

Full Service Attendant

Feature Reference

Date: May 13, 2024



Full Service Attendant

Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Full Service Attendant feature on the Verifone Commander.

This feature document contains the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Full Service feature on the related Site Controller.
- **Configuring** - This section contains information on how to configure the Full Service feature on the related Site Controller.
- **Using** - This section describes how to prepare the specific Site Controller for the Full Service feature.
- **Reporting** - This section contains a sample report with a detailed report description for the Full Service feature on the specific Site Controller.

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Revision History

Date	Description
05/10/2016	Format Update.
05/23/2016	Added Commander section and updated Sapphire.
08/20/2016	Format Update.
12/15/2016	Content update.
08/10/2020	Removed Sapphire section and FSA Enhancements.
08/21/2020	Review comments update.
05/08/2024	Updated branding changes and added note

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1 LEGACY FSA FEATURE

Overview

Feature Description

The Full Service Attendant (FSA) feature is a Front End Processor (FEP) on VIPER that tracks cash fueling and cash handling when executed by Full Service Attendants at the pump.

Full Service Components

There are three major components to the Full Service Attendant feature:

- Full Service Attendant
- Full Service Tracking
- Full Service Preset

Full Service Attendant

The Full Service Attendant component is the FEP used to track the cash fueling done by the attendants at the Dispenser Card Reader (DCR). The attendants are provided FSA Cards that are swiped at the DCR whenever a customer stops for cash fueling.

At day close, the cash collected by an attendant is matched with the transaction totals stored in VIPER.

Full Service Attendant Tracking

The site can track the cash handling of up to 15 Full Serve Attendants. Each FSA is issued a unique card and is instructed to swipe the card at the DCR for the transaction. The FEP tracks and reports the sales activity for each attendant.

Both Proprietary and FSA cards can be configured and utilized at the site. Full Service Preset is not required for FSA Tracking, but is recommended.

Full Service Preset

Full Service Preset is a fuel configuration setting that allows the customer or attendant to preset an amount outside at the DCR before fueling.

The Full Service Preset setting can be paired with:

- **Auto Approve** (to arm the pump) - automatically grants approval to dispense fuel at the pump when the patron or outside attendant lifts the handle. If Auto Approve is not on, the transaction will need to be approved at the Point of Sales (POS) terminal.
- **Auto Collect** (to settle the transaction) - allows an outside attendant to collect cash or any type of Method of Payment (MOP) directly from the customer at the pump. If Auto Collect is not on, the sale will come due at the POS terminal and would need to be tendered by a cashier.

If Full Service Preset is not paired, the transaction will come due inside for approval:

- No Attendant cards are needed.
- No separate tracking by Attendant using this method.

Supported Hardware Requirements

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- Commander Site Controller with base 43 and higher
- RubyCi with Topaz
- RubyCi with Ruby2

Full Service Implementation

- The location is set up with Full Service Preset.
- Auto Approve and Auto Collect is set but not required.
 - If Auto Approve is not on, site would need to approve the sale at the POS.
 - If Auto Collect is not on, the sale will come due at the POS and would need to be tendered by a cashier.
- Pumps without card readers function like a normal auto collect pump with all sales reported in the Auto Collect Report.
- Pumps with card readers approve the transaction, after an assigned FSA card has been issued and inserted in the card reader for cash transactions. Credit transactions do not require the insertion of this card.
- Transaction data displays in the Proprietary Card Report showing the total dollar amounts for each card used.

Configuring Full Service Attendant

To configure the Full Service Attendant feature:

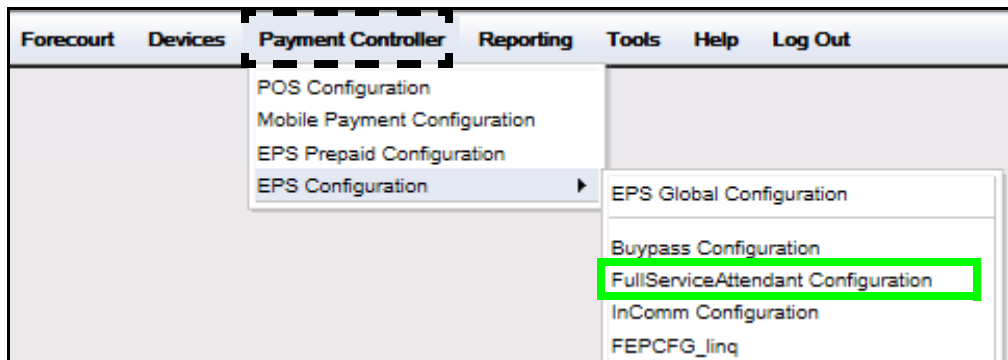
1. Enable the Full Service Attendant FEP.
2. Configure the FSA Cards.
3. Configure the fuel pumps for the *Full Service Level*.
4. Enable the *Full Service Preset* flag for the fueling position.
5. Assign FSA Cards to the Full Service Attendants at the pump.

Configuring with Commander Configuration Client

Full Service Attendant FEP

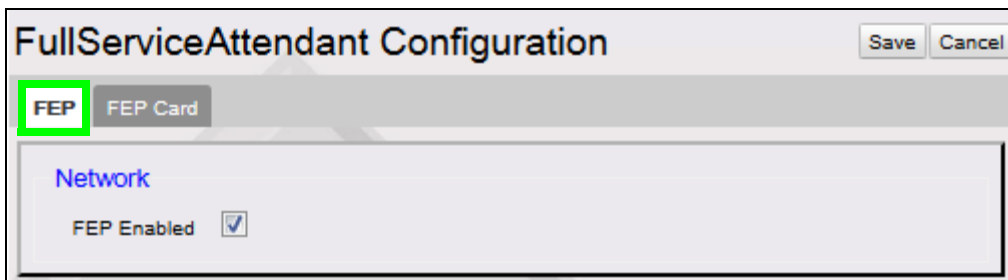
The FSA Configuration form allows users to enable the Full Service Attendant FEP.

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > Full Service Attendant Configuration.



The FullServiceAttendant Configuration window displays.

2. Select the **[FEP]** tab from the Full Service Attendant Configuration window.



3. Select **[FEP Enabled]** to enable the Full Service Attendant FEP.
4. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.


FEP Card




The FEP Card tab allows card information parameters to be set for each FSA card used on site.

Configure a FSA Card

1. Select the **[FEP Card]** tab from the Full Service Attendant Configuration window.

2. Select **[Add]** before entering card information.
 - **Delete:** Allows existing card information to be deleted.
3. Configure the Card Information parameters.

Value	Description
Card Information	
Card Table Index	Sets the record number of the FSA card (alphanumeric, ten digits).
 This number cannot be changed after a card has been saved.	
Card Abbreviation	Sets the abbreviation for the given card (alphanumeric, two digits).

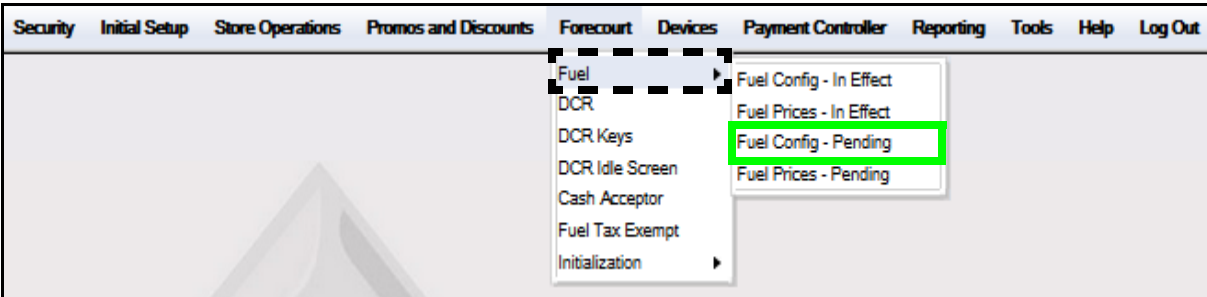
Value	Description
Card Name	Sets the name of the FSA card (alphanumeric, 12 digits).
Lower ISO	Sets the low value of the card range (four digits 0001 - 0015). <ul style="list-style-type: none"> • The entered card number must be greater than or equal to this number to match the table entry. • The Card ISO values are supplied by the card provider.
 When using a Verifone Full Service Attendant Card (PN P040-10-900), do NOT use “==” preceding the lower ISO range for the card.	
Upper ISO	Sets the high value of the card range (four digits 0001 - 0015). <ul style="list-style-type: none"> • The entered card number must be less than or equal to this number to match the table entry. • The Card ISO values are supplied by the card provider.
 When using a Verifone Full Service Attendant Card (PN P040-10-900), do NOT use “==” preceding the upper ISO range for the card.	
Pan Length	Sets the number of digits the card is assigned (14 digits). Values are supplied by the card provider.
 When using Verifone Full Service Attendant Cards (PN P040-10-900), set the Pan Length to “14”.	
Card Enabled	Select to enable the FSA card at the DCR.

4. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

Fuel Configuration

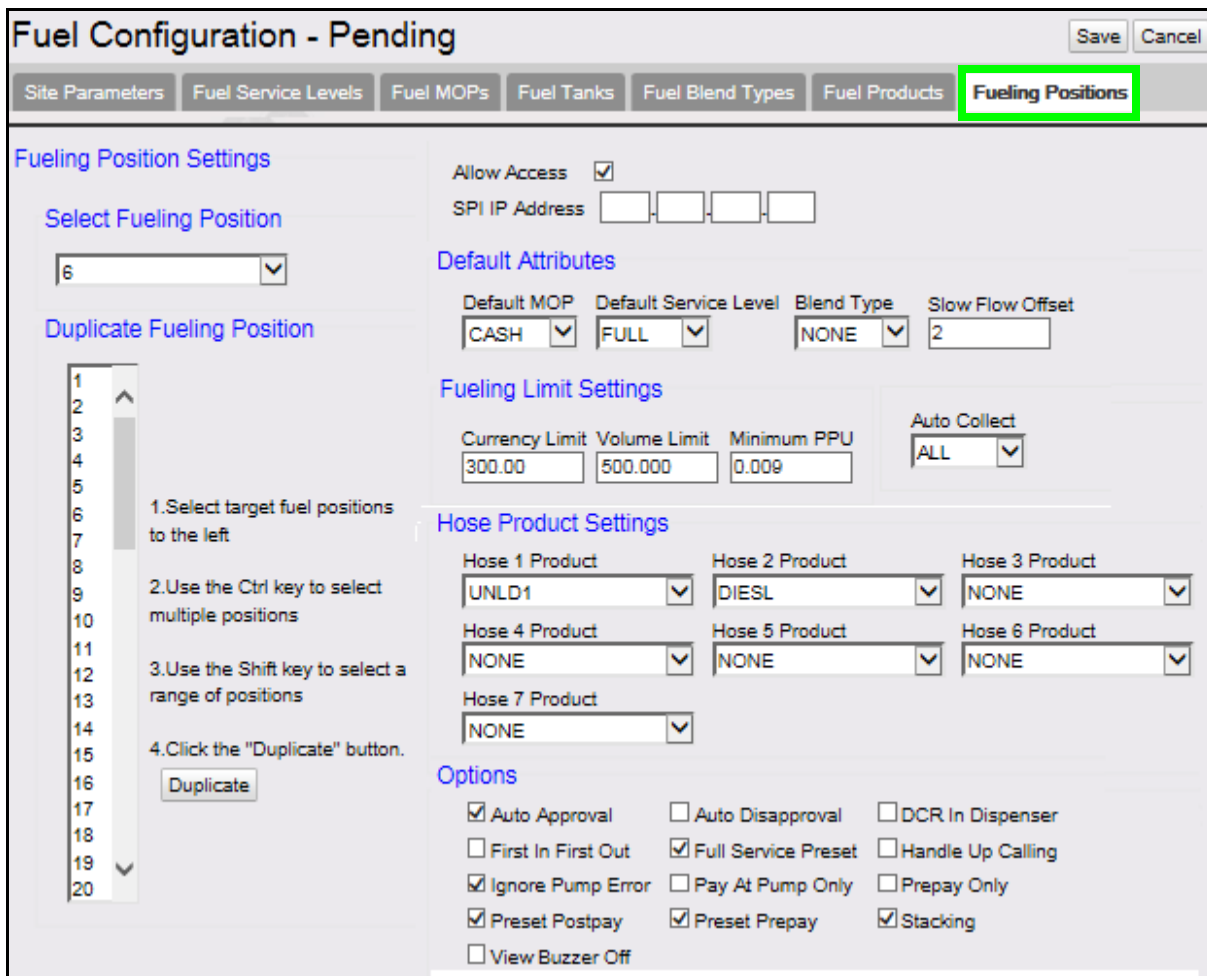
The Fuel Configuration form allows users to configure the appropriate fuel pumps for Full Service Level.

1. Navigate to Config Client > Forecourt > Fuel > Fuel Config - Pending.



The Fuel Configuration - Pending window displays.

2. Select the [Fueling Positions] tab.

A screenshot of the 'Fuel Configuration - Pending' window. The 'Fueling Positions' tab is selected and highlighted with a green box. The window contains several sections: 'Fueling Position Settings' with a dropdown menu showing '6'; 'Duplicate Fueling Position' with a list of positions 1-20 and a 'Duplicate' button; 'Allow Access' with a checked checkbox; 'SPI IP Address' with four input fields; 'Default Attributes' with dropdowns for 'Default MOP' (CASH), 'Default Service Level' (FULL), 'Blend Type' (NONE), and a 'Slow Flow Offset' field (2); 'Fueling Limit Settings' with 'Currency Limit' (300.00), 'Volume Limit' (500.000), 'Minimum PPU' (0.009), and 'Auto Collect' (ALL); 'Hose Product Settings' with dropdowns for Hose 1 through 7 (UNLD1, DIESEL, NONE); and 'Options' with checkboxes for 'Auto Approval', 'Full Service Preset', 'Ignore Pump Error', 'Preset Postpay', 'View Buzzer Off', 'Auto Disapproval', 'Pay At Pump Only', 'Preset Prepay', 'DCR In Dispenser', 'Handle Up Calling', 'Prepay Only', and 'Stacking'.

3. Configure the Fueling Position Settings.

Fueling Position Settings

Select Fueling Position

6

Allow Access

SPI IP Address ---

Duplicate Fueling Position

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

1. Select target fuel positions to the left


2. Use the Ctrl key to select multiple positions

3. Use the Shift key to select a range of positions

4. Click the "Duplicate" button.

Duplicate

Value	Description
Fueling Position Settings	
Select Fueling Position	Sets the fueling position to configure.
Duplicate Fueling Position	Allows a group of fueling positions to be selected from the Position list to mark for duplication. <ol style="list-style-type: none"> Select the position from the Duplicate Fueling Position drop-down menu to set the position to be duplicated. Click [Duplicate].
Allow Access	Sets the pump to be accessed by the terminal.



Value	Description
SPI IP Address	Sets the IP Address for supporting Serial Peripheral Interface (SPI) configuration when SPI communication is enabled.
 <p>SPI is a device to convert User Datagram Protocol (UDP) data to current loop data. When SPI communication is enabled, the drivers will communicate with the dispensers over UDP instead of serial port.</p> <p>SPI communication doesn't use a serial port, but a serial port needs to be configured for the driver and this port won't be available for any other service on the Verifone Commander similar to non-SPI communication.</p> <p>The serial port number is used as an identifier to distinguish between two channels when multiple channels are present.</p>	

3. Configure the parameters for the Default Attributes.

Default Attributes

Default MOP:
 Default Service Level:
 Blend Type:
 Slow Flow Offset:

Value	Description
Default Attributes	
Default MOP	Sets the default MOP: Cash, Credit, or Check for the selected pump.
Default Service Level	<p>Select [Full] for the Default Service Level.</p> <ul style="list-style-type: none"> Once the Default Service Level on the pump is set to the Full Service Level, any type of transaction Prepay, Post pay, or OPT Prepay will be charged at the Full Service Level. Depending on the method of payment used for each transaction, either Cash or the Credit Price Level is applicable.

Value	Description
 This configuration is <u>independent</u> of whether Full Service Preset flag is enabled or not in options.	
Blend Type	Sets the <type of blend> to use for the selected fueling position.
Slow Flow Offset	Sets the point at which the pump will slow the fuel as it approaches a preset amount (2 - 9999).
 Enter the slow flow amount without leading zeros.	

- Configure the parameters for the Fuel Limit Settings.

Fueling Limit Settings

Currency Limit	Volume Limit	Minimum PPU	Auto Collect
300.00	500.000	0.009	NONE ▼

Value	Description
Fueling Limit Settings	
Currency Limit	Sets the maximum amount the pump dispenses per transaction (0.00 - 999.99).
Volume Limit	Sets the maximum volume the pump dispenses per transaction (0.00 - 999.999).

Value	Description
Minimum PPU	Sets the minimum Price Per Unit on the dispenser (i.e., discount).
Auto Collect	<p>Enables outside employee to collect a method of payment directly from the customer at the pump.</p> <ul style="list-style-type: none"> • None: Disabled. Payments are only collected inside at the terminal. • Cash: Only cash payments may be collected at the selected pump. • All: Any type of MOP payment may be collected at the selected pump.

5. Configure the parameters for the Hose Product Settings.



Hose Product Settings



Hose 1 Product	Hose 2 Product	Hose 3 Product
UNLD1 ▼	DIESEL ▼	NONE ▼
Hose 4 Product	Hose 5 Product	Hose 6 Product
NONE ▼	NONE ▼	NONE ▼
Hose 7 Product		
NONE ▼		

Value	Description
Hose Product Settings	
Hose 1 - 7 Product	<p>Sets the fuel product to be dispensed from <i>each</i> hose and individual pump that has been configured.</p> <ul style="list-style-type: none"> • One to seven hoses can be defined for each pump. • Assign [NONE] to the hoses that do not exist or are not used.

6. Configure Fueling Position Options.

Options		
<input checked="" type="checkbox"/> Auto Approval	<input type="checkbox"/> Auto Disapproval	<input checked="" type="checkbox"/> DCR In Dispenser
<input type="checkbox"/> First In First Out	<input checked="" type="checkbox"/> Full Service Preset	<input type="checkbox"/> Handle Up Calling
<input checked="" type="checkbox"/> Ignore Pump Error	<input type="checkbox"/> Pay At Pump Only	<input type="checkbox"/> Prepay Only
<input checked="" type="checkbox"/> Preset Postpay	<input checked="" type="checkbox"/> Preset Prepay	<input checked="" type="checkbox"/> Stacking
<input type="checkbox"/> View Buzzer Off		

Value	Description
Options	
Auto Approval	<p>Set to allow automatic approval for fuel dispensing at the pump.</p> <p>If not selected, the pump must be approved by the cashier by pressing the [APPROVE] key.</p>
	<p>The first sale must be cashed out before another sale can be auto approved. Select this parameter if using Auto collect.</p>
First in First Out	<p>Set first sale due on the selected pump is cashed out first. If not selected, either sale may be cashed out first.</p>
	<p>The Stacking option must also be selected.</p>
Ignore Pump Error	<p>Set to allow the pump to resume service after an authorization failure. The terminal continues to approve the transaction on the pump without the cashier pressing [APPROVE].</p> <p>If not selected, a cashier must press [APPROVE] to start the next transaction on the pump after an authorization failure.</p> <p>For this feature to work, do the following:</p> <ol style="list-style-type: none"> 1. Select [Auto Approval]. 2. Set <i>Auto Collect</i> to [All]. 3. Set Default Service Level to [Full].

Value	Description
Preset Postpay	Set to allow preset/postpay sales at the selected pump. The default value is checked.
View Buzzer Off	In a postpay situation, the customer lifts the handle, leaves the nozzle off the pump, and comes inside to pay. <ul style="list-style-type: none"> • Set to allow the [VIEW] key to stop the beeping at the terminal. • If not selected, the beeping continues until the customer has paid.
Auto Disapproval	Set to disapprove a dispenser if it remains inactive for the period of time set in <i>Delay Auto disapproval</i> on Fuel > Site Parameters > Fuel Site Parameters. If not selected, the pump remains approved until manually changed.
	In DCR transactions, the pump disapproves after a maximum of three minutes regardless of this setting or Delay Auto disapproval. Prepaid sales never time out.
Full Service Preset	<u>Must</u> be enabled this flag to allow customers or attendants to preset an amount outside at the DCR before fueling. Once this flag is enabled, any OPT transaction on the pump, be it prepay or postpay, will prompt for entering the amount at the OPT before authorizing the pump and will authorize the pump accordingly.
	This configuration again can be done independent of whether the pump is configured for the Full Service Level in Default Service Level.
Pay at Pump Only	Set if payment is required outside at the DCR and not inside.
Preset Prepay	Set to allow preset/prepay fuel sales at the selected pump. The default value is checked.
DCR in Dispenser	Set if the dispenser has a card reader.
Handle Up Calling	Set to force a pump call for approval to dispense fuel when the fuel handle is lifted.

