Verifone C-Site Management

User Guide





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Revision History

Date	Description
04/13/2021	Initial Release.
10/18/2021	Added One-Time Password (OTP) chapter, and updated the Introduction to include the OTP, Connect Device to Cloud, and Reports information, as well as updating the appropriate site controller release information to 53.20+.
03/28/2022	 Updates to the Reports chapter: Changed screenshot to show active Download Report button. Added info on Download Report Added TLog Viewer feature. Updated the Introduction section to add the applicable Reports information, and the most current software release. Edited to conform to newest branding guidelines.
04/12/2022	Added a table with search/report criteria to the Site Assets section of the Reports chapter, as well as a screenshot of a sample Site Assets report.
07/15/2022	Updated the Connect Device to Cloud section to reflect UI updates. Changed front matter to reflect new branding guidelines.
02/28/2023	Updated to include Bulk Site Upload and Mobile Payment Configuration. Updated My Accounts, Reports > Summary, and Connect Device to Cloud sections. Added additional permissions into the Roles section.
04/17/2023	Reviewed and updated UI changes throughout document, Download Report for T-Log added, MID Bulk Upload feature added, Acknowledgment Added, User Table added.
04/27/2023	Added C-Site Requirement notice.
06/30/2023	Added Loyalty Configuration.
07/14/2023	Added Site Configuration Section: MOP, Currencies, Fees, Tax Rates, Categories, Departments, Blue Laws, ID Checks
08/21/2023	Updated Branding for C-Site and Documentation
09/11/2023	Added Sign up process information.
10/4/2023	Added Website URL, DNS requirement for Onboarding, new onboarding process, added Appendix I details for Onboarding Requirements, Fuel Tax Exemption, and POS Security levels.
11/15/2023	T-Log Viewer Type on Search is Financial by default, Note added for software support error messaging added to Site Configuration forms, Automatic Site Creation Note added



02/09/2024	Added PLU Configuration, Sales Configuration, Login/Logout Message, Fuel Pricing, and Fuel Config – In Effect, Version support notification messaging, Added additional information about account onboarding.
03/25/2024	Updated software 'base' reference to 'release', Added instructions on how to create an additional Petro Site Administrator, Updated Site Asset Data to include new columns for Site ID and Location ID, Updated Instructions on how to access Loyalty Enterprise Configuration and Mobile Enterprise Configurations and any associated instructions



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1. Introduction

Verifone C-Site Management is a web application that enables Petroleum Merchants and Major Oil administrators to maintain a centralized point for site data, monitor sites remotely, and provides a convenient platform for synchronous oversight and configuration.

Verifone C-Site Management does not require a technician to visit each location to make changes and updates. Updates can be done selectively or all at once from the web application.

This guide covers the following topics:

- Hierarchy: Setting up and managing hierarchy, the arrangement of groups and sites to reflect your business structure (e.g. National > Regional > Western > Pacific).
- Sites: Setting up and managing sites (individual business locations) within the hierarchy.
- User Administration: Creating and managing users with various roles and permissions (e.g. access to administrative or reporting features within the C-Site Management application)
- Dashboard: An overview of the application's dashboard, from which you can access features, view configuration steps (and their completion status), and find information on additional help and support.
- My Account: Information for users on viewing their account information. Editing user information is not available currently.
- Reports: Reporting allows near-real-time data for Transaction Logs (T-Logs), Site Assets, and Summary details to be readily viewed.
- Configuration: Remotely manage and synchronize site configurations for Mobile Payment, Loyalty Configuration, Viper Card Tables, and various site price book configurations.
- Connect Device to Cloud: This feature allows you to connect the Verifone Commander to the Verifone C-Site Management cloud application.
- One-Time Password: This feature allows you to send a One-Time Password (OTP) from the Verifone Commander to an email address to access the OTP-dependent features of the Verifone Commander.



System Requirements

WARNING



If the Verifone Commander is not onboarded to the Verifone C-Site Management within a certain amount of time, it will not be able to perform merchandise and fuel transactions.

See the Appendix I section for specific details.

In release 55.01 the requirement to onboard onto C-Site still exists, but merchandise and fuel functionality will not be disabled.

Software Requirements

- Verifone Software Release: Support begins in 53.35+
- Web Browser: Microsoft Edge, Chrome, Firefox, or Safari accessed through a computer.

Software Release Specific Implementation

Release	Features Supported
53.35	TLog Viewer, Site Assets, OTP
53.41	Mobile Payment Config, Viper Table Set Management
54.00	Loyalty Configuration
54.01	POS Configuration, Commander Configuration Acknowledgment
54.02	POS Security, Fuel Tax Exemptions, Enhanced C-Site Onboarding Support, Major oil accounts can use loyalty configuration from C-Site Management
55.00	PLUs, Sales Configuration, Login/Logout Message, Fuel Pricing – Pending, Fuel Config – In Effect
55.01	Dealer Location ID Presented in Site Asset Report



Version Support Notification

C-Site Management has been enhanced to display when the connected site's software release version does not support specific forms. Messaging will appear that states 'This Version (xxx.xx.xx) does not support configuring the form, please upgrade your Commander.'

Software upgrades can be requested through Verifone's Remote Software Delivery (VRSD) process. Refer to the <u>VRSD Implementation Guide</u> for more details.

Store Operations	This Version (054.02.00) does not suppor	t configuring the form, please upgrade your commander
MOP Currencies		
Fees Tax Rates		
Categories		

Hardware Requirements

- Verifone Commander with supported POS
- Computer (Desktop or Laptop) with the most recent security updates
- Managed Network Service Provider (MNSP) Implemented
- Broadband Internet Connection



Account Sign Up

- 1. To create an account for Verifone C-Site Management, navigate to the following URL and select 'Sign Up for Free'.
- https://petromop.verifone.cloud/home •

2. Complete and submit the form

presented.

Verifone[®] C-Site Management

Smart monitoring and reporting for your petroleum business

Sign Up for Free

customers only. No credit card required

Sign Up for Verifone[®] C-Site Management

Early access. For existing customers only. No credit card required.

Early access. For

Company Name	
Your Company Name	
Corporate Email	
youremailaddress@companyname.com	
Day Time Phone Number	
5555555555	
State	
Florida	•
I agree to the Terms and Conditions	
✓ I agree to the Privacy Policy	
V I'm not a robot	

NOTE

If the administrator has more than one store, only one account is needed.

All sites should be onboarded to one account.



Terms and Conditions

When you log into C-Site a prompt will appear to accept the terms and conditions. To log into the application, you must accept the terms and conditions to proceed.

To view the Terms and Conditions, select the blue text in the prompt.



Website URL

To access Verifone C-Site Management, navigate to the following URL using a web browser:

https://us.live.verifone.cloud/

• verifone	English 🗸			
Sign in to Verifone Central				
Password				
Privacy - Terma				
Sign In				
Forgot password?				





2. Hierarchy

This section provides an overview of how to edit and manipulate hierarchies on the Merchant Admin page. A hierarchy structure allows you to build or map the structure of your business within Verifone C-Site Management. Hierarchies should be configured before adding sites to Verifone C-Site Management. This allows more effective use of the Bulk Site Upload feature.

View Hierarchy

- 1. Log in to the Verifone C-Site Management application.
- 2. Click on Administration > Hierarchy.
- 3. Use the **Search bar** to search for the name or use the **collapsible menu** below the search bar.

Hierarchy	Edit Hierarchy
Q Search by Name in Hierarchy	
Expand All Collapse All	
> Topline (83)	



Edit Hierarchy



If a new Merchant Administrator has not set up any hierarchy for the account, the display page will show the company name with any subentries all in one group.

1. Hierarchies can be edited by selected the **Edit Hierarchy** button in the top right corner of the Hierarchy window.

Hierarchy	Edit Hierarchy
Q Search by Name in Hierarchy	
Expand All Collapse All	

2. The following icons will appear next to the hierarchy names. Not all icons will appear next to each name based on the available functions for that row.





lcon	Description
C	Edits an existing groups name.
+	Adds a sub-group to an existing group.
•	Reorders icons by selecting the group to move from the list, and then dragging and dropping the group.
~	Adds a new group to the highlighted row. The new group name prompt will appear below this line when selecting this icon.
	Deletes a group

Search

Key in the name of the group in the search field to narrow down the hierarchy to the entered characters.







3. Sites

Sites (stores) are the individual C-store/gas station at which the Verifone Commander resides. The Verifone Commander at each location must be setup to communicate to the Verifone C-Site Management system in addition to being onboarded through Verifone C-Site Management. Those details are discussed in the Connect Device to Cloud section. This section will discuss how to add or onboard sites to the Verifone C-Site Management system individually or in bulk.

Required Site Information

The following information must be obtained from the sites you wish to onboard to Verifone C-Site management:

- Verifone Service ID as shown in the site's contract.
- Site's Name
- Site's Address
- Site's Phone number



Make sure the hierarchies used for the site are configured prior to adding the location to the dashboard.

Bulk Site Creation

Bulk site creation is used to onboard up to 2,000 sites to Verifone's C-Site Management rather than one site at a time. This feature utilizes an Excel Spreadsheet where site information such as service ID, address, and hierarchy assignment are entered in a spreadsheet and then uploaded to the cloud. The data entered is checked for validity once it is uploaded to the cloud and a Bulk Upload Report is generated to provide information on whether the site creation was successful.

Downloading the Template

1. Navigate to **Administration > Sites**.



2. Select **Create Site** in the top right corner of the menu.

Sites						Create Site
Site Name 🗸 Search Criter	ria					Q Search
Hierarchy V Add filter +	-					
Site Name 🖨	Service ID 🗘	Status 🗢	Status Received At	Hierarchy	Site ID ≑	

3. Select Create in Bulk.

Create Site	
Bulk Creation	Manual Creation
Upload a XLSX file and add hundreds of sites in a few clicks. Sites will be automatically assigned to your hierarchy.	Add sites manually using a simple form. This is an ideal way for adding one or several sites.
Create in Bulk	Create Manually



4. Click on Downloading Excel Template File.



5. Download the Excel document titled **'Petro_Cloud_Template.xlsx'**. When you open the document, you may need to Enable Editing depending upon your Microsoft Excel version.

Ехсе	Petro_Cloud_Ten	nplate - View-only~	✓ Search (Alt + Q)					۵
File	Home Inse	rt Draw Page	Layout Formulas I	Data Review	View Help	🔏 Viewing 🔻	🗸 🖓 Edit a copy 📮 Co	omments
5	~ Č ~	✓ 12	B	∠ ≣ ∽ eb	😝 🗸 🛛 General	00. 0;→ 0.← 00. ✓	$\Sigma \sim 2 \nabla \sim \rho \sim$	、
A2	~ × ~	/ fx						~
	Α	В	С	D	E	F	G	
1	Verifone's Service ID	Site ID	Site Name	Sub group 1	Sub group 2	Sub group 3	Address Line 1	Addre 📤
2								
3								
4								
5								
6								
7								
8								



6. Enter in the site information, one site per row. All fields that have an asterisk (*) are required. After all the entries are completed, **save the changes** made to the spreadsheet.

Field	Description
Service ID*	The Verifone Service ID shown in the site's contract with Verifone.
Site ID	Any ID number used by the organization operating the site.
Site Name*	The name of the site. This is useful when searching for sites. Site names must be unique to the site.
Sub Groups*	Assign a site to a location in the hierarchy using the Sub groups. The hierarchy subgroups must exist before bulk upload, or the site will be added to the root company
Street Address*	The physical address of the site.
City*	The municipality in which the site is located (or equivalent).
Zip Code*	The ZIP code for the site.
State*	Choose a state from the drop-down list.
Custom Attributes	You can create your own attributes for sorting and filtering sites. Please see below for more information.



WARNING

A valid Verifone Service ID **MUST** be entered. If the entry is incorrect the site will not be onboarded.

7. Return to the **Template Download** page on Verifone C-Site Management and select **Continue** at the bottom of the page.





8. **Drag and drop** the Petro Cloud Template Spread sheet in the dotted area or Browse files and locate the file to upload.

С	reate Site		
	Template Download	Sites Upload	Done
	Sites Upload		
	Open the template which you have dow your sites. Save the file and upload it be	vnloaded and fill it with information elow.	n about
		Drag and drop XLSX file here or	
		Browse files	
В	ack		Continue

- 9. Once the file is ready to transfer, the 'Drag and drop XLS file here' will update to the name of the file selected. Click **Continue** to upload the file.
- 10. The Done screen will appear. A **transaction ID** for the upload will be generated for your reference. From here, you can select reports page on the screen to view the **Bulk Upload Report**, or you can navigate to View Sites.

Create Site		
Template Download	Sites Upload	Done
Done		
Upload has been processed success reference. You can check the status	sfully. Save transaction id : 1001075 for in reports page.	
		View Sites





Bulk Upload Report

After a bulk site upload is completed, a Bulk Upload report is generated to provide details on which sites were successfully added to Verifone C-Site Management.

The report can be accessed by selecting the 'reports page' text in blue (shown above) or by navigating to **Administration > Bulk Upload Report**. Each Bulk Upload performed has a Transaction ID generated, allowing you to review the specific Transaction ID in the reports list.

A status is generated to let you know if there was an Error in the upload, or if the upload completed successfully. Since multiple sites can be uploaded at the same time, an Error response will appear even if there is only one site that had an issue. If all sites upload without any errors, the Status will show a green Success.

Bulk Upload Report Errors

The following errors may occur during upload. Utilize the table below to resolve any errors that occurred during the upload. Be sure to select the Transaction ID associated with the upload.

Field	Description	Resolution
Mandatory Fields Required	If any mandatory fields are missing (Service ID, Site Name, Address Line 1, Country, State, City, or Zipcode)	Confirm that the information is present in the mandatory fields and upload the site again.
Invalid Service ID Range	If the Service ID Length is less than 7-Digits	Confirm the Service ID entered is 7-Digits.
Service ID Not Found	Service ID Not found in CRM Database	Confirm the Service ID is a valid Service ID.
Site Created Successfully	Site Created Successfully	Upload completed without any errors.
Invalid Attribute. Site Created Successfully.	Site created successfully and an invalid attribute was found.	The site was added to the Sites list, but an attribute was invalid. Make corrections to the site on the Administration > Sites page.
Invalid Subgroup Combination Found. Invalid Attribute. Site Created Successfully.	Site created successfully but has an invalid subgroup name and attribute combination.	An invalid attribute and subgroups (hierarchy assignment) were found in the uploaded document. Make corrections to the site on the Administration > Sites page.



Invalid subgroup combination found. Site Created Successfully	Site created successfully but subgroup combination is incorrect.	The subgroups (hierarchy assignment) were invalid in the uploaded document. Make corrections to the site on the Administration > Sites page.
Site Name Already Exists	The site name already exists in sites table.	Either change the existing site record's name or change the site name in the upload document. The site will need to be added again once changes are made.
Duplicate Service ID and Site Name	A duplicate Service Id and siteName combination found in the upload document.	Remove the duplicate records and upload the site again.
Duplicate Service ID	A duplicate Service ID was found in the upload document.	Remove the duplicate service ID and upload the site again.
Duplicate Site Name	A duplicate site name combination was found in the upload document.	Remove the duplicate site name and upload the site again.
Site: Entity Service Error	Site entity service failure.	Attempt the upload again.
Address: Entity Service Error	Address entity service failure.	Attempt the upload again.
Mandatory Fields Required	If any mandatory fields are missing (Service ID, Site Name, Address Line 1, Country, State, City, or Zipcode)	Confirm that the information is present in the mandatory fields and upload the site again.
Invalid Service ID Range	If the Service ID Length is less than 7-Digits	Confirm the Service ID entered is 7-Digits.





