCR.
- **VOLUME:** The amount of fuel dispensed at a DCR.
- **AMOUNT:** The sale amount of fuel dispensed at a DCR.
- **%FP:** The total percent of DCR activity at a specific fueling point.

## Verifone Commander User Reference

- %DCR: The percent of all dispenser card reader sales dispensed at a specific DCR.
- %FUEL: The percent of all fuel sales dispensed at a specific DCR.

## Troubleshooting

#	Message	Description/Action
	CARD IN READER	A customer left a card in a DCR.
	CARDSCAN 0 LOADED	(Schlumberger) Broadcast loading of all DCRs (CARDSCANS) has concluded. The '0' means 'all.'
	DEBIT MODULE NOT PRESENT	Debit is not available at a DCR.
E1156	INVALID RECEIPT INFO	Attempted to do a ticket reprint or ticket recall on a DCR/ fuel transaction and the POS found the ticket data invalid. Call servicer for assistance.
E1212	NO DCR RECEIPT AVAILABLE	Attempted to print a DCR receipt inside and there are none available.
E5002	INVALID DCR NUMBER	Attempted to disable or download to a DCR and entered an invalid DCR number. Enter the correct value between 1 and 32.



# Discounts

## Overview

Automated Discounts are discounts that the system applies automatically during a sale.

## Using Discounts

Discounts can broadly be divided into two types, automated and manual. Automated discounts are applied by the system based on characteristics of the transaction.

Manual discount unlike automatic discount requires specific actions by the cashier. Examples include any discount using a discount key or entering a discount amount.

For detailed information, see the respective topics for each of the following discounts:

- [Combined Discounts](#)
- [Loyalty Sales](#)
- [Manual Discounts](#)
- [NAXML Promotions](#)
- [PLU Promotions](#)
- [POP Discount](#)
- [Special Discount](#)

# Fuel Manager

## Overview

Fuel Manager mode contains functions that define fuel control and sales conditions. Available options depend on user's security level. Refer "Fuel Sales" topic for additional information.

## Using Fuel Manager

Navigate to **CSR Func > Fuel Manager** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby 2) to access the following Fuel Manager functions:

- [Initialize Fuel](#)
- [Download Fuel Prices](#)
- [Download to DCRs](#)
- [Clear Pump on Hold](#)
- [Reset Controller](#)
- [Fuel Price Configuration](#)
- [Toggle Fuel Site Pause](#)
- [Initialize Site Sign](#)

### Initialize Fuel

1. Touch [**Initialize Fuel**]
2. Touch [**YES**] to initialize

System Message on POS indicates pumps are being initialized.

### Download Fuel Prices

1. Touch [**Download Fuel Prices**]
2. Touch [**YES**] to continue the download

System Message on POS indicates prices are being sent to pumps.

## Download to DCRs

1. Touch [**Download to DCRs**]
2. Enter <DCR number> to download to a single DCR or Enter 0 to download to all DCRs
3. Touch [**OK**] or press [**ENTER**] to continue

System Message on POS indicates DCRs are being downloaded.

## Clear Pump on Hold

1. Touch [**Clear Pump on Hold**]
2. Key <pump number>
3. Touch [**YES**] or press [**ENTER**] to continue

Fuel sale is unclaimed and available to be tendered.

*Note: This function is available only from the POS register.*

## Reset Controller

1. Touch [**Reset Controller**]
2. Touch [**YES**] or press [**ENTER**] to continue

System Message on POS will indicate “**Reset**” and then indicate pumps are being initialized.

*Note: This function is for use with Tokheim dispensers only. This function resets the Tokheim fuel controller. No fuel can be dispensed while the controller is resetting. This function is available only from the POS register.*

## Fuel Price Configuration

1. Touch [**Fuel Price Configuration**]
2. In the Fuel Price Configuration list, touch a product
3. In the Fuel Price Configuration list, touch a price level

4. Key the new price and touch **[OK]**
5. Do one of the following:
  - Touch **[Previous Menu]** twice to return to the Fuel Price Configuration list
  - Touch **[Save Changes]** to return to the Fuel Manager menu
6. The fuel prices have been changed in the POS system only and the Fuel Prices Download function must be completed to update the prices at the dispensers (the Fuel Initialization function also sends the updated fuel prices to the dispensers).

## Toggle Fuel Site Pause

This function is used to temporarily disable all fuel and DCR sales at the site. Normal sales operations resume once this function is performed again.

After fuel site pause has been enabled, the cashier or customer attempting a fuel or DCR sale receives a message indicating that the sale is not allowed.

**Note:** *This function is only available from the POS register.*

1. Touch **[Toggle Fuel Site Pause]**
2. Confirm Toggle of Site Pause by selecting Yes or No at the prompt as indicated below:

If site pause is disabled, the prompt asks if you want to “Enable Fuel Site Pause”.

1. Touch **[YES]** to prevent new fuel sales
2. POS displays message that “Fuel Site Pause is Enabled”

Fuel cannot be dispensed at the site.

If site pause is disabled, the prompt asks if you want to “Disable Fuel Site Pause”.

1. Touch **[YES]** to open the site back up for fuel sales
2. POS displays message that “Fuel Site Pause is Disabled”

Fuel can now be dispensed at the site.

**Note:** New fuel sales cannot be approved while the pumps are paused. Pumps currently dispensing fuel are not interrupted.

**Note:** Disable fuel will perform a “Fuel Site Pause” function. When Disable fuel is enabled it will prevent both new DCR and prepay fuel transactions from starting. Although new fuel sales cannot be approved while the pumps are paused, pumps currently dispensing fuel are not interrupted. The functionality does NOT wait until all fuel positions are idle before the Close Day can begin.

## Initialize Site Sign

1. Touch [Initialize Site Sign]
2. Touch [YES] to initialize fuel sign

System Message on POS indicates Site Sign is being initialized

## Configuring Fuel Manager

Use **Forecourt > Fuel** to configure fuel manager functions.

Use **Tools > Managed Modules > [Fuel\\_Driver\\_Configuration](#)** to assign ports and configure the communication parameters for Fuel Driver.

See [Fuel\\_Driver\\_Configuration](#) in Managed Modules section for information on configuring the Fuel Driver.

**Note:** *The Fuel Sales and Dispenser Card Reader topics in this document include additional parameters that are required provides additional parameters required for successful fuel operations with card readers.*

## Fuel Configuration

### Site Parameters

Use to define operating procedures for all pumps at the site. If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**

For all Global sites (including U.S.), Verifone Commander fuel configuration needs to be in sync with the configuration on the pump. Depending on the local currency, sites

## Verifone Commander User Reference

use a variety of decimal point settings for the ‘**PPU Decimal Position**’ and ‘**Total Decimal Position**’. In addition, for Gilbarco pumps, many sites also require the enabling of ‘Six Digits Gilbarco Mode’.

**Note:** Prior to changing the ‘PPU Decimal Position’ in Verifone Commander, the current prices need to be changed to a whole number. For example, a default price of 1.234 should be changed to 1.000. If this is not done, then the validation of fuel prices will fail and the new configuration will not be properly set. After the ‘PPU Decimal Position’ is set, then the fuel prices can be changed to the current prices at the site.

In addition, the ‘Currency Limit’ for each fueling position needs to be a valid number within the range in the table below.

‘PPU Decimal Position’ Configuration	PPU Display	Range
<b>3 (U.S. default)</b>	X.XXX	0.001 - 9.999
<b>2</b>	XX.XX	00.01 - 99.99
<b>1</b>	XXX.X	000.1 - 999.1
<b>0</b>	XXXX	0001 - 9999

‘Total Decimal Position’ Configuration	Total Amount Display 5-digit Display (U.S. and other)	Total Amount Display 6-digit Display
<b>2 (U.S. default)</b>	XXX.XX (000.01 - 999.99)	XXXX.XX (0000.01 - 9999.99)
<b>1</b>	XXXX.X (0000.1 - 9999.9)	XXXXX.X (00000.1 - 99999.9)
<b>0</b>	XXXXX (00001 - 99999)	XXXXXX (000001 - 999999)

### Fuel Configuration - Pending

Site Parameters | Fuel Service Levels | Fuel MOPs | Fuel Tanks | Fuel Blend Types | Fuel Products | Fueling Positions

Unit of Measure

Halt Mode

PPU Decimal Position

Total Decimal Position

Autodisapproval

Multi-Grade Timeout (Minutes)

Ignore MOP Conflict

Force .9 Cents Per Gallon

Approve All Enabled

Recall Autocollect Inside

Gilbarco Six Digits Money Display

Require Attendant Card

**Tier2 Schedule Settings**

Start Tier 2 Pricing

Number of Tier Hours

**Postpay Schedule Settings**

Start Postpay Allowed

Number of Postpay Hours

**Manual Approval Schedule Settings**

Start Manual Approval Required

Number Manual Approval Hours

**Grade Restriction**

Enforce Prompting Inside

Prompt Restriction Outside

**Commercial Configuration**

Alert Cashier (Minutes)

**Offline Fuel Prompt**

Number of Seconds

**Real Time Sales Data**

Notification Frequency (Milliseconds)

Field/Button	Allowable Value/Function
Unit of Measure	Select Gallons (USG) or Liters.
Halt Mode	<p><b>Note:</b> <i>This parameter applies to Tokheim dispensers. All others automatically use the soft halt.</i></p> <p>Select one of the following:</p> <p><b>Hard Halt</b> – A fuel sale that is stopped with the [STOP] key on the terminal cannot be restarted with the [APPROVE] key. It will become due when the nozzle is replaced (or the lever put down) at the dispenser.</p> <p><b>Soft Halt</b> – A fuel sale that is stopped with the [STOP] key on the terminal can be restarted with the [APPROVE] key, as long as the nozzle was not replaced (or the lever put down) at the dispenser.</p>

Field/Button	Allowable Value/Function
PPU Decimal Position [0-3]	<p>Select a value to define the position of the decimal point whenever a fuel price is displayed on the terminal or printed (0 - 3).</p> <p><b>Note:</b> <i>For sites in the US, this value should be set to 3.</i></p>
Total Decimal Position [0-2]	<p>Select a value to define the position of the decimal point on the pump's total sales display (0 - 2).</p> <p><b>Note:</b> <i>Terminal receipts and displays always use two decimal point positions for fuel sale amounts.</i></p> <p>0 – The terminal appends .00 to all fuel sale amounts.</p> <p>1 – The terminal appends .x0 to all fuel sale amounts.</p> <p><b>Note:</b> <i>For sites in the US, this should be set to 2.</i></p>
Autodisapproval Delay [0-10]	<p>Select the number of minutes of inactivity that must pass before a pump is automatically disapproved (0.0 - 10.0 minutes, in half minute increments).</p> <p>For example, entering 7.5 will result in automatic disapproval after 7 minutes and 30 seconds.</p> <p><b>Note:</b> <i>This parameter works with 'Autodisapproval' in Pump Configuration- Pump Attributes.</i></p>
Multi-Grade Timeout	<p>Enter the minutes before the pump timeout after fueling the first grade in a multi-grade transaction.</p> <p><b>Note:</b> <i>Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p>
Ignore MOP Conflict	<p>When this parameter is checked, sales can be tendered using any MOP regardless of the original fuel price level of the sale. When this parameter is not checked, the MOP entered must match the fuel price level and if it does not an error message will be given indicating MOP conflict.</p>



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Field/Button	Allowable Value/Function
Force .9 cents Per Gallon	Select to force the last digit of the fuel price to 9 on the price entered at Fuel > Fuel Prices. For example, if price entered is \$3.47/gallon, the price is forced to be \$3.479/gallon
Approve All Enabled	Select to allow the cashier to press <b>[APPROVE]</b> to approve all calling pumps. (If not selected, the cashier must identify the pump that is requesting approval, press that pump number, and then press <b>[APPROVE]</b> ).
Recall Autocollect Inside	Select to allow autocollect sales to be recalled on the terminal if an attendant is collecting fuel sale payments outside.
Gilbarco Six Digits Money Display	This is a site-wide parameter used with Gilbarco pumps at some non-US sites that require 6 digits as opposed to 5 for the money display. This is required for some non-US countries that have currencies that require large money amount values. Note that the pumps must also be programmed to run in 6 digit money display mode.
Require Attendant Card	Enable for the enhanced FSA feature.  <i><b>Note: Refer to the Full Service Attendant feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</b></i>
Offline Fuel Prompt - Number of Seconds	Enter the number of seconds before the offline fuel prompt is displayed.

Field/Button	Allowable Value/Function
<p><b>Real Time Sales Data - Notification Frequency (milliseconds)</b></p>	<p>This parameter controls how often fuel sales data (total sales amount) is updated on the fueling point icons, while fueling is in progress.</p> <p>This allows the user to watch the fuel sale amount roll off, in real-time. The number represents the amount of time (in milliseconds) between each update.</p> <p>A default value of 0, disables this feature. The minimum allowable value is 500, resulting in a reporting interval of two times per second. Configured values between 1 and 499 will automatically apply 500 millisecond intervals to the icons.</p> <p>A value of 2000 or greater will reduce load on the system making it more responsive.</p>
<p><b>Tier2 Schedule Settings - Start Tier 2 Pricing</b></p>	<p>Select the time (using the 24-hour clock) that tier 2 pricing begins (0 - 23).</p>
<p>Number of Tier Hours</p>	<p>Select the number of hours that Tier 2 prices will be in effect, starting at the time set in “Start Tier 2 Pricing”. Set values between 0 and 24 to use Tier 2 Pricing.</p> <p>The following special values can also be used:</p> <p>0 – Tier 2 prices are not used.</p> <p>24 – Tier 2 prices are always used.</p>
<p><b>Postpay Schedule Settings - Start Postpay Allowed</b></p>	<p>Select the time (using the 24-hour clock) that postpay fuel sales begin (0 - 23).</p>

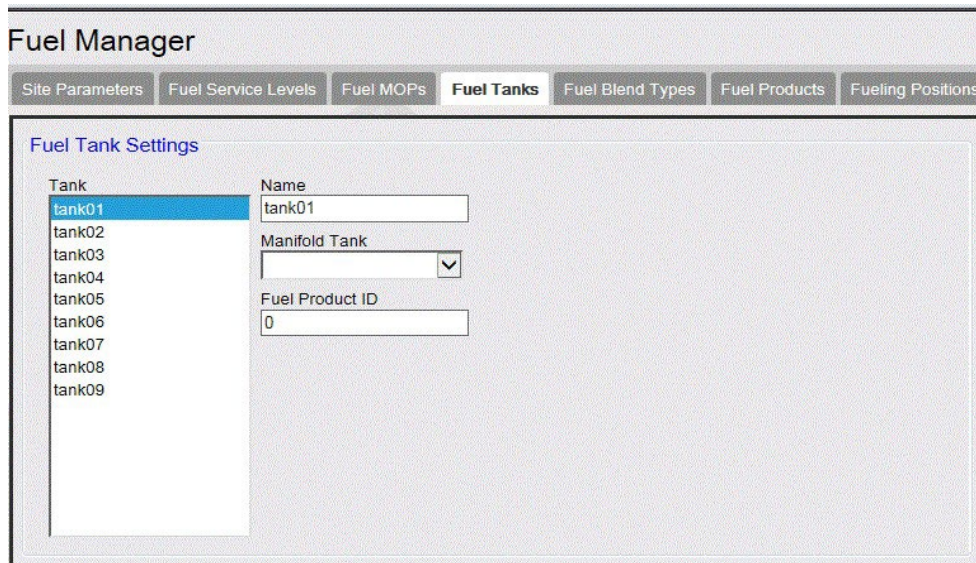
Field/Button	Allowable Value/Function
Number of Postpay Hours	<p>Select the number of hours that postpay fuel sales are allowed, starting at the time set in “Start Postpay Allowed”. Set values between 0 and 24.</p> <p>The following special values can also be used:</p> <p>0 – Postpay fuel sales are not allowed.</p> <p>24 – Postpay fuel sales are always allowed.</p>
<b>Manual Approval Schedule Settings - Start Manual Approval Required</b>	<p>Select the time (using the 24-hour clock) after which every fuel sale must be approved by the cashier (0 - 23).</p>
Number Manual Approval Hours	<p>Select the number of hours that manual approval is required, starting at the time set in “Start Manual Approval Required” (0 - 24).</p> <p>0 – Manual approval is not required at any time.</p> <p>24 – Manual approval is always required.</p>
<b>Grade Restriction - Enforce Prompting Inside</b>	<p>Select to display the grade restriction prompt that lists allowable grade selections inside at the POS.</p>
Prompt Restriction Outside	<p>Select to display the grade restriction prompt that lists allowable grade selections on the DCR.</p>

## Fuel Tanks

Use to define the tank names and designate which tanks are manifolded.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**



Field/Button	Allowable Value/Function
Name	The tank name (alphanumeric, up to six characters).
Manifold Tank	The primary tank for each fuel product. The primary tank is manifolded to itself; the secondary tank is manifolded to the primary tank.
Fuel Product ID	The NAXML Fuel Product ID (four digits).

### Fuel Products

Use to define product names and tank blending parameters. Click a text box to enter, edit, or select a value.

If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- Forecourt > Initialization > Fuel
- Forecourt > Initialization > DCR

Field/Button	Allowable Value/Function
Secondary Product	<p>Select to fuel a primary product as a secondary product with a different name.</p> <p>For example, Tractor and Reefer are dispensed from the diesel hose and is Diesel but named as Tractor and Reefer.</p> <p>Tank and Price for the secondary products is same as Primary product. Secondary Product has its own product code.</p> <p><b>Note:</b> Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</p>
Product Name	Enter the product name (alphanumeric, up to six characters).

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Primary Product	<p>When a product is enabled as secondary, select the primary product that is used as the secondary product.</p> <p>For Example, Tractor and Reefer are dispensed from the diesel hose and is diesel but named as Tractor and Reefer.</p> <p>Tank and Price for the secondary products is same as Primary product. Secondary Product has its own product code.</p> <p>The advantage of using the primary product as a secondary product with a different name is that the product when used as a secondary product can save tax or/and can be eligible for a discount.</p> <p><b>Note: Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</b></p>
Low Feed Tank	From the drop-down menu, select the primary tank.
Low Feed Percentage	Enter a percent (0 - 100).
Service Level 1 Product Code	From the drop-down menu, select the product code for service level 1.
Service Level 2 Product Code	From the drop-down menu, select the product code for service level 2.
Department	From the drop-down menu, select the department.
Fuel Grade ID	It is a '1 - 4' digit-value that maps Verifone product sysIDs to a NAXML equivalent. It is used as part of generating the NAXML POSJournal.
Minimum Street Price	Fuel prices cannot be set below this amount. A security level is required to change this amount. Discounts from POP and Loyalty can reduce the customer's price per gallon below this value.

## Fueling Positions

Use to define the attributes and hose assignments of each pump. If these are the last changes you make before exiting Fuel Manager, use both of the following commands:

- **Forecourt > Initialization > Fuel**
- **Forecourt > Initialization > DCR**

**Fuel Configuration - Pending**

Site Parameters | Fuel Service Levels | Fuel MOPs | Fuel Tanks | Fuel Blend Types | Fuel Products | **Fueling Positions**

**Fueling Position Settings**

**Select Fueling Position**  
 1

**Duplicate Fueling Position**  
 1-20  
 1. Select target fuel positions to the left.  
 2. Use the Ctrl key to select multiple positions.  
 3. Use the Shift key to select a range of positions.  
 4. Click the "Duplicate" button.  
 Duplicate

**Allow Access**   
 SPI IP Address: 192.168.31.160

**Default Attributes**  
 Default MOP: CASH | Default Service Level: SELF | Blend Type: NONE | Slow Flow Offset: 2

**Fueling Limit Settings**  
 Currency Limit: 300.00 | Volume Limit: 500.000 | Minimum PPU: 0.009 | Auto Collect: NONE

**Hose Product Settings**  
 Hose 1 Product: UNLD1 | Hose 2 Product: UNLD3 | Hose 3 Product: UNLD4  
 Hose 4 Product: UNLD5 | Hose 5 Product: METH | Hose 6 Product: NONE  
 Hose 7 Product: NONE

**Options**  
 Auto Approval |  Auto Disapproval |  DCR In Dispenser  
 First In First Out |  DCR Prompt Preset Amount |  Handle Up Calling  
 Ignore Pump Error |  Pay At Pump Only |  Prepay Only  
 Preset Postpay |  Preset Prepay |  Stacking  
 View Buzzer Off |  Commercial |  Instant Auto Approval

**Multi Product Settings**  
 Allow Multiple Products | Configure Fueling Orders

Field/Button	Allowable Value/Function
Position	Select the fueling point.
Duplicate Fueling Position	Select a group of fueling positions from the Position list to mark for duplication. Select the position from the Duplicate Fueling Position drop-down menu to set the position to be duplicated. Click Duplicate.
Allow Access	Select to allow the pump to be accessed by the terminal.

Verifone Commander User Reference

Field/Button	Allowable Value/Function
Default MOP	Select Cash, Credit, or Check as the default MOP for this pump.
Default Service Level	Select Self, Full, or Mini as the default service level.
Blend Type	Type of the blend to use in fueling positions. Select <b>None</b> , <b>MECH</b> , <b>ELEC</b> , <b>VARI</b> , <b>SC82</b> , or <b>FIX</b> of the blend type.
Slow Flow Offset	Determines the point at which the pump will slow the fuel as it approaches a preset amount (2 - 9999). Enter the slow flow amount without leading zeros.
Hose Product Settings -  Hose 1 Product Hose 2 Product Hose 3 Product Hose 4 Product Hose 5 Product Hose 6 Product  Hose 7 Product	Assign a fuel product to be dispensed from each hose for each pump that has been set up. One to seven hoses can be defined for each pump. Assign 'NONE' to hoses that do not exist or are not used.
Fueling Limit Settings:  Currency Limit  Volume Limit	Enter the maximum amount that the pump dispenses in one sale (0.00 - 999.99).  Enter the maximum volume that the pump dispenses in one sale (0.00 - 999.999).



Field/Button	Allowable Value/Function
<p>Minimum PPU</p> <p>Auto Collect</p>	<p>This is the minimum Price Per Unit that the dispenser will be allowed to drop to (typically due to a discount).</p> <p>Select to disable Auto Collect or to allow an employee outside to collect cash or any type of MOP payment directly from the customer at the pump.</p> <p><b>None:</b> Disabled. Payments are only collected inside at the terminal.</p> <p><b>Cash:</b> Only cash payments may be collected at this pump.</p> <p><b>All:</b> Any type of MOP payment may be collected at this pump.</p>
<p><b>Options</b></p>	
<p>Preset Prepay</p>	<p>Select to allow preset/prepay fuel sales at the pump.</p> <p>The default value is checked.</p>
<p>Preset Postpay</p>	<p>Select to allow preset/postpay sales at the pump.</p> <p>The default value is checked.</p>
<p>Stacking</p>	<p>Select to allow one fuel sale to remain uncollected while a second fuel sale is dispensed and completed.</p> <p>The default value is checked.</p>
<p>First In First Out</p>	<p>Select to ensure that the first sale that becomes due on this pump is cashed out first.</p> <p>(If not selected, either sale may be cashed out first.)</p> <p><b>Note:</b> <i>“Stacking” must also be selected.</i></p>
<p>Full Service Preset</p>	<p>Select to allow a customer or attendant to preset an amount outside at the DCR before fueling.</p>

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Field/Button	Allowable Value/Function
Handle Up Calling	Select to make the pump call for approval to dispense fuel when the customer lifts the handle.
Auto Approval	<p>Select to allow automatic approval for dispensing.</p> <p>If not selected, the pump must be approved by the cashier by pressing the <b>[APPROVE]</b> key.</p> <p><b>Note:</b> The first sale must be cashed out before another sale can be autoapproved.</p> <p><b>Note:</b> <i>Select this parameter if using Autocollect.</i></p>
Auto Disapproval	<p>Select to disapprove a dispenser if it remains inactive for the period of time set in “Delay Autodisapproval” on <b>Fuel &gt; Site Parameters &gt; Fuel Site Parameters</b>.</p> <p>(If not selected, the pump remains approved until manually changed.)</p> <p><b>Note:</b> <i>In DCR transactions, the pump disapproves after a maximum of three minutes regardless of this setting or that of “Delay Autodisapproval.” Prepaid sales never time out.</i></p>
DCR In Dispenser	Select if the dispenser has a card reader.
View Buzzer Off	<p>In a postpay situation, the customer lifts the handle, leaves the nozzle off the pump, and comes inside to pay. Select to allow the <b>[VIEW]</b> key to stop the beeping at the terminal.</p> <p><b>Note:</b> <i>If not selected, the beeping continues until the customer has paid.</i></p>
Commercial	<p>Select to convert a fueling position to commercial. Select for each pump that needs to be enabled as commercial.</p> <p><b>Note:</b> <i>Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p>

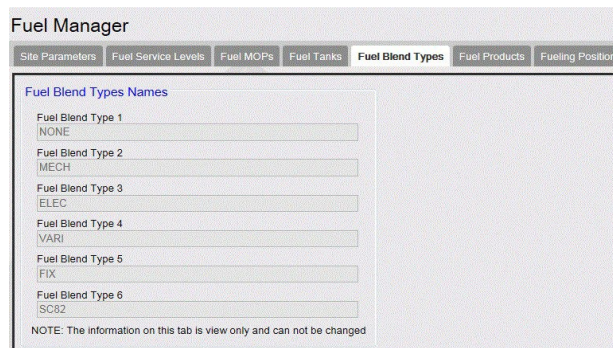
## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Ignore Pump Error	<p>Select to allow a pump to resume service after an authorization failure. The terminal continues to approve the transaction on the pump without the cashier pressing [APPROVE].</p> <p>If not selected, a cashier must press [APPROVE] to start the next transaction on the pump after an authorization failure.</p> <p>For this feature to work, do the following:</p> <ul style="list-style-type: none"> <li>▪ Select “Autoapproval.”</li> <li>▪ Set “Auto Collect” to ‘All.’</li> <li>▪ Set “Default Service Level” to ‘Full.’</li> </ul>
Pay At Pump Only	<p>Select if customers are required to pay outside at the DCR and may not pay inside.</p> <p>If not selected, customers are able to pay outside at the DCR as well as inside.</p>
Prepay Only	<p>Select if only prepaid fuel sales are allowed.</p> <p>If not selected, fuel sales can be paid for either before or after the customer dispenses fuel.</p>
<p>Multi Product Settings</p> <p>Allow Multiple Products</p> <p>Configure Fueling Order</p>	<p><b>Note: Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</b></p> <p>To enable a fueling position to dispense multiple products in a in single transaction, the pump should be enabled for multi-grade fueling.</p> <p>Click Configure Fueling Orders to configure the order in which the multi-grade fuel products appear on DCR menu and on the fuel selection menu during preauthorization of the card.</p>

Field/Button	Allowable Value/Function
	<p>The Host Product Settings section in the Fuel Configuration form only allows Primary Products to be assigned to hoses.</p> <p>Fueling Orders form helps configure primary and secondary products dispensing order.</p> <div data-bbox="727 531 1078 892" style="text-align: center;"> </div> <p>Configure the order in which the products are to be presented to the customer to choose.</p> <p>If you assign two products to the same prompt order, it will allow either or both.</p> <p>The example below would prompt “UNLD1, UNLD2 or Both”, then “UNLD3 Y/N”, and finally “UNLD4, UNLD5, or Both”.</p>

## Fuel Blend types

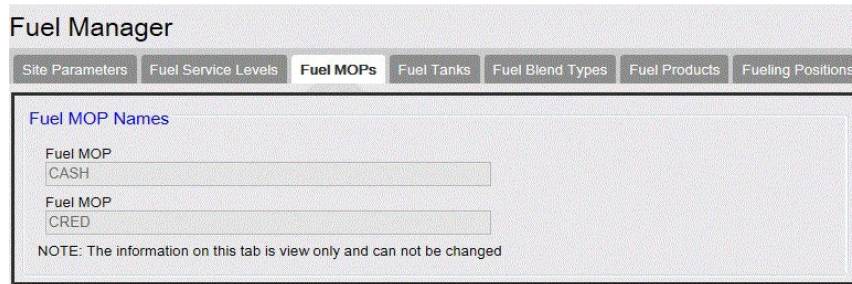
Fuel Blend types will display the available blending types in the POS system.



This option is for viewing only, no configuration is allowed.

## Fuel MOPs

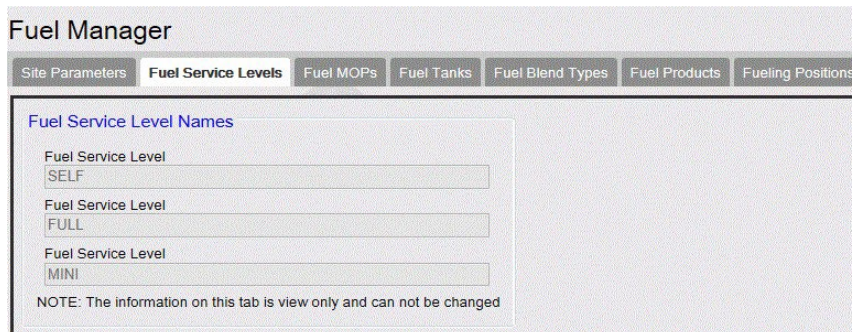
Fuel MOPs displays the available fuel method of payments defined in the POS system.



This option is for viewing only, no configuration is allowed.

## Fuel Service Levels

Fuel Service Levels displays the available levels of service for the site.



This option is for viewing only, no configuration is allowed.

## Reporting

Refer to the Reports topic for Fuel and DCR reports.

# Fuel Sales

## Overview

A fuel sale can be part of any sales transaction allowed either inside at the terminal or outside at the Dispenser Card Reader (DCR).

## Using Fuel Sales

The following are the Fuel Sales functions:

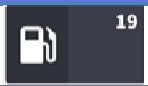





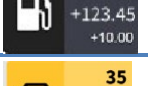







- [Prepay Fuel Sale by Amount](#)
- [Prepay Fuel Sale by Volume](#)
- [Prepay Fuel Sale with Merchandise](#)
- [Fuel Prepay Move](#)
- [Preset Fuel Sale by Dollar Amount](#)
- [Preset Fuel Sale by Volume](#)
- [Rest In Gas](#)
- [Postpay Fuel Sale](#)
- [Postpay Fuel Tax Exemption or Addition](#)
- [Manual Fuel Sale](#)
- [Fuel Discount with Fuel Disc Key](#)
- [Clear Reserve and Place in Idle](#)
- [Pump Test](#)
- [Fuel Ticket Print](#)
- [DCR Ticket Print](#)
- [Fuel Convert](#)
- [Approve One Calling Pump](#)

## Verifone Commander User Reference

- [Approve All Calling Pumps](#)
- [Disapprove a Pump](#)
- [Restarting a Stopped Pump](#)
- [Stop/Disapprove](#)
- [Stop One Pump](#)
- [Stop All Pumps](#)
- [View Fuel Sales](#)
- [View Due Fuel Sales](#)
- [View Pump Status](#)
- [Other Fuel](#)

### Fuel Control Buttons

The icons on the buttons for stop pump, help requested, calling pump and drive-off blink. The amounts with + sign are for customers owing money and amounts with - sign are for money owed to customer. The following fuel buttons represent a pump's status:

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

## Colored Text on Fuel Buttons

Colored text on fuel buttons represents the following:

- **Red** - Critical events happening at the pump. Watch pump and take immediate action.
- **Yellow** - Watch pump and take action.
- **Green** - Normal events happening at the pump. Watch pump; no action required.
- **Black and Gray** - Light and dark themes; no action required by the cashier.

**Note:** To access [OTHER FUEL] functions in Ruby2, a soft key needs to be programmed. Refer to store manager to program soft keys.

## Prepay Fuel Sale by Amount

The customer pays amount for the fuel before dispensing. The fuel is entered for a specific dollar amount. The sale must be tendered before the system approves the pump. The pump stops when the dollar amount is reached or when the tank is full.

1. Press [PREPAY] and key pump number
2. Press [ENTER]
3. Key <amount> and select MOP to continue or tender the transaction

Or

1. Key <pump number> and press [PREPAY]
2. Key <amount> and select MOP to continue or tender the transaction

## Prepay Fuel Sale by Volume

The customer specifies the fuel product and volume and then pays for the fuel before dispensing. The sale must be tendered before the system approves the pump. The pump stops when the specified volume is reached.

1. Press [PREPAY] and key pump number



## Verifone Commander User Reference

2. Press **[ENTER]** and then press **[QTY]**
3. Key the volume including two decimal points and press **[ENTER]**
4. In the Fuel Products list, select the fuel product and tender the transaction

Or

1. Key **<pump number>** and press **[PREPAY]**
2. Press **[QTY]**
3. Key the volume including two decimal points and press **[ENTER]**
4. In the Fuel Products list, select the fuel product and tender the transaction

### Prepay Fuel Sale with Merchandise

The network pre-authorizes a card for a fuel purchase and just charges the customer for the amount actually dispensed.

1. Key **<pump number>** and press **[PREPAY]**
2. Key **<amount>**
3. Touch **[CREDIT]** and swipe the card through the card reader
4. If prompted with the fuel products list, touch the product

### Fuel Prepay Move

This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.

To perform this function there must be an undispensed prepay on the selected pump for the move.

1. Press **[OTHER FUEL]** and then select **Fueling Point Move**
2. In the overlay, enter the pump number to move from
3. In the overlay, enter the pump number to move to

The prepay transaction moves to the chosen pump number.

## Fuel Preset

A preset fuel sale occurs when the Preset Fuel function is used to approve a fuel sale for a specific dollar amount or volume. If the approval is by volume, specify the fuel product. The pump automatically stops dispensing when the dollar amount or volume is reached or the tank is full. The sale is paid after the fuel is dispensed.

### Preset Fuel Sale by Dollar Amount

A preset fuel sale by dollar amount occurs when the Preset Fuel function is used to approve a fuel sale for a specific dollar amount. The pump automatically stops dispensing when the specified dollar amount is reached.

1. Press **[FUEL PRESET]** and key **<pump number>** and touch **[OK]**
2. Key **<amount>** and touch **[OK]** to authorize pump for fueling up to the preset dollar amount.
3. Touch **<pump number>** to add the sale into the transaction and press method of payment (MOP)

### Preset Fuel Sale by Volume

A preset fuel sale by volume occurs when the Preset Fuel function is used to approve a fuel sale for a specific volume and specify the fuel product. The pump automatically stops dispensing when the volume is reached, or the tank is full. The sale is paid after the fuel is dispensed.

1. Press **[FUEL PRESET]**, key **<pump number>**, and touch **[OK]**
2. Press **[QTY]** and key volume of the fuel to be dispensed (including two decimal places) and touch **[OK]**
3. If prompted with the Fuel Products list, touch the fuel product
4. The customer dispenses fuel up to the preset volume
5. Touch **<pump number>** to add the sale into the transaction
6. Press method of payment (MOP)

## Rest in Gas

This feature allows a customer to make instore purchases, present cash for payment and request that the clerk put the “Rest In Gas.” The system calculates the change due and uses that amount to prepay the pump.

1. Ring up merchandise
2. Key <amount>
3. Press [REST IN GAS]. The system prompts for pump number
4. Key <pump number> and press [ENTER] for the system to set prepay for the calculated amount on the selected pump

## Postpay Fuel Sale

In a postpay fuel sale, the sale comes due inside after the customer dispenses fuel.

**Note:** *If fueling point has uncollected sales or stacked sale, in Step 1, a separate fuel detail overlay will be displayed, touch the appropriate fuel sale box to bring the sale into transaction.*

1. Touch the appropriate fuel icon or press <pump number> and [FUEL] to bring sale into the transaction and press [TOTAL]
2. Tender the sale and touch the correct method of payment (MOP)

## Postpay Fuel Tax Exemption or Addition

This function allows the ability to add a fuel tax to a fuel type that is displaying a “tax free” price at the pump. The automatic adjustment is available only for postpay fuel sales or allows the cashier to remove taxes, or portions of a tax, from a fuel sale.

**Note:** *Available for postpay fuel sales only.*

1. Touch pump number and Fuel Tax Exemption or Fuel Tax Addition
2. In the Fuel Tax Exemption or Addition list, touch the correct exemption or addition

Fuel Tax Exemption and Fuel Tax Addition can be accessed in one or the following ways:

## Verifone Commander User Reference

- Press softkey
- Use Other Fuel Functions
- Touch pump number and then the line item

### Manual Fuel Sale

Use the **[MANUAL FUEL]** key to manually enter a fuel sale into the system. This is typically used for the dispensers that are not connected to the system.

1. Key fuel sale price and touch **[MANUAL FUEL]**
2. Key <pump number> and press **[ENTER]**
3. In the Fuel Products list, touch the name of the fuel product or key <fuel product number> and press **[ENTER]**

### Fuel Discount with Fuel Disc Key

The Fuel Discount with Fuel Discount key discounts fuel purchases by a fixed dollar amount per gallon. The cashier can indicate the number of gallons/liters to be discounted or the discount can be applied to the whole fuel amount.

**Note:** *Fuel discounts can be used in postpay fuel sales.* Fuel dispensed at a POP discount rate is not eligible to receive a discount using the **[FUEL DISC]** key.

1. Touch <pump number> and the discount is applied to the total fuel dispensed: Touch or press **[FUEL DISC]**
2. Key number of gallons to which discount should be applied or press **[ENTER]** to apply discount to total volume dispensed

### Clear Reserve and Place in Idle

The Clear Reserve function removes the “**Reserved**” state from a prepay pump. This may happen when fuel communications are temporarily interrupted and then re-established.

In a prepaid fuel sale, clear that is in the “**Reserved**” state that does not have to be dispensed.

1. Touch <pump number> and press **[PREPAY]**
2. Press **[STOP]** and **[OK]** to change prepay fuel sale status to Due Sale or Refund

3. To clear pump:
  1. Touch <pump number> and press [TOTAL]
  2. Touch the method of payment (MOP) originally used for prepay transaction

### Clear Reserve Using Clear Reserve Button

1. Select pump number from the fuel panel
2. Select 'CLEAR RESERVE' button

### Pump Test

**Note:** *The pump test applies to fuel sales only.*

The Pump Test is a payment type that accepts postpay fuel sales only. The fuel is dispensed normally and then tendered with the "Pump Test" MOP.

A receipt prints with the words "PUMP TEST" at the bottom

1. Touch <pump number> and press [TOTAL]
2. Touch [PUMP TEST] or press [OTHER MOP] and then touch Pump Test in Other MOP list

### Fuel Ticket Print

This function reprints postpay fuel transaction receipts.

1. Press [TICKET PRINT]
2. Choose a transaction to print

To search for transaction receipts containing fuel, follow these steps:

1. Press [TICKET PRINT]
2. In the overlay, press [ADVANCED OPTIONS]
3. In the Advanced Options - Multi Select Allowed menu, select Fuel Only
4. Press [SHOW LIST] to display a list of Filtered by Fuel Only

5. Choose a transaction to print

## **DCR Ticket Print**

Reprints DCR and completed prepay transaction receipts.

1. Key the pump number
2. Press **[VIEW]**
3. Touch **[Reprint DCR Tran]**
4. Choose a transaction to print

## **Fuel Convert**

If a customer dispenses fuel at one price level but wants to pay in the other price level, then use Fuel Convert function to switch.

1. Touch the pump number
2. Select the transaction to be converted by touching the desired current or stacked sale.
3. Touch **[Fuel Convert]**
4. If the customer wants to purchase merchandise, key the item(s)
5. Enter the customer's method of payment

## **Approve One Calling Pump**

1. Select the pump number.
2. Press **[APPROVE]**.

## **Approve All Calling Pumps**

Press **[APPROVE]**.

Whether a fueling point can be approved before a customer can dispense fuel depends on the following operating conditions:

- **Automatic Approval:** If “Autoapproval” is enabled for a specific pump number, the pump does not need to be approved before a customer can dispense fuel.
- **Approve Specific Pump:** In all cases, a specific pump can be approved if the pump number is keyed before [APPROVE]. Two messages display briefly:

nn APPROVING

nn APPROVED

- **Approve All Pumps:** If enabled, all fueling points requesting approval can be approved at the same time by pressing the [APPROVE] key. If not enabled, a specific pump can still be approved by keying the pump number before pressing [APPROVE]. Two messages display briefly:

APPROVING CALLING PUMPS

CALLING PUMPS APPROVED

**Note:** *If a pump is approved while the cash drawer is open, the change for that transaction continues to display. The journal records pump approvals.*

## Disapprove a Pump

Disapprove a pump that is approved but has not started dispensing.

Select the pump number and press [STOP].

## Restarting a Stopped Pump

1. Select the pump number.
2. Press [APPROVE].

A pump can be restarted if the system is set up to allow a pump restart or if the pump is stopped from the POS ([STOP] key) and one of the following is true:

- The transaction at the pump has not ended.
- The pump is a Dresser®/Wayne® brand.

The following two messages display briefly when approving a pump that has timed-out or been stopped (also called re-approving or restarting) ('nn'= the pump number):

nn RESTARTING

nn RESTARTED

## Stop/Disapprove

The [STOP] key does one of the following:

- Stops fuel dispensing at a specific pump or all pumps.
- Disapproves one pump or all approved pumps that have not started dispensing.

The following two messages display briefly if a pump is stopped ('nn'= pump number):

nn STOPPING

nn STOPPED

The following two messages display briefly when all pumps are stopped:

STOPPING ALL PUMPS

ALL PUMPS STOPPED

## Stop One Pump

1. Select the pump number.
2. Press [STOP].

## Stop All Pumps

Press [STOP].

## View Fuel Sales

The View function displays the status of the current fuel sales. The information that displays depends on the pump manufacturer. Some pumps send information as the fuel is dispensed. Other pumps send information only after dispensing is finished, and display only the fueling point, current/stacked indicator, and pump status while fuel is being dispensed.

There are two types of view: due sales and fuel sales.



## View Due Fuel Sales

1. Press **[VIEW]**. All fuel sales that are due appear.
2. Press **[EXIT]**.

The pump number, status ('C' = current, 'S' = stacked), and dollar amount due display. Up to eight sales are listed. If there are more than eight sales, a down arrow in the bottom left corner of the display indicates there are more. Press **[VIEW]** to see the rest of the sales.

If no sales are due, "NO DUE SALES" displays until another sales function is run.

## View Pump Status

Check the fuel sale state or the pump state of the current or second (stacked) sale.

1. Key the pump number.
2. Press **[VIEW]**. The > points at the current sale.
3. Press **[VIEW]** again. The > points at the stacked sale.
4. Press **[VIEW]** again. The pump status and detailed fuel sale information for the current sale appears.
5. Press **[VIEW]** again. The pump status and detailed fuel sale information for the stacked sale appears.
6. Press **[VIEW]** to repeat the cycle (steps 2 through 5).

Pump Status	
Status	Description
AUTHORIZED	The pump is approved, but dispensing has not started.
CALLING	The customer has lifted the handle and is requesting

Pump Status	
Status	Description
	approval to dispense fuel.
FUELING	Fuel is being dispensed.
IDLE	The pump is not in use.
LOW PAPER	The receipt paper in the dispenser card reader is low.
OFFLINE	The pump controller is not communicating with the dispenser.
RESERVED	The pump is being prepaid and is locked until the transaction is complete.
STOPPED	A cashier has stopped the pump by pressing [STOP].

Fuel Sale Status	
Status	Description
BUSY	The pump is in use (but not necessarily actively fueling).
DUE	The customer has finished dispensing and the sale or refund is due.
HOLD	This sale has already been included in a transaction on another Ruby terminal or on the current ticket.
SOLD	This fuel sale has already been collected.

## Other Fuel

The Other Fuel function is a soft key and contains a menu of the following functions:

- [Fueling Point Move](#)
- [Convert Fuel MOP](#)
- [Fuel Discount](#)
- [Fuel Preset](#)
- [Manual POP Discount](#)
- [Fuel Tax Exemption](#)
- [Fuel Tax Addition](#)

### Fueling Point Move

This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.

The following message prints on the journal ('n1' = the original pump; 'n2'=the pump to which the sale moves):

FP MOVE FROM PUMP# n1 TO PUMP# n2

1. Touch **[FP MOVE]**
2. Enter the current pump number and select **OK**
3. Enter the new pump number and select **OK**

Or

1. Press **[OTHER FUEL]**
2. Select the **Move Fuel Point** function
3. Key the current pump number
4. Key the new pump number and then select **OK**

## Convert Fuel MOP

The Fuel Convert function switches the price level of the fuel line item from cash to credit or credit to cash.

The final price for the fuel in the transaction will be based on the new price level.

1. Touch the pump number
2. Select the transaction to be converted by touching the desired current or stacked sale
3. Press [**Other Fuel**] and select **Convert Fuel MOP**
4. If the customer wants to purchase merchandise, add the item(s)
5. Tender and complete the sale

## Fuel Discount

The Fuel Discount function discounts fuel purchases by a fixed dollar amount per gallon. The cashier indicates the number of gallons/liters to be discounted or the discount may apply to the whole fuel amount.

Fuel discounts can be used in preset or postpay fuel sales.

The Fuel Discount function may be set up as either a separate [**FUEL DISC**] key or as a menu choice under the [**OTHER FUEL**] key.

1. Bring the fuel sale up on the display
2. Do one of the following:
  - If the discount applies to part of the fuel dispensed, key the amount (gallons/liters) and press [**FUEL DISC**] key
  - If the discount applies to the whole amount of fuel dispensed, just press [**FUEL DISC**]

Or

1. Press [**OTHER FUEL**], press Fuel Discount, and then press [**ENTER**]
2. Do one of the following:

## Verifone Commander User Reference

- If the discount applies to part of the fuel dispensed, key the amount (gallons/liters) and press **[ENTER]**
- If the discount applies to the entire amount of fuel dispensed, press **[ENTER]**

### Fuel Preset

A preset fuel sale occurs when the Preset Fuel function is used to approve a fuel sale for a specific dollar amount or volume. If the approval is by volume, specify the fuel product. The pump automatically stops dispensing when the dollar amount or volume is reached, or the tank is full. The sale is paid after the fuel is dispensed.

#### *Preset Fuel Sale by Dollar Amount*

1. Press **[OTHER FUEL]**, press **Preset Fuel** function, and then press **[ENTER]**
2. Key the pump number and press **[ENTER]**
3. Key the dollar amount
4. Press **[ENTER]** or the method of payment

**OR**

1. Key the pump number and press **[FUEL PRESET]**
2. Key the dollar amount and then press **[ENTER]** or the method of payment

The customer dispenses fuel before paying.

#### *Preset Fuel Sale by Volume*

1. Press **[OTHER FUEL]** and then press **Preset Fuel** function
2. Press **[ENTER]** and key the pump number and then press **[ENTER]**
3. Press **[QTY]** and key the volume of fuel to be dispensed (including two decimal places)
4. Press **[ENTER]** or the method of payment and press the fuel product to be purchased and then press **[ENTER]**

OR

1. Key the pump number, press **[FUEL PRESET]**, and then press **[QTY]**
2. Key the volume of fuel to be dispensed (including two decimal places)
3. Press **[ENTER]** or the method of payment and then press the fuel product to be purchased and then press **[ENTER]**

### Manual POP Discount

This is an option that can provide either a coupon or free POP code (with Basic + Code program type). The cashier has the option of offering the award to customers at their discretion; perhaps to an especially loyal customer or to a customer who has experienced some perceived inconvenience.

1. Touch **[OTHER FUEL]**
2. In the Other Fuel Functions menu, select **[Manual POP Discount]**
3. In POP Award menu, touch **[Generate Code]** or **[Generate Coupon]**
4. The code or coupon prints

### Fuel Tax Exemption

This function allows the ability to exempt a fuel tax to a fuel type that is displaying a “tax free” price at the pump.

**Note:** *The automatic adjustment is only available for postpay fuel sales.*

1. Key the pump number, press **[FUEL]**, and then press **[OTHER FUEL]**
2. Press **Fuel Tax Exemption** and press **[ENTER]**
3. Select the fuel tax exemption from the menu
4. Press **[ENTER]**

### Fuel Tax Addition

This function allows the ability to add a fuel tax to a fuel type that is displaying a “tax free” price at the pump.

**Note:** *The automatic adjustment is only available for postpay fuel sales.*

1. Key the pump number, press **[FUEL]**, and then press **[OTHER FUEL]**
2. Press **Fuel Tax Addition** and press **[ENTER]**
3. Select the fuel tax addition from the menu
4. Press **[ENTER]**

## Configuring Fuel Sales

See the "Configuring Fuel Manager" section in the Fuel Manager topic for configuration details.

For Configuring Pump Test, see "Configuring MOP" section of the Methods of Payment topic.

## Reporting

See the Reports topic for various reports related to Fuel Sales.

## Troubleshooting

#	Message	Description/Action
E1274	FUEL PRICE NOT SETUP	Entered a sale for a fuel product that does not have a price set up in the system.
E1142	INVALID ENTRY	An invalid selection is made when a fuel tax exemption is attempted. The fuel tax menu re-displays and the user can reenter the selection.
E1259	FUEL TAXES UNDEFINED	No fuel tax exemptions have been defined in the Fuel Tax Exemption File.
E5008	FPD SIGN OFFLINE	Fuel Price Sign Controller is not responding to controller.
E5009	FPD POLL ERROR	Communications between the controller and the Fuel Price Sign Controller are working, but the Fuel Price Sign Controller indicates that a sign position is offline. There is a problem with a particular sign or signs.

## Verifone Commander User Reference

#	Message	Description/Action
E1260	EXEMPTION MUST BE BEFORE % DISC	Attempted to apply a fuel tax exemption on discounted fuel. Apply the tax exemption first, then apply the fuel discount.
E1266	FUEL TAX ALREADY ADDED	Attempted to add a fuel tax using the Fuel Tax Addition function and the fuel department for that item already has a fuel tax assigned to it.
E1273	FUEL TAX NOT ALLOWED WITH % DISC	A discount using the <b>[DISC]</b> key is attempted on an item that has a fuel tax exemption applied or a fuel tax exemption is attempted on an item that already has a discount applied.



## Loyalty Sales (EPS)

### Overview

Loyalty programs come in all shapes and sizes. They can offer on-the-spot discounts or future savings through incentives as coupons or points toward future purchases.

EPS loyalty sales allow the processing and redemption of loyalty transactions, both inside at the POS and outside at the dispenser card readers (DCR). These loyalty transactions are processed through the electronic payment system (EPS).

The EPS Loyalty Front End Processor (FEP) functionality include using the PCATS POS-Loyalty Host Specification, Price-per-unit Discounting, Transactions-level Discounting, and Item Level Discounting.

***Note: Refer to the Loyalty Sales feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.***

# Maintenance

## Overview

This section contains general system and terminal functions and settings. The system will display functions based on the security level of the user.

## Using Maintenance

Navigate to **CSR Func > Maintenance** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby2) to access the following Maintenance functions:

- [Adjust Volume](#)
- [Adjust Brightness](#)
- [System Messages](#)
- [Device Configuration](#)

### Adjust Volume

1. Touch **[Adjust Volume]**
2. Touch the number for the correct volume **[0 - 10]**
3. A chime sounds to indicate the volume
4. Touch **[OK]** to save the volume

### Adjust Brightness

1. Touch **[Adjust Brightness]**
2. Touch the number for the correct brightness **[0 - 10]**
3. The brightness changes when a number is touched

4. Touch **[OK]** to save the brightness

## System Messages

1. Touch **[System Messages]**
2. The System Messages list displays
3. Touch down arrow to scroll and review the messages

## Device Configuration Menu

1. Touch **[Device Configuration]**
2. Touch the appropriate entry or key the entry number of the device to configure
3. Press **[ENTER]**

## Configuring Maintenance

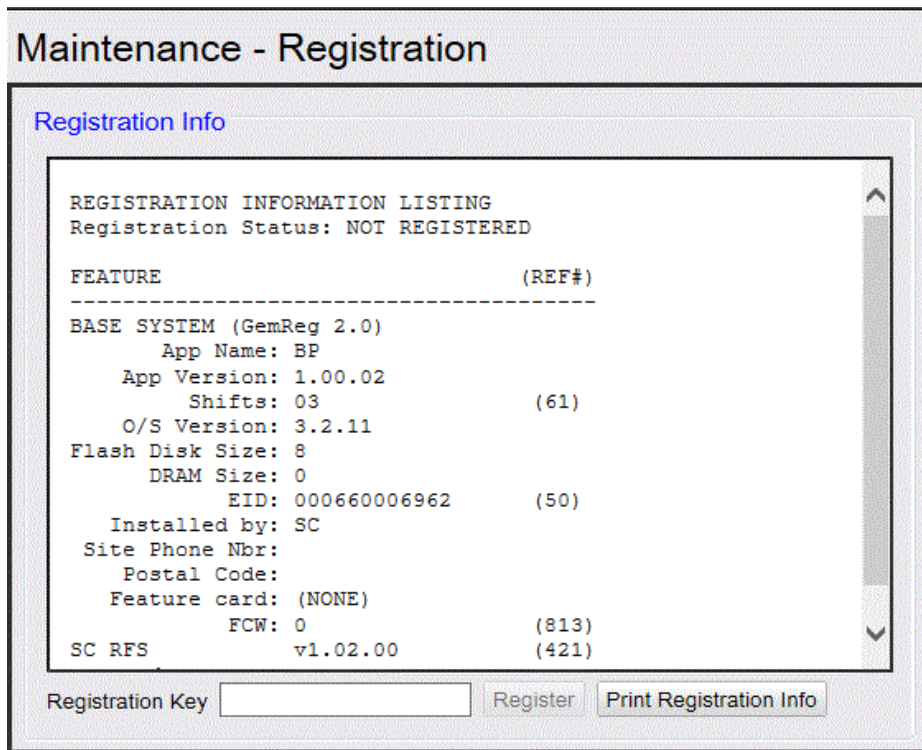
Use Initial Setup to update general terminal information and maintain the system software and hardware.

Configuration under “Maintenance” is limited to Site Registration, a function that can also be performed at the POS. Additional functions not available through the POS are included here.