Value	Description
Prepay Only	<p>Set only if prepaid fuel sales are allowed.</p> <p>If not selected, fuel sales can be paid for either before or after the customer dispenses fuel.</p>
Stacking	<p>Set to allow a fuel sale to remain uncollected while a second fuel sale is dispensed and completed.</p> <p>The default value is checked.</p>

Using Full Service Attendant

Cash Price Level

1. The customer pulls up to the pump for cash fueling, and the attendant swipes an assigned FSA card for authorization at the DCR.
2. The DCR prompts for the cash level pricing amount.
3. The attendant enters the cash **<Amount>** for fueling.



If the attendant skips this prompt, a requested amount of zero dollars will be sent to the FEP.

4. The FSA card data and requested transaction amount is transferred to VIPER, where it is captured by the Full Service Attendant FEP.
5. The request is received by the FEP and processed locally, depending on the limit mentioned for that FSA card.



Full Service Attendant has its own card related configuration **FullServiceAttendant_CardTable** which holds the card Ranges.

6. The FEP sends the pre-authorized amount back to the DCR. The pump is equipped with the approval of that amount only.
7. The attendant pumps the fuel for the approved amount, and receives payment from the customer in cash.
8. After concluding the fueling stage, a completion request is sent by the DCR to VIPER where the transaction totals are updated.



Alternately, the customer can directly swipe the payment card without involving the attendant. In this case, depending on the Price Tier returned from the EPS, the pump can either be authorized for the Credit or Cash Price Level.

Reporting

POS Flash Reports

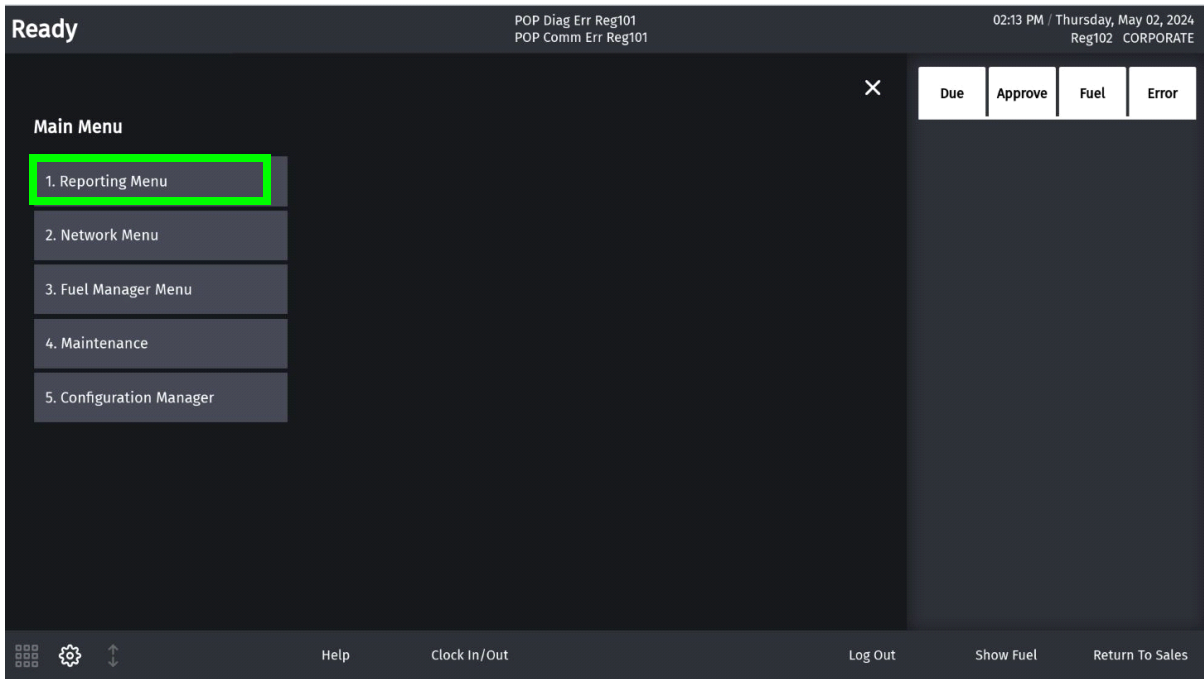
Proprietary Network Product Report

The Proprietary Network Product Report summarizes fuel products paid for with credit, debit and stored value cards.

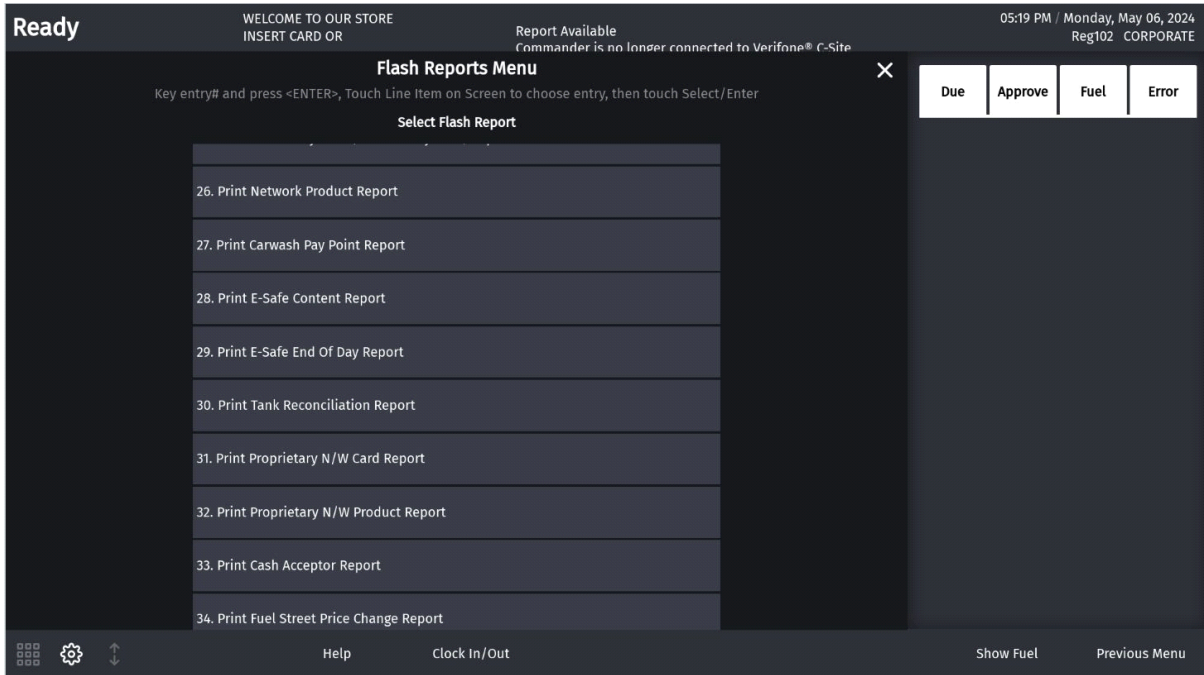
The Proprietary Product Report is a POS based report available via the Flash Reports menu.

POS Flash Report Procedure

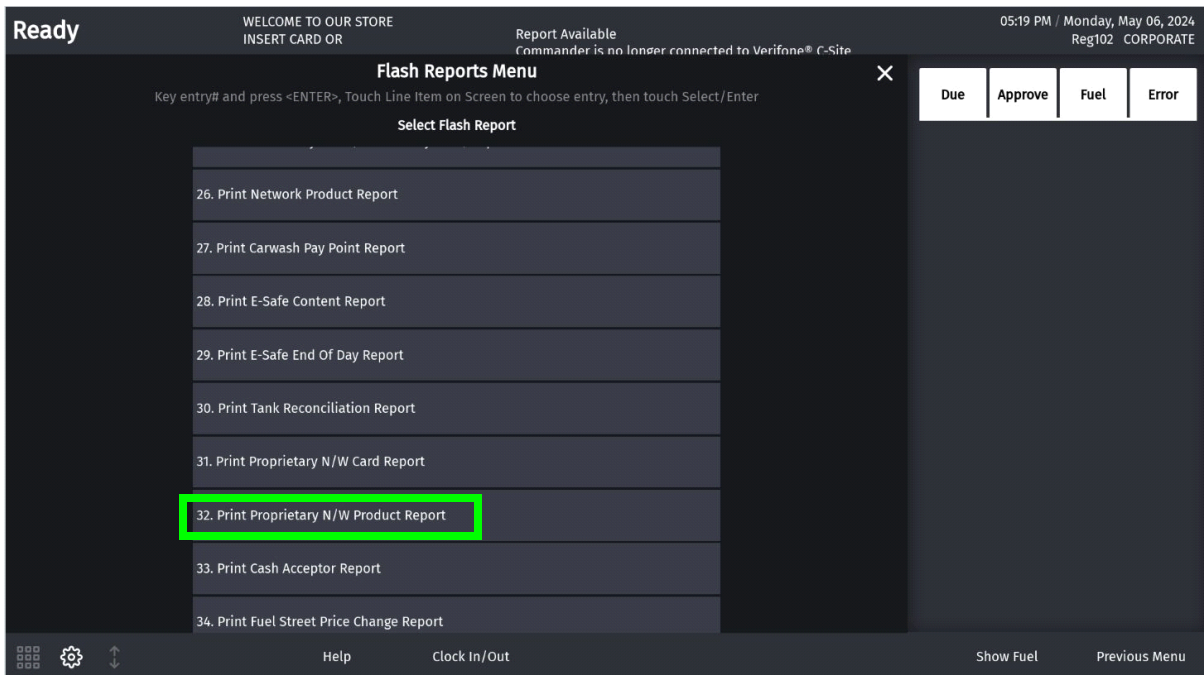
1. From Sales > go to: **CSR Func > Reporting Menu**



2. Select [Flash Report].



3. From the Flash Reports Menu, select [Print Proprietary N/W Product Report].



The Proprietary Product Report prints.