Manual Site Creation

Manual creation is intended to be used to **add one site at a time**. To add multiple sites, use Bulk Site Creation. Manual creation utilizes a web form to fill in the required site details to onboard the site to Verifone C-Site Management System.

- 1. Navigate to Administration > Sites.
- 2. Select Create Site in the top right corner of the menu.
- 3. Select Create Manually under the Manual Creation section.





4. Complete the Site Details form. Service ID, Site Name, Address Line 1, Country, State, City, and Zip Code are required (*) fields.

Create Site	Field	Description
Site Details	Service ID*	The Verifone Service ID shown in the site's contract with Verifone.
Service ID * As shown in contract with Verifone	Site ID	Any ID number used by the organization operating the site.
Site ID Site Name * Custom site name	Site Name*	The name of the site. This is used when searching for sites. Note: Site name will display the site's service id if the site did not exist in C-Site and was onboarded with Configuration Client.
You can search sites by this name. + Add custom attributes	Custom Attributes	You can create your own attributes for sorting and filtering sites. Please see below for more information.
Custom attributes allow you to filter sites list using attribute. e.g. by fuel brand,	Street Address*	The physical address of the site.
Software version, etc.	City*	The municipality in which the site is located (or equivalent).
United States of America	Zip Code*	The ZIP code for the site.
+ Add address	State*	Choose a state from the drop-down list.
Hierarchy	Hierarchy*	Assign a site to a location in the hierarchy using this feature, by navigating to the correct location in the hierarchy, clicking on it, and then clicking "Re-assign site."
to desired hierarchy level and click 'Re-assign to this group'.		
The site is assigned to Topline.		
Re-assign Site		
Discard Create Site		

5. Once you have completed filling in the fields, click **Create Site** to add the new site or Discard to return to the Sites window.





Adding Custom Attributes

Custom attributes allow users to search for sites based on specific criteria relevant to those sites, such as brand of fuel sold, software version on the site controller, type of installation, etc. Up to five attributes can be added per site.

- 1. Select the **+** Add custom attributes within the create site form under the Manual Site Creation form.
- 2. Enter the name for the attribute in the field that appears.
- 3. Enter a value in the field provided.

Custom site name)
You can search sites	by this name.		
Attribute 1			
Name		Value	

- 4. To delete an attribute, select the Trash can icon.
- 5. When you select **Create Site**, the custom attributes will be added along with the rest of the site data.





Editing Existing Sites

- 1. To edit a site, select the site from the site list.
- 2. In the top right corner of the screen, select Edit Site.
- 3. Changes can be saved (Save Changes) or Discarded (Discard). The site can also be deleted by selecting Delete Site on the bottom left corner.

1.8.0 - Demo	Discard	Save Changes
Site Details		
Service ID *		
Site ID		
Site Name *		
(1.8.0 - Demo		
You can search sites by this name.		
+ Add custom attributes		
Country United States of America		
+ Add address		
Hierarchy		
Assign a site to hierarchy, use the expanding list below, navigate to desired hierarchy level and click 'Re-assign to this group'.		
The site is assigned to Peachtree.		
Re-assign Site		
Delete Site	Discard	Save Changes



To re-assign a site's hierarchy, select the **'Re-Assign Site'** button on the Site Details page (before selecting the Edit Site button).



4. Roles

The Roles feature is used to assign different permissions and features to a single or multiple users. It can restrict users or groups of users from accessing various features.

To navigate to Roles, select **Administration > Roles**.

Roles			Ad	d Role
Role Name 👻 Search Criteria			۵	Search
Created Date V Add filter +				
Name 🗢	Status 🗢	Created By 🗘	Created Date 🗢	
No Access	Active	Indigo Violet	9/4/2023	>
Write Access	Active	Indigo Violet	9/4/2023	>
Read Only	Active	Indigo Violet	9/4/2023	>



Verifone will configure default role permissions for the application. Administrator users will need to create roles using the permissions, and then assign them to users.

Adding User Roles

1. To add user roles, navigate to **Administrator > Roles** and select **Add Role** at the top of the page.

Roles			Add Role
Role Name 🗸 Search Criteria			Q Search
Created Date V Add filter +			
Name 🗢	Status 🗘 🛛 Cri	reated By 🗢 Creat	ted Date 🗢
No Access	Active Inc	diao Violet 9/4/2	023



2. Complete the form by entering at least a role name and selecting appropriate permissions. Use the table below for more details.

Field	Description
Role Name	A name to easily identify the role that is unique and accurately describes the permissions assigned to the user. Ex. Store Manager, Pricebook Manager, Accounting
Role Description	An optional field where you can describe the roles' purpose and function.
Status	Allows the role to be enabled to deactivated.
Copy Permission from role	Clones all permissions from one user role to another. Useful if you want to then add or remove a single item.
	Site Management : Allows the user to access the Sites features under the Administration menu. (For more information, see the Site Management section.)
Administration	Roles Management: Allows the user to access the User Roles functions.
	User Management : Allows the user to access the Users functions under the Administration menu. (For more information, see the User Management section.)
Configuration	Store Operations: Allows the user to access site specific configurations related to store operations such as MOP, Tax rates, Departments, Access Control, Fuel Prices, Fuel Configuration, etc.
	Payment Partner Configuration: Allows the user to edit and/or access Mobile Payment & Loyalty Programs and site-specific configurations (For more information see the Mobile Payment / Loyalty section.)
	Site Assets: Allows the user to run Site Asset reports.
Reports	TLog: Allows the user to run Transaction Log reports.
	Summary Report: Allows the user to run Summary Reports.



5. Create Users



Before creating users, Hierarchies, Sites, and User Roles must already be configured.

- 1. To create new users, navigate to Administration > Users.
- 2. Click Add User in the top right corner of the screen.
- 3. Complete the required fields using the table below for reference.

Field	Description
Name	Enter in the name of the user. It is recommended to use the First and Last name in the name field.
Email	Enter in the email address for the user. It is recommended to use company email addresses when possible. The email address is used for logging into the Verifone C-Site application.
Status	Users can be set to active or deactivated if they no longer need access to the Verifone C-Site Application.
Role	Assign the role from the list that best fits the users job functions. Refer to the Roles section for more detail on roles and role permissions.
Site Assignments	Users can be assigned to specific hierarchies, meaning they can be permitted access to only a subset of sites. If the user requires access to all sites, then select the first option under site assignments which will select all locations.

Deleting a User

- 1. To delete users, navigate to Administration > Users.
- 2. Select the user from the list.
- 3. Select Delete User on the bottom left corner of the User Detail screen. To utilize the same email address, the Verifone Helpdesk must be contacted to fully remove the users email address.



Creating an Additional Administrator Account

Only one site administrator exists when the account is created initially. If you need to create additional users with the same access level then the user's role will need to be modified.

- 1. Login with the current Petro Site Administrator account.
- 2. Navigate to the newly created or existing user and select them from the user list under **Administration > Users**.
- 3. Once the user is selected, click **Edit User** from the top right corner.
- 4. Update the user's role to Petro Site Admin from the Role drop down.
- 5. Click Save Changes.

dit User	Discard Save Changes
User Details	
Name User Name	
Email user@server.com	
This email will be used to log in Status Active Deactivated	
Role Petro Site Admin	
Delete User	Discard Save Changes



6. Dashboard

This section discusses the Verifone C-Site Management application Dashboard. The dashboard provides information on active sites, offline sites, latest sites added, pending authorization sites, and devices.

The Dashboard is located under C-Site Management > Overview > Dashboard.



Not all users will have access to all these features. Feature access will depend on a user's permissions. See the User Role and Users sections for more information.

an overview of all devices connecte search and filter to find exactly wh	ed to Commander on your sites. hat you need and export results in CSV.		
7 Active Sites	30 Offline Sites	Devices	
View active sites	View offline sites	Dispenser	113
		Register	35
Latest Sites	Pending Authorization	Commander	33
View latest sites	View pending sites	other	32
Store # 10	Store # 15	Pinpad	21
Store # 11	Store # 16	DCR	16
Store # 12	Store # 17	Carwash	14
Store # 13	Store # 18	Tank Gauge	1
IStore # 14	Store # 19		



Dashboard on Initial Login

Here is a sample dashboard layout with some steps already completed. You should work through each step-in sequence to properly configure the application. Please see the Hierarchy, Sites, Roles, and Users sections of the documentation for information on configuring each of these areas.

- 1. **Hierarchy**: Add and view hierarchies, which are lists of groups of sites as your business organizes them, e.g., National > Regional > State, etc.
- 2. Sites: Create and manipulate lists of sites that sit in various levels of the hierarchy.
- 3. **Roles**: Create user roles so you can assign permissions (configured by Verifone) to individual users or groups of users at one time.
- 4. **Users**: Create and manage user profiles for users who need to log in to perform various functions in the Cloud application.





Once you have completed all the setup steps, and have active Sites, the Dashboard will look like this:

an overview of all devices connecte search and filter to find exactly wh	ed to Commander on your sites. lat you need and export results in CSV.		
7 Active Sites	30 Offline Sites	Devices	
View active sites	View offline sites	Dispenser	11
		Register	3
Latest Sites	Pending Authorization	Commander	3
View latest sites	View pending sites	other	3
Store # 10	Store # 15	Pinpad	2
Store # 11	Store # 16	DCR	1
Store # 12	Store # 17	Carwash	1
Store # 13	Store # 18	Tank Gauge	
Store # 14	Store # 19		



7. My Account

The My Account section allows you to view and edit details regarding to your specific user account including your name, language, and password.

To view your account information, **click on the initial icon** in the top right corner of the Verifone C-Site Management web page after logging in. Select **My Account** from the drop down.

The first page will display the account's General Information. To make any changes select the Edit User button in the lower right corner.

Field	Description
First name, Middle name, Last name	Shows the users First, Middle (Optional), and Last (Optional) Name. Note: For some users the First Name may display the users email address or their first and last name. This can be updated in Edit User.
Organization	Shows the organizations (company) name to which the user belongs.
Organization ID	Shows the Organization ID assigned to the company. This is a unique ID that is specific to the organization.
Email	Shows the user's email address.
Roles	Shows all user roles assigned to the user. Role assignments cannot be changed in My Account. They are changed under Administration > Users.
Status	Shows if the account is enabled or disabled.



Changing Password

- 1. To change your password, login with your current username and password.
- 2. Select the **initial icon** in the top right corner of the Verifone C-Site Management website and choose My Account.
- 3. Select the Edit user button under the General Information section.
- 4. Towards the bottom of the page select the **Change password** button.



- 5. Enter in the current password in the first field. Type in the new password in the new password and Confirm new Password fields. Select Update to apply the new password.
- Passwords must be at least 8 characters long and contain at least 1 number, at least 1 capital letter, at least 1 lowercase letter, and at least 1 symbol.
- Passwords must be different from the users last 10 passwords.







Forgot Password

In the event a user has forgotten their password, there is a Forgot Password option at the login screen of Verifone C-Site Management.

1. To reset your password, **enter your email and select the submit button**. Once the email has been sent, the user can no longer log in with their previous password. The user must reset their password following the email instructions.

Sign in to Verifone Central	Forgot password
Email	You will shortly receive an email with further instructions.
Password () protected by reCAPTCHA Privacy - Terms Sign In Forgot password?	Email Protected by reCAPTCHA Privacy - Terms Submit

2. Once the password has been reset, the user must log in with the new password.


8. Reports

There are three different reporting options currently available within Verifone C-Site Management: Site Assets, Tlog Viewer, & Summary Report. Reports are located under **Commerce > Petro Reports**.

	tion C-Site Management
Commerce	Petro Reports
Optimize commerce operations with a comprehensi payment tools, designed to streamline transactions	ve suite of Site Assets
maximize revenue. Stay on top of financial performa detailed reporting on sales and revenue, and never	nce with Tlog Viewer niss a
payment with a reliable payment deliverables.	Summary Report

Site Asset Reports

The site asset report provides an overview of all devices connected to the Commander at the onboarded locations. **To locate the Site Asset Report, select Commerce > Site Assets.**

Site Assets	Download Report		
Get an overview of all devices connected to Commander on your sites. Use search and filter to find exactly what you need and export results in CSV.			
Service ID 🗸 Search Criteria	Search		
Devices V Model V Software V Hierarchy V + Add filter			
Service ID 🗘 Site ID 🗘 Location ID 🖨 Site Name 🖨 Device 🖨 Vendor 🖨 Model 🖨 Suite Version 🖨 Softwar	re ♦		



Search Functions in Site Asset Reports

Site Asse	ts			
Get an overview of Use search and filte	all devices conn r to find exactly	ected to Commander or what you need and exp	n your sites. ort results in CSV.	
Service ID 🖌	Search Criteria	1		
Service ID Site ID Location ID	Model V	Software V Hier	rarchy 🗸 🕂 Ac	id filter
Service ID \$	Site ID 🗘	Location ID 🗘	Site Name 🗘	Device

To **search by Service ID**, enter the Service ID in the search field and click Search.

To **search by Site ID or Location ID**, click the Service ID drop down and change the selection. Location ID information is only available in release versions 55.01+.

To **search by name** within the Hierarchy, click the Hierarchy button

and enter the name for which you wish to search, and click Apply.

To **filter results by item in the hierarchy**, click the Hierarchy button and use the checkboxes to select items (i.e., Florida and California in the screenshot below). When you have configured your search, click Apply.

The search results will appear on the Site Assets Report page.



NOTE

Hierarchy V

Apply

Search by Name

Topline (85)

+ Add filter

The items that appear beside the check boxes under the filter criteria buttons (e.g., Commander, Register, Carwash in the screenshot above) depend on the equipment that is present at the site(s) you are including in the report.



Reports can be filtered using the following criteria:

Field	Description		
Devices	Shows the device type such as Dispenser, Register, Commander, PIN Pad, Other, DCR, etc.		
Vendor	Shows the Vendor of the product when applicable. For example, dispensers will show the dispenser brand name when that information is available. Click + Add filter to see this option.		
Model	Select from the model information available (e.g., Commander > Ruby Ci)		
Software	Searches from the specific software for the device. For Commander software, this area shows the Release version of the software. For PIN pads it will display the entire software name and version.		
Suite Version	Displays the specific Commander application version and green box version when applicable. Click + Add filter to see this option.		
Hierarchy	Allows for the search information to narrow down locations based on their hierarchy organization. Multiple or individual sites can be selected using this option.		

Download Site Asset Report

The information shown can be downloaded in a **.csv file format** and saved to the local computer. If the information is filtered/searched, then the report download will populate with the displayed information.

Selecting Download Report on the Site Assets main page will prompt for the report to be downloaded.





Tlog Viewer

The Tlog viewer feature allows for financial transaction logs or transaction journal entries to be viewed from Verifone C-Site Management. Only the last 7-days of Tlogs are available for review.

To locate the Site Asset Report, select Commerce > Tlog Viewer.



This feature is only available to Merchants and Retailers.

Search Functions in Tlog Viewer

The Tlog viewer search requires a service ID or a site (one) selected from the Hierarchy drop down to perform a search.

Tlog Viewer	Download Report
Service ID Search Criteria	Search
Created Date 8/31/2023 - 9/6/2023 V Type V Hierarchy V + Add filter	
Please select a Service ID to view the Tlog	

Field	Description			
Service ID	(Default) Select Service ID from the drop-down menu to the left of the search criteria text box and enter the site's service ID.			
Date: Predefined	Choose from Today, Yesterday, or up to the last 7 Days.			
Date: Custom	Select a date using the calendar controls. You can only select the last 7 days.			
Туре	Use the check boxes to select Financial and/or Journal entries. Financial is selected by default but can be changed by selecting the Type drop down.			
Hierarchy	Use the check boxes to select Site Names from the Hierarchies configured within C-Site.			