### Registration

The Registration form presents information that must be supplied to the Verifone Technical Support Center in order to obtain a Registration Key. Call the Verifone Technical Support Center at (888) 777-3536. The Support Center will process the registration while you are on the phone.

**Note:** *Registration is only done once, at the time of installation. Registration is required any time site information for key components changes like application, version, etc.*



## Functions

Field/Button	Allowable Value/Function
Registration Key	Enter the Registration Key supplied by the Verifone Technical Support Center.

## Maintenance Configuration

The Maintenance Configuration form is used to reset the Fuel and Register running totals, and to enter the telephone and postal code information for the site.

## Totalizers

Use after installing new software. Before installing new software, close all cashiers and run the next period report. Enter the totals so that they are not lost.

For example, if the software is reinstalled at midnight, run the Close Daily report just before the installation. Do not perform any transactions until after the software is installed and the running totals are entered.

### Maintenance Configuration

**Fuel Totalizers** Register Totalizers Telephone & Postal Code

Fueling Point  ▾

**Operation Type**

Clear  Update from Dispenser Totals  Manual Entry

<input type="checkbox"/> All	Count	Dollars	Volume
<input type="checkbox"/> Hose #1	<input type="text" value="1"/>	<input type="text" value="5.00"/>	<input type="text" value="4.460"/>
<input type="checkbox"/> Hose #2	<input type="text" value="0"/>	<input type="text" value="0.00"/>	<input type="text" value="0.000"/>
<input type="checkbox"/> Hose #3	<input type="text" value="0"/>	<input type="text" value="0.00"/>	<input type="text" value="0.000"/>
<input type="checkbox"/> Hose #4	<input type="text" value="1"/>	<input type="text" value="5.02"/>	<input type="text" value="1.544"/>
<input type="checkbox"/> Hose #5	<input type="text" value="2"/>	<input type="text" value="60.00"/>	<input type="text" value="12.109"/>
<input type="checkbox"/> Hose #6	<input type="text" value="1"/>	<input type="text" value="10.00"/>	<input type="text" value="1.633"/>

### Functions

Field/Button	Allowable Value/Function
Fuel Totalizers - Fueling Point	Select the fueling point for which you want to set the running totals.
Hose #n	Enter the dollar and volume totals for each hose on the fueling point.
Register Totalizers - Register	Select the register for which you want to set totals.
Sales / Grand	Enter the Sales and Grand totals for each period. The periods that display depend on your setup.

**Note:** *Setting totalizers after an upgrade is optional.*

### Telephone & Postal Code

Use to enter the telephone number (area code first) and postal code for the site.

# Manual Discounts

## Overview

Manual discount unlike automatic discount requires specific actions by the cashier. Examples include any discount using a discount key or entering a discount amount.

## Using Manual Discounts

Use the following Manual Discount functions to give:

- [Fixed Discount](#)
- [Percent Discount](#)
- [Amount Discount](#)

**Note:** To access [Disc] function on Ruby2, a soft key needs to be programmed. Refer to store manager to program soft keys.

### Fixed Discount

1. After entering the product, press [DISC]

The system applies the discount to the line item

### Percent Discount

1. After entering the product, key the percent discount including two decimal places, for example: [1][0][0][0] = 10% Discount
2. Press [DISC %]

The system applies the discount percentage to the line item.

### Amount Discount

1. After entering the product, key the dollars and cents discount, for example: [1][0] = 0.10 discount
2. Press [DISC]

The system applies the discount amount to the line item.



## Configuring Manual Discounts

Parameter	Path	Value	Description
Discount Security Level	Store Operations > Sales > Sales Configuration	0 - 9	The security level <b>1 - 9</b> , an employee must have in order to use the <b>[DISC]</b> key and approve discounts.  <b>0</b> - Discounts do not require a security check.
Discount Type	Store Operations > Sales > Sales Configuration	Percent, Amount	Percent -The discount is calculated as a percentage of the price and then subtracted from the price of the item.  Amount -The discount is directly subtracted as a dollar amount from the price of the item.
Fixed Discount Rate	Store Operations > Sales > Sales Configuration	Numeric	Percent or amount (set in “Discount Type”) is automatically applied when the <b>[DISC]</b> key is pressed.
Is Fixed Discount	Store Operations > Sales > Sales Configuration	Yes, No	Automatically enter discounts (set in “Discount Type” as a percent or amount) for the amount entered in “ <b>Fixed Discount Rate</b> ” when the <b>[DISC]</b> key is pressed. If not selected, all discounts must be entered as individual amounts.
Maximum Discount	Store Operations > Sales > Sales Configuration	0.00 - 99.99	Maximum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the <b>[DISC]</b> key.



Parameter	Path	Value	Description
Minimum Discount	Store Operations > Sales > Sales Configuration	0.00 - 99.99	Minimum discount (either percent or dollar as set in “Discount Type”) that can be applied to an item when using the [DISC] key.

## Reporting

MEMO ITEMS			
Discounts	6	7.41	<p>Sample Memo Items showing number and amount of discounts.</p> <p>Aggregate discount totals appear in Memo Item section of the following reports:</p> <ul style="list-style-type: none"> <li>• Cashier Report</li> <li>• Summary Report</li> </ul> <p>Discount totals by Department are represented in the Department Report.</p>

### Report Details

- **DISCOUNTS:** Number of times and total amount of discounts. This includes discounts from:
  - Use of the [DISC], [DISC%], and [DISC AMT] keys
  - Combo, mix ’n match, fuel, and promotional discounts

## Troubleshooting

#	Message	Description/Action
E1121	DISCOUNT TOO SMALL	The discount entered is less than the set minimum amount.
E1122	DISCOUNT TOO LARGE	The discount entered is more than the set maximum amount.

## Verifone Commander User Reference

#	Message	Description/Action
E1273	FUEL TAX NOT ALLOWED WITH % DISC	A discount using the [DISC] key is attempted on an item that has a fuel tax exemption applied or a fuel tax exemption is attempted on an item that already has a discount applied.

# Menus

## Overview

A menu is a group of PLUs displayed at the same time. There are several types of menus:

- **Ruby**: Displays 6 items in an overlay menu and menu clears after 1 selection.
- **Expanded**: (also known as single-select) displays items in a 4x4 grid and menu clears after 1 selection.
- **Multi-Select**: displays items in a 4x4 grid and remains displayed until you touch the “Done” button.
- **Parked Menu**: displays each menu item on individual buttons of the parked menu panel so that a single touch adds the item to the transaction. The menu remains displayed through multiple transactions until clerk selects another menu configured as “parked”.
- **Menu Chain**: The menu name appears on the POS screen and when selected by the cashier, leads to the other menus in the chain.

## Using Menus

### Ruby Menu

1. Touch or press the appropriate **[MENU KEY]**
2. From the overlay, touch the desired item or key entry number and press **[ENTER]** to add item to the transaction.

### Expanded Menu

1. Touch or press the appropriate **[MENU KEY]**
2. Touch the desired item or key entry number and press **[ENTER]** to add item to the transaction.

### Multi-Select Menu

1. Touch or press the appropriate **[MENU KEY]**
2. Touch the desired item or key entry number and press **[ENTER]**

3. Repeat step 2 to sell additional items
4. Touch **[DONE]**

## Parked Menu

1. Touch or press an appropriate **[MENU KEY]** configured as parked.
2. Touch the appropriate button from the parked menu panel to add item to transaction (all buttons in the parked menu pane will be the same color).
3. When items from another parked menu are desired, touch the appropriate **[MENU KEY]** and continue sales

## Menu Chain

1. Touch or press the appropriate **[MENU KEY]**
2. Do one of the following:
  1. Touch the desired item or key entry number and press **[ENTER]** to go to next menu type
  2. Touch **Next** to go to next menu type
3. Repeat step 2 to sell additional items
4. Touch **[Dismiss]**, to come out of the menu chain

## Configuring Menus

### Menu Key Configuration

Use **Store Operations > Menu Key** to configure menu keys.

The Menu Key Configuration form allows you to add PLU items to menus.

**Note:** *Menus designated as parked or expanded may have up to 50 menu items.*

*Other menus may have one to six items.*

# Verifone Commander User Reference

**Menu Key Configuration** [Save] [Cancel]

Delete

**Menu Key**

Select Menu: 1

Name: \_\_\_\_\_

Type: Menu Chain

Parked:

\_\_\_\_\_

[Add] [Modify] [Remove]

**Menu Items**

**Menu Key Configuration** [Save] [Cancel]

Delete

**Menu Key**

Select Menu: 1

Name: \_\_\_\_\_

Type: Ruby Menu

Parked:

PLU: \_\_\_\_\_

[Add] [Modify] [Remove]

**Menu Items**

Field/Button	Allowable Value/Function
Select Menu	Select an open menu key number. (Up to 100 maximum menu keys.)
Delete	Select to delete the selected menu key.
Name	Displays the name of the menu selected by number. (The name may be edited.)
Type	Select from the following: <b>Ruby Menu</b> -Six items (PLUs) per menu are allowed.

Field/Button	Allowable Value/Function
	<p><b>Expanded Menu</b> - Items display on the expanded menu of the Topaz screen. Up to 50 items per menu are allowed.</p> <p><b>Multi-Select Menu</b> - The menu stays open on the Topaz screen, allowing multiple selections.</p> <p><b>Menu Chain</b> - The menu appears on the POS screen (or as a key) and when selected by the cashier, leads to the other menus in the chain.</p>
Parked	<p>Select to allow the menu items to display on the parked menu panel of the POS screen. (This option is not available for Menu Chain Types.)</p>
Order Menu	<p>Available when Menu Chain type is selected.</p> <p>After a rule is created for fast food on the POS, the PLUs that are added can become part of an Order Menu so that the transaction produces a receipt like an iOrder receipt.</p> <p>To use this feature, do the following:</p> <ol style="list-style-type: none"> <li>1. Create a rule (see “Rule Manager &gt; <a href="#">Fast Food Orders on POS</a>”) and enter the PLUs to be evaluated as part of the rule.</li> <li>2. Open Menu Keys Configuration form and select the menu and select Menu Chain as the type.</li> <li>3. Select the menu from the menu drop-down list. Click Add. The menu is added to the Menu Items list.</li> <li>4. Repeat to add more menus to the menu chain. Click Save.</li> </ol> <p><b>Note:</b> Refer to the <i>Food Service Order User Reference</i> for more information on this feature. The Feature Reference is available on Premier Portal.</p>
Add	<p>Click Add to add the PLU that was entered or the menu that was selected from the drop-down list to the Menu Items list.</p>

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Modify	<p>Use to exchange an item in the Menu Items list for another PLU or menu.</p> <ol style="list-style-type: none"><li data-bbox="574 390 1370 495">1. In the Menu Items list, double click the PLU or menu to be replaced. The selected item appears above the Add button.</li><li data-bbox="574 537 1354 642">2. Enter another PLU or select another menu from the drop-down list and click Modify. The selected item replaces the original in the Menu Items list.</li></ol>
Remove	<p>Click Remove to delete the selected PLU or menu from the Menu Items list.</p>

# Messages and Troubleshooting

## General Messages

This section contains general messages that may appear on the Operator Display but are **not numbered**.

If more than one message occurs at a time, the messages take turns displaying briefly. Messages are listed in alphabetical order. Information contained in parentheses is a variable and changes depending on the circumstances.

General Messages	Message Description/Action
(#) RECEIPT(S) PENDING	The indicated number of transactions (#) are suspended.
ACCEPTED	The entry made for either the Set Store Telephone Number or Set Store Postal Code function was accepted into the system.
CARD IN READER	A customer left a card in a DCR.
CARDSCAN 0 LOADED	(Schlumberger) Broadcast loading of all DCRs (CARDSCANS) has concluded. The '0' means 'all.'
CASSETTE FULL	A cash acceptor cassette is full and needs to be emptied before this message clears.
COMBO#nn INVALID!	The cashier attempted to sell a combo that does not exist.
COMM FAILURE	Check the phone cord connections (Dial) or PES connections (VSAT); retry contacting the network; if communication failures are consistent and repeated and you have verified the connections, contact the Verifone Technical Support Center.
DEBIT MODULE NOT PRESENT	Debit is not available at a DCR.
DROP (method of payment)	The cash drawer contains more than the maximum allowed for the method of payment indicated. Make a large enough safe drop to reduce the amount in



General Messages	Message Description/Action
	the drawer to below the maximum allowed.
FUEL COMMS ERROR	The POS lost communication with the fuel controller through which it controls the dispensers. Check the connections. If the connections are good and communication cannot be reestablished, contact the Verifone Technical Support Center.
GSM OFFLINE	Check the connections to and from the Gilbarco Security Module (GSM). If connections are good but the GSM is still offline, contact the Verifone Technical Support Center.
HOST UNAVAILABLE	Check the phone cord connections (Dial) or PES connections (VSAT); retry contacting the network; if communication failures are consistent and repeated and you have verified the connections, contact the Verifone Technical Support Center.
INVALID CHARACTERS	Either the telephone number was not entered correctly in the Set Store Telephone Number function or the postal code was not entered correctly in the Set Store Postal Code function. Use 0 - 9 only. Do not use separators.
Invalid input	The PLU/modifier combination entered for the car wash key does not exist. Define this department in the PLU File first or choose another department.
INVALID TIME OF TRANSACTION	The time for the original transaction was entered incorrectly for a Fleet card refund.
KEYPAD ERROR: rp1	Return PIN Failure: Invalid master key type or range. <i>Call the Verifone Technical Support Center. The helpdesk should contact a servicer.</i>
KEYPAD ERROR: rp2	Return PIN Failure: Key not loaded. <i>Call the Verifone Technical Support Center. The helpdesk should contact a servicer.</i>
KEYPAD ERROR: rp3	Return PIN Termination: [CANCEL] key pressed. No action required. The transaction times out and

General Messages	Message Description/Action
	returns to idle.
KEYPAD ERROR: rp4	Return PIN Termination: [CLEAR] key pressed twice. No action required. The transaction times out and returns to idle.
KEYPAD ERROR: rp5	Return PIN Termination: Delay between entering pin numbers is too long. No action required. The transaction times out and returns to idle.
KEYPAD ERROR: rp6	Return PIN Failure: Incompatible with encryption mode. <i>Call the Verifone Technical Support Center. The help desk should contact a servicer.</i>
KEYPAD ERROR: rp7	Return PIN Termination: First key time out expired. No action required. The transaction times out and returns to idle.
KEYPAD ERROR: rs1	Return String Failure: Invalid display buffer or display range. <i>Call the Verifone Technical Support Center. The help desk should contact engineering.</i>
KEYPAD ERROR: rs2	Return String: Undefined error. <i>Call the Verifone Technical Support Center. The help desk should contact engineering.</i>
KEYPAD ERROR: rs3	Return String Termination: [CANCEL] key pressed. No action required. The transaction times out and returns to idle.
KEYPAD ERROR: rs4	Return String Termination: [CLEAR] key pressed twice. No action required. The transaction times out and returns to idle.
KEYPAD ERROR: rs5	Return String Termination: Delay between entering pin numbers is too long. No action required. The transaction times out and returns to idle.
KEYPAD ERROR: rs6	Return String: Undefined error. <i>Call the Verifone Technical Support Center. The help desk should contact engineering.</i>

## Verifone Commander User Reference

General Messages	Message Description/Action
KEYPAD ERROR: rs7	Return String Termination: First key time out expired. No action required. The transaction times out and returns to idle.
LOADING 0 CARDSCAN	(Schlumberger) Broadcast loading of all DCRs (CARDSCANS) has begun. The '0' means 'all.'
MAIL PENDING or MAIL WAITING	The network has sent mail to the terminal. Use the Mail function in Network Manager mode to read your mail.
Max number exceeded	You tried to perform either a pay out or a pay in and have reached the maximum number of times allowed for this period, which is 25.
MONEY ORDER PRINTER UNAVAILABLE. EXITING PAY OUT	The POS is not communicating with the money order printer. Check the communications link between the two machines.
NETWORK SUSPENDED TRANSACTION	The controller is retrieving a network suspended transaction from a workstation.
NO CAR WASH COMM	The server and car wash controller are not communicating. Check that the controller is plugged in and connected to the correct COM port.
NO CASHIER REPORT AVAILABLE	There are no cashier reports available for printing. This occurs in the Print Cashier Report function in Reports mode.
NO CHANGES MADE	The [ENTER]key was pressed before data was entered in the Registration Information function.
NO COMM DSR	The POS has detected a loss of connection to the ISDN, VSAT, or T3POS network hardware.
NO SALES SINCE LAST SHIFT, OK(Y/N)?	No sales have occurred since the last Close Period report was run. This occurs in Close Shift, Daily, Monthly, and Yearly report functions in Reports mode.

General Messages	Message Description/Action
PDL UPDATE PENDING	The Parameter Download has been requested, but the parameters have not been updated. After the Close Daily, the parameters can update.
PRINTER COVER OPEN	The printer cover is not completely closed. Close the cover.
RECEIPT BLOCKED	The POS cannot communicate with the receipt printer. Make sure that the printer is online and that all connections are securely in place.
RECEIPT PAPER LOW	The paper in the receipt printer is getting low. Add new paper.
Refused No voice auth phone number PRESS ENTER KEY TO CONTINUE	A voice authorization number for the tendered credit card was not provided during the parameter download. The customer must use a different method of payment.
SUSPENDED TRANSACTION	A transaction is currently suspended.
SYSTEM NOT REGISTERED	The application has not been registered within eight hours of installation.
UNKNOWN CARD SEE CC GUIDE/ACCEPT CARD?	The network does not recognize the credit card. See the store's credit card guide for information on card acceptance or denial.

## Numbered Messages

This section contains **numbered** messages. Messages are grouped by related functional area and listed in ascending order. There are four types of messages:

- Most of the messages appear on the first line of the Operator Display. Many appear momentarily then disappear.
- Messages that have “Alarm Line Only” at the beginning of the description appear on the bottom line of the Operator Display. Someone such as a manager or servicer, must take some action to clear the message.
- Messages that have “DCR Message” at the beginning of the description display on the DCR and do not display on the POS.

<b>Numbered Messages Related To Sales</b>		
	<b>Message</b>	<b>Description/Action</b>
E1101	INVALID CASHIER #	The cashier number entered is incorrect. Re-key the number.
E1102	INVALID PASSWORD	The password entered is incorrect. Re-key the information,
E1103	INVALID DRAWER #	Entered a drawer number that has not been set up. Key the drawer number again.
E1104	MOP INVALID/NOT ALLOWED	Used an MOP soft key that no longer exists. Choose another MOP.
E1105	LAN UNAVAILABLE, CHECK CABLE	The POS cannot process a network transaction. Check for loose connections on the back of the POS.
E1106	USE VOID LINE/VOID TICKET	Attempted to use [ERROR CORR] to remove more than the last item from the current transaction. Use [VOID LINE] to remove additional items from the transaction or [VOID TICKET] to remove the entire ticket.
E1107	INVALID KEY PRESSED	The wrong key was pressed during a transaction. Wait for the error to clear and press the correct key.
E1108	INVALID QUANTITY	The quantity entered is less than minimum or greater than the maximum allowed.
E1109	PRESET NOT USED	The soft key has not been defined or the PLU no longer exists.
E1110	PLU TOO LONG	PLU entered has too many digits. Key the correct PLU.
E1111	INVALID PLU	PLU entered does not exist. Key the correct PLU.
E1112	ART. NOT FOR SALE	Article not for sale.

Numbered Messages Related To Sales		
	Message	Description/Action
E1113	NO REFUND ALLOWED	No refund is allowed on this PLU or in this department.
E1114	INVALID BARCODE	Barcode is not recognized for this transaction.
E1115	INVALID DEPARTMENT	The department entered in Department Setup function in Car Wash Manager mode does not exist. Define the department in the Department File or choose another department.
E1116	AMOUNT TOO LARGE	The dollar amount entered is larger than the maximum allowed for this department or MOP.
E1118	NO SPLIT TENDER ON FUEL	Only one MOP allowed for fuel purchases.
E1119	OPER. NOT ALLOWED	The attempted operation is not allowed.
E1120	DO NOT OVERRIDE MOP AMOUNT	Cannot override the minimum or maximum allowable amount for an MOP.
E1121	DISCOUNT TOO SMALL	The discount entered is less than the set minimum amount.
E1122	DISCOUNT TOO LARGE	The discount entered is more than the set maximum amount.
E1123	INVALID NUMBER OF GALLONS (LITERS)	Fuel discount is not valid for the gallons (liters) entered.
E1124	PAYROLL RECORD FULL	Print a Payroll Report.
E1125	INVALID CHOICE, TRY AGAIN	The item number entered is not available on the menu.
E1126	MUST CLOCK OUT FIRST	Employee attempted to clock in but has not

Numbered Messages Related To Sales		
	Message	Description/Action
		clocked out yet.
E1127	MUST CLOCK IN FIRST	Employee attempted to clock out, but had not clocked in yet.
E1128	FINISH TRANSACTION	The sale MUST BE completed because no more line items can be added to the transaction.
E1129	NO FUEL DEPARTMENT	Fuel department needs to be set up.
E1130	MOP CONFLICT	Customer dispensed fuel at one MOP price level and attempted to pay with an MOP associated with a different price level when the "Ignore MOP conflict" parameter is set to 'N' in Fuel Manager > DCR Configuration.
E1131	AMOUNT TOO SMALL	The dollar amount entered is less than the minimum set up for the department or MOP.
E1132	SUB-TOTAL REQUIRED	Must press [TOTAL]before choosing an MOP.
E1134	PENDING TRANSACTION	Cannot complete function because a transaction is pending.
E1135	DROP MONEY FIRST	The amount of money in the drawer exceeds the limit set in the MOP File function. Perform a Safe Drop.
E1136	INVALID CATEGORY NR	'NR' = number - The item entered does not have a valid category. Enter a valid category number.
E1137	NO FEE/CHARGES DEPT.	Fee/Charges department must be set up.
E1138	INVALID MOP AMOUNT	The dollar amount entered is not allowed by the selected MOP. This can occur if a dollar amount is entered and credit selected because credit only takes the balance of the

Numbered Messages Related To Sales		
	Message	Description/Action
		sale.
E1139	INVALID AMOUNT ENTERED	MOP may not require an amount or the amount entered is less than the minimum or more than the maximum amount allowed for the MOP.
E1140	AMOUNT REQUIRED	A dollar amount must be entered.
E1141	PURCH. NOT ALLOWED	The customer cannot purchase this item because either (1) the date of birth entered for the ID check does not meet the age requirements or (2) a Blue Law restriction has been set up for this item or department at this time on this day.
E1142	INVALID ENTRY	An invalid selection is made when a fuel tax exemption is attempted. The fuel tax menu redisplay and the user can re-enter the selection.
E1143	INVALID DATE, CHECK FORMAT	Dates MUST BE entered as six digits in the format MMDDYY (month/day/year).
E1144	INVALID MODIFIER	The modifier entered is incorrect. Select another modifier.
E1145	CASH ONLY ALLOWED	Only cash is allowed in this transaction.
E1150	REFUND NOT ALLOWED ON CREDIT SALE	A credit card purchase cannot be refunded in cash.
E1151	TICKET TOTALS ZERO - Press CASH	Although the total on the ticket is zero, press [CASH]to complete the transaction.
E1152	NEGATIVE CHECK AMOUNT NOT ALLOWED	A check cannot have a negative amount.
E1153	TOTAL OVER LIMIT	The transaction amount is more than the network allows on this card. Credit card



Numbered Messages Related To Sales		
	Message	Description/Action
		parameters may require an update from a parameter download.
E1155	NO PENDING TRANSACTIONS	Appears if the View Pending Transactions function is selected and there are no suspended transactions.
E1156	INVALID RECEIPT INFO	Attempted to do a ticket reprint or ticket recall on a DCR/ fuel transaction and the POS found the ticket data invalid. Call servicer for assistance.
E1157	UNABLE TO SUSPEND	Sale cannot be suspended. Perhaps the maximum number of suspended sales have been exceeded.
E1158	REPRINT NOT POSSIBLE	The DCR has a stacked sale and the cashier attempted to reprint the receipt for sale #1. Because the POS keeps only the last DCR transaction, a receipt for the first sale cannot be reprinted.
E1159	INVALID RECEIPT NUMBER	No fuel receipts available for printing at this pump.
E1160	MAXIMUM PENDING TRANS. EXCEEDED	Too many transactions are suspended. Only one credit transaction can be suspended at a time.
E1161	NO SAVED RECEIPTS	No receipts are available for printing.
E1162	NEED TO SETTLE PENDING TRANS.	Attempted to close a shift while a network transaction is suspended. Settle the pending transaction and then close the shift.
E1163	NO CHANGE ALLOWED	“Change Allowed” is set to ‘No’ for this MOP.
E1164	REFUND NOT ALLOWED	“Refund Allowed” is set to ‘No’.

Numbered Messages Related To Sales		
	Message	Description/Action
E1165	FUNCTION NOT SUPPORTED	Attempted to use a function that is not available or not enabled.
E1166	INVALID FUEL TRANSACTION	The fuel transaction no longer exists in the system.
E1167	SOFT KEY NOT DEFINED	The soft key is not defined in the Soft Key File.
E1168	SALE REQUIRED	The attempted function requires an item to be sold.
E1169	INVALID KEY SEQUENCE	The order of keystrokes pressed is invalid. Try another sequence.
E1170	CARWASH QTY SALE NOT ALLOWED	Car washes can be sold only one at a time.
E1171	NO CAR WASH KEY DEFINED FOR PLU	A key for this car wash item must be defined. Set up a car wash PLU in Car Wash Manager > Car Wash Key Setup.
E1172	CAR WASH KEY NOT PROGRAMMED	Attempted to sell a car wash that does not exist on the car wash controller. Call the servicer to set up the car wash controller.
E1173	CAR WASH COMM ERROR	The POS and car wash controller are not communicating. The car wash code is not received from the controller. If the noncommunication just started or just ended, it may take a minute for the alarm to turn on or off.
E1175	LAN COMMS ERROR	The workstation is not communicating with the controller. Check the LAN connections.
E1176	MOP NOT ALLOWED WITH CASHBACK	Selected MOP is not configured for cashback. Either cancel the cashback or use another MOP.

Numbered Messages Related To Sales		
	Message	Description/Action
E1178	CAR WASH PARM FILE READ ERROR	A car wash code is requested from the device and an error is detected while trying to read the car wash file. Call servicer.
E1181	SAFE DROP NOT ALLOWED FOR MOP	The MOP used disables Safe Drop in the MOP File.
E1186	INVALID PUMP NUMBER	The pump number has not been entered correctly or does not exist. Check that the number is correct and re-enter it.
E1187	NETWORK SUSPENDED TRANSACTION	Attempted to recall a network transaction from a different POS than the one on which the transaction was suspended. Use the same POS to recall the transaction.
E1188	MOP APPLIED BEFORE	A special discount has already been applied to the transaction; only one special discount is allowed.
E1189	NO ELIGIBLE ITEM	A special discount cannot be applied because no items in the transaction are set up to receive a special discount.
E1190	MUST BE FIRST MOP	The special discount MOP must be entered first. Use [ERROR CORR] to remove the other MOPs, then apply the special discount MOP.
E1192	REFILL COIN DISP	The number of coins in the dispenser are running low. Refill the dispenser within four transactions of the appearance of this message or the coin dispenser becomes unavailable.
E1193	CHECK COIN DISP	The coin dispenser is unavailable because of a communication error or because the coins have run out.
E1194	NOT ENOUGH MONEY IN	The POS does not have sufficient funds in the cash drawer for the MOP entered for a safe

Numbered Messages Related To Sales		
	Message	Description/Action
	DRAWER	drop amount.
E1195	NOT ALLOWED FOR AMT 0.00	\$0.00 is not allowed for a safe drop amount. Specify an amount more than \$0.00.
E1196	BLUE LAW RESTRICTION	A Blue Law restriction is set up for this item or department, preventing its sale during a certain time of the day.
E1197	INVALID PRICE	This item does not have a unit price assigned to it in the PLU File function in Manager mode.
E1200	USE VOID TICKET	[VOID LINE] cannot be used in this transaction. Use [VOID TICKET].
E1201	NO AT-FOR SALES W/ FRACTIONAL QTY	At-for pricing cannot be used for items that can be sold in fractional quantities.
E1202	No MOPs available	The [OTHER MOP]key is pressed and there are no MOPs assigned. Choose another MOP.
E1203	TERMINAL FULL, CLOSE DAY	One of the following occurred: The maximum number of batches per day is reached. The maximum number of transactions in a batch is reached. The batch is set to close with the Close Daily. Perform a Close Daily to reset the batches.
E1204	TERMINAL FULL, CLOSE SHIFT	The maximum number of transactions in a batch is reached and the close period is set to Close Shift. Perform a Close Shift.
E1206	PAYROLL RECORD FULL	The POS stored as many clock in/outs as it can hold. Run the Payroll Report function.
E1207	INVALID CHOICE, TRY AGAIN	A number other than 1 or 2 is entered. When clocking in or out enter the correct value.

Numbered Messages Related To Sales		
	Message	Description/Action
E1208	MUST CLOCK OUT FIRST	Must clock out before trying to clock in.
E1209	MUST CLOCK IN FIRST	Must clock in before trying to clock out.
E1210	CAR WASH DOWN. CODE AVAILABLE	The POS is not communicating with the car wash controller but can still provide a car wash code. The code is valid for a specified time.
E1211	CAR WASH CODE UNAVAILABLE	The POS is not communicating with the car wash controller and no car wash code is available. The servicer should investigate the problem.
E1212	NO DCR RECEIPT AVAILABLE	Attempted to print a DCR receipt inside and there are none available.
E1213	MANUAL CREDIT NOT ALLOWED	The Manual Credit MOP is not allowed in this transaction. Choose another MOP.
E1214	ONLY FUEL ALLOWED ON PREPAY CREDIT	Non-fuel items are not allowed in the same transaction as a credit fuel prepay when the "Enable Fast Credit" parameter is set to 'Y' in Manager > Sales Config.
E1215	RECEIPT PRINTER UNAVAILABLE	Communication with the receipt printer is not established in Sales mode. Check the connections on the back of the POS and make sure the printer is online.
E1216	LICENSE TRACK 2 EMPTY	The driver's license reader failed to read the magnetic stripe information. Run the ID check again or enter the information manually.
E1217	LICENSE NOT SUPPORTED	Driver's license was swiped/scanned and format is not recognized. Manually enter the information.

Numbered Messages Related To Sales		
	Message	Description/Action
E1218	LICENSE EXPIRED	Driver's license swiped/scanned has expired. Manually enter the information.
E1219	LICENSE EXPIRATION DATE ERROR	The driver's license just swiped/scanned has expiration date information errors. Run the ID check again or enter the information manually.
E1220	LICENSE BIRTH DATE INVALID	The driver's license just swiped/scanned has invalid birth date information. Run the ID check again or enter the information manually.
E1222	UNEXPECTED EASYID ERROR	An unknown error occurred while trying to process a driver's license. Enter the information manually.
E1223	SCANNER NOT PDF417 DATA	The scanned driver's license data is not in the proper format. Enter the data manually.
E1234	SCANNER DATA EMPTY	The scanner did not successfully read any data from the driver's license. Try to scan the driver's license again or enter the information manually.
E1235	MONEY ORDER PRINTER UNAVAILABLE. CONTINUE Y/N?	The money order just sold cannot be printed because the POS is unable to communicate with the money order printer. The money order must be entered and printed locally on the money order terminal.
E1237	NO MONEY ORDER PURCHASE FOR MOP	An MOP, with the "Allow Money Order Purchase" parameter set to 'N', was used. To purchase a money order. select another MOP.
E1238	TOO MANY MONEY ORDERS IN SALE	Attempted to sell more money orders on the current ticket than allowed. End the current transaction. Start a new transaction for the rest of the money orders.

Numbered Messages Related To Sales		
	Message	Description/Action
E1239	MONEY ORDER PRINTER UNAVAILABLE EXITING PAY OUT	A money order pay out was attempted and the POS was unable to communicate with the money order printer. The money order pay out must be entered and printed locally on the money order terminal.
E1240	COMBO#xx DISABLED	Attempted to sell a combo that was outside the established effective time period. The combo cannot be sold until the time period is updated in Manager mode. The items can be sold separately at no discount.
E1241	COMBO#xx INVALID	The combo is no longer defined. The combo cannot be sold until it is redefined in Manager mode. The items can be sold separately at no discount.
E1242	GET TRK 2 ERROR	The POS could not find track 2 data on the driver's license just swiped. Enter the information manually.
E1243	TRK 2 READ FAIL	The POS could not read track 2 data on the driver's license just swiped. Enter the information manually.
E1244	POP CODE REJECT - INVALID CODE	POP Code provided and rejected - code does not meet requirements of internally defined algorithm.
E1245	POP CODE REJECT - EXPIRED CODE	POP Code provided and rejected as expired code based on when code was generated and the configuration setting of "number of days POP Code valid" in Sales Config.
E1246	POP CODE REJECT - PREV REDEEMED	POP Code provided and rejected - same code has been flagged as previously redeemed.
E1247	POP CODE REJECT - INVALID DISC	POP Code provided and rejected because a discount has already been applied to the fuel purchase. (POP cannot apply to an already

Numbered Messages Related To Sales		
	Message	Description/Action
		discounted fuel purchase.)
E1248	INVALID ENTRY - CONFIGURED FOR DEAL	Attempted to configure a PLU for a POP Discount that was already configured for Deal.
E1249	SPLIT TENDER NOT ALLOWED	Attempted to split a transaction between two or more MOPs, which is not allowed.
E1250	ONLY FUEL PRODUCTS ARE ALLOWED	An MOP that allows only fuel products to be purchased has been chosen.
E1251	ONLY POST PAY FUEL IS ALLOWED	An MOP that allows only post pay fuel products has been chosen.
E1253	OPERATOR #<999> IS ACTIVE	Attempted to log on to SALES while another cashier is logged on to that register. Security override is not allowed.
E1254	MEMBER ID CARD REJECTED	Membership card scanned for POP discount is not valid.
E1255	OPERATOR#<nnn>IS ACTIVE LOGIN OVERRIDE? [Y/N]	Attempted to log on to SALES while another cashier is logged on to that register. Security allows override.
E1256	INSUFFICIENT AMT. NEED \$X.XX	Prepaid card does not have sufficient funds for the purchase.
E1257	MUST PRESS CREDIT	Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit.
E1258	NO MERCHANDISE WITH PREPAY UNDERRUN	In an automatic Prepay Underrun, no merchandise is permitted to be in the same transaction when the MOP is credit-based.



Numbered Messages Related To Sales		
	Message	Description/Action
E1259	FUEL TAXES UNDEFINED	No fuel tax exemptions have been defined in the Fuel Tax Exemption File.
E1260	EXEMPTION MUST BE BEFORE % DISC	Attempted to apply a fuel tax exemption on discounted fuel. Apply the tax exemption first, then apply the fuel discount.
E1261	MEMBER ID REJECT - ALREADY APPLIED	Displays when the Member ID card is presented and a discount has already been applied to the transaction.
E1262	BIRTHDATE ENTRY REQUIRED	Requires a valid DOB entry. The [ENTER] key cannot be used to bypass this operation.
E1263	ITEM REJECT - BIRTHDATE ENTRY REQ'D	Attempted to continue the transaction without responding to the ID check prompt with a valid DOB entry.
E1264	ITEM REJECT - CASHIER ENTRY REQ'D	Attempted to continue the transaction without responding to the POS. The error message requires a response.
E1265	(POP Discount Message) ALREADY APPLIED	Attempted to apply a POP Discount at the POS when a POP Discount has already been applied at the DCR.
E1266	FUEL TAX ALREADY ADDED	Attempted to add a fuel tax using the Fuel Tax Addition function and the fuel department for that item already has a fuel tax assigned to it.
E1267	INVALID STATE ABBREVIATION	A wrong state abbreviation was entered.
E1268	CANNOT CYCLE THROUGH MODIFIERS	Attempted to loop through modifiers by pressing the modify key.
E1269	CASH DRAWER OPEN	Cash drawer is left open longer than the time allowed.

Numbered Messages Related To Sales		
	Message	Description/Action
E1270	MAX. PREPAID CARDS REACHED	Reached the maximum number of prepaid cards that can be activated/recharged on one ticket. Start a new ticket.
E1271	CASHBACK AMOUNT EXCEEDS LIMIT	Cashback request exceeds the limit set on the POS or by the network.
E1272	ONE LINE ITEM PER FUEL GRADE	A network sale has more than one line item of the same fuel grade.
E1273	FUEL TAX NOT ALLOWED WITH % DISC	A discount using the [DISC] key is attempted on an item that has a fuel tax exemption applied or a fuel tax exemption is attempted on an item that already has a discount applied.
E1274	FUEL PRICE NOT SETUP	Entered a sale for a fuel product that does not have a price set up in the POS.
E1275	CHECK SCAN CONTAINS ERRORS	A scanned check contains an unreadable element. Retry.
E1277	PREPAID CARD NOT ALLOWED	The prepaid card function is not supported or enabled.
E1279	SECURITY CODE INVALID	Entered invalid security code. Retry.
E1280	INVALID ZIP CODE	Zip code entered is invalid. Check the zip code and re-enter.
E1281	INVALID ZIP LENGTH	Zip code entry is less than five digits.
E1282	INVALID ZIP ENTERED	Zip code entry failed either because the code entered is invalid, or the number of retries has been exceeded.
E1283	SUSPEND WITH FUEL INVALID	Attempted to suspend a transaction with a prepaid fuel sale, which is not allowed.

Numbered Messages Related To Sales		
	Message	Description/Action
E1284	EXCEEDS SITE SALE MAXIMUM	The purchase amount is greater than the maximum allowed by the network.
E1285	GIFT CARD AMOUNT TOO HIGH	The amount being applied to the card is higher than the maximum amount allowed.
E1286	GIFT CARD AMOUNT TOO LOW	The amount being applied to the card is lower than the minimum amount allowed.
E1287	GIFT CARD CANNOT BE ACTIVATED	The Gift Card is not set up for activations /recharges.
E1288	COMM OFFLINE: NO GIFT CARD FUNC	Attempted to activate/recharge a Gift Card when the network is offline.
E1289	NON GIFT CARD ITEM ON TICKET	Gift card functionality is not valid for at least one item in the transaction.
E1290	CARD IS NOT A GIFT CARD	Attempted to activate/recharge a non-Gift Card.
E1291	MANUAL ENTRY NOT ALLOWED	Manual entry is not allowed for this Gift Card.
E1292	TOO MANY GIFT CARDS ON TICKET	Attempted to activate/recharge more Gift Cards than the network allows.
E1293	GIFT CARD ALREADY SWIPED	Attempted to activate/recharge a Gift Card that is already in the transaction.
E1294	NO MOP CONFIGURED FOR SAFE DROP	Attempted to perform safe drop using [OTHER MOP] key, but there are no MOPs configured to allow safe drop.
E1295	MENU NOT DEFINED	Attempted to use a menu assigned to softkey, but menu is not defined in Menu File.
E1296	NO MULTIPLE PPG DISC	Only one price per gallon discount is allowed

Numbered Messages Related To Sales		
	Message	Description/Action
	IN SALE	per sale.
E1297	FUNC NOT VALID AFTER LOYALTY	Attempted to enter disallowed functions after a loyalty card has been swiped (assuming a discount is given). For example, void line or error correct are not allowed after a loyalty packet has been sent. You must either void the ticket or complete the sale.
E1298	INVALID SAFE DROP TICKET NUMBER	Entered an invalid number when prompted for the original safe drop ticket number.
E1300	SAFE DROP ALREADY CORRECTED	Attempted a safe drop correction on a safe drop that has already been corrected. Only one correction is allowed.

Numbered Messages Related To Reports		
#	Message	Description/Action
E2001	ABORT PRINTING NOT ALLOWED	Attempted to stop printing the Close Yearly report. Printing this report cannot be aborted.
E2002	NO CASHIER REPORT AVAILABLE	The Print Cashier Report function has been selected and there is no data to print. Choose another report or function.
E2003	NOT AVAILABLE ON THIS REGISTER	Attempted to close or print a period report or a flash report from a workstation terminal. These reports can be printed only from a controller terminal.
E2004	INVALID INPUT	One of the following operations was performed: <ul style="list-style-type: none"> <li>An invalid cashier number was entered or an invalid key was</li> </ul>

Numbered Messages Related To Reports		
#	Message	Description/Action
		<p>pressed when trying to close a cashier.</p> <ul style="list-style-type: none"> <li>• An invalid number was entered to list the PLU or department data.</li> <li>• An invalid choice was entered when prompted to print a current or close a Payroll Report.</li> <li>• An invalid cashier number was input for the Payroll Report. Enter the correct information.</li> </ul>
E2005	CASHIER NOT OPEN	Attempted to run the Close Cashier Totals function in Reports mode and the specified cashier has not logged in.
E2006	INVALID EMPLOYEE NUMBER	Logged in with an invalid ID and attempted to use the Close Cashier functions. Re-enter the correct number.
E2007	INVALID CASHIER REPORT AMOUNT	Entered 0.00 for an MOP amount when printing a Cashier Report and the “Allow \$0.00 Entry” parameter is set to ‘N’ in the MOP File. Re-enter the information.
E2008	NO REPORTS AVAILABLE	The selected period report has not been closed yet. Run the close period report first. This occurs in the Print Shift, Daily, and Monthly report functions in Reports mode.
E2009	ACCESS DENIED	Attempted to print a report or close a period with a security level lower than that set in <b>Manager &gt; Security Control &gt; Report Functions</b> . Get a password from the Verifone Technical Support Center.
E2010	UNABLE TO OPEN TANK MONITOR PORT	Selected the Tank Monitor Report for printing but the appropriate COM port could not be opened. Check for loose connections

<b>Numbered Messages Related To Reports</b>		
<b>#</b>	<b>Message</b>	<b>Description/Action</b>
		in the back of the POS.
E2011	NO RESPONSE FROM TANK MONITOR	Selected Tank Monitor Report for printing but the POS did not receive a response from the TLS. A servicer should check the communications between the TLS and the server.
E2012	ERR CLSING MO PRD	The period could not be closed on the money order device. See the money order terminal documentation for instructions.
E2014	DUE SALES PENDING	The AEOD begins with due sales on the register and “Wait for no due sales” is enabled.
E2015	FUEL PUMPS NOT IDLE	The AEOD begins with fuel pumps in use and “Fuel idle wait time (minutes)” is not equal to zero.

<b>Numbered Messages Related To Manager</b>		
<b>...#</b>	<b>Message</b>	<b>Description/Action</b>
E3001	PASSWORD NOT CHANGED	When the password was changed either no password was entered or the original password was entered incorrectly. Correctly enter the information.
E3003	RECORD ALREADY EXISTS	Attempted to add a new record to a file and the record already exists.
E3004	INVALID INPUT	In the Manager mode, an incorrect key was pressed or value entered. Enter the correct value or press the correct key.
E3005	ACCESS DENIED	Attempted to enter the System Config function but did not have the proper

Numbered Messages Related To Manager		
...#	Message	Description/Action
		security level.
E3006	BAD RECORD NUMBER	The selected record number does not exist. Choose another record number.
E3007	BAD WRITE TO FILE	The file record could not be changed. Review the site's procedures or consult with the servicer.
E3008	BAD DELETE	The file record could not be deleted. Review the site's procedures or consult with the servicer.
E3009	BAD ADD	A new file record could not be added. Review the site's procedures or consult with the servicer.
E3010	NOT ALLOWED TO MODIFY	Attempted to modify a file record that cannot be changed. The record is for display purposes only.
E3011	ERROR CANCELING PRINTER JOBS	The Flush Printer Queue function was chosen and the specified printer could not be cancelled. Check for loose connections in the back of the POS.
E3012	IOCFG.DAT NOT FOUND	The Display I/O Configuration, File Information, or Version Information function was chosen and the IOCfg.dat file could not be found. Have the servicer investigate this error.
E3013	INVALID FILE NUMBER	An invalid file number was specified when in the Create Files function. Specify the correct file number.
E3014	CREATION FAILED	Attempted to recreate a file using the Create Files function and the file could not be recreated. Check the procedure and follow correctly.

Numbered Messages Related To Manager		
...#	Message	Description/Action
E3015	<printer name> ENABLE FAILED	The Enable Printer function was chosen and the printer could not be enabled. Check the printer and connections in the back of the POS.
E3016	<printer name> DISABLE FAILED	The Enable Printer function was chosen and the printer could not be disabled. Check the printer and connections in the back of the POS.
E3017	DEVICE NOT AVAILABLE	The file system device chosen in the Start Debugger function is not available. Check for loose connections in the back of the POS.
E3018	NON-COMPATIBLE LDM	Attempted to start a load module and the LDM file specified was not compatible with other LDMs in the system. This message also displays when either the Start Debugger or Execute Load Module function is chosen. The servicer should investigate.
E3019	READ-ONLY FILE SYSTEM	Attempted to start a load module and the medium that holds the LDM file is read-only.
E3022	OUT OF MEMORY	Attempted to start a load module and the medium that holds the LDM file does not have enough memory. If this continues to happen call the servicer.
E3023	RESOURCE IS BUSY	Attempted to start a load module that is already in use.
E3024	NOT ENOUGH MEMORY	Attempted to start a load module and the medium that holds the LDM file does not have enough memory. If this continues to happen call the servicer.
E3025	CHECKSUM ERROR	Attempted to start a load module and a checksum test fails. The servicer should investigate.



Numbered Messages Related To Manager		
...#	Message	Description/Action
E3026	INVALID LDM HEADER	Attempted to start a load module and its header is invalid. The servicer should investigate.
E3027	NO LOAD MODULES FOUND ON THIS FILE SYSTEM	Attempted to start a load module and the medium specified does not contain any LDMs. The servicer should investigate and reinstall the application, if necessary.
E3028	FILE NOT FOUND	Attempted to start a load module but it cannot be found on the medium specified. The servicer should investigate.
E3029	*** Failed!! Error Number <error #> ***	Attempted to start a load module and an unknown error was encountered. The servicer should investigate.
E3030	SOFT KEY FILE RESET ERROR	The Reset Soft Key File function was chosen and the soft key file could not be reset. Try the action again. If this continues to happen call the servicer.
E3032	MODEM RESET FAILED	The Reset Modem function could not be reset. Check for loose connections on the back of the POS. Call the servicer if connections are good.
E3033	ERROR IN CARWASH SETUP	The car wash parameters have not been set up correctly and the Discount Type prompt displays in the PLU Promotion File function. Check the car wash parameters.
E3037	INVALID KEY PRESS	The original Cprintf file could not be accessed. Have the servicer investigate.
E3048	COULD NOT COPY ALL OF THE FILE	The Copy Cprintf File function was chosen and the entire file could not be copied. Have the servicer investigate.
E3049	COULD NOT OPEN	The Copy Cprintf File function was chosen but the destination file could not be opened.

<b>Numbered Messages Related To Manager</b>		
<b>...#</b>	<b>Message</b>	<b>Description/Action</b>
	CPRINTF FILE COPY	Have the servicer investigate.
E3050	NO MENUS HAVE BEEN DEFINED	Attempted to set up a menu soft key but no menus are defined. Set up menus in the Menu File function.
E3051	NOT AVAILABLE ON THIS REGISTER	Attempted to perform an action that is allowed only on the controller. Move to a controller station to perform the action.
E3052	ITEM ALREADY EXISTS IN ANOTHER MIX.	The PLU entered has already been assigned to a mix. Enter another PLU.

<b>Numbered Messages Related To Fuel</b>		
<b>#</b>	<b>Message</b>	<b>Description/Action</b>
E5001	INVALID INPUT	Entered an invalid value. Wait for the prompt to clear and enter the correct information.
E5002	INVALID DCR NUMBER	Attempted to disable or download to a DCR and entered an invalid DCR number. Enter the correct value between 1 and 32.
E5003	NO PUMPS DEFINED	Attempted to set up dispenser hoses before the pumps were set up. Set up the pumps and then set up the dispenser hoses.
E5004	ERROR PRODUCT INIT	The Tokheim dispenser could not be initialized. Servicer should investigate.
E5005	ERROR GRADE INIT	The dispenser's grade configuration could not be performed. Dresser/Wayne dispensers only. The servicer should investigate a setup problem.
E5006	ERROR BLEND INIT	The dispenser's blend configuration could not be performed. Allied and Gilbarco

Numbered Messages Related To Fuel		
#	Message	Description/Action
		dispensers only. The servicer should investigate a setup problem
E5007	FPD ERROR <variable text>	A Fuel Price Sign Controller error (described in <variable text>) has occurred. The error may relate to the controller or an individual sign.
E5008	FPD SIGN OFFLINE	Fuel Price Sign Controller is not responding.
E5009	FPD POLL ERROR	Communications between the server and the Fuel Price Sign Controller are working, but the Fuel Price Sign Controller indicates that a sign position is offline. There is a problem with a particular sign or signs.

Numbered Messages Related To Car wash		
#	Message	Description/Action
E4003	INVALID CAR WASH DEPARTMENT	A car wash department in the Car Wash function has been specified and the number entered has no department setup. Check the department number and re-enter the information.
E4004	INVALID DAY	Displays if the system call to gmtime returns an invalid day. Have the servicer investigate.
E4005 <i>Either may appear</i>	INVALID INPUT	Entered an invalid value. Wait for the prompt to clear and enter the correct information.
	ERROR DISABLING CAR WASH	An attempt was made to disable the car wash but was unsuccessful. Check the connections. Call the servicer if the connections are good.

Numbered Messages Related To Car wash		
#	Message	Description/Action
E4006	ERROR ENABLING CAR WASH	An attempt was made to enable the car wash but was unsuccessful. Check the connections. Call the servicer if the connections are good.
E4007	PLU ALREADY USED	Attempted to assign a PLU to a car wash but it has already been assigned. Assign another PLU.
E4008	NO OPEN PLUS ALLOWED	Attempted to assign an open PLU to a car wash. This is not allowed. Assign another PLU.
E4009	UNABLE TO READ CAR WASH FILE	Attempted to assign a PLU to a car wash but the car wash key file cannot be read. Have the servicer investigate.
E4010	ONLY CAR WASH ITEMS ALLOWED	Attempted to assign a PLU to a car wash when the PLU has not been assigned to a car wash department. Assign the PLU to a car wash department then assign the PLU to a car wash.
E4011	C/W PORT CONFLICT	<b>Alarm Line Only:</b> Another device has been assigned to the car wash port. Check for correct port assignments.
E4012	CAR WASH COMMUNICATION ERROR	<b>Alarm Line Only:</b> The POS was unable to communicate with the car wash device. The servicer should investigate.

Numbered Messages Related To Network Manager		
#	Message	Description/Action
E6001	RECORD ALREADY EXISTS	Attempted to add a new record to a file and the record already exists.

Numbered Messages Related To Network Manager		
#	Message	Description/Action
E6002	BAD RECORD NUMBER	The record number selected does not exist. Try another record number.
E6003	BAD WRITE TO FILE	The file record could not be changed. Review the site's procedures or consult with the servicer.
E6004	BAD DELETE	The file record could not be deleted. Review the site's procedures or consult with the servicer.
E6005	BAD ADD	The new file record could not be added. Review the site's procedures or consult with the servicer.
E6006	HIDDEN INFORMATION IS NOT SET UP PRESS [EXIT] AND CALL THE HELP DESK	Security does not allow access. Call the Verifone Technical Support Center.
E6007	MUST END DAY BEFORE CHANGING FILE	Attempted to change the merchant ID, batch, or sequence number and a batch was open. Perform a Close Daily then make the changes.
E6008	NOT AVAILABLE ON THIS REGISTER	Attempted to access a field that cannot be changed on this POS.
E6009	COMM FAILED	Communication with the host has been lost after good initial connection. Check connections and make sure that no other device is using the same phone line. If problems continue, have the servicer investigate the error.
E6010	MODEM ERROR	Modem is not responding. Check the connections. If they are good, have the servicer investigate the error.
E6011	NO COMM WITH HOST	No carrier was detected within the required amount of time. Try again later. If the

<b>Numbered Messages Related To Network Manager</b>		
<b>#</b>	<b>Message</b>	<b>Description/Action</b>
		problems continue, have the servicer investigate the error.
E6012	NO DIAL TONE	Phone line voltage detected but no dial tone. Check the phone connection or have the servicer investigate the error.
E6013	WAIT LINE BUSY	Host phone number received a busy signal. Wait and try again. Check the phone connection or have the servicer investigate the error.
E6014	NO ANSWER	Host phone number rang but host did not answer. Check the phone connection or have the servicer investigate the error.
E6015	LINE UNAVAILABLE	No phone line voltage detected. Check the phone connection or have the servicer investigate the error.
E6016	NO COMM DSR	No DSR signal detected from VSAT device. Check the cable connections or have the servicer investigate the error.
E6017	NO MODEM	No DSR from modem device. Have the servicer investigate the error.
E6018	MODEM RESET FAILURE	Modem failure during reset sequence. Have the servicer investigate the error.
E6019	MODEM NOT RESET	Modem did not reset. Have the servicer investigate the error

Numbered Messages Related To Mannatec		
#	Message	Description/Action
E6701	MTEC COMMS ERROR	The POS could not communicate with the Mannatec device. Check the connections. If they are good, have the servicer investigate the error.
E6702	MODEM ERROR	The Mannatec modem is not responding. Check the connections. If they are good, have the servicer investigate the error.
E6703	NO COMM WITH HOST	No carrier was detected within the required amount of time. Try again later. If the problems continue, have the servicer investigate the error.
E6704	NO DIAL TONE	The Mannatec modem did not detect a dial tone. Check the phone connection or have the servicer investigate the error.
E6705	WAIT LINE BUSY	The Mannatec modem line is busy. Wait and try again. Check the phone connection or have the servicer investigate the error.
E6706	NO ANSWER	The Mannatec network did not answer the phone. Check the phone connection or have the servicer investigate the error.
E6707	LINE UNAVAILABLE	The Mannatec modem could not detect the phone line. Check the phone connection or have the servicer investigate the error.
E6708	MODEM RESET FAILED	The Mannatec modem could not be reset. Have the servicer investigate the error.
E6709	MODEM NOT RESET	The Mannatec modem was not reset. Have the servicer investigate the error.
E6710	UNKNOWN NTRK RESPONSE	The Mannatec device is returning an unrecognized error or response. Have the proprietary card provider investigate the error.

