



- *ISS45 Fuel PoS User Reference*
- *Version 8.0.6.0*
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## ISS45 Fuel PoS User Reference

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# 1

## *In this chapter:*

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## **Introduction**

*Chapter One provides an overview of the various chapters included in the Fuel POS Terminal User's Guide. In addition, this chapter introduces you to the Fuel POS terminal and familiarizes you with the basis fuel functions.*

- **Introduction, page 1-3**
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# Introduction

The *Fuel POS User's Guide* provides an overview of the various types of Fuel transactions and details the procedures for processing these transactions at the Fuel POS terminal. This guide is divided into the following chapters:

- **Chapter 1, *Introduction***, familiarizes you with the Fuel POS terminal and describes the basic fuel functions available on the cashier touch screen display.
- **Chapter 2, *Pre-Pay Transactions***, provides an overview of Pre-Pay fuel transactions and describes the cashier procedures available for processing these transactions.
- **Chapter 3, *Pay Inside***, presents an overview of Pay Inside fuel transactions and details the procedures that are necessary to process these transactions.
- **Chapter 4, *Pay at Pump***, provides an overview of the Pay at Pump option and describes the cashier transactions available for processing these transactions.
- **Chapter 5, *Additional Functions***, describes the fuel POS functions available to handle pump tests, tank monitoring, stop the pump, and customer drive off situations.
- **Chapter 6, *Car Wash***, introduces you to the Car Wash feature and explains the cashier procedures for processing Car Wash transactions.

## Scope

This manual is intended for corporate trainers, in-store trained personnel and cashiers. It is written with the assumption that you are familiar with StoreLine/ISS45 POS terminal and have some basic understanding of the Fuel Forecourt and components.

## Overview

The *Fuel POS User's Guide* details the procedures that are necessary to process fuel transactions at the Fuel POS terminal. In this guide, you will learn how to process Pre-Pay, Pay Inside, Pay at Pump, Car Wash and other fuel-related functions.

The instructions in this guide may not always match the specific procedures and policies in your fuel center. Cashier menus, prompts, receipts layouts, system limits, alerts, and warnings are programmable and maintained in the Fuel Front Office application.

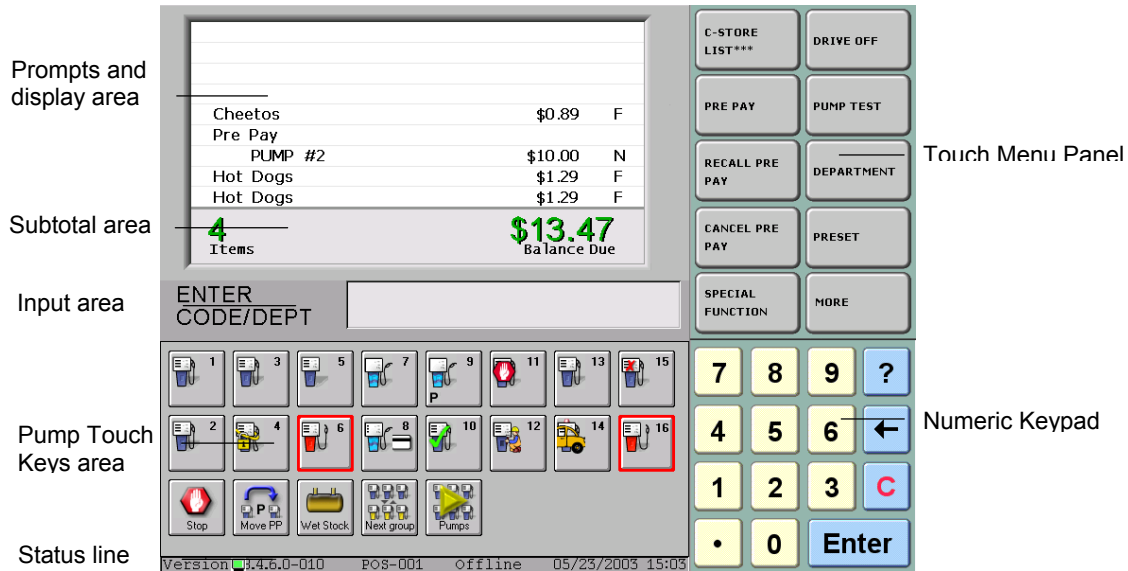
Most of the functions in this guide are explained graphically, showing the different screens that appear, and buttons to press are highlighted.

This manual has been written with the assumption that:

- You are using a touch screen for the cashier POS display at the fuel station.
- You are familiar with the operation of the other peripheral equipment connected to the POS terminal.

# Fuel Touch Screen Display

Your fuel touch screen for the cashier may look similar to this:






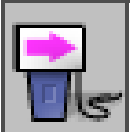
The terminal display contains seven areas:

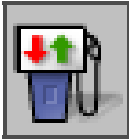

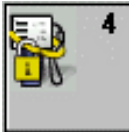






- The *input* area is where you manually key-enter terminal input. This area also displays prompts that indicate the current mode of the terminal, providing guidance to the cashier in processing the sales transaction. Examples of cashier prompts that display in this input area are:
  - Start of Ticket, Next Customer Please
  - Enter Code/Department
  - Pre-Pay Purchase
  - Cancel Pre-Pay
  - Enter Tender
- The *pump touch keys* area displays all the fuel pumps configured in the system. The pump touch keys are contact sensitive and used to initiate fuel transactions as well as display the current status of fuel transactions at the pumps.
- The *prompts and display area* shows the details of the items you enter, and the results of your input.
- The *subtotal* area shows the *balance due* and the *item count* as you enter items, and the *change amount* after tendering.







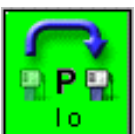
- The *touch menu panel* enables keys to be context sensitive to specific functions or situations. Cashiers see only the buttons relevant to the specific function. These keys can display text or pictures.
- The *numeric keypad* area provides a standard numeric 10-keypad, used for entering numbers. The terminal automatically assigns decimal points to the numeric entries. For example, if you enter 100, the system records \$1.00.
- The *status line* displays information showing the POS number, software version, date and time. Various other messages could display in this area, for example OFFLINE, when the POS terminal is either in stand-alone mode, or not communicating with the servers.








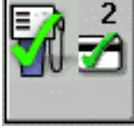


## Fuel Touch Keys








This table displays most of the frequently used fuel icons and describes their usage.





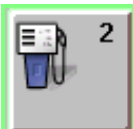




Button	Description
<b>Standard Functions:</b>	
	This pump is idle.
	This animated pump icon displays while a pump is dispensing fuel. The icon scrolls "wave" patterns on the pump.
	This pump is not currently available to dispense fuel.
	The nozzle has been left out of the pump.



Button	Description
	<p>This icon indicates that there is a fuel price change pending. The price change will take effect when either the pump or whole station is idle.</p>
	<p>This icon indicates no communication to the pump payment terminal.</p>
	<p>This pump is locked for Price/Shift change.</p>
	<p>This pump is out of service.</p>
	<p>This pump is powering up and not ready to dispense fuel. The nozzle will appear when the pump is ready to dispense.</p>
	<p>This pump icon toggles between pump groups. For example, all the Unleaded fuel pumps may be assigned to one group and the Diesel pumps to a second group. This icon advances to the next group of pumps.</p>
	<p>The icon displays the next set of pumps if there are more than 16 pumps to show in the Cashier display.</p>
	<p>Working in conjunction with the previous button, these pump icons flash between Green and Yellow, to advance to the next set of pumps, when there are more than 16 pumps in the system.</p>
	<p>This icon returns to the main fuel menu.</p>

Button	Description
<b>Pre-Pay Transactions:</b>	
	This pump icon indicates the pump is authorized to dispense pre-paid fuel. The ✓ checkmark appears when the pump is authorized and ready to start dispensing. The letter “P” indicates that it is a Pre-Pay transaction.
	The removal of the ✓ checkmark on this pump icon indicates that the pump has timed out. The Pre-Pay transaction can be re-authorized by the cashier.
	This pump icon displays while a pump is dispensing fuel on a Pre-Pay transaction.
	The grayed-out letter “P” displays when the customer replaces the pump nozzle before dispensing the full amount of pre-paid fuel. This mark indicates an “Unbalanced” Pre-Pay transaction, in which the customer is due change.
<b>Move Pre-Pay:</b>	
	The button enables the cashier to move a Pre-Pay transaction from one pump to another pump.
	The “From” icon allows the cashier to indicate from which pump to move the Pre-Pay transaction.
	The “To” icon allows the cashier to select the pump that will receive the moved Pre-Pay transaction.

Button	Description
<b>Pay Inside Transactions:</b>	
	This animated icon displays when a customer lifts the nozzle and presses the <i>Pay Inside</i> key at the pump. This icon blinks red with the pump nozzle moving in and out, requesting the cashier to authorize the pump to dispense.
	The ✓ checkmark indicates the pump is authorized to dispense fuel for this Pay Inside transaction.
	The yellow dot means there is an unpaid Pay Inside transaction at this pump.
	The red dot means a transaction at the pump has not been paid within a specified time-out period and will be accompanied with a warning sound.
	The gray dot means this transaction is being handled at another POS terminal and cannot be recalled at this POS terminal.
<b>Pay at Pump Transactions:</b>	
	This pump icon indicates the payment card was approved. The payment card icon  indicates a Pay at Pump transaction and appears when a customer has inserted a credit or debit card into the pump's card reader. The ✓ checkmark indicates the approval and authorization for the credit or debit card transaction by the payment provider.
	This pump icon indicates that both the payment card and the pump are authorized and ready to dispense, on a Pay at Pump transaction.
	This pump icon displays while a pump is dispensing fuel on a Pay at Pump transaction. The card icon  appears until the end of the transaction.

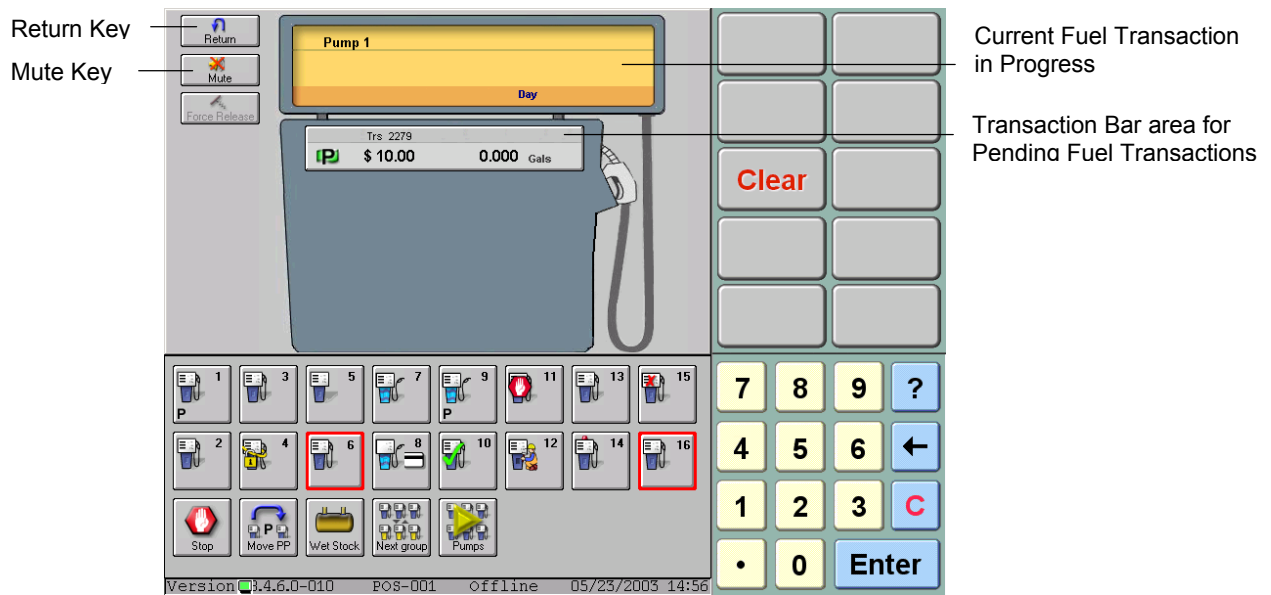
Button	Description
	This pump icon displays when a credit or debit card transaction has been declined at the pump.
<b>Stop the Pump:</b>	
	The Stop icon immediately stops dispensing fuel at any pump and works with all types of fuel transactions: Pre-Pay, Pay at Pump and Pay Inside.
	The icon allows selecting the pump to stop dispensing fuel.
	This icon indicates that dispensing fuel has been stopped at the pump.
<b>Tank Monitoring:</b>	
	This icon enables the cashier to monitor the current fuel levels in the station's underground tanks.
	This icon indicates that tank monitoring is unavailable.
<b>Drive Off:</b>	
	This animated icon appears when a pump nozzle has not been replaced after dispensing has stopped, for a Pay Inside transaction. This icon indicates a possible "drive off" situation.

Button	Description
<b>Pump Mode:</b>	
	<p>This pump icon allows the cashier to manually change the current operating mode for pumps. Pump modes determine the fuel payment methods (e.g., Pay Inside, Pay at Pump and Pre-Pay) and authorization levels accepted at pumps.</p>
	<p>This pump icon is used to manually set the pumps to operate in Mode 1. The legend that displays on the pump icon is the actual name for Mode 1, "Day" mode, in this example.</p>
	<p>Pumps highlighted with an orange border, indicate that Mode 1 is currently the active mode.</p>
	<p>This pump icon is used to manually set the pumps to operate in Mode 2. The legend that displays on the pump icon is the actual name for Mode 2, "Night" mode, in this example.</p>
	<p>Pumps highlighted with a green border indicate that Mode 2 is currently the active mode.</p>
	<p>The highlighted pump icon (Mode1 or Mode2) displays when changing the pump mode from automatic to manual. In this example, the pumps are being manually set to operate in Night mode.</p>
	<p>This pump icon enables the cashier to change the pump mode from manual to automatic. The ✓ checkmark indicates the pumps are currently operating in automatic mode, where the fuel payment methods and authorization types are automatically invoked and managed by the <i>Pump Server</i>.</p>
	<p>The removal of the ✓ checkmark on this icon indicates that the pumps are currently operating in manual mode.</p>
	<p>This icon displays when changing the pump mode from manual to automatic.</p>



Button	Description
 The icon shows six fuel pump nozzles arranged in two rows of three. Below the nozzles, the text "All Pumps" is displayed.	This pump icon applies the mode change to all pumps.
<b>Pump Alert:</b>	
 The icon shows a single fuel pump nozzle. A red downward-pointing triangle is positioned above the nozzle, and the number "1" is displayed to the right of the nozzle.	The red triangle ▼ on the icon indicates a warning or error at the pump (e.g., printer jam or printer low on paper).

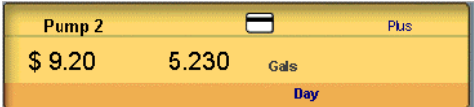


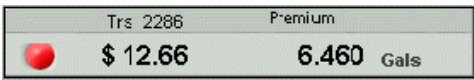
# Pump View


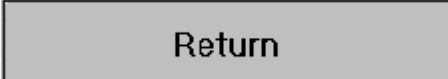
The *Pump View* feature enables cashiers to view the status of fuel transactions for a selected pump, at the Fuel POS terminal. In addition, the cashier has access to live dispensing information for current fuel orders in progress. To access *Pump View*, the cashier taps once on the desired pump. The terminal display will convert from sales mode to *Pump View*, similar to the screen, shown below:



This table describes the cashier functions and keys available in *Pump View*.

Key	Description
<b>Standard Functions:</b>	
	The <i>Return</i> touch key returns user to the main cashier fuel menu.
	The <i>Mute</i> key silences the alarm.

Key	Description
<b>Live Dispensing area:</b>	
	<p>The <i>Live Dispensing Area</i> in <i>Pump View</i> displays the current fuel transaction in progress at the selected pump. The cashier is able to see the sales amount (dollars) and volume (gallons) update while the fuel is being dispensed.</p>
	<p>The <i>Live Dispensing Area</i> also displays informative messages, notifying the cashier of error conditions at the pump.</p>
<b>Transaction Bar area:</b>	
	<p>This is an example of a pending Pre-Pay transaction, displayed in <i>Pump View</i>, at the POS terminal. The “P” on the Transaction Bar indicates this is a Pre-Pay.</p>
<p>Multiple Pre-Pay transactions may reside at the pump. Tap on the desired transaction to convert the fuel transaction into a sales order.</p>	
	<p>This is an example of a Pay Inside transaction, displayed in <i>Pump View</i>, at the POS Terminal. The colored dot (red, yellow or gray) on the Transaction Bar indicates this is a Pay Inside.</p>
<p>Multiple Pay Inside transactions may reside at pump. Tap on the desired transaction to convert the fuel transaction into a sales order.</p>	

Key	Description
<b>Pre-Pay Re-Authorization:</b>	
	The <i>Re-Authorize</i> touch key renews a timed-out Pre-Pay transaction.
	The <i>Return</i> touch key returns the user to the previous screen with no re-authorization of the fuel transaction.



# 2

*In this chapter:*

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## Pre-Pay Transactions

*The Pre-Pay feature requires customers to purchase fuel prior to dispensing it at the pump. This chapter provides an overview of the feature and describes the cashier functions available for processing Pre-Pay fuel transactions.*

- **Purchasing Pre-Pay, page 2-3**
- **Re-authorize Pre-Pay, page 2-9**
- **Unbalanced Pre-Pay page 2-12**
- **Move Pre-Pay, page 2-17**
- **Canceling Pre-Pay, page 2-22**
- **Fuel for Change, page 2-26**



## Purchasing Pre-Pay Fuel

All fuel transactions paid by customers before pumping begins, are called "Pre-Pay". A Pre-Pay fuel transaction starts inside the store and is initiated at the POS terminal. The customer pays in advance, for a preset amount of fuel on a specific pump. The pump will be authorized to dispense and stop at the pre-paid amount. The customer can purchase additional items within a Pre-Pay transaction.