Add Filter: Trans Types	Use the check boxes to select from the transaction types configured on the system.
Add Filter: Journal Types	Use the check boxes to select from the journal entry types configured on the system.
Results per Page	Select how many entries you wish to view at a time (Default is 10).

Click on the record to view the transaction details. Details will vary based on the transaction type selected. Transaction logs will never display full card numbers.

Download Site Asset Report

NOTE

The information shown can be downloaded in a **.csv file format** and saved to the local computer. If the information is filtered/searched, then the report download will populate with the displayed information.

Selecting **Download Report** on the Tlog Viewer page will prompt for the report to be downloaded.

Tlog Viewer	Download Report
Service ID Search Criteria	Search
Created Date 8/31/2023 - 9/6/2023 V Type V Hierarchy V + Add filter Please select a Service ID to view the Tlog	

Summary Report

The Summary Report provides data about merchandise sales by category and fuel sales. To access the summary report in Verifone C-Site Management go to **Commerce > Summary Report.**



NOTE This feature is only available to Retail administrators and their users.

Summary Repor	t	
Service ID Search Criteria		Search
Date V Hierarchy (+1) V Please select the Date to get the rep	Clear filters	

To view the summary report, a date and location must be selected. Location can be located by using the Service ID or the Hierarchy selection. Select the date and sequence number result to view the summary report details.



Only **one date can be selected** at a time. **Reports are archived within Verifone C-Site Management and accessible for only one week**. The week is based on a calendar week and not the site's day close.

Summary Report Details

Field	Description
Site Information	Shown in the top row. From here, you can click See Site Info to view the site's information, but this will exit the report and you will have to generate it again.
Period Open/Close	Shows the date selected for the report.



Merchandise Sales			
Category	Shows the Category number for the transactions.		
Description	Shows the category description for the transactions. This is configured in the POS system itself.		
Sales	Shows the sale amount for each transaction.		
Void Amount	Shows the dollar amount on sales cancelled by the cashier.		
Void Count	Shows the number of cancelled sales.		
Overall Total	This row shows the totals for each column for every transaction in the period.		
Fuel Sales			
Fuel Cnt	Shows the total number of fuel sales transactions.		
Fuel Amt	Shows the dollar amount of fuel sales.		
Fuel Gallons	Shows the number of gallons of fuel sold per transaction.		
Void Fuel Cnt	Shows the total number of fuel sales cancelled by the cashier.		
Void Fuel Amt	Shows the dollar amount of cancelled fuel sales.		
Drive Off Cnt	Shows the number of fuel sale transactions that were not paid for.		
Drive Off Amt	Shows the total dollar amount from unpaid-for fuel sale transactions.		



9. Loyalty Configuration

Loyalty Configuration in Verifone C-Site Management allows for Loyalty settings to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support Loyalty remote management within the Verifone C-Site Management application requires software **Release 54.00** or higher.

Configuration Syncing

Initial Onboarding

When the Verifone Commander is initially onboarded into the cloud, if it is on Release 54.00 or higher, it will transmit its current Loyalty configuration to the Verifone C-Site Management application.

The current configuration is only transmitted to the Verifone C-Site Management application during the initial onboarding.

Configuration Updates

- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be accessed and transferred to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- Once the site is onboarded to the cloud, Loyalty Configuration will still be available within Verifone Configuration Client.
- If there are local changes within Verifone Configuration Client made to the Loyalty Payment Configuration at the site, these changes will **NOT** be transmitted to Verifone C-Site Management.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.

Create Loyalty Programs

The loyalty payment program allows for different loyalty programs to be generated and assigned to multiple sites with specific Merchant IDs (MIDs) for each location. Loyalty Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.



Create Program

1. To create a new Loyalty program, navigate to C-Site Management > Site Management > Select the Sites drop down and switch the view to Enterprise.

Sites ~	_		
Enterprise	Hierarchy V		Search By Site Name Q
(Mission St	Modappa Rd	BenoDr	

2. Once you're on the Enterprise view, select + Create New in the top right corner.

C-Site Management	
Enterprise Viewing: Loyalty	+ Create New
Provider Search Criteria	Search

3. From the Create New Data Set pop up, select the Configuration Category of **Payment Partner**. Select the Configuration Type of **Loyalty**.

Create New Data Set	×
Configuration Category:	
Payment Partner	•
Configuration Type:	
Loyalty	~
Warning: You will need Merchant ID(s) to create a progra	ım.
Cancel	
Cancer	

4. Click **Continue** to open the creation form.



3. Complete the following parameters shown specific to the Loyalty Program being configured. **See table below for details on each field.**

Communication Settings Choose a template Create new Clone from existing General Configuration Name* IP/Host IP/Host IP/Host Port* Heartbeat(seconds)* Display FEP Outside for Multiple Loyalty Provider* Port* Heartbeat(seconds)* Display FEP Outside for Multiple Loyalty Program Name* TLS	Create Loyalty Program						
Choose a template Clone from existing Configuration Name Orriguration Name Provider Program Name TLS Enable TLS Sett ings Enable TLS Settings Settings Settings Enable TLS Settings Settings Settings Settings Enable TLS Settings Seties Settings Setings Settings Settings Settings Settings	COMM PARAMS & CA	ARD(S) SITE(S) ASSIGNMENT	MIDS	REVIEW	DONE		
Create new Clone from existing General Communication Parameters IP/Host IP/Host IP/Host IP/Host IProvider Provider Program Name TLS Interpretation Interpretation Settings Interpretation Provider Interpretation Inte	← BackChoose a template				Save & Next →		
General Communication Configuration Name* Enable Barcode Scan IP/Host* Enable Card Download Provider* Display FEP Inside for Multiple Loyalty Program Name* TLS IS Enable TLS	Create new	Clone from existing					
Configuration Name IP/Host Provider IP/Host Provider Display FEP Inside for Multiple Loyalty Port Heartbeat(seconds) Program Name TLS Image:	General	Communicatio Parameters	on	Settings			
Program Name TLS Receipt Offline Message	Configuration Name Provider	V Port* Hea	urtbeat(seconds)*	Enable Barcode So Enable Card Down Display FEP Inside Display FEP Outside	can Ioad for Multiple Loyalty le for Multiple Loyalty		
	Program Name	TLS Enable TLS)	Receipt Offline Messag	ge*		



Field	Description
Create New or Clone from Existing	To create a new loyalty program, select the Create New bullet. To copy settings from another loyalty program to be modified, select Clone from existing. (See next section for more details)
Configuration Name	The specific name for the loyalty provider.
Provider	Select the loyalty provider from the list that is used to host the name. The list is a pre-defined selection of approved loyalty hosts.
Program Name	Sets the Program ID for the loyalty program.
IP/Host	Sets the IP address of the loyalty host. (Provided by loyalty host)
Port	Communication Port Number for the primary loyalty host (Provided by loyalty host)
Heartbeat (seconds)	Sets the interval in seconds between network status checks from the Electronic Payment Server to the Loyalty Host. Minimum amount allowed is 120 seconds.
Enable TLS	Enables the use of secure Transport Layer Security (TLS) connection to the loyalty host. When TLS is used, data is encrypted over the communication line.
Program Settings	Enable Bar code Scan - Enables bar code scanning for the related FEP. Display FEP inside for Multiple Loyalty -Displays loyalty programs at the POS when multiple loyalty is used. Enable Card Download - Allows the loyalty host to send down loyalty cards through the Loyalty Card Table Download function. Display FEP Outside for Multiple Loyalty - Displays the Loyalty Program at the DCR when multiple loyalty is used.
Receipt Offline Message	When loyalty is offline the message entered here will print on the receipt.

4. Select **Save & Next** to save the parameters entered.



Clone from Existing Program

1. If the Clone from Existing Program is selected on the Create Program form, it will prompt you to search for the name of the program you wish to clone.

Choose a template		
Create new	Clone from existing	
Search Configuration		
	a)	

2. After completing the search function, select clone or view from the return list displayed.

choose a template						
Create new	Clone f	rom existing				
earch Configuration test		٩				
Configuration Name	Provider	Program Name	Host	Port	View	Clone
Testing_qat_loyalty	PCATS	testing_sanity	localhost	2000	0	ļ
testing_qat_2_prog	PCATS	testing_qat_2_prog	localhost	2000	0	C.
Test-qat	PCATS	Test-qat	192.365.365	250	0	¢

3. Enter in the Configuration Name and Program Name for the configuration. Make any additional changes to the communication parameters and program settings before continuing. **Refer to the table above for more details on each field.**

User Guide

Add Loyalty Cards

• verifone

- 1. The next section on the Create Program form allows loyalty cards to be added to the program.
- If an Alternate ID is allowed with the loyalty card, select the check mark next to 'Add Alternate ID'. An Alt ID Card name will be automatically added to the table. Alternate ID cannot be edited, it is only enabled by being added to the card table.
- 3. Select 'Add Another Card' to add additional loyalty cards to the list.

Card(s)							
Add Alternate Card Name	e ID Abbreviation	Lower ISO	Upper ISO	PAN Length	Enabled	Edit	Remove
Altid	AD	0000000000	9999999999	10	Ø	ø	
						Add	Another Card

4. Complete the entry fields for the specific loyalty card being used.

Field	Description
Card Disabled	Disables the loyalty card
Card Abbreviation	Two-character abbreviation for the card.
Lower Iso	Sets the lower value of the card bin range. The entered card number must be greater than or equal to this number to match the table entry. For standard bar codes and mag stripe loyalty cards this will be the first six digits.
	For GS-128 bar codes '8018' is a special application ID and is required as the first four digits of the Lower ISO range followed by the first two digits of the bar code.



Upper Iso	Sets the upper value of the card bin range. The entered card number must be less than or equal this number to match the table entry. For standard bar codes, GS-128 bar codes, and mag stripe this will be the same as the lower ISO range or ending range value.
Pan Length	Sets the number of digits that are used with each card or barcode.
	Magstripe loyalty cards use 16. Standard bar codes used 12 digits. GS-128 bar codes use 22 digits.

- 5. Select **Save in the Card** window to save the card. Add any additional cards needed for the specific loyalty program.
- 6. Select **Save & Next** to proceed to the Site Assignment Area.

Site Assignment

The site assignment section displays a list of sites that have been onboarded to your C-Site account.

- 1. Select the sites this loyalty should apply to from the list. Selecting the top level of a group will select all sites within that group.
- 2. Select Save & Next once the sites are selected.





Loyalty Merchant ID (MID)

Each location must have a merchant ID (MID) assigned to it for the loyalty provider. The MID allows the loyalty host to identify the site for transactions. Every location will have a unique MID.

1. Enter in the Merchant ID to the right of each selected location. Be sure to enter in the correct MID for each site as it is the loyalty provider's unique identifier for the site.

IDs				Bull	Upload
Service Id	Site Id	Site Name	Address	Merchantid	
4557850	CLW QA	CLW QA	Not Present	86753099	

There is an optional **Bulk Upload** feature that allows a spreadsheet to be utilized to import multiple MIDs at once.

To complete a Bulk Upload for Loyalty MIDs, select the Bulk Upload button on the form, export the template, complete the form, and upload the file to the MID section.

MIDs		Tabular view
	Export Template	
	Drag and drop XLSX file here Or	
	Browse files	
×	Upload File	



Review the Parameters

Before applying the parameters, you can review the selections and entries made to confirm they are correct. At the bottom of the form, the Card(s) and Site(s) Assignment are collapsed. To expand those sections, click the title to expand or collapse those sections.

Click **Save & Next** to apply the configuration.

	Review				
	COMM PARAMS & SETTINGS			^	
	Configuration Name Example				
	Communication Parameters				
	Provider FIS	Program Name Example			
	IP/Host	Port	Heartbeat(seconds)	TLS	
	localhost	2000	6000	Enable TLS	
	Program Settings				
	🔿 Enable Barcode Scan	C Enable Card Downlo	bad		
	O Display FEP Inside for Multiple Loyalty	O Display FEP Outside	for Multiple Loyalty		
	Receipt Offline Message this is test msg				
	CARD(S)			~	
	SITE(S) ASSIGNMENT			~	
(Back			Save & Next	→



Manage Loyalty Programs

Each Configuration Name used for loyalty will create a different loyalty program entry within Manage Programs.

View Existing Loyalty Programs

1. To create a new Loyalty program, navigate to C-Site Management > Site Management > Select the Sites drop down and switch the view to Enterprise.

Sites ~			
Enterprise	Hierarchy V		Search By Site Name Q
Mission St	Modanna Rd	RepoDr	

- 2. Check the Viewing selection to the right of the filter button. If it is set to **Viewing: Mobile**, then use the Filter function to switch to Mobile (Configuration Category: Payment Partner | Configuration Type: Loyalty).
- 3. All loyalty programs will be displayed. To search for a specific loyalty configuration, use the drop down to the left of the search criteria bar to switch between loyalty provider, configuration name, or program name.
- 4. Select the **three dots** to the right of the Program Name view.
- 5. Click View.

Enterprise		ilter Viewing: Loyalty						+ Create New
Provider	~	Search Criteria						Search
Com	Name	Provider	Program Name	IP/Host	Port	TLS	Modified Date [▲]	
12344		Petrosoft, Inc	fdfdfsf	192.168.31.160	5010	0	2024-01-11T20:55:00.366	:
Test		Paytronix Systems, Inc	Program 1	192.168.31.11	443	0	2023-12-18T20:25:31.053	:
akeela 1		Petrosoft, Inc	akeela	192.168.31.160	5010	0	2023-10-25T20:30:41.814	:



Loyalty programs cannot currently be edited in the Enterprise view, but the configuration can be viewed or cloned in the Create Program section discussed above.

12344 Details									Create 🛞
Payment Partner	^	fdfdfsf							
Loyalty		General	Cards Sites						
		General	fdfdfsf	192.	Communicatio	on Paramete	ərs	Settings	:
		ns, linc 	Program 1 led		168.31.11 IP/Host	443	0	2023-12-13120125-31:053	:
		Configuration Na	akeela me		192.168.31.160	5010		Enable Card Download	
		12344			Port	Heartbeat (se	conds)	Display FEP Inside for Multiple Loyalt	у
		Provider Petrosoft, Inc			(5010) TLS	5000		Display FEP Outside for Multiple Loya 2005 Control of the State Receipt Offline Message	alty
		nstine Program Name			Enable TLS			2020 Welcome 0.20.01.098	
		fdfdfsf	PGM3)\$2					

Manage Site Loyalty Configurations

Each locations loyalty configuration can be viewed and modified for individual sites.

View or Edit Site Loyalty Configurations

- To view or edit individual site loyalty configurations navigate to C-Site Management > Site Management
- 2. Use the search by **Site name** or **Hierarchy** drop down to locate the site you wish to modify the loyalty configurations for. Once the site name is located, **click on the name** to open the site configuration.

Sites V		
34 Sites	Hierarchy V	Search By Site Name



- 3. Select **Payment Partner > Loyalty** from the left column to view the site's loyalty parameters.
- 4. To view the site's general loyalty settings, use the drop down on the top left column to switch from the loyalty programs to **General Settings**.