Numbered Messages Related To Mannatec		
#	Message	Description/Action
E6711	PIN TRIES EXCEEDED	The number of PIN tries has been exceeded.
E6712	REJECT	Transaction was rejected.
E6713	ODOMETER INVALID	The odometer reading was invalid. Enter the correct odometer reading.
E6714	DRIVER ID INVALID	A driver's ID was determined to be invalid.
E6715	VEHICLE ID INVALID	A vehicle's ID was determined to be invalid.
E6716	INVALID USER ID - PLEASE RETRY	The network returned a user ID error. The customer is allowed to re-enter the user ID.
E6717	LICENSE INVALID	The license was determined to be invalid.
E6718	JOB NUMBER INVALID	The job number was determined to be invalid.
E6719	DATA INVALID	Misc data entry was determined to be invalid.
E6720	DEPARTMENT INVALID	The department number was determined to be invalid.
E6721	USER ID TRIES EXCEEDED	The number of user ID tries has been exceeded.
E6722	INVALID PRODUCT FOR CARD TYPE	The customer tried to purchase a restricted item.

Numbered Messages Related To Application		
#	Message	Description/Action
E7001	CHECK <printer name> PRINTER DISABLE PRINTER? (Y/N)	At startup, the POS could not access the specified printer. Check for loose connections on the back of the POS.



Numbered Messages Related To Application		
#	Message	Description/Action
E7002	<printer name> PRINTER BLOCKED DISABLE PRINTER? (Y/N)	At startup, the POS could not access the specified printer. Check for loose connections on the back of the POS.
E7003	PRINTER MECH FAILURE DISABLE PRINTER? (Y/N)	At startup, the POS detected that a printer was experiencing a mechanical failure. Have the servicer investigate the error. If this stops sales from being run, see “Troubleshooting.”
E7004	PRINTER COMMS ERROR DISABLE PRINTER? (Y/N)	At startup, the POS could not communicate with the specified printer. Check the connections. If they are good, have the servicer investigate the error. If this stops sales from being run, see “Troubleshooting.”
E7005	PRINTER UNAVAILABLE	The printer is not available. Check the connections. Make certain that the correct printer was installed in the software. Call your servicer if the problem cannot be corrected. If this stops sales from being run, see “Troubleshooting.”
E7006	INVALID INPUT	An invalid value was entered. Wait for the prompt to clear then enter the correct information.
E7007	PLU TOT FILE FULL - RECORD LOST	<b>Journal Only:</b> Prints when an item is sold and the PLU total file does not have room to store the information. Close the current period. This makes room in the PLU File.
E7008	DEP TOT FILE FULL - RECORD LOST	<b>Journal Only:</b> Printed when an item is sold and the department total file no longer has room to store the information about the sale of the item. Close the current period. This makes room in the department file.
E7009	CAT TOT FILE FULL - RECORD LOST	<b>Journal Only:</b> Printed when an item is sold and the category total file no longer has room to store the information about the sale of the item. Close the current period. This makes room in the category file.

Numbered Messages Related To Application		
#	Message	Description/Action
E7010	PLU EXCEPT FILE FULL - RECORD LOST	<b>Journal Only:</b> Printed when an item is sold using price override, PLU not found, or is not scannable and the PLU exception file no longer has room to store the information about the sale of the item. Close the current period. This makes room in the PLU exception file.
E7011	SAFE DROP FILE FULL - RECORD LOST	The safe drop prints on the journal, but cannot be saved because it exceeds the maximum safe drops that can be stored. To make room, close the current period.
E7012	ACCESS DENIED	User does not have a high enough security level to access a menu item or a Verifone password is needed. Have someone with a higher security level access these menu items.
E7013	INVALID SECURITY LEVEL	A security level that is less than 0 or greater than 9 was entered. Wait for the prompt to clear then enter the proper security level.
E7014	LAN COMMS ERROR UNABLE TO DOWNLD <filename>	The controller was trying to download a file to a workstation and the LAN cable was not connected. Check for loose connections on the back of the POS.
E7020	Continue Sales [Y/N] ? UNABLE TO DOWNLD <file name>	An error occurred downloading a file from the controller to the workstation. Check the journal for more detail and see the site's procedures for handling this situation.
E7021	DOWNLD <file name> FAILED <file name> DOESN'T EXIST SALES ABORTED	The controller was trying to download a file to a workstation and the file could not be found. See the site's procedures for handling this situation.
E7024	INVALID INPUT	Entered an invalid date or time. Enter the information in the proper format.

Numbered Messages Related To Application		
#	Message	Description/Action
E7025	FILE CREATE ERROR: <file index>	Attempted to create a file using the Create Files function and the file could not be created. See the site's procedures for handling this situation.
E7026	BAD MONTH	A number less than 1 or greater than 12 was entered for a month. Enter the correct information.
E7027	BAD YEAR	An invalid year was entered. Re-key the year.
E7028	BAD DAY	A number less than 1 or greater than the maximum for the specified month (and year for leap years) was entered for a day. Enter the correct information.
E7029	BAD SECONDS	A number less than 0 or greater than 59 was entered for seconds. Enter the correct information.
E7030	BAD MINUTES	A number less than 0 or greater than 59 was entered for minutes. Enter the correct information.
E7031	BAD HOUR	A number less than 0 or greater than 23 was entered for hours. Enter the correct information.
E7032	HLP DSK UPLD CPRNT	<b>Alarm Line Only:</b> The Backup Print Log function was chosen. This alarm displays until the Cprintf.bak file is removed from the system by the Verifone Technical Support Center.
E7033	CRT ERR <return code>,<error code>:<file media>/<file name>	At startup, one of the '.dat' files could not be opened. See the site's procedures for handling this situation.
E7035	NEEDS TO BE HIGHER THAN #PENDING	Entered a number for the maximum number of saved transactions that was lower than the maximum number of pending transactions. Enter the correct information.

Numbered Messages Related To Application		
#	Message	Description/Action
E7036	NEEDS TO BE LOWER THAN #SAVED	The number entered was greater than the maximum number of pending or saved transactions. Re-enter the information.
E7037	VALUE BETWEEN 1 AND 50	A number less than 1 or greater than 50 was entered for either the number of saved or the number of pending transactions. Enter the proper value.
E7040	M. O. CHECKS LOW	<b>Alarm Line Only:</b> The printer is running out of money order checks and needs to be reloaded soon. The appearance of this message is set with the “Money Order Low check Limit” parameter in <b>Manager &gt; Configuration &gt; Sales Configuration</b> . Refill the printer with money order checks.
E7041	M. O. COMM ERROR	<b>Alarm Line Only:</b> Communications have been lost between the POS and the money order terminals. Check connections between the two devices. This message clears when communication is re-established and a money order transaction is successfully sent to the terminal.
E7042	MONEY ORDER AMOUNT TOO LARGE	A money order was sold for more than is allowed by the money order terminal. Change the maximum money order amount or sell two separate money orders totalling the necessary amount.
E7043	TLS COMMS ERROR	<b>Alarm Line Only:</b> The POS cannot establish communications with the TLS controller. Have the servicer investigate the error.
E7044	TLS PORT ERROR	<b>Alarm Line Only:</b> A problem occurred opening the TLS COM port. Have the servicer investigate the error.
E7045	ERROR TANK INVENT	<b>Alarm Line Only:</b> The POS was unable to receive inventory data from the TLS controller. Have the servicer investigate the error.

Numbered Messages Related To Application		
#	Message	Description/Action
E7047	INVALID TAG VERSION	Keyfob version is not compatible with software.
E7048	CANNOT PASSWORD PROTECT THIS TAG	User has attempted to password a tag that is not activated for payment.
E7049	CANNOT DEACTIVATE DEALER TAG	User has presented a Dealer tag to the deactivate function on the POS and this is not permitted.
E7050	PLU NOT FOUND	User attempted to configure a PLU that does not exist for one of the CRM programs.
E7052	NEGATIVE DEPARTMENT NOT ALLOWED	User attempted to configure a negative department for loyalty.
E7053	PLU CANNOT ALSO BE IN A MIX	CRM programs do not operate with PLU items also configured for Mix 'n Match.
E7054	PLU CANNOT ALSO BE IN A COMBO	CRM programs do not operate with PLU items also configured for combo.
E7055	PLU ALREADY A PART OF EPC	User has to enter a single PLU number more than once in the EPC configuration file.
E7056	DEPARTMENT NOT FOUND	User has attempted to configure an invalid department for the Loyalty program.
E7057	DEPARTMENT ALREADY PART OF LOYALTY	User has attempted to configure the same department more than once in the Loyalty file.
E7059	TANK n LOW PRODUCT	Alarm Line Only: A TLS connected to the POS indicates that tank has gone below the low-fuel limit.
E7060	TANK DELIVERY	Alarm Line Only: TLS has detected that a delivery is being received by the tank.
E7061	ERROR TANK CLEAR	Alarm Line Only: An error occurred during an attempt to clear the status of a tank.

Numbered Messages Related To Application		
#	Message	Description/Action
E7062	VALUE BETWEEN 2 AND 50	Applies to the number of saved transactions.

Numbered Messages Related To Network		
#	Message	Description/Action
E8001	NO BATCH AVAILABLE	Attempted to print a batch detail report and there are no batches to print.
E8002	INVALID RESTRIC. CODE! TRY AGAIN	Entered an invalid Voyager restriction code. Enter a valid code.
E8003	MERCHANDISE OVER CREDIT LIMIT CONTINUE? (Y/N)	The sale amount is greater than the amount allowed for the credit transaction. Override the error. A split tender transaction can be set up with part of the amount paid with a different tender type.
E8004	PRODUCT NOT ALLOWED WITH THIS CARD	An item purchased is not allowed by the credit card. Use an alternate MOP.
E8005	NUMBER OF TRIES EXCEEDED	The customer has unsuccessfully entered PIN data more than the number of times allowed. Have the customer select another MOP or credit card.
E8006	ODOMETER INVALID	The odometer reading for a Donlen card was invalid. Enter the correct odometer reading.
E8007	BAD DATE	An invalid credit card expiration date has been entered. Enter the expiration date information in a four-digit format (mmyy).
E8010	INVALID DATE	An invalid date was entered. Enter date information in the proper format.
E8011	INVALID BATCH NUMBER	An invalid batch number was entered. Enter a number between 1 and 99.

Numbered Messages Related To Network		
#	Message	Description/Action
E8012	ACCOUNT NUMBER ERROR	Less than 13 digits were entered for a credit card number when doing manual credit. Enter the correct card number.
Errors E8013 through E8030 may be followed by one of the following messages. TOTAL TOO LARGE, OR NEGATIVE FUEL AMT TOO LARGE, OR NEGATIVE NON_FUEL AMT TOO LARGE, OR NEGATIVE INVALID PRODUCT FOR CARD TYPE MISSING AUTH CODE REJECT DUPLICATE TRANSACTION DO NOT ACCEPT		
E8013	TERMINAL DISABLED <i>(See messages above)</i>	The terminal is not allowed on the network. Have the servicer investigate the error.
E8014	BAD CARD - <auth. code> <i>(See messages before E8013)</i>	The credit card was denied. Use another MOP or credit card.
E8015	INVALID CARD - <auth. code> <i>(See messages before E8013)</i>	The account or credit card was invalid. Use another MOP or credit card.
E8016	EXP CARD - <auth. code> <i>(See messages before E8013)</i>	The credit card has expired. Use another MOP or credit card.
E8017	INVALID DATA - <auth. code> <i>(See messages before E8013)</i>	The data the POS sent to the network had a format error and could not be reconciled. Have the servicer investigate the error.
E8018	DUPLICATE TRANSACTION - <auth. code> <i>(See messages before E8013)</i>	The POS has sent two authorization requests for the same transaction. Have the servicer investigate the error.
E8019	HOST UNAVAILABLE - <auth. code> <i>(See messages before E8013)</i>	The POS cannot establish communications with the network. Try the connection again at a later time.
E8020	NO RESPONSE FROM HOST - <auth. code> <i>(See messages before E8013)</i>	The POS has successfully connected to the network but did not receive a response for its request. See the site's procedures for handling this situation.

Numbered Messages Related To Network		
#	Message	Description/Action
E8021	HOST FAIL - <auth. code> (See messages before E8013)	The network indicates that it is down and unable to process the POS request. See the site's procedures for handling this situation.
E8022	PHONE LINE DOWN - <auth. code> (See messages before E8013)	The POS cannot detect a phone connection. See the site's procedures for handling this situation.
E8023	DISCONNECT - <auth. code> (See messages before E8013)	The POS detects that the network terminated the connection. See site's procedures for handling this situation.
E8024	HOST COMM DENIED - <auth. code> (See messages before E8013)	The POS detected a network communication failure. See the site's procedures for handling this situation.
E8025	TOTAL OVER LIMIT - <auth. code> (See messages before E8013)	The transaction exceeds the card's credit limit. Choose another MOP or credit card.
E8026	DEBIT NETWORK UNAVAILABLE - <auth. code> (See messages before E8013)	<p>The POS has detected one of the following conditions:</p> <ul style="list-style-type: none"> <li>• A debit card network error</li> <li>• An inquiry balance not available</li> <li>• An unexpected interchange response</li> </ul> <p>See the site's procedures for handling these situations.</p>
E8027	DRIVER ID INVALID (See messages before E8013)	A driver's ID was determined to be invalid.
E8028	INV VEHICLE (See messages before E8013)	A vehicle's ID was determined to be invalid.
E8029	PIN ERROR - PLEASE RETRY (See messages before	<b>DCR message:</b> Displayed when the network returns a PIN encryption error. The customer must re-



Numbered Messages Related To Network		
#	Message	Description/Action
	E8013)	enter the PIN.
	PIN ERROR <handling code> (See messages before E8013)	A DCR message displayed on the POS when the network returns a PIN encryption error. The customer must re-enter the PIN.
E8030	TRANSACTION DENIED - <auth. code> (See messages before E8013)	The transaction is denied for a reason other than those described in the previous error messages above. See procedures for handling this situation.
E8031	CARD ALLOWS ONLY FUEL PRODUCTS	The customer tried to purchase nonfuel products with a credit card that allows fuel purchases only. Ask the customer for another MOP.
E8032	INVALID WEX APPROVAL NUMBER	The approval number entered for a voice authorization is not valid. Re-enter the approval number in a six-digit format.
E8036	INVALID PRODUCT OR CARD INFO	The customer tried to purchase an item that is not allowed by the credit card being used or incorrect entered data was entered (vehicle number, driver ID, odometer, etc.).
E8037	CARD HAS THREE PRODUCT LIMIT	The customer tried to purchase more than three products with a credit card that allows purchase of only three.
E8038	CARD HAS ONE FUEL PRODUCT LIMIT	The customer tried to purchase more than one fuel product with a credit card that allows the purchase of only one.
E8039	CARD HAS TWO PRODUCT LIMIT PLUS TAX	The customer tried to purchase more than two products with a credit card that allows the purchase of only two.
E8040	CARD HAS TWO FUEL PRODUCT LIMIT	The customer tried to purchase more than two fuel products with a credit card that allows the purchase of only two.

Numbered Messages Related To Network		
#	Message	Description/Action
E8041	CARD HAS FOUR PRODUCT LIMIT	The customer tried to purchase more than four products with a credit card that allows the purchase of only four.
E8042	DATA ERROR <auth code>	The data the POS sent to the network had a format error that could not be reconciled. Have the servicer investigate the error.
E8043	LIMIT REJCT <auth code>	The network denied the transaction because the amount or products exceeds the card's limits. Ask the customer for another MOP.
E8044	INV ACCOUNT <auth. code>	The network returns a response that the account or card is invalid. Ask the customer for another MOP.
E8045	INV FUEL TYPE	The customer tried to purchase a fuel type that was not allowed by the credit card being used. Ask the customer for another MOP.
E8046	FLT NO AUTH <auth. code>	The customer tried to purchase a non-fuel product that is not allowed by the credit card being used (Fleet card). Ask the customer for another MOP.
E8047	INVALID PIN - PLEASE RETRY	DCR message: The network returned a PIN error. The customer is allowed to re-enter the PIN.
	PIN REJECT <auth code>	A DCR message displayed on the POS when the network returns a PIN error. The customer must re-enter the PIN.
E8048	INV FLEET FUNC	The customer tried to perform a fleet function not allowed by the card being used. Ask the customer for another MOP.
E8049	INV PRODUCT <auth code>	The network rejected the card because the product cannot be purchased with this credit card.
E8050	INDOOR PAYMENT	The customer must pay inside.

Numbered Messages Related To Network		
#	Message	Description/Action
E8051	HOST ERROR	An unrecognized response was received from the network. See the site's procedures for handling this situation.
E8052	NETWORK REJECT	The DCR system is unable to process the transaction. Ask the customer for another MOP.
E8053	BK CD RJCT <auth. code>	The network rejected the credit card. Ask the customer for another MOP.
E8054	RETRIES XCDED	The customer has unsuccessfully tried to enter PIN data more times than allowed.
E8055	INVALID USER ID - PLEASE RETRY	The customer has tried to enter an invalid user ID.
E8056	INVALID USER ID - TRIES EXCEEDED	The customer has unsuccessfully tried to enter user ID data more times than allowed.
E8057	INV DRIVER	The driver's ID was invalid.
E8058	FREQUENT USER	Denial due to credit card velocity security restrictions.
E8059	CARD ENTRY ABORTED	Card entry or expiration date entry was interrupted. Retry.
E8060	INVALID FUEL SELECTED	Customer attempted to purchase a fuel type not allowed on the credit card. Ask the customer for another MOP.
E8061	CHARGE TO INVALID	Customer attempted to use a card that had an invalid or empty value at the "ENTER CHARGE TO" prompt on the PINpad.
E8062	PRE-AUTH NOT ALLOWED FOR EBT CARDS	Cannot pre-authorize EBT cards.
E8063	SEQUENCE NUMBER MUST BE	A manually entered EBT card sequence number is

Numbered Messages Related To Network		
#	Message	Description/Action
	3 DIGITS	not valid.
E8064	EBT UNAVAILABLE	Network is unable to get authorization from EBT host. Retry.
E8065	UNABLE TO READ CHECK <ENTER> TO TRY AGAIN; <EXIT> TO CANCEL	A check was sent through the Magnetic Ink Character Recognition reader, but the POS was unable to obtain the information from the reader.
E8066	UNABLE TO PROCESS CHECK	Two additional attempts to process the check through the reader have failed.
E8067	CHECK AUTHORIZATION UNAVAILABLE	Network is unable to get authorization from the check vendor.
E8068	DECLINED VELOCITY	The check is not accepted because the customer has written too many checks in the designated time period.
E8069	MUST SETUP EBT MERCHANT ID FIRST	Attempted to use EBT before entering a valid eight-digit EBT Merchant ID.
E8070	HUB INVALID	Hubometer entry is invalid for this fleet card.
E8071	TRAILER ID INVALID	Trailer ID is invalid for this fleet card.

Miscellaneous Numbered Messages		
#	Message	Description/Action
E9001	PRINTER OFFLINE	<b>Alarm Line Only:</b> The POS printer is offline. Check the connections or press the online button on the printer to correct.
E9002	PRINTER COMMS ERR	<b>Alarm Line Only:</b> The POS and the printer are not connected. Check connections on the back of the POS and the printer.

Miscellaneous Numbered Messages		
#	Message	Description/Action
E9003	PRINTER COVER OPEN	<b>Alarm Line Only:</b> The printer cover is open. Close the printer cover to resume operation.
E9004	PRINTER MECH FAIL	<b>Alarm Line Only:</b> The printer has experienced a mechanical failure. Call the servicer. See “Troubleshooting,” if this prohibits sales.
E9005	DUP STATION ID <dup. station ID>	<b>Alarm Line Only:</b> The LAN has detected more than one POS with the same station ID on the LAN. Call the servicer to investigate.
E9006	LAN IO CONFIG ERR	<b>Alarm Line Only:</b> The LAN LDM could not access the locfg.dat. See the site’s procedures for handling this situation.
E9007	LAN DRVR ERR (<error #>)	<b>Alarm Line Only:</b> The LAN device driver could not be opened. Have the servicer investigate the error.
E9008	LAN <device name> ERR (<error #>)	<b>Alarm Line Only:</b> The LAN device driver could not be opened. Have the servicer investigate the error.
E9009	NO SYS KEY FOUND	<b>Alarm Line Only:</b> The application’s version number could not be extracted from the Appcfg.dat file.
E9010	LAN COMMS ERROR	<b>Alarm Line Only:</b> The workstation and controller could not communicate. Check LAN connections or one of the POS may be down.
E9011	LAN COMMS BLOCKED	<b>Alarm Line Only:</b> LAN communications are blocked. Have the servicer investigate the error.
E9012	TERM %d LAN BLCKD	<b>Alarm Line Only:</b> LAN communications are blocked. Have the servicer investigate the error.
E9013	<printer name> DISABLED	<b>Alarm Line Only:</b> The named printer has been disabled.

Miscellaneous Numbered Messages		
#	Message	Description/Action
E9014	<printer name> BLOCKED	<b>Alarm Line Only:</b> The named printer is blocked. Check the position of the paper rolls.
E9015	<printer name> PAPER LOW	<b>Alarm Line Only:</b> The amount of paper in the named printer is low. Refill the paper in the named printer.
E9016	RECEIPT UNAUTH	The printer connected to the POS is not an authorized printer.
E9018	TCP ERROR	The TCP interface on the register or server failed to start. Call the Verifone Technical Support Center.
03	DO NOT ACCEPT	The POS received a denial return code from the network when processing a Donlen credit card.

## Troubleshooting

This section contains general situations that may occur and the steps to take to change them.

In some cases, the manager may need to perform procedures restricted to certain security levels.

Troubleshooting procedures are divided by function.

- Car Wash
- Fuel Sales
- Installation Information
- Printer
- Product Sales
- Workstation

### Car Wash

#### Code Does Not Print

If a car wash code does not print on the receipt and the “CAR WASH CODE UNAVAILABLE” message was not displayed, check the following items:

- The car wash department number is set up in the Department Setup function in Car Wash Manager mode.

- The car wash item is set up in the Car Wash Key Setup function in Car Wash Manager mode.

## Fuel Sales

### Cannot Clear a Fuel Sale

If a fuel sale cannot be cleared from the POS, check the status of the pump using the [VIEW] key. If the pump status is “HOLD,” then the sale may already be on the ticket, or it may be on another POS at the site. If the sale cannot be found and removed using standard transaction methods, call the Verifone Technical Support Center. The representative can provide a one-time password to access the Clear Pumps on Hold function in Fuel Manager mode.

## Installation Information

### Retrieving Installation Information

Troubleshooting the system may require contacting an agent at the Verifone Technical Support Center who asks for the system’s installation information. The Print Installation Information function lists:

- Registration Information
- Application Configuration
- Software Configuration
- Hardware Configuration
- I/O Configurations
- System Upgrades since the original application was installed

Print Installation Information function appears in maintenance menu.

## Printer

### Printer Communication Errors

If the printer is not printing, is offline, or has lost communication with the POS, check the following items:

- Make sure the printer is online.  
For example, if the printer was recently opened to check or replace the tape, put the printer back online by pressing the [ON LINE] or [Ready] button.
- Make sure all cables between the POS and the printer are secure.
- If there is a multi-station printer, reset the printer.
  1. Open the cover of the printer.
  2. Locate the reset button inside, to the right. It is labeled “RESET.”
  3. Press the reset button briefly with a pencil or pen.
  4. Close the cover.

## Verifone Commander User Reference

5. Press [ON LINE].
- If there is an Epson TM-U950 printer, reset the printer.
  1. Locate the black reset button on the back of the printer, located on the blue connector.
  2. Press and release the reset button.
  3. Press [ON LINE].

## Product Sales

### PLU Not Found

The “PLU Not Found” message could occur in the following cases:

- After keying a number, pressed [ENTER] instead of pressing a department or MOP. Press [ERROR CORR] to correct the entry.
- Keyed a PLU number that should exist but does not:
  - If a PLU number is keyed incorrectly, key it again and press [ENTER].
  - If a PLU number is valid but has not been defined in the POS, key the price of the item and press [ENTER]. PLUs entered this way are reported in the PLU Exception Report.



# Methods of Payment

## Overview

Method of Payment (also known as "MOP") are used to complete transactions. Methods of Payment identify the amount and type of payment to the system and based on that payment type, allows the system to apply the appropriate MOP-specific rules and restrictions.

As a result, MOP behavior on your system may vary due to its specific configuration settings (minimum amounts, whether the amount must be entered, etc).

## Using Methods of Payment

Examples of MOP include:

- [Cash Payment](#)
- [Check Payment](#)
- [Credit Card Payment](#)
- [Debit Card Payment](#)
- [In-House Payment](#)
- [Lottery Ticket Cash-In](#)
- [Lotto Ticket Cash-In](#)
- [Food Stamps Payment - Electronic](#)
- [Coupon Payment/Redemption \(Standard\)](#)
- [Coupon Payment/Redemption \(Non Tax\)](#)
- [Drive Off](#)

In general, completion of a transaction follows this process:

1. Press [TOTAL] (if required)
2. Key <amount> (if required)

## Verifone Commander User Reference

3. Key the appropriate MOP
4. If total amount tendered < amount due, system applies the payment, recalculates the remaining amount due and displays to customer and clerk
5. If total amount tendered >= amount due, system applies the payment, completes the transaction and calculates any change that may be due back to the customer

### Cash Payment

1. Press [TOTAL] if required
2. Key <amount tendered> if required
3. Touch or press [CASH]

**Note:** *Several quick keys may have been configured on your workstation to save keystrokes when accepting CASH payment.*

The quick keys include:

- **Next Dollar:** Assumes the next dollar amount (customer presents \$17 for a sale totaling \$16.54)
- **Exact Change:** Assumes amount presented = amount due
- **\$1, \$5, \$10, \$20, \$50:** Assumes customer presented the indicated bill denomination

### Check Payment

1. Press [TOTAL] if required
2. Key the face value of the check
3. Touch [CHECK]

**Note:** *Change can only be given if the MOP is configured to allow change.*

### Credit Card Payment

1. Press [TOTAL] if required

## Verifone Commander User Reference

2. Touch or press **[CREDIT]**
3. Follow directions on the screen
4. On completion, present receipt for signature if prompted

### Debit Card Payment

1. Press **[TOTAL]** if required
2. Touch or press **[DEBIT]**
3. If cashback is configured, additional prompts are displayed
4. Follow directions on the screen

### In-House Payment

1. Press **[TOTAL]** if required
2. Touch or press **[IN-HOUSE]**
3. If a list of In-House accounts are displayed, select the appropriate In-House account number from the list or enter the account number

### Lottery Ticket Cash-In

1. Key the dollar amount of the winning ticket
2. Touch **[LOTTERY]**

**Note:** *When configured for "Allow without Sale", permits for cash in without purchase.*

**Note:** *Typically used for cashing in winning scratch out tickets.*

### Lotto Ticket Cash-In

1. Key the dollar amount of the winning ticket
2. Touch **[LOTTO]**

**Note:** *When configured for "Allow without Sale", permits for cash in without purchase.*

**Note:** Typically used for cashing in winning online tickets.

## Food Stamps Payment - Electronic (EBT Food Stamps, EBT Cash Benefits)

Food Stamps are also called SNAP (Supplemental Nutrition Assistance Program). MOPs for EBT, EBT\_FS and Manual\_EBT\_CB must be created using the built in [EBT MOP codes](#) to accept these methods of payment.

1. Press [TOTAL]
2. Press [Credit]

Refer to [Configuring MOP Codes](#) for more information on how to configure the built in MOP codes.

After MOP entries are configured as EBT Food Stamp and/or EBT Cash Benefits, pressing the Credit button allows a cashier to accept the EBT card without asking the customer if they are using an EBT card. When the card is read by the PIN pad and identified by the EPS, EPS reports back to the POS the MOP type (credit, debit, EBT food stamp, EBT cash).

Follow the instructions on PIN pad to complete the transactions.

### Considerations

- EBT Cards and paper coupons can be used only to purchase food stamp eligible items. With paper coupons, a maximum of \$.99 can be given back as cash change. Any change tendered over \$1 must be in Food Stamps change.
- Items that are eligible for EBT benefits should have the **Food Stamp** parameter enabled in Store Operations > PLUs or the **Allow Food Stamps** parameter enabled in Store Operations > Merchandise > Departments.
- EBT Cash Benefit allows purchase of non-food stamp eligible items.
- Refer to [Split Tender Transaction](#) to know more about completing a transaction with food stamp and non-food stamp MOPs.
- Tax is not applied to the amount paid for by food stamps. The tax amount that prints on the receipt displays the tax amount after the tax credit has been deducted. The tax credit amount the customer did not have to pay also prints on the receipt.

## Verifone Commander User Reference

- If food stamps are tendered for less than the eligible amount and the food-stamp items are taxable, a "Tax Credit" appears on the receipt. The credit is the difference between the total tax due on the items and the tax charged on the taxable items not paid for with food stamps. For example, if an amount of \$16.17 is qualified for payment with food stamps, of which 10.55 is taxable at a tax rate of 7%, then \$0.74 tax is due on the \$10.55. If the customer tenders \$10.00 in food stamps leaving a balance of \$6.17, of which \$0.55 is taxable. The Tax Credit is \$0.70 (7% of \$10.00) and the tax the customer owes is \$0.04 (7% of \$0.55).

Descr.	qty	amount	
MILK	2	5.58	Non-taxable FS item
T HOT DG	3	5.97	Taxable FS item
T HAM/CHEESE	2	4.58	Taxable FS item
		-----	
	Sub Total	16.13	
	Sub Total FS	16.13	
	Tax	0.04	7% tax on \$0.55
	<b>TOTAL</b>	<b>16.17</b>	Total due
	EBT \$	10.00	FS tendered
	CASH \$	7.00	Cash tendered
	Tax Credit FS	0.70	7% tax on \$10.00
	Change \$	-0.83	

Go to Tax Report from Flash Reports to get information on Taxable Sales and Non-Tax Sales.

FLASH Shift REPORT		
10/21/18		11:59:40 PM
STORE# AB123	REGISTER# 101	daypart# 001
CASHIER #01	CORPORATE	
OPEN	daypart 10/21/18	11:25:49 PM
CLOSE	daypart PENDING	
TAX REPORT		
NAME	TAX-RATE	ACT-RATE
	TAXABLE-SALES	TAXES
	NON-TAX SALES	
TEST	25.000%	25.025%
	9.99	2.50
	9.97	
REFUND TAXES		0.00
SALES TAXES		2.50
TOTAL SALES TAX		2.50

From Verifone's Site Report Navigator access the End of Day Report. This Report has Tax Forgiven Amount section under **Cash Controls** and gives information on taxes that were credited back due to EBT/Foodstamps/Non-tax Coupons.

<b>Cash Controls</b>		
Type	Count	Amount
Total MOP	10	\$50.60
Tax Amount		
TEST1 (15.000)		\$0.60
TEST (25.000)		\$0.00
Total		\$0.60
Tax Exempt Amount		
TEST1 (15.000)		\$0.00
TEST (25.000)		\$8.50
Total		\$8.50
Tax Forgiven Amount		
TEST1 (15.000)		\$0.00
TEST (25.000)		\$3.00
Total		\$3.00
Over/Short - CASH		
Total ECR		\$0.00

### Coupon Payment/Redemption (Standard)

1. Press [TOTAL]
2. Scan the coupon or key the dollar amount of the coupon and touch [COUPON]

**Note:** *Coupons must be scanned only at the end of the transaction. Tax due is not reduced because of applying this coupon.*

### Coupon Payment/Redemption (Non-Tax)

1. Press [TOTAL]
2. Scan the coupon or key the dollar amount of the coupon and touch [COUPON]

**Note:** *Coupons must be scanned only at the end of the transaction. Tax due may be reduced because of applying this coupon.*

### Drive Off

1. Select the unpaid fuel transaction
2. Press [TOTAL] if required
3. Touch [DRIVE OFF]
4. Write a description of the vehicle and any additional information on the receipt and save it according to store policy

## Configuring Methods of Payment

### Payment Management

Use Store Operations > Payment > MOP to configure MOPs.

Function Name	Description
Name	Enter the name of the MOP. This name appears on receipts and reports.
Delete	Click to delete the selected MOP.
MOP Code	<p>Select the MOP code that determines how the MOP should function within the system. The MOP codes are predefined as detailed below and may vary based on the network configuration:</p> <p>0 - Cash (The first MOP name that uses this code should be Cash.)</p> <p>1 - Credit: Use for credit cards sent through a credit card network. In some reports, this MOP may appear as “CHARGES” or by card name.</p> <p>2 - Debit: Use for debit cards sent through a credit card</p>

Function Name	Description
	<p>network. Do not select the “Tender amount required”. In reports, this MOP appears as a “DEBIT” item.</p> <p>3 - Manual Credit: Use for credit cards not sent through a credit card network. A voice authorization, imprinting, or other procedure may be required to process the card. The “Tender amount required” parameter should not be enabled.</p> <p>4 - Manual Debit: Use for debit cards not sent through a credit or debit card network. A voice authorization, imprinting, or other procedure may be required to process the card. The “Tender amount required” parameter should not be enabled.</p> <p>5 - Lotto: Use for winning lotto tickets tendered as MOPs.</p> <p>6 - Check: Use for checks. If customers are not permitted to write checks for more than the amount of purchase, do not enable “Change allowed”.</p> <p>7 - Tax_Coupon: Use for product coupons as MOPs. The “Change allowed” parameter should not be enabled.</p> <p>8 - \$1 Cash (Automatically expects a one-dollar bill as payment and calculates change based on that. The applicable amount is expected for codes 9 through 12.)</p> <p>9 - \$5 Cash</p> <p>10 - \$10 Cash</p> <p>11 - \$20 Cash</p> <p>12 - \$50 Cash</p> <p>13 - Food Stamp: Use for paper food stamps only. Amounts must be entered as whole dollars for this MOP. The “Change allowed” parameter should be enabled. The “Tender amount required” parameter should be disabled.</p> <p>14 - Drive Off: Use to set up an MOP for clearing fuel sales for customers that drive off without paying for dispensed fuel. The “Change allowed” parameter should be disabled.</p>



Function Name	Description
	<p>15 - Special Discount: A special discount works as an MOP. This is a percentage based discount applied against PLUs and department sales configured as Special Discount eligible. The cashier determines when to apply it. The Dept File and PLU File functions have “Special Discount [Y/N]” parameters which enable the discount for specific departments or PLUs. The “Special Discount (P)” parameter sets the percentage rate of the discount. These amounts do not appear with promotions in the “DISCOUNTS” item in the Summary Report.</p> <p>16 - Manual FS: Electronic, non-paper food stamps. Amounts for this MOP can be entered as dollars and cents. This is usually used with food stamp transactions performed with a standalone EBT terminal. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p>17 - Lottery: Use for scratch-off lottery tickets tendered as MOPs.</p> <p>18 - In-House: Store credit extended to local customers and set up outside the network and the POS. The POS provides receipts for transactions and reports sales on the Cashier and Summary reports.</p> <p>“Enter Account Number” displays when the [In House] key is used for a transaction. An alpha-numeric account number, up to ten digits, MUST be entered.</p> <p>When the customer comes in to pay on the account, press [Pay In], at which time you are prompted “House Account? [Y/N].” Enter ‘Y’ and the prompt, “Enter Amount” displays.</p> <p>After entering an amount and pressing [ENTER], the prompt, “Enter House Acct#” displays.</p> <p>19 - Pump Test: The Pump Test MOP closes out a sale where the store pumps a test amount of fuel into a container and it is rung up as a sale. When the fuel is returned to the tank, the sale is actually treated as a No Sale. Pump Test MOP can only be used on post-pay fuel sales.</p>

Function Name	Description
	<p><b>EBT MOP Codes 20 - 22</b></p> <p>20 - EBT Food Stamp: Electronic, non-paper food stamps. Amounts for this MOP can be entered as dollars and cents. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p>21 - EBT Cash Benefit: Electronic, non-paper cash benefit. Amounts for this MOP can be entered as dollars and cents. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p>22 - Manual EBT CB: Manual non-paper cash benefit. Amounts for this MOP can be entered as dollars and cents. This is usually used with food stamp transactions performed with a standalone EBT terminal. The “Tender amount required” parameter and the “Allowed without sale” parameter should be disabled.</p> <p><b>Note:</b> <i>EBT Food Stamp and EBT Cash Benefit MOPs are used when EBT is processed through Verifone Commander/Viper/EPS (e.g. WINCOR in case of Shell). The primary FEP (or a separate FEP in future) on Viper authorize the EBT transactions for POS.</i></p> <p><i>When Verifone Commander/Viper/EPS (e.g. WINCOR in case of Shell) does not process EBT transactions, the site will process the transactions through a standalone EBT terminal and then tender the transactions in VFI POS using the Manual EBT CB or Manual FS MOPs. These MOPs follow the same rules as their electronic counterpart.</i></p> <p><i>Unlike Credit/Debit, it is possible to enter an amount for EBT transactions and request a specific amount from the host for the EBT purchase. In case of FS (EBT FS or Manual FS), POS validates that this amount meets the food stamp eligible items in the transaction.</i></p> <p>23 - ECheck: Standalone electronic check processing. The balance of the ticket amount is sent to the host for approval.</p>

Function Name	Description
	<p>24 - Stored Value Card: Stored Value Card is a prepaid MOP.</p> <p>25 - Manual Entry: With this MOP is selected, account number is manually entered and is processed similar to credit cards.</p> <p>26 - Force Post: This MOP is used for entering transactions that were processed when the host was offline.</p> <p>27 - Post Entry</p> <p>28 - Mobile: Used for mobile payment. See the Mobile payment feature document for more information.</p> <p>29- Unattended Refund</p> <p>30 - Non-Tax Coupon: Use for product coupons as MOPs. Tax due may be reduced because of applying this coupon.</p> <p>31 - Fuel_Voucher: Used for fuel vouchers (paper) only. The parameter "Allow Change" should be disabled.</p> <p>32 - Tax_Exempt_Voucher: When applied, the MOP will reduce the amount due based on which taxes are configured to be exempt. Multiple types of tax exemption can be configured, and the appropriate prompts will be presented to the cashier based on the configuration.</p> <p>33 - Fleet_Check: Fleet Checks can be exchanged for cash or be used as MOP in a transaction. The parameters "Allow Without Sale", "Allow Change" and "Allow Refund" should be enabled.</p> <p style="text-align: center;"><b><i>Note: Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></b></p>
Min. Amount	<p>Enter the minimum amount accepted for this MOP (0.00 - 9999.99).</p> <p>If MOP Code = Special Discount, the percentage discount is entered here. For 10%, enter 10.00</p>

## Verifone Commander User Reference

Function Name	Description
Max. Amount	Enter the maximum amount accepted for this MOP (0.00 - 9999.99).
Limit	<p>Enter the amount of this MOP that alerts the cashier to make a safe drop (0.00 - 9999.99).</p> <p>0.00 – This MOP does not require a safe drop.</p> <p><b>Note:</b> <i>The setting for “Force Safe Drop” determines if a safe drop reminder is displayed or if a safe drop is required once the calculated drawer total for this MOP reaches this Limit.</i></p>
#Additional Receipts	<p>If additional receipts are required for this MOP, select the number of receipts.</p> <p><b>Note:</b> Force Ticket Print must be selected to make this parameter available.</p>
Tender Code	Used to assign the NACS tender code to Verifone MOPs. Helps to create the NAXML POS Journal from the transaction log without manually looking up or mapping the tenders. The recommended value is the default values for each MOP. Inorder to select a new value from the list or enter a new value other than from the list, delete the default value first.
Tender Sub Code	Used to assign the NACS tender sub code to Verifone MOPs. Helps to create the NAXML POS Journal from the transaction log without manually looking up or mapping the tenders. The recommended value is the default values for each MOP. Inorder to select a new value from the list or enter a new value other than from the list, delete the default value first.
Force Safe Drop	Select (if the Limit value is not 0.00) to display a safe drop message. A safe drop must occur before additional sales transactions can be performed using that payment type.
Open Drawer on Sale	Select to open the cash drawer when a transaction includes this payment type.
Tender Amount Required	Requires clerk to enter the amount before selecting this MOP.

## Verifone Commander User Reference

Function Name	Description
Cashier Report Prompt	Prompts cashier to enter the actual (counted) drawer amount for this MOP when printing cashier report.
Allow Zero Entry	Allows zero entry response when entering actual (counted) drawer amount for this MOP when printing cashier report.
Allow Without Sale	Permits acceptance without purchase. Examples: Cashing in a winning lotto ticket or permitting a check to be cashed without purchase.
Allow Refund	Permits Refund transaction to be tendered to this MOP.
Allow Change	Allows change from this MOP to be given to customer when they present amount > amount due. Example: If checks can be written for more than amount of purchase.
Allow Safe Drop	Allows a safe drop for this MOP.
Allow Money Order Purchase	Permits purchase of money order with this MOP
Force Ticket Print	Forces receipt to be printed for any transaction that includes this MOP.

## Reporting

MOP SALES				
CARD BASED				
CREDIT	2	50.76		Sample MOP SALES and MOP CANCEL/REFUNDS in <b>Cashier</b> Report.
CASH				
DOLLAR	18	165.90		
ARGENTINA	1	7.87		
DRIVE OFF	1	50.00		MOP totals are represented in Summary and

## Verifone Commander User Reference

INHOUSE	1	10.00	Cashier Reports.
PUMP TEST	1	1.00	
-----			
TOTAL MOP SALES		275.53	
<b>MOP CANCEL/REFUNDS</b>			
CASH	2	2.74	
-----			
TOTAL MOP CANCEL/REFUNDS		( 2.74)	

- **MOP SALES:** Summary of sales by method of payment (MOP).

**Note:** If a foreign currency has been set up in the Currency File that currency appears in the CASH section.

- **MOP CANCEL/REFUNDS:** Summary of cancelled or refunded transactions. The total is displayed in parentheses because the number is negative.

## Troubleshooting

#	Message	Description/Action
E1104	MOP INVALID/NOT ALLOWED	Used an MOP that no longer exists. Choose another MOP.
E1116	AMOUNT TOO LARGE	The dollar amount entered is larger than the maximum allowed for this department or MOP.
E1118	NO SPLIT TENDER ON FUEL	Only one MOP allowed for fuel purchase.
E1120	DO NOT OVERRIDE MOP AMOUNT	Cannot override the minimum or maximum allowable amount for an MOP.
E1130	MOP CONFLICT	Customer dispensed fuel at one MOP price level and attempted to pay with an MOP associated with a different price level.

Verifone Commander User Reference

#	Message	Description/Action
E1131	AMOUNT TOO SMALL	The dollar amount entered is less than the minimum set up for the MOP.
E1132	SUB-TOTAL REQUIRED	Must press [TOTAL] before choosing an MOP.
E1135	DROP MONEY FIRST	The amount of money in the drawer exceeds the limit set in the MOP File function. Perform a Safe Drop.
E1138	INVALID MOP AMOUNT	The dollar amount entered is not allowed by the selected MOP. This can occur if a dollar amount is entered and credit selected because credit only takes the balance of the sale.
E1139	INVALID AMOUNT ENTERED	MOP may not require an amount or the amount entered is less than the minimum or more than the maximum amount allowed for the MOP.
E1163	NO CHANGE ALLOWED	“Change Allowed” is set to ‘No’ for this MOP.
E1176	MOP NOT ALLOWED WITH CASHBACK	Selected MOP is not configured for cashback. Either cancel the cashback or use another MOP.
E1181	SAFE DROP NOT ALLOWED FOR MOP	This MOP is not enabled for Safe Drop.
E1188	MOP APPLIED BEFORE	A special discount has already been applied to the transaction; only one special discount is allowed.
E1190	MUST BE FIRST MOP	The special discount MOP must be entered first. Use [ERROR CORR] to remove the other MOPs, then apply the special discount MOP.
E1213	MANUAL CREDIT NOT ALLOWED	The Manual Credit MOP is not allowed in this transaction. Choose another MOP.
E1237	NO MONEY ORDER PURCHASE FOR	An MOP with the “Allow Money Order Purchase” parameter set to ‘N’, was used. To purchase a

## Verifone Commander User Reference

#	Message	Description/Action
	MOP	money order. select another MOP.
E1250	ONLY FUEL PRODUCTS ARE ALLOWED	An MOP that allows only fuel products to be purchased has been chosen.
E1251	ONLY POST PAY FUEL IS ALLOWED	This MOP allows only post pay fuel products.
E1257	MUST PRESS CREDIT	Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit.
E1258	NO MERCHANDISE WITH PREPAY UNDERRUN	In an automatic Prepay Underrun, no merchandise is permitted to be in the same transaction when the MOP is credit-based.
E2007	INVALID CASHIER REPORT AMOUNT	Entered 0.00 for an MOP amount when printing a Cashier Report and the "Allow \$0.00 Entry" parameter is set to 'N' in the MOP File.



# Mobile Payments

## Overview

Mobile Payment feature enables mobile payment, loyalty, delivery and transaction processing using a consumer's smartphone, EM sites, a third party FEP vendor, and a third-party mobile host (MPPA).

***Note:*** Refer to the *Mobile Payments feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

# NAXML Deal

## Overview

Enhanced Mix/Match or NAXML Deal refers to a feature that offers automatic discounts when a certain quantity and/or combination of items are sold in the same transaction. These items may be entered via scan, PLU#, PLU key/button or may be assigned to a menu but all the items in the “deal” must exist in the PLU file (“price book”).

**Note:** Refer to the NAXML Deal feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

## Using NAXML Deal

Enhanced Mix/Match or NAXML Deal requires no special handling on the part of the cashier. As items are added or removed from the transaction, the system automatically calculates any applicable discounts.

Handling of Refunds of items involved in a NAXML deal is subject to store policies and procedures.

NAXML Deal supports both NAXML Combos and NAXML Mix/Match. Both features work from item lists but while NAXML Combos allows items from multiple lists, NAXML Mix/Match requires items from a single list. NAXML Mix/Match is also known as “package pricing”.

WELCOME TO OUR STORE			
Description.	Qty	Amount	
-----	----	-----	
T CHEESEBURGER	1	2.00	Sample Customer Receipt with a combo and a Non- combo Item
Lunch Combo		-0.30	
T FRENCH FRIES	1	1.20	
Lunch Combo		-0.30	
T ICED TEA	1	1.10	
Lunch Combo		-0.10	

## Verifone Commander User Reference

NACHOS	1	1.49	
		-----	
Sub Total		5.09	
Tax		0.37	
TOTAL		5.46	
CASH \$		10.00	
Change \$		-4.54	

## Configuring NAXML Deal

Use **Promos and Discounts > NAXML Deal** to configure NAXML deal.

Deals are formed in the following ways:

- As PLU items are entered into a transaction, the system checks first for NAXML Mix/Matches, then for NAXML Combos.
- NAXML Mix/Match qualifies promotions based on quantity of items.
- When an item qualifies in multiple NAXML Combos, the system matches up the higher priority Combo.

## NAXML Deal

### Item List Maintenance

This form is used to assign PLUs or Department Items to an Item List. Item Lists define items participating in the promotion defined using Combo and in Mix&Match tabs. A typical item list contains items that are of a similar type or price.

**Note:** Some options in the figure may change depending on the Parameters selected.

<u>Field/Button</u>	<u>Allowable Value/Function</u>
<b>Item List ID</b>	
Add	Select the “Add New” button to create an entry with an Item ID which is equal to the highest numbered Item ID + 1. The Item ID field can be edited. Saved Item lists display their Item ID and description in the Item List window.
Item List ID	This number is system-defined and is used to locate the appropriate Item List. Saved Item lists display their Item ID and description in the bottom left window.
Description	Give the item list a name specific enough to pick it out correctly from all the item list names shown at the bottom left side of the form. Although the system allows more, it is recommended that ItemList descriptions be 17 characters or less.

<u>Field/Button</u>	<u>Allowable Value/Function</u>
List Type: PLU	<p>Select PLU list type if:</p> <ul style="list-style-type: none"> <li>▪ Items for promotion exist in different departments</li> <li>▪ Items for promotion exist in the same department along with items that will not be in the promotion (or you expect to add items to that department which won't be in the promotion)</li> </ul> <p><b>Note:</b> <i>As new items are added to the promotion, the list must be updated with the new items.</i></p>
List Type: Department	<p>Select Department list only if every item assigned to that department should be included in the list and every item that is assigned to the department in the future will also be in the promotion.</p> <p><b>Note:</b> <i>Any items that are assigned to that department are automatically included in the promotion.</i></p>
Delete	<p>From the list on the bottom of the Item List ID form select the list item you wish to delete, check the "Delete" box and "Save".</p>
<b>Item List</b>	
Add New	<p>Use this function to add entries to an Item List.</p> <p>For PLU type lists:</p> <ol style="list-style-type: none"> <li>1. Enter the PLU number</li> <li>2. Enter the Modifier</li> <li>3. Click "<b>Add New</b>"</li> </ol> <p>For Department type lists:</p> <ol style="list-style-type: none"> <li>1. Select the appropriate Department</li> <li>2. Click "<b>Add New</b>"</li> </ol> <p>The entry will be displayed in the Item List.</p>
Remove	<p>Use this function to delete entries from an existing item list. Highlight the appropriate entry and click "Remove". Entry will be deleted from the displayed list. Entries must be removed one at a time.</p>

<u>Field/Button</u>	<u>Allowable Value/Function</u>
Save	Use this function to save any additions or changes to Item Lists.

### Combo Maintenance

Combo Maintenance is used to define promotions that allow items from multiple item lists. A particular combo may contain both PLU and Department list types.

A typical example of a combo might require the purchase of a sandwich, a side and a medium fountain drink. Configuration would require three lists to be created; one to list all the sandwiches in the promotion, one to list the sides and another for the medium fountain drink.

The screenshot displays the 'NAXML Deal' interface with the 'Combo Maintenance' tab selected. The form contains the following elements:

- Select Combo:** A list box showing '1 - Lunch Combo 1'.
- Combo ID:** Text input field with value '1'.
- Description:** Text input field with value 'Lunch Combo 1'.
- Start Date Time:** Date and time pickers set to 07/15/2013 00:00.
- End Date Time:** Date and time pickers set to 07/15/2013 00:00.
- Price by:** Radio buttons for 'Combo' (selected) and 'Combo Items'.
- Pricing Scheme:** Radio buttons for 'Weighted' and 'Percentage' (selected).
- Week day availability:** A grid of checkboxes for days of the week (S, M, T, W, T, F, S) with corresponding start and end time pickers. All days are checked.
- Priority:** A dropdown menu set to 'high'.
- Price:** A text input field with value '15.00'.
- Combo Item List:** A list box showing '1 - Sandwiches' and '2 - Soda'.
- Item List Qty:** Text input field with value '1'.
- Percent Discount:** Text input field with value '60.000'.

**Note:** Some options in the figure may change depending on the parameters selected.

Field	Allowable Value/Function
Add	Select the “Add New” button to create an entry with a Combo ID which is equal to the highest numbered Combo ID + 1. The Combo ID field can be edited. Saved Combos display their Combo ID and description in the bottom left window.
Combo ID	This number is system-defined and is used to locate the appropriate Combo.
Description	Enter a description for this combo to identify it from among all the combos listed at the bottom of the form. This description is used for printing on receipt and POS display.
Start Date Time	<p>This field is used to define the date and time the promotion starts. You can either type in the information or use the drop down arrows or select from a calendar representation.</p> <p><b>Note:</b> <i>The system explicitly allows you to save a promotion whose start date is less than its end date. Such a promotion is seen by the system as “inactive”. This is advantageous when the same promotion is run for a month and then again several months later.</i></p>
End Date Time	This field is used to define the date and time the promotion ends. You can either type in this information or use the drop down arrows or select from a calendar representation.
Week day availability	<p>This part of the configuration allows you to run promotions within the start and end date parameters defined above but that are effective only during a specific time frame on specific days of the week; perhaps to increase sales volume during an otherwise slow sales period.</p> <p>An active day with zero start and end times denotes a promotion that is effective for the entire day.</p>



Field	Allowable Value/Function
Priority	<p>To configure promotions in a particular order of priority. The priority setting allows certain promotions to take precedence over others that share many of the same items. Priority of promotions is particularly useful when programs give discounts as more items are added in combination.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Promo1 - Discount for soda and chips (priority = low)</li> <li>• Promo2 - Discount for soda, chips, and sandwich (priority = medium)</li> <li>• Promo3 - Discount for soda, chips, sandwich, and salad. (priority = high)</li> </ul> <p>Without the ability to set priority, promo 2 and 3 will never be realized, as the soda and chips will always form Promo1.</p> <p>Default setting is medium. Any promotion that does not specifically identify the priority will be assumed “medium” by the system.</p>
Delete	<p>From the list on the bottom of the Item List ID form select the list item you wish to delete, check the “Delete” box and “Save”.</p>
Combo Item List	<p>Click Edit to add items to a selected or new combo. Select items from the Item List and click <b>Done</b>.</p>
Item List Qty	<p>Enter the quantity of each item taking part in the combo.</p>
Save	<p>Use this function to save any additions or changes to Item Lists.</p>
<p><b>Price By Combo: Select to assign the price of the combo</b></p>	
Price	<p>Enter the price of the combo</p>
Weighted	<p>The discount is distributed across the items forming the combo weighted by the item price of the items.</p>



Field	Allowable Value/Function
Percentage	Select to control the discount distribution for the items of the combo. For example, one item in the combo can attribute for 60% discount and the other for 40% of the discount.
<b>Price By Combo Items: Select to individually assign the price of combo items</b>	
New Price	Select to enter a new price for the combo item.
Disc by amount	Select to enter a discount amount for the combo item.
Disc by percent	Select to enter a discount percent for the combo item
Trigger item	Select to make the combo item a trigger to form the combo.