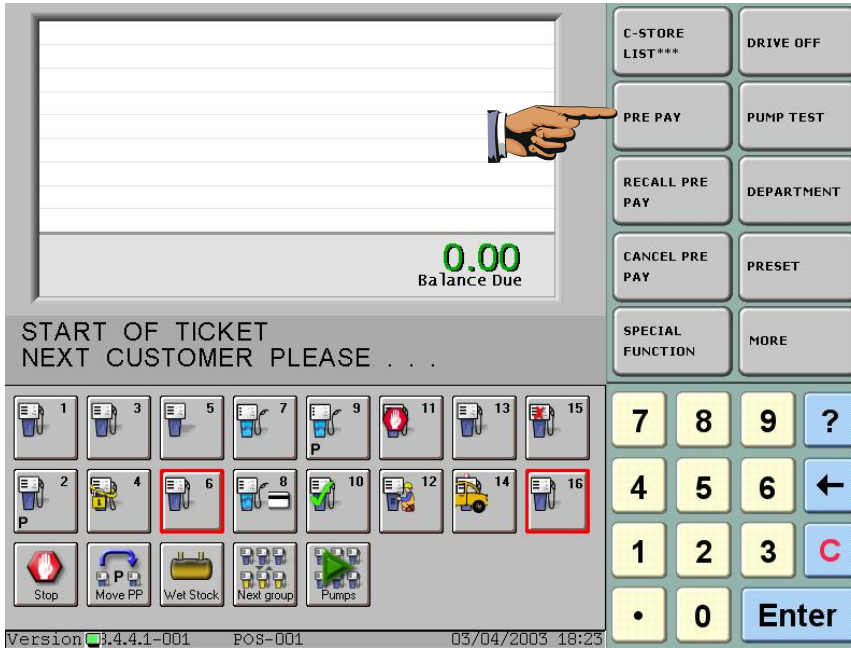
Once the cashier has received payment and authorized a pump, the customer can begin dispensing fuel.

This chapter describes the cashier procedures for handling the following Pre-Pay transactions:

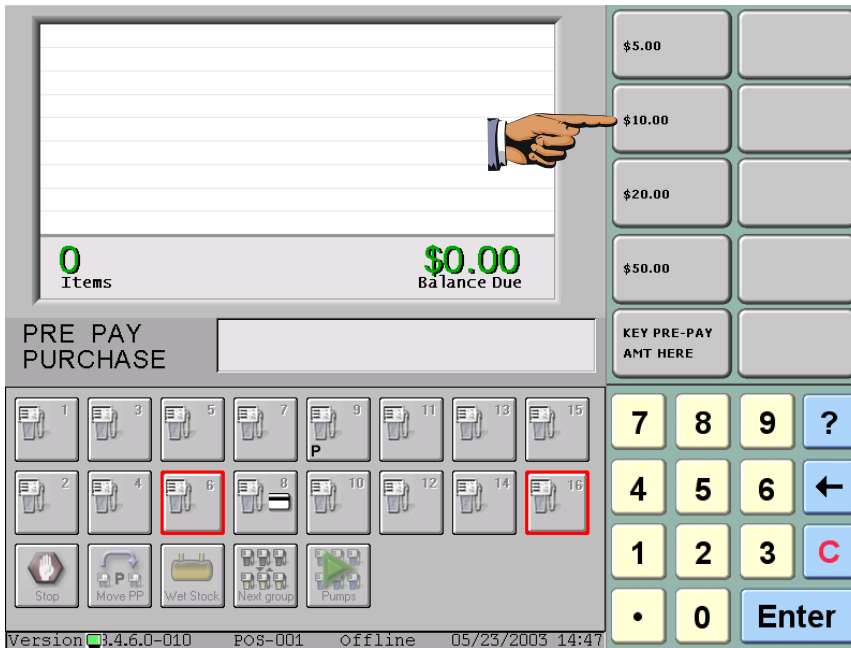
- Purchasing Pre-Pay
- Re-authorize Pre-Pay
- Unbalanced Pre-Pay
- Move Pre-Pay
- Canceling Pre-Pay
- Fuel for Change

➤ To process a Pre-Pay Fuel transaction:

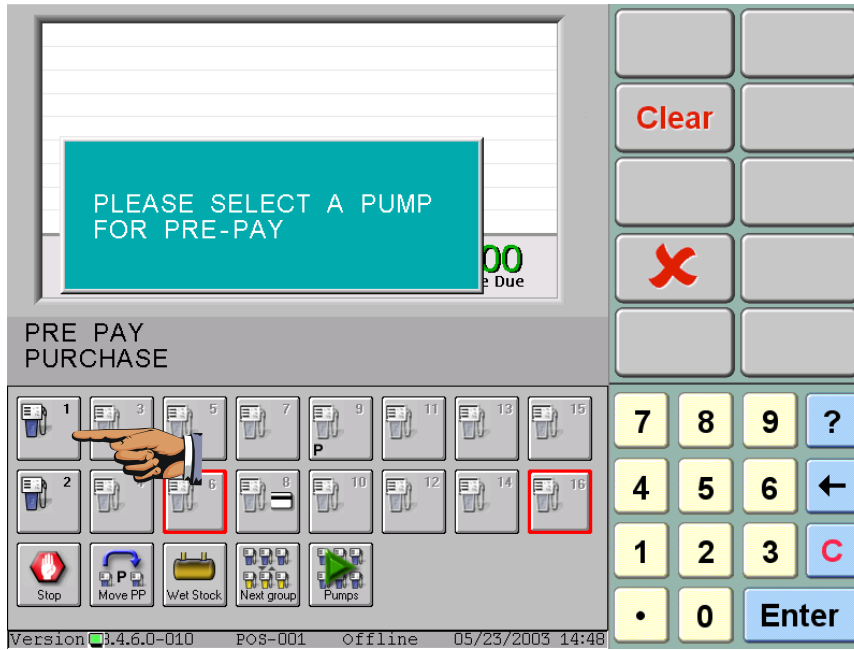
- 1 Press the *Pre-Pay* touch key to start the Pre-Pay transaction.



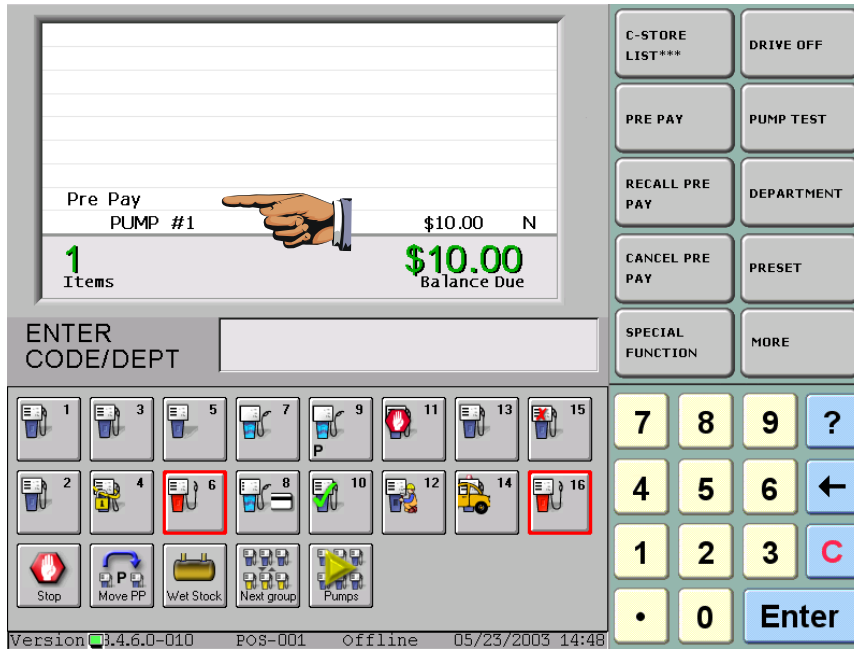
- 2 The terminal displays a Preset tender list. Select one of the dollar amounts or enter another amount by pressing *Key Pre-Pay Amt Here*.



- 3 The terminal prompts to enter a pump for the Pre-Pay transaction. Only the pumps available for the Pre-Pay will be highlighted. The remainder of the pumps will be grayed out. Press the appropriate *Pump* button.



- 4 The terminal display shows the pump number and pre-pay amount.



- 5 Scan or key-enter any additional items. Press *Total* and tender the order.

Pre Pay		
PUMP #1	\$10.00	N
Cheetos	\$0.89	F
BALANCE DUE	\$10.89	
CASH	\$15.00	
CHANGE	\$4.11	
<b>2</b> Items	<b>\$4.11</b> Change	

EXACT AMT	\$10.89
\$11.00	
\$15.00	
\$20.00	
KEY CASH AMT HERE	

CHANGE AMOUNT	<b>4.11</b>
------------------	-------------

1	3	5	7	9	11	13	15
2	4	6	8	10	12	14	16
Stop	Move PP	Wet Stock	Next group	Pumps			

7	8	9	?
4	5	6	←
1	2	3	C
•	0	Enter	

Version 3.4.6.0-010 POS-001 offline 05/23/2003 14:54

- 6 The transaction is complete and the pump is authorized to dispense fuel. This is indicated on the cashier display by a ✓ checkmark and the letter "P" on the designated pump.

		C-STORE LIST***	DRIVE OFF
		PRE PAY	PUMP TEST
		RECALL PRE PAY	DEPARTMENT
		CANCEL PRE PAY	PRESET
		SPECIAL FUNCTION	MORE

0	Items	\$0.00	Balance Due
---	-------	--------	-------------

START OF TICKET  
NEXT CUSTOMER PLEASE . . .

1	3	5	7	9	11	13	15
2	4	6	8	10	12	14	16
Stop	Move PP	Wet Stock	Next group	Pumps			

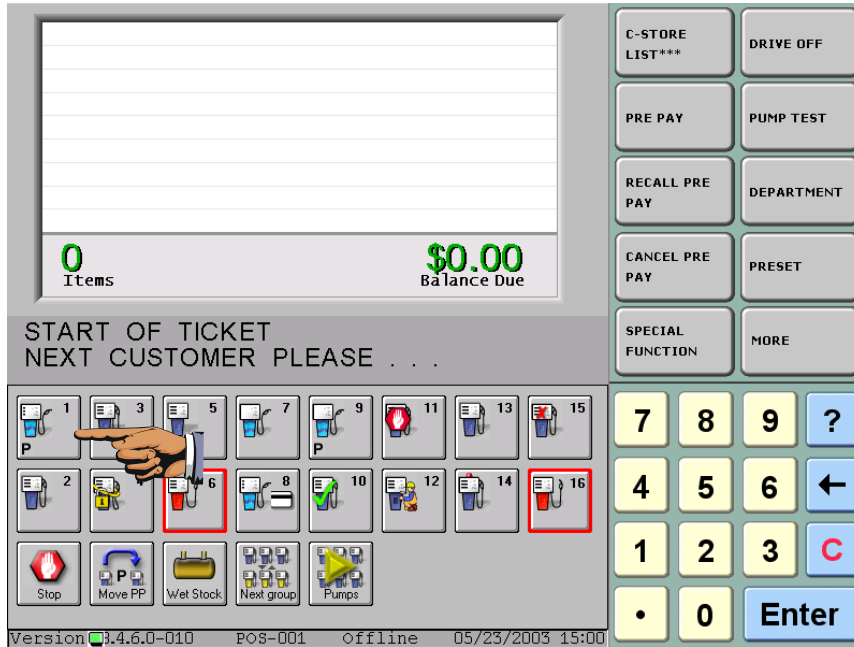
  

7	8	9	?
4	5	6	←
1	2	3	C
•	0	Enter	

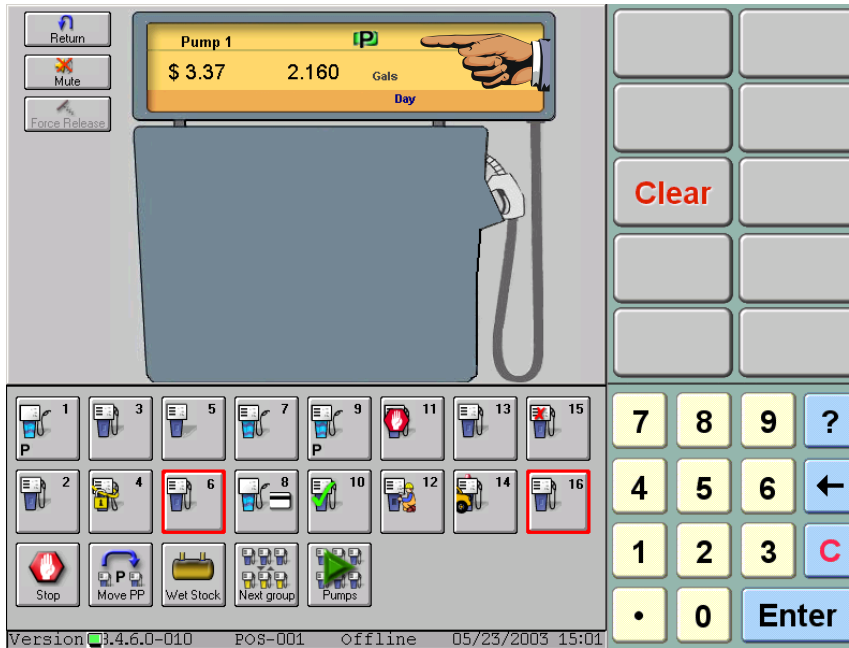
Version 3.4.6.0-010 POS-001 offline 05/23/2003 14:55

**Note:** The pump is not authorized until the transaction is paid in full and completed.

- 7 The customer may now dispense fuel for the authorized amount. The *Pump* icon on the display will change status to dispensing, when the customer begins dispensing fuel. The *Pump* icon will change color and become animated, with the nozzle out and “wave” patterns scrolling on the pump. The fuel pump will automatically stop dispensing when the pre-paid amount of fuel is reached.



- To display live dispensing information, tap once on the *Pump* icon. The display changes to *Pump View*. You will see the value in dollars and volume in gallons, updating while the pump is dispensing. The “P” symbol at the top of the pump indicates that this transaction is a Pre-Pay.

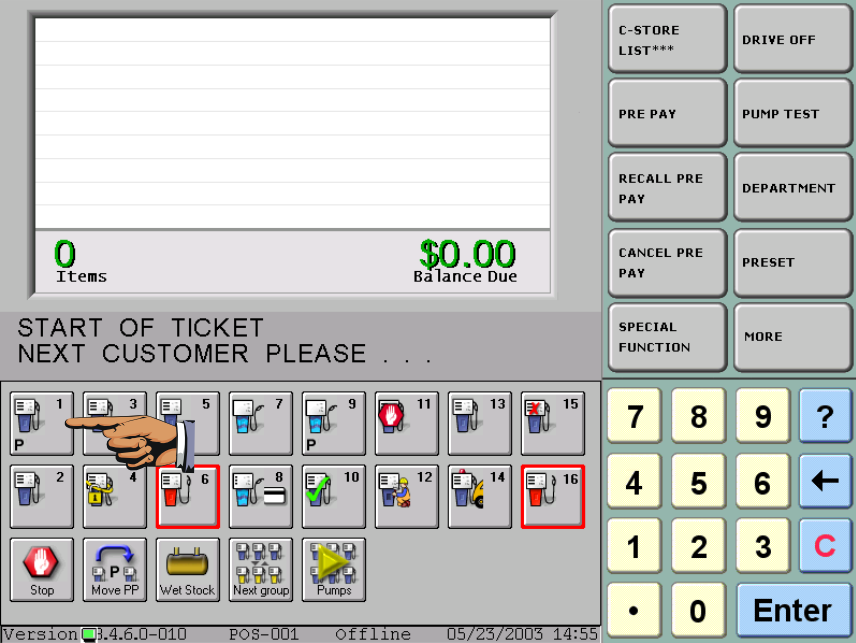


- When dispensing is complete, the pump will return to an idle state.

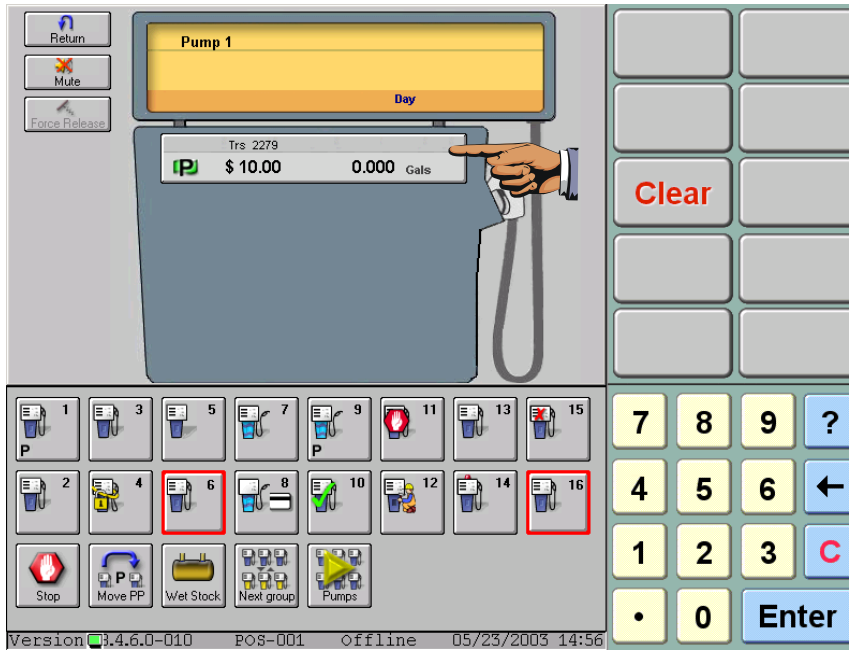
# Re-authorize Pre-Pay

Pre-Pay fuel transactions are set up in the system to timeout when a specified amount of time has elapsed and the customer has not started dispensing fuel. If the allotted time has expired, the cashier can re-authorize the transaction. The following procedure describes the steps required to re-authorize a timed-out Pre-Pay transaction.

- **To re-authorize a Pre-Pay transaction:**
- 1 If the customer has not started dispensing fuel within a time limit, the pump authorization times out. The ✓ checkmark disappears from *Pump* icon.