Hierarchy 🗸)		General Settings
General Loyalty Settings		
(0) 7-26	(O) Agua Fria	(O) Ak123
Enable Alternate ID	Journal Loyalty ID to POS	Use Long Text For Indoor
Prompt for Loyalty after payment	Send reward prompt to Cashier	Prompt for reward only on fuel
Display Host Messages		
(O) Spare		
		Hisrarchy V General Loyalty Settings 7.26 Prompt for Loyalty ID to POS Adua Fria Prompt for Loyalty after payment Display Host Messages Display For Loyalty ID to POS Spare O Spare

Field	Description
Enable Alternate ID	Enables the payment device to prompt for an alternative ID for loyalty.
Prompt for Loyalty after payment	Prompts the customer for loyalty after they have paid for the transaction.
Display Host Messages	Loyalty messages will appear on the POS from the loyalty host.
Journal Loyalty ID to POS	Captures the customer's loyalty ID in the site's POS journal logs.
Send Reward prompt to Cashier	Enables the cashier to answer the PIN pad prompt from the POS in the event the customer hands the cashier cash and leaves the store without using the PIN pad display.
Reward Prompt Timeout (in seconds)	Sets a time out value for the loyalty reward prompt in seconds.
Use Long Test for Indoor Prompts	Shows longer prompts inside for loyalty rather than abbreviating them.
Prompt for reward on fuel only	Enabling this setting will only prompt the customer for loyalty if they are purchasing fuel.





5. Loyalty Programs (PCATs Loyalty in Commander's Configuration Client) assigned to the site will be found under the **Programs** drop down.

If the loyalty program is managed through Enterprise configuration, then it will have a label next to the program name indicating **'Enterprise'**.

Modanna Rd Details			\otimes
Store Operations	Hierarchy V		Programs
Payment Partner	1: akeela 2: Program 1		Rockefeller Blvg
Loyalty Mobile	0 7-26	🔿 🔿 Agua Fria	() Ak123
C) AKS-CST-BLK	Program 1 Enterprise	entral Avenue	Crane Cycle recyt
Access Control Recycler	Barameters Carde	O NACS 2022	
Forecourt dTest	Parameters	 Peach tree 	O Rob's Site
	General	Communication Parameters	Station 6 NACS 2023 Settings
			·
	FEP Enabled	IP/Host	Enable Barcode Scan
	Provider	(192.168.31.11	Enable Card Download
	Paytronix Systems, Inc	Port Heartbeat (seconds)	Display FEP Inside for Multiple Loyalty
	Merchant ID	(443) (300	Display FEP Outside for Multiple Loyalty
	(12343		Receipt Offline Message
	Program Name	Enable TLS	Please scan the card
	Program 1		
		-	
			Remove Program

10. Mobile Payment Configuration

Mobile Payment Configuration in Verifone C-Site Management allows for Mobile Payment settings to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support Mobile Payment remote management within the Verifone C-Site Management application requires software **Release 53.41** or higher.

Mobile Payment Configuration in Verifone C-Site Management does NOT set up the Method of Payment (MOP), touchscreen, and DCRs. For details on how to configure Mobile Payments locally within Verifone Configuration Client refer to the Mobile Payment Feature Reference guide.

Configuration Syncing

Initial Onboarding

• verifone

- When the Verifone Commander is initially onboarded into the cloud, if it is on Release 53.41 or higher, it will transmit its current Mobile Payment configuration to the Verifone C-Site Management application.
- The current configuration is only transmitted to the Verifone C-Site Management application during the initial onboarding. If the Program Name does not exist, then the Verifone C-Site Management application will create a Program Name and store it.
- If a Program Name exists in Verifone C-Site Management that matches the Program Name in the site's local Mobile Payment Configuration, Verifone C-Site Management program will automatically update the site's configuration.

Configuration Updates

- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be sent to the site by either the major oil provider and/or the merchant administrator (if applicable.)
- Once the site is onboarded to the cloud, Mobile Payment Configuration management will still be available within Verifone Configuration Client.
- If there are local changes within Verifone Configuration Client made to the Mobile Payment Configuration at the site, these changes will NOT be transmitted to Verifone C-Site Management.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.



Mobile Payment Programs

The Mobile Payment Program page allows multiple mobile payment configurations to be built and assigned to each site. Each program has a specific individual Program Name. Programs can be created in Verifone C-Site Management, or they can be added when the site is onboarded to Verifone C-Site Management.

Create Program (Enterprise)

1. To create a new Loyalty program, navigate to C-Site Management > Site Management > Select the Sites drop down and switch the view to Enterprise.

Sites ~	_		
	Hierarchy V		Search By Site Name Q
Mission St	Modanna Rd	RepoDr	

2. Once you're on the Enterprise view, select + Create New in the top right corner.

C-Site Management	
Enterprise Viewing: Loyalty	+ Create New
Provider v Search Criteria	Search

3. From the Create New Data Set pop up, select the Configuration Category of **Payment Partner**. Select the Configuration Type of **Mobile**.

User Guide



Create New Data S	et	×
Configuration Category:		
Payment Partner		~
Configuration Type:		
Mobile		•
	Cancel	tinue

- 4. Click **Continue** to open the creation form.
- 7. Complete the following parameters shown specific to the Mobile Payment Host being configured. See table below for details on each field.

Create Program		\odot
General	Network	Other
Adapter VFI Mobile V2 V	Address(IPv4 Format/Domain Name)	Outdoor PreAuthorization Timeout(In Secs)
Program Name	Port	Site Intiated Loyalty Never Allow Site Entered Loyalty
Authentication Type Token Send Loyalty Details	Heartbeat Frequency	
		Apply changes

8. Select **Apply Changes** to save the parameters entered.





Field	Description
Adapter	 Select the communication standard being used: VFI Mobile V1 - Connexxus V1 Standard VFI Mobile V2 - Connexxus V2 Standard
Program Name	The program name is specific to the Mobile Payment Configuration. This parameter must be unique as it is the identifier for the Mobile Payment Configuration.
Authentication Type	 Scan Token - QR Code Generated on the Mobile Payment Application is scanned using the POS Scanner Enter Token - Customer or cashier enters a token on the PIN pad. Display Token - Token for the customer to enter on PIN pad. Generate Token - Both Display Token and Generate Token display a token on the PIN pad to be scanned or entered for authenticating the transaction. If a site has different Mobile Payment programs configured with Generate Token authentication type for all, the customer is not prompted to select a mobile payment program during the transaction. After selecting the mobile MOP, the PIN pad displays a QR code instead of a mobile payment programs election.
Send Loyalty Details	Enabling this flag sends SLA/EPS loyalty program details to the Mobile Host Provider.
Address (IPv4 Format/Domain Name)	Host IP or URL (IPv4 Format or HTTP domain name)
Port	Communication Port Number
Heartbeat Frequency	The time after which the Verifone Commander pings the mobile program host to check connection. If the host is offline, a mobile host offline alarm message will appear on the POS.
SSL Enabled	Enables Secure Socket Layer (SSL) for client/host communications.
Outdoor PreAuthorization Timeout (In Secs)	The DCR pre-authorization time out in seconds.
Site Initiated Loyalty	 Select the site-initiated loyalty settings for outdoor transactions: Never Allow Site Entered Loyalty - Only allows mobile loyalty. Allow Site Entry i.e., Swiped Loyalty Card- Both swiped and mobile loyalties allowed. Allow Site Entered Loyalty if no Mobile Loyalty - Allows swiped loyalty is there is no mobile loyalty.

User Guide



Edit an Existing Program

- 1. To edit an existing Loyalty program, navigate to C-Site Management > Site Management > Select the Sites drop down and switch the view to Enterprise.
- 2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Mobile**, then use the Filter function to switch to Mobile (Configuration Category: Payment Partner | Configuration Type: Mobile).
- 3. Select the three dots to the right of the Program Name view/edit.
- 4. Click View/Edit.
- 5. The **Genera**l tab will display by default. The **Sites** tab will show which locations have this program applied.

MOBILE TEST Detail	liewing: Mobile S				- Create 🛞
Payment Partner	^ n Nam			SSL	MID Bulk Upload
Mobile					
		General			<u></u>
		General	Network	Other O	
		Adapter	Address(IPv4 Format/Domain Name)	Outdoor PreAuthorization T	imeout(In Secs)
		VFI Mobile V1 🗸	google.com	(180	
		Program Name	Port .	Site Intiated Loyalty	ovality
		Authentication Type			
		Scan token v	60 Seconds v		
		Send Loyalty Details	SSL Enabled		
					Remove Program

6. After you've made the changes to the configuration, confirm that those changes are correct and select **Apply changes** in the lower right corner of the screen.

	Details	+ Creats 🛞
Payment Partner	Name IP/Host	Port SSL
Mobile	MOBILE TEST	Apply changes Discard
	General Sites 192168,3113	



Delete an Existing Program

WARNING

Deleting the existing program within the Enterprise configuration will delete the Mobile configuration from any associated sites.

- To delete an existing Mobile program, navigate to C-Site Management > Site Management > Select the Sites drop down and switch the view to Enterprise.
- Check the Viewing selection to the right of the filter button. If it is not set to Viewing: Mobile, then use the Filter function to switch to Mobile (Configuration Category: Payment Partner | Configuration Type: Mobile).
- 3. Select the three dots to the right of the Program Name you wish to remove.
- 4. Click View/Edit.
- 5. Use the Sites tab to see which sites have the loyalty program applied to it.
- 6. Use the **General** tab to remove the program, by selecting **Remove Program** in the bottom right corner of the screen.

Retailer Details							+ Create 😿
Payment Partner	^ n Na						MID Bulk Upload
Mobile		Retailer					
VFI Mobile V2		General Sites				0	i
VFI Mobile V1		General		Network		Other _O	
VFI Mobile V2		Adapter	gateway.stage.gu	di oo al Address(IPv4 Format/Domain Name)	4009	Outdoor PreAuthorization	Timeout(In Secs)
VFI Mobile V2		VFI Mobile V2 🗸		192.168.31.13	12345	180	
VFI Mobile V2		Program Name		Port	123	Site Intiated Loyalty	
VFI Mobile V2		Retailer		(443)	Never Allow Site Entered	I Loyalty
VFI Mobile V2		Authentication Type		Heartbeat Frequency			
VFI Mobile V2		Send Loyalty Details		SSL Enabled			
VFI Mobile V2							
							Remove Program



MID Bulk Upload

MID Bulk Upload feature allows for site specific MIDs to be added in bulk for one specific program. This feature is useful for onboarding multiple sites within a new Mobile Payment host program.

The MID Bulk upload feature requires the site's service ID and the site specific MID to be known.

- 1. To use MID Bulk Upload, navigate to C-Site Management > Site Management > Select the Sites drop down and switch the view to Enterprise.
- 2. Check the Viewing selection to the right of the filter button. If it is not set to **Viewing: Mobile**, then use the Filter function to switch to Mobile (Configuration Category: Payment Partner | Configuration Type: Mobile).
- 3. Select the **three dots** to the right of the Program Name you wish to remove.
- 4. Click View/Edit.
- 5. Select **MID Bulk Upload** in the top right corner of the Site selection screen.

MOBILE TEST Details			+ Cre	
Payment Partner n Name Mobile M	BILE TEST google.com Sites	Pert	MID Bulk Uploe	d A
6. Select the Downloading Excel Template File link on the Template Download screen. Once	MID Bulk Upload for MOBILE TEST	Port 10003	ssl O	÷
the template is downloaded, fill in the Service ID fields along with the associated site	Template Download Template Download Development 1. Start by Downloading Excel Template file. 2. Open it and fill in information about your sites conligurations or click Continue if you have already downloaded	MID Bulk Repor You can view last 5 upload transactions links for more	ded transactions here. Clic 9 information	k
MIDs. 7. Save the document to your computer and click	ogra m1 192.168.31.100	Last 5 Transactions		
Continue on the Template Download screen.	google.com	443	0 0	
	192.168.31.160			Continue





8. Either drag and drop the saved Service ID / MID list file into the dotted lines or browser for the files. Once the file is found, select the **Upload File** button.

Μ	D Bulk Upload for MOBILE TEST	10003	0	÷
	Open the template which you have downloaded and fill it with information about your	sites. Save the file and	upload it below.	
	gataway stage guf ocal Drag and drop XLSX file here			
ram1	192.168.31.160 Browse files			
	192168 31 11			
СВ	ck		(Upload File

9. The screen will return to the MID Bulk Upload form. A 'Done' message will appear in the left side of the screen. To upload more MID's to the selected program, select **Upload Again**.

To view the result of the upload, select the MID Bulk Report on the left column. The **MID Bulk Report** will display the last five MID Bulk Upload results. It is recommended to review the results after the upload to confirm if the MID was successfully uploaded to the entered Service ID.

MID Bulk Upload for MOBILE TEST	10003	0	:		
192,168,31,13 Done	MID Bulk Report				
Upload process for transaction MOBILE TEST 03-26-24 21:00 PM is completed.	You can view last 5 uploaded	transactions here. Clic	sk		
geteway stage gulf oc al	4009		: :		
gra m1 192.168.31.160	Last 5 Transactions				
	MOBILE 3/26/24, 5:00 PM		COMPLETE		
	443		:		
	443	MID Bull	k Report		×
192.100.5111	++3				
		Service ID	MID	Status	Reason
		test	test	failed	Invalid Service Id



Mobile Payment Site Configuration

Individual site configurations for mobile payments is found under C-Site Management > Site Management > Site Name > Payment Partner > Mobile.

Store Operations	← Hierarchy ←		Copy Mobile Configuration Site Settings V
Payment Partner	C Enable Mobile Payments		
oyalty	Site Name		
AKS-UST-BLK	My Mobile Program	(O) Ontral Avenue	
ccess Control Recycler	Welcome Message		
precourt dTest	▼ Go Mobile Place	O Pach tree	
	(C) Spare	(O) Station 5 NACS 2023	
	Data storage time 30 Days		
	Report Mobile Terminal Batch Detail Report	~)	

Edit Site Details for Mobile Payment Configuration

- To edit site mobile configurations, navigate to C-Site Management > Site Management > Select the Site Name from the list.
- 2. Select Payment Partner > Mobile.
- 3. The **Site Settings** are presented by default. To modify the programs, switch the drop down to **Program List.**

Modanna Rd Details						
ore Operations	Hierarchy				copy Mobile Configuration	Programs List
wment Partner	♪ () Modanna Rd					
yalty bbile	Selected Programs	3				Select Program
	Program Name	MID	Store ID	Settlement Employee #	Settlement Passcode	Phone #
Recourt d Test	Cottan ark Place	0987612345	 Peach tree 	e -	- 🔘 Rob's Site	-
	Program 2	675645	Station 5	NACS 2023	Station 6 NAC	S 2023



4. Use the **Select Program** drop down under **Program List** to modify any site specific MID's. They must have the **checkbox enabled** to add any site specific details.

				Rocketeller Rivd
elected Programs				(a) HILLS
Program Name	MID	Store ID	Settlement Employee #	
,				Retailer
Octan 0987612345				Quality Oil
		е	Animals	
D) Spare	075045			BG Test Program1
Program 2 6/b64b			🗸 🗸 Octan 0987612345 🕂	
				V Program 2 675645 +
				1234
				Program A
				Gulf
				MPPA2
				Apply

5. Use the **(+)** next to the MID to add additional details such as Store ID, Settlement Employee Number, Settlement Passcode, and Phone Number.

			\supset
Settlement Emp	loyee Number		
Settlement Pas	scode		
Phone Number			



Copy Mobile Configuration

- 1. To edit site mobile configurations, navigate to C-Site Management > Site Management > Select the Site Name from the list.
- 2. Select Payment Partner > Mobile.
- 3. Click Copy Mobile Configuration from the top left corner of the screen.