## Mix&Match Maintenance

NAXML Mix & Match always determines a best buy case.

**Note:** Some options in the figure may change depending on the parameters selected.

Field/Button	Allowable Value/Function
<b>Mix Match ID List</b>	
Add New	Select the “Add New” button to create an entry with an Item ID which is equal to the highest numbered Item ID + 1. The Item ID field can be edited. Saved Item lists display their Item ID and description in the bottom left window.
Mix Match ID	This number is system-defined and is used to locate the appropriate Mix Match.
Description	Enter a description for this mix and match to identify it from among all the mix and matches listed at the bottom of the form. This description also appears on the receipts and POS display.
Start Date Time	This field is used to define the date and time the promotion starts. You can either type in the information or use the drop-down arrows or select from a calendar representation.
End Date Time	This field is used to define the date and time the promotion ends. You can either type in this information or use the drop-down arrows or select from a calendar representation.
Week day availability	<p>This part of the configuration allows you to run promotions within the start and end date parameters defined above but that are effective only during a specific time frame on specific days of the week; perhaps to increase sales volume during an otherwise slow sales period.</p> <p>An active day with zero start and end times denotes a promotion that is effective for the entire day.</p>
Delete	From the list select the mix and match item you wish to delete, check the “Delete” box and “Save”.
Save	Use this function to save any additions or changes to Item Lists.
<b>Mix Match Item List and Entries</b>	

Field/Button	Allowable Value/Function
Packaging Price configuration: Add New	Click the “Add New” button to create mix and match packages for the new or selected mix and match item. A number of packages can be included for each mix and match item.
Item List	A drop-down list of all the configured item lists to select before clicking Add New.
Quantity	Enter the total quantity of the contents in the selected item list that forms the package.
Total Package Price	Select to enter a new price for the package.
Amount Off Package Price	Select to enter the amount off the total package price.
Percent Off Package Price	Select to enter the percent off the total package price.

## Reporting

### Deal Report

The deal report is available as period reports and flash reports. The Deal Flash Report calculates all combo and mix 'n match sales that occur from the beginning of the current period up to the time the flash report prints.

This report shows Combo and Mix/Match sales for each NAXML promotion.

<b>DEAL REPORT</b>		
COMBO DEALS		
C#	DESCRIPTION	
#CUST	#COMBOS	TOTAL SALES
-----		
01	SANDWICH	

Sample Deal Report  
(The number of combos  
and mix-n-matches  
sold)

## Verifone Commander User Reference

5	5	10.00	
MIX-N-MATCH DEALS			
M#	DESCRIPTION		
#CUST	#MATCHES	TOTAL	SALES
-----			
01	LUNCH		
3	3	9.00	
-----			
8	8	19.00	

### Report Details

#### *Combo Deals*

**C#:** Combo number as it appears in the Deal File.

**DESCRIPTION:** Name of the combo as it appears in the Deal File.

**#CUST:** Number of customers (separate completed transactions) who bought combos.

**#COMBOS:** The number of combos sold.

**TOTAL SALES:** The total sales in dollars of combo deals.

#### *Mix-N-Match Deals*

**M#:** Match number as it appears in the Match File.

**DESCRIPTION:** Name of the Match as it appears in the Match File.

**#CUST:** Number of customers (separate completed transactions) who bought matches.

**#MATCH:** The number of matches sold.

**TOTAL SALES:** The total sales in dollars of mix-n-match deals.

## Verifone Commander User Reference

### *Totals for all Deals*

**#CUST:** Number of customers (separate completed transactions) who bought combos and matches.

**#COMBO / #MATCH:** The total number of combos and matches sold.

**TOTAL SALES:** The total sales in dollars of combo and mix-n-match deals.

# Network Functions

## Overview

## Using Network Functions

Navigate to **CSR Func > Network Menu** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby 2) to access the following Network functions:

- [Pre-Authorization](#)
- [Network Mail](#)
- [Comm Statistics](#)
- [Print Network Log](#)
- [Batch Details Menu](#)
- [Prepaid Functions Menu](#)
- [EBT Voucher Clear](#)
- [Parameter Download](#)

## Pre-authorization

The Pre-authorization function authorizes a given credit card amount and displays the available prepaid card balance before a sales transaction.

1. Touch **Pre-Authorization**
2. When the overlay appears, swipe the card through the card reader
3. In the overlay, key estimated total sale in even dollars (for example: \$20 is entered as [2] [0])
4. Touch **[OK]** or press **[ENTER]**
5. When the approval number appears, touch **[OK]**

## Network Mail

The Network Mail function displays all mail messages from the network since mail was last printed. The messages are cleared after printing. If there are no messages waiting, the terminal dials out for mail.

**Note:** *This function may not be available in all applications.*

### Touch **Network Mail**

- Mail is present - Mail Report Prints
- No Mail is present - **NO MORE MAIL** displays

## Comm Statistics

The Communication Statistics function prints a report of all communication with the network. The statistics are cleared after the report prints.

Touch **Network Comm Statistics** to print communications statistics report

## Print Network Log

The Print Network Log function prints a report of up to the last 200 network communication records. This function also clears the network log and allows you to print by category. The most recent transaction prints first.

**Note:** *This function may not be available in all applications.*

1. Touch **Print Network Log**
2. In the Network Log menu, touch one of the following:
  - Print All
  - Print Batch Transactions
  - Print Batch Summary
  - Print By Date
  - Clear Log

## Batch Details Menu

The Batch Details Menu prints current, pending, Out of Balance, and In Balance batch reports.

**Note:** *This function may not be available in all applications.*

1. Press [**NETWORK FUNC**] and touch **Batch Details Menu**
2. In the Batch Detail Menu, touch one of the following to print:
  - Batch Details Current - Current open batch
  - Batch Details Pending - Closed but not settled batch
  - Batch Details Out of Balance - Batch out of balance
  - Batch Details In Balance - Closed batch in which totals agree with the host's totals

## Prepaid Functions Menu

The Prepaid Functions Menu is used to configure prepaid cards, PIN-based products, and money transfer cards.

**Note:** *This function may not be available in all applications.*

1. Touch **Prepaid Functions Menu**
2. In the Prepaid Functions menu, touch one of the following:
  - Card Activation
  - Card Recharge
  - Balance Inquiry
  - Card Deactivation

## Card Balance Inquiry

The Balance Inquiry function requests the balance of a prepaid card and then prints a receipt from the terminal.

**Note:** *This function may not be available in all applications.*



1. Touch **Card Balance Inquiry**
2. Follow instruction on the PIN pad

## EBT Voucher Clear

The EBT Voucher Clear is used to send an EBT transaction to the host that was performed in either of the following:

- If the point-of-sale or site is down
- If the host is offline during an EBT transaction

**Note:** *This function may not be available in all applications.*

1. Touch **EBT Function Menu**
2. In the EBT Functions menu, touch **EBT Balance Inquiry**
3. In the overlay, touch or press **[ENTER]** if the account is for food stamps; touch if account is for cash benefits
4. In the overlay, touch or press **[ENTER]** if the transaction is a sale; touch if the transaction is a refund
5. Key <purchase amount> and press **[ENTER]**
6. Key <approval number> from the voucher and press **[ENTER]**
7. Key <voucher number> and press **[ENTER]**
8. Swipe card or key account number

## Parameter Download

The Parameter Download function downloads information from the network to the terminal.

**Note:** *This function may not be available in all applications.*

Touch **Parameter Download** to display parameter download progress.

## Configuring Network Functions

The Network Configuration form is used to define network sales and communications.

**Note:** After any changes are made to Car Wash, POP, or Network parameters including Loyalty, the command “Tools > Refresh Configuration” needs to be executed for the new settings to be applied to fuel and DCRs.

## POS Configuration

### IFSF

Use **Payment Controller > POS Configuration > IFSF** to configure EPS communication protocol and POS configuration parameters.

**Note:** To reflect the IFSF configuration changes, a Tools > Refresh Configuration is mandatory.

The screenshot shows the IFSF configuration page with the following sections:

- VFI POS-POP Configuration:** A table with columns 'POS ID' and 'POP ID'. It lists VFI POS 1 through 8, each with a corresponding POP ID from 001 to 008.
- Secondary POP Configuration:** A table with columns 'POP ID', 'Name', 'Lane ID', and 'Enabled'. It lists POP IDs 065 through 072, all with 'Name' as 000 and 'Enabled' as an unchecked checkbox.
- IFSF Configuration:** A series of input fields for:
  - EPS IP Address: 192, 168, 31, 11
  - POS Refresh Timer: 60
  - Device Request Default Timer: 75
  - Timeout Request: 5
  - Timeout Connect: 0.5
  - Timeout Response: 240
  - Max Repetition: 3
  - Service Waiting Port: 4002
  - Card Waiting Port: 4001
  - Device Waiting Port: 4003
  - Device Request Port: 4004
  - Unsolicited Request Waiting Port: 4005
- TLS Configuration:** A section with a 'TLS Mode Disabled' checkbox and several TLS port input fields:
  - Service Waiting TLS Port: 7002
  - Card Waiting TLS Port: 7001
  - Device Waiting TLS Port: 7003
  - Device Request TLS Port: 7004
  - Unsolicited Request Waiting TLS Port: 7005
- Secondary EPS Configuration:** A section with:
  - Select EPS: Third-Party (dropdown)
  - Enable: unchecked checkbox
  - EPS IP Address: 192, 168, 31, 13
  - Service Waiting Port: 7002
  - Card Waiting Port: 7001
  - Device Waiting Port: 7003

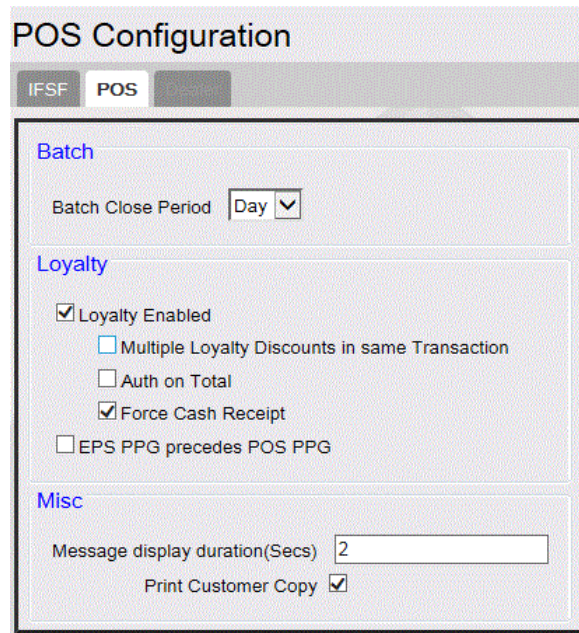
Field/Button	Allowable Value/Function
<b>VFI POS-POP Configuration</b>	
POS ID	The POS workstation number.
POP ID	Enter the POP (PINpad) number assigned to each

Field/Button	Allowable Value/Function
	POS. The default is usually correct.
<b>Secondary POP Configuration</b>	
<i>Note: Refer to the P400 Implementation Guide for more information on this feature. The Feature Reference is available on Premier Portal.</i>	
POP ID	Enter secondary POP ID.
Name	Name of the secondary POP.
Lane ID	Lane ID where the secondary POP is placed.
Enabled	Select to enable secondary POP.
<b>IFSF Configuration</b>	
EPS IP Address	IP address of EPS.
Device Request Default Timer	The amount of time before a timeout if a timeout is not included in the message from the POS to the EPS. The default should not be changed.
POS Refresh Timer	The amount of time that the POS waits before timing out if no message is received from the EPS.  The default should not be changed.
Request Timeout	Enter the amount of time the Topaz waits for a response to a request to the EPS (numeric, 100 - 5000).
Connection Timeout	The amount of time the POS waits to establish a connection to the EPS.  The default should not be changed.

Field/Button	Allowable Value/Function
Response Timeout	Enter the amount of time the Topaz waits for a network transaction to complete (numeric, 100 - 999)
Max Repetition	Enter the maximum number of times the Topaz should try to connect to the network after a communication failure (numeric, 1-9).
Device Waiting Port	The port number at which the POS receives messages from the EPS. The number must match the EPS Device Request port number.  The default should not be changed.
Unsolicited Request Waiting Port	Unsolicited Request Waiting message port.  The default should not be changed.
<b>TLS Configuration</b>	
TLS Mode Disabled	Select to disable TLS Mode
Service Waiting TLS Port	Enter the service waiting TLS port number
Card Waiting TLS Port	Enter the card waiting TLS port number
Device Waiting TLS Port	Enter the device waiting TLS port number
Device Request TLS Port	Enter the device request TLS port number
Unsolicited Request Waiting TLS Port	Enter the device request TLS port number
<b>Secondary EPS Configuration</b>	
Select EPS	Select secondary EPS
Enable	Select to enable
EPS IP Address	Enter the secondary EPS IP address

Field/Button	Allowable Value/Function
Service Waiting Port	Enter the service waiting port number
Card Waiting Port	Enter the card waiting port number
Device Waiting Port	Enter the device waiting port number

**POS**



Field/Button	Allowable Value/Function
<b>Batch</b>	
Batch Close Period	Select the period when the batch is closed. Day - Period 2 (Close Daily) Shift - Period 1 (Close Shift)
<b>Loyalty</b>	
Loyalty Enabled	Check to enable loyalty.
Multiple Loyalty	Select to enable multiple loyalty discounts in the same

Field/Button	Allowable Value/Function
Discounts in same Transaction	transaction.
Auth on Total	Check to send an authorization request to the loyalty network when the <b>[TOTAL KEY]</b> is pressed.
Force Cash Receipt	Select to determine whether a receipt is printed for every cash transaction.
<b>Misc</b>	
Message display duration (Secs)	Enter a number to display network message in seconds.
Print Customer copy	Select to print customer copy of receipt.

## EPS Configuration

### EPS Global Configuration

#### *EPS*

Use EPS Global Configuration form under **Payment Controller > EPS Configuration > EPS Global Configuration** to configure EPS Global Configuration - EPS parameters.

# Verifone Commander User Reference

[EPS](#)
[POP](#)
[PINPAD Message](#)
[Loyalty](#)
[Trigger Pull Configuration](#)
[EMV Configuration](#)
[EMV Initialization](#)

**Dealer**

Site Name:

Location ID:

Address Line 1:

City:

State:

Postal Code:

**Misc**

Store and Forward Limit:

Data Storage Time(In Days):

Security Day Count:

Clear Velocity Hours:

Network Last Required:

Report Masking Enabled:

Online Velocity Check Required:

Support Outside Cashier Messages:

Display PINpad Prompts To Cashier:

Display following message upon declined payment response

Use Host Defined Message:

Use Store Defined Message:

**Locale**

Currency Name:

ISO Currency Code:

Numeric Currency Code:

Currency Symbol:

Date Format:

Language:

**Signature Capture**

Signature Capture Enabled

Cashier Verify Signature

Print Signature on Receipts

**Cashback**

Cashback Enabled:

EBT Cashback Enabled:

Cashback Fee:

**Time Synchronization**

Controller:  Select Fep:

Field/Button	Allowable Value/Function
<b>Dealer</b>	
Site ID	Displays the identification number of the site (ready only).
Site Name	Enter the name to print at the top of all receipts (alphanumeric and special characters, up to 30 characters).
Address Line 1	Enter the street address to print at the top of all receipts (alphanumeric and special characters, up to 18 characters).
City	Enter the city to print at the top of all receipts (alphanumeric and special characters, up to 20 characters).
State	Enter the state to print at the top of all receipts (alphanumeric and special characters, up to 2

Field/Button	Allowable Value/Function
	characters).
Postal Code	Enter the postal code to print at the top of all receipts (alphanumeric and special characters, up to 20 characters).
Country	Enter the name of the country.
Phone Number	Enter the store phone number (numeric, up to 16 characters).
Locale	
Currency Name	<p>Select the currency name.</p> <p>This configuration should match the configuration on the POS.</p> <p>If EPS currency code does not match the POS transaction currency code, then the transaction is rejected by EPS.</p>
ISO Currency Code	Non-editable field
Numeric Currency Code	Non-editable field
Currency Symbol	Symbol of the selected currency
Date Format	Select the date format
Language	Select the language
<p><b>Signature Capture</b></p> <p><i><b>Note:</b> Refer to the Signature Capture feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p>	
Signature Capture Enabled	Check to enable signature capture.



## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Cashier Verify Signature	Check to prompt cashier to verify the signature.
Print Signature on Receipts	Check to print signature on all receipts.
<b>Misc</b>	
Store and Forward Limit	Enter a number to define a number of store and forward (fallback) transactions.
Data Storage Time (In Days)	Displays the number of days the EPS stores the data.
Security Day Count	Displays the number of days to maximize security.
Clear Velocity Days	Displays the number of hours the velocity awaits to clear an entry.
Network Last Required	Check to enable split tender or requires that the network transaction is last.
Report Masking Enabled	Check to mask credit card account numbers and expiration dates in the reports by printing numbers as asterisks except for the last four digits.
Online Velocity Check Required	Check to enable velocity for online and offline transactions.
Support Outside Cashier Messages	Select to enable cashier messages at DCR.
<b>Cashback</b>	
Cashback Enabled	Check to enable cashback.
Cashback Fee	Check to enable cashback fee.
<b>Time Synchronization</b>	
Controller	Select the controller type for system time.
Select FEP	From the drop-down menu, select the FEP type.

**POP**

Use EPS Global Configuration form under **Payment Controller > EPS Configuration > EPS Global Configuration** to configure EPS Global Configuration - POP parameters.

The screenshot shows the 'EPS Global Configuration' interface. At the top, there is a navigation bar with tabs: EPS, POP, PINPAD Message, Loyalty, Trigger Pull Configuration, EMV Configuration, EMV Initialization, Quick Chip Configuration, and PTPE. Below the navigation bar, there is a notification: 'Edits require a one-time password (OTP)'. The main content area is divided into two sections: 'POP Configuration' and 'Secondary POP Configuration'. The 'POP Configuration' section contains a table with the following data:

POP ID	Model	IP Address	Port	Connect with TLS	Secure Port	Signature Capture Enabled	Line Item Display Enabled	Line Item Display Port
002	Mx830	192.168.31.160	4000	<input checked="" type="checkbox"/>	5000	<input type="checkbox"/>	<input type="checkbox"/>	4040

Below the table are navigation controls: '1-1 of 1' and buttons for 'Add POP' and 'Delete POP'. The 'Secondary POP Configuration' section is currently empty, showing a table with the same headers and navigation controls for '1-1 of 0' items.

Field/Button	Allowable Value/Function
<b>POP Configuration</b>	
Add	Click to add POP.
POP ID	Displays POP ID of the corresponding Workstation ID.
Model	Displays POP model.
IP Address	Displays the IP Address, which is used to connect to the FEP.
Port	Displays the port that is used to connect to the FEP.
Connect with TLS	Select to enable to connect with TLS
Secure Port	Displays the secure port that is used to connect to the FEP.

Field/Button	Allowable Value/Function
Signature Capture Enabled	Select to enable Signature Capture.  <b>Note:</b> Refer to the Signature Capture feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.
Line Item Display Enabled	Select to enable Line Item Display.
Line Item Display Port	Displays the port used by the Line Item Display.
Delete POP	Click to delete the selected POP ID.
<b>Secondary POP Configuration</b>  <b>Note:</b> Refer to the P400 Implementation Guide for more information on this feature. The Feature Reference is available on Premier Portal.	
Add	Click to add POP.
POP ID	Displays POP ID of the corresponding Workstation ID.
Model	Select POP model.
IP Address	Displays the IP Address, which is used to connect to the FEP.
Port	Displays the port that is used to connect to the FEP.
Connect with TLS	Select to enable to connect with TLS
Secure Port	Displays the secure port that is used to connect to the FEP.
Signature Capture Enabled	Select to enable Signature Capture.  <b>Note:</b> Refer to the Signature Capture feature reference documentation for information on this feature. The Feature Reference is

Field/Button	Allowable Value/Function
	<i>available on Premier Portal.</i>

### ***PINPAD Message***

Use to configure the idle and swipe messages that appears on the PINPAD.

The screenshot shows the 'EPS Global Configuration' interface. At the top, there are several tabs: 'EPS', 'POP', 'PINPAD Message', 'Loyalty', 'Trigger Pull Configuration', 'EMV Configuration', and 'EMV Initialization'. The 'PINPAD Message' tab is selected and expanded. It contains two main sections: 'PINPAD Idle Message' and 'PINPAD Swipe Message'. Each section has two text input fields labeled 'Line 1' and 'Line 2'. In the 'PINPAD Idle Message' section, the 'Line 1' field contains the text 'WELCOME TO OUR STO' and the 'Line 2' field is empty. In the 'PINPAD Swipe Message' section, the 'Line 1' field contains 'WELCOME TO OUR STO' and the 'Line 2' field contains 'SWIPE CARD'.

### ***EMV Configuration***

***Note:*** Refer to the EMV feature reference documentation for information on this feature. The Feature References are available on Premier Portal. There are two feature references for EMV, “Inside EMV Feature Reference” and “Outside EMV Feature Reference”. Refer to both the feature reference documents to understand this feature.

EMV is the new standard for credit card processing. It describes a transaction between a chip card and an EMV-enabled terminal. EMV transactions are much more secure than magnetic-stripe-card transactions.

To run EMV transactions at a site, EMV must be enabled from the Config Client in the **EMV Configuration** form, then both the Viper (EPS) and the PIN pads (POPs) need to be configured with a required set of EMV configurations. Some distributions enable EMV by default but check this setting before proceeding on to EMV configuration.

The EMV configurations include:

- Certification Authority Public Keys
- EMV Terminal Parameters

## Verifone Commander User Reference

- Set of supported AIDs and their associated parameters

To process EMV chip cards, The EPS system must have all three of those configurations. Depending on the Acquiring host and supporting software (FEP) the configuration data may be populated using:

- A PDL download containing the necessary EMV configuration from the host
- Pre-populated data based on host specifications
- Custom table downloads from Verifone table partners

**Refer to your specific FEP documentation to determine which method is used. The EMV Feature Reference Manual also has more details on the configuration.**

After the EMV configuration has been configured successfully on the EPS system, the EPS system pushes the appropriate EMV configurations into the POPs as required. Usually this configuration push to the POPs is transparent to the user but it is prudent to check for any reported errors in pushing the configuration by referring to the “**POP Configuration Status**” in the **EMV Initialization** form (Screen Shot Illustrated below).

EMV based transactions may allow stand-in processing to approve transactions even if the online payment host is offline and not available.

EMV data in a transaction allows the system to consider many conditions when making a decision to stand in for a transaction. The system still uses the traditional Magnetic Swipe Read (MSR) data points, but additional EMV data allow for much finer decision points for consideration.

It is important to check that the EMV Standin Parameters are correctly configured. Each FEP has different Standin configuration. Refer to your specific FEP documentation for FEP specific Standin values.

The system also supports manual push of the EMV configuration to specific POPs if required. One example of when this might be required is if a POP is replaced.

### ***Quick Chip Configuration***

An EMV Quick Chip (QC) transaction is a faster way to perform EMV transactions. In a QC flow, the chip read, AID selection, 1<sup>st</sup> Gen AC, EMV completion and card removal can all be done prior to the total amount is entered.

EMV Quick Chip increases payment transaction speed at the POS by changing the POS flow. This means that merchants can begin the authorization process before obtaining the final total amount. The consumer can also insert the payment card and key in the

## Verifone Commander User Reference

PIN while cashier is still totaling items for purchase. Final total is the last piece of data to be sent for authorization.

The screenshot shows the 'EPS Global Configuration' window. At the top, there is a navigation bar with tabs for 'EPS', 'POP', 'PINPAD Message', 'Loyalty', 'Trigger Pull Configuration', 'EMV Configuration', 'EMV Initialization', and 'Quick Chip Configuration'. Below the navigation bar, there is a main configuration area. On the left, there is an 'Amount' input field with the value '25'. Below that is the 'Card Type Configuration' section, which includes a 'Select Card Type' dropdown menu with a list of card types: AX - AMEX (highlighted), DS - DISCOVER, VS - VISA, DB - VISA DEBIT, MC - MASTERCARD, MC - SunocoRwds, MC - SunocoMC, DB - MC DEBIT, DB - GASCRD DEBIT, DB - AEMP DEBIT, DB - GASPRO DEBIT, and DB - DEBIT. To the right of the dropdown is a 'Quick Chip Setting' checkbox labeled 'Enable', which is checked.

Field/Button	Allowable Value/Function
Amount	This is a place holder amount used for recognizing if the card can be used for Quick Chip (QC) transaction. When the card is inserted the place holder amount is send as a code to the issuer for recognizing the card for QC transaction.
Quick Chip Setting	Select to enable the feature for the card. This is enabled by default.

## LINQ3 Lottery Configuration

**Note: This feature is no more supported.**

**Note: Refer to the “Linq3’s Play at the Pump (PATP) Lottery” feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.**

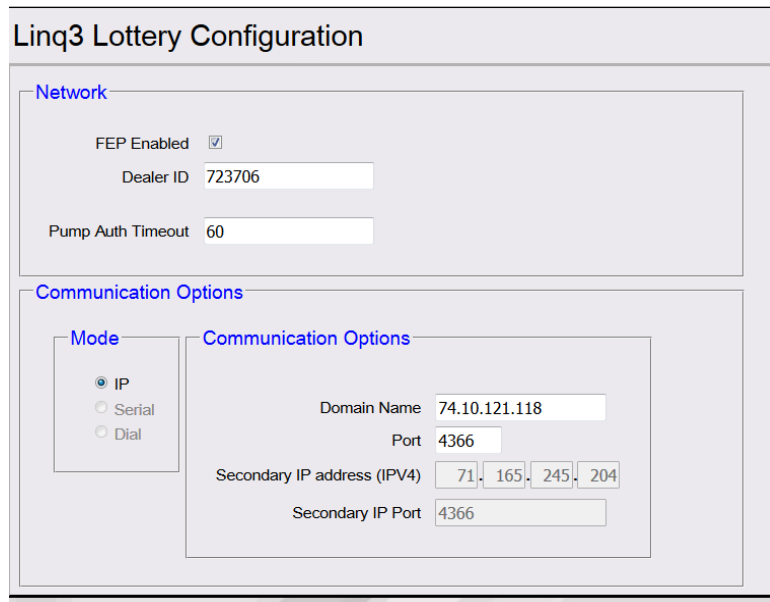
Linq3’s Play at the Pump (PATP) Lottery feature is an integrated lottery solution that offers customers the convenience of lottery ticket purchases while fueling and paying at the gas pump.

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The PATP feature delivers lottery sales to the forecourt at the Dispenser Card Reader (DCR) and integrates Verifone’s VIPER Electronic Payment System (EPS).

Verifone Commander interfaces with the Linq3 Lottery host. The host is responsible for receipt prompting, reporting and tracking data, and payment collection.

Configure LINQ3 Lottery in Configuration Client, using **Payment Controller > EPS Configuration > Linq3 Lottery Configuration**.



Field/Button	Allowable Value/Function
FEP Enabled	Enables the Linq3 Lottery feature.
Site ID	Sets the Linq3 Lottery ID which is identical to the Verifone Service ID.
Pump Auth Timeout	Sets the timeout value for the pump authorization (e.g. 60 seconds).
Mode	Set the communication mode to IP communication.
Domain Name	Enter the <b>[IP Address]</b> of the Linq3 host for lottery communications.
Port	Enter the <b>[Port]</b> of the Linq3 host for lottery communications.

## Reporting

### Comm Statistics

*****COMMUNICATION STATISTICS*****			
*****			
UNIT#: 00140080294 TID: 02			
VERS: X.XX.XX			
DATE: 01/25/13 TIME: 17:46			
*****			
	PRIMARY	SECONDARY	
TOTAL CALLS	002	000	
NO RESPONSE	000	000	SAMPLE COMMUNICATION STATISTICS REPORT
LOST CARRIER	000	000	
AVG CONNECT TIME	020	000	
AVG RESPONSE TIME	003	000	
AVG CALL SET-UP TIME	009	000	
FALLBACK TRANSACTIONS			
- CODE 57	000	000	
- OTHER	000	000	
TIMER ACTIVATED	000		
*****			



## Troubleshooting

#	Message	Description/Action
E8061	CHARGE TO INVALID	Customer attempted to use a card that had an invalid or empty value at the “ <b>ENTER CHARGE TO</b> ” prompt on the PINpad.
E8062	PRE-AUTH NOT ALLOWED FOR EBT CARDS	Cannot pre-authorize EBT cards.
E8064	EBT UNAVAILABLE	Network is unable to get authorization from EBT host. Retry
E8067	CHECK AUTHORIZATION UNAVAILABLE	Network is unable to get authorization from the check vendor.
E8069	MUST SETUP EBT MERCHANT ID FIRST	Attempted to use EBT before entering a valid eight-digit EBT Merchant ID.

# Other Sales Functions

## Overview

This section includes the sales functions that are not covered by any of the other sections.

## Using Other Sales Functions

The following are the other sales functions:

- [Add Tip](#)
- [Allow Food Stamps for Item](#)
- [Gift Card Purchase](#)
- [Gift Card Recharge](#)
- [Kiosk Order](#)
- [Kiosk Order Purge](#)
- [Modify](#)
- [No Sale](#)
- [Other Department](#)
- [Other MOPs](#)
- [Other Functions](#)
- [Price Check](#)
- [Price Check Enhancement](#)
- [Repeat last item](#)
- [Split tender](#)
- [Ticket Print](#)
- [Total](#)

## Add Tip

At present we do not have the ability to add a tip. Enhancements will be made in upcoming software releases for the "Add Tip" feature.

As a workaround, follow this process:

1. Create a TIP department.
2. When the customer comes to register to pay for a ticket, before tendering the transaction, ask if customer wishes to add a tip to the amount.
3. Add the tip amount to the transaction using the TIP department key.

This method of adding a tip to the order only allows dollar amounts and not percentages.

## Allow Food Stamps for Item

This function processes an item not configured as food stamp eligible as though it is eligible for payment with food stamps. It should be used in only accordance with store policies and procedures.

1. Press [ALLOW FOOD STAMP]
2. Key item
3. Tender Sale with Food Stamps MOP alone or in combination with another MOP

## Gift Card Purchase

Allows the purchase of a Gift Card.

1. Press [Gift Card Purchase]

**Note:** *Soft keys can be assigned to Gift Card Purchase and Gift Card Recharge functions found in the Functions drop-down list from the Soft Key configuration tab.*

*Different networks perform Gift Card Purchase and Gift Card Recharge functions differently. Shell for example, creates Gift Card Purchase and Gift Card Recharge PLUs and then use these PLUs for gift card purchase and recharge. Some Networks*

*create **Gift Card Purchase** and **Gift Card Recharge** departments instead of PLUs and use these departments for gift card purchase and recharge.*

*Refer to **Soft Key**, **PLU Sales** and **Department Sales** chapters in this document for more information.*

## **Gift Card Recharge**

Allows the recharge of a Gift Card.

1. Press [**Gift Card Recharge**]

**Note:** *Soft keys can be assigned to **Gift Card Purchase** and **Gift Card Recharge** functions found in the **Functions** drop-down list from the **Soft Key** configuration tab.*

*Different networks perform **Gift Card Purchase** and **Gift Card Recharge** functions differently. Shell for example, creates **Gift Card Purchase** and **Gift Card Recharge** PLUs and then use these PLUs for gift card purchase and recharge. Some Networks create **Gift Card Purchase** and **Gift Card Recharge** departments instead of PLUs and use these departments for gift card purchase and recharge.*

*Refer to **Soft Key**, **PLU Sales** and **Department Sales** chapters in this document for more information.*

## **Kiosk Order**

This function is used only with Verifone's integrated iOrder food service subsystem.

**Note:** *Refer to all the iOrder reference documents for information on this feature. The Feature Reference documents are available on Premier Portal.*

1. Press [**Kiosk Order**]
2. View list of pending food service orders and select the order to bring into the current transaction

## **Kiosk Order Purge**

This function is used only with Verifone's integrated iOrder food service subsystem.

**Note:** Refer to all the iOrder reference documents for information on this feature. The Feature Reference documents are available on Premier Portal.

1. Press [Kiosk Order Purge]
2. View list of pending food service orders and select the one to purge

## Modify

This function is used with products where different sizes are identified with the same PLU or barcode.

1. Enter item (PLU, scan, menu, etc)
2. Press [MODIFY] until the correct size appears in the ticket window
3. Continue in the transaction

## No Sale

This function is used to open the cash drawer without a sale.

1. Press [NO SALE] to open cash drawer

## Other Department

This function provides a way to sell to a department for which no department key or button has been assigned.

1. Enter price and press [OTHER DEPT]
2. Select the appropriate department from the list provided

## Other Functions

This function offers a way to access Safe Drop, Safe Loan, Clock In/Out, Pay In, Pay Out, View Pending Transactions (Recall), View Previous Transactions (Ticket Reprint) and Safe Drop Correction through a single key or button.

1. Press [OTHER FUNCTIONS]
2. Select the appropriate function from the list provided

## Price Check

This function allows the clerk to check the price of an item without ringing it into a transaction.

1. Press **[PRICE CHECK]** and enter or scan item to display item price
2. Press **[Y]** if customer wants to add the item to the transaction or **[N]** if customer declines adding to transaction. All restrictions still apply (ID Check, Blue Laws, etc)

## Price Check Enhancement

In the enhanced item price check feature for the Topaz terminal, the existing ticket preview window is modified to add the price check item and also show any discounts and or taxes that would be applied if the item were to be added to the ticket. The cashier is prompted to either add the previewed item to the ticket or cancel to remove the item from the ticket.

1. Press **[PRICE CHECK]** and enter or scan item
2. From the multiple-choice window, click the item or item modifier to be entered in the ticket preview window
3. Press **[Confirm Add]** if customer wants to add the item to the transaction or **[Cancel]** if customer declines adding to transaction. All restrictions still apply (ID Check, Blue Laws, etc)

## Preview Reprint

1. Press **[Reprint]** or **[Ticket Print]**
2. Touch to select row or Key entry# and Press **[ENTER]**
3. Preview the selected transaction prior to print.
4. Press **[ENTER]** or **[Reprint]** to print receipt

## Preview Fuel Reprint

1. Press **[Pump#]** **[Reprint]**
2. Touch to select row or Key entry# and Press **[ENTER]**
3. Press **[ENTER]** or **[Reprint]** to print receipt

## Repeat Last Item

This function adds another item to the transaction identical to the previous one. It may be a PLU sale, menu item or department sale but does not apply to Fuel.

1. Press **[REPEAT LAST ITEM]** to duplicate most recent line item in the transaction
2. Continue adding items to transaction or enter MOP(s) to complete transaction

## Split Tender Transaction

1. Press **[TOTAL]**.
2. Enter MOPs in this order:
  1. Special discount: Press the MOP key or use **[OTHER MOP]**.
  2. Food stamps: Key the dollar amount then press the MOP key or **[OTHER MOP]**.
  3. Cash, check, coupons, or lotto: Key the dollar amount then press the MOP key or **[OTHER MOP]**.
  4. Credit, debit, or prepaid cards: Press the MOP key or **[OTHER MOP]**.
3. Repeat step 2 until the transaction completes.

If a customer pays for a transaction with more than one MOP, usually with food stamps or coupons, key the dollar amount of each method of payment except the last one. Each MOP entered deducts the amount from the total and displays the amount still due.

The MOPs used, and the amounts entered print on the receipt.

The following procedures apply:

- **Cash, checks, coupons, and lotto:** Can be accepted between food stamps and network MOPs. Network MOPs include cards such as credit and debit.
- **Credit:** Must be the last MOP entered because it takes the balance of the transaction.

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- **Debit:** Must be the last MOP entered because it takes the balance of the transaction.
- **Drive Off:** If a customer pays for part of the dispensed fuel, use drive off for the unpaid balance.
- **Food Stamps:** Must be entered as the first MOP unless the item and customer qualify for a special discount. Enter paper food stamps in whole dollar amounts. Enter electronic food stamps in dollars and cents. If a balance remains, other MOPs can be entered.
- **POP Discount:** For a customer to be awarded a POP discount when paying with multiple MOPs, the POP Discount File must be configured to handle the two MOPs being used in the transaction. Check site policy for information on handling POP discounts and multiple MOPs.
- **Prepaid Card:** In some cases, more than one prepaid card can be used in a single transaction. If the balance is insufficient, another MOP can be used.
- **Special Discount:** If a customer and an item qualify for a special discount, credit the customer with the special discount before entering other MOPs.

### Other MOPs

1. Press **[TOTAL]**.
2. Do one of the following:
  - Non-network MOPs: Key the dollar amount offered.
  - Network MOPs (credit, debit, etc.): Go to the next step.
3. Press **[OTHER MOP]**.
4. Choose the MOP by one of the following methods:
  - Key the MOP number then press **[ENTER]**.
  - Press **[OTHER MOP]** repeatedly until the MOP appears. Press **[ENTER]**.



*Note: The [OTHER MOP] key accesses only MOPs that are not assigned to soft keys.*

## Ticket Print

Shows the last 500 indoor sales receipts or the last card reader receipt.

1. Press [**Ticket Print**]
2. In the overlay, select [**Advanced Options**]
3. In the multi-select advanced options menu, select filter options like date, register, fuel etc to filter the receipts based on these options.
4. From the filtered options, select the receipt to print.

## Total

This function provides a subtotal for the current transaction and includes a subtotal on the resulting printed receipt. Depending on configuration settings, it may or may not be required. It may be required in each transaction. However, it may be used to trigger additional processing (such as sending transaction data off to a loyalty host).

1. Press [**TOTAL**]
2. Continue adding items to transaction or enter MOP(s) to complete transaction

# Partner Interfaces

## Overview

This topic summarizes the various partner interfaces available through the Verifone Point of Sale (POS) system. The implementation details for each of the interfaces is available through the individual partner programs. The purpose of this section is to give a brief overview of the available interfaces.

**Note:** All the partner interfaces are configured through managed modules in Configuration Client, which is the configuration tool of the Verifone Commander. Refer to the Managed Modules section in this document for more details. Most of these partner interfaces have feature references. Refer to the feature reference documents for more information. The Feature Reference documents are available on Premier Portal.

## Tank Level Sensors (TLS)

The TLS is used for communicating with devices used to monitor the level of fuel in the tank. The sensor also sends alarms that are displayed on the POS.

### Reset Tank Alarm

External input alarms of the TLS can be cleared from the POS by going to **Fuel Manager Menu > Reset Tank Alarm**.

### Tank Level Sensor (TLS): Tank Monitor Report

The Tank Monitor Flash report lists information gathered from a tank level sensor. This report is available only if a tank level sensor is installed in the tanks and if the site uses the optional software.

<b>TANK MONITOR REPORT</b>	
INVENTORY	
Veeder-Root TLS	
TANK# 1	Sample TANK MONITOR REPORT
DATE: 07/31 08:10	
TANK NAME: tank01	

# Verifone Commander User Reference

LEVEL: 39.20 INCHES  
VOLUME: 7123 GALLONS  
TEMP: 72.5 DEG F  
ULLAGE: 1377 GALLONS  
WATER: 0.8 INCHES

TANK# 1 End report.

TANK# 2

DATE: 07/31 08:10

TANK NAME: tank02

LEVEL: 37.95 INCHES  
VOLUME: 5914 GALLONS  
TEMP: 72.6 DEG F  
ULLAGE: 2586 GALLONS  
WATER: 0.8 INCHES

TANK# 2 End report.

-----INVENTORY-----

## LEAK

Veeder-Root TLS

TANK# 1

Leak Test Started: 06/08 14:34

Temp Change: -2.0            Start Vol: 5710

Hr1	Hr2	Hr3	Hr4	Hr5	Hr6	Hr7	Hr8
-5	-2	-1					

# Verifone Commander User Reference

TANK# 2

Leak Test Started: 06/08 14:34

Temp Change: -2.0 Start Vol: 4908

Hr1	Hr2	Hr3	Hr4	Hr5	Hr6	Hr7	Hr8
-6	-5	-5					

----- LEAK

## ALARM HISTORY

Veeder-Root TLS

HIGH WATER: 07/21 06:42

HIGH WATER: 07/16 09:12

LOW LIMIT: 07/24 08:08

LOW LIMIT: 07/16 07:25

TANK# 1 End report.

HIGH WATER: 07/24 08:07

HIGH WATER: 07/16 09:12

HIGH WATER: 07/16 09:11

LOW LIMIT: 07/29 14:34

LOW LIMIT: 07/24 08:08

TANK# 2 End report.

----- ALARM HISTORY

## DELIVERY

Veeder-Root TLS

-- Begin --- --- End ----

# Verifone Commander User Reference

Tank	Del	Volume	Temp	Volume	Temp
		07/29	14:35	07/29	14:37
1	1	5945	73.1	7224	73.4
		07/29	14:30	07/29	14:32
1	2	2957	72.9	5983	73.0
		07/24	09:32	07/24	09:34
1	3	5917	73.2	5988	73.3
TANK#1 End report.					
		07/29	14:34	07/29	14:37
2	1	1730	73.3	6173	73.6
		07/29	14:30	07/29	14:32
2	2	1493	73.1	4920	73.2
		07/29	11:26	07/29	11:29
2	3	5075	73.3	5140	73.1
		07/29	08:17	07/29	8:19
TANK#2 End report.					
-----DELIVERY-----					
<b>ALARM STATUS</b>					
Veeder-Root TLS					
EXTERNAL INPUT STATUS: OFF					
HIGH OVER LOW					
LEAK WATER FILL LIMIT THEFT					
TANK# 1	OFF	OFF	OFF	OFF	OFF

## Verifone Commander User Reference

TANK# 2	OFF	OFF	OFF	OFF	OFF
-----					
ALARM STATUS					
AUTO-TRANS FLAG					
Veeder-Root TLS					
EXTERNAL INPUT FLAGS					
CLOSED: OFF OPEN: OFF					
HIGH OVER LOW					
LEAK WATER FILL LIMIT THEFT					
TANK# 1	OFF	OFF	OFF	OFF	OFF
DELIV START: OFF END: OFF					
TANK# 2	OFF	OFF	OFF	OFF	OFF
DELIV START: OFF END: OFF					
-----					
AUTO-TRANS FLAG					

### *Report Details*

#### INVENTORY

- **TANK#:** Tank number. Tank reports print in tank number order.
- **DATE:** Date and time the report runs.
- **TANK NAME:** Name of tank as assigned in the Tank Names function in Fuel Manager mode.
- **LEVEL:** Fuel level in inches.
- **VOLUME:** Fuel volume in gallons.
- **TEMP:** Temperature in degrees Fahrenheit.
- **ULLAGE:** Unused tank capacity in gallons.

## Verifone Commander User Reference

- **WATER:** Water level.

### LEAK

- **TANK#:** Tank number on which the test is run.
- **Started:** Date and time the test is run.
- **Hr1 - Hr8:** Number of hours of leak data.
- **“Leak Test is OFF/No leak data to report.”:** This phrase appears instead of the data if the leak test is not running.
- **“Leak Test is ON/No leak data to report.”:** This phrase appears instead of the data if the leak test has not been running for the minimum time set for collecting data.

### ALARM HISTORY

Prints in tank number order.

- **HIGH WATER:** Date and time of the last three high water alarms.
- **LOW LIMIT:** Date and time of the last three low limit alarms.

### DELIVERY

- **Tank:** Prints in tank number order.
- **Del:** Delivery report number. The report can contain 0 - 10 deliveries.
- **Begin:** Volume in gallons and temperature in degrees Fahrenheit at the beginning of delivery.
- **End:** Volume in gallons and temperature in degrees Fahrenheit at the end of delivery.

### ALARM STATUS

- **TANK#:** Printed in tank number order.
- **Alarm Status:** The status (“OFF” or “ON”) of the following alarms:
  - Leak
  - High Water

## Verifone Commander User Reference

- Overfill
- Low Limit
- Theft

### AUTO-TRANS FLAG

- **TANK#:** Printed in tank number order.
- **Auto-transmit Flag Status:** The status (“OFF” or “ON”) of the following flags:
  - Leak Alarm
  - High Water Alarm
  - Overfill Alarm
  - Low Limit Alarm
  - Theft Alarm
  - Delivery Start
  - Delivery End

### Tank Level Sensor (TLS): Tank Reconciliation Report

The Tank Reconciliation Report displays the inventory in gallons of fuel in each tank and compares the beginning inventory to the ending inventory. Reconcile the inventory at the end of each day to aid in tracking starting inventory from the previous day, deliveries, and dispensed fuel.

<b>TANK RECONCILIATION</b>				
Tank	Date	Time	Volume	Total
Inventory 1	06/11	12:24	5693	
Inventory 2	06/11	12:24	4606	
		Starting Inventory	10299	
Del #	1 2	06/11 03:15	1000	

Sample TANK RECONCILIATION



## Verifone Commander User Reference

Del #	1 3	06/11	03:22	1000	REPORT
				+ Deliveries	
	2000				
Tank 1		Fuel Dispensed		10	
Tank 1		Fuel Due		5	
Tank 2		Fuel Dispensed		20	
				- Dispensed	35
Inventory 1	06/11	12:28	6683		
Inventory 2	06/11	12:28	5583		
				- Ending Inventory	12266
					-----
-					
				Discrepancy	3

### *Report Details*

- **Tank:** All tanks list in tank number order.
- **Date:** Date the inventory is taken, beginning and ending.
- **Time:** Time the inventory is taken, beginning and ending.
- **Volume:** Volume of fuel:
  - Measured in each tank when the inventory is taken.
  - Delivered to each tank.
  - Dispensed from each tank.

- **Total:**
  - **Starting Inventory:** The total amount of fuel contained in the tanks when the beginning inventory is taken.
  - **Deliveries:** The total amount of fuel delivered and placed in the tanks is added to the inventory.
  - **Fuel Dispensed:** The total amount of dispensed fuel is subtracted from the inventory.
  - **Fuel Due:** The total amount of fuel dispensed without payment.
  - **Ending Inventory:** The total amount of fuel contained in the tanks when the ending inventory is taken.
  - **Discrepancy:** The amount of fuel unaccounted for by the inventory. (Discrepancy = Starting Inventory + Deliveries - Dispensed - Ending Inventory)

## Tank Module

The Tank Model specifies add-on modules such as EDIM which are used for Business Inventory Reconciliation.

## Electronic Price Sign

Electronic Price Sign interface is used for communicating with electronic price sign devices used at the site to display the fuel prices for each grade.

## Carwash

Carwash interface is used for communicating with carwash controllers which generate codes for redeeming carwash purchases.

**Note:** Refer to the Car topic in the document for more information.

## Carwash Paypoint

The carwash paypoint accepts payment for carwash purchases. This interface handles forwarding of the credit card information to the payment network.

**Note:** Refer to the Car Wash Pay Point feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

## Money Order

Money Order interface is used to communicate with money order devices.

## Digital Video Recorder (DVR)

This interface is used to communicate transaction information with Digital Video Recorder systems so that video can be matched with transaction data.

## Proprietary Card

Proprietary Card interface is used to communicate with proprietary card hosts.

## EPS Loyalty

EPS loyalty sales allow the processing and redemption of loyalty transactions, both inside at the POS and outside at the dispenser card readers (DCR). These loyalty transactions are processed through the electronic payment system (EPS).

## Scanner

There are two types of scanners supported: Ruby Ready Scanner (1D barcodes) and 2D Scanner (2D barcodes).

The appropriate scanner type must be configured on the POS using **CSR Functions > Maintenance > Device Configuration > Scanner Config**, as the communication baud rate settings depends on this configuration.

***Note:** Distributors need to preconfigure the scanner device to work with Verifone POS systems.*

## Random Weight barcode support

Random weight products are typically perishable items (e.g., meat, bakery, cheese, fish and poultry) that are sold on a price per pound basis. Most random weight products are packaged and price-marked in the store. However, some may be packaged, and price marked by a manufacturer before they are delivered to the store.

Items are weighed, and the scale produces the barcode. Scale is configured with PLUs, item names and prices for 1 unit (pound) of the product. The scale weighs the items, calculates the price and creates the barcode.

## Verifone Commander User Reference

Configure the POS with the same PLUs, same descriptions and prices. The parameter Fractional Quantity should be selected in the PLU form to sell the PLUs in fractional quantities.

The barcode is scanned, POS calculates quantity based on price (in barcode) and price (in PLU file) to collect money from customer. The quantity gets printed on receipt and in reports.

### Using Scanners

Scanners can be used at any point during the transaction to scan items prior to tendering the sale. Coupons can also be scanned with scanners during the transaction. Scanners can also be used for entering drivers licenses with 2D barcodes.

***Note: See the Easy ID Feature Reference document for further information on scanning driver license barcodes and the Coupon Scanning Feature Reference document for further information on scanning coupons. The Feature Reference documents are available on Support.Verifone.com > Petro & Convenience > General Info - Feature Reference.***

### Configuring Scanners

The appropriate scanner type must be configured on the POS using **CSR Functions > Maintenance > Device Configuration > Scanner Config**, as the communication baud rate settings depends on this configuration.

The POS system can be configured for only one type of scanner.

# Pay In / Pay Out

## Overview

The system uses sales, refund, safe drop, and safe loan information to keep track of how much cash should be in the cash drawer. The Pay In and Pay Out functions are used to log changes to the drawer not associated with these functions.

The Pay In function logs cash added to your drawer that is not associated with either sales or the "Safe Loan" function.

The Pay Out function logs cash taken from the drawer that is not associated with sales, refunds, or "Safe Drop" functions.

Some sites support the use of the Pay Out function to pay vendors using an integrated Money Order device.

***Note:** Pay Ins / Pay Outs log on the receipt printer and Summary Report.*

***Note:** Pay In is also used to settle IN-HOUSE MOP charges.*

## Using Pay In / Pay Out

### Pay In

1. Do one of the following:
  - Press **[Pay In]**
  - Press **[OTHER FUNC]** and touch **[Pay In]** or key **<entry number>** for Pay In and press **[ENTER]**
2. Touch **[No]** to "In-House Account? [Y/N]"
3. Touch the amount you are adding to the drawer and press **[ENTER]**
4. Key **<reference number>** (1 - 6 digits) as defined by your store procedures and press **[ENTER]**

<p><b>WELCOME TO XXX STORE</b></p> <p><b>P A Y I N</b></p> <p>CASH            158            150.00</p> <p>ST# xx123 TILL XXX DR# 1 TRAN# 101010 CSH:1                            10/04/12 22:34:47</p>	<p>Sample Pay In Receipt</p>
---	----------------------------------

## Pay Out

1. Do one of the following:
  - Press **[Pay Out]**
  - Press **[OTHER FUNC]** and touch **[Pay Out]** or key **<entry number>** for Pay Out and press **[ENTER]**
2. Key **<amount>** you are removing from the drawer and press **[ENTER]**
3. Key **<reference number>** (1-6 digits) as defined by your store procedures and press **[ENTER]**

<p><b>WELCOME TO XXX STORE</b></p> <p><b>P A Y O U T</b></p> <p>CASH            258            150.00</p> <p>ST# xx123 TILL XXX DR# 1 TRAN# 101010 CSH: 1                            10/04/12 22:34:47</p>	<p>Sample Pay Out Receipt</p>
--	-----------------------------------

## Configuring Pay In / Pay Out

Pay In / Pay Out cannot be configured manually.

## Reporting

The Pay In / Pay Out Report reflects cash added or cash removed from drawer from non-sales and non-safe loan functions.

## Pay In Report

<b>PAYMENT IN</b>			
PAY IN	4	550.00	Sample Pay In Details in Cashier Report
SAFE LOAN	4	329.00	
-----			
TOTAL PAYMENT IN		879.00	

## Reports Details

- **PAYMENT IN:** Summary of non-sales transactions in which payment was added to the drawer.
- **PAY IN:** Cash added to the drawer from non-sales, non-safe loan functions.
- **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.

## Pay Out Report

<b>PAYMENT OUT</b>			
PAY OUT	2	275.00	Sample Pay Out Details in Cashier Report
SAFE DROP CASH	1	25.00	
-----			
TOTAL SAFE DROP		25.00	
-----			
TOTAL PAYMENT OUT		(300.00)	

## Report Details

- **PAYMENT OUT:** Cash removed from drawer that is not associated with sales, refunds, change on check (where face value of check exceeds transaction amount), or safe drop activities.

## Verifone Commander User Reference

- **CHANGE/CHECK:** Transactions in which cash is returned to the customer because the check was tendered for more than the transaction amount.
- **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are grouped by method of payment. The total of all safe drops prints.



# PLU Promotions

## Overview

This is a simple-automated discount that sets a temporary price reduction (discount) for a PLU/modifier item any time that is sold between the configured start date/time and end date/time. Once the end date/time is reached, the item is again sold at its normal price.

This feature is also used for Car Wash Promotions at the POS (point-of-sale) and at the pump. For example, two dollars off a Gold Wash with the purchase of ten gallons of fuel.

## Using PLU Promotions

Automated discounts require no special handling by the cashier. Cashier sells items like any other PLU item (scanning, Soft Key, Menu item, or entering the PLU number), and then press **[ENTER]** to apply the discounts appropriately.


## Configuring PLU Promotions

To Add, Delete, or Restore PLU Promotions, click on **Store Operations > Restrictions > PLU Promotions**.

## PLU Promotions

The screenshot shows the 'Restrictions Configuration' window with the 'PLU Promotions' tab selected. The interface includes a 'Select PLU Promotion' list on the left, which is currently empty. To the right, there are several configuration fields: 'PLU ID' (a text input field), 'Start Date/Time' (a date and time selector set to 07/12/2013 00:00), and 'End Date/Time' (a date and time selector set to 07/12/2013 00:00). Below these are two sections for discount types. The 'Discount Type' section has radio buttons for 'Amount' and 'Percent', with an 'Amount' input field. The 'Car Wash Discount Type' section has radio buttons for 'None', 'Minimum Ticket Purchase Amount', 'Minimum Fuel Product Amount', and 'Minimum Fuel Volume', with an 'Amount' input field and a 'Fuel Product ID' dropdown menu set to '1 - UNLD1'. At the top right of the configuration area, there are 'Add' and 'Delete' buttons.