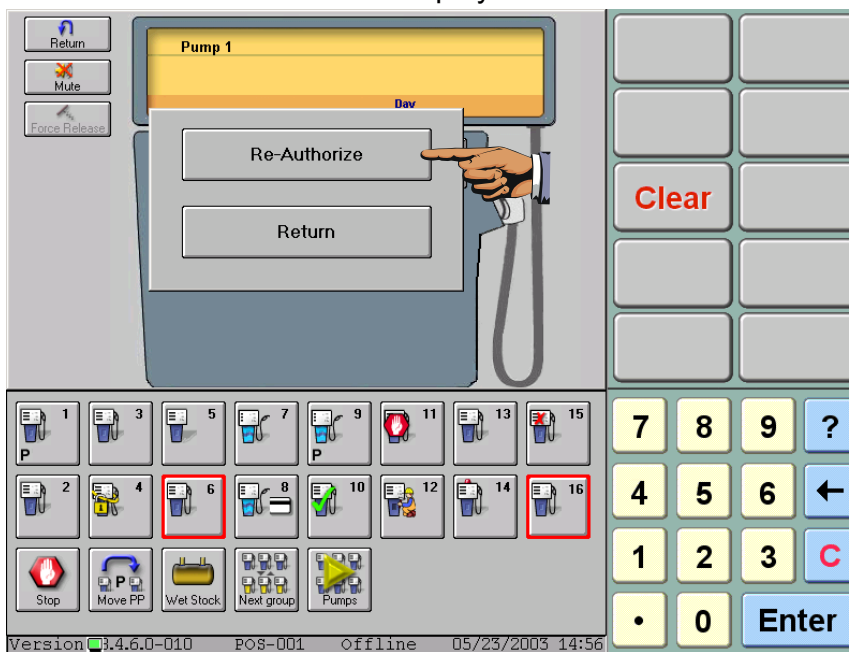


- To re-authorize the pump, press the *Pump* key. The display changes to *Pump View*. The Pre-Pay transaction will appear on the pump.



**Note:** Multiple Pre-Pay transactions may be listed at the pump.

- Tap on the *Transaction Bar* in the fuel pump on the display. A Re-Authorization screen will display.



- Tap the *Re-Authorize* bar to re-authorize the pump to dispense fuel or press *Return* to exit the screen, with no changes. If the transaction is re-authorized, the ✓ checkmark will reappear on the pump icon, indicating the pump is authorized to dispense Pre-Pay.



- Process the transaction as a regular Pre-Pay sales order.

## Unbalanced Pre-Pay

An Unbalanced Pre-Pay fuel transaction occurs when the customer prepays fuel, but only dispenses a portion of the purchased fuel. The cashier must recall the transaction to complete the order and give change to the customer.

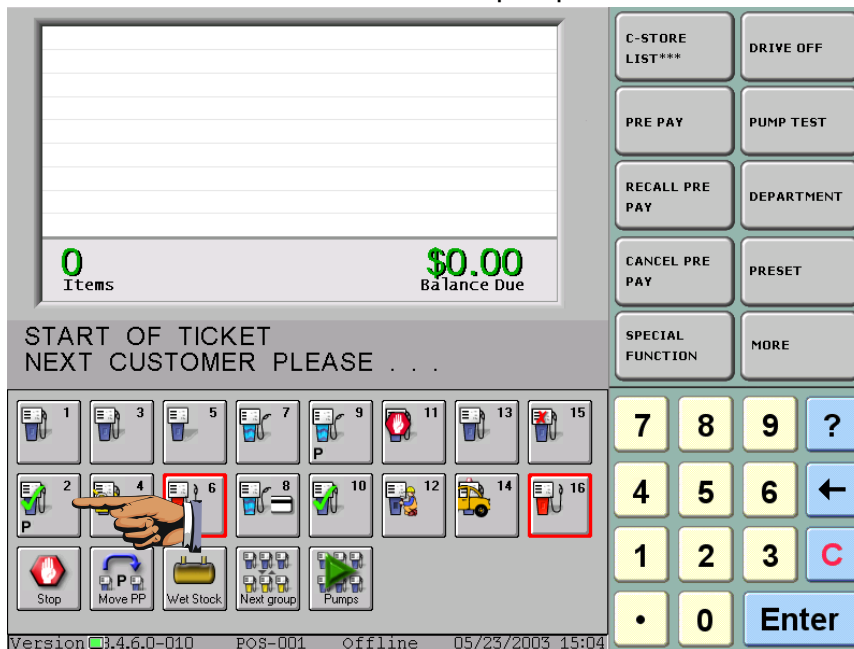
Another type of Unbalanced Pre-Pay situation occurs when the customer prepays fuel; dispenses a portion of the purchased fuel; but does not return for the change, after a pre-defined period of time (controlled by the *Pump Fuel Server*). In this scenario, the *Pump Server* automatically completes the transaction, after the allotted time, without cashier intervention. The uncollected change is logged to the “Uncollected Change” department, for reporting purposes.

➤ **To recall and complete an Unbalanced Pre-Pay transaction:**

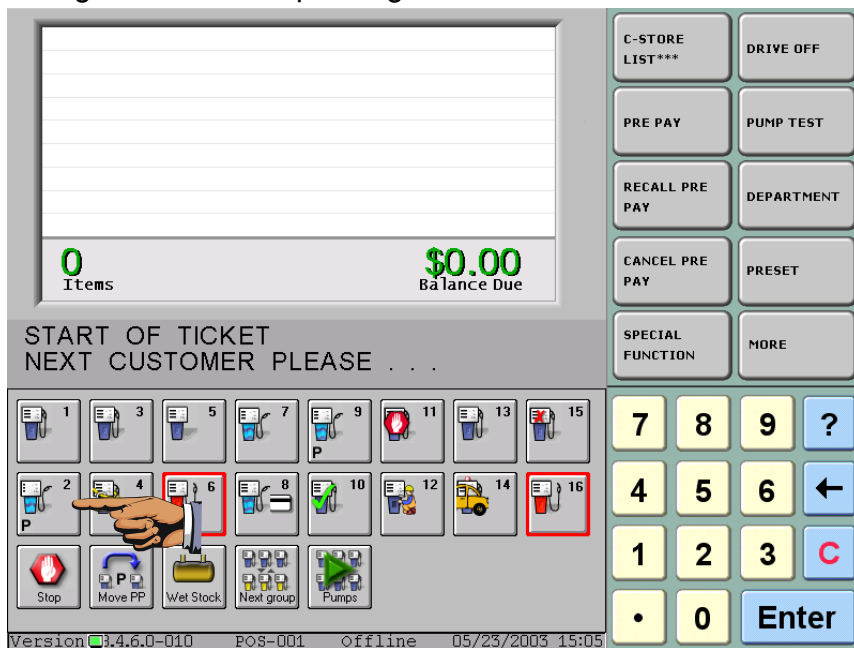
- 1 Enter the Pre-Pay transaction, as described in the previous section. Scan or key-enter any additional items.



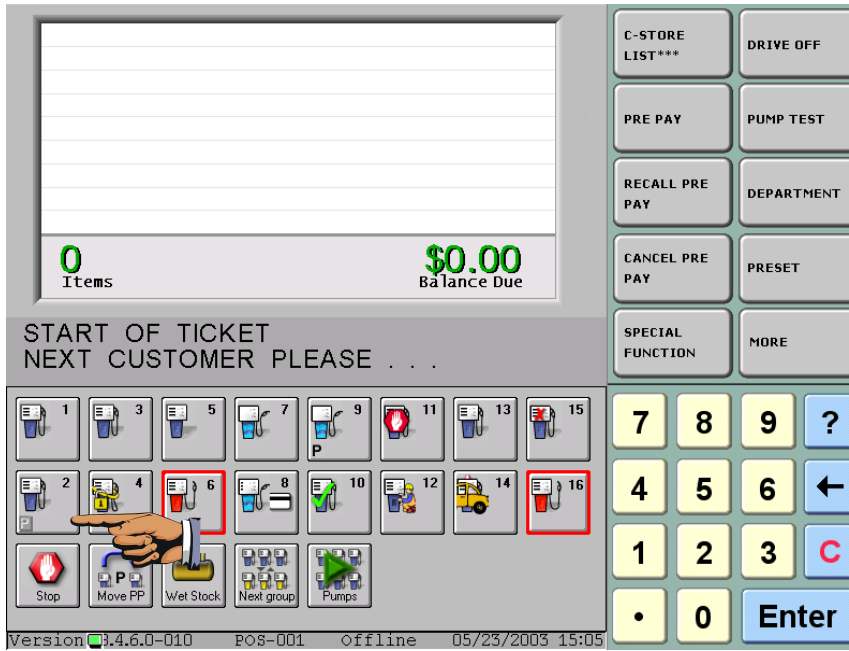
- The pump is authorized for Pre-Pay fuel, indicated by the ✓ checkmark and the letter “P” on the pump icon.



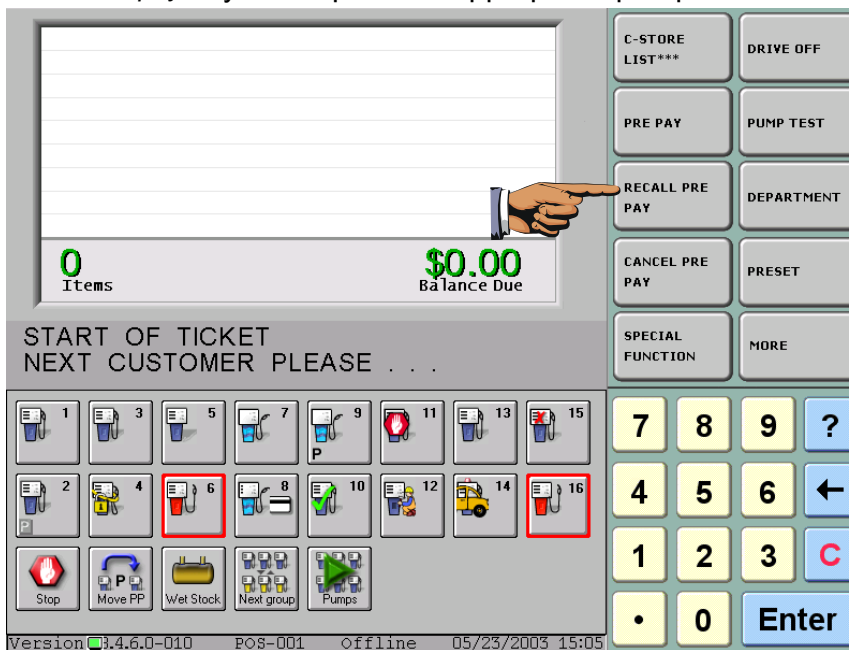
- When the customer begins dispensing fuel, the *Pump* icon changes status to dispensing.



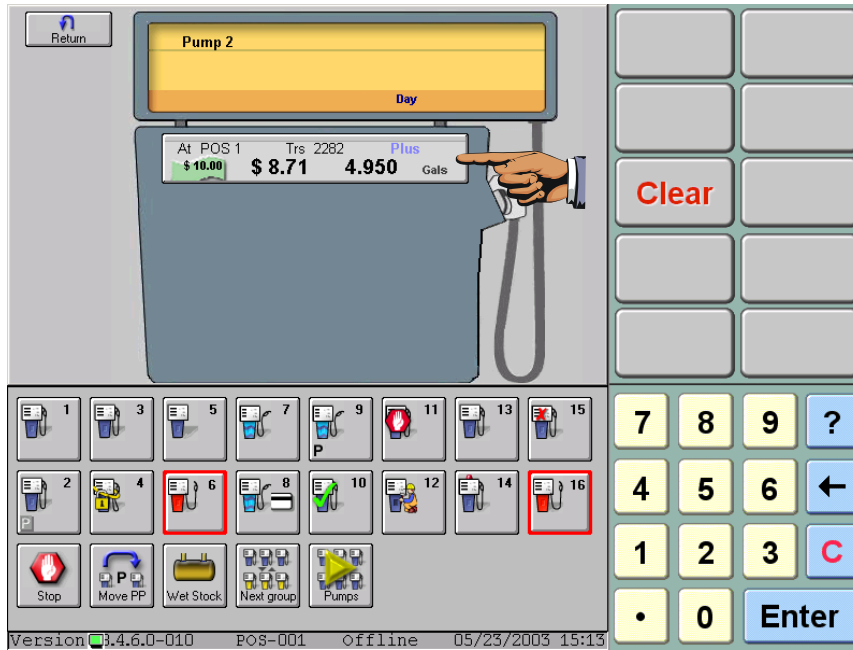
- 4 If the customer is done pumping fuel and did not dispense the full amount, the “P” symbol on the pump is grayed out. This mark indicates an “Unbalanced Pre-Pay” transaction.



- 5 When the customer comes in to get their change, press the *Recall Pre-pay* key and tap on the appropriate pump.



- The display changes to *Pump View*. The *Transaction Bar* displays the original amount of gas purchased on the left and the actual amount dispensed on the right. Tap on the *Transaction Bar* to recall the order.



- The original sale order details are recalled, including the actual amount of fuel dispensed.



- 8 Press *Total* to tender the transaction. The terminal displays cash change and prints a customer receipt.

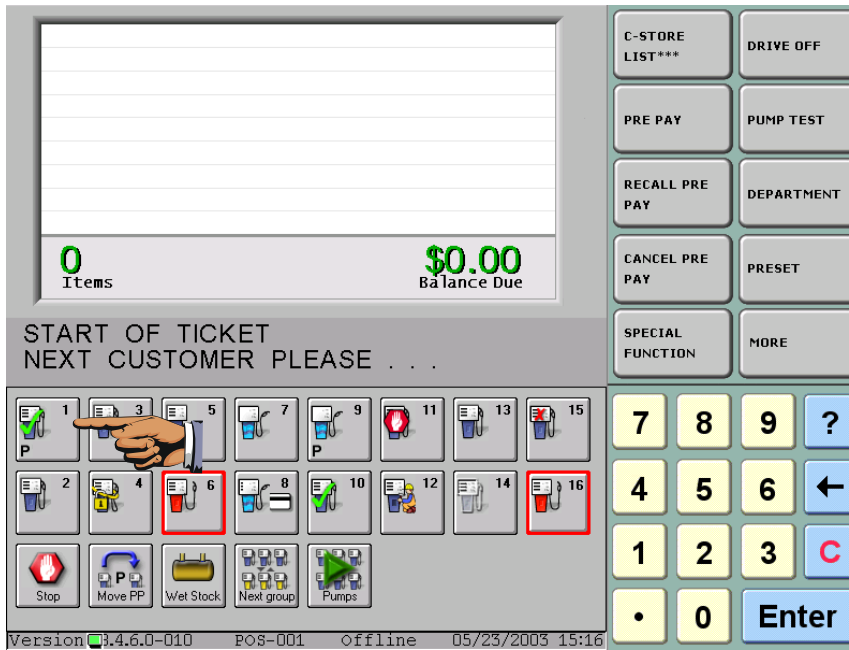
## Move Pre-Pay

Occasionally a customer will purchase Pre-Pay fuel for one pump while mistakenly parking his car at another pump. The Move Pre-Pay function enables you to move the Pre-Pay transaction to the desired pump after the transaction has been completed.

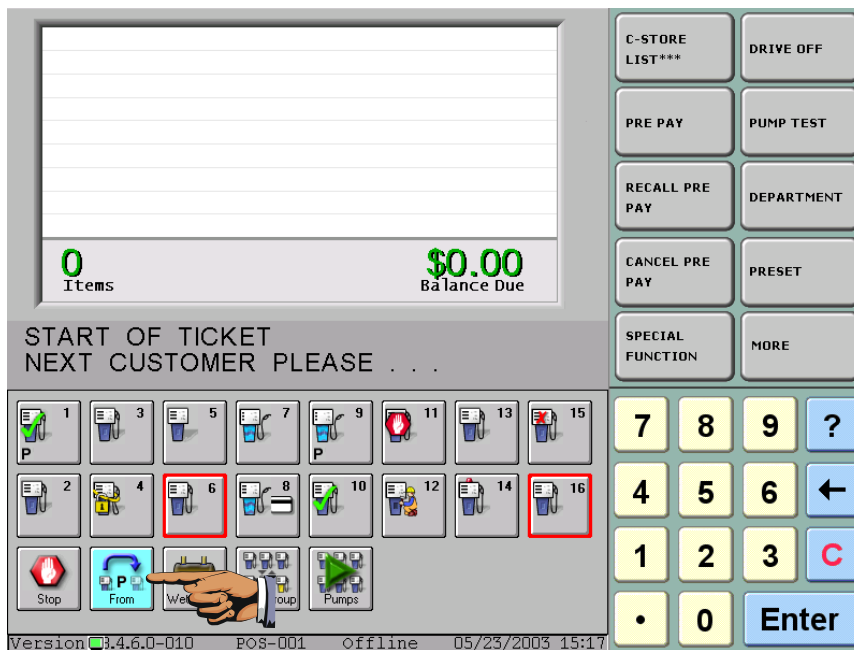
- **To move a Pre-Pay transaction from one pump to another pump:**
- 1 Enter the Pre-Pay transaction, as described in the previous section. The cashier display shows the pump number and pre-pay amount.