FLASH SHIFT REPORT				
10/24/16			11:53	
STORE# ABC123	REGISTER# 101	DAYPART #001		
CASHIER #01	CORPORTATE			
OPEN DAYPART	10/20/16 13:31`			
CLOSE DAYPART	PENDING			
P R O P R I E T A R Y P R O D R P T				
PROD	DESC	QTY	CNT	TOTALS
2	UNLEADED PLUS	3.316	2	7.00
		---	5	7.00

Report Details:

- **TITLE:** PROPRIETARY PROD RPT
- **PROD:** The product code of the item sold.
- **DESC:** The product name of the item sold.
- **QTY:** The amount of fuel dispensed.
- **CNT:** The total number of times each product code type is used.
- **TOTALS:** The total sale amount for each product code type.

Proprietary Network Card Report

The Proprietary Network Card Report can also be used with the Full-Service Attendant Tracking option. The Flash Report summarizes the sales and refunds made on proprietary cards.

The Proprietary Card Report is a POS based report available via the Flash Reports menu.



See POS Flash Report procedure under Proprietary Product Report.

FLASH SHIFT REPORT				
10/24/16			11:53	
STORE# ABC123	REGISTER# 101		DAYPART #001	
CASHIER #01	CORPORTATE			
OPEN DAYPART	10/20/16 13:31`			
CLOSE DAYPART	PENDING			
P R O P R I E T A R Y C A R D R P T				
NAME	CNT	SALES	CNT	REFUNDS
Attendant #1	1	2.00	0	0.00
Attendant #2	1	5.00	0	0.00
		---	---	---
TOTAL	2	7.00	0	0.00

Report Details:

- **TITLE:** PROPRIETARY CARD RPT
- **NAME:** Name of the Proprietary Card used.
- **CNT:** Total sales count for each proprietary card.
- **SALES:** The total sales amount for each proprietary card type.
- **CNT:** Total refund count for each proprietary card type.
- **REFUNDS:** Total refund amount for each proprietary card type.
- **TOTAL:** Sum of sale and refund count totals.

EPS Network Reports

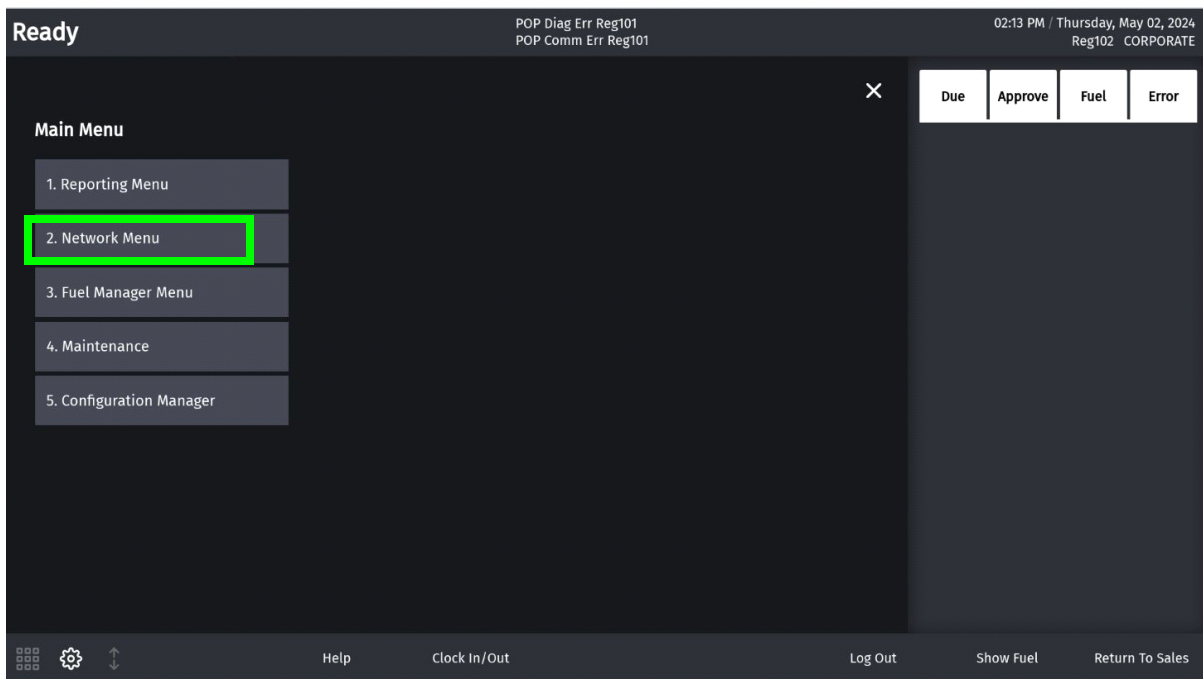
FSA Totals by Card Type Report

The FSA Totals by Card Type Report contains a list of all cards used in that terminal batch, count and total sales for each card.

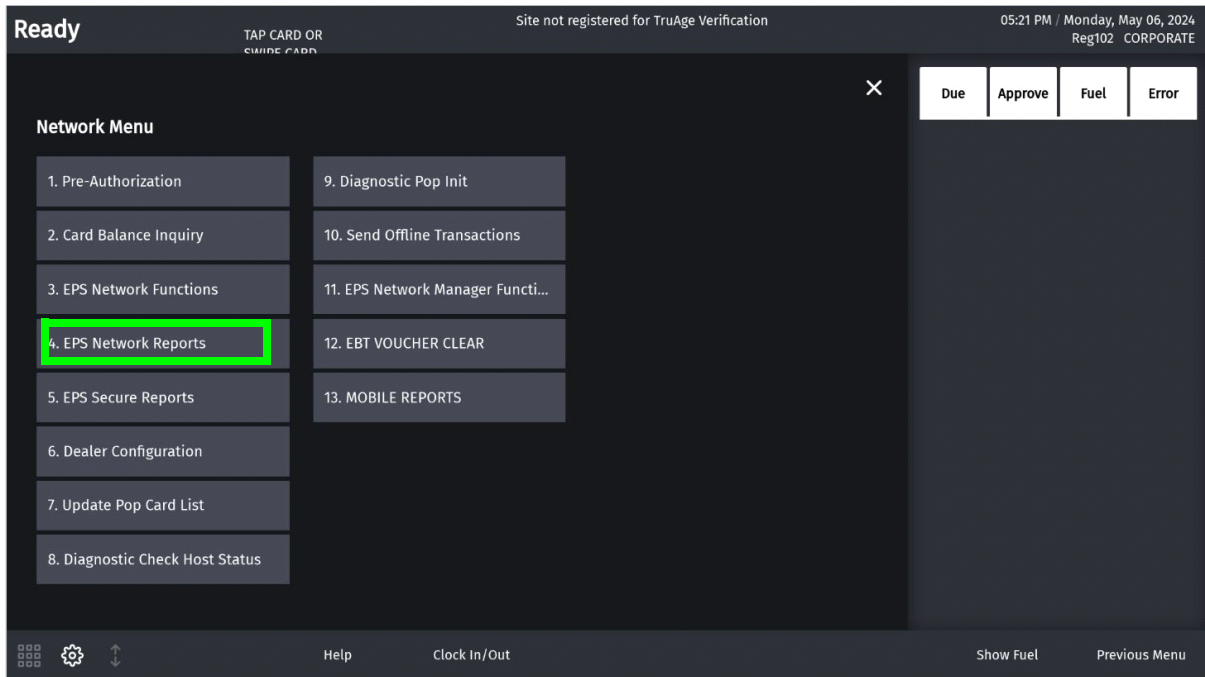
Electronic Payment System (EPS) based reports are available in the EPS Network Report menu.

POS EPS Network Reports Procedure

1. From Sales > go to: **CSR Func > Network Menu.**



2. Select [EPS Network Reports].



3. Select [FSA Totals by Card Type Report].

The EPS Network Report prints.

EPS NETWORK REPORT		
*** FSA Totals By Card Type Report ***		
Printed: 10/24/16 12:38:32		
WORKSTATION ID POS001		
Terminal Batch 1		
Terminal Batch Open: 10/20/2016 13:32:48		
Terminal Batch Clse: OPEN		
CARDTYPE	COUNT	SALES
Attendant #1	1	2.00
Attendant #2	1	5.00

TOTAL	2	7.00

Report Details:

- TITLE: FSA Totals by Card Type Report

- **PRINTED:**
 - **MM/DD/YY:** Date in month, date year format.
 - **HH:MM:SS:** Time in hour, minutes, and seconds.
- **WORKSTATION ID:** Identifies the POS where the report was generated.
- **TERMINAL BATCH ID:** Identifies the terminal batch number.
- **TERMINAL BATCH OPEN:** Identifies when the batch was opened.
 - **MM/DD/YY:** Date in month, date year format.
 - **HH:MM:SS:** Time in hour, minutes, and seconds.
- **TERMINAL BATCH CLSE:** Identifies when the batch was closed.
 - **MM/DD/YY:** Date in month, date year format.
 - **HH:MM:SS:** Time in hour, minutes, and seconds.
- **CARDTYPE:** Identifies the card type used in this terminal batch.
- **COUNT:** An FSA transaction updates the transaction count for that card type.
- **SALES:** A FSA transaction updates the amount a for that card type.
- **TOTAL:** Total includes the summary count of transactions and sales amount for all FSA transactions approved by this host for this terminal batch.

2 ENHANCED FSA FEATURE

Overview

The enhancement to the existing FSA feature prevents cashier fraud and track the sales, attendant-wise.

Limitations of Existing FSA

The following are the limitations of the existing FSA functionality:

- Attendant can swipe the attendant card only for “pay outside Cash transactions”. Attendant cards cannot be used to track outdoor credit transactions served by an attendant.
- Attendant Card is not linked to an employee session.
- An FSA card cannot be disabled at the end of a shift. An employee can use it at other pumps, or make a copy, resulting in frauds.

Enhancements to Existing FSA

The following are the enhancements made to the existing FSA feature:

- Ability to link an attendant card to a Cashier/Attendant login.
- Attendant card is unusable until cashier/attendant logs in to a register and activates it.
- After attendant has activated a card, attendant is able to perform indoor sales from any of the POS systems at the sites and perform outdoor transactions at any of the Full Service pumps.
- The POS automatically logs out after an attendant session is opened and after each indoor sale by an attendant.
- The Attendant must swipe the FSA card at the dispenser before each outdoor sale. The outdoor sales can also be recalled inside if the customer needs to purchase merchandise along with fuel.
- Attendant Report tracks each attendant’s indoor and outdoor sales.
- Ability to close Attendant session.
- Close period closes all open attendant sessions.