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Add	Click to add a new PLU Promotion.
Delete	Click to delete the selected Promotion.
PLU	Enter the PLU number to which the promotion applies. Do not enter leading zeros (0).
Modifier	Enter the modifier for the PLU.
	If the PLU is valid, a small yellow index card appears. If the PLU cannot be validated, a black 'X' appears.
Start Date	Enter the date the promotion starts.
Start Time	Enter the time the promotion starts.
End Date	Enter the date the promotion ends.
End Time	Enter the time the promotion ends.
Discount - Percent	Click to calculate the discount value of the promotion as a percent of the item's price.
Amount	Click to calculate the discount value of the promotion as a dollar amount.
Amount	Enter the amount of the discount for the promotion.
Car Wash Discount - Minimum Ticket Purchase Amount	Click if the customer is required to purchase a car wash for a minimum amount to qualify for the promotion discount. Enter the minimum dollar amount in the Purchase text box.
Minimum Fuel Product Amount	Click if the customer is required to purchase a minimum dollar amount of a specific fuel product to qualify for the promotion discount.  Enter the minimum dollar amount in the Purchase text box and the fuel product ID in the Fuel Product

Field/Button	Allowable Value/Function
Minimum Fuel Volume	<p>ID text box.</p> <p>Click if the customer is required to purchase a minimum quantity of fuel to qualify for the promotion discount. Enter the minimum quantity in the Purchase text box.</p>
Amount	<p>Enter the purchase amount as follows:</p> <ul style="list-style-type: none"> <li>• Minimum Ticket Purchase Amount (dollar) - (0.01 - 99.99)</li> <li>• Minimum Fuel Product Amount (dollar) - (0.01 - 99.99)</li> <li>• Minimum Fuel Volume (gallons) - (0.01 - 99.99)</li> </ul>
Fuel Product	<p>If Minimum Fuel Product Amount is selected, enter the fuel product ID (numeric, 1 - 9).</p>

## Reporting

The following report focuses on all discounts against PLUs whether applied manually or automatically.

PLU PROMO REPORT			
PLU NUMBER	DESCRIPTION	PRICE	TOT-SALES
CUST	ITEMS		%SALES
-----			
--			
000000000050/000	DELUXE		

Sample PLU Promo Report

## Verifone Commander User Reference

2	2.00	2.74	5.48	P	
TOTAL ITEMS SOLD:					2.00
TOTAL SALES:					5.48
% OF TOTAL SALES:					2.85%

### Report Details:

- **PLU NUMBER:** Identification of the product as it appears in the PLU File or as it was entered if it is not found.
- **DESCRIPTION:** Description of the product as it appears in the PLU File. Items without descriptions either do not have descriptions assigned in the PLU File, or the item does not exist in the PLU File and was sold with a cashier-assigned price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of this item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method that is used to change the price of an item.

PLU Promo Report Reason Codes	
Code	Description
C	The item was sold as a part of a combo.
D	A discount (percent or dollar as set up in Sales Configuration and Soft Key File under Manager) was applied to the item.
M	The item was sold as part of a match.
O	The item was sold at the dispenser card reader.
P	The item was sold with a promotion set up in the PLU Promotion File in Manager.

- **%SALES:** Percent of total sales that this item represents. To find this number, use one of the following formulas.

If you use departments:

$$\text{Net Department Sales} \div \text{Total sales of this item}$$

If you only use PLUs:

$$\text{Total PLU Sales} \div \text{Total sales of this item}$$

## Troubleshooting

#	Messages	Description / Action
E3033	ERROR IN CARWASH SETUP	The car wash parameters have not been set up correctly and the Discount Type prompt displays in the PLU Promotion File function. Check the car wash parameters.

# PLU Sales

## Overview

PLU means “Price Look Up” and a PLU sale is one whose price is defined and can be “looked up” on the system’s price book using a numeric identifier. There are a number of ways to enter a PLU number (scanner, menu or button assignment or manually keyed).

When this number (which may also be a barcode) is provided to the system, the system can locate the item’s price, taxability, reporting department and other details associated with that number. So, all that is required to sell a PLU item is to provide the identifying number along with the quantity of the item being sold.

Our system supports the concept of “modifiers” to provide a mechanism to more specifically define the product when the same barcode is used to indicate different packaging of the same product. This is seen most often on canned soda (singles, 6-packs, etc). The combination of the PLU# and modifier uniquely identifies a product along with its price, taxability and other information. For most PLUs, this modifier value is zero.

## Modifiers

A PLU is made up of a PLU number and a modifier number. A single PLU can have up to 255 modified versions. Modifiers let you group similar items into the same PLU number.

For example, you might want to group all Coke products:

Product	PLU	Modifier
Coke - six-pack cans	100	0
Coke - two-liter plastic	100	1
Coke - single can	100	2
Coke - 16-oz. bottle	100	3

The first PLU/modifier combination created must use modifier 0. All other modifiers of the PLU can be any number between 1 and 255. If no modifier is entered during a selection, the modifier is assumed to be 0.

## Using PLU Sales

The PLU sales functions are:

- [Basic PLU Sale](#)
- [PLU Sale with Modifier](#)
- [PLU Sale with Quantity](#)
- [Open PLU](#)
- [PLU Not Found](#)
- [Manual PLU](#)
- [Managed PLUs](#)

### Basic PLU Sale

All PLU sales are a variation of one of these basic methods.

Enter the PLU item using one of the following methods:

- **Touch** the PLU soft key or scan the barcode
- Select the appropriate key or button assigned to that item
- Select the appropriate menu, then select the item from that menu
- Manually enter the PLU# or barcode and press **[ENTER]**. Do not enter the first or last number; only the numbers in between. In the example below, the correct entry would be **2193511112 [ENTER]**. Item is added to the transaction.



## PLU Sale with Modifier

### Key, Button, Menu or Manual Entry with Modifier

- a. Enter the PLU item
- b. The system displays a modifier menu listing the items
- c. Touch the entry for appropriate sized item or key the entry number and press **[ENTER]**. The selected item is added to the transaction.
- d. To edit an entry, touch or press **[MODIFY]** until the appropriate sized item is displayed in the ticket window
- e. Continue the transaction

### Scanned PLU Sale with Modifier

- Scan the PLU item
- When item has multiple entries (multiple modifiers), the system may display a menu listing them
- Touch the entry for appropriate sized item or key the entry number and press **[ENTER]**. The selected item is added to the transaction.
- Continue the transaction

***Note:** When a scanned item has multiple modifiers, the system may be configured to display a menu that lists all modifier items associated with that barcode. No additional items may be scanned until an entry is selected from the menu.*

## PLU Sale with Quantity

### Method 1

1. Use the numeric keypad to enter quantity,
2. Press **[QTY]**
3. Enter the PLU item



## Method 2

1. Enter the PLU item
2. Touch the line item in the receipt window,
3. Select **[QTY]** from the menu,
4. Key quantity and press **[ENTER]**

Item displays in ticket with appropriate quantity and extended price

## Open PLU

An open PLU is tracked and reported at the item level but requires the price to be entered each time it is sold.

***Note: Refer to the Open PLU feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.***

1. Enter PLU item
2. Key the item price and press **[ENTER]**. Item is added to the transaction
3. On transaction completion, an additional ticket prints on which the clerk should write the description and size of the product and add to paperwork to be submitted according to store policies and procedures

## PLU Not Found

1. Enter PLU item and PLU is not found in price book
2. System prompts for item price
3. Key **the item price** and press **[ENTER]**
4. Item is added to the transaction using its identifying number as the description
5. On transaction completion, an additional ticket prints on which the clerk should write the description and size of the product and add to paperwork to be submitted according to store policies and procedures

## Manual PLU

This function allows screen entry of items using the <PLU number> [ENTER] key sequence.

1. Touch or press [MANUAL PLU]
2. Touch <PLU number> and [OK]
3. If PLU number is not found, processing follows the “PLU Not Found” sequence

## Configuring PLU Sales

### Price Look Up Manager

Use Store Operations > PLUs to configure PLUs.

PLU sales primarily deal with the PLU file; also known as the pricebook. PLUs may be scannable (represented by a barcode) or may be assigned to keys, buttons or menus. The focus of this section is the maintenance of the PLU file itself.

The Price Look Up Manager form is used for editing, adding, and deleting PLUs. The current PLUs are listed on the left side of the form.

The screenshot displays the 'Price Look Up Manager' interface. On the left, there is a table listing PLUs with columns for 'UPC' and 'Desc'. The first row is highlighted in blue.

UPC	Desc
0000000099974/000	ITEM D
0000000099981/000	ITEM E
0000000099998/000	ITEM F

On the right, the configuration form for the selected PLU (ITEM D) is shown. It includes fields for PLU number (000000009997), Description (ITEM D), Price (9.97), Sell Unit (1.000), Department (9995 - TEST A DEPT), and Product Code (0400 - GENERAL MERCHAN). There are also fields for Fees, ID Check, Taxes (1 - TEST), Blue Laws, Group ID (0), Sequence # (0), and Transaction Quantity Limit (0.00). A 'Properties' section contains checkboxes for Open, Returnable (checked), Special Discount, Fractional Qty, Prohibit Manual Discount, Not Sold, Food Stamp, Promo, and Prompt Serial Num. A 'Taxable Rebate' section includes fields for Rebate Amount (0.00) and Taxes.

Field/Button	Allowable Value/Function
Retrieve PLUs	Click to display the Retrieve PLUs criteria entry form on the right of the Price Look Up Manager. See Retrieve PLUs.
PLU	Enter the PLU number (up to 14 digits).
Add	Click to create a new PLU record.
Modifier	Enter the modifier (up to three digits).
Delete	Click to delete the selected PLU.
Description	Enter a description of the PLU item (alphanumeric, 1 - 16 characters). The description appears on receipts and reports.
Price	Enter the price of the PLU.
Sell Unit	Enter the number of items represented in packaging of the item.
Department	Select the department to which this PLU is assigned.
Product Code	<p>Select the name assigned to the product code (set by the network) that categorizes the products sold.</p> <p><b>Note:</b> Although product code can be assigned at PLU level, if left at 0, system retrieves product code from Department to which item is assigned.</p>
Fee	Select the fees.
ID Check	<p>If the PLU requires an ID check for purchase, click the Edit button.</p> <p>In the ID Check form, select the appropriate ID Check. Click Done.</p> <p><b>Note:</b> ID Checks are set up in <i>Store Operations &gt; Restrictions &gt; ID Check</i>.</p>

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Taxes	<p>If a tax is added when items in the department are sold, click the Edit button.</p> <p>In the Tax form, select the appropriate tax(es). Click Done.</p>
Blue Laws	<p>If the sale of an item in the department is restricted on a designated day(s), select the appropriate Blue Law. Click the Edit button.</p> <p>In the Blue Laws form, select the appropriate Blue Laws. Click Done.</p>
Group ID	<p>The group ID to which this PLU belongs. When one of the items in the group is scanned, the system will allow the cashier to select from a menu of the grouped items. The selected item is added to the ticket, which may not be the original item scanned.</p> <p>For this feature to work, “<b>topaz.sales.showGroupedItems</b>” and “<b>topaz.sales.allowDismissalOfGroupedItemMenu</b>” should be enabled in System Properties.</p>
Sequence #	The sequence number of this PLU item in the group.
Transaction Quantity Limit	<p>Determines the quantity of the PLU that can be purchased per transaction.</p> <p>This parameter is used to restrict bulk quantity purchase of certain items. This field accepts non-negative decimal number to allow for fractional quantity. Default value is 0.00 and means that there is no restrictions on the total purchase quantity in a transaction.</p>
Properties	

Field/Button	Allowable Value/Function
Open	<p>Select to make the PLU an Open PLU. When an Open PLU is used during a sale, the system prompts for a price for the PLU item.</p> <p><b>Note:</b> Refer to the <i>Open PLU feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</i></p>
Not Sold	<p>Select to prevent the PLU item from being sold.</p>
Refundable	<p>Select to allow the PLU item to be returned for a refund.</p>
Food Stamp	<p>Select if food stamps may be used to purchase the PLU item.</p> <p>Refer to <a href="#">Food Stamp Payment</a> to know more about how food stamp eligible PLUs are used.</p>
Special Discount	<p>Select if the PLU item is eligible for special discount. When this parameter is selected, the Special Discount MOP must be set up on Payment &gt; MOP.</p>
Promo	<p>Select to allow the PLU item to be on promotion. When this parameter is selected, it must be defined at <b>Restrictions &gt; PLU Promotions</b>.</p>
Fractional Quantity	<p>Select if the PLU item may be sold in fractional quantities (for example, sold by weight).</p> <p><b>Note:</b> If this parameter is selected, all quantities entered in Sales mode for this PLU are read as decimals. For example, if the quantity is 1¾ lbs of turkey, key [1][7][5]. If this parameter is not selected, all quantities entered are read as whole numbers.</p>

Field/Button	Allowable Value/Function
Prompt Serial Number	Some items that Convenience Stores sell need to have their serial number printed on the receipt. When such an item is scanned/entered, the POS needs to prompt the cashier to enter the product's serial number. Enable to prompt for serial number to be printed on the receipt. Cashier can either enter the serial number or bypass the prompt to complete the transaction. Serial number can be entered via screen keys, hard keys, or scanned via scanner.
Prohibit Manual Discount	Select to prohibit discounts configured to be applied by pressing the discount key. Prohibit Discount does not affect PLU Promo, NAXML Promo (Combo/MixMatch), or Loyalty line item discounts.
Taxable Rebate	The rebate amount and the taxes applied to the rebate amount.

## Retrieve PLUs

Use the Retrieve PLUs button on Price Look Up Manager to change the form to allow retrieval of all PLUs or specific PLUs based on entered criteria.

Price Look Up Manager

Page 1 of 1

Previous **Retrieve PLUs** Next

UPC	Desc
0000000099974/000	ITEM D
0000000099981/000	ITEM E
0000000099998/000	ITEM F

**Retrieve PLUs**

**Where**

PLU Number  Modifier   
 and   Product Code   
 and   Department   
 and   Description   
 and   Price

**Order By**

+ -

Retrieve Page Done Reset

Leaving WHERE conditions blank will return ALL PLUs.

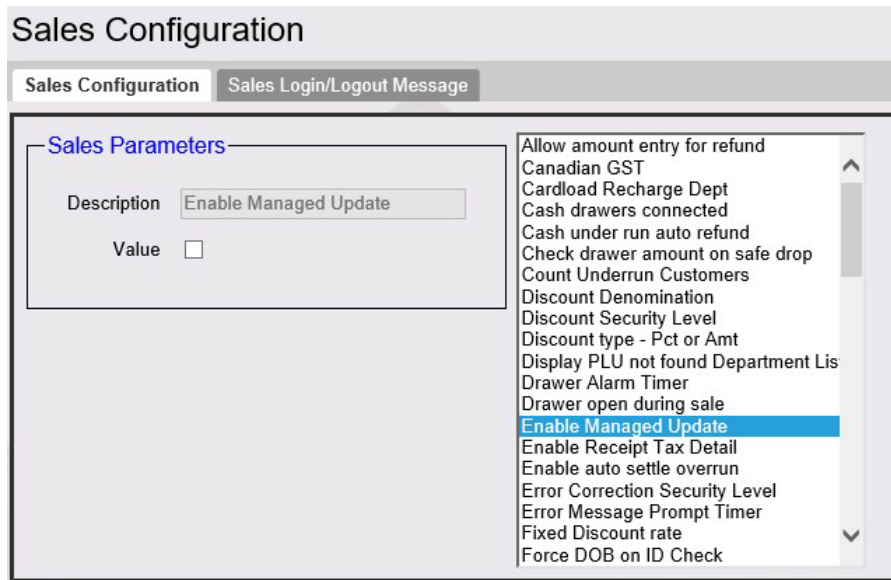
Field/Button	Allowable Value/Function
Retrieve Page	Click to retrieve PLUs that match the criteria entered.
Done	Click to close the Retrieve PLUs form and display the PLU entry form.
Reset	Click to delete the entries on the Retrieve PLU page.
Where	Enter the PLU return conditions. <i><b>Note:</b> Leaving any of the “Where” conditions blank will return all PLUs. For example, entering ‘Milk’ in this field will return all PLUs that have the word Milk in their description.</i>
PLU Number	Enter the PLU number to retrieve one specific PLU.
Department	Select the department to retrieve all of the items assigned to a specific department.
Product Code	Select the product code description to retrieve all of the items assigned to a specific product code.
Order By	Select the PLU retrieval order. Click + to retrieve by UPC (PLU), Description, Department, Product Code, Price.

## Managed Updates

The Managed Updates feature provides an interim approval step during the PLU file update process and allows updates to take effect within the POS system immediately after approval. The business purpose behind the approval step is to allow store management to use a 3rd party system (SAP Retail Store) to identify, print and update shelf labels as needed for price changes prior to those changes being reflected within the POS system.

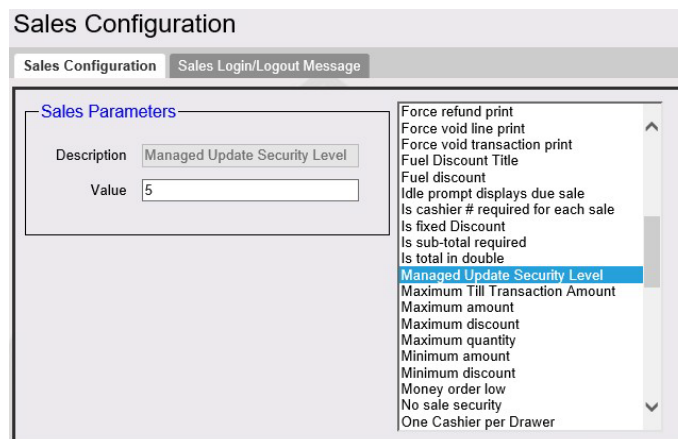
### Enable Managed PLU Update

From **Store Operations > Sales > Sales Configuration**, enable “**Enable Managed Updates**”.



## Managed Update Security Level

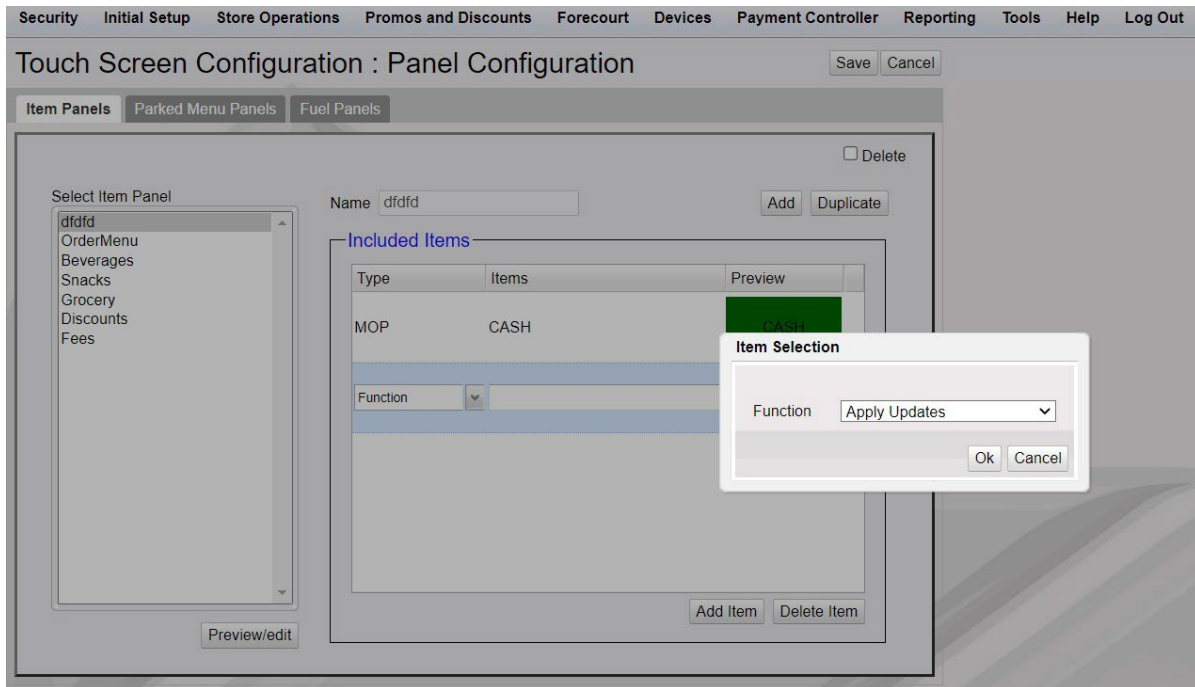
In Store Operations > Sales > Sales Configuration > Managed Update Security Level, enter the security level of the manager who can apply the update.



## "Apply Updates" Touchscreen Button

In Store Operations > Touch Screen > Panel Configuration, select "Add Item" and Type as "Function". Select "Apply Updates" to assign this function to a touch screen key or POS key for easy access to the function.





**Note:** Refer to the *Base 53 and Higher feature reference documentation for information on configuring the touch screen. The Feature Reference is available on The Feature Reference is available on Premier Portal.*

## “PLU File Update Pending” Alarm

This alarm is posted on the POS in the “Alarm” section of the display.

After the “PLU File Update Pending” alarm appears on the display, press the Apply Updates soft key (configured above) to apply the price updates to the PLU items in the system.

If Managed PLU Updates is disabled, “Feature Not Enabled” is displayed.

If Managed PLU Update is enabled, Managed PLUs screen with updates or none is displayed.

## Pending Updates

View Pending Managed Updates from **Store Operations > Managed Updates.**

Pending Managed Updates		
S.No	Time Stamp	Dataset
1	2015/11/18 05:28:34	Item
2	2015/11/18 05:28:39	Item
3	2015/11/18 05:28:41	Item

## Reporting

The PLU Report reflects all PLU sales for a given reporting period. It provides an entry for every price at which a PLU was sold along with a “reason Code” when it is sold at a price different than the one stored in the price book.

PLU REPORT					
PLU NUMBER		DESCRIPTION			
CUST	ITEMS	PRICE	TOT-SALES	RC	
					%SALES
-----					
000000000031/000			MILK		
2	2.00	2.54	5.08	P	
					1.31%
000000000080/000			2L. SODA		
3	4.00	1.19	4.76		
					1.23%
000000000135/003			COFFEE CLUB		
1	1.00	12.00	12.00	G	
					3.09%
000000000141/000			SM FOUNT DR		
	2.00	0.69	1.38		

Sample PLU Report for All PLUs

Verifone Commander User Reference

	5.00	0.55	2.75	D	
-----					
4	7.00		4.13		
					1.06%
000000000141/001		MED FOUNT DR			Generic Loyalty discounted price
3	4.00	0.89	3.56		
1	1.00	0.50	0.50	V	
-----					
4	5.00		4.06		
					1.00%
00000000999/000		ITEM F			
1	6.00	1.19	7.14	D	
					1.84%
00000000999/000					
1	1.00	1.25	1.25		
					0.32%
TOTAL ITEMS SOLD:		27.00			
TOTAL SALES:		19.28			
% OF TOTAL SALES:		4.97%			
-----					

Report Details

## Verifone Commander User Reference

- **PLU NUMBER:** Identification of the product as it appears in the PLU File. This includes the PLU number followed by the three-digit modifier. There is a separate entry for each PLU/modifier combination.
- **DESCRIPTION:** Description of the product as it appears in the PLU File. Items without descriptions either do not have descriptions assigned in the PLU File, or the item does not exist in the PLU File and was sold with a cashier-assigned price. If the PLU does not exist, it is listed separately in the PLU Exception Report. Items with the description of “OPEN PLU” have no defined price and require the cashier to key a price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of the item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method used to change the price of an item. Line item discounts apply only to non-fuel sales. When Generic Loyalty is in effect, the loyalty host does not return fuel line items in the discount detail data.

Reason Code	Description
C	The items sold as a part of a combo.
D	A discount is applied to the item. The setting of the “Discount (P, A)” parameter determines whether the discount is a percentage or amount discount.
M	The item sold as part of a match.
O	The item sold at the dispenser card reader.

Reason Code	Description
P	The item sold with a promotion set up in the PLU Promotion File in Manager mode.
PD	A promotion applied to an already discounted item.
PO	The item sold from a dispenser card reader with a promotion.
PV	A price override applied to an item already set up as a promotion. See "PLU Exception Report."
V	A price override applied to the item.
VD	A price override applied to an already discounted item.

- **% SALES:** Percent of total sales that the item represents. To find this number, use one of the following formulas.

- If departments are used, get the "Total Sales" figure from the Department Report:

$$\text{Net Department Sales} \div \text{Total sales of this item}$$

- If PLUs: are used

$$\text{Total PLU Sales} \div \text{Total sales of this item}$$

- **TOTAL ITEMS SOLD:** Total number of items sold as PLUs.
- **TOTAL SALES:** Total amount of PLU sales.
- **% OF TOTAL SALES:** Percent of total sales made as PLUs. To find this number, add all the %Sales entries in this report.

### Other PLU Related Reports

- PLU section of the **Cashier Tracking Report** offers similar totals, but all sales for a PLU are represented as a single line entry regardless of the price at which it was sold.

## Verifone Commander User Reference

- **PLU Exception Report** focuses entirely on Price Override and PLU NOT FOUND condition sales. It shows the PLU#, type of exception, original price, sale price and cashier ID.
- **PLU Promo Report** offers sales of PLUs in promotion only

## Troubleshooting

#	Message	Description/Action
E1109	PRESET NOT USED	The soft key has not been defined or the PLU no longer exists.
E1110	PLU TOO LONG	PLU entered has too many digits. Key the correct PLU.
E1111	INVALID PLU	PLU entered does not exist. Key the correct PLU.
E1113	NO REFUND ALLOWED	No refund is allowed on this PLU or in this department.
E1197	INVALID PRICE	This item does not have a unit price assigned to it in the PLU File function in Manager mode.
E7050	PLU NOT FOUND	User attempted to configure a PLU that does not exist for one of the CRM programs.
E7053	PLU CANNOT ALSO BE IN A MIX	CRM programs do not operate with PLU items also configured for Mix 'n Match.
E7054	PLU CANNOT ALSO BE IN A COMBO	CRM programs do not operate with PLU items also configured for combo.
E7055	PLU ALREADY A PART OF EPC	User has to enter a single PLU number more than once in the EPC configuration file.

# POP Discount

## Overview

The Point of Purchase (POP) Discount feature is a type of automated discount that offers fuel at a discounted price based on certain qualifying characteristics in the transaction.

Those characteristics can be the purchase of a specific PLU (perhaps, Car Wash), payment with a specific MOP (perhaps, Cash), payment with a specific card type (the site's own payment card type), purchase of a minimum amount from a department (perhaps, Premium Fuel) or membership in the site's loyalty program.

This broad variety of options is provided to offer flexibility. Running more than two types of POP promotions at the same time can be confusing for the clerks and for the customers and is not recommended.

**Note:** *Fuel Discounts cannot be more than \$ 0.99.*

Multiple POP PPG Discounts are allowed in a single transaction. The POS stacks a maximum of three POP categories, one from each category:

- **Merchandise Based:** PLUs (#), Minimum purchase amount (\$), or Min Dept Amount (\$ or #)
- **Payment Based:** MOP or Card Type
- **Membership/Code Based**

**Note:** *Refer to the POP Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

# Refunds

## Overview

Refunds and Sales are separate transaction types and cannot be combined. Refunds are subject to additional rules and restrictions; some that can be configured, some that are determined by the card processing network and some that are determined by your company's policies and procedures.

## Using Refunds

Sales and Refunds are separate transaction types and cannot be combined. Any Refund must start by selecting REFUND.

1. Press **[REFUND]** to indicate that this is a REFUND transaction
2. If prompted, key the User ID and password
3. Enter items to be refunded as appropriate
4. Press **[TOTAL]** if required
5. Touch or press the method of payment (MOP)

The system does not consider the following scenarios as Refunds:

- Funds returned to customer from Prepay Underrun.
- Funds returned to customer from a sales transaction with negative line items that force the transaction total too be negative.

## Configuring Refunds

Parameter	Path	Value	Description
Allow Refund	Store Operations > PLUs > Properties	Yes, No	Select to allow this MOP to be given to a customer when an item is refunded.
Refundable	Store Operations > Payment > MOP	Yes, No	Select to allow the PLU item to be returned for a refund.



Verifone Commander User Reference

Parameter	Path	Value	Description
Refund Security	Store Operations > Sales > Sales Configuration	Yes, No	<p>Enter the security level an employee must have to perform a refund transaction.</p> <p>Entering 1 - 9 indicates that an employee with a security level of at least that number must approve refunds (0 - 9).</p> <p>0 – Refunds do not require a security check.</p>

Reporting

<b>MOP SALES</b>				
CARD BASED				
CREDIT	2	50.76	Sample MOP SALES and MOP CANCEL/REFUNDS in <b>Cashier</b> Report.	
CASH				
DOLLAR	18	165.90		
ARGENTINA	1	7.87		
DRIVE OFF	1	50.00		
INHOUSE	1	10.00		
PUMP TEST	1	1.00		
		-----		
TOTAL MOP SALES		275.53		
<b>MOP CANCEL/REFUNDS</b>				

## Verifone Commander User Reference

CASH	2	2.74	
		-----	
TOTAL MOP CANCEL/REFUNDS		( 2.74)	

### Report Details

- MOP SALES:** Summary of sales by method of payment (MOP).
 

*Note:* If a foreign currency has been set up in the Currency File that currency appears in the CASH section.
- MOP CANCEL/REFUNDS:** Summary of cancelled or refunded transactions. The total is displayed in parentheses because the number is negative.

## Troubleshooting

#	Message	Description/Action
E1257	MUST PRESS CREDIT	Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit.
E1113	NO REFUND ALLOWED	No refund is allowed on this PLU or in this department.
E1150	REFUND NOT ALLOWED ON CREDIT SALE	A credit card purchase cannot be refunded in cash.
E1164	REFUND NOT ALLOWED	“Refund Allowed” is set to ‘No’.
E1257	MUST PRESS CREDIT	Part of the Auto-Refund feature. A credit card was used to pay for the initial prepay transaction and cashier tries to refund the underrun amount to any MOP other than credit.

# Reports Manager

## Overview

Reports are based on a period such as a shift, a day, a month, or a year in which sales are made. These reports show sales on a system-wide basis while Cashier reports apply only to a single cashier on a single register.

## Using Reports Menu

Navigate to **CSR Func > Reporting Menu** from the POS (While in Sales, **CSR Func** can be located on the right-hand side bottom corner of the screen on Topaz and bottom of the screen on Ruby2) to access the following Reporting functions:

- [Cashier Worksheet](#)
- [Close Cashier Report](#)
- [Print Cashier Report](#)
- [Payroll Reports](#)
- [Other Reports](#)

Key points to remember:

- Closing a report does not automatically print the report. The Print Report functions print the reports.
- Cashier Close affects only that register
- A Period Close, closes all registers for inside and outside sales
- Closing a period closes that period as well as any lower level periods. For e.g. “Close Day” function automatically runs a “Close Shift”
- Flash Reports provide current information for Period 1 (Shift) without closing

## Cashier Worksheet

MOPs printed on the cashier worksheet are based on flags in MOP file.

1. Touch [**Cashier Worksheet**]

2. Prints a form to enter the counted amount of each **method of payment (MOP)** during Print Cashier Report function

## Close Cashier Report

This function calculates sales totals for the cashier; then closes and resets drawer totals for the cashier on the terminal where the cashier performed the sales. The other registers in the system remain unaffected.

1. Touch **[Close Cashier Report]**
2. Key the cashier number
3. Touch **[OK]** or press **[ENTER]**
4. Touch **[OK]** to confirm the sequence

## Print Cashier Report

Only an employee with the required security level, can print the report.

For the first time only the systems prompts the cashier to enter the ending drawer amounts. After that, it is simply a reprint using the same amounts. Most recently closed report will always be displayed at the top of the list.

1. Touch **[Print Cashier Report]**
2. Key the cashier number
3. Touch **[OK]**
4. In the Cashier Period list, touch the report to print
5. In the Print Cashier Report overlay, key the amounts of each method of payment (MOP) counted in a cashier drawer

## Payroll Reports

1. Touch **[Payroll Reports]**
2. In the Select Payroll Function list, touch **[CLOSE]** or press **[ENTER]**
3. Key **<the employee ID>** and touch **[OK]** or press **[ENTER]** to close all employees

4. Touch **[OK]** or press **[ENTER]** to acknowledge

## Other Reports

Close Period Reports:

Touch the reports function or key <entry#> and press **[ENTER]**

Print Period Reports:

1. Touch the reports function or key <entry#> and press **[ENTER]**
2. Select the report to be printed

The available other reports are:

- Close Shift Report
- Print Shift Report
- Close Daily Report
- Print Daily Report
- Close Monthly Report
- Print Monthly Report
- Close Yearly Report
- Print Yearly Report
- Close Carwash Pay Point Period
- Print Carwash Pay Point Period
- Funds Audit Report
- Flash Reports

## Configuring Reports

Period Reports are made up of a number of smaller reports. Use **Configure Group List** in **Report Configuration** form to turn off printing of those reports that should not be printed.

**Note:** Even if a report is turned off for printing, it will still be generated and so, could be printed at a later time.

Use **Reporting** to configure reports.

## Report Configuration

### Report Configuration

Use to configure reports for the selected period.

Field/Button	Allowable Value/Function
Period Configuration	<p>Select the period to be configured.</p> <p><b>Note:</b> This period selection does not apply to the Configure Group List. Make sure that the appropriate period is selected under the Configure Group List section.</p>

## Verifone Commander User Reference

Field/Button	Allowable Value/Function
Description	The name of the period selected in Period Configuration.
Delay Between Close	Enter the minimum time that must lapse between period closes (0 - 366).
Unit of Measure	Select to define the unit of time between period closes (Hours or Days).
Roll Up DB Reports	Allows rolling up of database totals into the next period. (Shift always rolls up into Day so selection is not available for Shift.) Select 'Yes' for other periods to roll data into the next period.
Store T Log Data	Select 'Yes' to store transaction log data for periods 1 and/or 2.
Report Parameters -Reclose Security	Select the security level required to close a period without waiting the preset time since the previous period close (1 - 9).
Force Close Pending Security	Select the security level required to force close a pending period (1 - 9).
Force Cashier Closed	(Applies only if Shift is selected in Period Configuration.) Select to automatically close all open cashiers when a Close Shift Report is run.  (If not selected, cashier totals must be closed manually.)  <b>Note:</b> If "Force Cashier Closed" is selected, do not select "Cashier Spans Shifts" or "Force Cashier to Print."
Cashier Span Shifts	Select if open cashiers are not required to close cashier totals when a Close Shift Report is run. If not selected, open cashiers must manually close cashier totals when a Close Shift is run.
Force Cashier to Print	Select to require the cashier to print a cashier report in addition to closing.
Allow Close with No Activity	Select to allow a period close with no transactions.

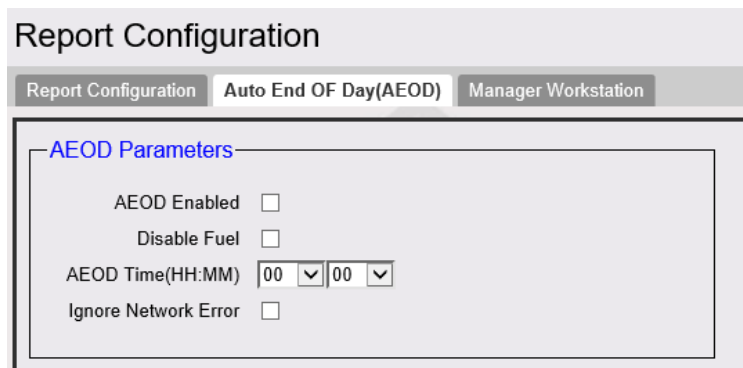
Field/Button	Allowable Value/Function
Allow Suspended Sales	Select to allow a period close when suspended sales are present.
Configure Group List	Make sure that the appropriate period is selected for configuring the group list. Click Edit to add reports to be printed by POS for that period.
Delete	To prevent a report from printing, select the report in the <b>Configure Group List</b> and select Delete.

### Auto End of Day (AEOD)

Automatic End of Day (AEOD) function performs an automatic close daily at a specified time of day even if the POS is not attended by a cashier.

**Note:** As part of the AEOD period close, the logged in cashier is logged out of the register.

For a manual period close, on the initiated register cashier will be allowed to continue with CSR functions (non-sales activities) as they may need to print reports. Cashier will be logged out of register when trying to return to sales function.



Field/Button	Allowable Value/Function
AEOD Enabled	Select to automatically perform a close daily.
Disable Fuel	Select to disable fueling during AEOD.



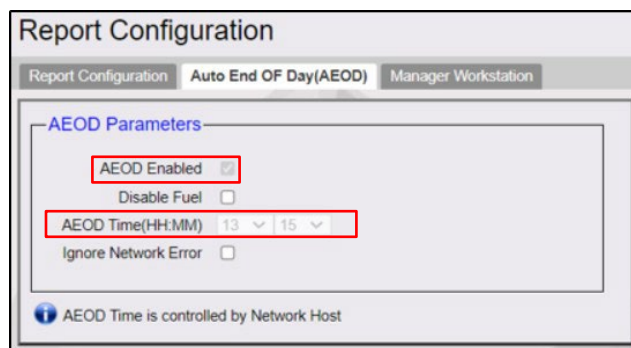
Field/Button	Allowable Value/Function
	<b>Note:</b> Disable fuel will perform a “Fuel Site Pause” function. When Disable fuel is enabled it will prevent both new DCR and prepay fuel transactions from starting. Although new fuel sales cannot be approved while the pumps are paused, pumps currently dispensing fuel are not interrupted. The functionality does NOT wait until all fuel positions are idle before the Close Day can begin.
AEOD Time (HH:MM)	The time the Close Daily starts.
Ignore Network Error	Select to ignore network error messages during AEOD.

**Forced AEOD**

**Note:** This feature is only enabled on Bypass Distribution for ExxonMobil brand. If other brands want to enable this feature, get in touch with Verifone. For ExxonMobil sites running Verifone Commander Bypass 3.12.27 (Base 53.24) and higher versions, Automatic End of Day (AEOD) feature is now forced. Sites should no longer perform a manual End of Day (EOD) Close except when upgrading the software.

With this feature, the system will automatically set “AEOD Enabled” field to checked and the field is non-editable, and the AEOD time field is also non-editable.

The AEOD time is set at the site from the EPS during the PDL download.



**Override AEOD Security**

When AEOD is forced at the site, only authorized users can perform a manual period close.

## Verifone Commander User Reference

The "Override AEOD Security" field in **Configuration Client > Reporting > Report Configuration > Report Parameters** determines the security level of the person who can perform a period close.

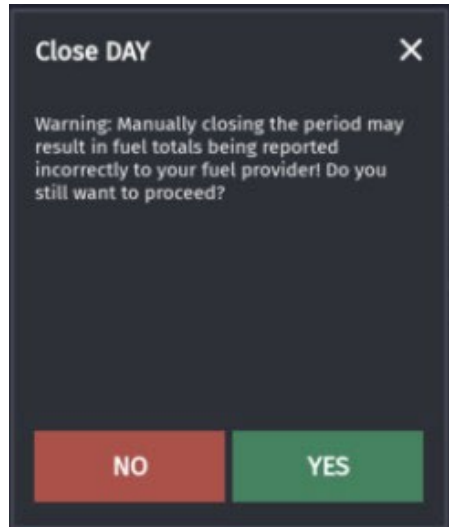
The screenshot shows the 'Report Configuration' window with the 'Report Parameters' section expanded. The 'Override AEOD Security' field is highlighted with a red box and set to 9. Other fields include 'Reclose Security' (5), 'Force Close Pending Security' (5), and several checkboxes for printing and cashier actions. The 'Configure Group List' section shows a list of items for '1 - Shift' including Summary By Register, Department, Tax, Fueling Position/ Product (Hose), Fuel DCR Statistics, Fuel Cash Acceptor, and Network Card. A warning icon at the bottom indicates that 'Roll Up DB Reports' will take effect only after the next period close or after Commander reboot.

When AEOD is not forced at the site, the "Override AEOD Security" field is non-editable.

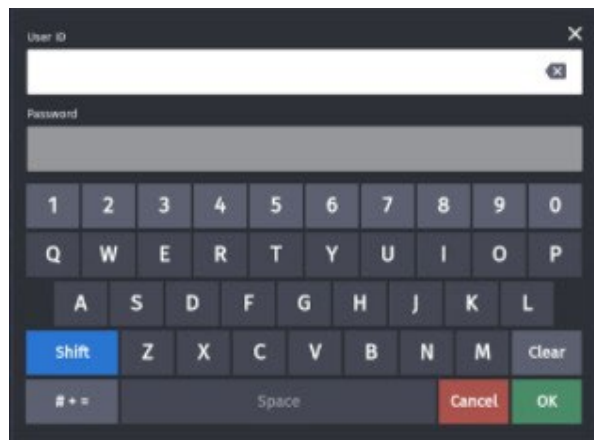
This screenshot is identical to the one above, showing the 'Report Configuration' window with the 'Report Parameters' section expanded. The 'Override AEOD Security' field is set to 9 and is non-editable. The warning icon at the bottom indicates that 'Roll Up DB Reports' will take effect only after the next period close or after Commander reboot.

When AEOD is forced at a site and if a manual period close is attempted, the following warning message is shown.

**Note:** The following prompts depends on the batch close period type set in POS configuration.

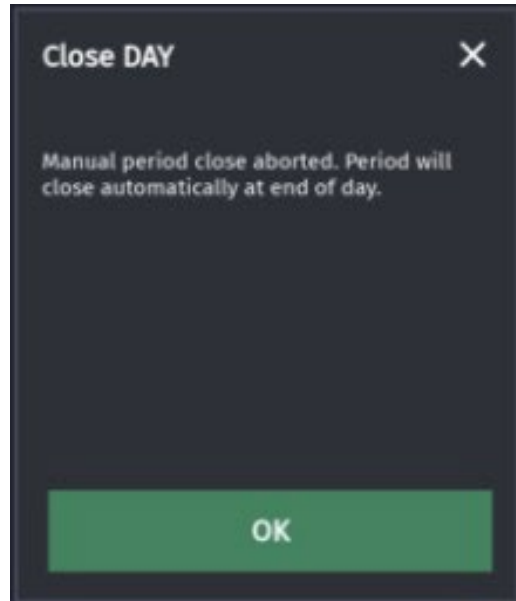


Clicking **YES** on the warning message brings the employee login screen to check if the user is authorized to do a manual period close.



If the user is not authorized to do a manual period close, a message is shown indicating Invalid User and the Period Close is aborted.

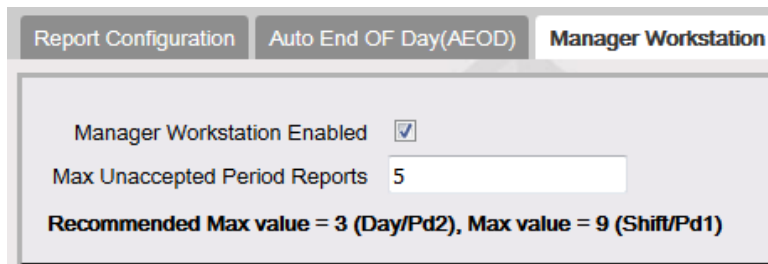
Clicking **NO** on the warning messages brings up the following message. Click OK to continue.



### Manager Workstation

Manager Workstation (MWS) allows entries to be adjusted after a period close at the POS. Drawer counts and the adjusting entries to the Day Close can be entered at a PC located in another area away from the counter.

**Note:** Refer to the *Manager Workstation Feature Reference* for more information on the feature. The Feature Reference is available on Premier Portal.



Field/Button	Allowable Value/Function
Manager Workstation Enabled	Select to enable Manager Workstation.

Field/Button	Allowable Value/Function
Max Unaccepted Period Reports	<p>Enter the maximum number of open Days that can be allowed. This parameter determines how many unaccepted reports can be kept in queue for the manager to correct and close. When the reports in queue cross this number, the earliest one is auto-closed.</p> <p>Verifone recommends max value as 3 if the close period type is <b>Day</b> and max value as 9 if close period type is <b>Shift</b>.</p>

**Note:** *Manager Workstation is enabled by default. When this feature is enabled, the cashier is prompted to open the connected drawers on day close. To stop this prompt, Manager Workstation Enabled box should be unchecked if the site doesn't support this feature.*

## Cashier Tracking

Use to track selected PLUs (up to 50), departments (up to 30) or categories (up to 10) by cashier.

**Note:** *Cashier Tracking reports are printed only as part of a Cashier Report.*

**Cashier Tracking Configuration** [Save] [Cancel]

**PLU Tracking**

Added PLUs

- 0000000099974/000 [Edit]
- 0000000099981/000
- 0000000099998/000

**Department Tracking**

Added Departments

- 6541 - Lottery Sales Winner [Edit]
- 9889 - FEE
- 9995 - TEST A DEPT
- 9996 - TEST B DEPT

**Category Tracking**

Added Categories

- 9995 - TEST MDSE [Edit]
- 9999 - FUEL DEPOSIT

Field/Button	Allowable Value/Function
PLU Tracking	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b>.</li> <li>2. In the Retrieve PLUs form, enter the conditions and click <b>Done</b> or <b>Retrieve Page</b>.</li> <li>3. Select PLUs and click <b>Done</b>.</li> </ol>
Department Tracking	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b>.</li> <li>2. In the Added Departments form, select the departments and click <b>Done</b>.</li> </ol>
Category Tracking	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b>.</li> <li>2. In the Added Categories form, select the categories and click <b>Done</b>.</li> </ol>

### Close Car Wash Pay Point Period

Click **Reporting >Close Car Wash Pay Point Period** to close car wash pay point period.

### Site Asset Data

This screen contains tabs that has information about site details, POS Terminals, Dispenser Data, and Stand-Alone Devices.

### Close Day NOW

The Close Day NOW function performs a day close.

### Mobile Food Order Report

*Note: Refer to the Mobile Food Order Feature Reference for more information on the feature. The Feature Reference is available on Premier Portal.*

## Reporting

See Reports topic for examples of all reports and the report details.

## Troubleshooting

#	Message	Description/Action
E1206	PAYROLL RECORD FULL	The POS stored as many clock in/outs as it can hold. Run the Payroll Report function.
E2001	ABORT PRINTING NOT ALLOWED	Attempted to stop printing the Close Yearly report. Printing this report cannot be aborted.
E2002	NO CASHIER REPORT AVAILABLE	The Print Cashier Report function has been selected and there is no data to print. Choose another report or function.
E2004	INVALID INPUT	<ul style="list-style-type: none"> <li>▪ An invalid cashier number was entered or an invalid key was pressed when trying to close a cashier.</li> <li>▪ An invalid number was entered to list the PLU or department data.</li> <li>▪ An invalid choice was entered when prompted to print a current or close a Payroll Report.</li> <li>▪ An invalid cashier number was input for the Payroll Report.</li> </ul> <p>Enter the correct information.</p>
E2005	CASHIER NOT OPEN	Attempted to run the Close Cashier function in Reports mode and the specified cashier has not logged in.
E2006	INVALID EMPLOYEE NUMBER	Logged in with an invalid ID. Re-enter the correct number.
E2007	INVALID CASHIER REPORT AMOUNT	Entered 0.00 for an MOP amount when printing a Cashier Report and the “Allow \$0.00 Entry” parameter is set to ‘N’ in the MOP File. Re-enter the information.

## Verifone Commander User Reference

#	Message	Description/Action
E2008	NO REPORTS AVAILABLE	The selected period report has not been closed yet. Run the close period report first. This occurs in the Print Shift, Daily, and Monthly report functions in Reports mode.
E2009	ACCESS DENIED	Attempted to print a report or close a period with a security level lower than that set in Manager > Security Control > Report Functions. Check with your manager to get access to this function.
E2010	UNABLE TO OPEN TANK MONITOR PORT	Selected the Tank Monitor Report for printing but the appropriate COM port could not be opened. Check for loose connections in the back of the POS.
E2011	NO RESPONSE FROM TANK MONITOR	Selected Tank Monitor Report for printing but the POS did not receive a response from the TLS. A servicer should check the communications between the TLS and the POS.
E2012	ERR CLSING MO PRD	The period could not be closed on the money order device.  See the money order terminal documentation for instructions.
E2014	DUE SALES PENDING	An Automatic End of Day (AEOD) has started while there are due sales on the register or when sales are in progress. If AEOD is configured with "Wait for no due sales", then after the due sales are completed and the registers are idle, the AEOD will start.
E2015	FUEL PUMPS NOT IDLE	An Automatic End of Day (AEOD) has started while fuel pumps in use. If AEOD configured with "Fuel idle wait time (minutes)" not equal to zero, then after the fuel pumps idle for the time period mentioned, the AEOD will start.



# Reports

## Overview

This topic contains instructions for the following report functions:

- Cashier Reports
  - Close Cashier Report
  - Print Cashier Report
  - Cashier Worksheet
- Period Reports
  - Shift Reports
    - Close Shift Report
  - Daily Reports
    - Close Daily Report
  - Monthly Reports
    - Close Monthly Report
  - Yearly Reports
    - Close Yearly Report
- Payroll Reports
- Flash Reports
- Print Current Cashier Report

## Report Configurations

All possible report functions are described in this topic. See the following table for the functions that appear in the system.

## Verifone Commander User Reference

	POS Reporting Menu Functions
1	Close Cashier Totals
2	Print Cashier Report
3	Cashier Worksheet
4	Print Current Cashier Report
5	View Amber
6	Close Shift Report
7	Close Daily Report
8	Close Monthly Report
9	Close Yearly Report
10	Close Carwash Pay Point Period
11	Print Shift Report
12	Print Daily report
13	Print Monthly Report
14	Print Yearly Report
15	Print Carwash Pay Point Period
16	Payroll Reports
19	Funds Audit Report
20	Flash Reports

### Report Periods

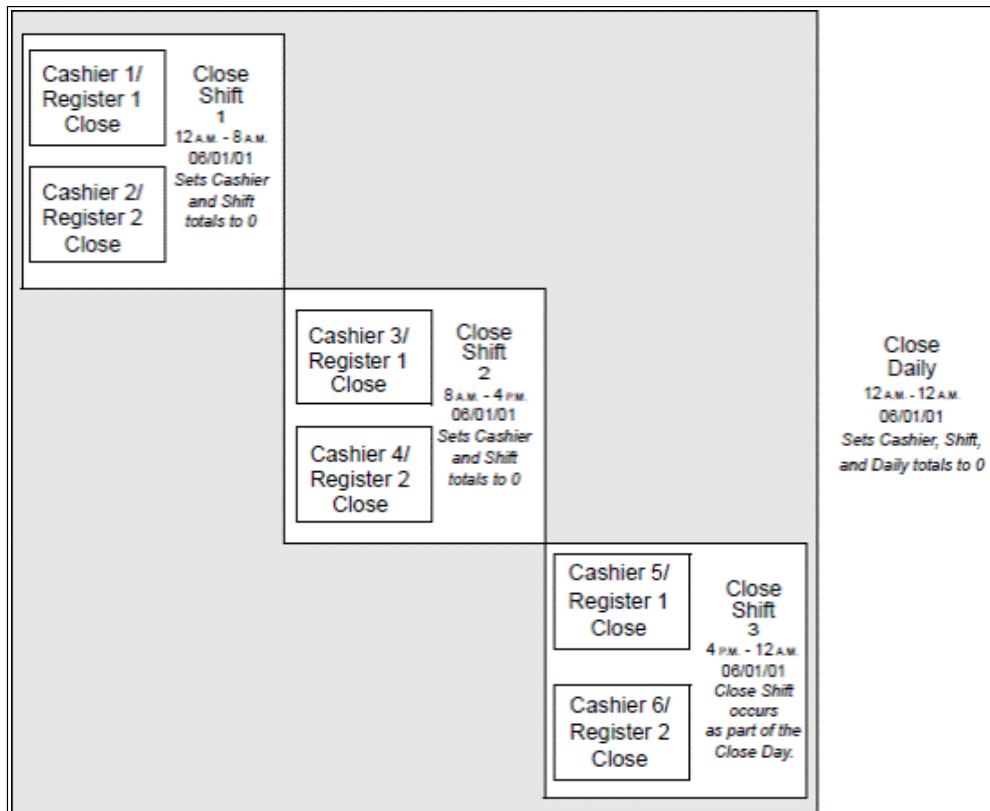
A system can have reports for up to 60 cashiers and for up to four periods.

## Verifone Commander User Reference

- The Cashier Report calculates totals for a single cashier on a single register.
- Shift is the smallest amount of time that contains report totals for all registers and cashiers.
- Yearly is the largest amount of time that contains report totals for all registers and cashiers.
- The Current Cashier Report prints the current totals for cashiers without having to close the shift.

**Note:** Closing a period will close all smaller periods. For example, if a Close Daily is performed, it will also close any open cashiers, then it will close any open shifts, and then it will close the open day.

See the example below:



The example displays a two-period system. The following period closings were done:

- **Close Shift 1**
  - Cashiers 1 and 2 close. The cashier totals reset to 0.

## Verifone Commander User Reference

- The shift closes for the 12 A.M. to 8 A.M. period. The shift totals reset to 0.
- **Close Shift 2**
  - Cashiers 3 and 4 close. The cashier totals reset to 0.
  - The shift closes for the 8 A.M. to 4 P.M. period. The shift totals reset to 0.
- **Close Daily (includes Close Shift 3 )**
  - Cashiers 5 and 6 close. The cashier totals reset to 0.
  - The shift closes for the 4 P.M. to 12 A.M. period. The shift totals reset to 0.
  - The day closes the three shifts (12 A.M. to 12 A.M.). The daily totals reset to 0.