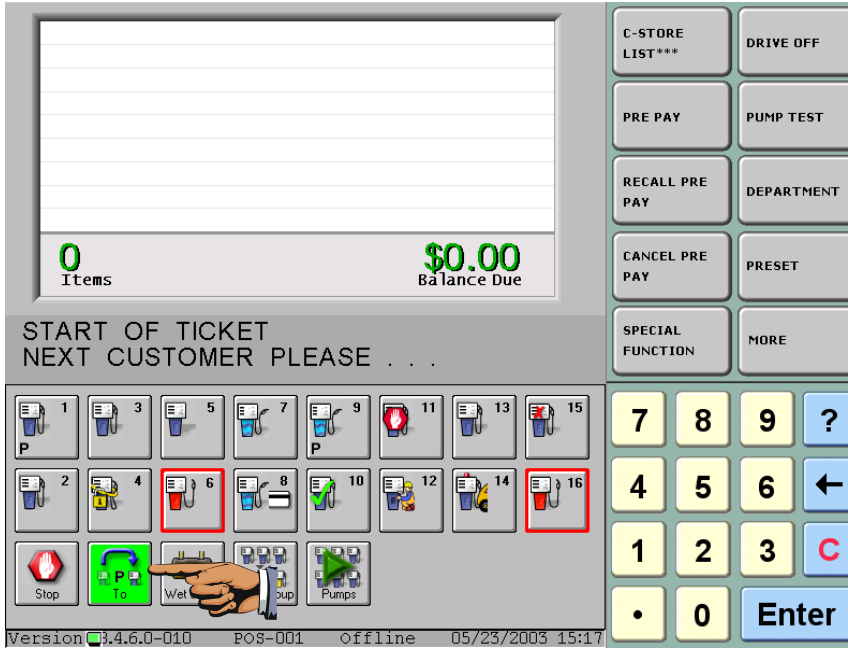
- 2 Tender the transaction. In this example, Pump 1 is now authorized to dispense Pre-Pay fuel. The Pre-Pay transaction is highlighted on the cashier display by a ✓ checkmark and the letter “P” on the designated pump.



- 3 Press the *Move Pre Pay* button, which enables you to move the Pre-Pay transaction from one pump to another pump. The *Move Pre-Pay* icon changes color and text to “*From*”, requesting you to choose from which pump to move the Pre-Pay transaction.



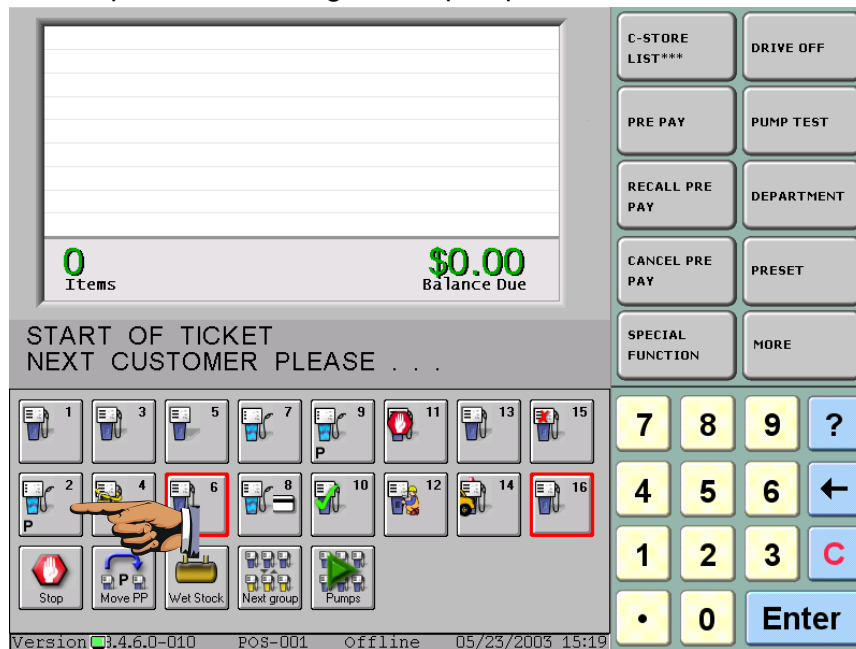
- 4 Tap on the desired pump. The *Move Pre-Pay* icon changes color and text to “To”, requesting you to select the pump that will receive the moved Pre-Pay transaction.



- 5 Tap on the desired pump. The selected pump (in the example, Pump 2) is now authorized to dispense Pre-Pay fuel.



- 6 When the customer begins dispensing fuel, the *Pump* icon will change color and become animated, with the nozzle out and “wave” patterns scrolling on the pump.



- 7 When dispensing is complete, the terminal will return to an idle state.

## Canceling Pre-Pay

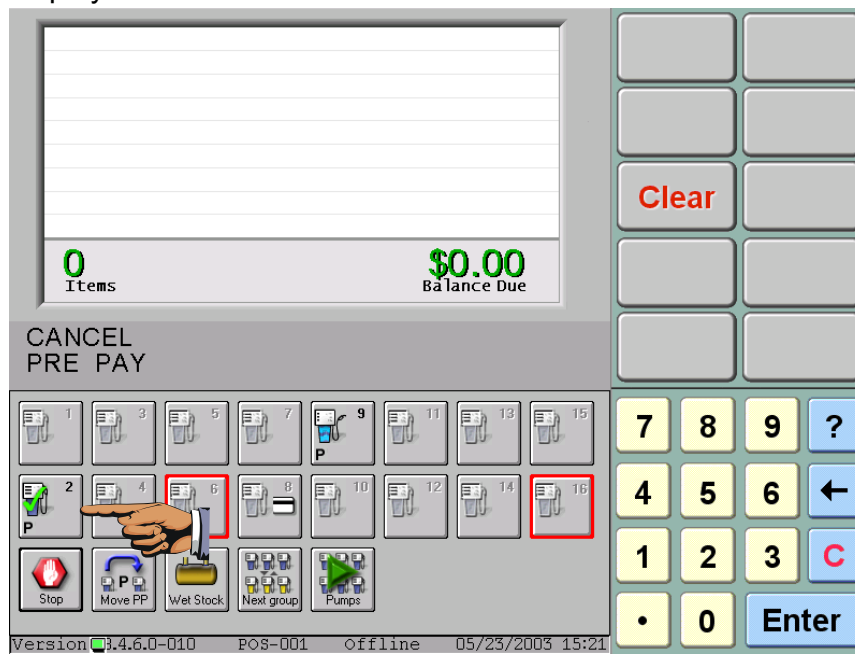
The Cancel Pre-Pay function allows a cashier to cancel a Pre-Pay fuel transaction if a customer decides not to dispense fuel and requests a refund.

➤ To cancel a Pre-Pay transaction:

- 1 Press the *Cancel Pre Pay* key.



- The display changes to *Cancel Pre Pay*. Only the pumps currently authorized for Pre-Pay will be highlighted and display a letter “P” on the screen.



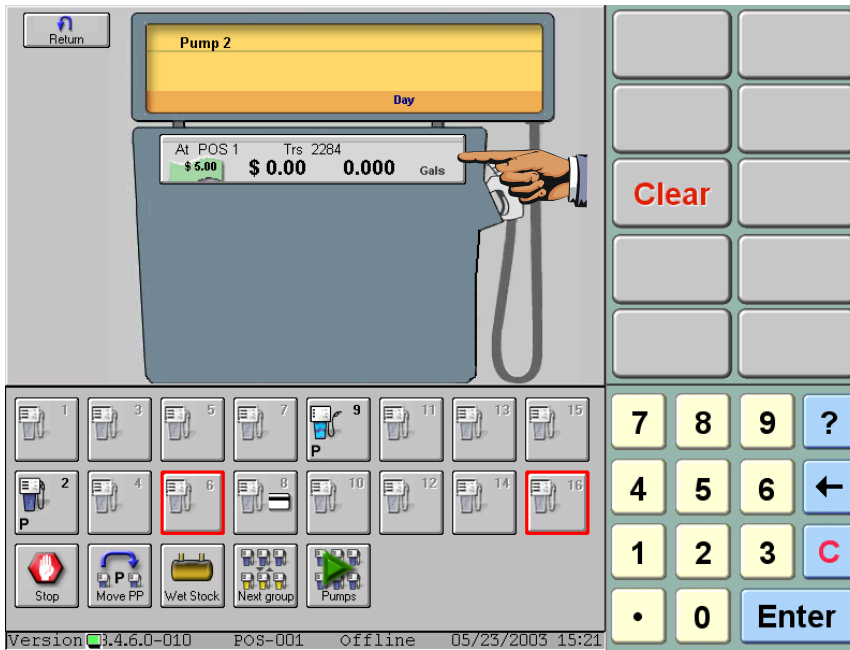
- Select the appropriate pump. The display changes to *Pump View* and lists the currently authorized Pre-Pay transactions for that pump

---

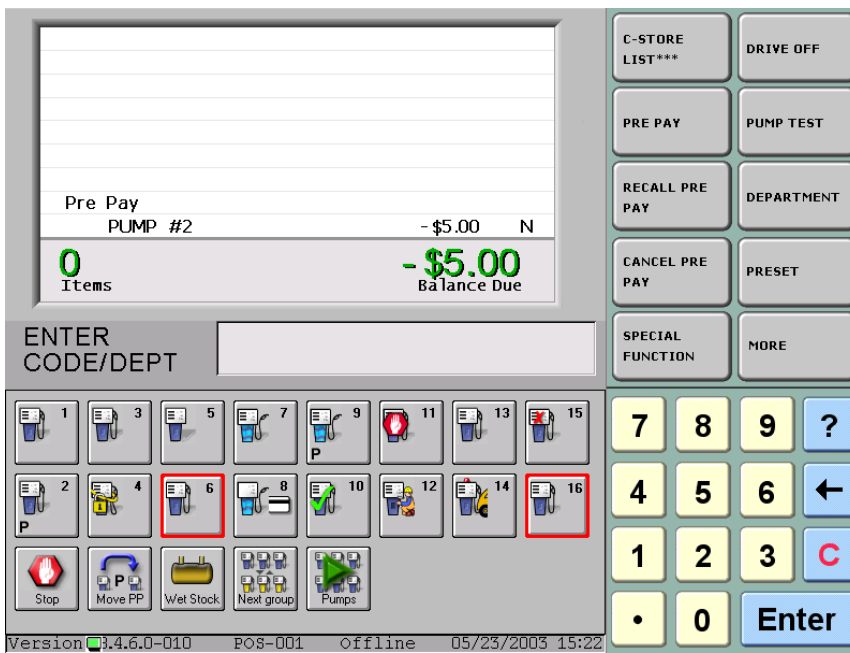
**Note:** A pump can store multiple Pre-Pay transactions at one time.

---

- 4 Tap on the appropriate transaction on the *Transaction Bar*.



- 5 The terminal will recall and reverse the original Pre-Pay transaction. The customer may add additional items to the order.



- 6 If there is a negative balance, press *Finalize Sale* to complete the transaction.



- 7 The terminal displays the change amount due and prints a customer receipt.

## Fuel for Change

This Fuel for Change option allows customers to purchase items and apply the value of change towards purchasing fuel. The value of change due back to the customer is converted to Pre-Pay fuel.

➤ **To process a Fuel for Change transaction:**

- 1 Enter items in a normal sales transaction and press *Total* to tender order.

The screenshot displays the ISS45 Fuel PoS interface. The main display area shows a list of items purchased:

PEP FM WHIT ORIGINAL	\$2.29	F
IMPERIAL SPREAD-QTRS	\$0.98	F
Hot Dogs	\$1.29	F
Cheetos	\$0.89	F
CLLG INN CHCKN BROTH	\$0.98	F

Below the list, it indicates **5 Items** and a **\$6.43 Balance Due**. The interface also shows a keypad with various function buttons and a status bar at the bottom.

START OF TICKET  
NEXT CUSTOMER PLEASE . . .

Version 3.4.6.0-010 POS-001 Offline 05/23/2003 16:56

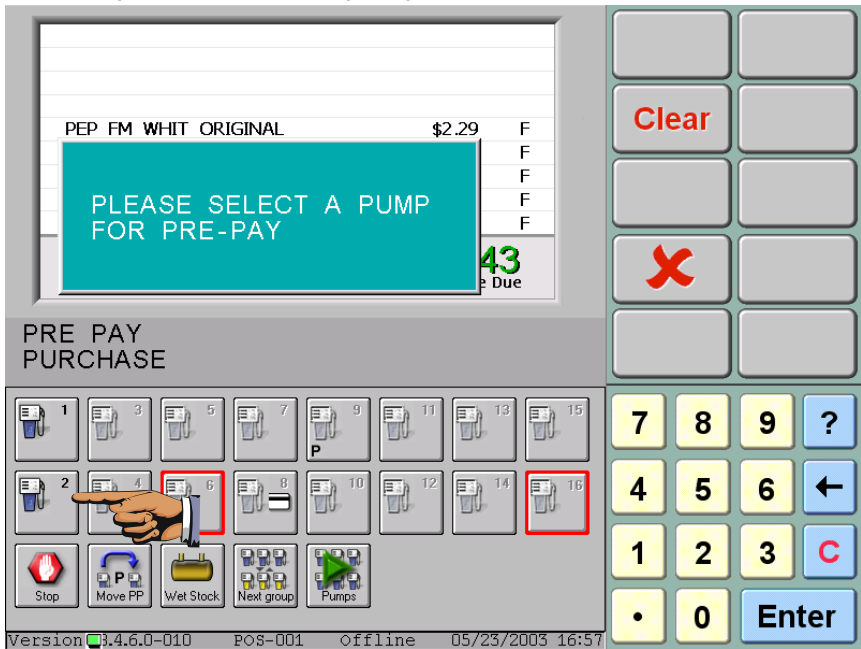
2 Press *Fuel for Change* on the tender menu.



3 Select the tender amount on the list or enter another amount by pressing *Key Pre-Pay Amt Here*.



- The display prompts you to select the pump to dispense the fuel. Tap on the desired pump.



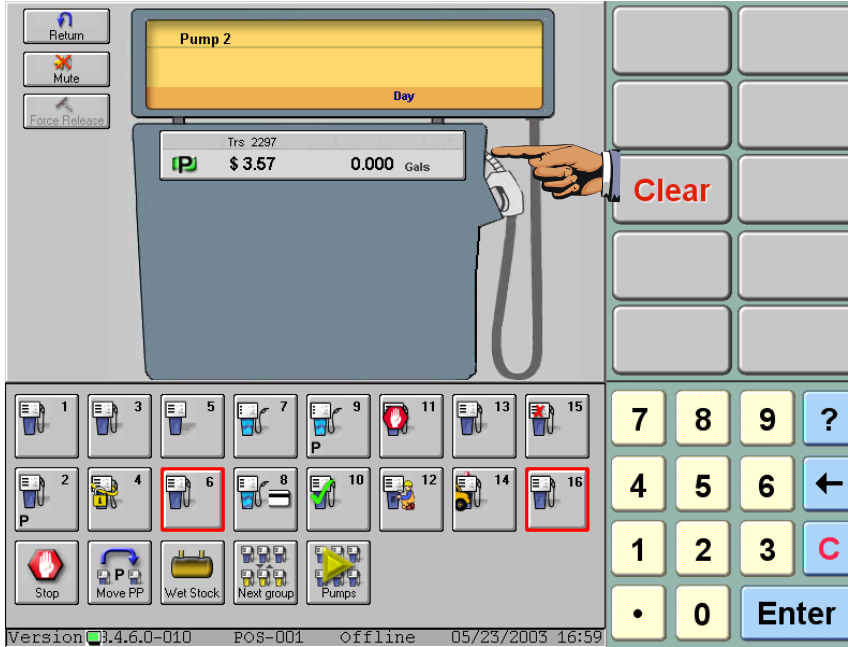
- The cashier display shows the selected pump and the change due as the amount of fuel purchased.



- 6 Tender the sales order. The transaction is now complete and the pump is authorized to dispense fuel. The Pre-Pay transaction is highlighted on the cashier display by a ✓ checkmark and the letter “P” on the designated pump.



- 7 If you want to verify the location of the Fuel for Change transaction, tap once on the desired pump. The terminal monitor changes to *Pump View*, which displays all Pre-Pay fuel transactions currently authorized for that pump.



- 8 The pump will allow dispensing the pre-paid amount.



# 3

*In this chapter:*

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## Pay Inside (Kiosk)

*The Pay Inside feature allows the customer to first dispense the fuel at the pump and then pay for the transaction inside the store or at a kiosk. This chapter provides an overview of the feature and describes the cashier procedures available for processing Pay Inside fuel transactions.*

- **Pay Inside, page 3-3**
- **Pay Inside Timeout, page 3-9**
- **Preset by Amount, page 3-13**
- **Preset by Volume, page 3-17**



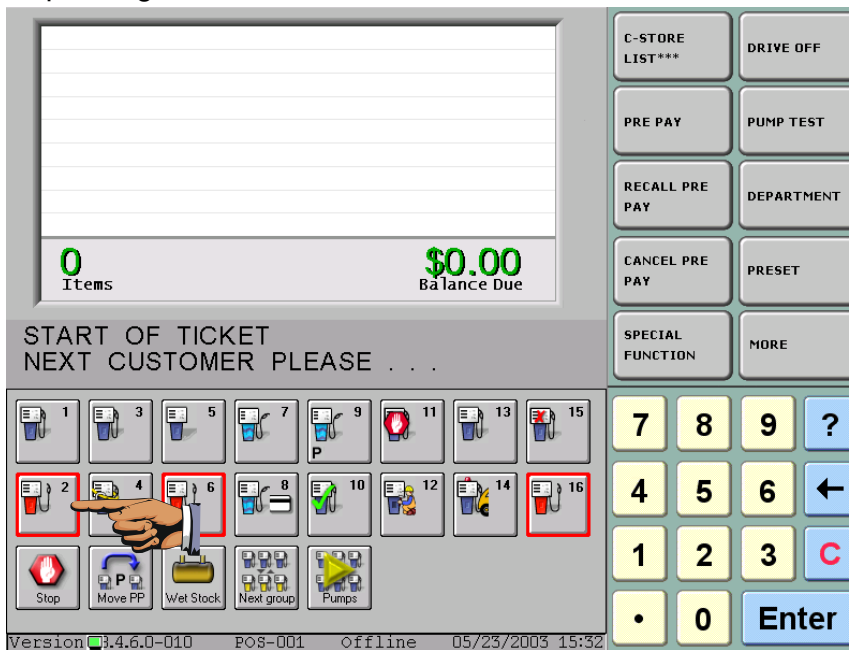
## **Pay Inside (Kiosk)**

The Pay Inside feature allows the customer to first dispense the fuel at the pump and then pay for the transaction inside the store or at a kiosk. The fuel transaction is initiated when the customer lifts the nozzle and presses a "Pay Inside" key on the fuel pump. Depending upon system configuration, the cashier may be required to approve the dispensing of fuel from the POS terminal, inside the store. In addition, the cashier may have the ability to authorize the pump for a preset dollar amount or number of gallons, prior to the customer dispensing.