		\otimes
lierarchy 🗸		Copy Mobile Configuration Site Settings v
Enable Mobile Payments	O RenoDr	Rockefeller Blvd

A list of sites will appear to select a location to copy the configuration <u>from</u>. Use the Hierarchy drop down or the search by name function to narrow down the site.
 Select the site you want to copy the Mobile Program from.

< Back to site		
elect site to copy fr	rom:	
	() Aqua Fria	Aki Search By Name
) Atta Vista		



5. The copy form will open after the site is selected. The MIDs are copied from the store selected on the previous screen, along with their configurations. Make sure you click the Select Program button to edit and update the MIDs for the location.

Selecting the + next to the MID will allow entry of additional configuration parameters: Store ID, Settlement Employee Number, Settlement Passcode, and Phone number.

Enable Mobile Payments					
Bite Name		Select Program 🗸		lvd	
test ²⁶	(O)) gua Fria				
) Alta Vista Velcome Message		Retailer		yc er	
Mississgua	UACS 2022	Quality Oil	526999 +		
Park Place	Peach tree	Animals	MG1331556900 +		
Pata storage time		BG Test Program1	1234	2(23	
30 Davs		Program 2	1204 (†		
		1234			
enort		Program A			
		VFI2			
		MPPA2		•	
format		Ар	ply		
Standard Format	~)				

6. Once all changes are made select Apply changes.



Disable Mobile Payments for an Individual Site

- 1. To edit site mobile configurations, navigate to C-Site Management > Site Management > Select the Site Name from the list.
- 2. Select Payment Partner > Mobile.
- 3. Deselect the Enable Mobile Payments check box.

writy v Enable Mobile Payments Image: Copy Mobile Configuration Image: Copy Mobile Payments Image: Copy Mobile Payments <td< th=""><th></th><th></th><th>\otimes</th></td<>			\otimes
Enable Mobile Payments RenoDr Agus Fila Att23 Mr Mobile Program rtral Avenue Crane Cycle recycler Online Ordering Robbile Site Spare Station 6 NACS 2023 Go Mobile Trinsco Station 6 NACS 2023 Bandard Format			Copy Mobile Configuration Site Settings 🗸
Site Name 6 Auta Fria My Mobile Program Intral Avenue Attractions Attractions Online Ordering Automassage Online Ordering Co Mobile Place Robits Site (a) Spare Online ordering (b) Spare Online ordering (c) Days Station 6 NACS 2023 Format (c) Spare	Enable Mobile Payments		
My Mobile Program Intral Avenue Orane Cycla recycler Welcome Message Intral Avenue Online Ordering Go Mobile Place Intral Avenue Robis Site Spare Intral Avenue Robis Site Jobs Intral Avenue Robis Site Jobs Intral Avenue Robis Site Jobs Intral Avenue Intral Avenue Spare Intral Avenue Robis Site Jobs Intral Avenue Intral Avenue Spare Intral Avenue Robis Site Jobs Intral Avenue Intral Avenue Standard Format Intral Avenue Intral Avenue Apply changes Discard	Site Name		
Misciencents Welcome Message Go Mobile Place Go Mobile Place Spare Data storage time	My Mobile Program	(C) Ontral Avenue	
Go Mobile Piaco Spare Station 5 NACS 2023 Data storage time 30 Days Report Mobile Terminal Batch Detail Report Format Standard Format Discard	Welcome Message	() NACS 2022	
Spare Station 5 NACS 2023 Data storage time 30 Days Report Mobile Terminal Batch Detail Report Format Standard Format Discard	Go Mobile Place	(O) Pach tree	
Data storage time 30 Days Report Mobile Terminal Batch Detail Report • Format Standard Format • Discard	(O) Spare	() Station 5 NACS 2023	
Mobile Terminal Batch Detail Report Format Standard Format Apply changes Discard	Report		
Format Standard Format	Report Mobile Terminal Batch Detail Report	~)	
Standard Format	Format		
Apply changes Discard	Standard Format	·	
Apply changes Discard			
			Apply changes Discard

4. Click Apply changes in the bottom right corner.



Mobile Payment Configuration Acknowledgment

As of software Release 54, the Verifone Commander will support a new feature that will transmit acknowledgments from the site to the Verifone C-Site Management application and provide a status on the last updated configuration.

To confirm if a Mobile Payment Configuration was successfully transmitted to a site, navigate to **C-Site** Management > Mobile Payment > Site Configuration.

Select each site to view whether the configuration was updated on the Commander.

Three different statuses will appear:

- **Unknown** The software may be pre-release 54 or the site has not been onboarded with Verifone C-Site Management
- Success Indicates that the upload was successful for the configuration.
- Failure The upload did was not transmitted and/or applied to the site.

Mobile Payment Configuration Troubleshooting

Mobile Site Configuration Not Found

1. If the site is Active, confirm they are on Release 53.41 software or higher. Site Assets can be checked under Reports > Site Assets. Search for the Service ID of the location and then confirm the Commander's Software Release is showing 53.41 or higher.

Mobile Payment Program Adapter is Blank

1. The Mobile Payment Program Adapter selection only supports VFI Mobile 1 and VFI Mobile 2. If the program was imported from a site that had FDC Mobile or Local MPPA selected, then the field will be blank in the Mobile Payment Program once its imported.

11. Site Configuration

Site Configuration in Verifone C-Site Management allows for site level price book configurations to be configured and managed in the cloud, and then transmitted to a single or multiple sites. Support for Site Configurations remote management within the Verifone C-Site Management application requires software **Release 54.01** or higher.

Site Configurations consists of the information previously located under Store Operations in Configuration Client.

Configuration Syncing

Initial Onboarding

• verifone

- When the Verifone Commander is initially onboarded into the cloud, if it is on Release 54.01 or higher, it will transmit its current Site configuration to the Verifone C-Site Management application.
- The current configuration is only transmitted to the Verifone C-Site Management application during the initial onboarding.

Configuration Updates

- After the initial upload of the current configuration, any updates made in Verifone C-Site Management can be sent to the site by the merchant administrator.
- If updates are sent to the site from Verifone C-Site Management, the last update sent will override previously transmitted or locally stored data.
- Any changes performed on the local site Commander will sync to the Verifone C-Site management.



A message will be displayed on Site Configuration forms when the Verifone Commander software release version doesn't support configuring the form.



• verifone

Site Search

- 1. Site Configurations are uploaded and managed by each individual site. To search for the specific site, navigate to C-Site Management > POS Configuration > Site Configuration.
- 2. Sites can be searched in three ways:
 - Searching by site name.
 - Using the Hierarchy drop down to filter specific groups of sites.
 - Paging through the site listings.

75 Sites	Hierarchy 🗸		Search By Site Name
Store 1 Store 2	Store 8 Store 9	Store 14 Store 15	Store 20 Store 42
Store 3 Store 4 Store 5	Store 10 Store 11 Store 12	 Store 16 Store 17 Store 18 	 Store 43 Store 44 Store 45
Store 6 Store 7	Store 13	Store 19	Store 46
Results per 25)	Go to page	Page 1 of 3 🔇 🔊

3. Once you've located the site you wish to view select it from the list to open the site configurations.


Store Operations

The following Store Operation configurations are currently available under **C-Site Management > POS Configuration > Site Configuration**:

- MOP Method of Payment
- Currencies
- Fees
- Tax Rates
- Categories
- Departments
- PLU
- Blue Laws
- ID Checks
- Sales



Method of Payment (MOP)

Method of Payment configuration allows payments that are accepted at the store to be configured and modified.

Pre-configured MOPs are loaded into the Verifone Commander at the time of installation.

MOPs can only be selected if they are configured on the point-of-sale touch screen or self-checkout.

It is best practice to leave any unused MOP configurations available in case they are needed in the future.

Field	Description
ID	The record number for the Method of Payment.
Name	The name of the method of payment is entered here. The name will appear on receipts and reports.



MOP Code	 The MOP Code defines how the MOP should function. Review the list to determine which MOP should be used. Selection may vary depending upon the network configuration: O - Cash: Used for cash transactions that will be accepted at the POS. 1 - Credit: Used for cash transactions that will be accepted at the POS. 2 - Debit: Used for credit cards sent through the card network. Some reports may show this MOP as 'Charges' or by card name. 2 - Debit: Used for debit cards that require a PIN entry prompt on the PIN pad. Tender amount required should not be selected for this option. 3 - Manual Credit: Used for credit cards not sent through a credit card network. 4 - Manual Debit: Used for debit cards not sent through a credit or debit card network. 5 - Lotto: Used for winning lotto tickets tendered as MOPs. 6 - Check: Used for written checks. If customers are not permitted to write checks for more than the amount of purchase, do not enable 'Change Allowed' setting. 7 - Tax_Coupon : Use for product coupons as MOPs. The 'Change Allowed' parameter should not be selected for this option. 9 - \$10 Cash : Automatically enters the tendered amount as \$1.00 cash. 'Tender Amount Required' should not be selected for this option. 10 - \$10 Cash : Automatically enters the tendered amount as \$10.00 cash. 'Tender Amount Required' should not be selected for this option. 11 - \$20 Cash : Automatically enters the tendered amount as \$20.00 cash. 'Tender Amount Required' should not be selected for this option. 12 - \$50 Cash : Automatically enters the tendered amount as \$50.00 cash. 'Tender Amount Required' should not be selected for this option. 13 - Food Stamp : Used for paper food stamps only. Amounts entered must be as whole dollars for this MOP. 14 - Drive Off: Used to setup an MOP for clearing fuel sales for customers that drive off without paying for dispensed fuel. 15 - Special Discount F
	 19 - Pump Test : Used for testing dispensers. Typically, used during installation of new dispensers and POS equipment. 20 - EBT Food Stamp : Electronic, non-paper food stamps. 21 - EBT Cash Benefit : Electronic, non-paper cash benefit. 22 - Manual EBT CB : Manual non-paper cash benefit. 23 - ECheck : Standalone electronic check processing. The balance of the ticket amount is sent to the host for approval. 24 - Stored Value Card : Used for prepaid stored value cards.



	 25 - Manual Entry : Selected for manual entry of credit card numbers. Check with the card processing network to see if this functionality is permitted. 26 - Force Post : This MOP is used when entering transactions that were processed when the host was offline. 27 - Post Entry 28 - Mobile : Used for Mobile Payment. See the Mobile Payment Feature Reference guide for more information. 29 - Unattended Refund : Used refunding unattended fuel sales. 30 - Non-Tax Coupon : Used for Product coupons as MOPs. Tax due may be reduced because of applying this coupon. 31 - Fuel Voucher : Used for fuel vouches (paper) only. 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 exemptions can be configured, and the appropriate prompts will be presented to the cashier based on the configurations. 33 - Fleet Check : Fleet Checks can be exchanged for cash or be used as MOP in a transaction. Refer to the Fleet Cards feature reference for more information.
Min. Amount	The minimum amount accepted by the MOP. (0.00-9999.99)
Max Amount	The maximum amount accepted for this MOP (0.00 - 9999.99)
Limit	The drawer limit amount is entered in this field. When the limit is reached the POS will prompt the cashier to perform a Safe Drop. Ensure Allow Safedrop is selected when a drawer limit is set.
# of Additional Receipts	Prints additional receipts for the MOP. Force Ticket Print must be selected to enable this parameter. Some transaction types and MOPs will print additional receipts regardless of this setting.
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 tender. The recommended value is the default values for each MOP. In order 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 code to Verifone MOPs. Helps to create the NAXML POS Journal from the transaction log without manually looking up or mapping the tender. The recommended value is the default values for each MOP. In order 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	Forces the cashier to perform a safe drop before any further sales can be performed on the register. This selection will automatically enable Allow Safe Drop. A limit (drawer limit) must also be configured for this functionality to work properly.





Open Drawer on Sale	Opens the cash drawer when the method of payment is selected.	
Tender Amount Required	Requires the cashier to enter the amount tendered (cash/payment given) before selecting the method of payment.	
Cashier Report Prompt	Prompts the cashier to enter the actual (counted) drawer total for this MOP when printing the cashier report under CSR Functions > Reports > Print Cashier Report.	
Allow Zero Entry	Allows the amount of zero to be entered when entering the actual (counted) drawer totals for this mop when printing the cashier report.	
Allow Without Sale	Allows the method of payment to be used when there are no sales / items rang into the register. For example, if the MOP was cashing winning lottery tickets, then the customer would not need to purchase anything in the store.	
Allow Refund	Allows this method of payment to be used for Refunds.	
Allow Refund Allow Change	Allows this method of payment to be used for Refunds. Allows the cashier to provide change to the customer when the tendered amount is more than the transaction total. Used for cash transactions and when the store allows cash back for checks.	
Allow Refund Allow Change Allow Safe Drop	Allows this method of payment to be used for Refunds. Allows the cashier to provide change to the customer when the tendered amount is more than the transaction total. Used for cash transactions and when the store allows cash back for checks. Allows this method of payment to be used with the safe drop function. If a drawer limit is set, then this function must be enabled.	
Allow Refund Allow Change Allow Safe Drop Allow Money Order Purchase	Allows this method of payment to be used for Refunds.Allows the cashier to provide change to the customer when the tendered amount is more than the transaction total. Used for cash transactions and when the store allows cash back for checks.Allows this method of payment to be used with the safe drop function. If a drawer limit is set, then this function must be enabled.Allows this method of payment to be used for the purchase of money orders. See the Money Order Feature Reference for more details.	



Currencies

Currencies are used to define an alternative currency that can be accepted at the store along with the exchange rate. Up to two currencies can be configured, with the default currency set to US Dollars.

Select Currency		Add Delete
1 - US DOLLAR	Nama	Symbol
2 - EURO		\$
	Currency Code	Exchange Rate
	Singular Print Name	Plural Print Name

Field	Description
Name	The name of the currency. All method of payments uses the default US Dollar currency unless the Other Currency function (must be added to the touchscreen) is used.
Symbol	The symbol that will appear on the receipt representing the currency.
Currency Code	The official 3 letter ISO 4217 currency code. For example, USD stands for US Dollar and CAD stands for Canadian Dollar.
Exchange Rate	For the default currency, the exchange rate will always be 1.00000, however when setting a secondary currency, the exchange rate will be the exchange rate based off the software release / default currency. For example, the exchange rate for the Canadian Dollar would be entered as \$1.32 (According to the July 14th,2023 exchange rate.)
Singular Print Name	Allows the singular printed name for the currency to be modified.
Plural Print Name	Allows the plural printed name for the currency to be modified.



Fees

Fees are used to charge an additional amount to a department or PLU. Up to 99 different fees can be added.

Field	Description
Name	Enter a descriptive name for the fee. The name prints on the receipt.
Department	The department assigned here is where the fee totals will appear in reports.
Fee is Refundable	Allows the fee to be refunded with the original sale.
Fee Туре	Percentage - Enter a flat percentage that will be charged for the department or PLU sale.
Amount	Range/Amount - Calculates the fee amount based on the department or PLU sale. This fee type uses a dollar range to determine the fee amount.
Range	The ending dollar amount for which the fee will be charged. If left at 0.00 it will default to the maximum amount allowed by the register. The starting dollar range for the first fee is always 0.00. The first range entry (top right) is from \$0.00 to \$xx.xx. The second range value will start at the next cent of the previous range.







Tax Rates

Tax rates configurations allows for up to eight different tax rates to be configured at one location. Tax rates can be added to departments or PLU's after they have been created to ensure the correct tax amount is collected on different types of sales.