- Increased the max number of employees from 60 to 100.
- ‘*Require Attendant Card*’ flag is disabled by default in Fuel Site Parameters. On enabling this flag and enabling the FSA FEP, the enhanced FSA feature will be functional and DCR idle screen will be set to “*Swipe your Attendant Card*”.
- The default DCR Payment Idle Screen has the option “PAY ATTENDANT” for cash payments.

Supported Hardware and Software Requirements

- Verifone Commander with C18, Topaz and Ruby2
- RubyCi with Topaz and Ruby2
- Verifone Commander with installed with software release 52 and higher
- Verifone Commander EPS

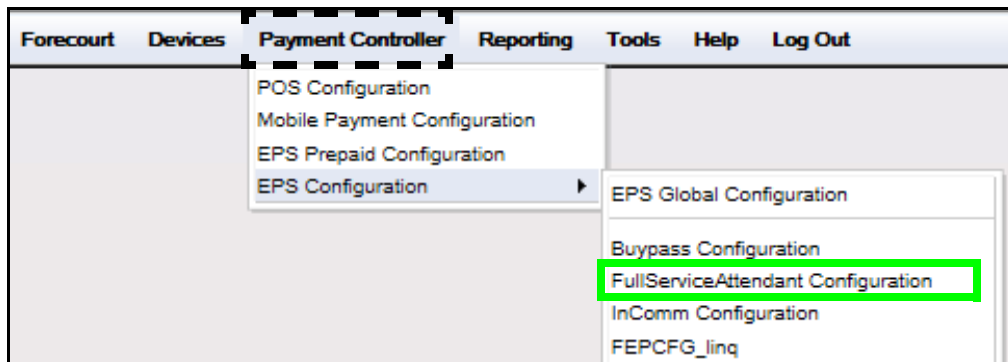
Configuring Full Service Attendant

1. Enable the Full Service Attendant FEP.
2. Configure FSA Cards.
3. Configure Fueling Positions.
4. Enable Require Attendant Card parameter.
5. Configure DCR Idle Screen.
6. Initialize Fuel Driver, Fuel, DCR Driver, DCR.

Enable Full Service Attendant FEP

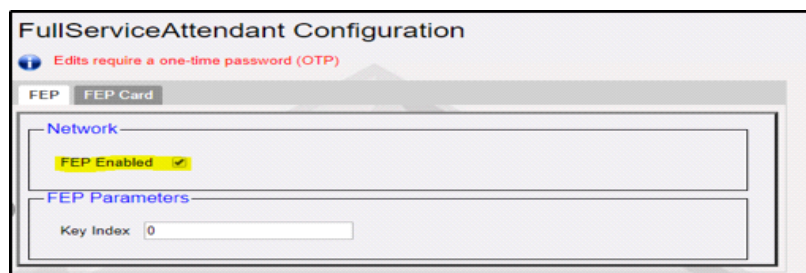
The FSA Configuration form allows users to enable the Full Service Attendant FEP.

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > Full Service Attendant Configuration.



The Full Service Attendant Configuration form displays.

2. Select the **[FEP]** tab from the Full Service Attendant Configuration window.

A screenshot of the 'FullServiceAttendant Configuration' form. The form has a title bar with 'FullServiceAttendant Configuration' and a sub-header 'Edits require a one-time password (OTP)'. Below the sub-header are two tabs: 'FEP' (selected) and 'FEP Card'. The 'FEP' tab is active and shows a 'Network' section with a checkbox labeled 'FEP Enabled' which is checked. Below the 'Network' section is an 'FEP Parameters' section with a 'Key Index' field containing the value '0'.


3. Select **[FEP Enabled]** to enable the Full Service Attendant FEP.
4. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.




Configure FSA Cards

The FEP Card tab allows card information parameters to be set for each FSA card used on site.

1. Select the **[FEP Card]** tab from the Full Service Attendant Configuration window.

2. Select **[Add]** before entering card information.
 - **Delete:** Allows existing card information to be deleted.
3. Configure the Card Information parameters.

Value	Description
Card Information	
Card Table Index	Sets the record number of the FSA card (alphanumeric, ten digits).
 This number cannot be changed after a card has been saved.	
Card Abbreviation	Sets the abbreviation for the given card (alphanumeric, two digits).
Card Name	Sets the name of the FSA card (alphanumeric, 12 digits).
Lower ISO	Sets the low value of the card range (four digits 0001 - 0015). <ul style="list-style-type: none"> • The entered card number must be greater than or equal to this number to match the table entry. • The Card ISO values are supplied by the card provider.

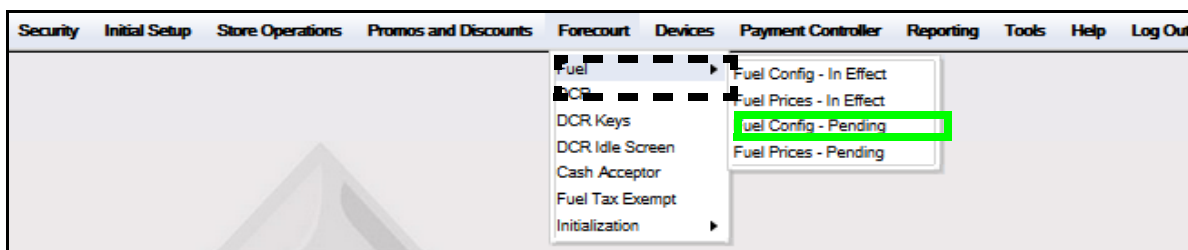
Value	Description
	When using a Verifone Full Service Attendant Card (PN P040-10-900), do NOT use “==” preceding the lower ISO range for the card.
Upper ISO	Sets the high value of the card range (four digits 0001 - 0015). <ul style="list-style-type: none"> • The entered card number must be less than or equal to this number to match the table entry. • The Card ISO values are supplied by the card provider.
	When using a Verifone Full Service Attendant Card (PN P040-10-900), do NOT use “==” preceding the upper ISO range for the card.
Pan Length	Sets the number of digits the card is assigned (14 digits). Values are supplied by the card provider.
	When using Verifone Full Service Attendant Cards (PN P040-10-900), set the Pan Length to “14”.
Card Enabled	Select to enable the FSA card at the DCR.

4. Select [**Save**] to accept, or [**Cancel**] to exit without saving changes.

Configure Fueling Positions Settings

In the Fueling Positions Setting form, make the following configuration.

1. Navigate to Config Client > Forecourt > Fuel > Fuel Config - Pending.



The Fuel Configuration - Pending window displays.

2. Select the **[Fueling Positions]** tab.

Fueling Position Settings

Select Fueling Position
1

Duplicate Fueling Position

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

1. Select target fuel positions to the left
2. Use the Ctrl key to select multiple positions
3. Use the Shift key to select a range of positions
4. Click the "Duplicate" button.

Duplicate

Allow Access
SPI IP Address 192.168.31.160

Default Attributes

Default MOP: CREDIT
Default Service Level: FULL
Blend Type: ELEC
Slow Flow Offset: 25

Fueling Limit Settings

Currency Limit: 300.00
Volume Limit: 500.000
Minimum PPU: 0.000

Auto Collect: CASH

Hose Product Settings

Hose 1 Product: PETR-UNLD1
Hose 2 Product: PETR-UNLD2
Hose 3 Product: DIESEL-LD3
Hose 4 Product: PETROL-LD4
Hose 5 Product: DIESEL-7
Hose 6 Product: KERSN
Hose 7 Product: NONE

Options

Auto Approval
 Auto Disapproval
 First In First Out
 DCR Prompt Preset Amount
 Ignore Pump Error
 Pay At Pump Only
 Preset Postpay
 Preset Prepay
 View Buzzer Off
 Instant Auto Approval

DCR In Dispenser
 Handle Up Calling
 Prepay Only
 Stacking

3. Select Default Service Level as Full.
4. Select Auto Collect as Cash.
5. Disable Auto Approval.
6. Disable Handle Up Calling.

Enable Required Attendant Card

Navigate to **Config Client > Forecourt > Fuel > Fuel Config – Pending > Site Parameters.**

1. Enable Require Attendant Card.

Fuel Configuration - Pending

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

Unit of Measure	Gallons ▼
Halt Mode	Soft ▼
PPU Decimal Position	3 ▼
Total Decimal Position	2 ▼
Autodisapproval Delay	5.0 ▼
Ignore MOP Conflict	<input checked="" type="checkbox"/>
Force .9 Cents Per Gallon	<input type="checkbox"/>
Approve All Enabled	<input type="checkbox"/>
Recall Autocollect Inside	<input type="checkbox"/>
Gilbarco Six Digits Money Display	<input type="checkbox"/>
Require Attendant Card	<input checked="" type="checkbox"/>

Offline Fuel Prompt

Number of Seconds: 1 ▼

Real Time Sales Data

Notification Frequency (Milliseconds): 0

Tier2 Schedule Settings

Start Tier 2 Pricing: 0 ▼
Number of Tier Hours: 0 ▼

Postpay Schedule Settings

Start Postpay Allowed: 0 ▼
Number of Postpay Hours: 24 ▼

Manual Approval Schedule Settings

Start Manual Approval Required: 0 ▼
Number Manual Approval Hours: 0 ▼

Grade Restriction

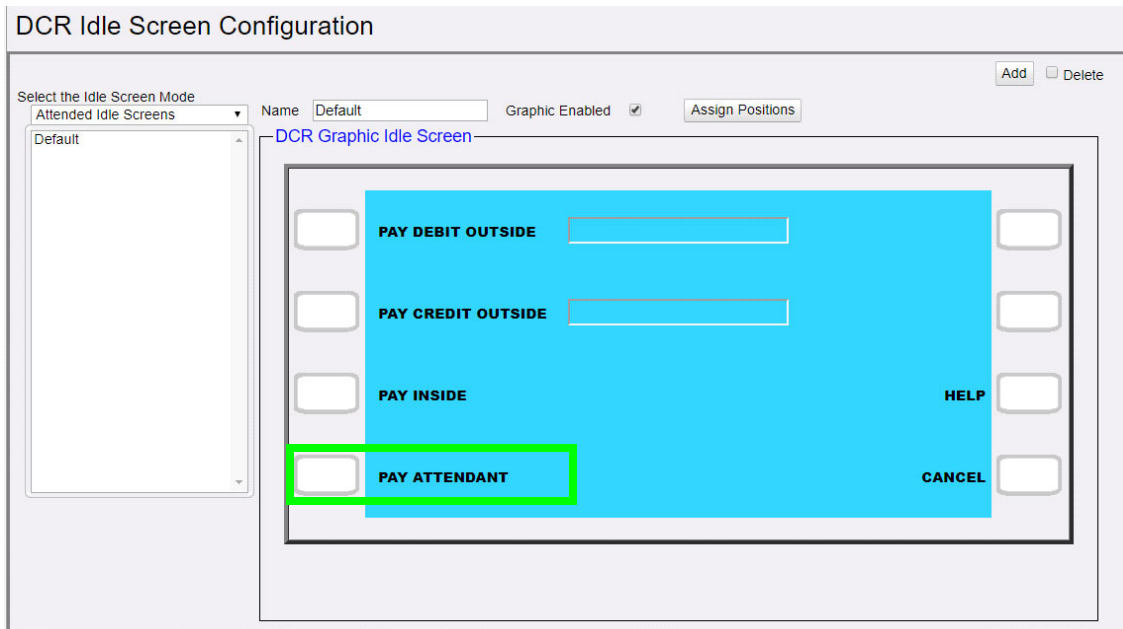
Enforce Prompting Inside:
Prompt Restriction Outside:

2. Enable "Recall Autocollect Inside" if applicable.

Configure DCR Idle Screen

Navigate to Config Client > Forecourt > DCR Idle Screen.