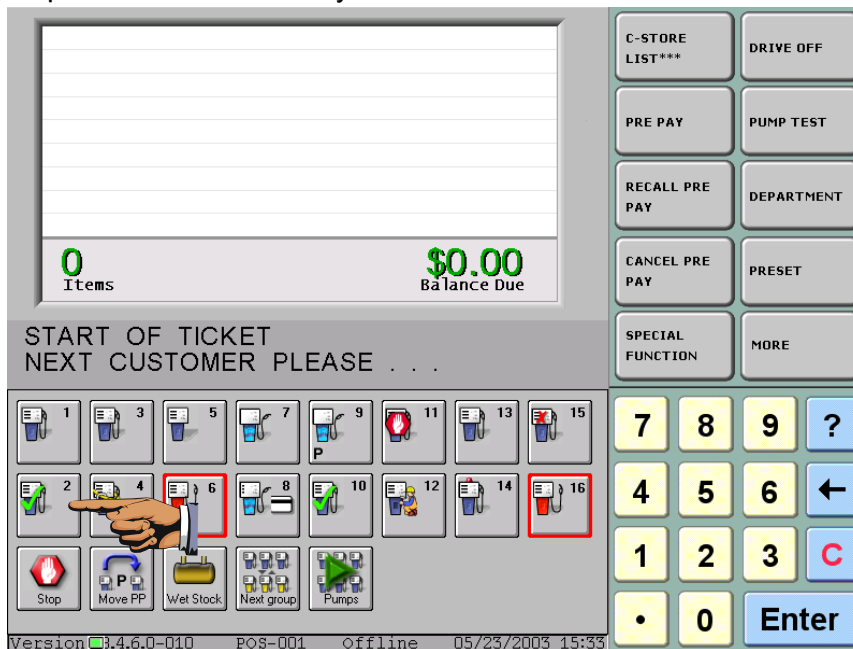
After the customer has completed dispensing the fuel, the cashier receives an indicator on the POS terminal, signaling a finished transaction, waiting to be paid. The cashier retrieves the fuel transaction when the customer is ready to pay. The customer may purchase additional items on a Pay Inside transaction and pay with any available tender media accepted in the store.

➤ **To process a Pay Inside transaction:**

- 1 The customer initiates a Pay Inside transaction at the fuel pump by lifting the nozzle and pressing a “Pay Inside” key on the fuel pump. If the system is configured to require the cashier to authorize the pump before dispensing Pay Inside fuel, the selected pump icon blinks red, with the nozzle moving in and out of the pump. In addition, an audible sound will be heard. Tap once on the *Pump* icon to authorize dispensing.



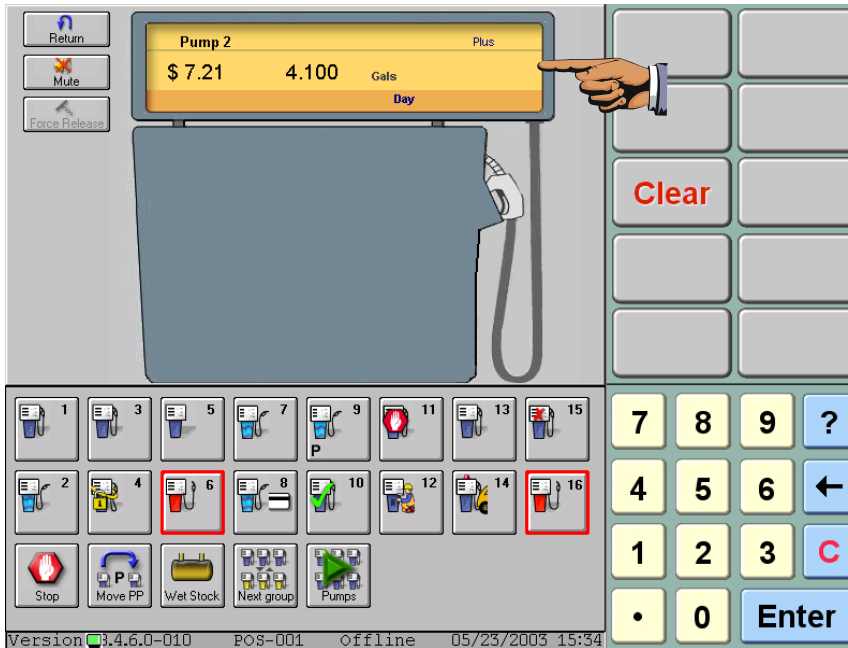
- 2 The ✓ checkmark indicates the pump is authorized to dispense fuel for this Pay Inside transaction.



- 3 When the customer starts dispensing fuel, the *Pump* icon changes status to dispensing.



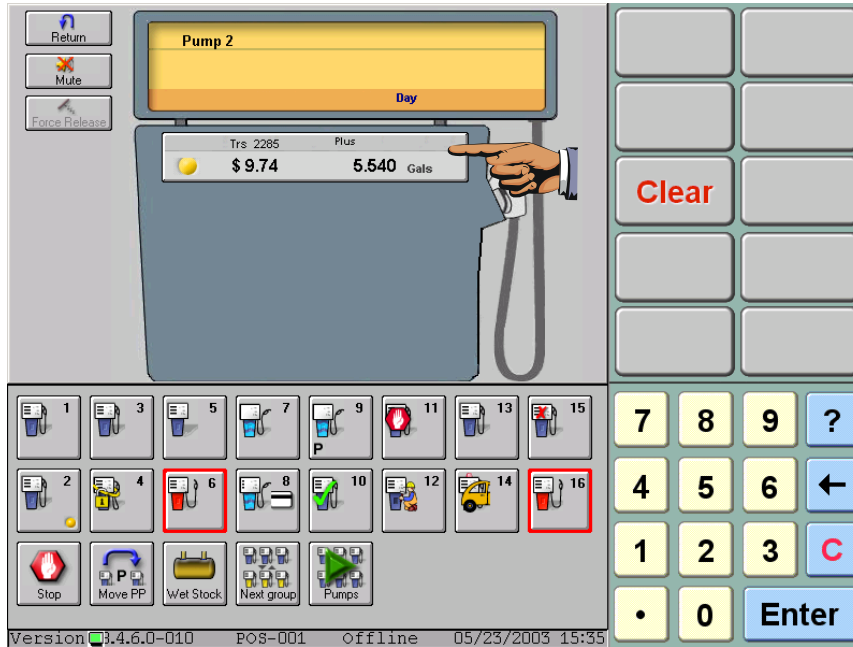
- Press the *Pump* icon to view live dispensing information from the fuel pump. You will see the sales total and number of gallons updating while the pump is dispensing. (Optional step.)



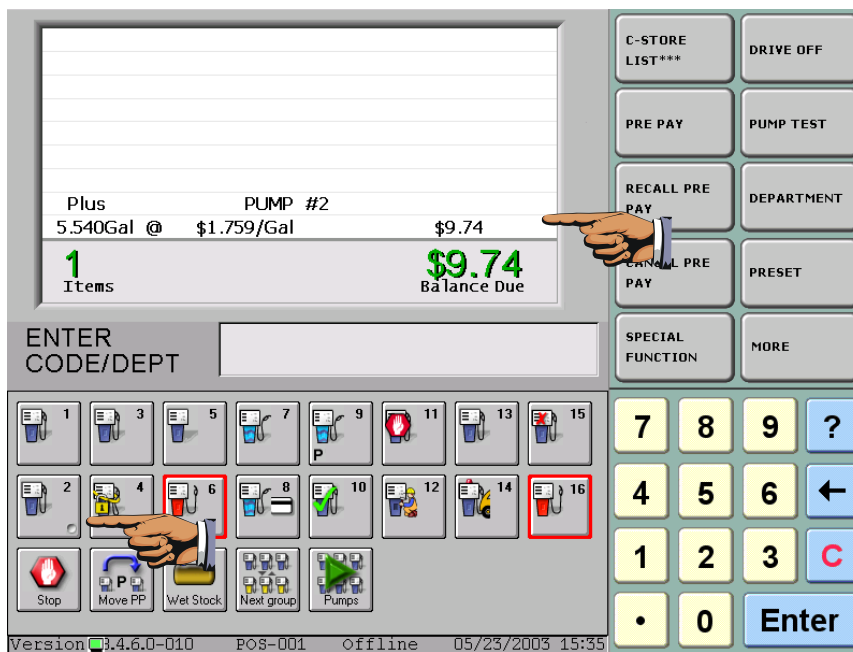
- When the customer finishes dispensing fuel, a yellow dot appears on the *Pump* icon, indicating a completed transaction, waiting to be paid.



- 6 When the customer requests to pay for the fuel, press the *Pump* key. The monitor changes to *Pump View* and displays the Pay Inside transaction.



- 7 Tap on the *Transaction Bar* to convert the fuel transaction into a sales order. The gray dot on the *Pump* icon indicates this transaction is being handled by this POS terminal and cannot be recalled at another POS terminal.



- 8 Scan or key-enter any additional items. Press *Total* to tender the order.



- 9 Tender the transaction. The terminal displays the change amount due and prints a customer receipt.

# Pay Inside Timeout

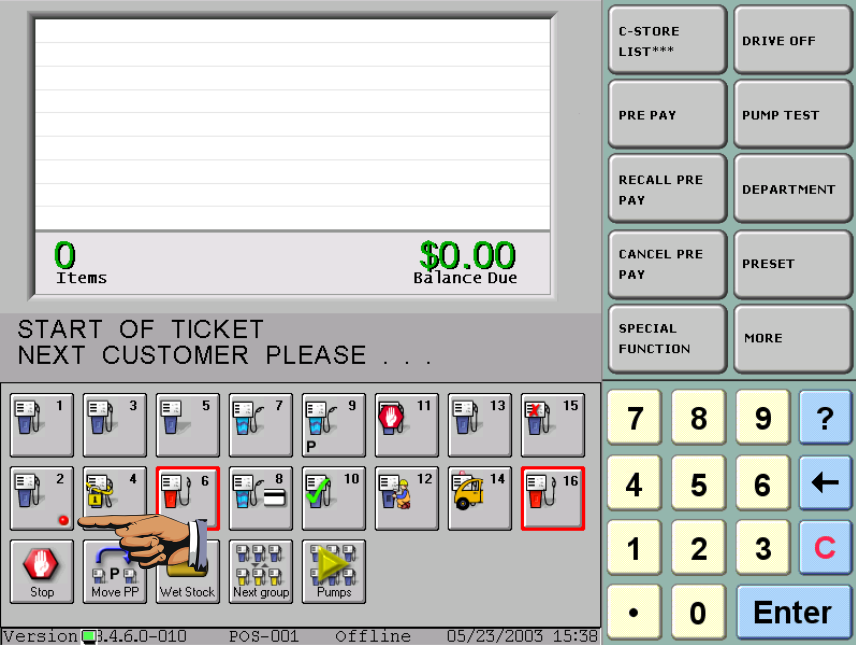
When processing a Pay Inside transaction, the customer is expected to pay for the fuel within a pre-defined period of time; which is controlled by a system parameter. If the customer does not come in to pay, in the allotted time, the status of pump icon changes to display a red dot, indicating the Pay Inside transaction has timed-out. In addition, an audible alarm will sound to get the cashier's attention, indicating a possible "drive off" situation.

If the customer returns to pay for the fuel, the cashier can retrieve the fuel transaction from the pump and process the order as a normal Pay Inside fuel transaction.

If the customer does not return to pay for the fuel, the cashier or authorized personnel will have to process the transaction as a Drive Off. Refer to *Chapter 5, Additional Functions*, for details on processing Drive Off transactions.

➤ **To process a Timed-Out Pay Inside transaction:**

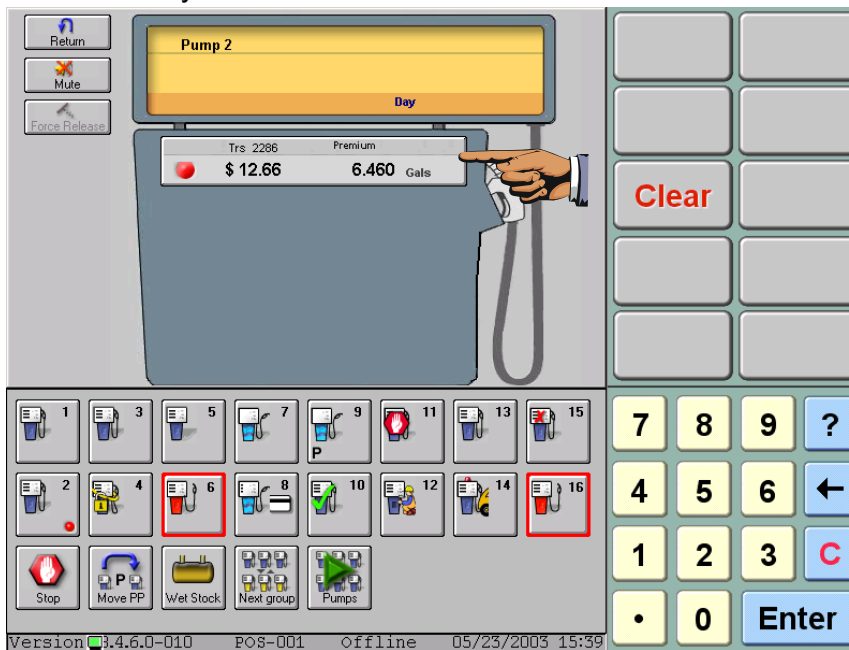
- 1 The red dot on a pump indicates a Pay Inside transaction has not been paid within a specified time period. An audible alarm will sound to get the cashier's attention.



- When the customer requests to pay for the fuel, start the transaction as a normal sales transaction. Scan or key-enter any additional items. Press the appropriate *Pump* icon.



- The terminal display changes to *Pump View* and shows the timed-out Pay Inside transaction.



- Press the *Transaction Bar* to recall the fuel pump transaction into a sales order. The gray dot on the *Pump* icon indicates the Pay Inside transaction is being handled by a cashier at a POS terminal and cannot be recalled at another POS terminal.

The screenshot shows a POS terminal interface. The main display area contains a list of items: Hot Dogs (\$1.29 F), Cheetos (\$0.89 F), Super PUMP #2 (6.460Gal @ \$1.959/Gal, \$12.66). Below the list, it shows '3 Items' and a total 'Balance Due' of '\$14.84'. A hand icon points to the 'Pump' icon (numbered 6) in the Transaction Bar. The interface includes a numeric keypad, function buttons like 'RECALL PRE PAY', and a status bar at the bottom showing 'Version 3.4.6.0-010 POS-001 Offline 05/23/2003 15:40'.

- Press *Total* to tender the transaction.

This screenshot shows the same POS terminal interface as the previous one, but with a hand icon pointing to the 'Total' button (numbered 6) in the Tender Bar. The transaction list and total remain the same. The interface includes a numeric keypad and function buttons like 'EFT', 'CHECK', and 'WIC'. The status bar at the bottom shows 'Version 3.4.6.0-010 POS-001 Offline 05/23/2003 15:40'.

- 6 Tender the transaction. The terminal displays the change amount due and prints a customer receipt.

# Preset by Amount

The Preset by Amount function enables the cashier to preset the fuel pump to dispense a fixed dollar amount of fuel on a Pay Inside fuel transaction. The pump will automatically stop dispensing when the preset amount of fuel is reached.

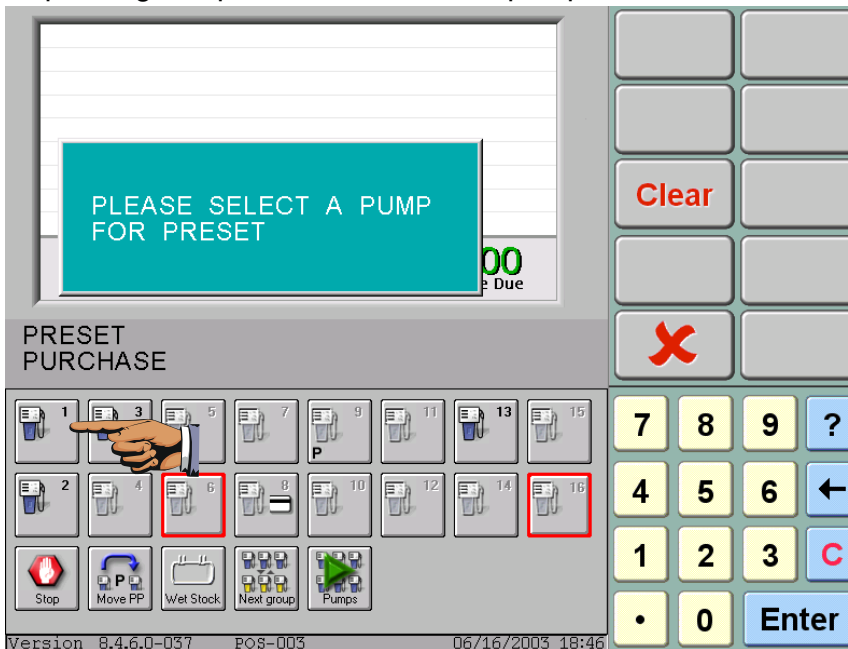
- **To preset amount of fuel dispensed on a Pay Inside transaction:**
  - 1 Press the *Preset* key to start the Pay Inside transaction.