Select Tax Rate		Add Delete
1 - TEST		
2 - Tax-12	Name	Indicator
3 - Tax-13		
4 - Tax-14		
5 - Tax-15	Rate	Percent Start
6 - Tax-16	(25,000	000
7 - Tax-17		
8 - Tax-18	Options	
	Price Includes Tax	Use Break Point Table
	Use Canadian GST	Prompt For Exemption

Field	Description
Name	Enter a descriptive name for the fee. The name prints on the receipt.
Indicator	Assigns an indicator to the item the tax was added to. The indicator will print out on the receipt to indicate one or more taxes were applied to specific departments or plus.
Rate	Enter in the percentage of the tax rate. For example, if the state tax rate was 7% then the rate would be 7.
Percent Start	The minimum dollar amount that can be taxed. For example, if taxes did not apply to transactions less than \$0.10 then the percent start would be \$0.10.



Price Includes Tax	Select this option if the price includes taxes.
Use Canadian GST	Used for Canadian Goods and Services tax.
Use Breakpoint Table	Select this option if the taxes configured require a breakpoint table. A breakpoint table specifies the taxable amount for the department or PLU it is assigned based on the cost of the individual line item.
Prompt for Exemption	See the Commander User Reference for more details on Breakpoint Tax configurations.

Categories

Categories are used to group departments for reporting purposes. Categories consist of a number from 1-9999 and a Name. Use the **Add** button to add a new category or **Delete** to remove an existing category.

Search Category Q		Add Delete
Select Category	Number	Name
1-FUEL		
2 - BEER		
3 - GENERAL MDSE		
4 - CANDY		
5 - OTHER TOBACCO		
6 - GEN MERCH		
7 - SNACKS		
8 - GROCERY		
9 - HBC/FBC		
10-нава		
(() Page 1 of 4 () ())		



Departments

A department is a group of similar PLUs/items. For example, the Frozen Foods department may consist of ice cream, popsicles, and frozen pizzas. Up to 9999 departments can exist within the configuration.

Do not use Departments 9990-9999 as they are reserved for specific purposes.

Search Department Q		Add Delete
Select Department	Number	Name
2 - ENERGY SUPP	2	ENERGY SUPP
3 - COFFEE REFILLS		
4 - BUR/SAND/SAL	Minimum Amount	Maximum Amount
5 - FOUNTAIN	0.00	0.00
6 - FOUNTAIN REFILL		
7 - HOT DOG/GRILL	Product Code	Category
8 - READ TO EAT	421-PACKED BEV NON-ALCO	30-TAXABLE BEV
9 - COOKIES CRACK		
10 - NUTS SEEDS	Fuel Tax Exemption	Transaction Quantity Limit
11 - MEAT SNACK	Select Fuel Tax	0.00
(() Page 1 of 22 () ())	Fees	ID Check
Options	$\langle \cdot \cdot \cdot \rangle$	(· · ·)
Allow Food Stamps Allow Special Discount		
Allow Fractional Quantity Negative Department	Taxes	Blue Laws
Fuel Department Money Order Department		
Prompt Serial Num Prohibit Manual Discount		



Field	Description		
Number	Enter in an unused number from 1-9990		
Name	Enter the name of the department. If items are rung in using the department the name will appear on the receipt.		
Minimum Amount	The minimum allowable dollar amount for a line-item sale using this department or an item within this department.		
Maximum Amount	The maximum allowable dollar amount for a line-item sale using this department or an item within this department.		
Product Code	Assign a product code that categorizes the products sold accurately. Product codes are used by the card processing network to properly categorize items and may prohibit the sale of certain items for specific cards. If you are unsure what product code to use for a specific item, contact your card processing network for direction. Departments MUST have a product code assigned.		
Category	Departments can be assigned to categories for reporting purposes. Categories are not required.		
Fuel Tax Exemption	Only used by fuel departments that allow a fuel tax exemption to be applied to the sale.		
Transaction Quantity Limit	Limits the number of line items per transaction. The default value of 0.00 indicates there are no restrictions.		
Fees	Assigns a pre-defined fee to the department that will be assessed based on the Fee configuration. Multiple fees can be assigned to a single department.		
ID Checks	Prompts for an ID check when a transaction using the specified department is used. Multiple ID checks can be assigned to a single department.		
Taxes	Charges different tax rates that are selected for the specified department. Multiple taxes can be assigned to a department.		
Blue Laws	If the sale of an item is restricted to specific times and/or days, then a blue law can be assigned. Multiple blue laws can be assigned to the department.		
Allow Food Stamps	Select this option if the department qualifies for food stamps.		



Fractional Quantity	Select this option if items are sold by weight. For example, if the quantity is 1 3/4 lbs of turkey, then entering in the value of 175 and selecting a department with fractional quantity enabled will enter in 1.75 instead of 175.	
Fuel Department	If the Department is used for Fuel, then this option should be selected.	
Prompt Serial Number	Enable this to prompt for the serial number that is entered by the cashier and printed on the receipt. For example, if the store is selling electronic devices they may want to prompt for serial numbers or warranty or return purposes.	
Special Discount	Select this parameter if special discounts can be applied to this department.	
Negative Department	Select this option if the items rang into this department, are a negative value. For example, a coupon department would subtract from the transaction total rather than add to it.	
Money Order Department	If the department is used for selling Money Orders, then this option should be selected. See the Money Order Feature Reference for more details.	
Prohibit Manual Discount	Prohibits discounts configured to be applied using the discount function. This parameter does not affect PLU promotions, NAXML Promos, or Loyalty line-item discounts.	



PLUs

PLU or Price Loop Ups are the individual items added to the price book. PLUs may be scannable (representing a barcode) or may be assigned to buttons or menus on the touch screen. PLUs can be created within **Site Configuration > Location Name > Store Operations > PLUs**.

The add and delete button can be used to create new PLUs or delete the selected PLU from the store's price book.

Search Description	() Req.	$\overline{\mathbb{V}}$		eller Blv Add D
UPC	Description	PLU		
0000000001014/000	CHEESE P	000000000101		
0000000001021/000	PEPPERON	Description		
0000000001038/000	2 TOPPIN	CHEESE PIZZA		E NAGE 2027
0000000001045/000	3 TOPPIN	Price	Sell Unit	Department
0000000001052/000	ICE 10 L	10.99	1000	1- 81774
0000000001069/000	ORIGINAL		(1.000	
0000000001076/000	THIN CRU	Product Code	Fee	s
0000000001083/000	ITALIAN		~) (
0000000001090/000	BEEF	Taxes		
0000000001106/000	BACON		~	
	je 1 of 30 🕥			
ptions			Gro	up Id
Open	Not Sold) (_	
Returnable	V Food Stamp	Blue Laws	Seq	uence
Special Discount	V Promo		~) (
Fractional Qty	Prompt Serial Num		Trar	ns Oty Limit
Prohibit Manual Discount			6	00

Field	Description
Search Description	Use this area to search for the description of an item. The filter icon next to the search description box allows the search to be filtered by UPC, Description, Department, Product Code, and Price.



PLU	The PLU number is the number used to identify the product. The field supports up to 14 digits. If the item has a barcode, then the PLU will be based on the barcode information. If the item does not have a barcode, the PLU can be any unused number in the pricebook. PLUs can be assigned to a touchscreen button, a menu, a key, or entered in manual using the on screen keypad when in sales mode.
Check Digit	This field will automatically be entered upon saving a new PLU. It cannot be modified
Modifier	The modifier is used to create a PLU using the same PLU number but allow different pricing points or PLU configurations to be set. For example, if you sold a 6 pack of soda the barcode would be the same if you sold them in individual cans. If a modifier is added to the single can or 6 pack PLU, when scanned the POS will present two options for the cashier to select the correct option the customer is purchasing. A maximum of 3 digits is supported. If modifiers are not used with the PLU, then this is left at 000.
Description	The name that appears on the POS, line-item display, and customer receipt to identify the item.
Price	The price of the item.
Sell Unit	The smallest unit of a product that is sold to a customer. This is typically left at 1.
Department	The department is used to group PLUs and is a required field for PLUs. Select the drop down to assign the appropriate department to the PLU. If one does not exist, refer to the previous section to create a new department for the item.
Product Code	Assign a product code that categorizes the products sold accurately. Product codes are used by the card processing network to properly categorize items and may prohibit the sale of certain items for specific cards. If you are unsure what product code to use for a specific item, contact your card processing network for direction.
Fees	Assigns a pre-defined fee to the department that will be assessed based on the Fee configuration. Multiple fees can be assigned to a single PLU.
Taxes	Charges different tax rates that are selected for the specified department. Multiple taxes can be assigned to a PLU.
ID Check	Prompts for an ID check when a transaction using the specified department is used. Multiple ID checks can be assigned to a single PLU.
Blue Laws	If the sale of an item is restricted to specific times and/or days, then a blue law can be assigned. Multiple blue laws can be assigned to a PLU.
Group ID	The group ID to which the 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. This feature only works if enabled within System Properties at the store level.
Sequence	The sequence number is used with the Group ID to determine the order of the PLU in the group.
Trans Qty Limit	Limits the quantity of the item that can be sold in a single transaction.
Open	When enabled, allows the price to be entered when the item is sold. Creates a PLU that functions like a department sale but can be used to be more specific.
Returnable	Determines whether the item can be returned to the store by using the refund function on within sales mode on the POS. If the item is not returnable, then deselect this option. It is enabled by default.
Special Discount	Select this parameter if special discounts can be applied to this PLU.
Fractional Quantity	Select this option if items are sold by weight. For example, if the quantity is 1 3/4 lbs of turkey, then entering in the value of 175 and selecting the PLU with fractional quantity enabled will enter in 1.75 instead of 175.
Prohibit Manual Discount	Prohibits discounts configured to be applied using the discount function. This parameter does not affect PLU promotions, NAXML Promos, or Loyalty line-item discounts.
Not Sold	Select this option if the PLU cannot be sold within sales mode, but still needs to remain in the price book for reporting purposes.
Food Stamp	Select this option if the department qualifies for food stamps.
Promo	The promo options allows the PLU to be used within a PLU Promotion. This option is enabled by default. If the item isn't set up within PLU Promotions, then it will not apply any promotion.
Prompt Serial Number	Enable this to prompt for the serial number that is entered by the cashier and printed on the receipt. For example, if the store is selling electronic devices they may want to prompt for serial numbers or warranty or return purposes.
Taxable Rebate	The rebate amount and taxes that are applied to the rebate amount can be assigned here. Taxable Rebate must be enabled within Sales Configuration > Enable Receipt Tax Detail .
	Taxable Rebate(Addition tax added to this PLU when sold)
	Rebate Amount Taxes



Blue Laws

Blue laws prohibit the sale of certain items during specific days and times. Blue Laws are dependent upon local government laws/regulations.

Up to two blue laws can be configured.

Select Blue Law					
	Start1	End1	Start2	End2	
🖌 Sunday	$\hat{\underbrace{01}}_{}: \hat{\underbrace{00}}_{}$	23 , 59 , 59	$ \begin{array}{c} \hat{00} \\ \tilde{00} \\ \tilde{00} \\ \tilde{00} \\ \tilde{0} \\ \tilde{0} \\ \tilde{0} \\ \tilde{0} \\ \tilde{0} \\ \tilde{0} \\ 0$	$ \begin{array}{c} \hat{00} \\ \tilde{00} \\ \tilde{00} \\ \tilde{0} \\ \tilde$:
Monday	$\hat{\underbrace{01}}_{}: \hat{\underbrace{00}}_{}$	23 × 59 ×	$\underbrace{\stackrel{\wedge}{00}}_{\overset{\vee}{}}:\underbrace{\stackrel{\wedge}{00}}_{\overset{\vee}{}}$	$\underbrace{\stackrel{\wedge}{\underset{\vee}{00}}: \underbrace{\stackrel{\wedge}{\underset{\vee}{00}}}_{\overset{\vee}{\overset{\vee}}}$:
V Tuesday	$\underbrace{\underbrace{\begin{array}{c} 01 \\ \end{array}}_{{}}:\underbrace{\begin{array}{c} 00 \\ \end{array}}_{{}}$	23 × 59 ×	$\underbrace{\stackrel{\circ}{00}}_{\overset{\circ}{}}:\underbrace{\stackrel{\circ}{00}}_{\overset{\circ}{}}$	00 v v	:
Vednesday	$\underbrace{\underbrace{\begin{array}{c} 01 \\ \end{array}}_{{}}:\underbrace{\begin{array}{c} 00 \\ 00 \\ \end{array}}_{{}}$	23 × 59 ×	$ \begin{array}{c} $	$\underbrace{\stackrel{\wedge}{\underset{\vee}{00}}: \underbrace{\stackrel{\wedge}{\underset{\vee}{00}}}_{\overset{\vee}{}}$:
🖌 Thursday	$\hat{\underbrace{01}}_{}: \hat{\underbrace{00}}_{}$	23 • 59 • •	$ \begin{array}{c} $	00): 00) ,	:
V Friday		23 × × ×	$\underbrace{\stackrel{\circ}{00}}_{\overset{\circ}{}}:\underbrace{\stackrel{\circ}{00}}_{\overset{\circ}{}}$:
Saturday	$\hat{\underbrace{01}}_{\check{v}}: \underbrace{\hat{00}}_{\check{v}}$	23 ; 59 ;	$ \begin{array}{c} $	00 v v v	:

Adding a Blue Law

- 1. Select the Blue law from the drop-down list in the top left corner.
- 2. Select the days of the week the blue law applies.
- 3. Enter in the start and end times for the blue law. Times are entered based on military time. There are two start and end times that can be used in the event the blue law starts at midnight and ends in the morning, but then starts again in the afternoon.
- 4. Values can be copied to different days of the week by selecting the three dots to the right of the End 2 time. The change applies to the selected day of the week **immediately** upon selection.



Select Blue Law Blue Laws - 1			Go to page	Discard Save Page 1 of 1	< (
	Start1	End1	Start2	End2	
Sunday	∧ (01):(00) ×	× × ×	× • •		
Monday	∧ (01):(00) ∨	23:59 ×	× : 00 × : •	Copy values to	
🗹 Tuesday	∧ 01): 00 ×	× × ×	× · · · · · · · · · · · · · · · · · · ·	∧ Reset 00 ti	4
Madnaedav		23 (59)			:

5. Blue Laws can be assigned to Departments and PLUs once they are created.





ID Checks

ID Checks allow the point of sale to prompt the cashier to collect the customer's ID information to confirm they are old enough to purchase the product. There can be up to six different ID Checks configured. See the Age Restriction Feature Reference Manual for more information on ID Check configuration.

Select ID Check 1 - ALCOHOL ID CHECK		Add Delete
2 - TOBACCO ID CHECK	Name	Age
3 - Force scan ID check	ALCOHOL ID CHECK	21
4 - Manual entry overrid		Earon Scon/Swing Only
5 - ID legitimacy check		Force Scall/Swipe Only
6 - military	Security Level	Perform ID Legitimacy Check
		Manual Entry Override
	Confirmation Prompt	Security Level
	I confirm age is legal	
	Online Age Verification	
	Exceptions	
	Military	Date Based
	Minimum Age	Minimum Age
	99	99
		yyyy-mm-dd
		1970-01-01

Field	Description
Name	The name of the ID check will be entered here.
Age	The minimum age of the customer who can purchase the item. The date calculation is based off the local Commander's date and time settings.
Bypass ID Check	If this parameter is enabled, it allows the cashier to skip the ID Check and confirm the customer is allowed to purchase the item. If the cashier does not select confirm, then the item is not added to the transaction.