## Cashier Reports

### Close Cashier Totals

The Close Cashier Totals function closes and resets drawer totals. A cashier's totals can be closed by the cashier who entered Sales mode and used the drawer, or another employee, such as a manager, who has a higher security level than the cashier. In a multiterminal system, the totals are closed for the cashier on the terminal where the close is done. If a cashier has sales on more than one terminal, the cashier totals must be closed on each terminal separately.

In Configuration Client, If the "Force Cashier Closed" setting in Report Configuration is selected, then each open cashier is closed automatically when a Close Shift function is run.

**Note:** *The Cashier Report is not printed when performing the Close Cashier Totals function. This allows the cashier whose shift is over to take the closed drawer to another location and count it while a new cashier starts working on a new drawer. When the cashier finishes counting their drawer, they can then use the Print Cashier Report function and enter the totals from their Cashier Worksheet.*

### Print Cashier Report

The Print Cashier Report function prints any one of the last three cashier closes for a specific cashier. A Cashier Report can be printed by the cashier who entered Sales

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mode and ran transactions or another employee, such as a manager, who has a higher security level than that cashier. The first time a Cashier Report prints, the POS prompts for the amount of each method of payment. The amounts the cashier enters are compared to the totals the terminal has calculated. If a Cashier Report prints more than once, then the POS does not prompt for MOP amounts.

If the Cashier Report prints again after the totals have been entered, the report prints with no questions.

### Cashier Changes

The Cashier Report is not printed when the report is closed. This allows the cashier who is leaving to close totals, remove the drawer, and go into another room to count the drawer. The new cashier can put another drawer in and start work right away.

The cashier who is counting the closed drawer can enter the amount of each method of payment on the Cashier Worksheet. Then, when there is a break in customer activity, the cashier can run the Print Cashier Report function, enter the totals from the worksheet, and print the report.

### MOP File

The Method of Payment types that are prompted for when performing the Print Cashier Report function are configured on **Configuration Client > Store Operations > Payment > MOP** tab. On each MOP, selecting the “Cashier Report Prompt” setting determines if that MOP type will prompt.

### Sample Cashier Worksheet

The Print Worksheet function prints a form to record the amounts of each method of payment when counting a closed drawer. The totals on this worksheet are then used when performing the Print Cashier Report function.

CASHIER WORKSHEET	
CASHIER #001 CORPORATE	
AMOUNTS AT CLOSE	
DOLLAR	_____
CHECK	_____

## Verifone Commander User Reference

CREDIT	_____
DEBIT	_____
MAN CRED	_____
IN-HOUSE	_____
ELECTR FS	_____
LOTTO	_____
DRIVE OFF	_____
COUPON	_____

### Sample Cashier Report

03/25/22 15:02

#### CASHIER REPORT #001

REG# 01 CASHIER #01 JO MARCH

RCPTS: 056-084 TOT=030 ACT=030

OPEN CASHIER 03/25/22 10:43

CLOSE CASHIER 03/25/22 11:45

#### CASHIER REPORT #002

REG #101 CASHIER #01 CORPORATE

RCPTS: 1010003-1010122 TOT=120 ACT=120

OPEN CASHIER 10/15/22 12:35

CLOSE CASHIER 10/16/22 19:04

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----- SUMMARY -----	
BEGINNING CASH	1000.00
MOP SALES	1128.93
MOP CANCEL/REFUNDS	( 16.49)
	-----
NET SALES TOTAL	2112.44
PAYMENT OUT	( 109.00)
PAYMENT IN	21.00
	-----
TOTAL TO ACCOUNT FOR	2024.44
----- CASHIER DETAILS -----	
MOP SALES	
CARD BASED	
CREDIT	28 244.06
CASH	
DOLLAR	37 842.91
MAN CRED	3 25.00
Special Discount	1 0.05
Pump Test	1 16.91
	-----
TOTAL MOP SALES	1128.93

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<b>MOP CANCEL/REFUNDS</b>		
CASH	1	15.00
CREDIT	1	1.49
-----		
TOTAL MOP CANCEL/REFUNDS		16.49
<b>PAYMENT OUT</b>		
PAY OUT	1	10.00
SAFE DROP		
CASH	1	99.00
-----		
TOTAL SAFE DROP		99.00
-----		
TOTAL PAYMENT OUT		(109.00)
<b>PAYMENT IN</b>		
SAFE LOAN	1	10.00
IN HOUSE	2	11.00
-----		
TOTAL PAYMENT IN		21.00
-----MEMO ITEMS-----		
#ITEMS	274	
#CUSTOMERS	76	
DISCOUNTS	9	28.56



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ERR/CORRECTS	3	21.58	
VOID LINES	1	1.49	
VOID TICKETS	29	348.97	
SUSPEND/SETTLE	1	35.00	
PAY OUT			
----- TOTALS -----			
TOTAL FUEL SALES		181.05	
TOTAL MERCH SALES		905.51	
TOTAL TAXES		26.18	
----- TRANSACTION TIMINGS - (in seconds)			
	MAX	AVG	
TOTAL	759	18.00	
NETWORK	195	9.00	
NETWORK SUSPENDED	0	0.00	
END OF TICKET	293	0.00	
----- AMOUNTS AT CLOSE -----			
	ECR	ACTUAL	OVER(SHORT)
-----			
CASH	1739.91	100.00	( 1639.91)
CHECK	0.00	10.00	10.00
CREDIT	242.57	20.00	( 222.57)
DEBIT	0.00	30.00	30.00

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MAN CRED	25.00	40.00	15.00
IN-HOUSE	0.00	50.00	50.00
ELECTR F	0.00	600.00	600.00
FOODSTAM	0.00	70.00	70.00
LOTTO	0.00	80.00	80.00
DRIVE OF	0.00	90.00	90.00
Special	0.05		
Pump Test	16.91		
EBT	0.00	5.00	5.00
-----			
TOTAL	2007.48	1095.00	( 912.48)
MISC MOP	16.96		
-----			
GROSS	2024.44		
CASH PASSED: \$	_____		
TO: X	_____		
CASHIER SIGNATURE:			
X	_____		

**Report Details**

***Report Header***

These items define the period's beginning and end, and the cashier for whom the report was run.

- **REG#:** Register for which the Cashier Report was run.

## Verifone Commander User Reference

- **CASHIER#:** ID and name of the employee who used the register.
- **RCPTS:** Beginning and ending receipt numbers issued during the cashier period.
- **TOT:** Total number of receipts printed on this terminal.
- **ACT:** Total number of receipts used by this cashier. The number is different from the number of receipts (TOT) if more than one cashier entered Sales mode on the same terminal during the report period.
- **OPEN CASHIER:** Date and time this cashier started using the register.
- **CLOSE CASHIER:** Date and time this register was closed.

### **SUMMARY**

This section summarizes the main totals calculated in other parts of the report and provides the total amount that should be in the closed drawer.

- **BEGINNING CASH:** *Amount with which cashier started the drawer.*
- **MOP SALES:** *Total amount from the MOP SALES section.*
- **MOP CANCEL/REFUNDS:** *Total amount from the MOP CANCEL/REFUNDS section.*
- **NET SALES TOTAL:** *Total amount in sales transacted for the drawer.*
- **PAYMENT OUT:** *Total amount from the PAYMENT OUT section.*
- **PAYMENT IN:** *Total amount from the PAYMENT IN section.*
- **TOTAL TO ACCOUNT FOR:** *Total amount that should be in the closed drawer.*

### **CASHIER DETAILS**

- **MOP SALES:** Summary of sales by method of payment (MOP).

**Note:** If a foreign currency has been set up on the **Configuration Client > Store Operations > Payment > Currencies** tab, the foreign currency appears in the CASH section.

- **MOP CANCEL/REFUNDS:** Summary of cancelled or refunded transactions. The total is displayed in parentheses because the number is negative.

## Verifone Commander User Reference

- **PAYMENT OUT:** Summary of transactions in which money was removed from the drawer. The total is displayed in parentheses because the number is negative.
  - **PAY OUT:** Money removed from the drawer to purchase an item for the store or to pay a bill. This item includes payments to vendors made with money orders as the MOP. This total represents the total of all pay outs. Pay outs appear separately in the Memo Items section.
  - **CHANGE/CHECK:** Transactions in which cash is returned to the customer because the check was tendered for more than the transaction amount.
  - **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are grouped by method of payment. The total of all safe drops prints.
- **PAYMENT IN:** Summary of non-sales transactions in which payment was added to the drawer.
  - **PAY IN:** Cash added to the drawer from a non-sales payment. This represents the total of all pay ins. Pay ins appear separately in the Memo Items section.
  - **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.

### **MEMO ITEMS**

Various transaction-related items have happened but they either do not affect totals or have already been counted in totals.

- **#ITEMS:** Quantity of items sold. Each of the following counts as one item:
  - Fuel sale
  - Fee/charge, separate items for each type
  - Negative fees such as bottle returns. These count as refunded items.
  - Cashback
  - Cashback fee, separate from the cashback itself

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- **#CUSTOMERS:** Number of customers (individual transactions).
  - If a prepay fuel sale has an underrun or is refunded due to a reserve stop, the resulting refund is counted as the same customer as the original fuel sale. In other words, this does not increase the number of customers.
  - A void ticket does not increase the number of customers.
- **#NO-SALES:** Number of times the [NO SALE] key has been pressed.
- **#LOGIN OVERRIDES:** Number of times a login override was allowed.
- **DISCOUNTS:** Number of times and total amount of discounts. This includes discounts from:
  - Use of the [DISC] , [DISC%] , and [DISC AMT] keys
  - Combo, mix 'n match, fuel, and promotional discounts
- **ERR/CORRECTS:** *Number of times and total amount caused by using the [ERROR CORR] key.*
- **VOID LINES:** Number of times and total amount caused by using the [VOID LINE] key. This does not include lines voided as part of a void ticket.
- **VOID TICKETS:** Number of times and total amount caused by using the [VOID TICKET] key. This includes a line for positive amounts and a line for negative amounts.
- **SUSPENDED:** Number of times and total amount of suspended transactions. This happens when the [SUSPEND] key is used to suspend and then recall a transaction. If a single transaction is suspended more than once, each time the transaction is suspended adds to the total number and amount of suspends.
- **SUSPEND/VOID:** Number of times and total amount of suspended transactions that were voided rather than settled.
- **UNSETTLED SUSPENDS:** The number and amount of transactions suspended at the time a period is closed.
- **#SAFE DROP CANCELS:** Number of times a Safe Drop operation is cancelled.

***Note:** After an MOP is entered for the Safe Drop, [EXIT] does not produce a Safe Drop Cancel. Instead a Safe Drop with a reference number*

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*of zero occurs. If a number is entered but [EXIT] is pressed instead of an MOP, the Safe Drop is cancelled.*

- **UNSOLD PRICE CHECKS:** The number and amount of items that were price checked, but were not sold.
- **PAY IN:** Each pay in made, its reference number, and the amount paid in. The first 25 pay ins appear.
- **PAY OUT:** Each pay out made, its reference number, and the amount paid out. The first 25 pay outs appear.
- **VENDOR PAYMENTS:** Number and total amount of payments made to vendors by money order.

### **POP DISCOUNT TOTALS**

This section displays POP discounts applied as pre-dispensed or post-dispensed discounts. It also summarizes total discounts earned and redeemed.

### **TOTALS**

Summary of totals by fuel, fuel discount, merchandise, and taxes in sales; beginning and ending overall and sales totals.

- **TOTAL FUEL SALES:** Total amount of fuel sold.  
*Note: The totals do not include dispenser card reader sales.*
- **TOTAL FUEL DISCOUNT:** Total amount discounted on fuel sales.
- **TOTAL MERCH SALES:** Total amount of merchandise sales.
- **TOTAL TAXES:** Total amount of taxes collected.

### **TRANSACTION TIMINGS**

The length of time, in seconds, it took to complete various transactions. Timings are displayed as the longest time it took to complete any one transaction and the average time it took to complete a transaction.

- **TOTAL:** The total time a transaction takes from the first item that is entered to the end when the ticket is finished. The ticket is finished in one of two ways:
  - The drawer is closed.

- The “Ready for sale” prompt returns to the Operator Display if the drawer is not opened for the MOP.
- **NETWORK:** The total time from the moment a card is swiped (or manually entered) to the time a response is received from the host.
- **NETWORK SUSPENDED:** The total time from the moment a card is swiped (or manually entered) to the time the transaction is returned from being suspended. This occurs when a cashier suspends a transaction that is waiting for a network response to wait on the next customer.
- **END OF TICKET:** The total time from the moment the last MOP was entered until the ticket is finished. The ticket can be finished in one of two ways:
  - The drawer is closed.
  - The “Ready for sale” or “NO DUE SALES” prompt returns to the Operator Display if the drawer is not opened for the MOP.

### ***AMOUNTS AT CLOSE***

The totals by method of payment calculated by the terminal and by the cashier.

- **All Currency at Close**
  - **ECR:** Total for each method of payment as calculated by the terminal (electronic cash register).
  - **ACTUAL:** Total for each method of payment as calculated by the cashier.
  - **OVER (SHORT):** Amount of difference between the ECR and ACTUAL entries. If the cashier counted more than the terminal did, the number is positive. If the cashier counted less than the terminal did, the number is negative, which is displayed by parentheses around the number.
- **FOREIGN CURRENCY AT CLOSE:** The totals by method of payment calculated by the terminal and the cashier. This section appears if an alternate (foreign) currency is defined on the Configuration Client > Store Operations > Payment > Currencies tab.
  - **ECR:** Total for the foreign method of payment as calculated by the terminal (electronic cash register).
  - **ACTUAL:** Total for the foreign method of payment as calculated by the cashier.
  - **OVER (SHORT):** Amount of difference between the ECR and ACTUAL entries. If the cashier counted more than the terminal

did, the number is positive. If the cashier counted less than the terminal did, the number is negative, which is displayed by parentheses around the number.

- **CURRENCY CONVERSION:** The total tendered amount in other currency, the exchange rate, and the value of the total other currency amount.
- **CASH PASSED:** Amount of money passed from the closing cashier to the opening (next) cashier, if any.
- **TO:** Signature of the opening cashier. The opening cashier should count the money passed with the drawer from the closing cashier and sign at this place to display that the amount of money listed is there.
- **CASHIER SIGNATURE:** Closing cashier's signature. The closing cashier should sign on the line to show agreement with the information in the report.

### ***TRACKING REPORT***

This section summarizes PLUs, departments, categories, and tax exemptions that are configured to be tracked. Tracked PLUs, departments, and categories are set up in Configuration Client > Reporting > Cashier Tracking. Fuel tax exemptions are set up in Configuration Client > Forecourt > Fuel Tax Exempt.

*Note:* Tracked PLUs and departments sold as part of a combo or mix and match are not reported separately.

### ***PLU Section***

- **NR.:** The PLU tracking number.
- **PLU NUMBER:** PLU number set in Configuration Client > Merchandise Sales > PLUs.  
*Note:* A PLU labeled as "OTHER" in this report includes all PLUs that are not set up for tracking in Configuration Client > Reporting > Cashier Tracking.
- **CUST:** Number of customers (separate, completed transactions) who bought this item.
- **QTY:** Quantity of the item sold.
- **AMOUNT:** Total amount of the items sold. This column includes discount prices for PLUs sold in combos, mix & matches, and PLUs sold for \$0.00.

### ***Department Section***

- **NR:** The department tracking number.



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- **DEPT#:** Four-digit number for the department set on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.  
*Note:* A department labeled as “OTHER” in this report includes all departments that are not set up for tracking in Configuration Client > Reporting > Cashier Tracking.
- **DESCRIPTION:** Description of the department as it appears on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.
- **CUST:** Number of customers (separate, completed transactions) who bought items in this department.
- **ITEMS:** Quantity of items sold in this department.
- **GROSS:** The total sale amount for this department.
- **REFUNDS:** The total refund amount for this department.
- **DISCOUNTS:** The total discount amount for this department. This column includes discounts from the use of the [DISC] key, [DISC%] key, [DISC AMT] key, combo and match sales, fuel discounts and promotional discounts.
- **NET SALES:** The total amount of items sold in this department.
- **TOTAL:** The total amount for gross sales, refunds, discounts, and net sales.

### *Category Section*

- **NR:** *The category tracking number.*
- **CAT#:** Three-digit number for the category set on the Configuration Client > Merchandise Sales > Merchandise > Categories tab.  
*Note:* A category labeled as “OTHER” includes all categories that are not set up for tracking in Configuration Client > Reporting > Cashier Tracking.
- **DESCRIPTION:** Description of the category as it appears on the Configuration Client > Merchandise Sales > Merchandise > Categories tab.
- **CUST:** Number of customers (separate, completed transactions) who bought items in this category.
- **QTY:** Quantity of items sold in this category.
- **NET SALES:** The total amount of items sold in this category.

### **FUEL TAX EXEMPTION REPORT**

- **DESCRIPTION:** Description of the tax as it appears in Configuration Client > Forecourt > Fuel Tax Exempt.

## Verifone Commander User Reference

- **CUST:** Number of customers who completed sales qualifying for a tax exemption or addition.
- **VOLUME:** Amount of fuel dispensed for each exempted or added tax.
- **EXEMPT AMT:** The total amount exempted or added for each completed fuel sale.

## Shift Reports

The Close Shift function closes all totals for the Shift. The totals reset to zero.

### Close Shift

#### Force Cashier Closed

If cashier closes are forced before a shift is closed, then all cashiers must exit Sales mode before the Close Shift report can be processed.

#### *Period Close Restriction*

Period Restrictions can be set up in Configuration Client > Reporting > Report Configuration. Restrictions that can be changed are:

- The minimum amount of time required between period closes
- The minimum-security level required to perform a period close

When no time period is defined, the POS reverts to default settings.

## Daily Reports

The Close Daily Report function closes all totals for the first (Shift) and second periods (Daily). The totals are reset to zero.

The Print Daily Report function provides a list of the last two daily closes to choose from for reprinting.

### Close Daily

#### Force Close Cashier

If cashier closes are forced before a day is closed, then all cashiers must exit Sales mode before the Close Daily report can be processed.

#### Period Close Restriction

Period Restrictions can be set up in **Configuration Client > Reporting > Report Configuration**. Restrictions that can be changed are:

- The minimum amount of time required between period closes
- The minimum-security level required to perform a period close

When no time period is defined, the POS reverts to default settings.

## Monthly Reports

The Close Monthly Report function closes all totals for the first (Shift), second (Daily) and third (Monthly) periods. The totals are reset to zero.

The Print Monthly Report function displays the last monthly close for reprinting.

### Close Monthly

#### Force Close Cashier

If cashier closes are forced before a shift is closed, then all cashiers must exit Sales mode before the Close Monthly report can be processed because the Close Monthly function also closes the shift and day.

### Period Close Restriction

Period Restrictions can be set up in **Configuration Client > Reporting > Report Configuration**. Restrictions that can be changed are:

- The minimum amount of time required between period closes
- The minimum-security level required to perform a period close

When no time period is defined, the POS reverts to default settings.

## Yearly Reports

The Close Yearly function closes all totals for first (Shift), second (Daily), third (Monthly), and fourth (Yearly) report periods. The totals are reset to zero.

***Note:** Totals from the Close Yearly are not saved.*

### Close Yearly

#### Force Close Cashier

If cashier closes are forced before a shift is closed, then all cashiers must exit Sales mode before the Close Yearly report can be processed. This is because the Close Yearly function also closes Shift, Daily, and Monthly.

## Period Close Restriction

Period Restrictions can be set up in Configuration Client > Reporting > Report Configuration. Restrictions that can be changed are:

- The minimum time during which additional period closes are restricted
- The minimum security level required to override the restriction

When no time period is defined, the POS reverts to default settings.

## Payroll Report

The Payroll Reports function closes payroll for employees who clocked in and clocked out since the last Payroll Report close was processed and resets total hours to zero.

1. Touch **[Payroll Reports]**
2. In the Select Payroll Function list, touch **[CLOSE]** or press **[ENTER]**
3. Key **<the employee ID>** and touch **[OK]** or press **[ENTER]** to close all employees
4. Touch **[OK]** or press **[ENTER]** to acknowledge

If no employees have clocked in or out during the payroll period chosen, “\*\*\* No Records Found \*\*\*” prints on the report.

## Flash Reports

The Flash Reports function prints specific parts of a Current Shift report. The section printed contains the data collected from the beginning of the shift (period 1) up to the point that the Flash Report is run. Flash Reports do not reset totals.

Samples and details of the following Flash Reports are included in this section:

- Print Summary Report
- Print Category Report
- Print Deal Report
- Print Department Report
- Print Hourly Report

## Verifone Commander User Reference

- Print Loyalty Report
- Print PLU Report
- Print PLU Promotion Report
- Print Tax Report
- Print Fuel Autocollect Report
- Print Fuel Blend Product Report
- Print Fuel Dispenser Report
- Print Fuel FP/Hose Report
- Print Fuel FP/Hose Running Report
- Print Fuel FP/Hose Test Report
- Print Fuel PR/Price Level Report
- Print Fuel Price Change Report
- Print Fuel SL/Price Level Report
- Print Fuel Tank Report
- Print Fuel Tier Product Report
- Print DCR Statistical Report
- Print POP Discount Report
- Print POP Discount Definition Report
- Print POP Discount Program Report
- Print Network Card Report
- Print Network Product Report
- Print Carwash Pay Point Report
- Print E-Safe Content Report
- Print E-Safe End of Day Report
- Print Tank Reconciliation Report
- Print Proprietary N/W Card Report
- Print Proprietary N/W Product Report
- Print Cash Acceptor Report

## Sample Flash Report Header

This section prints at the top of every Flash Report.

FLASH SHIFT REPORT	
09/15/14                      1:57	
STORE# AB123 REGISTER# 01 SHIFT# 015	
CASHIER #001 JO MARSH	
REGISTER # 1 Receipt #092 to #199	
OPEN SHIFT 09/15/14 12:03	
CLOSE SHIFT PENDING	

### *Report Details*

- **Date/Time:** Date and time the Flash Report was run.
- **STORE#:** Store number as defined in Configuration Client > Store Operations > Sales > Store Number.
- **REGISTER#:** Number of the register where the Flash Report is run.
- **SHIFT#:** Shift (period 1) during which the Flash Report is run.
- **CASHIER #:** Number (employee ID) and name of the employee who ran the Flash Report.
- **Receipt:** Numbers of the receipts included in this report.
- **OPEN SHIFT:** Time the shift started.
- **CLOSE SHIFT:** Always displays “PENDING” because a Flash Report reports on an open period.

## Summary Report

### Summary Report all Registers

Store Number: AB123

#### Period Information

Period	Current - Shift - 2
Open Period	2014-10-15 12:31
Close Period	Pending

#### Summary - All Registers

Category	Count	Amount
MOP Sales		1103.45
MOP Cancel Refund		(16.49)
<b>Net Sales Total</b>		<b>1086.96</b>
<b>Payment Out</b>		<b>(109.00)</b>
Payment In		21.00
<b>Tot to Account For</b>		<b>998.96</b>
	MOP Sales	
CREDIT - Card Based	31	289.06
CASH	30	789.34
MAN CRED	3	25.00
Special Discount	1	0.05
<b>Tot MOP Sales</b>		<b>1103.45</b>
	MOP Cancel/Refund	
CREDIT - Card Based	1	1.49
CASH	1	15.00
<b>Tot MOP Cancel/Refunds</b>		<b>(16.49)</b>

#### Payment Out

Category	Count	Amount
Cash Back		
Pay Out	1	10.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
Safe Drops	1	99.00
CASH	1	99.00
<b>Tot Payment Out</b>		<b>(109.00)</b>

#### Payment In

Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	2	11.00
Safe Loans	1	10.00
<b>Tot Payment In</b>		<b>21.00</b>

## Verifone Commander User Reference

### Memo Items

Category	Count	Amount	Category	Count	Amount
Items	272		Suspended	1	35.00
Customer	75		Suspend/Void	0	0.00
No Sales	0		Unsettled Suspend	0	0.00
Drawer Voids	0		Reserve Stop	1	0.00
Login Overrides	0		Reserve Approve	0	0.00
Discounts	9	28.56	Coin Dispenser	0	0.00
Err/Corrects	3	21.58	Vendor Payments	0	0.00
Void Lines	1	1.49	Safe Drop Cancels	0	0.00
Void Tickets	20	241.58	Prepaid Activation	0	0.00
Positive	20	241.58			
Negative	0	0.00			
Prepaid Recharge	0	0.00			
Scanned Coupons					
Ticket Level	0	0.00			

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

### Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	2	27.434	6.36
Pre-Dispensed	1	54.005	27.00
Pre and Post Dispensed	3	81.439	33.36
Tot Codes Redeemed	0		
Tot Codes Earned	0		
Tot Coupons Earned	0		
Tot Free Codes	0		
Tot Free Coupons	0		
Tot Member Ids	0		



**Transaction Timings**

Category	Max	Average
Total	759	0.00
Network	38	0.00
Network Suspended	0	0.00
End of Ticket	160	0.00

**Totals**

Category	Count	Amount
Cash Back Fee	0	0.00
Cancel/Refund Cash Back Fee	0	(0.00)
Debit Fee	0	0.00
Cancel/Refund Debit Fee	0	(0.00)
Fuel Sales		221.57
Merch Sales		839.51
FUEL DISCOUNT		0.00
Refund Taxes		-0.10
Sales Taxes		26.28
Tot Taxes		26.18
Incl Taxes		0.00
Grand Totalizer Begin		30.00
Grand Totalizer End		1375.32
Grand Totalizer Diff		1345.32
Sales Totalizer Begin		15.00
Sales Totalizer End		1102.26
Sales Totalizer Diff		1087.26

The Summary Flash Report provides an overview of all sales from the beginning of the current period up to the time the Flash report is printed.

In a multi-terminal system, the report includes all registers together.

If the necessary parameters are set, the site may have Autocollect Inside. Autocollect transactions that are recalled inside on a POS do not appear in the Autocollect Report. They appear in the fuel totals and in the credit and cash section of that register's Summary Report.

**Note:** In general, Summary Report items that have a \$0.00 balance at the time the report prints or closes, are not included in the report.

## Report Details

### SUMMARY

- **MOP SALES:** The total sales amount by method of payment.
- **MOP CANCEL/REFUNDS:** The total amount of cancelled or refunded transactions. The total is in parentheses because the number is negative.
- **NET SALES TOTAL:** The total amount tendered after cancellations and refunds are deducted.
- **PAYMENT IN:** The total amount of non-sales transactions that added payment to the drawer.
- **PAYMENT OUT:** The total amount of non-sales transactions that removed money from the drawer. The total is in parentheses because the number is negative.
- **TOTAL TO ACCOUNT FOR:** Calculated using the following:
  - + *Net sales total*
  - *Payment out*
  - + *Payment in*

### CASHIER DETAILS

- **MOP SALES:** Summary of sales by method of payment.
  - **CASH:** If a foreign currency is set up in the **Configuration Client > Store Operations > Payment > Currencies** tab, that currency is displayed in the CASH section. If more than one foreign currency is used during the period, only the last currency used is displayed on the report. However, the total includes all currencies entered.
- **MOP CANCEL/REFUNDS:** The total amount of canceled or refunded transactions. The total is in parentheses because the number is negative.
- **PAYMENT OUT:** Summary of transactions in which money is removed from the drawer. The total is in parentheses because the number is negative. If a customer requests cashback on a debit sale, that amount appears here.
  - **PAY OUT:** Money removed from the drawer to purchase an item for the store or to pay a bill. This represents the total of all pay outs. Pay outs are listed separately in the Memo Items section.
  - **CHANGE/CHECK:** The total of cash returned to customers who write a check for more than the amount of the transaction.
  - **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of

payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are listed only if at least one safe drop is done. Safe drops are grouped by method of payment. The total of all safe drops prints.

- **PAYMENT IN:** Summary of non-sales transactions in which payment is added to the drawer. When a customer returns a cashback amount on a debit refund, that amount appears here.
  - **PAY IN:** Cash added to the drawer from a non-sales payment. This represents the total of all pay ins. Pay ins list separately in the Memo Items section.
  - **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.

### MEMO ITEMS

Various transaction-related items that either do not affect totals or have already been counted in totals.

- **#ITEMS:** Quantity of items sold.
  - This number has two decimal places to include items sold by weight.
  - A fuel sale is counted as one item.
  - If a prepay fuel sale has an underrun or is refunded due to a reserve stop, the resulting refund is counted as the same item as the original fuel sale. In other words, this does not increase the number of items.
  - Bottle deposits count as items.
  - Bottle returns are treated as refunded items.
- **#CUSTOMERS:** Number of customers (individual transactions).
  - If a prepay fuel sale has an underrun or is refunded due to a reserve stop, the resulting refund is counted as the same customer and does not increase the total number of customers.
  - A void ticket does not increase the number of customers.
- **#NO-SALES:** Number of times the [NO SALE] key has been pressed.
- **#LOGIN OVERRIDES:** The number of times login overrides were allowed.
- **DISCOUNTS:** Number of times and total amount of discounts. This includes discounts from:
  - Use of the [DISC] , [DISC%] , and [DISC AMT]keys
  - Combo, mix 'n match, fuel, and promotional discounts

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- **ERR/CORRECTS:** Number of times and total amount caused by using the [ERROR CORR] key.
- **VOID LINES:** Number of times and total amount caused by using the [VOID LINE] key. This does not include lines that were voided as part of a void ticket.
- **VOID TICKETS:** Number of times and total amount caused by using the [VOID TICKET] key. This includes a line for positive amounts and a line for negative amounts.
- **SUSPENDED:** Number of times and total amount of suspended transactions. This happens when the [SUSPEND] key is used to suspend and then recall a transaction. If a transaction is suspended more than once, each time the transaction is suspended adds to the total number and amount of suspends.
- **SUSPEND/VOID:** Number of times and total amount of suspended transactions that are voided rather than settled.
- **UNSETTLED SUSPENDS:** The number and amount of transactions that are suspended at the time a period is closed.
- **#SAFE DROP CANCELS:** Number of times a Safe Drop operation is cancelled.

**Note:** After an MOP is entered for the Safe Drop, [EXIT] does not produce a Safe Drop Cancel. Instead a Safe Drop with a reference number of zero occurs. If a number is entered but [EXIT] is pressed instead of an MOP, the Safe Drop is cancelled.

- **UNSOLD PRICE CHECKS:** The number and amount of items that are price checked, but not sold.
- **COIN DISPENSER:** Number of times and total amount dispensed.
- **RESERVE/STOP:** Number of times and total amount caused when a reserve stop function is performed.
- **RESERVE/APPROVE:** Number of times and total amount caused when a reserve approve function is performed.
- **PAY IN:** Each pay in made, its reference number, and the amount paid in. The first 25 pay ins are listed.
- **PAY OUT:** Each pay out made, its reference number, and the amount paid out. The first 25 payouts are listed.
- **VENDOR PAYMENTS:** Number and total amount of payments made to vendors by money order.

## Print POP DISCOUNT TOTALS

This section displays POP discounts applied as pre-dispensed or post-dispensed discounts. It also summarizes total discounts earned and redeemed.

## FUEL TAX EXEMPTION

Totals of fuel taxes that are exempt or added to postpay fuel sales.

- **DESCRIPTION:** Description of the tax as it appears in Configuration Client > Forecourt > Fuel Tax Exempt.
- **CUST:** Number of customers who completed sales qualifying for a tax exemption or addition.
- **VOLUME:** Amount of fuel dispensed for each exempted or added tax.
- **EXMPT AMT:** The total amount exempted or added for each completed fuel sale.

## TRANSACTION TIMINGS

The length of time, in seconds, it took to complete various transactions. Timings are displayed as the longest time it took to complete any one transaction and the average time it took to complete a transaction.

- **TOTAL:** The total time a transaction takes starting from the first item that is entered and ending when the ticket is finished. The ticket can be finished in one of two ways:
  - The drawer is closed.
  - The “Ready for sale” or “NO DUE SALES” prompt returns to the Operator Display if the drawer is not opened for the MOP.
- **NETWORK:** The total time from the moment a card is swiped (or manually entered) to the time a response is received from the host.
- **NETWORK SUSPENDED:** The total time from the moment a card is swiped (or manually entered) to the time the transaction is returned from being suspended. This occurs when a cashier suspends a transaction that is waiting for a network response so that the next customer can be waited on.
- **END OF TICKET:** The total time from the moment the last MOP was entered until the ticket is finished. The ticket can be finished in one of two ways:
  - The drawer is closed.
  - The “Ready for sale” or “NO DUE SALES” prompt returns to the Operator Display if the drawer is not opened for the MOP.

## TOTALS

Summary of totals by fuel, fuel discount, merchandise, and taxes in sales; beginning and ending overall and sales totals.

- **TOTAL FUEL SALES:** Total amount of fuel sold. This amount is the net fuel sales after discounts.
- **TOTAL FUEL DISCOUNT:** Total amount discounted on fuel sales. This item prints only if fuel discounts are used.
- **TOTAL MERCH SALES:** Net amount of merchandise sales.
- **REFUND TAXES:** The total amount of taxes deducted due to refunds.
- **SALES TAXES:** The total amount of taxes for all sales.
- **TOTAL TAXES:** Net amount of taxes collected. This number is the total sales tax amount minus the total refunds tax amount.
- **Sales Totalizer Beginning:** Sales totalizer calculated at the last period close.
- **Sales Totalizer Ending:** Calculated using the following:
  - + *Total Net Department Sales* (Department Report)
  - + *Total Sales Tax* (Tax Report)
  - + *Sales Totalizer Beginning* (Memo Items)
- **Sales Totalizer Difference:** Calculated using the following:
  - + *Sales Totalizer Ending* (Totalizers)
  - *Sales Totalizer Beginning* (Totalizers)
- **Grand Totalizer Beginning:** Grand totalizer calculated from the last period close.
- **Grand Totalizer Ending:** Use the following method to calculate the figure that appears on the report. First, look at the Department Report.
  - Highlight all negative departments (departments that have the “Dept Type #” parameter set to ‘1’) such as bottle returns. These are negative numbers.
  - Add all the numbers up.
  - If the sum is negative, take away the negative (minus) sign.
  - This is the Total Negative Sales.

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Then, perform the following calculation (all figures come from the Summary Report except for the Total Negative Department Sales, which is calculated above):

+ 2 X Total Negative Sales (Calculated)  
+ Total MOP Sales (MOP Sales)  
- Change/Check (Payment Out)  
+ Total MOP Cancel/Refunds (MOP Cancel/Refunds)  
+ 2 X Void Lines (Memo Items)  
+ Void Transactions (Memo Items)  
+ Suspended (Memo Items)  
+ Suspend/Voids (Memo Items)  
+ Discounts (Memo Items)  
+ Grand Totalizer Beginning (Totalizers)

- **Grand Totalizer Difference:** Calculated using the following:

+ Grand Totalizer Ending (Totalizers)  
- Grand Totalizer Beginning (Totalizers)

### **Totalizer Handling**

There are two main differences between the SALES TOTALIZER and the GRAND TOTALIZER. The first difference involves how each is affected by different types of transactions and item sales. The second difference is whether an amount is subtracted from it.

The SALES TOTALIZER difference (ENDING SALES TOTALIZER minus BEGINNING SALES TOTALIZER) reflects NET SALES plus NET TAX. Refunds, discounts and negative sales are subtracted from it along with any applicable taxes. As a result, the Sales Totalizer tracks more closely to actual NET SALES than does the Grand Totalizer.

The GRAND TOTALIZER difference (ENDING GRAND TOTALIZER minus BEGINNING GRAND TOTALIZER) reflects a more complex formula and numbers are never subtracted from it. Because of this one rule, when reconciling the GRAND TOTALIZER to the SALES TOTALIZER (or to other NET SALES-based totals), any amount which would have normally subtracted from the SALES TOTALIZER (refunds, discounts,

## Verifone Commander User Reference

negative sales, etc) will vary by twice its amount when compared to the GRAND TOTALIZER.

	Sales Totalizer	Grand Totalizer*
Std Item Sale	+	+
Std Item Tax	+	+
Std Item Refund	-	+   amount
Std Item Refund Tax	-	+   amount
Neg Item Sale	-	+   amount
Neg Item Tax	-	+   amount
Neg Item Refund	+	+   amount
Neg Item Refund Tax	+	+   amount
Discount Std Item	-	+   amount
Discount Neg Item	+	+   amount
Void Line	Not applicable	+   amount
Void Ticket	Not applicable	+   amount
Suspend Void	Not applicable	+   amount

\* + | amount | indicates that the “absolute value” is added to the GRAND TOTALIZER. For example, if an item is refunded in the amount of \$1.50, the amount added to the GT is \$1.50. Also, if a negative item sale occurs in the amount of \$1.00, then the amount of \$1.00 is added to the GT.

### ALL DCRs

If outside DCRs are enabled, the ALL DCRs section includes information about DCR and cash acceptor sales. This section includes the SUMMARY, CASHIER DETAILS, MEMO ITEMS, and TOTALS sections.



## ALL REGISTERS

If a multi-terminal set up is used, the ALL REGISTERS section includes information about all the terminals, DCRs, and cash acceptors. This section includes the CASHIER DETAILS, MEMO ITEMS, and TOTALS sections.

## PLU Report

The PLU Flash Report calculates all PLU sales that occur from the beginning of the current period up to the time the flash report is printed. If there are PLU exceptions, this report is followed by a PLU Exception Report.

### PLU Report all Cashiers

Store Number: AB123

#### Period Information

Period	Current - Shift - 2
Open Period	2014-10-15 12:31
Close Period	Pending

#### All Cashiers

PLU Number	Description	Price	Cust	Items	Tot Sales	%Sales	Reason Code
00000000011112/000	Coke 500ml	14.85	1	1.000	14.85	1.40	DISCOUNT_SALE
		15.00	11	9.000	135.00	12.72	
		14.80	4	4.000	59.20	5.58	DISCOUNT_SALE
				14.000	209.05	19.70	
00000000011112/001	Coke 1Litre	20.00	1	3.000	60.00	5.65	
00000000022224/001	King Fisher Perm	25.00	1	1.000	25.00	2.36	
00000000046466/000	CAR WASH	4.99	1	1.000	4.99	0.47	DISCOUNT_SALE
		5.00	8	8.000	40.00	3.77	
		4.80	1	1.000	4.80	0.45	DISCOUNT_SALE
				10.000	49.79	4.69	
00000000052566/000	Cable-Special Di	5.00	4	4.000	20.00	1.88	
00000000058582/000	PLU PROMO FOR RE	9.80	2	2.000	19.60	1.85	PROMO_SALE
00000000066662/000	PARLE G-NAXML	11.00	2	2.000	22.00	2.07	MATCH_SALE
00000000066778/000	Bread and Butter	30.00	2	3.000	90.00	8.48	
00000000077774/000	BRITANIA -NAXML	11.00	1	1.000	11.00	1.04	MATCH_SALE
00000000088886/000	Mirinda -NAXML	15.00	1	1.000	15.00	1.41	
00000000088992/000	APPY -NAXML	27.50	1	2.000	55.00	5.18	MATCH_SALE
00000000099981/000	ITEM E	9.98	1	1.000	9.98	0.94	
00002820000789/000	PARLIAMENT LIGHT	6.29	1	1.000	6.29	0.59	
00026200140605/000	SLIM JIM BIG	1.99	1	1.000	1.99	0.19	
00028200003232/000	MARL SMOOTH	5.59	1	1.000	5.59	0.53	
00040000001027/000	SNICKERS SMALL	0.99	2	190.000	188.10	17.73	
00049000000443/000	COKE 20OZ	1.39	2	0.000	0.00	0.00	
00073430005037/000	ZEPHYRHILLS 1L	1.69	1	1.000	1.69	0.16	
00616535001490/000	DJEEP LIGHTER	1.99	1	1.000	1.99	0.19	
Totals				239.000	792.07	74.65	

### Report Details

- **PLU NUMBER:** Identification of the product as it appears in **Configuration Client > Store Operations > PLUs**. This includes the twelve-digit PLU number followed by the three-digit modifier. There is a separate entry for each PLU/modifier combination.

## Verifone Commander User Reference

- **DESCRIPTION:** Description of the product as it appears in the PLU File. Items without descriptions either do not have descriptions assigned in the PLU File, or the item does not exist in the PLU File and was sold with a cashier-assigned price. If the PLU does not exist, it is listed separately in the PLU Exception Report. Items with the description of “OPEN PLU” have no defined price and require the cashier to key a price.
- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of the item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method used to change the price of an item. Line item discounts apply only to non-fuel sales. When Generic Loyalty is in effect, the loyalty host does not return fuel line items in the discount detail data.

PLU Report Reason Codes	
Code	Description
<b>C</b>	The items sold as a part of a combo.
<b>D</b>	A discount is applied to the item. Whether the discount type is set to Percent or Amount on the Configuration Client > Store Operations > Sales Configuration tab determines if the discount is a percentage or amount discount.
<b>M</b>	The item sold as part of a match.
<b>O</b>	The item sold at the dispenser card reader.
<b>P</b>	The item sold with a promotion set up on the Configuration Client > Store Operations > Restrictions > PLU Promotions tab.
<b>PD</b>	A promotion applied to an already discounted item.
<b>PO</b>	The item sold from a dispenser card reader with a promotion.

<b>PV</b>	A price override applied to an item already set up as a promotion. See “PLU Exception Report.”
<b>V</b>	A price override applied to the item.
<b>VD</b>	A price override applied to an already discounted item.

- % SALES: Percent of total sales that the item represents. To find this number, use one of the following formulas.
  - If departments are used, get the “Total Sales” figure from the Department Report:  
*Net Department Sales ÷ Total sales of this item*
  - If PLUs: are used  
*Total PLU Sales ÷ Total sales of this item*
- TOTAL ITEMS SOLD: Total number of items sold as PLUs.
- TOTAL SALES: Total amount of PLU sales.
- % OF TOTAL SALES: Percent of total sales made as PLUs. To find this number, add all the %Sales entries in this report.

### PLU Exception Report

The information contained in this report is intended to be used with the PLU Flash Report that prints just before it. This report lists all PLU sales for which standard pricing was not used. Sales print in the order they occur. If there are no exceptions, then “NO PLU EXCEPTIONS” prints.

#### PLU Exception Report

Store Number: AB123

##### Period Information

Period Current - Day -

Open Period 2014-10-15 12:37

Close Period Pending

##### All Registers

PLU Number	Exception	State	Cashier	Quantity	Org Price	Override Price
0000000011112/000	PRICE_OVERRIDE	SALE		1	15.00	20.00
0000000064316/000	PLU_NOT_FOUND	SALE		1	1.00	

### Report Details

- **PLU NUMBER:** Identification of the product as it appears in Configuration Client > Store Operations > PLUs or as it was entered if it was not found. This includes

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the twelve-digit PLU number followed by the three-digit modifier. There is a separate entry for each exception.

- EXCEPTION: Description of how the price was entered.
  - PLU NOT FOUND: The item does not exist in Configuration Client > Store Operations > PLUs. The cashier entered a price for the item.
  - PRICE OVER: The item has a price set in Configuration Client > Store Operations > PLUs. The cashier used the [PRICE OVER] key to force the sale of the item at another price.
- STATE: Type of transaction in which the exception occurred.
  - REFUND
  - SALE
  - VOID
- CSH#: Number of the cashier who entered the exception.
- QTY: Quantity of the item excepted.
- ORG PRICE: Original price of the item if it exists in Configuration Client > Store Operations > PLUs.
- OVER PRICE: New price of the item as entered by the cashier for a price override.

## PLU Promotion Report

The PLU Promotion Report lists all PLU sales for items that were discounted through a promotion.

### PLU Promo Report by Cashier

Store Number: AB123

#### Period Information

Period	Current - Day - 2
Open Period	2014-10-15 12:31
Close Period	Pending

#### All Cashiers

PLU Number	Description	Price	Cust	Items	Tot Sales	%Sales	Reason Code
0000000058582/000	PLU PROMO FOR REPORT	9.80	2	2,000	19.60	1.80	PROMO SALE
Totals				2,000	19.60	1.80	
Cashier 1 - CORPORATE							
PLU Number	Description	Price	Cust	Items	Tot Sales	%Sales	Reason Code
0000000058582/000	PLU PROMO FOR REPORT	9.80	2	2,000	19.60	1.80	PROMO SALE
Totals				2,000	19.60	1.80	

## Report Details

- PLU NUMBER: Identification of the product as it appears in Configuration Client > Store Operations > PLUs or as it was entered if it was not found.
- DESCRIPTION: Description of the product as it appears in Configuration Client > Store Operations > PLUs. Items without descriptions either do not have

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descriptions assigned, or the item does not exist in the Configuration Client > Store Operations > PLUs and was sold with a cashier-assigned price.

- **CUST:** Number of customers (separate completed transactions) who bought the item. If the item is sold at more than one price, the number of customers who purchased the item at a specific price is listed.
- **ITEMS:** Quantity of the item sold. If the item is sold at more than one price, the quantity of the item sold at a specific price is listed.
- **PRICE:** Price of the item. If the item is sold at more than one price, each price is indicated on a separate line.
- **TOT-SALES:** Total amount collected for sales of this item. If the item is sold at more than one price, the total amount collected at each specific price is listed.
- **RC:** Reason code identifies the method that is used to change the price of an item.

PLU Promo Report Reason Codes	
Code	Description
<b>C</b>	The item was sold as a part of a combo.
<b>D</b>	A discount (percent or dollar as set up on the Configuration Client > Store Operations > Sales Configuration tab) was applied to the item.
<b>M</b>	The item was sold as part of a match.
<b>O</b>	The item was sold at the dispenser card reader.
<b>P</b>	The item sold with a promotion set up on the Configuration Client > Store Operations > Restrictions > PLU Promotions tab.

- **%SALES:** Percent of total sales that this item represents. To find this number, use one of the following formulas.

If you use departments:

$$\text{Net Department Sales} \div \text{Total sales of this item}$$

If you only use PLUs:

$$\text{Total PLU Sales} \div \text{Total sales of this item}$$

## Department Report

The Department Flash Report calculates all department sales that occur from the beginning of the current period up to the time the flash report is printed. In a multi-terminal system, totals for all registers print together.

### Department Report all Cashiers

Store Number: AB123

#### Period Information

Period Current - Day - 2  
 Open Period 2014-10-15 12:31  
 Close Period Pending

#### All cashiers

Dept#	Description	Cust#	Items	% of Sales	Gross	Refunds	Discounts	Net Sales
1	TAXABLE	8	194.000	19.47	213.47	1.39	0.40	211.68
2	NONTAXABLE	6	9.000	10.00	121.69	0.00	13.00	108.69
15	BEER	1	1.000	2.30	25.00	0.00	0.00	25.00
17	CIGARETTES	2	3.000	2.01	21.88	0.00	0.00	21.88
19	CHEWING TOBACC	1	1.000	0.92	10.00	0.00	0.00	10.00
25	SOFT DRINKS	20	21.000	30.27	359.20	15.00	15.15	329.05
56	MONEYTRNSFEE	1	0.005	1.15	12.50	0.00	0.00	12.50
97	AT FOR PRICING	3	1.005	1.30	14.17	0.00	0.00	14.17
99	Fractional-Qua	1	0.050	0.07	0.75	0.00	0.00	0.75
654	PLU NOT FOUND	2	2.000	0.55	6.00	0.00	0.00	6.00
4545	Car-Wash Depar	10	10.000	4.58	49.80	0.00	0.01	49.79
9526	Special Discou	2	2.000	0.92	10.00	0.00	0.00	10.00
9989	MONEY ORDER	1	1.000	0.92	10.00	0.00	0.00	10.00
9995	PLUS UNLEADED	1	1.000	0.92	9.98	0.00	0.00	9.98
9997	DIESEL	1	1.000	0.92	10.00	0.00	0.00	10.00
9998	MANUAL FUEL DE	28	28.000	18.54	201.59	0.00	0.00	201.59
9999	FUEL DEPOSIT	0	0.000	0.00	0.00	0.00	0.00	0.00
Neg			1.005		14.17	0.00	0.00	14.17
Other			274.055		1,061.86	16.39	28.56	1,016.91
Totals			275.060	94.85	1,076.03	16.39	28.56	1,031.08

### Report Details

- **DEPT#:** Four-digit identification of the product as it appears on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.
- **DESCRIPTION:** Description of the product as it appears on the Configuration Client > Merchandise Sales > Merchandise > Departments tab.
- **CUST:** Number of customers (separate completed transactions) who bought the item.
- **ITEMS:** Quantity sold of this item.
- **%OF SALES:** Percent of total sales this department represents. To find this number, use the following formula.

*Total Department Sales ÷ Total sales of this item*

- **GROSS:** Total amount collected for sales of a department.
- **REFUNDS:** Total amount refunded for items returned in a department.

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- **DISCOUNTS:** Total amount discounted for items sold in a department. These include discounts from:
  - Use of the *[DISC]* , *[DISC%]* , and *[DISC AMT]*keys
  - Combo, mix 'n match, fuel, and promotional discounts
  - POP discounts
- Note:** “Price Overrides” appear in the *PLU Exceptions Report*.
- **NET SALES:** Total amount of items sold in a department.
- **NEG DEPTS:** The totals for negative department sales.
- **OTHER DEPTS:** The totals for other department sales.
- **TOTAL:** The totals for each category in the report except number of customers.

## Deal Report

The Deal Flash Report calculates all combo and mix 'n match sales that occur from the beginning of the current period up to the time the flash report prints.

Deal Report					Store Number: AB123
<b>Period Information</b>					
Period	Current - Day - 2				
Open Period	2014-10-15 12:31				
Close Period	Pending				
<b>Combo Deals</b>					
C#	Description	Cust#	Combo#	Total Sales	
1	BISCUIT COMBO LI	2	3	33.00	
Total		2	3	33.00	
<b>Mix-Match Deals</b>					
M#	Description	Cust#	Match#	Total Sales	
1	Mix and Match fo	1	2	55.00	
Total		1	2	55.00	

## Report Details

### Combo Deals

- **C#:** Combo number as it appears on the Configuration Client > Promos and Discounts > Combo Maintenance tab.
- **DESCRIPTION:** Name of the combo as it appears on the Configuration Client > Promos and Discounts > Combo Maintenance tab.
- **#CUST:** Number of customers (separate completed transactions) who bought combos.
- **#COMBOS:** The number of combos sold.



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- **TOTAL SALES:** The total sales in dollars of combo deals.

### Mix-N-Match Deals

- **M#:** Match number as it appears on the Configuration Client > Promos and Discounts > Mix & Match Maintenance tab.
- **DESCRIPTION:** Name of the Match as it appears on the Configuration Client > Promos and Discounts > Mix & Match Maintenance tab.
- **#CUST:** Number of customers (separate completed transactions) who bought matches.
- **#MATCH:** The number of matches sold.
- **TOTAL SALES:** The total sales in dollars of mix-n-match deals.

### Totals for all Deals

- **#CUST:** Number of customers (separate completed transactions) who bought combos and matches.
- **#COMBO / #MATCH:** The total number of combos and matches sold.
- **TOTAL SALES:** The total sales in dollars of combo and mix-n-match deals.

## Category Report

The Category Flash Report calculates all category sales that occur from the beginning of the current period up to the time the flash report prints.

### Category Report all Cashiers

Store Number: AB123

#### Period Information

Period	Current - Day - 2
Open Period	2014-10-15 12:31
Close Period	Pending

#### All cashiers

Cat#	Description	Cust#	Items	% of Sales	Net Sales
9995	TEST MDSE	12.00	12.00	6.42	69.77
9999	FUEL DEPOSIT	28.00	28.00	18.54	201.59
Totals			40.00	24.96	271.36

### Report Details

- **CAT#:** Four-digit identification of the product as it appears in the Category File.
- **DESCRIPTION:** Description of the product as it appears in the Category File.
- **CUST:** Number of customers (separate completed transactions) who bought items in this category.



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- ITEMS: Quantity of this category sold.
- NET SALES: Total amount of items sold in this category. This amount is the total minus any discounts.
- %OF SALES: Percent of total sales the category represents. To find this number, use the following formula.  

$$\text{Total Dept. Net Sales} \div \text{Total sales of this category}$$
- TOTAL: The total of each category in the report except number of customers.

## Tax Report

The Tax Flash Report calculates the taxes on sales that occur from the beginning of the current period up to the time the flash report prints.

Tax Report by Register								Store Number: AB123
<b>Period Information</b>								
Period	Current - Day - 2							
Open Period	2014-10-15 12:31							
Close Period	Pending							
<b>All Registers</b>								
Name	Tax Rate	Act-Rate	Tax Sales	Non-Tax Sales	Refund Taxes	Sales Taxes	Tot Taxes	
FLORIDA	7.000	7.001%	373.94	713.14	-0.10	26.28	26.18	
Totals					-0.10	26.28	26.18	
<b>Register 9</b>								
Name	Tax Rate	Act-Rate	Tax Sales	Non-Tax Sales	Refund Taxes	Sales Taxes	Tot Taxes	
Totals					0.00	0.00	0.00	
<b>Register 101</b>								
Name	Tax Rate	Act-Rate	Tax Sales	Non-Tax Sales	Refund Taxes	Sales Taxes	Tot Taxes	
FLORIDA	7.000	7.001%	373.94	638.14	-0.10	26.28	26.18	
Totals					-0.10	26.28	26.18	
<b>Register 901</b>								
Name	Tax Rate	Act-Rate	Tax Sales	Non-Tax Sales	Refund Taxes	Sales Taxes	Tot Taxes	
Totals					0.00	0.00	0.00	

\* Registers without activity have been omitted from this report

## Report Details

- NAME: Name of the tax as assigned on the Configuration Client > Store Operations > Payment > Tax Rates tab. Each of the following report items repeat for each tax defined.
- TAX-RATE: Value entered in the 'Rate' parameter on the Configuration Client > Store Operations > Payment > Tax Rates tab.