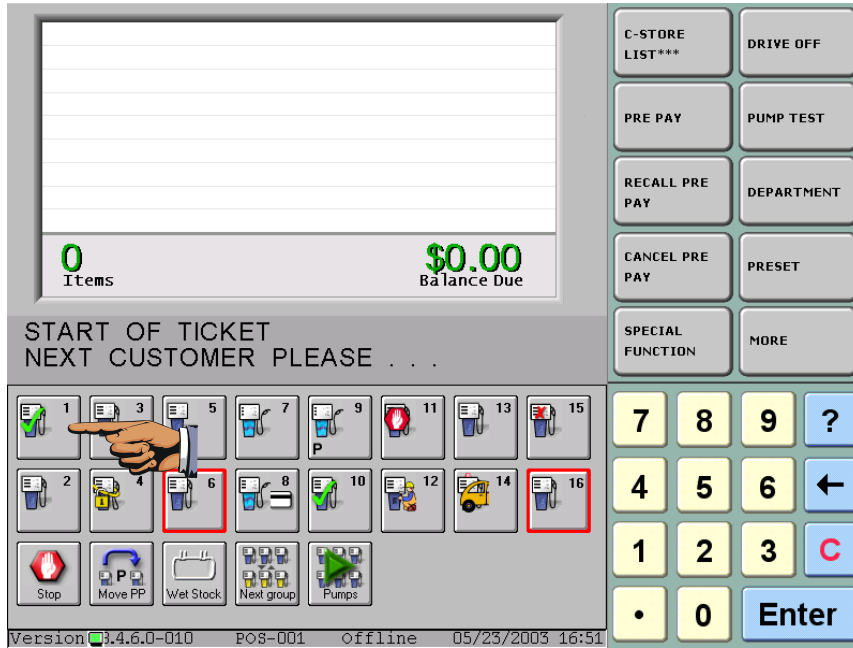
- A tender denomination list will appear. Select the Preset dollar amount from the tender list. The pump will automatically stop dispensing fuel when it reaches this dollar amount.



- The terminal prompts to select a pump for the Pay Inside transaction. Press the appropriate *Pump* button to authorize dispensing this preset amount at the pump.

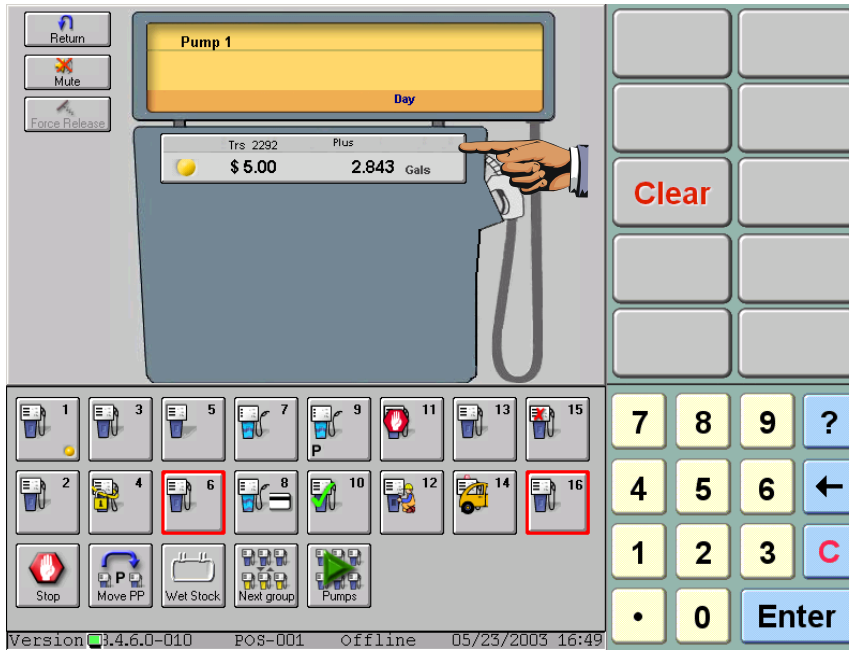


- 4 The ✓ checkmark indicates the pump is authorized to dispense the preset amount for this Pay Inside transaction.



- 5 When the customer finishes dispensing fuel, a yellow dot appears on the *Pump* key, indicating a completed transaction, waiting to be paid.

- 6 When the customer requests to pay for the fuel, press the *Pump* icon and the transaction appears on the terminal pump display.



- 7 Tap on the *Transaction Bar* to convert the fuel transaction into a sales order. Process any additional items and press *Total* to tender the transaction.



- 8 Tender the sales transaction.

# Preset by Volume

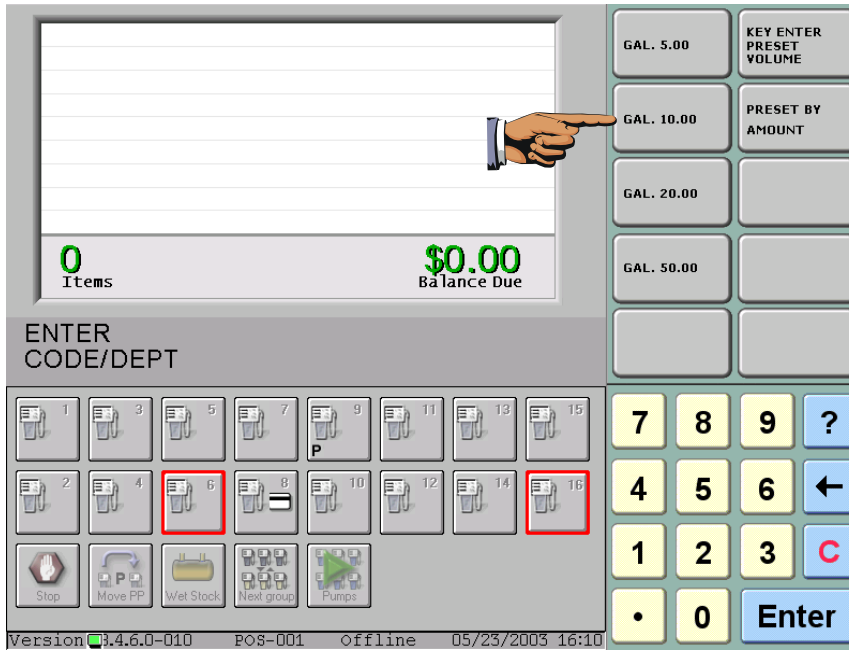
Similar to the Preset by Amount function, the Preset by Volume function enables the cashier to preset the fuel pump to dispense a fixed number of gallons of fuel on a Pay Inside fuel transaction. The pump will automatically stop dispensing when the preset volume of fuel is reached.

➤ **To preset volume of fuel dispensed on a Pay Inside transaction:**

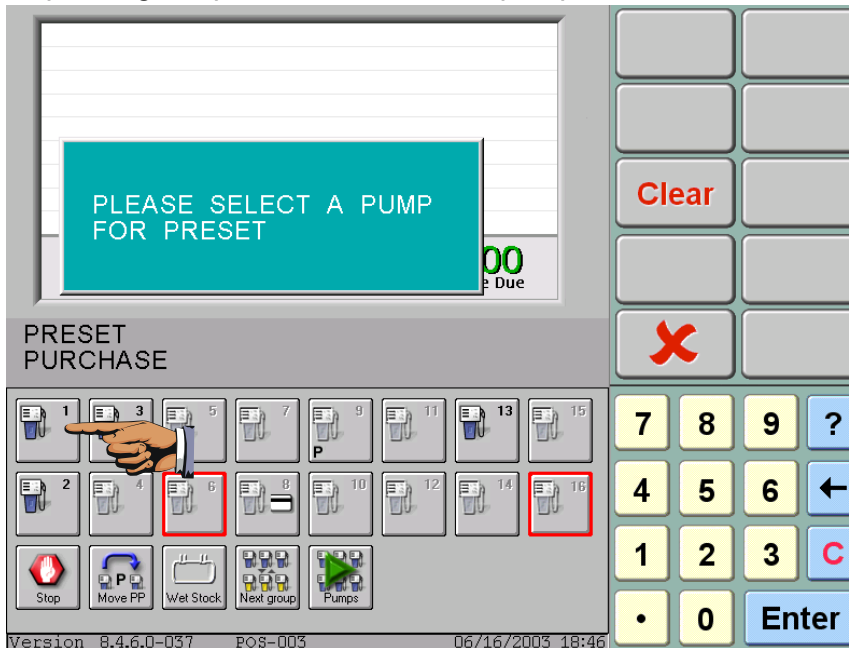
- 1 The steps to process a Preset by Volume transaction are similar to processing a Preset by Amount fuel transaction. Tap on the *Preset* key and then the *Preset by Volume* key to display a list of preset volumes in gallons.



- 2 Select the Preset volume from the list. The pump will automatically stop dispensing fuel when it reaches the volume limit.



- 3 The terminal prompts to select a pump for the Pay Inside transaction. Tap on the desired *Pump* icon to authorize dispensing the preset volume at the pump.



- 4 The pump is now authorized to dispense this preset volume of fuel on a Pay Inside transaction.



# 4

*In this chapter:*

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## Pay at Pump

*The Pay at Pump feature allows customers to purchase fuel at the pump, using a debit or credit card. This chapter presents an overview of the feature and describes the cashier functions available for processing Pay at Pump fuel transactions.*

- Pay at Pump, page 4-3
- Payment Decline, page 4-8





## Pay at Pump

Pay at Pump (PAP) transactions are performed by the customer, unattended (without the assistance of a cashier), at the fuel pump. The customer pays for the fuel with a debit or credit card. The customer initiates the transaction by inserting his or her card in the pump's card reader. The transaction is sent to the *Pump Server*, for transmission to the payment provider, for authorization. Once authorization has been approved, the customer can dispense fuel.


Although Pay at Pump transactions are performed without the assistance of an attendant, cashiers have the ability to monitor the transaction at the pump and stop dispensing fuel if necessary.

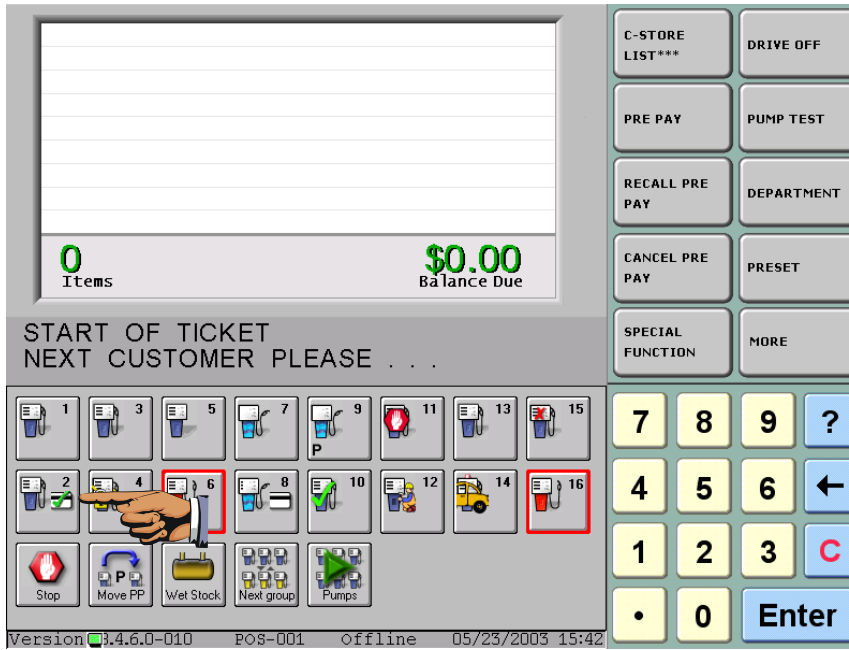
Pay at Pump sales are tracked and recorded to a default cashier. The system default is Cashier 9998. If necessary, authorized personnel can change the default cashier number.

➤ **To process a Pay at Pump transaction:**

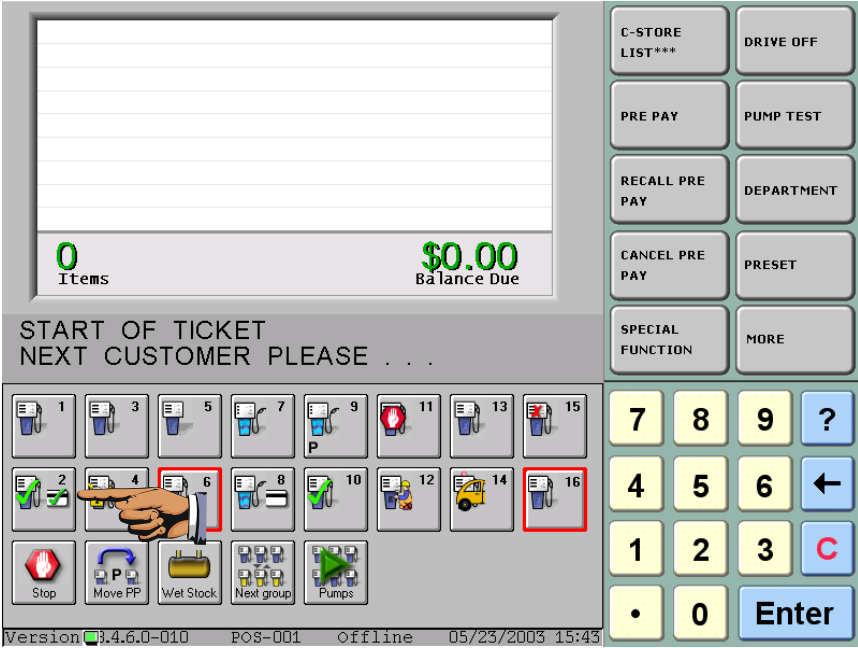
- 1 After the customer has swiped his payment card at the pump, the cashier monitor will display a payment card icon  on the selected pump for the Pay at Pump transaction. The payment card icon  indicates that it is a Pay at Pump transaction.




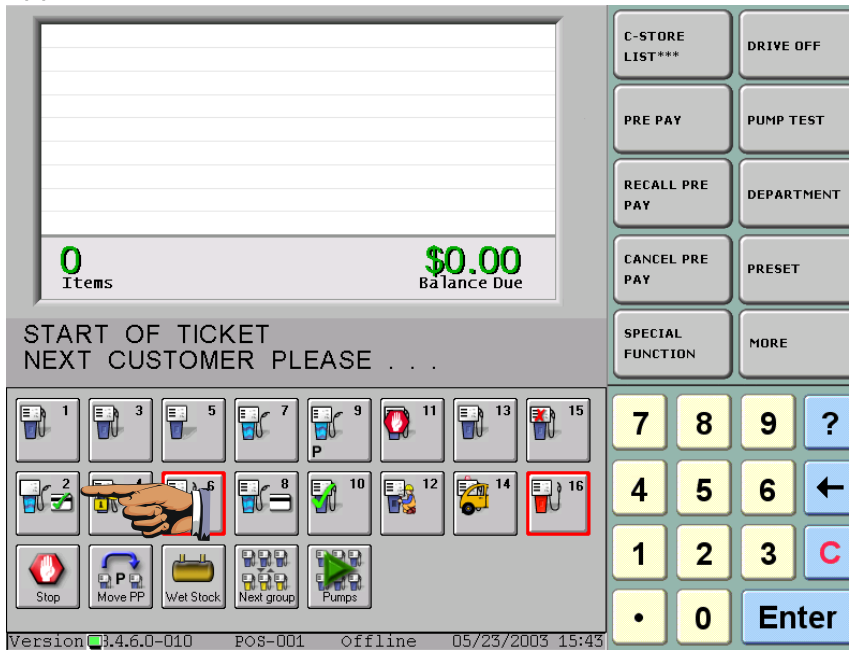
- When the payment is authorized by the payment provider, the *Pump* icon changes status to display a ✓ checkmark on the card icon  on the display. This indicates that the payment card is authorized for the purchase.




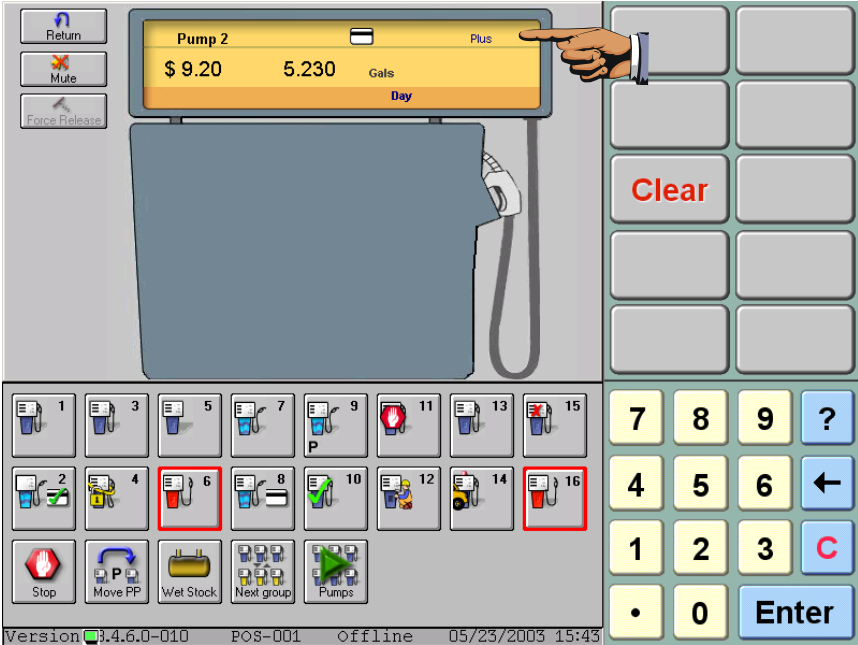
- 3 Depending upon system configuration, the pump may automatically be authorized after the payment card is approved. If not, the cashier authorizes the pump for dispensing. The ✓ checkmark on the pump icon indicates the pump is authorized and ready to dispense fuel, on a Pay at Pump transaction.



- 4 When the customer begins dispensing fuel, the *Pump* icon changes status to dispensing. The *Pump* icon changes color and becomes animated, with the nozzle out and “wave” patterns scrolling on the pump. The payment card icon  appears until the end of the transaction.