Security Level	This setting is used with the Bypass ID Check field. The security level field sets a security level for the Bypass ID function. For example, if the security level was set to 7 then POS users with security level of 7 would be able to use the Bypass ID check function.
Confirmation Prompt	This setting is used with the Bypass ID Check field. It will prompt the cashier to accept the confirmation prompt that the customer is permitted to buy the item.
Force Scan / Swipe Only	When Force Scan/Swipe Only is enabled, the cashier is not allowed to enter the details manually. A bar code scanner or magnetic strip reader (MSR) captures birth date information from the ID card's bar code or magnetic stripe. The collected information will perform an automated mathematical check to ensure the consumer meets the minimum age requirement to approve the transaction. If the consumer is below the minimum age requirement, the transaction will not complete.
Perform ID Legitimacy Check	 This setting is used with Force Scan/Swipe Only. A bar code scanner or MSR captures at least two pieces of personal information from the ID card's bar code/magnetic stripe and temporarily display them to the clerk on the POS screen. Piece of personal information #1: ID Card Full Name Piece of personal information #2: License Number The cashier compares the information displayed on the POS screen with the information on the physical ID. If there is no mismatch the cashier can approve the transaction, or they can decline the transaction if there is a mismatch between the information presented.
Manual Security Override	This setting is used with Force Scan/Swipe Only. When selected, a POS user with a high enough security level can manually enter ID details even when 'Force Scan/Swipe Only' is selected. The Security Level drop down below this option is the security level set for Manual Security Override.
Online Age Verification	Enable for TruAge Digital ID verification. Additional settings are needed for this functionality to work. See the Age Restriction Feature Reference for more details.
Exceptions	 Military and date-based exceptions can be configured for each ID Check. Military Exception - After manual entry of the date of birth (DOB) from the ID, if the DOB fails standard minimum age limit check, but passes military minimum age limit test, a prompt will appear for the cashier to confirm if it is a military ID. Date Based or Grandfather Exception - Grandfather age check is based on a past minimum age requirement. If the DOB check meets this secondary date-based exception, the transaction can be completed.



Sales > Sales Configuration

The sales configuration form is used to configure sales functions such as Print Receipt, Force DOB on ID Check, Error correction Security level, and other sales related functions.

Sales Configuration	ut Message	
) 7-20	(O) Agua Fiia	() Aki23
Search Sales Configuration		Q Description Crane Cycle recycler
Mississgua Select Sal	es Configuration	Allow Amount Entry For Refund
Allow Amount Entry For Refund		Value (). Peach tree
Canadian GST	O Spare	Station 5 NACS 2023
Cardload Recharge Dept		
Cash Drawers Connected		
Cash Under Run Auto Refund		
Check Drawer Amount On Safe Drop		
Count Underrun Customers		
Disable Error Correct Key		
Discount Denomination		
Discount Type - Pct or Amt		-

Field	Description
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	Allows the number of cash drawers connected to the POS to be increased from one to a maximum of two cash drawers. Connecting two cash drawers allows two cashiers to utilize one point of sale, while keeping their drawer totals separate.



If disabled, cashier must complete the underrun transaction by selecting a MOP. If enabled, when cashier claims the fuel sale, amount is automatically refunded.
Select to compare the amount of the MOP entered to the calculated amount currently in the cash drawer.
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".
"Error Correct" button is not displayed on the POS touchscreen when this parameter is enabled.
Refer to Discount Denominations in the Commander User Reference for configuring discounts. 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.
Select the type of discount to apply when the Discount function/button is used. 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.
Select to set a department number to assign to PLUs that are not in the PLU department list.
Enter the number of seconds a cash drawer is allowed to remain open before an alarm is triggered (0-99). "Drawer Open During Sale" must not be selected for the drawer alarm time to work.
Allows the cash drawer to remain open during transactions. If it is not selected, the cash drawer must be closed before the next transaction can be started.
Allows a cashier to login using their Employee Number instead of their POS ID number. The employee number is assigned within Security > POS Security > Employees. When enabled all employees must login with their employee number.
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.
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.		
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 Discount button is pressed.		
Food Service Default PLU	Not Used.		
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	Prints a receipt for any No Sales that are completed.		
Force Refund Print	Prints a receipt for any Refunds completed.		
Force Void Line Print	Prints a receipt for any transactions that contain a Void Line.		
Force Void Transaction Print	Prints a receipt for any transactions that were Voided.		
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	Not Used.		
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 Discount button is pressed. If it is not selected all discounts must be entered as individual amounts.		
ls cashier # required for each sale	Select to require the cashier/employee number and password before starting each sale.		
ls subtotal required	Requires the cashier to select the Total button before the Method of Payment (MOP) can be selected.		
Is total in double	Prints the transaction in Double-Wide characters on the Receipt.		



Maximum Amount	Enter the maximum amount that any one department item may cost if '0' is entered for Department > Maximum Amt (0.00 – 9999.99)
Maximum Discount	Enter the maximum discount (either percent or dollar as set in "Discount Type") that can be applied to an item when using the Discount button (0.00 – 99.99).
Maximum Quantity	Enter the maximum quantity of any one item that may be sold in one transaction (0.00 – 9999).
Maximum Till Transaction Amount	Enter the maximum transaction amount.
Minimum Amount	Enter the minimum amount that any one department item may cost if '0' is entered for Department > Min Amt ($0.00 - 9999.99$).
Minimum Discount	Enter the minimum discount (either percent or dollar as set in "Discount Type") that can be applied to an item when using the Discount button (0.00 – 99.99).
Money Order Low	Enter the number of checks remaining before an alarm message indicates that the money order machine needs to have more checks loaded (0 - 99). Refer to the Money Order Feature Reference for more information on this feature.
One Cashier Per Drawer	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.
Open Drawer Cashier Close	Select to close open drawer before another cashier can use the cash drawer.
PLU Not Found Department	Enter a department number to assign to PLUs that are not on the PLU File and are entered as a sale (0 $-$ 9999). Entering a value of 0000 disables the department not found function. The department record must be available within the Department configuration.
Prepaid Card Activate Department	Enter the department number for prepaid card activation sales transactions.
Prepaid Card Recharge Department	Enter the department number for prepaid card recharge sales transactions.
Prevent Modify Key Cycling	Not Used.
Print DOB on Journal	Select to print DOB on journal logs.



Print DOB on Receipt	Select to print DOB on receipt.
Print Receipt	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).
Print UPC on Receipt	When this feature is enabled, the actual UPC or PLU will be printed on the receipt, along with the description.
Prompt Dine In	Select to prompt dine in for food orders.
Prompt Food Order Name	Enable to prompt for entering customer name for food orders.
Prompt Food Order Phone #	Enable to prompt for entering customer name 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 PPG Discount Table	Enable to print clearer breakdown of discounts on the fuel receipt. This includes pop, loyalty, and any other discounts taken off fuel prices.
Receipt Print Program Name	Receipt prints loyalty program name.
Register Time-Out Timer	Enter the number of minutes (001 – 999) after which an idle terminal automatically switches out of Sales Mode. Entering 000 indicates that an idle terminal will not log out of sales mode.
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	Not Used.
Reset Display on Drawer Close	Idle sales message returns when the drawer closes.
Reset Display on Timeout	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 $(2 - 3600)$. 1 = 2 seconds. 0 disables the option to reset display on time-out.
Stack Manual Discount	If enabled, multiple manual discounts can be applied on a line item. Cannot apply multiple discounts if item has NAXML discount applied to it.



Store Number	Enter the number or name that identifies the store. This information is printed on receipts and reports (alphanumeric, 1 - 5 characters).
Value Added Tax (VAT)	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).

Refer to the Commander User Reference in the event the function is not listed above.

Sales > Login/Logout Message

The Sales Login/Logout Messages display a message when logging in or out of sales mode for the cashier to review. The messages only appear at the time of logging in or out of sales.

Messages will appear for all cashiers.

Sales Configuration Login/Logout Me	ssage RenoDr
og 17-20	O Agua Fria
Show Log-In Message	
ine 1 _{Pal pad} Test	
REMEMBER TO ASK IF CUSTOMER IF THEY W	
ine 2	
TO USE THEIR LOYALTY CARD!	
_ine 3	
)
.og Out	
✔ Show Log-Out Message	
Line 1	
Please settle the	
Line 2	
Suspended Transactions	
Line 3	



Access Control

POS Security

The POS Security section is located under **C-Site Management > Site Management > (Select Site) > Access Control**. POS Security is used for creating POS users, such as cashiers, and controlling their access levels to functions within the POS. Changes made at the site will sync with the dashboard, and changes made within Verifone C-Site will sync with the store once saved.

Employees

The employees tab is used to add new employees who can access the point of sale. The ID number assigned to the employee will be entered into the POS at the time of login along with the password.

Station 8 Details					(Search By Site Name
Store Operations	~	Employees Security Controls	Sales Functions		
Access Control	^	(O) Tion Automation Search Employees	Q ID		Add Delete
POS Security		Select Employees			
Forecourt	~	1 - CORPORATE	Name		Security Level
		2 - STORE MANAGER	COR	PORATE) (9 v)
		3 - ASST MGR			
		4 - CASHIER	New P	assword	Confirm New Password
		5 - KDS			
			Emplo	yee Number	
			(1		Can Cashier

Field	Description
Search Employees	Allows for employees to be searched by their name or exact ID number entered.
Select Employees	Displays a list of existing employees.
ID	The number entered in when a cashier or store personnel log into the register. The ID assigned must be a unique number from 1-2000.
Name	Used to identify the pos user/employee.



Security Level	A value between 0 and 9 that defines what areas the employee has access to on the point of sale. The level of 9 provides the most access to areas within the POS. Specific details on what security levels are required for functions on the POS can be found within the Security Controls tab and the Sales Functions tab.
New Password / Confirm password	The password used when the employee logs into the POS. The value can letters and numbers.
Employee Number	The employee number is a required field. This number is used for payroll reports.
Can Cashier	Enabling the Can Cashier check box allows the employee to log into sales mode (CSR Functions) on the register. If this option is disabled, they will not be able to log into the register and ring in sales.

Security Controls

1.13.0 Details			Besuch By Stie Kome
Store Operations	Employees Security Control	Sales Functions	
Access Control	Select Menu Id	Select SubMenu Id	
POS Security	Car Wash	✓ All	
Forecourt	 ()) NACS 2022 		Security Level
1 PaloãoTest	() Park Place		Select a Level V Apply All
	Description	Securit	ty Level
	Cwa_ecw	3 •)
	Cwa_dcw	3 •)

Field	Description
Select Menu ID	Allows the category
Select SubMenu ID	Allows further filtering of specific security controls within a selected security control menu ID. This field will vary depending upon the Select Menu ID options.
Description & Security Level Table	Shows the description of the security function along with the minimum required security level to utilize that function.



Apply All / Security Level Function The security level drop down and Apply All button allows the security level for all the displayed security controls to be changed in bulk to the selected Security level. Select the Security level from the drop down and select Apply All to see the change. Select Apply Changes on the form to save the changes. Use Discard to clear any changes made.

Sales Functions

Functions that are tied to sales are separated into the Sales Functions tab. Options such as Error Correct, No Sale, Suspend, and Price Override can be found here. If the security level is 0, then all users with the cashier checkbox enabled can perform the function.

The **security level drop down** allows a security level to be set for all sales functions shown. An additional **search box** allows the functions to be filtered down searching for the first letter of the description. For example, typing A will display apply updates.

Employees N Security Controls	Sales Functions on 6 NACS 2023	
		Security Level
		Select a Level V Apply All
Description	Security Level	
Delete Order (DFO)		
Discount (MDC)		
Error Correct (ECR)		
Apply Updates (MUP)	5 🗸	
No Sale (NSA)		
Pay Out (POU)	7 •	
Price Override (POR)	0 •	
Refund (REF)		
Safe Drop Correction (SDC)		
SUSPEND (SUS)		J



Forecourt

Fuel

Fuel Prices

Location fuel prices can be modified by selecting the Pending Prices option on the right side of the screen. Prices that are currently active at the store will be found by selecting 'In Effect Prices'.

Fuel prices are set based on the products and service levels assigned at the location. If you're not sure which products are assigned at the dispensers, refer to the Fuel Configuration – In Effect tab > Fuel Positions.

Fuel Prices Fuel Configuration						
Product		Minimum	Street Price	() Ak123		
)				Pending Prices V	
Tier One Prices			Tier Two Prices			
Apply to all the Tier One Pr	rices	Apply	Apply to all the Tier Two Prices	\subset	Apply	
Service level	МОР	Price	Service level	MOP	Price	
SELF	CASH	3.999		CASH	1.112	
SELF	CREDIT	4.109	SELF	CREDIT	1.122	
FULL	САЅН	3.799	FULL	CASH	1.212	
FULL	CREDIT	3.799	FULL	CREDIT	1222	
MINI	САЗН	3.799		CASH	1.312	
MINI	CREDIT	3.799		CREDIT	1.322	

Once the product is selected, the price can be changed for all the service level and MOP options by entering in an amount in the 'Apply to all the Tier One (Two) Prices' field and selecting Apply. Prices can also be entered in for each Service Level and MOP.

The Minimum Street Price is currently a read only field and sets the minimum amount that fuel prices can be set to. This field is intended to prevent incorrect fuel prices from being assigned.

Select **Apply Changes** on the bottom of the page to save the updates. Select **Discard** to undo any changes made.



Fuel Configuration

The Fuel Configuration area is **read only** shows the Fuel Configuration that is 'In effect' at the site. Fuel configuration is set up at the time of installation by a Verifone Authorized Service Contractor (VASC).

Modifications to the store's fuel configuration can negatively impact site functionality. Please consult the Verifone Helpdesk or a Verifone Authorized Service Contractor (VASC) prior to making changes.

Fuel Prices Fuel Configuration	RenoDr			
Parameters Tanks Fu	el Grades Fuel Positions	e ((e Cycle recycler
Unit of Measure	Halt Mode 🔘 NACS 2022	Tier2 Schedule Settings		
Gallons oadTest	(Hard ()) Park Place	Start Tier 2 Pricing	Peacl	Number of Tier Hours
		•) Static	m (9 NACS 2023
PPU Decimal Position	Total Decimal Position			
(3)		Postpay Schedule Settings		
		Start Postpay Allowed		Number of Postpay Hours
Autodisapproval	Multi-Grade Timeout(Min)	0		24
5.0	(5.0			
		Manual Approval Schedule S	Settings	
Ignore MOP Conflict		Start Manual Approval Required	I	Number Manual Approval Hours
Force .9 Cents Per Gallon		(0		(0
Approve All Enabled				
Recall Autocollect Inside		Grade Restriction		
Gilbarco Six Digits Money Display		Enforce Promoting Inside	•	Promot Restriction Outside
Require Attendant Card				r tompt nosthouon outside
Collect Additional Data		Commercial Configuration		
		Alert Cashier (Minutes)		
Offline Fuel Prompt	Real Time Sales Data	5		
Number of Seconds	Notif. Freq. (Milliseconds)			
	(0)		





Fuel Tax Exemptions

The Fuel Tax Exemption section is located under **C-Site Management > Site Management > (Select Site) > Forecourt.** Fuel Tax Exemptions are used to configure tax exemptions on fuel sales that can be applied to post pay fuel sales. The Fuel Tax Exemption configuration form allows up to five fuel tax exemptions to be entered. The exemption can be based on an amount per gallon, tax rate configuration, or both.