Configure PAY ATTENDANT soft key on the DCR Idle Screen and assign the DCR Position.



Initialization

Initialize Fuel Driver, Fuel, DCR Driver, DCR from Forecourt > Initialization.

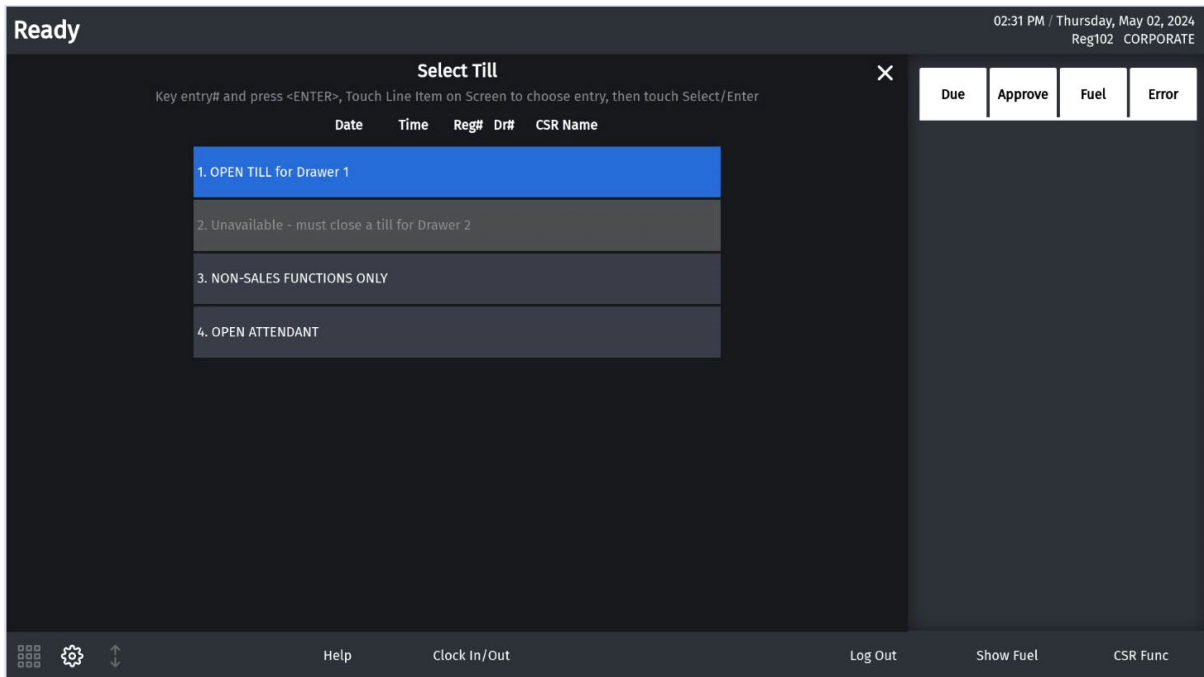
Using Full Service Attendant

Activate FSA Card



This functionality is only available with Verifone Commander EPS.

1. Login to POS with ID and Password.
2. On the “Select Till” screen, select ‘Open Attendant’.



3. Swipe the FSA card on PIN pad when it prompts for 'SWIPE YOUR ATTENDANT CARD'
4. POS displays, "Enter Open Drawer Amount". Enter an amount and select OK.
5. POS displays activation successful message and the attendant is automatically logged off the POS.

Using FSA Card at DCR

1. Swipe the Activated Attendant Card on the DCR "SWIPE YOUR ATTENDANT CARD" screen.



2. On the DCR Payment Idle Screen, select PAY ATTENDANT (for cash transactions) option.

3. Enter the Preset amount at the “Enter Amount” prompt (prompts only if “DCR prompt preset amount” parameter is enabled).
4. When DCR displays “Remove Nozzle”, complete the fueling.
5. After the Transaction, DCR goes back to “SWIPE YOUR ATTENDANT CARD” screen.

Indoor Sales by Active Attendants

1. Login to any Indoor POS and add items to the ticket.
2. Complete the sale using any MOP like Cash or Credit.
3. Receipt is printed with the Register ID and other sale information.



Attendants cannot add two "AutoCollect Recall" transactions in one ticket.
Drawer operations like SafeDrop, Safeloan, PayIn, Payout, Safedrop Correction are disabled for attendant login. At the end of every transaction on the POS the attendants are logged off automatically.



For attendant indoor transactions, the transaction number is in the 200 series.
For attendant outdoor transactions, the transaction number is in the 400 series. See examples of sample receipts in the below section.

Sample Receipts

Pay Attendant (cash) transaction at DCR sample receipt:

```
WELCOME TO
VERIFONE
AUTOMATION LAB
HAVE YOU RUN
AUTOMATION TODAY
99999
VFI-QA-LAB
CLEARWATER
TPA FL 560100

Description          Qty          Amount
-----
PETR-UNLD1 CA #01 11.356G          12.73
  FULL @ 1.121/ G
Subtotal                    12.73
TOTAL                       12.73
CASH $                       12.73

THANK YOU FOR
AUTOMATING THINGS
PLEASE RUN
AUTOMATION
AGAIN AND AGAIN
ST#CL120      REG#901      TRAN#4010003
CSH: 1              8/16/20 4:56:16 PM
```

Credit card transaction at the DCR sample receipt:

```
WELCOME TO
VERIFONE
AUTOMATION LAB
HAVE YOU RUN
AUTOMATION TODAY
99999
VFI-QA-LAB
CLEARWATER
TPA FL 560100

Description          Qty          Amount
-----
PETR-UNLD1 CR #01 1.624G          1.82
FULL @ 1.121/ G
Subtotal              1.82
TOTAL                 1.82
CREDIT $              1.82

MASTERCARD
*****1491
Entry: Swiped
Auth #: 123628
Resp Code: 000
Stan: 002611164
Invoice #: 3856
Store # 99999

THANK YOU FOR
AUTOMATING THINGS
PLEASE RUN
AUTOMATION
AGAIN AND AGAIN
ST#CL120    REG#901    TRAN#4010002
```

Cash transaction indoors by attendant sample receipt:

WELCOME TO
VERIFONE
AUTOMATION LAB
HAVE YOU RUN
AUTOMATION TODAY
99999
VFI-QA-LAB
CLEARWATER
TPA FL 560100

Description	Qty	Amount
10 XTRAMRT GIFT	1	10.00
	Subtotal	10.00
	TOTAL	10.00
	CASH \$	10.00

THANK YOU FOR
AUTOMATING THINGS
PLEASE RUN
AUTOMATION
AGAIN AND AGAIN

ST#CL120 REG#101 TRAN#2010287
CSH: 1 8/26/20 7:06:15 PM

Credit card transaction indoors by attendant sample receipt:

```
WELCOME TO
VERIFONE
99999
VFI-QA-LAB
CLEARWATER
TPA FL 560100

Description          Qty          Amount
-----          -
10 XTRAMRT GIFT          1          10.00
                               -----
Subtotal                    10.00
TOTAL                      10.00
CREDIT $                   10.00

SALE Receipt
MASTERCARD  USDS$10.00
Acct/Card #: *****1491
Entry: Swiped
Auth #: 123628
Resp Code: 000
Stan: 002611207
Invoice #: 3880
CUSTOMER COPY

APPROVED

ST#CL120  REG#101  TRAN#2010291
CSH: 1  8/26/20 7:43:01 PM
```

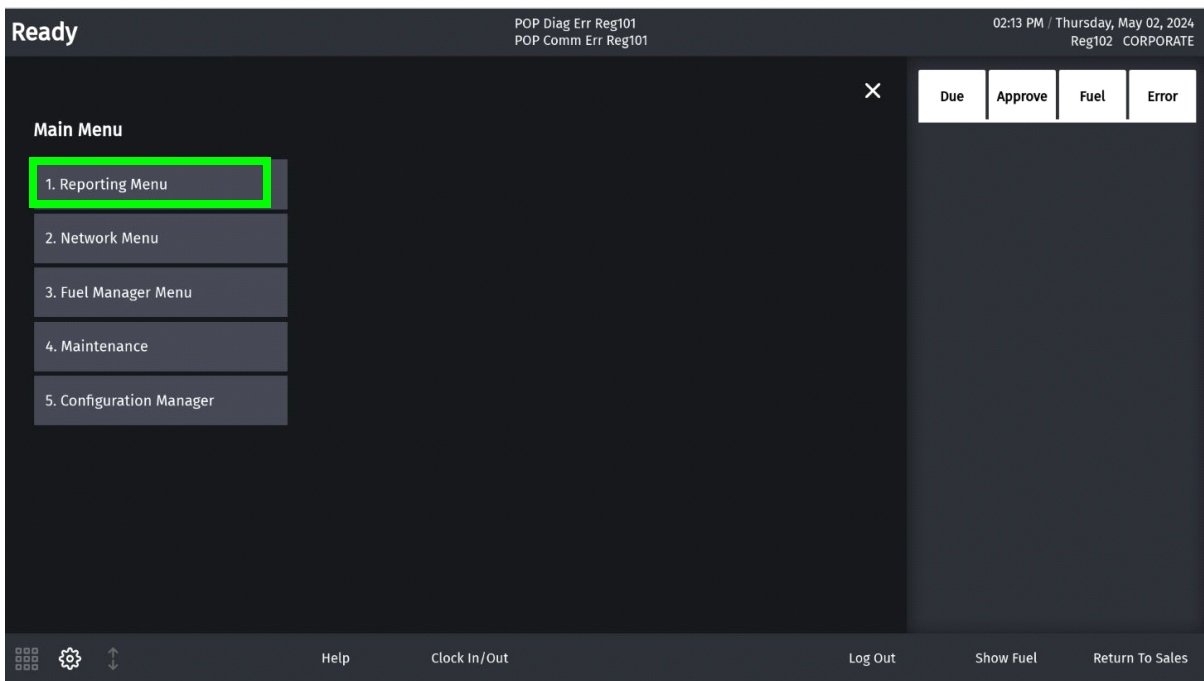

Reporting

The Attendant can close the Attendant Session, and print the Attendant Report, containing the details of the transactions performed by the attendant in a particular session.