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- **ACT-RATE:** Actual tax rate percentage collected against the total taxable sales for this tax name. The following equation is used to calculate the actual rate:  
$$\text{Actual Rate} = (\text{Taxes} \div \text{Taxable Sales}) \times 100$$
- **TAXABLE-SALES:** Sum of all item prices that were taxed by this tax name.
- **TAXES:** Sum of all taxes collected for this tax name.
- **NON-TAX SALES:** Sum of all item prices not taxed by this tax name.
- **REFUND TAXES:** The total amount of taxes deducted due to refunds.
- **SALES TAXES:** The total amount of taxes for all sales.
- **TOTAL SALES TAX:** Net amount of taxes collected. This number is the total sales tax amount minus the total refunded tax amount.

## N/W Product Report

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

### Network Product Report

Store Number: AB123

#### Period Information

Period	Current - Day - 2
Open Period	2014-10-15 12:31
Close Period	Pending

Product	Description	Quantity	Count	Tot Sales
1	UNLEADED 1	139.575	22	128.18
2	UNLEADED 2	2.976	1	5.95
3	UNLEADED 3	2.000	1	6.00
7	UNLEADED PLUS METH		3	10.00
102	CAR WASH		8	40.00
409	GENERAL MERCHANDISE		7	105.00
900	DISCOUNT 1		11	-8.26
950	TAX 1		3	0.70
Totals				287.57

### Report Details

- **PRODUCT:** Fuel product number as it is set up on the Configuration Client > Forecourt > Fuel Configuration > Fuel Products tab.
- **DESC:** The name of the fuel product. This name is set up on the Configuration Client > Forecourt > Fuel Configuration > Fuel Products tab.
- **QTY:** The amount of fuel dispensed.
- **CNT:** The number of credit fuel sales for each fuel product.
- **TOTAL\$:** The total amount sold for all credit fuel sales.

## E-Safe Day Report

The E-Safe Day Report summarizes the E-Safe Drop and E-Safe Loan data reported from the E-Safe and the POS. It also reports the differences in both the reports.

### E-Safe Day Report

Store Number: AB123

Period Information				
Period	Closed - Day - 1			
Open Period	2016-02-10 08:21			
Close Period	2016-02-15 00:46			

E-Safe Id	E-Safe Day	E-Safe Shift Range		
1	1	0		

E-Safe Drop Total				
E-Safe Id	ENVELOPE CASH	ENVELOPE CHECK	ENVELOPE FOODSTAMP	CASSETTE CASH
1	7.00	0.00	0.00	0.00

E-Safe Loan Total	
E-Safe Id	COINS VENDED
1	0.09

POS Safe Drop Total	
E-Safe Id	POS CASH
1	7.00

POS Safe Loan Total	
E-Safe Id	POS CASH
1	0.08

Differences - Safe Drop				
E-Safe Id	POS Safe Drop Total	E-Safe Drop Total	Difference	
1	7.00	7.00	0.00	

Differences - Safe Loan				
E-Safe Id	POS Safe Loan Total	E-Safe Loan Total	Difference	
1	0.08	0.09	-0.01	

## E-Safe Content Report

E-Safe Content Report prints current contents of the E-Safe as reported by the safe.

## CONTENT REPORT

### SUMMARY

Number of Bill Acceptors	:	2
Total Amount in BillAcceptors:		5.00
Vault Drop Total	:	1544.91
Vault ReserveChangeFund Total:		0.00
Vault Courier Tray Total	:	0.00
Number of Hoppers	:	8
Total Amount In Hoppers	:	1.81

### BILL ACCEPTOR CONTENTS

#### Bill Acceptor 1

Denomination	NoteCount	Amount
\$1	5	5.00
(Total)		5.00

#### Bill Acceptor 2

Denomination	NoteCount	Amount
(Total)		0.00

### VAULT CONTENTS

#### Vault Drop

(Cash)	:	533.41
(Check)	:	398.00
(Other)	:	613.50

#### Reserve Change Fund

(Cash)	:	0.00
(Check)	:	0.00
(Other)	:	0.00

#### Courier Tray

(Cash)	:	0.00
(Check)	:	0.00
(Other)	:	0.00

### COIN CONTENTS

Hopper#	CoinValue	Count	TotalAmt
1	\$0.01	6	\$0.06
2	\$0.10	5	\$0.50
3	\$0.00	0	\$0.00
4	\$0.00	0	\$0.00
5	\$0.10	0	\$0.00
6	\$0.25	5	\$1.25
7	\$0.00	0	\$0.00
8	\$0.00	0	\$0.00

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-----

## Network Card Report

The Network Flash Report lists the network transactions by batch, terminal, and card type and summarizes all totals.

### Report Details

- **TOTALS SUMMARY:** A summary of the number and amount of each type of credit or debit transaction and the total net amount of credit and debit sales.
- **TYPE:** The type of network transaction performed.
- **COUNT:** The number of transactions for each type of network sales type.
- **AMOUNT:** The total amount of network sales transactions.
- **TOTALS BY BATCH:** Summary of network transactions in each batch by terminal and card type.

## Proprietary Network Reports

**Note:** This report can also be used with the full-serve attendant tracking option.

The Proprietary Network Flash Reports summarize sales and refunds made on proprietary cards and include sales organized by product code.

Proprietary Network Card Report						Store Number: AB123
<b>Period Information</b>						
Period	Current - Day - 2					
Open Period	2014-10-15 12:31					
Close Period	Pending					
<b>All registers</b>						
Number	Name	# Charges	Amount	# Corrections	Amount	
1	MANN01	1	15.00	0	0.00	
Totals		1	15.00	0	0.00	
<b>Register 101</b>						
Number	Name	# Charges	Amount	# Corrections	Amount	
1	MANN01	1	15.00	0	0.00	
Totals		1	15.00	0	0.00	
<small>* Registers without activity have been omitted from this report</small>						

### Report Details

- **NAME:** Name of the proprietary card used.
- **CNT:** The total number of sales and refunds for each proprietary card type.
- **SALES:** The total sale amount for each proprietary card type.
- **REFUNDS:** The total refund amount for each proprietary card type.

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- **PROD DESC:** The product code of the item sold.
- **VOLUME CNT:** The total number of times each product code type is used.
- **SALES:** The total sale amount for each product code type.

### Fuel SL/Price Level Report

The SL/Price Level Flash Report lists gross fuel sales by service level (SL) and price level that occur from the beginning of the current period up to the time the flash report is printed.

Service levels are defined on the **Configuration Client > Forecourt > Fuel Configuration > Fuel Service Levels** tab. The gross volume and amount for each service level used during the period is calculated as a subtotal.

#### Fuel Service Level/ Price Level Report

Store Number:  
AB123

Price level	# of Sales	Volume	Amount
<b>Service Level 1 - SELF</b>			
CASH	2	71.427	75.00
CRED	15	135.556	133.55
Total	17	206.983	208.55
Overall Total	17	206.983	208.55

#### Report Details

- **VOLUME:** Volume of fuel pumped at the service level and price level. Repeats for each SL/price level combination.
- **AMOUNT:** Amount of fuel pumped at the service level and price level. Repeats for each SL/price level combination.
- **TOTAL:** Total volume and amount of fuel sold during the period.

### Fuel PR/Price Level Report

The PR/Price Level Flash Report lists gross fuel sales by fuel product (PR) and price level that occur from the beginning of the current period up to the time the flash report is printed.

Fuel products are defined on the **Configuration Client > Forecourt > Fuel Configuration > Fuel Products** tab. Only the products actually sold print. The gross volume and amount for each product sold during the period is calculated as a subtotal.

## Fuel Product/ Price Level Report

Store Number:  
AB123

Price level	# of Sales	Volume	Amount
<b>Fuel Product 1 - UNLD1</b>			
CASH	2	71.427	75.00
CRED	13	130.580	121.60
Total	15	202.007	196.60
<b>Fuel Product 2 - UNLD2</b>			
CRED	1	2.976	5.95
Total	1	2.976	5.95
<b>Fuel Product 3 - UNLD3</b>			
CRED	1	2.000	6.00
Total	1	2.000	6.00
Overall Total	17	206.983	208.55

### Report Details

- **VOLUME:** Volume of fuel product pumped and the price level at which it was sold. Repeats for each PR/price level combination.
- **AMOUNT:** Amount of fuel pumped at the product and price level. Repeats for each PR/price level combination.
- **TOTAL:** Total volume and amount of fuel sold during the period.

## Fuel Tier/PR Report

The Tier/PR Flash Report lists gross fuel sales by price tier and fuel product (PR) that occur from the beginning of the current period up to the time the flash report prints.

## Fuel Tier/ Product Report

Store Number:  
AB123

Product	# of Sales	Volume	Amount
<b>Tier 1 - NORMAL</b>			
UNLD1	15	202.007	196.60
UNLD2	1	2.976	5.95
UNLD3	1	2.000	6.00
Total	17	206.983	208.55
Overall Total	17	206.983	208.55

### Report Details

- **TIER#:** Price tier (1 or 2) at which fuel is sold. Price tiers are set in Configuration Client > Forecourt > Fuel Prices. The gross volume and amount for each price tier sold during the period calculates as a subtotal. Only the tiers actually used print.
- **Product:** Fuel product sold at the price level. Fuel products are defined on the Configuration Client > Forecourt > Fuel Configuration > Fuel Products tab.

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- VOLUME: Volume of fuel pumped for the price tier and product combination.
- AMOUNT: Amount of fuel pumped for the price tier and product combination.
- TOTAL: Total volume and amount of fuel sold during the period.

## Fuel Tank Report

The Tank Flash Report lists all fuel sales by fuel tank that occur from the beginning of the current period up to the time the flash report prints.

### Tank Monitor Report

Store Number:  
AB123

#### Period Information

Period	Current - Shift - 2
Open Period	2014-10-15 12:31
Close Period	Pending

#### Inventory

Tank	Inventory Date	Level	Volume	Temp	Ullage	Water
1 (tank01)	2014-10-16 17:01	16.00	3300	72.0	1700	1.0
2 (tank02)	2014-10-16 17:01	16.00	3300	72.0	1700	1.0
3 (tank03)	2014-10-16 17:01	16.00	3300	72.0	1700	1.0

#### Leak

Tank	Test Start	Beg vol	Temp Chg	Hour	Leak Change
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#### Alarm History

Location	Alarm Type	Alarm Date	Tank#
External			
External			

#### Delivery Info

Tank#	Start Date	End Date	Vol	Temp	Vol	Temp
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#### Alarm Status

Tank#	Leak	High Water	Over Fill	Low Limit	Theft
1	OFF	OFF	OFF	OFF	OFF
2	OFF	OFF	OFF	OFF	OFF
3	OFF	OFF	OFF	OFF	OFF

External Input Status: OFF

#### Auto-Trans Flag

Tank#	Leak	High Water	Over Fill	Low Limit	Theft	Delivery Start	Delivery End
1	OFF	OFF	OFF	OFF	OFF	OFF	OFF
2	OFF	OFF	OFF	OFF	OFF	OFF	OFF
3	OFF	OFF	OFF	OFF	OFF	OFF	OFF

External Input Flags-Closed: OFF Open: OFF

## Report Details

- Tank Name: Each tank that sold fuel lists.
- VOLUME: Volume of fuel pumped from the tank.
- AMOUNT: Amount of fuel pumped from the tank.

**Note:** *Blending Sites: When some of the contents of a tank is used in a blended product, the price of the blended product is used to calculate the amount for the tank volume used in the blended product.*

- TOTAL: Total volume and amount of fuel sold during the period.



## Fuel Autocollect Report

The Fuel Autocollect Flash Report lists gross fuel sales by method of payment that were made, but not paid into the register. Fuel sites that have an employee outside to collect sales directly from the customer at the pump use this method.

If 'Autocollect Inside' is selected in **Configuration Client > Forecourt > Fuel Config > Site Parameters**, autocollect transactions that are recalled inside on a POS do not display on the Autocollect Report; they appear in the fuel totals and in the credit and cash section.

To log autocollects, the 'Auto Collect' parameter on the Configuration Client > Forecourt > Fuel Config > Fueling Positions tab must be set to ALL or CASH for each pump at which payment is directly received.

Fuel Autocollect Report			
Store Number: AB123			
Period Information			
Period	Current - Day - 2		
Open Period	2014-10-15 12:31		
Close Period	Pending		
Price level	# of Sales	Volume	Amount
Total	0	0.000	0.00

### Report Details

- Method of Payment: Gross volume and amount for each method of payment autocollected.
- VOLUME: Gross volume dispensed and autocollected for each method of payment.
- AMOUNT: Gross amount collected for each method of payment.
- TOTAL: Total gross volume and amount of fuel sold through autocollect methods.

## Fuel FP/Hose Report

The FP/Hose Flash Report lists gross fuel sales by fueling point (FP) that occur from the beginning of the current period up to the time the flash report prints.

## Fueling Position/ Product (Hose) Report

Store Number:  
AB123

Period Information	
Period	Current - Shift - 2
Open Period	2014-10-15 12:31
Close Period	Pending

Product	# of Sales	Volume	Amount
<b>Fueling Position 1</b>			
UNLD1	6	86.783	84.33
UNLD2	1	2.976	5.95
Total	7	89.759	90.28
<b>Fueling Position 2</b>			
UNLD1	2	15.597	15.59
Total	2	15.597	15.59
<b>Fueling Position 3</b>			
UNLD1	3	80.442	77.51
UNLD3	1	2.000	6.00
Total	4	82.442	83.51
<b>Fueling Position 4</b>			
UNLD1	2	10.185	10.17
Total	2	10.185	10.17
<b>Fueling Position 5</b>			
UNLD1	1	3.000	3.00
Total	1	3.000	3.00
<b>Fueling Position 9</b>			
UNLD1	1	6.000	6.00
Total	1	6.000	6.00
Overall Total	17	206.983	208.55
<b>Product Totals</b>			
UNLD1	15	202.007	196.60
UNLD2	1	2.976	5.95
UNLD3	1	2.000	6.00
Overall Total	17	206.983	208.55

### Report Details

- **FUELING POINT #:** Gross fuel and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **VOLUME:** Gross volume dispensed for each product at the fueling point.
- **AMOUNT:** Gross amount collected for each product at the fueling point.
- **TOTAL:** Gross volume and amount of fuel sold.
- **PRODUCT TOTALS:** Gross fuel and amount dispensed by each product. The total gross volume and amount is calculated.

### Fuel FP/Hose Running Report

The FP/Hose Running Flash Report lists gross fuel sales by fueling point (FP) that occur from the time the fueling point is started (reset to zero) up to the time the flash report prints.

## Fueling Position/ Product (Hose) Running Report

Store Number:  
AB123

### Period Information

Period	Current - Day - 2
Open Period	2014-10-15 12:31
Close Period	Pending

Product	# of Sales	Volume	Amount
<b>Fueling Position 1</b>			
UNLD1	6	86.783	84.33
UNLD2	1	2.976	5.95
Total	7	89.759	90.28
<b>Fueling Position 2</b>			
UNLD1	2	15.597	15.59
Total	2	15.597	15.59
<b>Fueling Position 3</b>			
UNLD1	3	80.442	77.51
UNLD3	1	2.000	6.00
Total	4	82.442	83.51
<b>Fueling Position 4</b>			
UNLD1	2	10.185	10.17
Total	2	10.185	10.17
<b>Fueling Position 5</b>			
UNLD1	1	3.000	3.00
Total	1	3.000	3.00
<b>Fueling Position 9</b>			
UNLD1	1	6.000	6.00
Total	1	6.000	6.00
Overall Total	17	206.983	208.55
<b>Product Totals</b>			
UNLD1	15	202.007	196.60
UNLD2	1	2.976	5.95
UNLD3	1	2.000	6.00
Overall Total	17	206.983	208.55

### Report Details

- **FUELING POINT #:** Gross fuel and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **VOLUME:** Gross volume dispensed for each product at the fueling point.
- **AMOUNT:** Gross amount collected for each product at the fueling point.
- **PRODUCT TOTALS:** Total gross fuel and amount dispensed by each product. The total gross volume and amount is calculated.

### Fuel Dispenser Report

The Dispenser Flash Report lists fuel sales by fueling point (FP) that occur from the time the dispenser is started (reset to zero) up to the time the flash report prints. This information is received directly from the totals kept by the dispenser.

# Verifone Commander User Reference

## Dispenser Report

Store Number:  
AB123

### Period Information

Period Current - Day - 2  
 Open Period 2014-10-15 12:31  
 Close Period Pending

Product	# of Sales	Volume	Amount
<b>Fueling Position 1</b>			
UNLD1	0	0.000	0.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	0.000	0.50
<b>Fueling Position 2</b>			
UNLD1	0	15,000.000	1,500,000.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	15,000.000	1,500,000.50
<b>Fueling Position 3</b>			
UNLD1	0	8,600.000	860,000.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	8,600.000	860,000.50
<b>Fueling Position 4</b>			
UNLD1	0	0.000	0.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	0.000	0.50
<b>Fueling Position 5</b>			
UNLD1	0	0.000	0.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	0.000	0.50

<b>Fueling Position 6</b>			
UNLD1	0	0.000	0.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	0.000	0.50
<b>Fueling Position 7</b>			
UNLD1	0	0.000	0.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	0.000	0.50
<b>Fueling Position 8</b>			
UNLD1	0	0.000	0.02
UNLD2	0	0.000	0.04
UNLD3	0	0.000	0.06
UNLD4	0	0.000	0.08
DIESL	0	0.000	0.14
KERSN	0	0.000	0.16
Total	0	0.000	0.50
Overall Total	0	23,600.000	2,360,004.00

<b>Product Totals</b>			
UNLD1	0	23,600.000	2,360,000.16
UNLD2	0	0.000	0.32
UNLD3	0	0.000	0.48
UNLD4	0	0.000	0.64
DIESL	0	0.000	1.12
KERSN	0	0.000	1.28
Overall Total	0	23,600.000	2,360,004.00

### Report Details

- **FUELING POINT #:** Total fuel and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **VOLUME:** Total volume dispensed for each product at the fueling point.
- **AMOUNT:** Total amount collected for each product at the fueling point.
- **PRODUCT TOTALS:** Total volume and amount dispensed of each fuel product for all fueling points.

### Fuel Blend Product Report

The Blend Product Flash Report lists blended fuel sales that occur from the time the dispenser or dispenser controller started to the time the flash report is run. The report divides the fuel sales into sales of pure fuel products and sales of blended products.

The information is received directly from the dispenser. Totals are reset only if the dispenser or dispenser controller is reset.

No information prints if blended fuel is not used. Blended fuel is defined on the Configuration Client > Forecourt > Fuel Config > Fuel Products tab.

Blend Report		Store Number: AB123		
<b>Period Information</b>				
Period	Current - Day - 2			
Open Period	2014-10-15 12:31			
Close Period	Pending			
Fuel Point	Pure Product Tank	Volume		
Total		0.000		
Blend Product				
Product	Tank 1	% Tank 1	Tank 2	% Tank 2
UNLD1	tank02	30	tank01	70

### Report Details

#### PURE PRODUCT

This section of the report lists the blended products as they are defined on the Configuration Client > Forecourt > Fuel Config > Fuel Products tab.

- **FUELING POINT #:** Product, total volume for the product, and subtotal for all products of the fueling point, repeated for each fueling point fuel is sold and for all fueling points together.
- **PROD:** Each pure product used to create a blended product.
- **VOLUME:** Volume of the pure product dispensed from the fueling point.

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- **TOTAL:** Subtotal for the total pure product dispensed for each fueling point and total of all pure product sales.

## BLEND PRODUCT

This section of the report lists the blended products as they are defined in the Product Configuration function in Fuel Manager mode.

- **PROD:** Blended product created by blending two pure products.
- **PROD1:** The tank name of the first pure product used to make the blended product.
- **%PROD1:** The percent of the first pure product (PROD1) used to make the blended product.
- **PROD2:** The tank name of the second pure product used to make the blended product.
- **%PROD2:** The percent of the second pure product (PROD2) used to make the blended product.

## Fuel Tank Report

The Fuel Tank report lists information gathered from a tank level sensor. This report is available only if a tank level sensor is installed in the tanks.

Tank Monitor Report							Store Number: AB123
<b>Period Information</b>							
Period	Current - Shift - 2						
Open Period	2014-10-15 12:31						
Close Period	Pending						
<b>Inventory</b>							
Tank	Inventory Date	Level	Volume	Temp	Ullage	Water	
1 (tank01)	2014-10-16 17:01	16.00	3300	72.0	1700	1.0	
2 (tank02)	2014-10-16 17:01	16.00	3300	72.0	1700	1.0	
3 (tank03)	2014-10-16 17:01	16.00	3300	72.0	1700	1.0	
<b>Leak</b>							
Tank	Test Start	Beg vol	Temp Chg	Hour	Leak Change		
<b>Alarm History</b>							
Location	Alarm Type	Alarm Date	Tank#				
External							
External							
<b>Delivery Info</b>							
Tank#	Start Date	End Date	Vol	Temp	Vol	Temp	
<b>Alarm Status</b>							
Tank#	Leak	High Water	Over Fill	Low Limit	Theft	External Input Status: OFF	
1	OFF	OFF	OFF	OFF	OFF	OFF	
2	OFF	OFF	OFF	OFF	OFF	OFF	
3	OFF	OFF	OFF	OFF	OFF	OFF	
<b>Auto-Trans Flag</b>							
Tank#	Leak	High Water	Over Fill	Low Limit	Theft	Delivery Start	Delivery End
1	OFF	OFF	OFF	OFF	OFF	OFF	OFF
2	OFF	OFF	OFF	OFF	OFF	OFF	OFF
3	OFF	OFF	OFF	OFF	OFF	OFF	OFF

## **Report Details**

### **INVENTORY**

- TANK#: Tank number. Tank reports print in tank number order.
- DATE: Date and time the report runs.
- TANK NAME: Name of tank as assigned in the Tank Names function in Fuel Manager mode.
- LEVEL: Fuel level in inches.
- VOLUME: Fuel volume in gallons.
- TEMP: Temperature in degrees Fahrenheit.
- ULLAGE: Unused tank capacity in gallons.
- WATER: Water level.

### **LEAK**

- TANK#: Tank number on which the test is run.
- Started: Date and time the test is run.
- Hr1 - Hr8: Number of hours of leak data.
- “Leak Test is OFF/No leak data to report.”: This phrase appears instead of the data if the leak test is not running.
- “Leak Test is ON/No leak data to report.”: This phrase appears instead of the data if the leak test has not been running for the minimum time set for collecting data.

### **ALARM HISTORY**

- Prints in tank number order.
- HIGH WATER: Date and time of the last three high water alarms.
- LOW LIMIT: Date and time of the last three low limit alarms.

### **DELIVERY**

- Tank: Prints in tank number order.
- Del: Delivery report number. The report can contain 0 - 10 deliveries.
- Begin: Volume in gallons and temperature in degrees Fahrenheit at the beginning of delivery.
- End: Volume in gallons and temperature in degrees Fahrenheit at the end of delivery.

## **ALARM STATUS**

- TANK#: Printed in tank number order.
- Alarm Status: The status (“OFF” or “ON”) of the following alarms:
  - Leak
  - High Water
  - Overfill
  - Low Limit
  - Theft

## **AUTO-TRANS FLAG**

- TANK#: Printed in tank number order.
- Auto-transmit Flag Status: The status (“OFF” or “ON”) of the following flags:
  - Leak Alarm
  - High Water Alarm
  - Overfill Alarm
  - Low Limit Alarm
  - Theft Alarm
  - Delivery Start
  - Delivery End

## **Print Tank Reconciliation Report**

The Tank Reconciliation Report displays the inventory in gallons of fuel in each tank and compares the beginning inventory to the ending inventory. Reconcile the inventory at the end of each day to aid in tracking starting inventory from the previous day, deliveries, and dispensed fuel.



## Tank Reconciliation Report

Store Number: AB123

### Period Information

Period	Current - Day - 2
Open Period	2014-10-15 12:31
Close Period	Pending

### Begin Inventories

Tank#	Date	Time	Volume	Total
Inventory 1	2014-10-16	18:03:00	3300	
Inventory 2	2014-10-16	18:03:00	3300	
Inventory 3	2014-10-16	18:03:00	3300	
			Starting Inventory	9900

### Deliveries

Tank#	Date	Time	Volume	Total
Del - 1	2014-10-16	18:03:00	0	
Del - 2	2014-10-16	18:03:00	0	
Del - 3	2014-10-16	18:03:00	0	
			Deliveries	0

### Dispensed

Tank#	Volume	Total	
Dispensed 1	0.000		
Dispensed 2	0.000		
Dispensed 3	0.000		
		Dispensed	0.000

### Ending Inventories

Tank#	Date	Time	Volume	Total
Inventory 1	2014-10-16	18:03:00	3300	
Inventory 2	2014-10-16	18:03:00	3300	
Inventory 3	2014-10-16	18:03:00	3300	
			Ending Inventory	9900
			Discrepancy	0.000

## Report Details

- Tank: All tanks list in tank number order.
- Date: Date the inventory is taken, beginning and ending.
- Time: Time the inventory is taken, beginning and ending.
- Volume: Volume of fuel:
  - Measured in each tank when the inventory is taken.
  - Delivered to each tank.
  - Dispensed from each tank.
- Total:
  - Starting Inventory: The total amount of fuel contained in the tanks when the beginning inventory is taken.
  - Deliveries: The total amount of fuel delivered and placed in the tanks is added to the inventory.
  - Fuel Dispensed: The total amount of dispensed fuel is subtracted from the inventory.
  - Fuel Due: The total amount of fuel dispensed without payment.

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- Ending Inventory: The total amount of fuel contained in the tanks when the ending inventory is taken.
- Discrepancy: The amount of fuel unaccounted for by the inventory. (Discrepancy = Starting Inventory + Deliveries - Dispensed - Ending Inventory)

## Print Carwash Pay Point Report

The Car Wash Report summarizes car wash sale activity and totals.

### Report Details

- COIN: The total amount collected at the coin box outside the car wash.
- TOKEN: The total dollar value of tokens collected at the coin box outside the car wash.
- WASHES USED: The total amount of car washes.

## DCR Statistical Report

The DCR Statistical Report prints a summary of fuel sales at the dispenser card readers (DCRs). The report summarizes fuel sales minus cancelled transactions and under-dispensed sales for each DCR configured and totals all DCR fuel sale activity.

DCR Statistical Report							Store Number: AB123
<b>Period Information</b>							
Period	Current - Day - 2						
Open Period	2014-10-15 12:31						
Close Period	Pending						
DCR Number	# of Sales	Amount	Volume	Pump %	All DCR %	All Fuel %	
1	5	75.00	77.446	83.07	100.00	33.17	
Total	5	75.00	77.446				

### Report Details

- #CUST: The number of customers at a DCR.
- VOLUME: The amount of fuel dispensed at a DCR.
- AMOUNT: The sale amount of fuel dispensed at a DCR.
- %FP: The total percent of DCR activity at a specific fueling point.
- %DCR: The percent of all dispenser card reader sales dispensed at a specific DCR.
- %FUEL: The percent of all fuel sales dispensed at a specific DCR.

## Cash Acceptor Report

The Cash Acceptor Report prints a summary of sales at the cash acceptors. The report summarizes the sales for each cash acceptor configured and totals all cash acceptor sales activity.

Cash Acceptor Report		Store Number: AB123	
<b>Period Information</b>			
Period	Current - Shift - 2		
Open Period	2014-10-15 12:31		
Close Period	Pending		
Cash acceptor	# of Sales	Amount accepted	Amount sold
Total	0	0.00	0.00

### Report Details

- CASH ACCEPTOR: The number of the cash acceptor.
- #CUST: The number of customers at a cash acceptor.
- DOLLARS ACCEPTED: The total amount of money accepted.
- DOLLARS SOLD: The total value of sales.
- BILL COUNT: The number of bills accepted. An asterisks symbol (\*) in the Bill Count column indicates the cash acceptor was opened since the last Close Daily.

## Fuel FP/Hose Test Report

The FP/Hose Test Flash Report lists simulated fuel sales by fueling point (FP) that occur from the time the fueling point is started (reset to zero) up to the time the flash report prints.

## Fueling Position/ Product (Hose) Test Report

Store Number:  
AB123

### Period Information

Period Current - Day - 2  
 Open Period 2014-10-15 12:31  
 Close Period Pending

Product	Count	Volume	Amount
<b>Fueling Position 1</b>			
UNLD1	1	15.222	16.91
Total	1	15.222	16.91
Overall Total	1	15.222	16.91

### Product Totals

UNLD1	1	15.222	16.91
Overall Total	1	15.222	16.91

### Report Details

- **FUELING POINT #:** Gross count, volume, and amount dispensed by each product at the fueling point used. A subtotal of the sum of all products sold from the fueling point is calculated for each fueling point number.
- **COUNT:** The number of tests for each product at the fueling point.
- **VOLUME:** Gross volume dispensed for each product at the fueling point.
- **AMOUNT:** Gross amount collected for each product at the fueling point.
- **PRODUCT TOTALS:** Total gross count, volume, and amount dispensed by each product. The total gross count, volume, and amount is calculated.

### Fuel Price Change Report

Fuel price change report is an optional report for daily/shift reports. This report prints the fuel price change information for the current shift.

Fuel Price Change Report					
Store Number: AB123					
Period Information					
Period	Current - SHIFT - 3				
Open Period	2015-08-18 05:28				
Close Period	Pending				
Product	MOP	Price	Count	Volume	Amount
UNLD1	CASH	1.500	2	2.666	4.00
UNLD1	CASH	3.500	1	1.429	5.00
UNLD1	CASH	4.000	1	0.500	2.00
UNLD1	TOTALS		4	4.595	11.00
TOTALS			4	4.595	11.00

## Fuel Street Price Change Report

This report includes the street fuel price changes done via fuel price change initialization or fuel initialization from POS or SMS/Config Client. This report includes:

- Date and Time of price change
- Cashier who performed the price change
- Old price and new price
- Price Per Gallon, Gallons Sold, Total Amount since last price change within the period.

**Fuel Street Price Change Report** Store Number: AB123

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Period Information									
Period	Current - Shift - 5								
Open Period	2015-10-16 09:40								
Close Period	Pending								
FUEL PRICE CHANGE 2015-10-16 09:40:41									
BY *****									
FROM *****									
Product	MOP	SL	Tier	Prev	New	Count	Volume	Amount	
UNLD1	CASH	1	1	1200	1200	1	8.300	10.00	
FUEL PRICE CHANGE 2015-10-16 10:28:43									
BY manager									
FROM 192.168.31.21									
Product	MOP	SL	Tier	Prev	New	Count	Volume	Amount	
UNLD1	CASH	1	1	1100	1200	2	13.404	14.74	
FUEL PRICE CHANGE 2015-10-16 10:31:01									
BY 1 CORPORATE									
FROM register101									
Product	MOP	SL	Tier	Prev	New	Count	Volume	Amount	
UNLD3	CREDIT	1	1	3000	3121	1	10.994	32.98	

## Print POP Discount Report

The POP Discount Report displays discounts applied by fuel grade. Within each grade, the report is further broken out according to how the discount is applied, either as a pre-dispensed discount or a post-dispensed discount.

When fuel is dispensed at the discounted rate, the amount of the discount is not included in the sales information. Therefore, it is calculated based on the amount of the discount and the volume dispensed. This discount amount is not reported as a discount to that department, nor is it reflected in either the Discount or Fuel Discount memo item totals. Fuel discounts are only reflected in the POP Discount Report as a pre-dispensed (“PRE-DISP”) discount.

When fuel is dispensed at the street price and discounted at the register, the discount amount is part of the sales transaction and is reported as a discount to that fuel department. The discount amount is also included in the memo item entry for “Discounts” but is not included in Fuel Discount memo item totals. This discount amount is reflected in the POP Discount Report as a Post-dispensed (“POST-DISP”) discount.

**Note:** Totals are not reported by POP Discount Level, POP Definition, or POP Discount Configuration.

POP Discount Report				
				Store Number: AB123
Period Information				
Period	Current - Day - 2			
Open Period	2014-10-15 12:31			
Close Period	Pending			
Product	Description	Discount Type	Volume	Amount
1	UNLD1	PRE-DISP	54.005	27.00
1	UNLD1	POST-DISP	27.434	6.36
1	UNLD1	ALL	81.439	33.36
<b>Total</b>		PRE-DISP	54.005	27.00
		POST-DISP	27.434	6.36
		ALL	81.439	33.36

### Report Details

- PROD : The fuel grade.
- DISC TYPE: Indicates the discounts applied on pre-dispensed fuel and post-dispensed fuel.
- VOLUME : Volume of fuel pumped from the tank.
- DISC AMT : Amount discounted on the volume dispensed.

### Print POP Discount Definition Report

The POP Discount Definition Report saves the discounted portion of the fuel sales where POP is applied. The report prints both pre-dispensed and post-dispensed transactions.

**Note:** Totals are not reported by POP Discount Level, POP Definition, or POP Discount Configuration.

## POP Discount Definition Report

Store Number:  
AB123

Period Information						
Period	Current - Day - 2					
Open Period	2014-10-15 12:31					
Close Period	Pending					

Discount Definition	Associated Program Name	Product	Description	Count	Volume	Amount
1	POP-DISCHT-CASH	1	UNLD1	3	81.439	33.36
<b>Total</b>				<b>3</b>	<b>81.439</b>	<b>33.36</b>

### Report Details

- PROD : The fuel grade.
- DISC Definition: POP Discount Definition ID.
- VOLUME : Volume of fuel pumped from the tank.
- DISC AMT : Amount discounted on the volume dispensed.

### Print POP Discount Program Report

The POP Discount Definition report only presents data by fuel grade within a reporting period. A POP Discount Program report displays discounts by program within reporting period. The report includes the same data as the Pop discount definition report except it prints as well as sort by the POP program id.

POP Discount Program Report							
Store Number: AB123							
Period Information							
Period	Current - Shift - 2						
Open Period	2015-05-11 15:56						
Close Period	Pending						
Discount Program Name	POP Discount Definition	Fuel Discount Definition	Product	Description	Count	Volume	Amount
Cash MOP	2	2	1	UNLD1	1	11.890	1.43
Program Total					1	11.890	1.43
Amex Deal	3	2	3	UNLD3	2	13.378	4.28
Program Total					2	13.378	4.28
Min Fuel Purchas	4	4	1	UNLD1	1	11.890	2.14
Min Fuel Purchas	4	4	3	UNLD3	1	8.075	3.07
Program Total					2	19.965	5.21
Member Savings	5	3	1	UNLD1	1	11.890	1.78
Member Savings	5	3	3	UNLD3	2	13.378	4.69
Program Total					3	25.268	6.47
Grand Total					8		17.39

**Report Details**

- PROD : The fuel grade.
- POP DISCOUNT DEFINITION: POP Discount Definition ID.
- FUEL DISCOUNT DEFINITION: FUEL Discount Definition ID.
- VOLUME : Volume of fuel pumped from the tank.
- DISC AMT : Amount discounted on the volume dispensed.

**Loyalty Report**

The Loyalty Flash Report is available only when loyalty is enabled.

<b>Loyalty Report</b>		Store Number: AB123
<b>Period Information</b>		
Period	Current - Day - 2	
Open Period	2014-10-15 12:31	
Close Period	Pending	
<b>Period Information</b>		
Period	Current - Shift - 2	
Open Period	2014-10-15 12:31	
Close Period	Pending	
<b>STATION TOTALS</b>		
Description	Amount / Percentage	
Total Customers	85	
Total Sales (Before Ticket Discounts)	1,187.74	
Total PPG Discount	4.36	
Total Ticket Discount	0.30	
Total Line Item Discount	1.60	
Total Loyalty Discount	6.26	
% Loyalty Customers	26%	
% Sales on Loyalty	13%	
% Sales Without Loyalty	87%	
<b>VCMG Totals</b>		
Description	Amount / Percentage	
Total PPG Discount	4.36	
Total Ticket Discount	0.30	
Total Line Item Discount	1.60	
Total Loyalty Discount	6.26	
<b>Loyalty Transactions Inside</b>		
Total Sales (After All Discounts)	137.98	
Total PPG Discounts	0.00	
Total Ticket Discounts	0.30	
Total Line Item Discounts	1.60	
Total Discounts	1.90	
<b>Loyalty Transactions Outside</b>		
Total Sales (After All Discounts)	15.00	
Total PPG Discounts	4.36	
Total Ticket Discounts	0.00	
Total Discounts	4.36	



### **Report Details**

- TOTAL CUSTOMERS: The total number of customers at the site during the period.
- TOTAL LOYALTY CUSTOMERS: The number of customers using the loyalty program during the period.
- SALES (Before Ticket Disc): The amount of sales for the site during the period, before subtracting any ticket level discounts.
- TOTAL PPG DISCOUNT: The amount of loyalty discounts given for price-per-gallon fuel sales.
- TOTAL TICKET DISC: The amount of loyalty ticket discounts for all items.
- TOTAL LOYALTY DISC: The amount of all loyalty discounts (PPG and ticket discounts).
- %LOYALTY CUSTOMERS: The number of loyalty customers as a percentage of the total number of customers.
- %SALES ON LOYALTY: The loyalty sales dollars as a percentage of the total sales dollars for the site.
- %SALES W/OUT LOYALTY: The percentage of total sales dollars not using loyalty.
- LOYALTY TRANS. INSIDE/OUTSIDE: Breakdown of inside and outside sales by:
  - Total # Customers: The total number of inside/outside loyalty customers.
  - Sales (After All Disc): The amount of sales after all loyalty discounts are subtracted.
  - Total PPG Discounts: The amount of PPG loyalty discounts inside/outside.
  - Total Ticket Disc: The amount of loyalty ticket discounts for all items inside/outside.
  - Total Discounts: The amount of all loyalty discounts (PPG and ticket discounts) inside/outside.

### **Current Cashier Report**

The Current Cashier Report function prints the cashier report without having to close the cashier's shift. The report is identical to the Print Cashier Report function except for the heading and the omission of the cashier close time stamp.

**Note:** *In general, Current Cashier Report items that have a \$0.00 balance at the time the report prints or closes are not included in the report.*

## Age Verification Report

The Age Verification Report shows not only the cashier's transaction information but the calculated age and birth date for age verification to purchase age restricted items (e.g. alcohol, cigarettes etc).

## Age Verification Report

Store Number: AB123

### Period Information

Open Period 2018-08-21 15:27

Close Period 2018-08-23 15:33

### ID Verified

Register ID 101

Date/Time	Transaction ID	Cashier ID	Entry Method	Min Age	Birth Date	Age
2018-08-21 16:14:41	1010003	1	Manual	32	122568	49
2018-08-21 16:20:51	1010004	1	Manual	32	082186	49
2018-08-21 16:21:19	1010007	1	Manual	32	082186	49
2018-08-21 16:26:28	1010008	2	Manual	32	122568	49
2018-08-22 12:45:47	1010009	1	Manual	32	122569	48
2018-08-23 15:18:07	1010011	1	Manual	32	121219	98

Register ID 102

---

Date/Time	Transaction ID	Cashier ID	Entry Method	Min Age	Birth Date	Age
2018-08-21 16:08:30	1020003	2	Manual	32	082186	49

---

ID Verified Summary

---

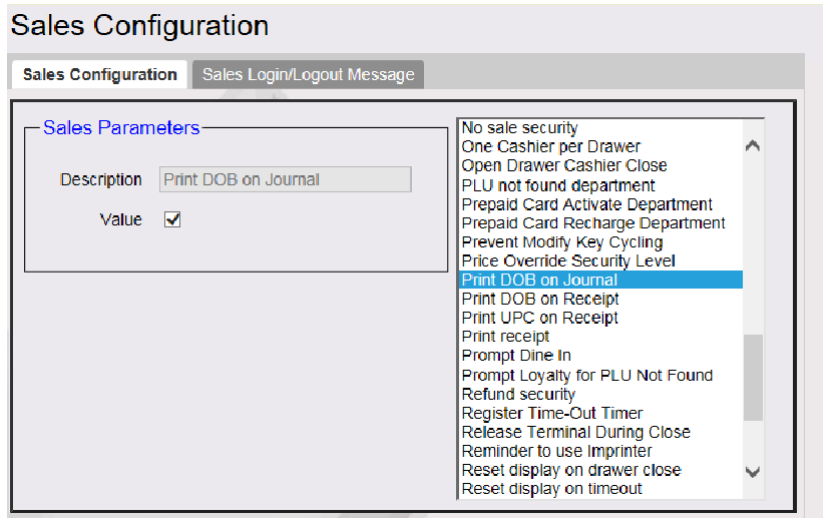
Cashier Name	Cashier ID	Scanned	Swiped	Manual Entry	Skipped
CORPORATE	1	0	0	5	0
STORE MANAGER	2	0	0	2	0

**Report Details**

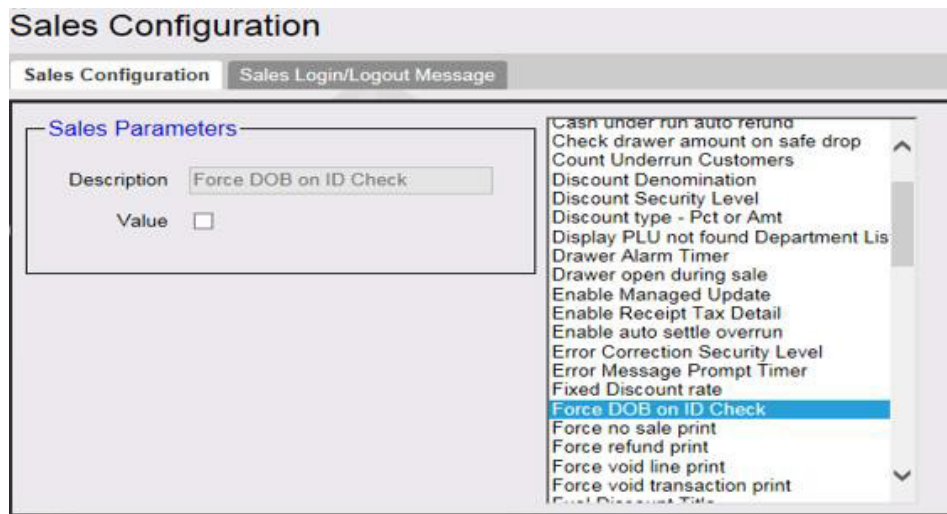
- *Date/Time: Date and Time of each transaction.*
- *Transaction ID: The ID or identifier of the transaction on the system.*
- *Cashier ID: The ID of the cashier who performed the transaction.*
- *Entry Method: The Entry Method (SKIPPED, SCANNED, SWIPED, MANUAL ENTRY).*
- *Min Age: The minimum age allowed to purchase the item.*
- *Birth Date: The birth date of the customer or default birth date based on current date if ID Check is skipped.*
- *Age: The calculated age based on the birth date of the customer or default age based on current date.*
- *Cashier Name: Name of the Cashier who performed the transactions.*
- *Cashier ID: ID of the Cashier who performed the transactions.*
- *Scanned: Total count of drivers' licenses scanned.*
- *Swiped: Total count of drivers' licenses swiped.*
- *Manual Entry: Total count of all manual entries.*
- *Default Button: Total count of ID Check SKIPPED.*

To view the Date of Birth (DOB) on the sales journal, the “Print DOB on Journal” must be enabled from **Store Operations > Sales > Sales Configuration**.

# Verifone Commander User Reference



To enable the cashier skipping the entry of the DOB, the flag for “Force DOB on ID Check” must be unchecked on the Sales Configuration menu from Config Client.



## Close Reports and Balancing

### Balancing Your Cash Drawer

To determine how much money should be in the drawer, enter the figures from the “ALL REGISTERS” section of the close period report for each of the following items:

+ BEGINNING CASH IN DRAWER	_____
+ TOTAL MOP SALES	_____
- TOTAL MOP CANCEL/REFUNDS	_____
- CASHBACK	_____
- TOTAL PAYMENT OUT (do not subtract SAFE DROP)	_____
+ TOTAL PAYMENT IN	_____
- CREDIT	_____
- DEBIT	_____
- PREPAID	_____
<b>Total in Drawer</b>	_____

### Calculating Total Sales

To calculate total sales for the period, enter the figures from the “ALL REGISTERS” section of the close report for each of the following items:

+ TOTAL MOP SALES	_____
- TOTAL MOP CANCEL/REFUNDS	_____
- CHANGE/CHECK	_____
- CASHBACK (do not subtract PAY OUT or SAFE DROP)	_____
<b>Total Sales</b>	_____

# Restrictions

## Overview

In a transaction, restrictions prevent sales of specific items during specific periods of time and restricts sale of some products by age.

In a transaction, following types of restrictions can be used:

- **Blue Law** - Set up any local government time periods that restrict sales on certain items during defined periods of time.
- **Customer ID Check** - Sale of some products is restricted by age.

## Using Restrictions

### Customer ID Check

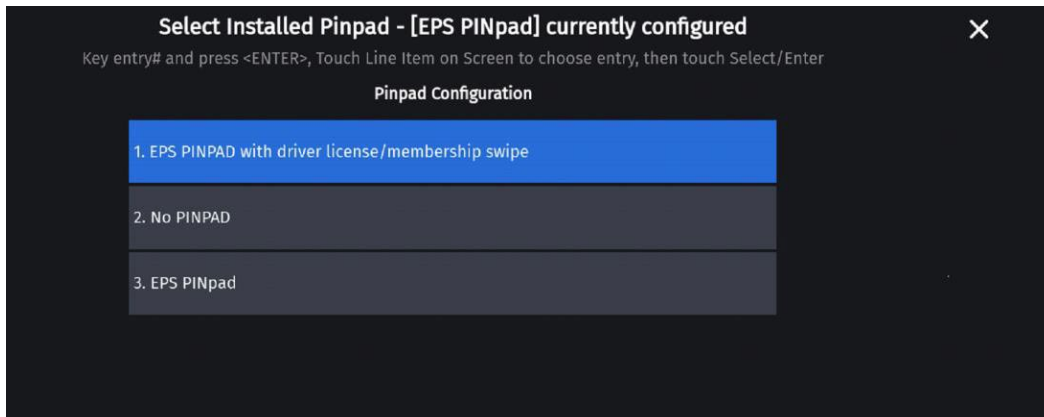
***Note:** Refer to the Age Restrictions feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

### Configuring PIN Pad for ID Check

In C18 POS a new option for swiping of driver's license is available from the PIN pad as the C18 does not have an MSR to swipe the ID card.

On the C18 POS go to CSR > Maintenance > Device Configuration > Pinpad Configuration and select "EPS PINPAD with driver license/membership swipe".

***Note:** From base 53.12.00, this option is also available from Topaz and Ruby2.*



## Configuring Restrictions

### Blue Laws

Use **Store Operations > Restrictions > Blue Laws** form to set up, delete, or edit Blue Laws.

For the Blue Laws to take affect for departments and PLUs, Blue Laws must be selected for the specific department or PLU.

Days	Start1	End1	Start2	End2	Enabled	Select To Duplicate	Duplicate	Clear
Sunday	01 05	07 17	00 00	00 00	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	Duplicate	Clear
Monday	01 05	07 17	00 00	00 00	<input checked="" type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Tuesday	00 00	00 00	00 00	00 00	<input type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Wednesday	00 00	00 00	00 00	00 00	<input type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Thursday	00 00	00 00	00 00	00 00	<input type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Friday	00 00	00 00	00 00	00 00	<input type="checkbox"/>	<input type="radio"/>	Duplicate	Clear
Saturday	00 00	00 00	00 00	00 00	<input type="checkbox"/>	<input type="radio"/>	Duplicate	Clear

Field/Button	Allowable Value/Function
Clear	Click to delete the selected Blue Law information.
Select To Duplicate	Check the "Select To Duplicate" check box for the row to be duplicated. Click the Duplicate button for each row that should contain the same data.

## Verifone Commander User Reference

Enabled	Select to activate a Blue Law for each day (Blue Laws may be set up ahead of time and activated later).
Start 1	Enter the start time (using the 24-hour clock) for the first Blue Law on a specific day (00:00 - 23:59). Press the Tab key on the keyboard.  <b>Note:</b> The start time cannot be the same as the end time.
End 1	Enter the end time (using the 24-hour clock) for the first Blue Law on a specific day (00:00 - 23:59.) Press the Tab key on the keyboard.  <b>Note:</b> To set the end time to midnight, enter the end time as 23:59.
Start 2	If the Blue Law is in effect again on the same day, enter the second start time (00:00 - 23:59). Press the Tab key on the keyboard.
End 2	If the Blue Law is in effect again on the same day, enter the second end time (00:00 - 23:59). Press the Tab key on the keyboard.

## ID Checks

Use **Store Operations > Restrictions > ID Checks** to set up, delete, or edit Customer ID Checks.

**Note:** Refer to the *Age Restrictions feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

## Reporting

### Blue Law Report

03/25/13	10:07	Sample Blue Law Setup Listing
Store# 1 Register ID#1		



# Verifone Commander User Reference

BLUE LAW FILE				
#	DAY	REST	PERIOD 1	PERIOD 2
-----				
1	SUNDAY	N	1000 - 2200	0000 - 0000
1	MONDAY	N	1000 - 2200	0000 - 0000
1	TUESDAY	N	0000 - 0000	0000 - 0000
1	WEDNESDAY	N	0000 - 0000	0000 - 0000
1	THURSDAY	N	0000 - 0000	0000 - 0000
1	FRIDAY	N	0000 - 0000	0000 - 0000
1	SATURDAY	N	0000 - 0000	0000 - 0000
2	SUNDAY	N	0000 - 0000	0000 - 0000
2	MONDAY	N	0000 - 0000	0000 - 0000
2	TUESDAY	N	0000 - 0000	0000 - 0000
2	WEDNESDAY	N	0000 - 0000	0000 - 0000
2	THURSDAY	N	0000 - 0000	0000 - 0000
2	FRIDAY	N	0000 - 0000	0000 - 0000
2	SATURDAY	N	0000 - 0000	0000 - 0000

## Troubleshooting

#	Message	Description/Action
E1141	PURCH. NOT ALLOWED	The customer cannot purchase this item because either (1) the date of birth entered for the ID check does not meet the age requirements or (2) a Blue Law restriction has been set up for this item or department at this time on this day.
E1196	BLUE LAW RESTRICTION	A Blue Law restriction is set up for this item or department, preventing its sale during a certain time of the day.
E1216	LICENSE TRACK 2 EMPTY	The driver's license reader failed to read the magnetic stripe information. Run the ID check again or enter the information manually.
E1219	LICENSE EXPIRATION DATE ERROR	The driver's license just swiped/scanned has expiration date information errors. Run the ID check again or enter the information manually.
E1220	LICENSE BIRTH DATE INVALID	The driver's license just swiped/scanned has invalid birth date information. Run the ID check again or enter the information manually.
E1263	ITEM REJECT - BIRTHDATE ENTRY REQ'D	Attempted to continue the transaction without responding to the ID check prompt with a valid DOB entry.

# Safe Drop / Safe Loan

## Overview

The **Safe Drop** function is designed to track the amount and method of payment (MOP) that the cashier removes from the cash drawer and puts in the store safe. The journal records the date, time, and cashier number when the cashier accesses the Safe Drop function.

The **Safe Loan** function logs transfers of cash from the safe to your drawer.

## Using Safe Drop / Safe Loan

- [Safe Drop](#)
- [Safe Drop Correction](#)
- [Safe Loan](#)

## Safe Drop

***Note:** After the safe drop is pressed, even if by mistake, the user is committed to complete a safe drop.*

1. Do one of the following:
  - Press **[SAFE DROP]**
  - Press **[OTHER FUNC]**, press an arrow key until the Safe Drop function appears and press **[ENTER]**
2. Key the amount dropped:
  - For checks, choose the check MOP and enter the amount of each check separately
  - For all other MOPs, key the dollar amount and MOP that is dropped
3. Key a one- to six-character reference number as defined by the store's procedures
4. Press **[ENTER]**

5. Press **[EXIT]** if you used the **[OTHER FUNC]** key in step 1 or if MOP type is **[CHECK]**

There are two messages related to Safe Drop that may be displayed on the POS:

- **DROP (MOP)** - Cash drawer contains more than the configured limit for the MOP noted. Continue entering sales, but drop the specified MOP at the first opportunity.
- **DROP (MOP) FIRST** - Cash drawer contains more than the configured limit for the MOP noted. Sales using that MOP will not be permitted until a Safe Drop is performed and the calculated amount in the cash drawer of that payment type is less than the configured limit.

If more than one method of payment exceeds its configured limit, the message for each will be displayed on a rotating basis.

<b>WELCOME TO XXX STORE</b>				Sample Safe Drop Receipt
SAFE DROP				
CASH	Ref#158	150.00		
ST# xx123	TILL XXX	DR# 1	TRAN# 101010	
CSH:1	10/04/12 22:34:47			

## Safe Drop Correction

If a cashier enters an incorrect amount, it can be corrected using this function. To correct the amount entered for a previous Safe Drop, do the following:

1. Press **[OTHER FUNC]** then press an arrow key until the Safe Drop Correction function appears
2. Press **[ENTER]**
3. Enter cashier number and password
4. Enter the original ticket number and press **[ENTER]**
5. Enter the correct safe drop amount and press **[ENTER]**
6. Press **[EXIT]**



Parameter	Path	Value	Description
			can be performed using this MOP.
Allow Safe Drop	Store Operations > Payment > MOP	Yes, No	Allow a safe drop for the MOP
Check Drawer Amount on Safe Drop	Store Operations > Sales > Sales Configuration	Yes, No	Compare the amount of the MOP entered to the calculated amount currently in the drawer.
Safe Drop Correction Security	Store Operations > Sales > Sales Configuration	0 - 9	Enter the security level an employee must have in order to perform a safe drop correction. Entering 1 - 9 indicates that an employee with a security level of at least this number must perform the safe drop correction.  0 - Safe drop corrections do not require a security check.

## Reporting

The Safe Drop Flash Report prints after each period report and lists safe drops that occur from the time the period started up to the time the flash report prints. The information is given two ways:

- In the order the safe drops occur
- In order by method of payment

If the period report prints at any time other than when the period is closed, the Safe Drop flash report states “No Totals Available.” If no safe drops have been made, “NO SAFE DROPS” prints.