Invitasion Sp			
Store Operations	Exemptions Receipt Lines		
Access Control	Select Fuel Tax Exemptions	ID	Add Delete
orecourt	1-florida, Cycle recycler		() Jacob Shell Leb
uel Tax Exemptions	2 - UNUSED	Name	Amount
	3 - UNUSED		
	4 - akeela		
	5 - UNUSED	Туре	Тах
		Both	
		Print Receipt Lines	

Field	Description
Fuel Tax Exempt Record ID	A record number must be entered from 1-5 for the fuel tax exemption.
Name	Enter a description for the fuel tax exemption.
Amount	Enter the amount for fuel tax exemption if amount per gallon or both are selected for the Type drop down.
Туре	Select between Amount Per Gallon, Tax File Entry, or both to determine how the tax exemption is applied. If Tax File Entry or Both are selected, a tax will need to be selected from the tax drop down.
Print Receipt Line (Signature Line)	Determines whether the fuel tax receipt lines configured will print with the sale or not.
Fuel Tax Receipt Line	Allows the receipt printed for transactions with fuel tax exemption to include specialized receipt information.



12. Viper Table Management

Viper Table Set Management is intended to perform scheduled updates to the card tables in the Verifone Commander. Table updates are XML formatted and must be specifically formatted to ensure no errors occur.

Updates should not be performed without assistance from Verifone at this time.



CAUTION

Updates should not be performed without assistance from Verifone at this time.



13. Connect Device to Cloud

The Connect Device to Cloud section will provide details on how to enable the Cloud Connect feature in Verifone Configuration Client. Each Verifone Commander must be onboarded to the cloud within Verifone Configuration Client and added to Verifone C-Site Management.

• verifone

If the site's information was not added to Verifone C-Site Management prior to completing the Verifone Configuration Client onboarding steps, the site will automatically be added to Sites within Verifone C-Site Management. The site name will be the site's service ID and the hierarchy will need to be modified.

Requirements

- The site where the device is located is set up within Verifone C-Site Management within Administration > Sites.
- The Verifone Commander onboarder must have credentials for Verifone C-Site Management.
- DNS must be enabled within Verifone Configuration Client (Local Area Network Configuration) for the connection to be successful.

Pre-Release 54.02 - Connecting the Device to the Verifone C-Site Management Application

Please ensure that you are following the instructions for the correct software release installed on the Verifone Commander prior to beginning onboarding. To begin the process of attaching the Verifone Commander to the cloud:

1. Log in as Manager in Verifone Configuration Client and navigate to **Initial Setup > Cloud Connect.**







2. Select the Cloud Connect button from the screen.



3. A URL and a user code is generated. **Copy the User Code** that was generated on your Configuration Client and then **select the URL on your screen**.

Cloud Connect
You have 14 minutes to submit this user code before it expires
User Code: 86J75309 Confirm Verification

4. Once the URL opens, enter the user code from Configuration Client into the **'Enter your code here'** field and click **Submit**.

Enter your code here	I
SUBMIT	

LE	AVING SITE		
0	Leaving this site will l	og you out. (Continue and log into the new site?
Yes,	log into the new site	No, go back	





- 6. Click **Yes, log into the new site**. A page will open that will prompt you to log into C-Site Management.
- 7. Login with the credentials for Verifone C-Site Management.

Sign in to Verifone Central	
Email	
۲	
protected by reCAPTCHA Privacy - Terms	
Sign In	
Forgot password?	

8. The next prompt will prompt you to allow sharing the information from the Verifone Commander. Select **Allow.** A message will display '**DONE!**'.

PETROCLIENT	
This application is requesting the following private information:	
write	
You are signed in as: undefined mayur.patel@verifone.com	
	Deny Allow

9. Return to the Configuration Client page. Select Confirm Verification from the Cloud Connect window.

Cloud Connect
You have 14 minutes to submit this user code before it expires URL: (Randomly Generated URL is specific to your account.) User Code: 86J75309
Confirm Verification



11. The Cloud Connect window will display 'Registration completed on (Date / Time)'



••	NOTE	There is a 5-minute delay from when the site will show Active within Verifone C-Site Management after it is registered.
	WARNING	If DNS is not enabled in Configuration Client > Initial Setup > Local Area Network Connection, then the Verifone Commander will not be able to resolve the IP from the URL and onboarding will fail.



Troubleshooting

Error response 'User Code has Expired. Please star the registration again.'



• Make sure the user trying to onboard the Commander has the '**Commander Onboarder Role'** assigned within Verifone C-Site. If the role has been assigned to the user, then contact the Verifone Helpdesk. The expiration time for the user code is 14 minutes, but the role assignment issue will appear immediately.

Error response 'Communication error, please check network settings.'

Configuration Manager
Communication error, please check network settings
Ok

- For the following payment networks, no routes need to be added into Initial setup > LAN Configuration as the MNSP will make the changes needed: BP, Sunoco, and Chevron*. Chevron is making the changes to the MNSP with the assumption that the Payment NIC is configured for the default route. If the Payment NIC is not the default route, then it needs to be changed to the default route, saved, and the Commander must be rebooted. See the Chevron Playbook for more details.
- For Shell, Generic Buypass, etc. where the Payment NIC is NOT the default route, then DNS routes are required. DNS 1 8.8.8 and DNS 2 8.8.4.4 – Unless other DNS routes are required by the site's network administrator.




3. Site such as Exxon, Generic Buypass (Gulf, Sinclair, etc.) and others who do not have their own IP scheme and has the Payment NIC set as the default route would need to add the following Host Routes and DNS settings into Initial Setup > LAN Configuration:

Host Routes

Host Route Description	IP Address	Gateway	Subnet
C-Site VAM 1	23.23.135.174	192.168.31.31	255.255.255.255
C-Site VAM 2	18.213.229.217	192.168.31.31	255.255.255.255
C-Site GSC 1	184.72.129.214	192.168.31.31	255.255.255.255
C-Site GSC 2	54.221.203.197	192.168.31.31	255.255.255.255
C-Site GSC 3	52.72.155.235	192.168.31.31	255.255.255.255
C-Site MQTT 1	184.73.231.196	192.168.31.31	255.255.255.255
C-Site MQTT 2	3.212.149.223	192.168.31.31	255.255.255.255
C-Site MQTT3	52.6.28.56	192.168.31.31	255.255.255.255
DNS 1	8.8.8.8	192.168.31.31	255.255.255.255
DNS 2	8.8.4.4	192.168.31.31	255.255.255.255

DNS Settings

- DNS 1: 8.8.8.8
- DNS 2: 8.8.4.4





Release 54.02+ - Connecting the Device to the Verifone C-Site Management Application

In Commander software release 54.02 and higher, there have been enhancements made to onboard the Verifone Commander. The steps have been simplified from previous releases.

Please ensure that you are following the instructions for the correct software release installed on the Verifone Commander prior to beginning onboarding.

 Log into Configuration Client and navigate to Initial Setup > Connect to Verifone C-Site Management.

Security	Initial Setup	Store Operations	Promos and Disc			
	Date & Time					
	Registration					
	View Feature In	fo				
	Maintenance Configuration					
	System Propert	ies				
	Local Area Network Configuration					
	VHQ Configura	tion	the second			
	Commander Co	onsole				
	Cloud Configura	ation Manager				
	Connect to Veri	fone C-Site Managem	ent			

2. Enter in the C-Site Email and Password to connect the Verifone Commander to C-Site. Do not use the Configuration Client Credentials – they will not work. If the site doesn't have an account, selecting the 'Don't have an account?' option will provide information for the site to sign up for Verifone C-Site Management.

Connect to Verifone C-Site Management	Create C-Site account
Don't have an account? C-Site Email C-Site Password Submit	If your company does not have a C-Site account already, you can register by going to https://petromop.verifone.cloud/ Or you can scan the QR code below:



3. When the correct crednetials are entered in, Configuration Client will display 'Connecting to Verifone C-Site Management in Progress'.



4. Once the onboarding is complete, then below message will be displayed.

Connect to Verifone C-Site Management				
Onboarding completed on 09/19/2023 12:23:00				

Troubleshooting

Error message 'Invalid credentials, please try again. Please make sure you are using your C-Site credentials to login':

	le alesse tru apple. Disses male sur une ser units une C. Cite and article to lesi
	is, please try again. Please make sure you are using your C-Site credentials to login
6	Ok

• Confirm the Verifone C-Site Credentials are being used and not the Verifone Configuration Client Credentials.

Error message 'Wrong Serial Number – Service ID Mapping. Please contact helpdesk':

User Guide



Configu	ration Manager
(2) v	Vrong Serial Number - Service ID Mapping, please contact helpdesk
	Ok

- The service ID may be incorrect in the Commander. Confirm the site's service ID is entered in by navigating to Help > Support in Configuration client to verify it is correct. If the service ID entered is incorrect, contact the Verifone helpdesk to correct the service ID.
- Commander serial number may not match what the site has registered. Reach out to the Verifone Helpdesk to correct the Commander Serial number and/or Service ID.



14. One-Time Password

The One-Time Password feature allows a one-time password (OTP) for a site's Verifone Commander to be sent to an email address. An OTP may be required to make changes to specific areas within Verifone Configuration Client, such as Manage Users. However, the OTP is only displayed locally on the Verifone Commander or Verifone POS.

Requirements

- A valid account with Verifone C-Site Management
- An active site, onboarded with Verifone C-Site Management
- Verifone Software Release 53.35+
- An active email associate with Verifone C-Site Management
- Manager access to Verifone Configuration Client.

Configuring OTP Emails

1. Log in to the Verifone C-Site Management application. In the top right corner of the application, select your account initials icon and select **OTP Settings**.





2. If the **Send OTP check box** is not selected, click on **Edit** to enable the parameter. Save the changes if they have been made.

OTP Settings	
Send OTP	Edit
Email	
Email Your email@email.com	

NOTE The email address cannot be changed as it is the User ID.

3. Login to Verifone Configuration Client and go to **Security > Manage Users**. Enter in the OTP when prompted.



4. Enter in the **Verifone C-Site Management email address** (the same one as used in the OTP settings) in the User ID Field. Select **Save** on the User administration form.

User Administration	Save Cancel
Edits require a one-time password (OTP)	
Configure Users Configure Roles	
Configure Users Configure Roles Select User Name manage Manager Employee Dasic KDS Roles Dasic Password Set # of Dasic Force change Secure User S Secure User In Secure User In	Add Delete er er Disallow Login er er Edit tings Min. Length 7 V New Password Max. Length 40 Confirm Password ays to Expire 90 V on next login Password Guidelines Settings
Verifone® C-S User ID Your	email@email.com User ID Instructions

• NOTE

As mentioned above in the Requirements section, Verifone Configuration Client users must have a Verifone C-Site Management user ID to receive OTPs by email.



Using the OTP to Email Feature

1. Any areas of Configuration Client that require an OTP will prompt for a One Time Password (as shown below). Select **Generate OTP** to the right of the entry field. The OTP will be sent to the email configured.

A One-Time Password (OTP) is	required to access this function
(,-	
One-Time Password	Generate OTP
Ok Cancel	
	Guidelines to generate an OTP

2. Check the email to retrieve the OTP and enter the prompt on Configuration Client.

0.	no-reply@verifone.com	OTP Generated		
			Subject:	OTP Generated
			To:	sample
			From:	no-reply@verifone.com
			Received:	Thu Sep 23 2021 09:47:24 GMT-0400 (Eastern Daylight Time)
			Sending IP:	54.240.4.15
			Parts:	text html
			Attachments	[Subscribe to receive Attachments]
			OTP 3707	is generated at 1127861/Main street at 2021-09-23 13:47:26.0

Appendix I

Note: Self-checkout end users will not see prompting messages. Messages will only appear when accessing cashier screens.

Commander Release 53.41

Торіс	When will this appear	Frequency	Feature Disablement	Messages	Resolution
Commander not onboarded	120 days post installation of the Commander Software	Appears at login	N/A	NOT ONBOARDED X Commander is not onboarded to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web enabled device to complete your subscription. Use of Commander and Commander Software requires you to subscribe to Verifone C-Site Management and agree to the terms and conditions available at https://www.verifone.com/cstore-terms. Vour continued use of Commander such terms. OK Image: Note that the terms and conditions available at Not continued use of Commander such terms.	Onboard the Commander



Commander Onboarded, but ASM Expired	120 days post installation of the Commander Software	Every Transaction	N/A	ASM LICENSE HAS EXPIRED X Vour Commander Software license and Annual Software Maintenance have expired. Pease visit https://www.verifone.com/asm on a web enabled device to update your icense and subscription. Use of Commander Software requires you to maintain a current license, subscribe to Verifone ASM services, and agree to the terms and conditions available at https://www.verifone.com/cstore-terms. OK	Renew ASM License
Not Connected	Any time after Onboarding	When connectivity is lost to C- site. Appears at POS Login.	N/A	NOT CONNECTED X Commander is no longer connected to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web enabled device for more information. OK	 Work with your MNSP to confirm connectivity to Verifone C-Site is maintained. Contact the helpdesk for assistance.





Commander Release 54.00 and 54.01

Торіс	When will this appear	Frequency	Feature Disablement	Messages	Resolution
Commander not onboarded	60 days post installation of the Commander Software	Every transaction	Forecourt and POS functionality Disablement occurs at 90 days for Forecourt and 91 days for the POS. Occurs at midnight when the system is idle.	NOT ONBOARDED X Signameder is not onboarded to Verifone® CS is Management. Please visit https://www.verifone.com/asm on a web enabled device to complete your subscription. Software requires you to subscribe to Yerfone C-Site Management and agree to the terms and conditions available at https://www.verifone.com/cstore-terms. Your continued use of Commander Mote Continued use of Commander terms. Mote Continued use of Such terms. OK	Onboard the Commander
Commander Onboarded, but ASM Expired	60 days post installation of the Commander Software	Every Transaction	Forecourt and POS functionality Disablement occurs at 90 days for Forecourt and 91 days for the POS. Occurs at midnight when the system is idle.		Renew ASM License



Not Connected	Anytime after Onboarding	N/A	NOT CONNECTED X Commander is no longer connected to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web enabled device for more information.	N/A	 Work with your MNSP to confirm connectivity to Verifone C-Site is maintained. Contact the helpdesk for assistance.
			ОК		





Commander Release 54.02

Торіс	When will this appear	Frequency	Feature Disablement	Messages	Resolution
Commander not onboarded	60 days post installation of the Commander Software	Every transaction	Forecourt and POS functionality Disablement occurs at 90 days for Payment (inside), Self-Checkout, and Forecourt. POS is disabled at 91 days. Occurs at midnight when the system is idle.	NOT ONBOARDED X Sommander is not onboarded to Verifone® Commander is not onboarded to Verifone® Cotte Management. Please visit https://petromop.vficloud.net/home on a We mabled device to complete your cotte Toy must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process. Your continued We of Commander constitutes your acceptance of such terms. Wor site functionality will be disabled on box 32-12-18 11:59PM.	Onboard the Commander

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Commander Onboarded, but ASM Expired	60 days post installation of the Commander Software	Every Transaction	Forecourt and POS functionality Disablement occurs at 90 days for Payment (inside), Self-Checkout, and Forecourt. POS is disabled at 91 days. Occurs at midnight when the system is idle.	<text><text><text><text><text><section-header><text><text><text></text></text></text></section-header></text></text></text></text></text>	Renew ASM License
---	--	----------------------	---	---	-------------------





Not Connected	Anytime after Onboarding	N/A	NOT CONNECTED X Commander is no longer connected to Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a web enabled device for more information.	 Work with your MNSP to confirm connectivity to Verifone C-Site is maintained. Contact the helpdesk for assistance.
			ОК	



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