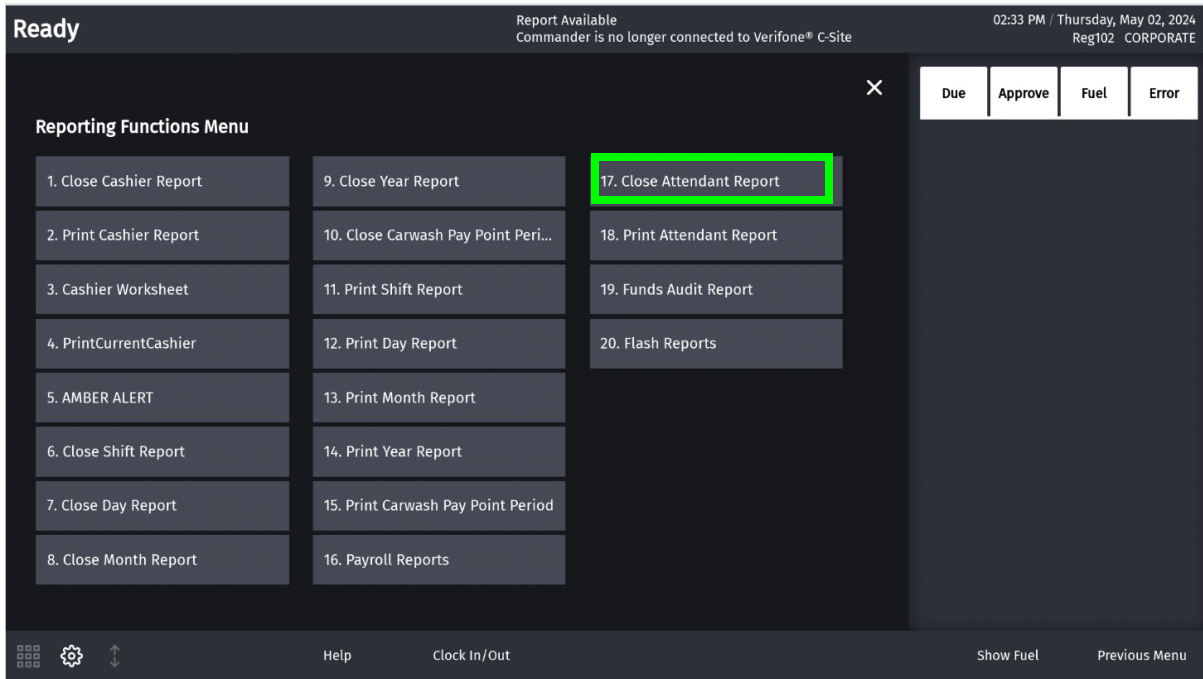
After an Attendant Session is closed, the FSA card is no longer valid, and needs to be activated again for the next session.

Close Attendant Report

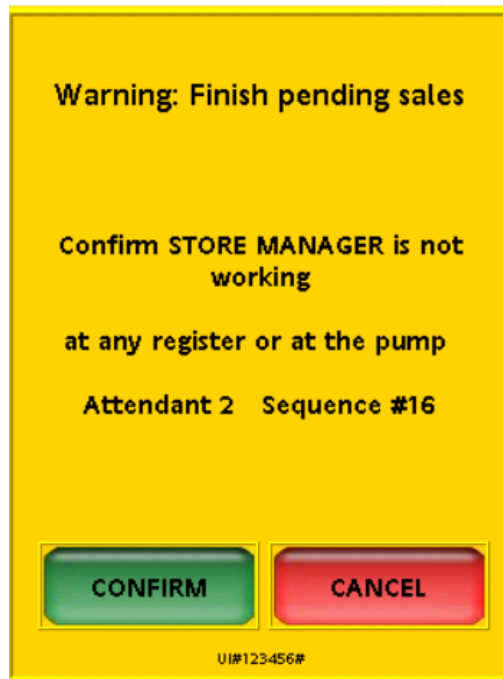
1. From Sales > go to: **CSR Func > Reporting Menu**



2. Select [**Close Attendant Report**].



3. Enter valid cashier number at the Close Attendant prompt.
4. “Warning: Finish pending sales window” appears with CONFIRM and CANCEL button. Press CONFIRM button.



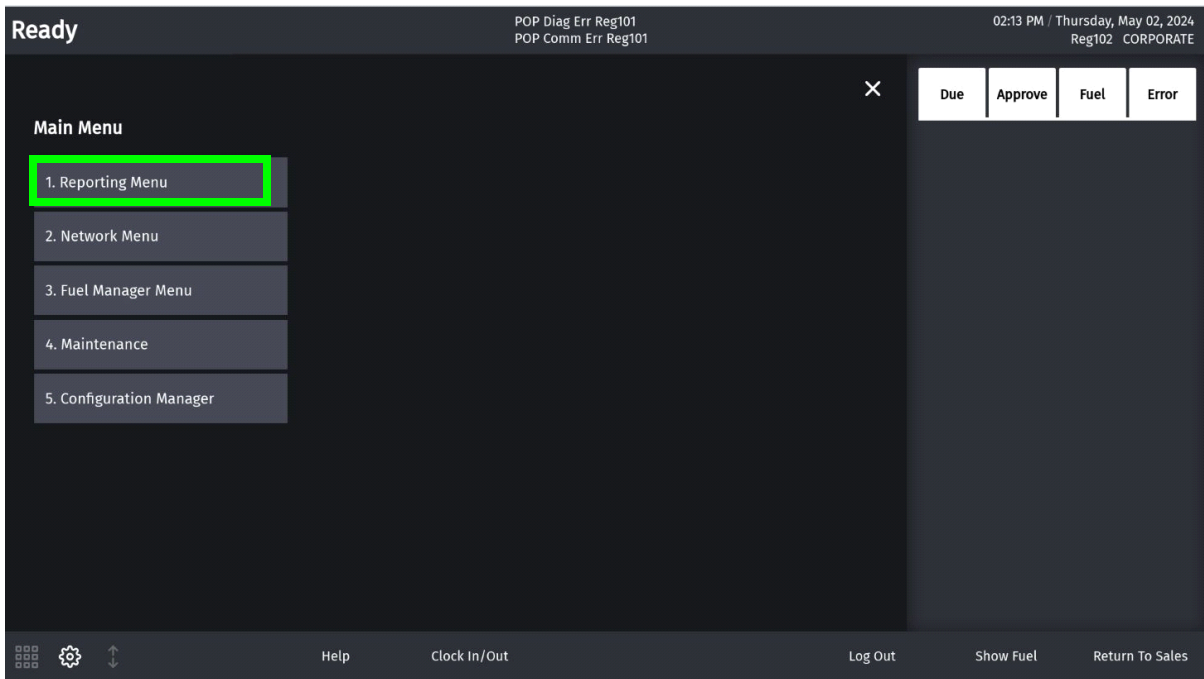
5. Close Attendant successful message is displayed.



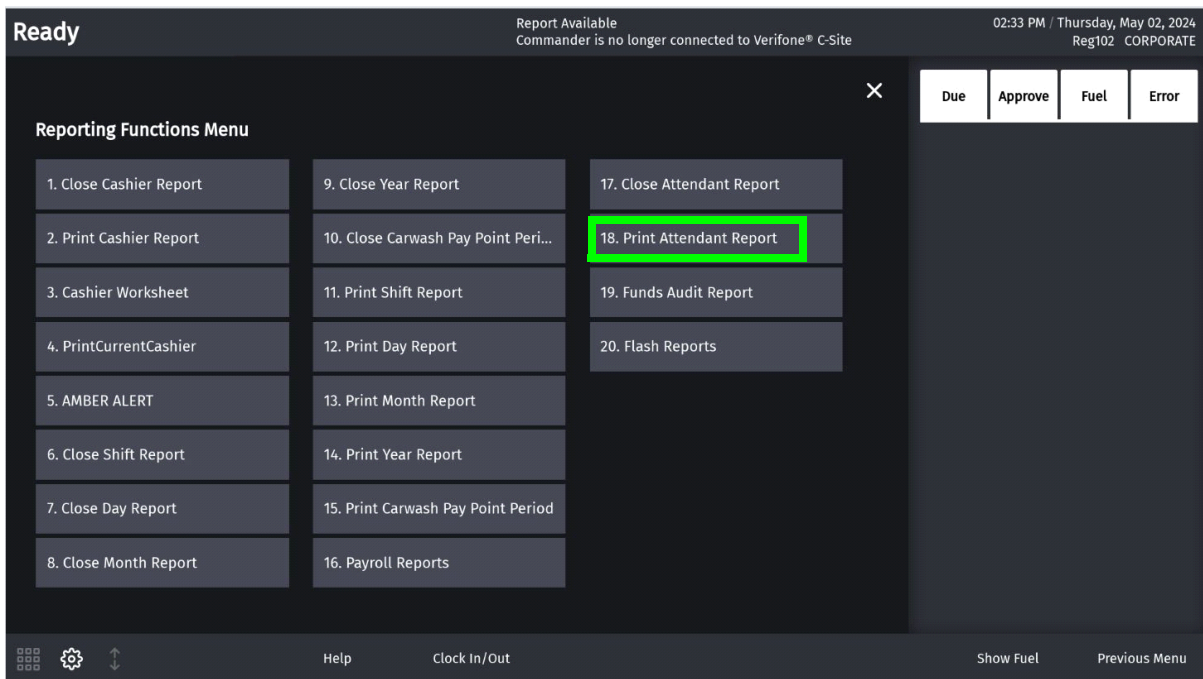
Print Attendant Report

The Attendant Report contains the details of the transactions performed by the attendant in a particular session.