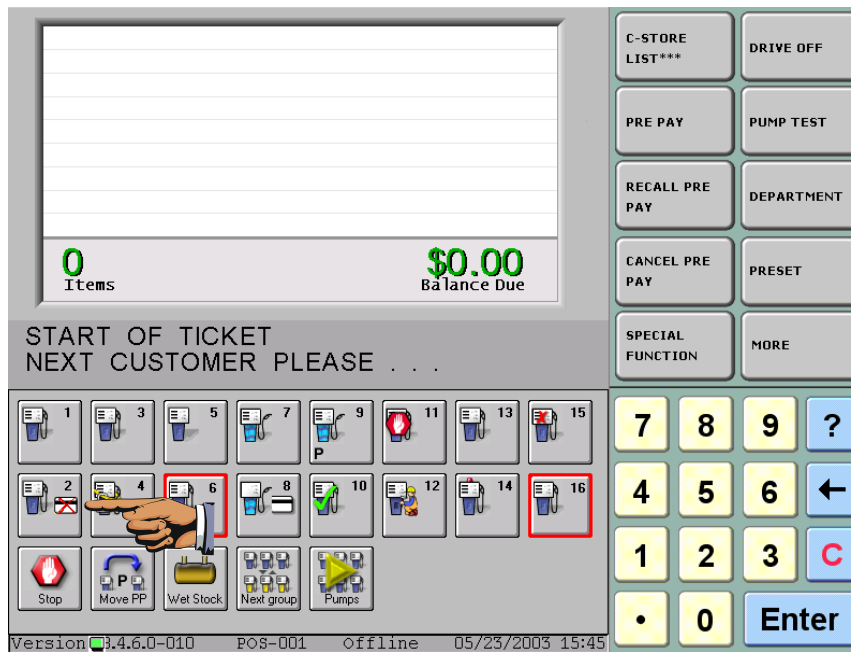
- 5 To display live dispensing information, tap once on the *Pump*. You will see the volume and value updating while the pump is dispensing. The card icon  at the top of the pump indicates that this is Pay at Pump transaction.



- 6 When dispensing is complete, the pump will return to an idle state.

## Payment Decline

When a customer's payment card is declined on a Pay at Pump transaction, the cashier receives notification of the decline by a change in status on the pump icon. The *Pump* key displays a red "X" mark on the payment card icon . An example of the pump, with a payment decline, is displayed below:



# 5

*In this chapter:*

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## Additional Functions

*This chapter describes the cashier functions available to handle pump tests, pump mode changes, tank monitoring, pump alerts, stop the pump and customer drive off situations.*

- Drive Off, page 5-3
- Pump Test, page 5-13
- Pump Mode, page 5-16
- Tank Monitoring, page 5-24
- Stop the Pump, page 5-26
- Pump Alerts, page 5-29



## Drive Off

A drive off situation occurs when a Pay Inside customer does not return to the Fuel POS terminal to pay for their fuel. A drive off situation may occur under the following conditions:

- Customer has finished dispensing fuel, replaced the nozzle, but has not yet paid within the specified time (controlled by a *Pump Server* parameter).
- Customer has finished dispensing fuel but did not replace the nozzle within the predefined period of time.

When a drive off situation occurs, the cashier must be able to complete the transaction, for properly reporting sales totals.

Depending upon the system configuration, the cashier may be prompted to respond and enter details to any combination of the following drive off alerts:

- Car License Plate
- Make of Car
- Model of the Car
- Color of the Car

Upon completion of the transaction, a receipt is printed that include space for additional details and cashier signature.

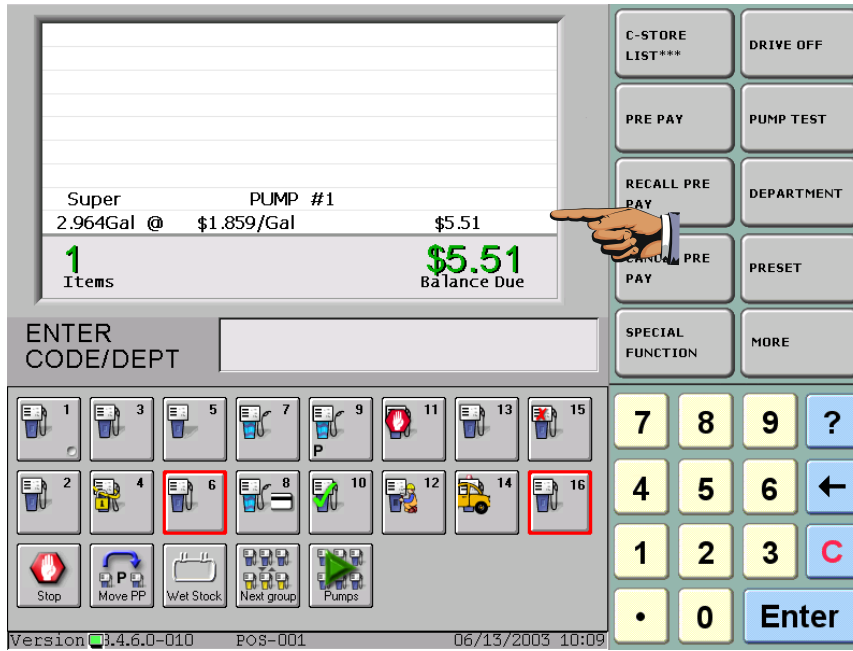
The order is saved, for later recall, if customer should return to pay for the fuel. The transaction is also stored in the Electronic Journal.

➤ **To complete a Drive Off transaction:**

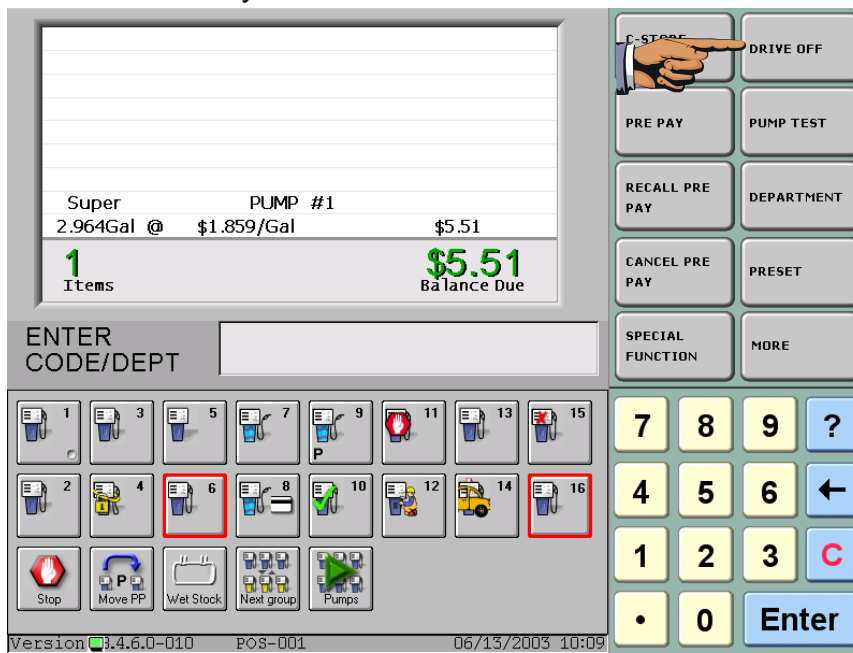
- 1 When a potential drive off situation occurs, either a red dot or a car icon displays on the pump button. The red dot appears when the Pay Inside transaction has not been paid within a specified time of period. The car icon appears when the pump nozzle has not been replaced and the pump has stopped dispensing. In both situations, an audible alarm will sound to get the cashier's attention.



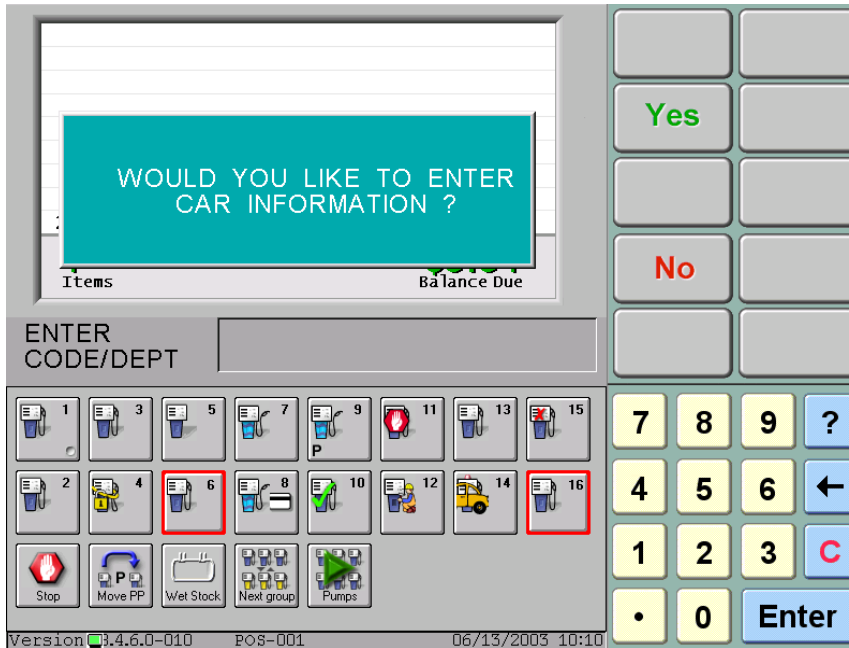
- Press the *Pump* icon to recall the transaction into a sales order. The grade of fuel, volume purchased and sales total will display.



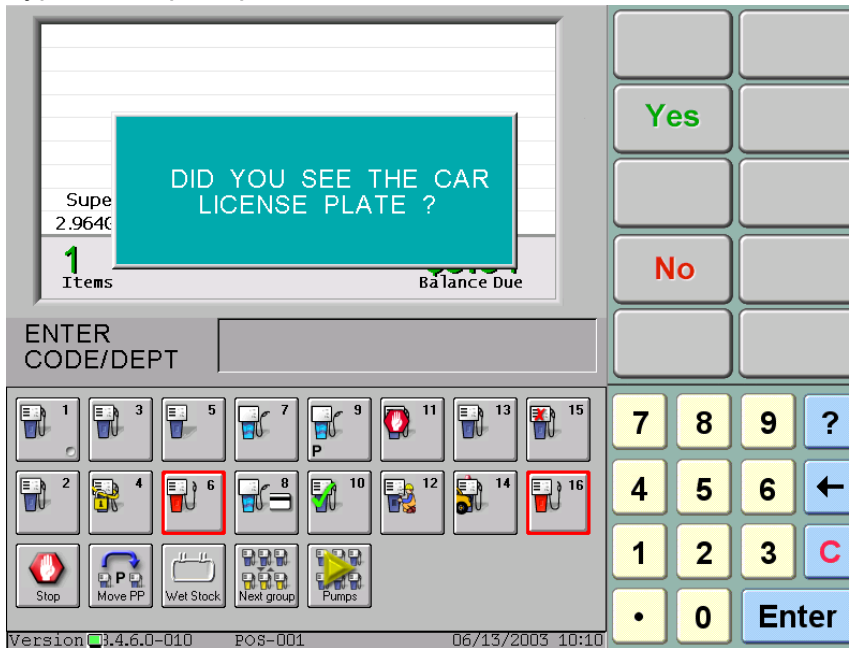
- Press *Drive Off* key.



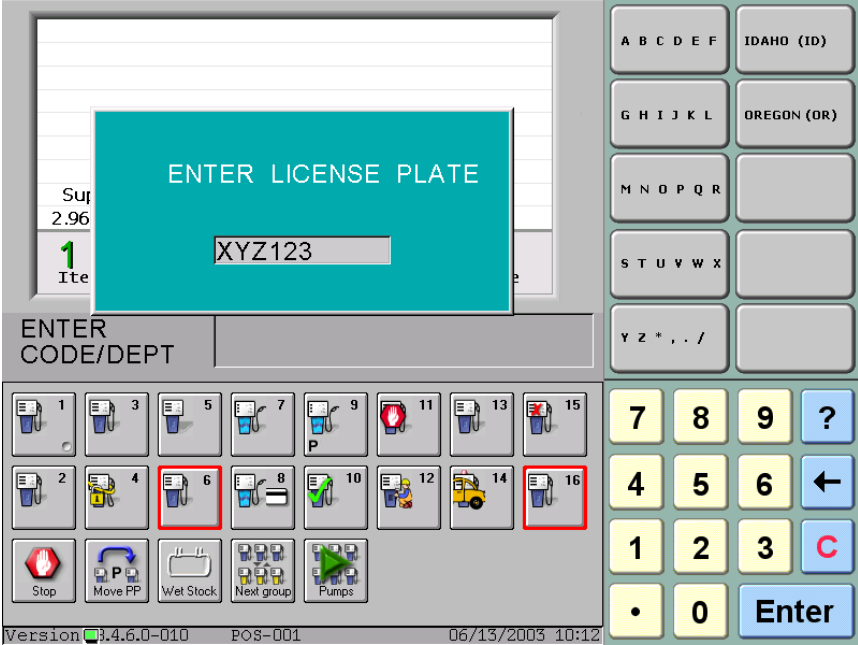
- Depending on your system configuration, the system may prompt for additional car information such as license plate number, car make, model or color. Press *Yes* to enter car information or *No* to bypass this process.



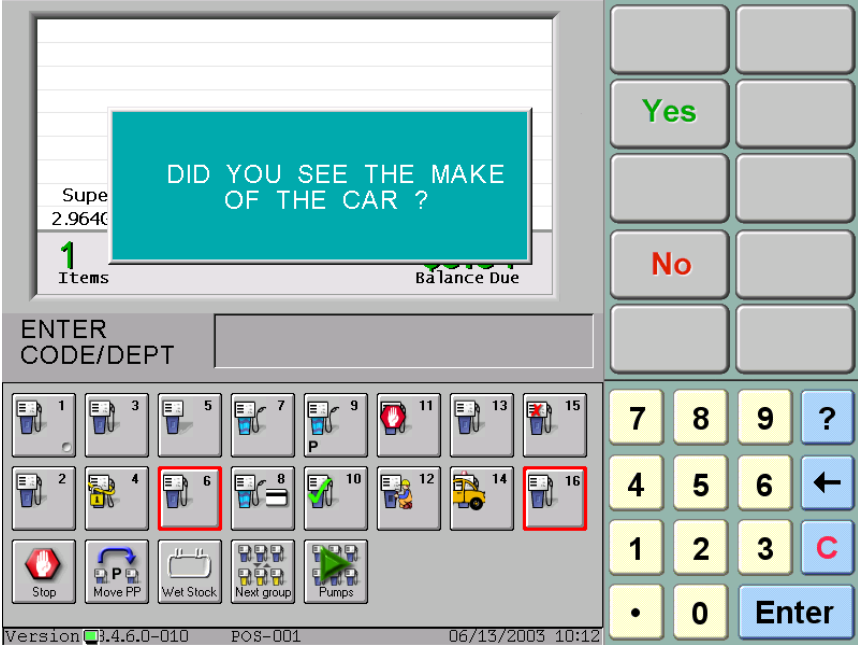
- Press *Yes* to enter car license plate number. Press *No* to bypass this prompt.



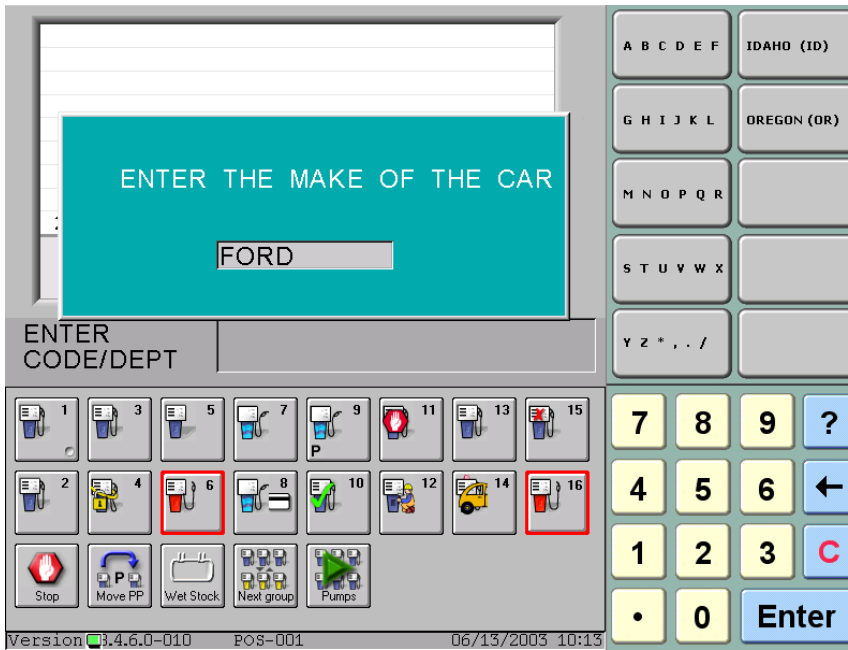
6 Enter the license plate number and press *Enter*.



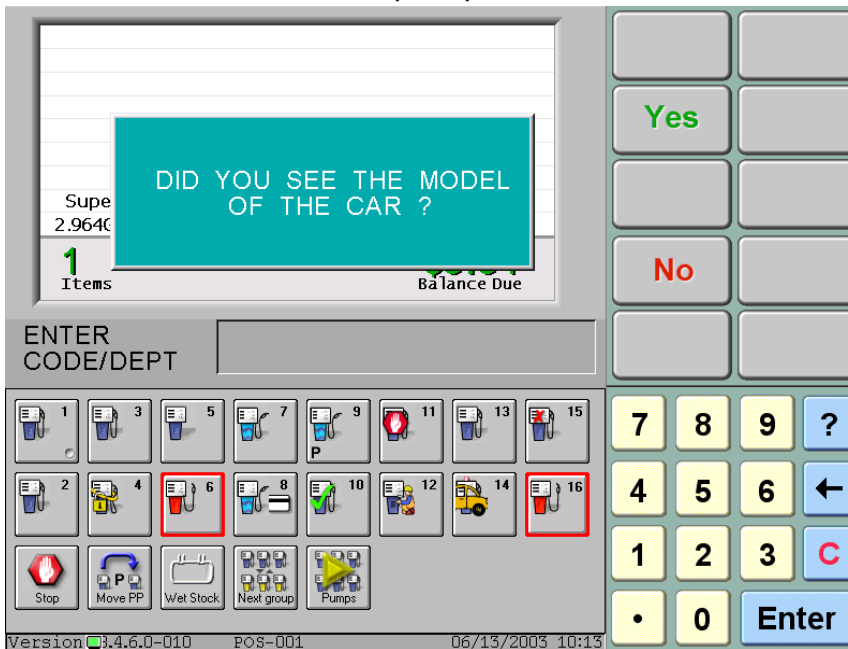
7 Press *Yes* to enter the make of the car (e.g., Ford, Chevrolet) or *No* to advance to the next prompt.