Safe Drop and Safe Loan aggregate totals (count and amount by MOP) are included in the Pay In / Pay Out sections of the Cashier and Summary Reports. Safe Drop Detail is provided in the Safe Drop Detail Report.

## Verifone Commander User Reference

SAFE DROP DETAIL							
DATE	TIME	REF#	C#	R#	AMOUNT	MOP	
-----							
05/18	10:17	000126	1	1	100.00	CREDIT	Safe Drops in Order
05/18	10:35	000127	1	1	100.00	CASH	
05/18	11:49	000128	1	1	50.00	CASH	
05/18	11:57	000000	1	1	0.00	CASH	
-----							
MOP		NO.			AMOUNT		Safe Drops by MOP
CASH		2			150.00		
CREDIT		1			100.00		
-----							
TOTAL		3			250.00		
-----							
#SAFE DROP CANCELS					1		Number of Safe Drop Cancels

### Safe Drops in Order

This section of the report lists all safe drops in the order they are done:

- **DATE:** Date the safe drop is made.
- **TIME:** Time the safe drop is made.
- **REF#:** Reference number assigned to the safe drop by the cashier, if any. A reference number of "000000" denotes a zero safe drop.
- **C#:** Number of the cashier who makes the safe drop.
- **R#:** Number of the register the safe drop is made.

## Verifone Commander User Reference

- **AMOUNT:** Amount of the safe drop.
- **MOP:** Method of payment dropped.

### Safe Drops by MOP

This section of the report lists all safe drops by the method of payment dropped. They are listed in the order that the methods of payment are defined in the MOP File.

- **MOP:** Method of payment dropped. Only the methods of payment actually dropped are listed.
- **NO.:** Number of drops for each method of payment.
- **AMOUNT:** Total amount dropped for each method of payment.
- **TOTAL:** Total number of safe drops and total amount dropped.
- **#SAFE DROP CANCELS:** Number of times a Safe Drop operation has been cancelled.

***Note:** After an MOP is entered for the Safe Drop, [EXIT] does not produce a Safe Drop Cancel. Instead a Safe Drop with a reference number of zero occurs. If a number is entered but [EXIT] is pressed instead of an MOP, the Safe Drop is cancelled.*

<b>PAYMENT</b>		<b>I N</b>	
PAY IN	4	550.00	
SAFE LOAN	4	329.00	
-----			
TOTAL PAYMENT IN		879.00	These aggregate totals (as shown) are reported in the Summary and Cashier Reports.

### Report Details

- **PAYMENT IN:** Summary of non-sales transactions in which payment was added to the drawer.
- **PAY IN:** Cash added to the drawer from a non-sales payment. This represents the total of all pay ins. Pay ins appear separately in the Memo Items section.
- **SAFE LOAN:** Cash added to the drawer from the site safe. This usually occurs when more change is needed.



## Verifone Commander User Reference

<b>PAYMENT</b>		<b>OUT</b>	
PAYOUT	2	275.00	
SAFE DROP			
CASH	1	25.00	
-----			
TOTAL SAFE DROP		25.00	
TOTAL PAYMENT OUT		(300.00)	

These aggregate totals (as shown) are reported in the Summary and Cashier Reports.

### Report Details

- **PAYMENT OUT:** Summary of transactions in which money was removed from the drawer. The total is displayed in parentheses because the number is negative.
- **PAY OUT:** Money removed from the drawer to purchase an item for the store or to pay a bill. This item includes payments to vendors made with money orders as the MOP. This total represents the total of all pay outs. Pay outs appear separately in the Memo Items section.
- **CHANGE/CHECK:** Transactions in which cash is returned to the customer because the check was tendered for more than the transaction amount.
- **SAFE DROP:** Money removed from the drawer and placed in a safe at the site. This usually happens when the amount of a method of payment in the drawer is more than the amount allowed in the drawer at one time. Safe drops are grouped by method of payment. The total of all safe drops prints.

## Troubleshooting

#	Message	Description/Action
	DROP (method of payment)	<p>The cash drawer contains more than the maximum allowed for the method of payment indicated.</p> <p>Make a large enough safe drop to reduce the amount in the drawer to below the maximum allowed.</p>
E1135	DROP MONEY FIRST	The amount of money in the drawer exceeds the limit set in the MOP File function. Perform a Safe Drop.
E1181	SAFE DROP NOT ALLOWED FOR MOP	The MOP used disables Safe Drop in the MOP File.
E1194	NOT ENOUGH MONEY IN DRAWER	The POS does not have sufficient funds in the cash drawer for the MOP entered for a safe drop amount.
E1195	NOT ALLOWED FOR AMT 0.00	\$0.00 is not allowed for a safe drop amount. Specify an amount more than \$0.00.
E1294	NO MOP CONFIGURED FOR SAFE DROP	Attempted to perform safe drop using [OTHER MOP] key, but there are no MOPs configured to allow safe drop.
E1298	INVALID SAFE DROP TICKET NUMBER	Entered an invalid number when prompted for the original safe drop ticket number.
E1300	SAFE DROP ALREADY CORRECTED	Attempted a safe drop correction on a safe drop that has already been corrected. Only one correction is allowed.

# Soft Key

## Overview

Certain keys on the keyboard and buttons on the screen can be configured for fuel control, item sales, department sales, menus, payment or some other function like safe drop.

## Using Soft Key

Buttons on the Screen will be automatically labeled and as part of your training, you will learn how to use them.

Keys on the keyboard need to be manually labeled so, if you notice that the label on a key does not match what it actually does, report it to your store manager so that the appropriate action can be taken.

While in the Soft Key File, press [List] to print the current list of soft keys in key number order.

WELCOME TO XXX STORE			
SOFT KEY FILE			
KEY	TYPE	NUMBER	DESCRIPTION
01	Approve		
02	Prepay		
03	View		
04	Fuel Sale		
05	Preset		
06	Void Line		
07	Ticket Print		

Sample Soft Key File

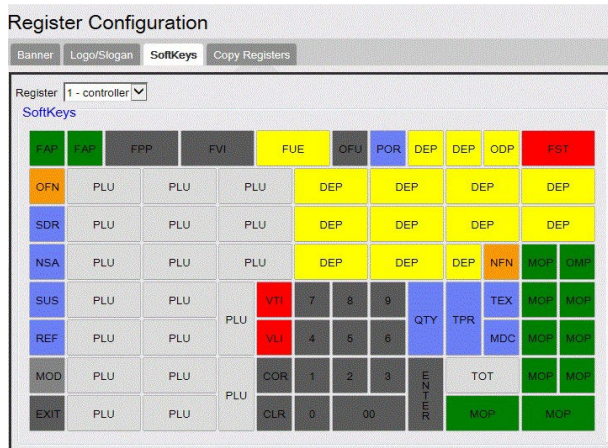
# Verifone Commander User Reference

08	No Sale		
09	Discount		
10	Price Override		
11	Void Ticket		
12	Network Functions		
13	MOP		009 LOTTERY
14	Other MOP		
15	PLU		000000000006/000 SODA
16	PLU		000000000019/001 BREAD
17	Menu	08	BOT SODA
18	Combo	02	SAND SPEC
Store#		AB123	Register ID# 1
CSH: 1		10/04/12	22:34:47

## Configuring Soft Key

### Soft Keys

Use Store Operations > Register > Soft Key to configure soft keys.



Field/Button	Allowable Value/Function
Register	Select the register.
SoftKeys	Click the soft key on the screen keyboard to change the key feature assignment.

## Soft Key Assignment

Soft key assignments can be changed by directly accessing the menu list. Be sure that the soft key to be changed is selected.

- **Combo File:** Combo files must be defined before they can be assigned a soft key. When you have more combos to assign than soft keys available, set up a soft key for **[OTHER COMBO]**. The repeated keying of the **[OTHER COMBO]** soft key cycles through each Combo defined in the Combo File that is not assigned to a soft key.
- **Department File:** A department must already be set up in the Department File before it can be assigned to a soft key. When you have more departments to assign than soft keys available, set up a soft key for **[OTHER DEPT]**. The repeated keying of the **[OTHER DEPT]** soft key cycles through each Department defined in the Department File that is not assigned to a soft key.
- **Fuel Functions:** If you have more fuel functions to assign than soft keys available, instead of assigning the following functions to separate keys, assign **[OTHER FUEL]** to a key.

These functions appear in a menu format when the cashier keys **[OTHER FUEL]**.

- Convert Price Level
- Free POP Award
- Fuel Discount
- Fuel Tax Addition
- Fuel Tax Exemption
- Move Fuel Point (Prepay Move)
- Preset Fuel

## Verifone Commander User Reference

- Site Pause
- MOP File: A method of payment must already be set up in the MOP File before it can be assigned to a soft key. When you have more MOPs to assign than soft keys available, set up an **[OTHER MOP]** soft key.
- PLU File: A PLU/modifier combination must be set up in the PLU File before it can be assigned to a soft key.
- Sales Management Functions: If you have more sales management functions to assign than soft keys available, set up an **[OTHER FUNC]** soft key. These functions appear in a menu format when the cashier keys the **[OTHER FUNC]**.
  - Clock In/Out
  - Pay In
  - Pay Out
  - Print Previous Transaction
  - Safe Drop
  - Safe Loan
  - View Pending Transactions

Function Name	Description
Allow Food Stamps for Item	This function processes an item not configured as food stamp eligible as though it is eligible for payment with food stamps.
AutoGen POP Code	Select to auto generate POP Code.  <i><b>Note: Refer to the POP Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</b></i>
Amount Discount	Used to give an amount discount on the last entered sale item.
Approve Fuel	Approves all or a specific pump for fuel dispensing.

## Verifone Commander User Reference

Function Name	Description
Apply Updates	Use to apply PLU price update.
Choose Pinpad	Select to choose the secondary PIN pad.  <b>Note: Refer to the P400 Implementation Guide for more information on this feature. The Feature Reference is available on Premier Portal.</b>
Clock In/Out	Employees can Clock In/Out using this key.
Comm Fleet Prepay	Use to trigger a commercial fleet prepay transaction.  <b>Note: Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</b>
Convert Fuel MOP	Changes fuel pricing systems (usually between cash and credit) when different fuel prices are charged based on the method of payment.
Discount	Discounts the last entered sales item as an amount or percent depending on the Sales Configuration setup.
Department	Assigns a department to a soft key.
Edit Food Order	Edits a food order.
Electronic Void	Use to void a commercial fleet transaction. When someone accidentally fuels one or more grade/s in a multi-grade fuel transaction instead of the owner of the preauth card, the cashier will refund the entire transaction using electronic void to the card that was used during pre-auth. To perform an electronic void transaction, both the customers should be with the cashier. The cashier initiates a manual fuel department sale to the respective people who pumped the fuel.  <b>Note: Refer to the Fleet Cards feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.</b>

## Verifone Commander User Reference

Function Name	Description
Exception Ticket Print	Prints Exception Ticket.
Fill Up	Fills up the tank.
Food Stamp	Allows the item that is entered to be purchased with food stamps.
FREE POP AWARD	Allows the cashier the discretion to issue a free POP code or coupon to a customer (e.g., when a customer returns after being incorrectly charged for an item on a previous visit).
Fuel Discount	Discounts a specified quantity of fuel.
Fuel Prepay	Allows the customer to pay for a fuel sale before pumping.
Fuel Preset	Presets a pump for a specific amount or quantity. Payment may be made before or after dispensing.
Fuel	Enters the most recent fuel sale for the specified pump into the current transaction.
Fuel Tax Addition	Adds taxes to a tax-exempt fuel transaction.
Fuel Tax Exemption	Adjusts fuel taxes to allow for tax exemptions.
Fuel Ticket Print	This function reprints postpay fuel transaction receipts.
Fueling Point Move	This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.
Get Order	After a customer arrives at the “Payment” window, the cashier retrieves the the customer’s order by invoking the “Get Order” function. The “Get Order” function retrieves only those transactions suspended by the “Place Order” function.
Gift Card Purchase	Allows the purchase of a Gift Card.



## Verifone Commander User Reference

Function Name	Description
Gift Card Activate	Activates a Gift Card.
Gift Card Recharge	Allows the recharge of a Gift Card.
Kiosk Order	Allows to make a kiosk order.
Manual POP Discount	This is an option that can provide either a coupon or free POP code (with Basic + Code program type). The cashier has the option of offering the award to customers at their discretion; perhaps to an especially loyal customer or to a customer who has experienced some perceived inconvenience.
Menu Key	Assigns a menu to the soft key.
Manual PLU	This function allows screen entry of items using the <PLU number> [ENTER] key sequence.
MOP	Assigns a Method of Payment to the soft key.
Modify	Modifies the current PLU sales entry so that the next modifier defined for the PLU, if any, displays.  <i>Note: Review the “Considerations” before moving this key.</i>
Next Dollar Amount	Use when customer presents the next dollar amount (for example, \$17 for a sale totaling \$16.54).
Network Functions	Contains a menu of functions that relate to your credit card network.
No Sale	Opens the cash drawer between sales transactions.
Loyalty Balance	Use to send the loyalty point balance inquiry to the loyalty host for a loyalty card. Scan the loyalty card barcode or manually enter the loyalty account number to perform the balance inquiry.

## Verifone Commander User Reference

Function Name	Description
Loyalty Card	Use to scan the loyalty card barcode or manually enter the loyalty account number during a sales transaction.
Other Combo	Allows entry of a combo number that is not already assigned to a specific soft key.
Other Currency	Changes the total amount due from the local currency to another currency.
Other Department	Allows entry of a department number for a sales item for all departments not already assigned to a specific soft key.
Other Fuel Functions	Contains a menu of the following functions: Move Fuel Point, Convert Price Level, Fuel Discount, Preset Fuel, Free POP Award, Fuel Tax Exemption, Site Pause.
Other Functions	Contains a menu of the following functions: Safe Drop, Safe Loan, Clock In/Out, Pay In, Pay Out.
Other MOP	Allows entry of a method of payment number that is not already assigned to a specific soft key.
Pay In	Logs that an amount has been added to the cash drawer without a sales transaction. This is also under <b>[OTHER FUNC]</b> key.
Pay Out	Logs that an amount has been removed from the cash drawer without a sales transaction. This is also under <b>[OTHER FUNC]</b> key.  <i><b>Note:</b> To make vendor payments by money order, use the Pay Out function under the <b>[OTHER FUNC]</b> key.</i>
Percent Discount	Discounts the last entered sales item as a percent.
Place Order	Place Order function is like “Suspend” function. However, “Food Service” identified transactions are precluded from being suspended by the “Suspend” function. Place Order function allows a “Food Service” identified transaction to be suspended. Along with “Place Order”, the current transaction items identified by the the “Food Service” rule set are sent to the iOrder system.

## Verifone Commander User Reference

Function Name	Description
PLU	Assigns a PLU to the soft key.
Price Override	Changes the defined price of a PLU item to the price you enter.
POP Member Card ENTRY	Allows entry or change of a POP membership card.
Prepay Move	This function moves a preset or prepay fuel sale that has not been dispensed from the original pump number to a new pump number.
Price Check	Checks the price of an item by scanning or manually entering its PLU after the price check key is pressed.
Purge Kiosk Order	Deletes a kiosk order.
Quantity	Indicates that two or more of an item (PLU or department) are entered.
Refund	Allows items from a previous sale to be returned.
Reminder to use Imprinter [Y/N]	Determines whether a message is displayed that reminds the cashier to use the imprinter after completing a transaction using the manual credit MOP.
Rest In Gas	Allows customers to use change from a cash merchandise sale to buy as much fuel as the change pays for.
Recall	Recalls suspended transactions.
Repeat Last Item	Repeats last item.
Remove Kiosk Order	Removes kiosk order.
Safe Drop	Logs that a specific amount of an MOP is removed from the drawer and placed in the safe. This is also under <b>[OTHER FUNC]</b> .

## Verifone Commander User Reference

Function Name	Description
Safe Drop Correction	If a cashier enters an incorrect amount, it can be corrected using this function.
Safe Loan	Logs that a specific amount of cash was removed from the safe and placed in the cash drawer. This is also under <b>[OTHER FUNC]</b> .
Sales Flash Reports	List of flash reports.
Stop Fuel	Stops all or a specific pump from dispensing.
Suspend Transaction	Suspends one transaction to allow other transactions to be processed.
Tax Exempt	Removes one or more taxes from the current item.
Ticket Print	Prints the last 500 indoor sales receipts or the last card reader receipt.
Total	Adds up the amount of the current transaction.
View Fuel Sales	Displays the status of a specific pump or all due sales.
Void Line	Removes the specified item from the current transaction.
Void Ticket	Deletes the entire current transaction and resets the terminal to start a new one.
3 <sup>rd</sup> Party Product	Sells a third-party product.

## Troubleshooting

#	Message	Description/Action
E1104	MOP INVALID/NOT ALLOWED	Used an MOP soft key that no longer exists. Choose another MOP.
E1109	PRESET NOT USED	The soft key has not been defined or the PLU no longer exists.
E1167	SOFT KEY NOT DEFINED	The soft key is not defined in the Soft Key File.
E3030	SOFT KEY FILE RESET ERROR	The Reset Soft Key File function was chosen and the soft key file could not be reset. Try the action again. If this continues to happen call the service center.
E3050	NO MENUS HAVE BEEN DEFINED	Attempted to set up a menu soft key but no menus are defined. Set up menus in the Menu File function.

# Special Discount

## Overview

Special discounts are discounts for specific situations or customers, such as students or seniors. These discounts differ from standard discounts, because the discount is subtracted from the subtotal.

This feature applies a percentage discount to items flagged as eligible in the PLU or Department file. The clerk determines if the customer is eligible for the discount according to store policies and procedures, then applies it by selecting the **[Special Discount]** MOP as the first MOP in the transaction.

As special discount eligible items are added to the transaction, the system keeps a subtotal and displays it to the left of the food stamp total in the MOP section of the ticket window with an indicator of “SD”.

***Note: Refer to the Special Discount feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.***

# Taxes

## Overview

Taxes are determined by government entities based on the location of the retail site; each having their own unique requirements as to what it and is not taxable. Because multiple governing entities may collect tax for a specific area, multiple taxes may apply specific items within a transaction.

For each tax that applies to a given transaction the system keeps a separate subtotal of taxable sales and applies the tax at the transaction level.

## Using Taxes

In the POS, taxes for a given department or PLU item are already configured and normally require no special handling on the part of the cashier. The system may automatically treat certain taxed items as non-taxed items when items flagged as food-stamp eligible the configuration are purchased with food stamps.

## Tax Exemption

There may be circumstances when items normally taxed in a transaction should be sold as tax exempt: sales to tax exempt organizations or purchase for resale. Each situation has its own requirements and cashiers should follow in-store policies and procedures before tax exempting any purchases.

1. Touch the line item that is to be exempted from tax
2. Touch **Add Tax Exempt** to exclude the line item when calculating taxability for this transaction

## Configuring Taxes

### Tax Rates

Use **Store Operations > Payment > Tax Rates** to define up to eight tax rates.

Field/Button	Allowable Value/Function
Name	Enter the name of the tax. This name appears in reports.
Delete	Click to delete the selected tax.
Adjust Break Points	Click to Adjust Break Points. See “Break Point Table.” Adjust Break Point appears only if “Use Break Point Table” is selected.
Indicator	From the drop-down menu, select the character that prints on receipts to indicate that this tax was applied.
Tax Rate	Enter the tax percentage for this tax if the Break Point Table is not being used.
Percent Start	Enter the minimum dollar amount that may be taxed (0.00 - 99999.99).
Options Prices Include Tax	Select if the price of an item already includes this tax.



Field/Button	Allowable Value/Function
Prompt for Exemption	Select to make a prompt appear that requests cashier verification when the [TAX EXEMPT] key is pressed.  (If not selected, the terminal automatically removes this tax when the cashier presses [TAX EXEMPT])
Use Canadian GST  Canadian GST Settings Reg Number Options  Fuel Includes Tax	Select to use Canadian GST.  Enter the registration number.  Select to include tax for fuel.
Use Break Point Table	Select to use the Break Point Table and click Adjust Break Points. See “Break Point Table.”

### Break Point Table

Use the Break Point Table form to define tax break points for sales amounts when a flat sales tax does not apply. The amount of tax charged depends on where in the table the taxable amount falls.

Before setting up the Break Point Table in SMS, obtain the state, county, or local tax table for which you want to create a break point definition. By entering data from that table into a worksheet you can determine the following:

- The starting point.
- The tax break points and the repeating pattern.
- The limit of the tax table, if there is one.

In addition, you need to know the tax rate to apply to sales above the break point tax limit (if there is a limit).

### Example Worksheet

Following is a worksheet used to determine the information above for our example Break Point Table. You can see that the pattern repeats every six increments.

Number	Start	End	Difference	Increment
1	.11	.17	6	1
2	.18	.34	16	1

## Verifone Commander User Reference

Number	Start	End	Difference	Increment
3	.35	.50	15	1
4	.51	.67	16	1
5	.68	.84	16	1
6	.85	1.10	25	1
7	1.11	1.17	6	1
8	1.18	1.34	16	1
9	1.35	1.50	15	1
10	1.51	1.67	16	1
11	1.68	1.84	16	1
12	1.85	2.10	25	1

To define the Break Point Table:

1. On the **Tax Rates** tab, select a **Tax Rate Name** and select **Use Break Point Table**.
2. Click **Adjust Break Points** to open the Break Point Settings Table.

Payment Management Save Cancel

MOP Currencies Fees **Tax Rates**

Break Point Settings Delete

Min. Taxable Amount: 0.11 Repeat Start: 001 Repeat End: 006

Tax At Flat Rate Above This Amount: 10.00  Table is for All Amounts

Break Point Table Close

Select Break Point

ID	Start	End	Diff	Tax Inc
001				
002				
003				
004				
005				
006				
007				
008				
009				
010				
011				
012				
013				
014				
015				
016				
017				
018				

Delete Break Point:

Diff:

Tax Increment:

3. In **Min. Taxable Amount**, enter the starting point that you previously determined. For this example, .11 is the starting point.
4. In **Repeat Start drop-down** menu, select the desired repeat start point.
5. In **Repeat End drop-down** menu, select the desired repeat end point.

## Verifone Commander User Reference

6. In **Options**, check **Table is for All Amounts** if the break point table covers all sales amounts and taxes never revert to a flat tax and do not enter an amount in “**Tax at Flat Rate above this Amount.**”
7. In **Break Point Table ID**, select and click the **Break Point Table ID** to enable to add a new or modify existing Diff and Tax Inc.
8. In the **Break Point box** (lower right), enter the difference (Diff) between the start and end of break point #1 prices. For example, enter .06. The table automatically computes .17 as the end of the break point.
9. In **Tax Inc**, enter the tax increment, such as .01 (The tax percentage usually increases by .01 cent per break point).
10. Click **Delete Break Point** to delete the selected break point.
11. Click **Accept Changes** to accept the changes made.
12. Click **Cancel Changes** to cancel the changes made.
13. Repeat **steps 2 through 9** until you reach the point at which the pattern repeats, that is, the point where the difference and the increment begin again (See the Difference column in the “**Example Worksheet.**”)

Payment Management Save Cancel

MOP Currencies Fees **Tax Rates**

Delete

**Break Point Settings**

Min. Taxable Amount  Repeat Start  Repeat End

Tax At Flat Rate Above This Amount   Table is for All Amounts

**Break Point Table** Close

Select Break Point

ID	Start	End	Diff	Tax Inc
001	0.11	0.17	0.06	0.01
002	0.18	0.34	0.16	0.01
003	0.35	0.50	0.15	0.01
004	0.51	0.67	0.16	0.01
005	0.68	0.84	0.16	0.01
006	0.85	1.10	0.25	0.01
007	1.11	1.17	0.06	0.01
008	1.18	1.34	0.16	0.01
009	1.35	1.50	0.15	0.01
010	1.51	1.67	0.16	0.01
011	1.68	1.84	0.16	0.01
012	1.85	2.10	0.25	0.01
013				
014				
015				
016				
017				
018				

Delete Break Point

Diff

Tax Increment

14. Click **Save**.

## Reporting

### Tax Report

<b>TAX REPORT</b>		
NAME	TAX-RATE	ACT-RATE
	TAXABLE-SALES	TAXES
	NON-TAX SALES	
-----		
STATE	7.000%	7.000%
	47.90	3.35
	357.51	
-----		
REFUND TAXES		-0.00
SALES TAXES		3.40
-----		
TOTAL SALES TAX		3.35

Sample Tax Flash Report

All taxes sales during the current shift.

### Report Details

- **NAME:** Name of the tax as assigned in the Tax Rate Form. Each of the following report items repeat for each tax defined in the Tax Rate Form.
- **TAX-RATE:** Value entered in the 'Percent' parameter in the Tax Rate Form for the tax name.
- **ACT-RATE:** Actual tax rate percentage collected against the total taxable sales for this tax name. The following equation is used to calculate the actual rate:  
**Actual Rate = (Taxes ÷ Taxable Sales) x 100**
- **TAXABLE-SALES:** Sum of all item prices that were taxed by this tax name.
- **TAXES:** Sum of all taxes collected for this tax name.

## Verifone Commander User Reference

- **NON-TAX SALES:** Sum of all item prices not taxed by this tax name.
- **REFUND TAXES:** The total amount of taxes deducted due to refunds.
- **SALES TAXES:** The total amount of taxes for all sales.
- **TOTAL SALES TAX:** Net amount of taxes collected. This number is the total sales tax amount minus the total refunded tax amount.

# Taxable Rebates

## Overview

Tax laws exist that require sales tax to be collected against the amount of the discount when said discount is the result of an agreement between the vendor and merchant that provides for the merchant to be reimbursed for all or part of the discounted amount. Such a scenario is termed a “rebate”.

With the “Taxable Rebate Feature”, a product can now be marketed to the consumer at the discounted price while collecting tax against the amount of the rebate. The price book/PLU file reflects the discounted price, the amount of the rebate is stored separately and the system adds the amount of the rebate to the transaction’s taxable sales total for purposes of calculating tax. Taxable rebates may be applied at the item level when a particular PLU is sold and/or at the promotional level when a particular NAXML promotion requirement is met. A single PLU may participate in multiple rebates in the same transaction regardless of whether rebates are item or promotion-based.

***Note:** In order to legally increase the tax basis of the transaction without increasing the before-tax subtotal, use of this feature may involve additional requirements such as on-site signage. Compliance with those additional requirements is the responsibility of the merchant and/or enterprise.*

## Using Taxable Rebates

The examples provided here assume the following tax definitions:

Tax Description	Indicator	Rate
State Tax	T	7%
County Tax	N	1%
City Tax	C	2%
Luxury Tax	X	5%

### Taxable Rebate on Single Item

Consumer purchases a single bag of Fritos XXL where a manufacturer rebate of \$ 0.15 applies.

Tax Type	Purchases	Rebate	Taxable	Tax
----------	-----------	--------	---------	-----

Verifone Commander User Reference

T(07.000%)            3.00            0.15            3.15            0.22

<b>WELCOME TO OUR STORE</b>				
666666666666-666				
Sample Receipt				
Description	Qty	Amount		
-----	-----	-----		
T FRITOS XXL	1	3.00		
+T Tax on Rebate of \$ 0.15				
		-----		
	Subtotal	3.00		
	Tax	0.22		
<b>T O T A L</b>		<b>3 . 2 2</b>		
	CASH \$	10.00		
	Change \$	-6.78		
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T(07.000%)	3.00	0.15	3.15	0.22

**Taxable Rebate on Multiple Quantity Item**

Consumer purchases 2 quantities of Fritos XXL where a manufacturer rebate of \$ 0.15 applies to each bag.

Tax Type	Purchases	Rebate	Taxable	Tax
T(07.000%)	6.00	0.30	6.30	0.44

<b>WELCOME TO OUR STORE</b>				
66666666666-666				
Sample Receipt				
Description	Qty	Amount		
-----	-----	-----		
T FRITOS XXL	2	6.00		
+T Tax on Rebate of \$ 0.30				
		-----		
Subtotal		6.00		
Tax		0.44		
<b>T O T A L</b>		<b>6 . 44</b>		
CASH \$		10.00		
Change \$		-3.56		
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T(07.000%)	6.00	0.30	6.30	0.44

### Taxable Rebate on Item and Item in Combo

Consumer purchases 2 bags of Fritos XXL plus an 18 PK of 24 oz Bud.

This purchase qualifies as a promotion resulting in a final price of \$1.50 for each of the bags of Fritos.

Fritos XXL has an applied rebate of \$ 0.15 per bag.

A separate rebate applies to the promo itself where \$ 0.75 cents of the discounted amount is a manufacturer rebate.

Applicable rebates = 2 x 0.15 + 0.75 = 1.05

Tax Type	Purchases	Rebate	Taxable	Tax
T(07.000%)	18.99	1.05	20.04	1.40



<b>WELCOME TO OUR STORE</b>				
66666666666-666				
Sample Receipt				
Description	Qty	Amount		
-----	-----	-----		
T FRITOS XXL	1	3.00		
TGATE		-1.50		
+T Tax on Rebate of \$ 0.15				
T FRITOS XXL	1	3.00		
TGATE		-1.50		
+T Tax on Rebate of \$ 0.15				
4 BUD 18PK 24OZ	1	15.99		
CUSTOMER ID VERIFIED				
+T Tax on TGATE Rebate of \$ 0.75				
-----				
	Subtotal	18.99		
	Tax	1.40		
<b>T O T A L</b>	<b>2 0 . 3 9</b>			
	CASH \$	25.00		
	Change \$	-4.61		
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T(07.000%)	18.99	1.05	20.04	1.40

### Taxable Rebate on Multiple Combos

Consumer purchases 4 quantities of Fritos XXL plus 2 quantities 18 PK of Bud.

This purchase qualifies as 2 promotions resulting in a final price of \$1.50 for each of the 4 bags of Fritos.

Fritos XXL has an applied rebate of \$ 0.15 per bag.

A separate rebate applies to the promotions where \$ 0.75 cents of the discounted amount is a manufacturer rebate. Since this purchase has 2 of these combos, the amount of the rebate for the promos is \$ 1.50

$$\text{Applicable rebates} = 4 \times 0.15 + 2 \times 0.75 = 2.10$$

Tax Type	Purchases	Rebate	Taxable	Tax
T(07.000%)	37.98	2.10	40.08	2.80

Verifone Commander User Reference

<b>WELCOME TO OUR STORE</b>				
666666666666-666				
Sample Receipt				
Description	Qty	Amount		
-----	-----	-----		
T FRITOS XXL	1	3.00		
TGATE PROMO		-1.50		
+T Tax on Rebate of \$ 0.15				
T FRITOS XXL	1	3.00		
TGATE PROMO		-1.50		
+T Tax on Rebate of \$ 0.15				
T FRITOS XXL	1	3.00		
TGATE PROMO		-1.50		
+T Tax on Rebate of \$ 0.15				
T FRITOS XXL	1	3.00		
TGATE PROMO		-1.50		
+T Tax on Rebate of \$ 0.15				
T BUD 18PK 24OZ	1	15.99		
CUSTOMER ID VERIFIED				
T BUD 18PK 24OZ	1	15.99		
+T Tax on TGATE Rebate of \$ 1.50				
		-----		
	Subtotal	37.98		
	Tax	2.80		
<b>T O T A L</b>		<b>4 0 . 7 8</b>		
	CASH \$	50.00		
	Change \$	-9.22		
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T(07.000%)	37.98	2.10	40.08	2.80

**Taxable Rebate on Multiple MixMatch**

Consumer purchases 2 2L Pepsi products.

When purchased as Pepsi 2fer, items are offered at promotional price of \$1.59 and a taxable rebate of \$ 0.20 applies to the promo.

Tax Type	Purchases	Rebate	Taxable	Tax
T(07.000%)	3.18	0.20	3.13	0.24

<b>WELCOME TO OUR STORE</b>				
666666666666-666				
			Sample Receipt	
Description	Qty	Amount		
-----				
T PEPSI 2L	1	1.89		
PEPSI 2fer		-0.30		
T MTN DEW 2L	1	1.89		
PEPSI 2fer		-0.30		
+T Tax on PEPSI Rebate of \$ 0.20				
-----				
	Subtotal	3.18		
	Tax	0.24		
<b>T O T A L</b>		<b>3 . 4 2</b>		
	CASH \$	5.00		
	Change \$	-1.58		
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T(07.000%)	3.18	0.20	3.13	0.24

### Taxable Rebate on Item, Combo and MixMatch

Consumer purchases 2 2L Pepsi products (Pepsi 2Fer), 2 Fritos XXL (item eligible rebate) and 1 18 PK of 24 OZ Bud (combined with Fritos, eligible for TGate Promo Rebate).

Item Rebates: Fritos

Combo Rebate: TGATE

MixMtch Rebate: PEPSI

Tax Type	Purchases	Rebate	Taxable	Tax
T(07.000%)	22.17	1.25	23.42	1.64

Verifone Commander User Reference

<b>WELCOME TO OUR STORE</b>				
66666666666-666				
Sample Receipt				
Description	Qty	Amount		
-----	----	-----		
T PEPSI 2L	1	1.89		
PEPSI 2fer		-0.30		
T MTN DEW 2L	1	1.89		
PEPSI 2fer		-0.30		
T FRITOS XXL	1	3.00		
TGATE		-1.50		
+T Tax on Rebate of \$ 0.15				
T FRITOS XXL	1	3.00		
TGATE		-1.50		
+T Tax on Rebate of \$ 0.15				
4 BUD 18PK 24OZ	1	15.99		
CUSTOMER ID VERIFIED				
+T Tax on PEPSI Rebate of \$ 0.20				
+T Tax on TGATE Rebate of \$ 0.75				
		-----		
		Subtotal	22.17	
		Tax	1.64	
<b>T O T A L</b>			<b>2 3 . 8 1</b>	
		CASH \$	30.00	
		Change \$	-6.19	
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T(07.000%)	22.17	1.25	23.42	1.64

**Taxable Rebate on Multiple Taxes**

Consumer purchases a single JD Breakfast Sandwich which has a taxable rebate of \$ 0.15

JD Breakfast Sandwich is flagged with three separate taxes; two of which have rebates defined.

Tax Type	Purchases	Rebate	Taxable	Tax
T(07.000%)	1.79	0.20	1.99	0.14
N(01.000%)	1.79	0.00	1.79	0.02
C(02.000%)	1.79	0.20	1.99	0.04

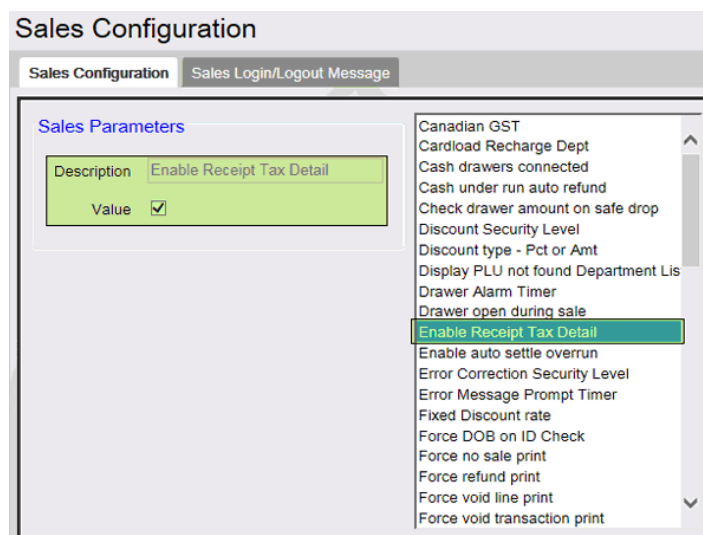
<b>WELCOME TO OUR STORE</b>				
66666666666-666				
Description	Qty	Amount		
-----				
TNCJD BRKFST SAND	1	1.79		
+T Tax on Rebate of \$ 0.20				
+C Tax on Rebate of \$ 0.20				
-----				
Subtotal		1.79		
Tax		0.20		
<b>T O T A L</b>		<b>1 . 9 9</b>		
CASH \$		2.00		
Change \$		-0.01		
<b>Tax Type</b>	<b>Purchases</b>	<b>Rebate</b>	<b>Taxable</b>	<b>Tax</b>
T (07.000%)	1.79	0.20	1.99	0.14
N (01.000%)	1.79	0.00	1.79	0.02
C (02.000%)	1.79	0.20	1.99	0.04

Sample Receipt

## Configuring Taxable Rebates

### Sales Configuration

Use **Store Operations > Sales > Sales Configuration** to enable the taxable rebates feature.



## Price Look Up Manager

Price Look Up Manager

Page 1 of 1

PLU 000000009997 4 000

Description ITEM D

Price 9.97 Sell Unit 1.000

Department 9995 - TEST A DEPT

Product Code 0400 - GENERAL MERCHA

Fee

ID Check  Edit

Taxes 1 - TEST  Edit

Blue Laws  Edit

**Properties**

Open  Not Sold

Returnable  Food Stamp

Special Discount  Promo

Fractional Qty

**Taxable Rebate**

Additional amount against which tax is to be calculated when this PLU is sold

Rebate Amount 0.00 Taxes  Edit

UPC	Desc
0000000099974/000	ITEM D
0000000099981/000	ITEM E
0000000099988/000	ITEM F

Previous Retrieve PLUs Next

Add Delete

## Combos (NAXML Promotions)

NAXML Deal

Save Cancel

Item List Maintenance **Combo Maintenance** Mix&Match Maintenance

Select Combo

1 - Item Combo

Combo ID 1

Description Item Combo

Start Date Time 12 11 2014 00 00

End Date Time 12 11 2014 00 00

**Price by**

Combo  Combo Items

Priority

Price 0.00

**Pricing Scheme**

Weighted  Percentage

**Week day availability**

	Start Time	End Time
<input checked="" type="checkbox"/> S	00 00	00 00
<input checked="" type="checkbox"/> M	00 00	00 00
<input checked="" type="checkbox"/> T	00 00	00 00
<input checked="" type="checkbox"/> W	00 00	00 00
<input checked="" type="checkbox"/> T	00 00	00 00
<input checked="" type="checkbox"/> F	00 00	00 00
<input checked="" type="checkbox"/> S	00 00	00 00

**Combo Item List**

Selected Items

1 - Item 1  Edit

Item List Qty 3

**Taxable Rebate**

Additional amount against which tax is to be calculated when this Promo is sold

Rebate Amount 0.00 Taxes 1 - TEST 2 - Sales Tax  Edit

## Match (NAXML Promotions)

The screenshot shows the 'NAXML Deal' configuration window, specifically the 'Mix&Match Maintenance' tab. The interface includes the following sections:

- Item List Maintenance / Combo Maintenance / Mix&Match Maintenance:** Navigation tabs at the top.
- Select Mix&Match:** A list box containing '1 - Match1'.
- Mix Match ID:** Input field with value '1'.
- Description:** Input field with value 'Match1'.
- Start Date Time:** Calendar and time pickers set to 12/11/2014 00:00.
- End Date Time:** Calendar and time pickers set to 12/11/2014 00:00.
- Week day availability:** A grid of checkboxes for days of the week (S, M, T, W, T, F, S) with associated start and end time pickers.
- Item List:** A dropdown menu showing '1 - Item 1'.
- Package Pricing Configuration:**
  - Add New:** A list box containing 'QTY 2 FOR 5 OFF Package Price'.
  - Pricing Type:** Radio buttons for 'Total Package Price', 'Amount Off Package Price' (selected), and 'Percent Off Package Price'.
  - Quantity:** Input field with value '2'.
  - Amount Off:** Input field with value '5.000'.
- Taxable Rebate:** A green-shaded section with the text 'Additional amount against which tax is to be calculated when this Promo is sold'. It includes a 'Rebate Amount' input field with value '1.00', a 'Taxes' dropdown menu with value '2 - Sales Tax', and an 'Edit' button.

## Reporting

### Taxable Rebate Report

For each tax against which taxable rebate is applied, the taxable rebate report shows sales (taxed and tax exempt), rebate amount and a calculated total of the increased taxable sales. Totals are shown separately for item based rebates and promo based rebates.

Verifone Commander User Reference

State Tax (7.00%)

PLU (Item) Based Rebates

PLU#	Descr	Qty Sold Taxable	Qty Sold Tax Exempt	Total Sold	Rebate Amount	Total Taxable Rebate Amount
000000000047/000	ENERGY DRINK	0	1	1	0.25	0.00
000000003915/000	FRITOS XXL	12	0	12	0.15	1.80
000000003711/000	JD BRKFST SAND	1	0	1	0.20	0.20

PROMO Based Rebates

Promo ID	Descr	Qty Sold Taxable	Qty Sold Tax Exempt	Total Sold	Rebate Amount	Total Taxable Rebate Amount
Combo 1	TGATE	4	0	4	0.75	3.00
Match 2	PEPSI 2fer	2	0	2	0.20	0.40

Total Taxable Rebate Amount - State Tax (7.00%) 5.40

City Tax (2.00%)

PLU (Item) Based Rebates

PLU#	Descr	Qty Sold Taxable	Qty Sold Tax Exempt	Total Sold	Rebate Amount	Total Taxable Rebate Amount
000000003711/000	JD BRKFST SAND	1	0	1	0.20	0.20

PROMO Based Rebates

Promo ID	Descr	Qty Sold Taxable	Qty Sold Tax Exempt	Total Sold	Rebate Amount	Total Taxable Rebate Amount
----------	-------	------------------	---------------------	------------	---------------	-----------------------------

Total Taxable Rebate Amount - City Tax (2.00%) 0.20



# Time Clock

## Overview

Use any of the following **Payroll Functions** to clock in, clock out, or change job code to log time spent performing various tasks. Job code numbers are assigned according to company policy and procedures.

*Note: Time clock functions are separate from logging into or exiting from sales.*

## Clock In / Out

The "Clock In / Out" function clocks an employee in and out. The Clock In / Out adds and removes employees from the POS' internal time clock, and this information is used to calculate the payroll.

### Notes:

- *Employees cannot clock in or out without having a name assigned in Employee File.*
- *Clock Out function permitted only for employees who are clocked in and vice versa.*

## Change Job Code

Use "Change Job Code" function to change the job code. Job codes are used to log time spent performing particular job tasks. Also, the job code function logs when a new/different job task is begun.

## Using Time Clock

- [Clock In](#)
- [Clock Out](#)
- [Change Job Code](#)

## Clock In

Use Clock In function in any of the following ways:

- A specific soft key: **[CLOCK IN/OUT]**
- A function under the **[OTHER FUNC]**

### From Sales Mode

1. In Sales Mode, touch **[CSR FUNC]**
2. On the left-hand top corner, touch **[CLOCK IN/OUT]**
3. In Payroll Functions > touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**
6. Key the job code number and touch **[OK]** or press **[ENTER]**.

A Clock In receipt prints

### From **[OTHER FUNC]** Key

1. Press **[OTHER FUNC]**
2. In **Other Functions**, touch **[CLOCK IN/OUT]**
3. In Payroll Functions, touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**
6. Key the job code number and touch **[OK]** or press **[ENTER]**, a Clock In receipt prints.

<p><b>Clock In</b></p> <p>Cashier# 1 at 08:01</p> <p>STORE MANAGER</p> <p>Job Code: 1</p> <p>REG# 101 CSH#2    TRAN# 1010004</p> <p>10/10/12 08:01    ST# AB123</p>	<p>Sample Clock In Receipt</p>
---	------------------------------------

**Clock In** displays just the time in Hours and Minutes you clocked in.

## **Clock Out**

Use the **Clock Out** function in any of the following ways:

- A specific soft key: **[CLOCK IN/OUT]**
- A function under the **[OTHER FUNC]**

### **From Sales Mode**

1. In Sales Mode, touch **[CSR FUNC]**
2. On the left-hand top corner, touch **[CLOCK IN/OUT]**
3. In Payroll Functions, touch **[CLOCK IN/OUT]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**
6. Key the job code number and touch **[OK]** or press **[ENTER]**

A Clock Out receipt prints

### **From [OTHER FUNC] Key**

1. Press **[OTHER FUNC]**
2. In Other Functions, touch **[CLOCK IN/OUT]**
3. In Payroll Functions, touch **[CLOCK OUT]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**, a Clock Out receipt prints.

<b>Clock Out</b>					
Cashier# 2 at 16:01					
STORE MANAGER					
JOB			TOTAL		
CODE	TIME IN	TIME OUT	HOURS		
-----					
1	10/10/12 08:00	10/10/12 16:00	08:00		
123	10/10/12 08:01	10/10/12 16:00	08:00		
ENDING	10/10/12 16:01	08:00			
REG# 101	CSH#2	TRAN# 1010004			
10/04/12 23:59	ST# AB123				

Sample Clock Out Receipt

**Clock Out** displays each set of clock in/outs. Time is reported in hours and minutes (not in hours and hundredths of hours) on a 24-hour clock since the last Payroll Report was run.

The week ending date is the current date. This is followed by the total hours since the last Payroll Report was run.

The report can be printed either for a specific employee or for all employees.

### Change Job Code

Use **Change Job Code** function in any of the following ways:

- A specific soft key: **[CLOCK IN/OUT]**
- A function under the **[OTHER FUNC]**

### From Sales Mode

1. In Sales Mode, touch **[CSR FUNC]**
2. On the left-hand top corner, touch **[CLOCK IN/OUT]**
3. In the Payroll Functions > Select Payroll Function, touch **[CLOCK IN]**

## Verifone Commander User Reference

4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**. A Clock In receipt prints

<b>Clock In</b>	
CASHIER #1 at 07:58	
JOB CODE: 1	Change Job Code Sample
	(Clock In Receipt)
REG # 102 CSH#1	TRAN# 101010
10/04/12 22:34	ST# AB123

### From **[OTHER FUNC]** Key

1. Press **[OTHER FUNC]**
2. In Other Functions, touch **[CLOCK IN/OUT]**
3. In the Payroll Functions > Select Payroll Function, touch **[CLOCK IN]**
4. Key an employee number and touch **[OK]** or press **[ENTER]**
5. Key a password and touch **[OK]** or press **[ENTER]**. A Clock Out receipt prints followed by a new **Clock In** receipt with the new job code

<b>Clock Out</b>	
Cashier# 2 at 16:01	Change Job Code Sample
STORE MANAGER	
JOB	TOTAL
CODE TIME IN	TIME OUT HOURS
-----	
1 10/10/12 08:00	10/10/12 16:00 08:00

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2 10/10/12 08:01 10/10/12 16:00 08:00	
3 10/10/12 08:01 10/10/12 16:00 08:00	
ENDING 10/10/12 16:01 08:00	
REG# 101 CSH#2 TRAN# 1010004	
10/04/12 23:59 ST# AB123	

<b>Clock In</b>	
CASHIER #1 at 07:58	Change Job Code Sample
JOB CODE: 2	(Clock In Receipt with change in Job Code from 1 to 2)
REG # 102 CSH#1 TRAN# 1010005	
10/04/12 22:34 ST# AB123	

## Reporting

The Payroll Report prints either a current or close payroll report that lists the dates and times each employee clocked in and out. If an employee is clocked in when a report is run, that employee's clock out date and time are listed as 'PENDING'.

The report must be closed manually from the POS and is separate from any other "close" function. The Payroll Report can be printed from the Site Report Navigator.

The report can be printed for a specific employee (by employee ID number) or for all employees.

## Payroll Report Highlights

- Time is reported in hours and minutes (not in hours and hundredths of hours) on a 24-hour clock. For example, a Payroll Report for someone who clocked in at 15:44 and clocked out at 23:59 would report Total Hours of 8:15, indicating the employee worked 8 hours and 15 minutes.

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- The payroll report does not reset total hours to zero.
- The close payroll report does reset total hours to zero.
- The report can be printed either for a specific employee or for all employees.

05/17/02			11:51	
CURRENT PAYROLL REPORT				
-----				
001 JO MARCH				
265-45-9876				
TIME IN		TIME OUT		TOTAL
				HOURS
-----				
05-15-02	11:00	05-15-02	19:00	8:00
05-16-02	12:00	05-16-02	19:00	7:00
ENDING 05-18-02				15:00
EMPLOYEE SIGNATURE:				
-----				
MANAGER SIGNATURE:				
-----				
002 PETER WOLF				
129-28-1038				
TOTAL				
TIME IN		TIME OUT		HOURS

Sample Payroll Report

## Verifone Commander User Reference

<p>-----</p> <p>05-15-02 15:44 05-15-02 23:59 8:15</p> <p>05-16-02 12:00 PENDING</p> <p>ENDING 05-18-02 8:15</p> <p>EMPLOYEE SIGNATURE:</p> <p>-----</p> <p>MANAGER SIGNATURE:</p> <p>-----</p>	
---	--

If no employees have clocked in or out during the payroll period chosen, “\*\*\* No Records Found \*\*\*” prints on the report.

## Troubleshooting

#	Message	Description / Action
E1126	MUST CLOCK OUT FIRST	Employee attempted to clock in, but has not clocked out yet.
E1127	MUST CLOCK IN FIRST	Employee attempted to clock out, but had not clocked in yet.
E1206	PAYROLL RECORD FULL	Run the Payroll Report function.
E1208	MUST CLOCK OUT FIRST	Must clock out before trying to clock in.
E1209	MUST CLOCK IN FIRST	Must clock in before trying to clock out.
E7023	LAN COMMS DOWN	Journal Only: Attempted to clock in or out or tried to reprint a clock in or out ticket and the LAN was down. See the site’s procedures for handling this situation.



# Transactions

## Overview

A transaction is any function that can affect the total amount in the drawer. Our system supports several types, including:

- Sales
- Refunds
- Pay In
- Pay Out
- Safe Drop
- Safe Loan

The last four items in the above list are discussed in separate sections. Sales and Refunds do not occur in the same transaction.

There are a few additional functions that work on a transaction by transaction basis:

- Suspend / Recall Transaction (Sales and/or Refunds only)
- Ticket Print (any completed or suspended transaction)

## Using Transactions

### Refund

1. Press **[REFUND]**
2. Enter items to be refunded, following store policies and procedures
3. Press **[TOTAL]** if required
4. Press **[MOP]**

**Note:** *If refunding a card payment additional information may be required by the card processor.*

## Recall Pending Transactions

This function can be used in one of the following two ways:

- A specific soft key: [SUSP]
  - A function under the [OTHER FUNC] key
1. Do one of the following:
    - Press [SUSP]
    - Press [Other Func], select “View Pending Transactions (Recall)” from the list and press [ENTER]
  2. If only one transaction is pending it will be automatically recalled. If more than one transaction is pending, touch the appropriate transaction (to recall) from the list

## Suspend Transaction

1. Press [SUSP]

The transaction gets suspended

***Note:** Transaction cannot be suspended if it includes a prepaid fuel sale.*

## Ticket Print

The most recent transaction is always displayed at the top of the list and highlighted.

- To print most recent transaction, press [TICKET PRINT] [ENTER]
- To print older transaction, press [TICKET PRINT] and then either key the entry number or touch the transaction to be printed. Use down arrow to view older transactions.

## Configuring Transactions

Parameter	Path	Value	Description
Allow Suspended Sales	Reporting > Report Configuration	Yes, No	Allows a period close when suspended sales are present.
Force Refund Print	Store Operations > Sales > Sales Configuration	Yes, No	Select to print a refund receipt when the cashier performs a refund in the Sales mode.  (If not selected, the refund prints on the journal only.)
Print Receipt	Store Operations > Sales > Sales Configuration	Yes, No	Select to print a receipt for every transaction.  (If not selected, a receipt will only print for No Sale, Pay In, Pay Out, Clock in/Clock Out, Void, car wash, POP Discounts, and Credit transactions or when using the [TICKET PRINT] key.)

## Reporting

All transaction types occurring within a reporting period are represented on Summary and Cashier Reports for that period.

Sales, Refunds, Pay in and Pay Out are all represented on the Summary and Cashier Reports with “Safe Drop” being included as a type of “Pay Out” and “Safe Loan” as a type of “Pay In”.

Suspended Sales are represented as memo items in those same reports as shown below:

## Verifone Commander User Reference

<b>MEMO ITEMS</b>			
SUSPENDED	2	3.39	Sample Memo Items showing number and amount of suspended transactions in <b>Cashier, Summary</b> and <b>Close Shift</b> Reports
SUSPEND/VOID	1	0.65	
UNSETTLED SUSPENDS	1	2.08	

### Report Details

- **SUSPENDED:** Number of times and total amount of suspended transactions. This happens when the [**SUSPEND**] key is used to suspend and then recall a transaction. If a single transaction is suspended more than once, each time the transaction is suspended adds to the total number and amount of suspends.
- **SUSPEND/VOID:** Number of times and total amount of suspended transactions that were voided rather than settled.
- **UNSETTLED SUSPENDS:** The number and amount of transactions suspended at the time a period is closed.

## Troubleshooting

#	Message	Description/Action
	(#) RECEIPT(S) PENDING	The indicated number of transactions (#) are suspended.
	NETWORK SUSPENDED TRANSACTION	The controller is retrieving a network suspended transaction from a workstation.
	SUSPENDED TRANSACTION	A transaction is currently suspended.
E1155	NO PENDING TRANSACTIONS	Appears if the View Pending Transactions function is selected and there are no suspended transactions.
E1157	UNABLE TO SUSPEND	Sale cannot be suspended. Perhaps the maximum number of  suspended sales have been exceeded.

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#	Message	Description/Action
E1160	MAXIMUM PENDING TRANS. EXCEEDED	Too many transactions are suspended. Only one credit transaction can be suspended at a time.
E1162	NEED TO SETTLE PENDING TRANS.	Attempted to close a shift while a network transaction is suspended. Settle the pending transaction and then close the shift.
E1187	NETWORK SUSPENDED TRANSACTION	Attempted to recall a network transaction from a different terminal than the one on which the transaction was suspended. Use the same terminal to recall the transaction.
E1283	SUSPEND WITH FUEL INVALID	Attempted to suspend a transaction with a prepaid fuel sale, which is not allowed.

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