1. From Sales > go to: **CSR Func > Reporting Menu**



2. Select the **Print Attendant Report**.



Attendant Report

Cashier Period Information

Attendant	3 - ASST MGR
Attendant Card #	5499830000000031
Receipts	2030001 - 2030001 Total - 1 Actual - 1
Receipts	4030001 - 4030005 Total - 5 Actual - 2
Sequence #	1
Open Period	2020-04-29T08:40:12-04:00
Close Period	2020-05-04T09:12:47-04:00
MOP amounts entry	Pending

Summary

Category	Count	Amount
MOP Sales		11.11
MOP Cancel Refund		(0.00)
Net Sales Total		11.11
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		11.11

MOP Sales

CREDIT - Card Based	1	0.15
USD	2	10.96
Tot MOP Sales		11.11

MOP Cancel/Refund

Tot MOP Cancel/Refunds		(0.00)
-------------------------------	--	---------------

Payment Out

Category	Count	Amount
Cash Back	0	0.00
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In

Category	Count	Amount
Cash Back Cancels	0	0.00
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
Tot Payment In		0.00

Memo Items

Category	Count	Amount	Category	Count	Amount
Items	3		Suspended	0	0.00
Customer	3		Suspend/Void	0	0.00
No Sales	0		Unsettled Suspend	0	0.00
Drwr Viols	0		Reserve Stop	0	0.00
Login Overrides	0		Reserve Approve	0	0.00
Discounts	0	0.00	Coin Dispenser	0	0.00
Err/Corrects	0	0.00	Vendor Payments	0	0.00
Void Lines	0	0.00	Safe Drop Cancels	0	
Void Tickets	0	0.00			
Positive	0	0.00			
Negative	0	0.00			
Scanned Coupons					
Ticket Level	0	0.00			

Pump Overruns	Count	Volume	Amount
Auto settled	0	0.000	0.00
Manual settled	0	0.000	0.00

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
Tot Codes Redeemed	0		
Tot Codes Earned	0		
Tot Coupons Earned	0		
Tot Free Codes	0		
Tot Free Coupons	0		
Tot Member Ids	0		

Transaction Timings

Category	Max	Average
Total	5	5.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	3	3.00

Totals

Category	Count	Amount
Cash Back Fee	0	0.00
Cancel/Refund Cash Back Fee	0	(0.00)
Debit Fee	0	0.00
Cancel/Refund Debit Fee	0	(0.00)
Fuel Sales		0.62
Merch Sales		9.99
FUEL DISCOUNT		0.00
Refund Taxes		0.00
Sales Taxes		0.50
Tot Taxes		0.50
Incl Taxes		0.00

Summary Report by Register

Summary report has the following sections:

- Summary All registers
- All Attendants Indoor
- All Attendants Outdoor
- All DCRs
- Register(s) Details

To generate report:

1. Login to Site Report Navigator.
2. Navigate to Reports > View Reports.
3. Select Period type, Period and Report.
4. Click Add and Proceed to generate report.

Summary Report by Register

Store Number: CL120

Period Information

Period	Current - Shift - 5
Open Period	2020-06-11 16:27
Close Period	Pending

Summary - All Registers

Category	Count	Amount
MOP Sales		13.33
MOP Cancel Refund		(0.00)
Net Sales Total		13.33
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		13.33
MOP Sales		
CREDIT - Card Based	1	1.74
CASH	2	11.59
Tot MOP Sales		13.33
MOP Cancel/Refund		
Tot MOP Cancel/Refunds		(0.00)

Payment Out

Category	Count	Amount
Cash Back		
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In

Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
Tot Payment In		0.00

Memo Items

Category	Count	Amount
Items	3	
Customer	3	
No Sales	0	
Drawer Voids	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Positive	0	0.00
Negative	0	0.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00

Category	Count	Amount
Suspended	0	0.00
Suspend/Void	0	0.00
Unsettled Suspend	0	0.00
Reserve Stop	0	0.00
Reserve Approve	0	0.00
Coin Dispenser	0	0.00
Vendor Payments	0	0.00
Safe Drop Cancels	0	0.00
Prepaid Activation	0	0.00

Pump Overruns	Count	Volume	Amount
Auto settled			
Manual settled	0	0.000	0.00

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
Tot Codes Redeemed	0		
Tot Codes Earned	0		
Tot Coupons Earned	0		
Tot Free Codes	0		
Tot Free Coupons	0		
Tot Member Ids	0		

Transaction Timings

Category	Max	Average
Total	5	0.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	3	0.00

Totals

Category	Count	Amount
Cash Back Fee	0	0.00
Cancel/Refund Cash Back Fee	0	(0.00)
Debit Fee	0	0.00
Cancel/Refund Debit Fee	0	(0.00)
Fuel Sales		2.86
Merch Sales		9.97
Fuel Discount		0.00
Refund Taxes		0.00
Sales Taxes		0.50
Tot Taxes		0.50
Incl Taxes		0.00
Grand Totalizer Begin		450.74
Grand Totalizer End		464.07
Grand Totalizer Diff		13.33
Sales Totalizer Begin		310.71
Sales Totalizer End		324.04
Sales Totalizer Diff		13.33

All Attendants Indoor

Receipt # 2010002 - 2010002

Category	Count	Amount
MOP Sales		10.47
MOP Cancel Refund		(0.00)
Net Sales Total		10.47
Payment Out		(0.00)
Payment In		0.00
Tot to Account For		10.47
		MOP Sales
CASH	1	10.47
Tot MOP Sales		10.47
		MOP Cancel/Refund
Tot MOP Cancel/Refunds		(0.00)

Payment Out

Category	Count	Amount
Cash Back		
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
Tot Payment Out		(0.00)

Payment In

Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
Tot Payment In		0.00

Memo Items

Category	Count	Amount
Items	1	
Customer	1	
No Sales	0	
Drawer Viols	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00

Category	Count	Amount
Suspended	0	0.00
Suspend/Void	0	0.00
Unsettled Suspend	0	0.00
Reserve Stop	0	0.00
Reserve Approve	0	0.00
Coin Dispenser	0	0.00
Vendor Payments	0	0.00
Safe Drop Cancels	0	0.00
Prepaid Activation	0	0.00

Pump Overruns	Count	Volume	Amount
Auto settled	0	0.000	0.00
Manual settled	0	0.000	0.000

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
Tot Codes Redeemed	0		
Tot Codes Earned	0		
Tot Coupons Earned	0		
Tot Free Codes	0		
Tot Free Coupons	0		
Tot Member Ids	0		

Transaction Timings

Category	Max	Average
Total	5	0.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	3	0.00

Totals

Category	Count	Amount
Cash Back Fee	0	0.00
Cancel/Refund Cash Back Fee	0	(0.00)
Debit Fee	0	0.00
Fuel Sales		0.00
Merch Sales		9.97
Fuel Discount		0.00
Refund Taxes		0.00
Sales Taxes		0.50
Tot Taxes		0.50
Incl Taxes		0.00
Grand Totalizer Begin		187.62
Grand Totalizer End		198.09
Grand Totalizer Diff		10.47
Sales Totalizer Begin		132.26
Sales Totalizer End		142.73
Sales Totalizer Diff		10.47

All Attendants Indoor

Receipt # 2010002 - 2010002

Category	Count	Amount
MOP Sales		10.47
MOP Cancel Refund		(0.00)
<hr/>		
Net Sales Total		10.47
<hr/>		
Payment Out		(0.00)
Payment In		0.00
<hr/>		
Tot to Account For		10.47
<hr/>		
		MOP Sales
CASH	1	10.47
<hr/>		
Tot MOP Sales		10.47
		MOP Cancel/Refund
<hr/>		
Tot MOP Cancel/Refunds		(0.00)

Payment Out

Category	Count	Amount
Cash Back		
Pay Out	0	0.00
Adjust for Vendor Payments	0	(0.00)
Change/Check	0	0.00
In House	0	0.00
Safe Drops	0	0.00
<hr/>		
Tot Payment Out		(0.00)

Payment In

Category	Count	Amount
Cash Back Cancel		
Pay In	0	0.00
In House	0	0.00
Safe Loans	0	0.00
<hr/>		
Tot Payment In		0.00

Memo Items

Category	Count	Amount
Items	2	
Customer	2	
No Sales	0	
Drawer Viols	0	
Login Overrides	0	
Discounts	0	0.00
Err/Corrects	0	0.00
Void Lines	0	0.00
Void Tickets	0	0.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00

Category	Count	Amount
Suspended	0	0.00
Suspend/Void	0	0.00
Unsettled Suspend	0	0.00
Reserve Stop	0	0.00
Reserve Approve	0	0.00
Coin Dispenser	0	0.00
Vendor Payments	0	0.00
Safe Drop Cancels	0	0.00
Prepaid Activation	0	0.00

Pump Overruns	Count	Volume	Amount
Auto settled	0	0.000	0.00
Manual settled	0	0.000	0.000

Pop Memo Items

Category	Count	Volume	Amount
Post Dispensed	0	0.000	0.00
Pre-Dispensed	0	0.000	0.00
Pre and Post Dispensed	0	0.000	0.00
Tot Codes Redeemed	0		
Tot Codes Earned	0		
Tot Coupons Earned	0		
Tot Free Codes	0		
Tot Free Coupons	0		
Tot Member Ids	0		

Transaction Timings

Category	Max	Average
Total	0	0.00
Network	0	0.00
Network Suspended	0	0.00
End of Ticket	0	0.00

Totals

Category	Count	Amount
Cash Back Fee	0	0.00
Cancel/Refund Cash Back Fee	0	(0.00)
Debit Fee	0	0.00
Fuel Sales		2.86
Merch Sales		0.00
Fuel Discount		0.00
Refund Taxes		0.00
Sales Taxes		0.00
Tot Taxes		0.00
Incl Taxes		0.00
Grand Totalizer Begin		25.61
Grand Totalizer End		28.47
Grand Totalizer Diff		2.86
Sales Totalizer Begin		25.61
Sales Totalizer End		28.47
Sales Totalizer Diff		2.86

* Registers without activity have been omitted from this report