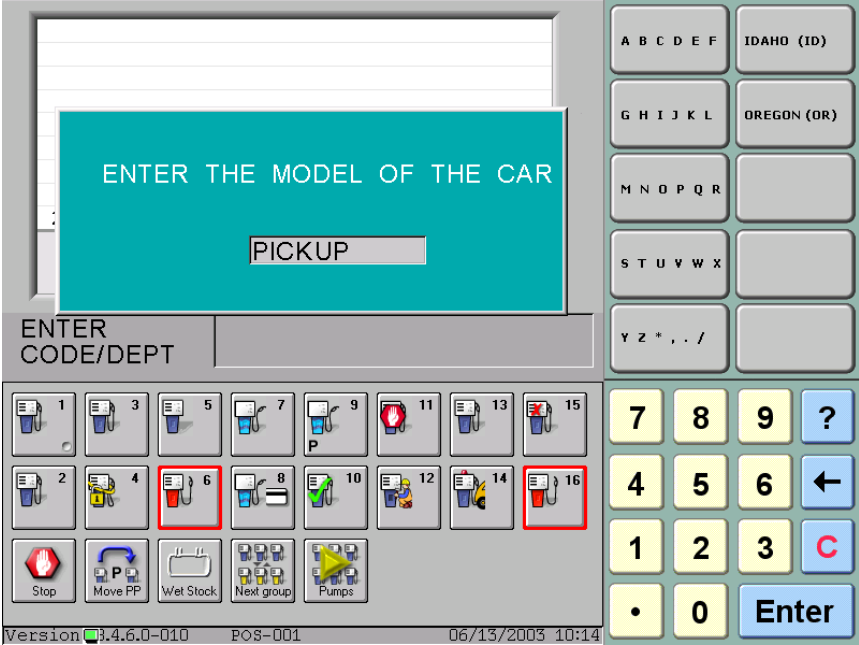
- 8 Enter the make of the car and press *Enter*.



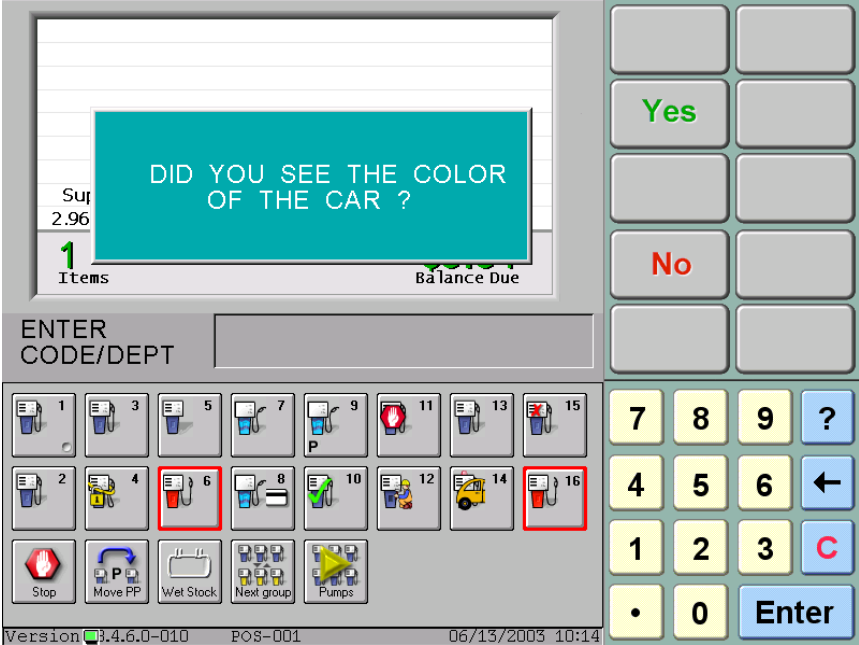
- 9 Press *Yes* to enter the model of the car (e.g., pickup, sedan) or *No* to advance to the next prompt.



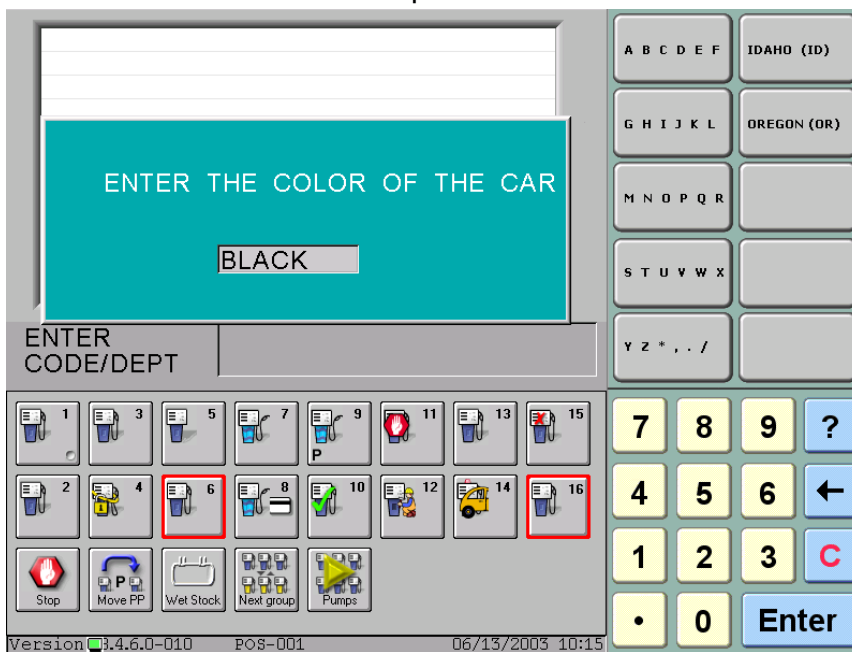
10 Enter the model of the car and press *Enter*.



11 Press *Yes* to enter the color of the car or *No* to advance to the next prompt.



12 Enter the color of the car and press *Enter*.



- 13 The Drive Off transaction is saved and can be later recalled if the customer returns to pay for the fuel. The system will generate a customer receipt.

**Retalix**  
**FUEL**

Welcome to our store  
-----

Super PUMP #1  
2.964Gal @ \$1.859/Gal \$5.51

\*\*\*\*\*

**DRIVE OFF**

TERMINAL: 001  
TRANS-NO: 0168  
AMOUNT: \$5.51  
LICENSE PLATE: XVZ123  
MAKE: FORD  
MODEL: PICKUP  
COLOR: BLACK

\*\*\*\*\*

Additional information: \_\_\_\_\_

Signature: \_\_\_\_\_

Scannable Bar Code for Recalling Transaction

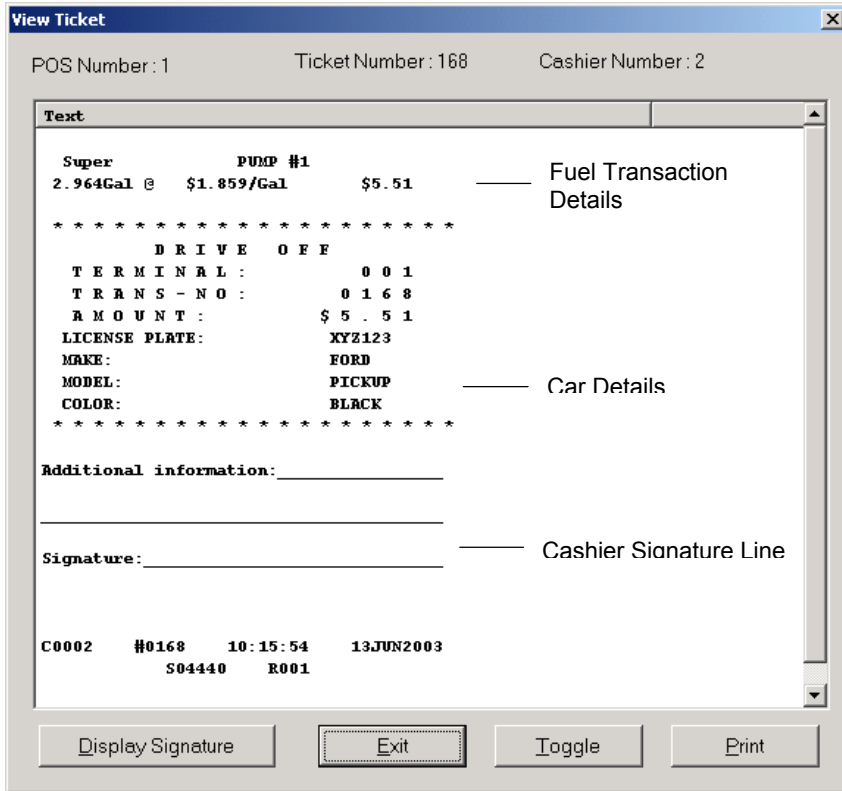
C0002 #0168 10:15:54 13JUN2003  
S04440 R001

Fuel Transaction Details

Car Details

Cashier Signature Line

14 The transaction will also be stored in the Electronic Journal.



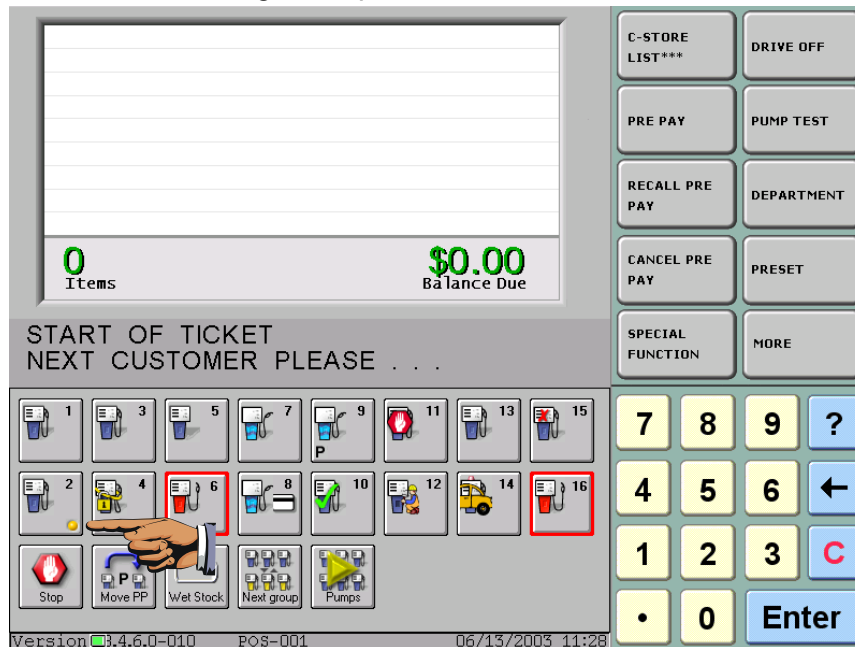
# Pump Test

A pump test is fuel function performed by the cashier to track and report the amount of fuel dispensed by a technician, when testing pumps for compliance with Weights and Measures. The pump test is similar to a Pay Inside transaction; where the fuel is first dispensed and then, the transaction is completed at the POS terminal. The cashier uses the “pump test” function key to recall the amount and grade of the fuel dispensed by the technician. A receipt is generated with a signature line for the technician to sign. Pump test totals are for reporting purposes and do not affect item counts or sales totals.

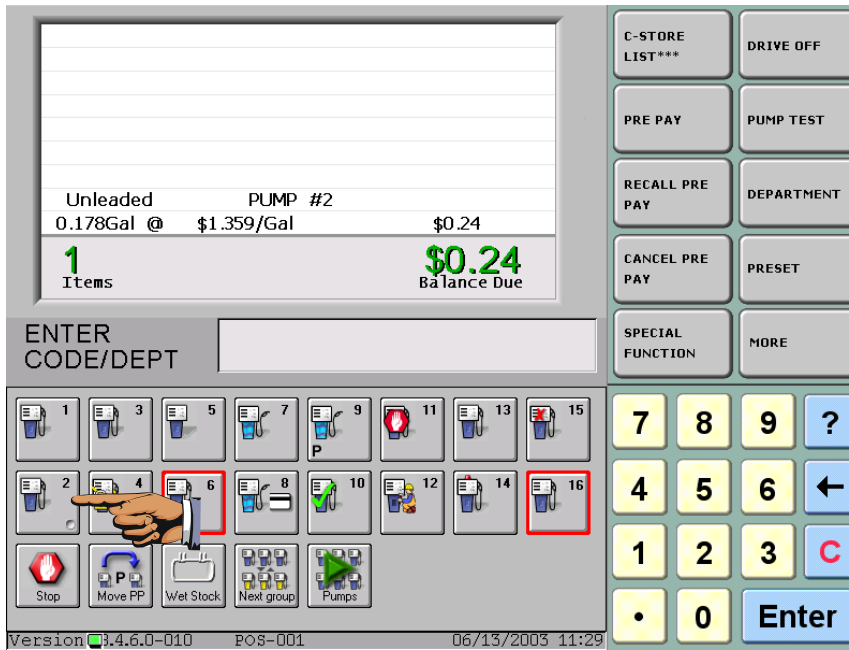
**Note:** Regular items cannot be processed in a Pump Test transaction. They must be processed in a separate sales order.

➤ **To perform a Pump Test:**

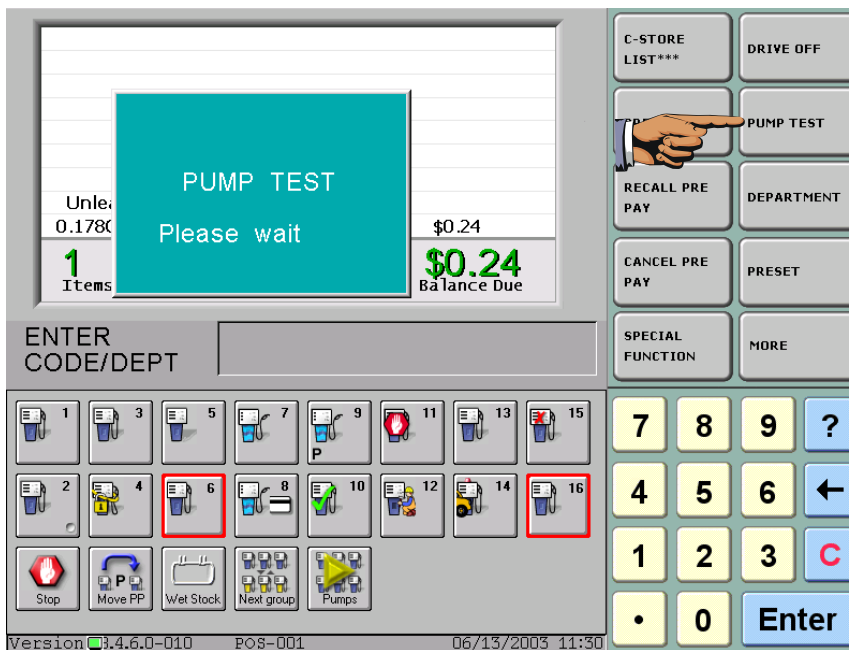
- 1 Process the transaction like a Pay Inside. When the technician finishes dispensing fuel for the Pump Test, a yellow dot appears on the *Pump* key, indicating a completed transaction, waiting to be paid.



- 2 Tap on the *Pump* button. Details of the pump test will display.



- 3 Press the *Pump Test* key. A brief *Please Wait* message will appear while the system updates totals and stores the transaction in the Electronic Journal.



- 4 The system will automatically generate a Pump Test receipt, to be signed by the fuel technician.

Pump Test  
Transaction  
Details

Technician  
Signature  
Line

**Retalix**  
**FIE**

Welcome to our store

Unleaded            PUMP #2  
0.178Gal @ \$1.359/Gal      \$0.24

\*\*\*\*\*  
                                 PUMP TEST  
TERMINAL :            001  
TRANS-NO :            0169  
AMOUNT :              \$0.24  
\*\*\*\*\*

Additional information: \_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Join and Save!!!  
Ask us about our Loyalty Card!

C0002    #0169    11:30:28    13JUN2003  
          S04440    R001

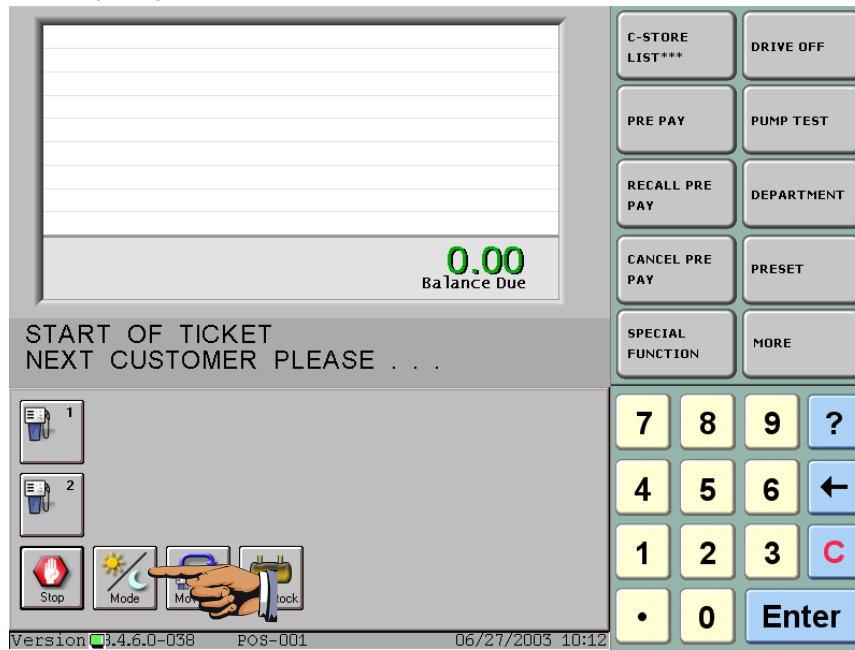
## Pump Mode

The Pump Mode feature enables the cashier to change the current operating mode of pumps. During system setup, pumps are assigned to pump mode schemes. A pump mode scheme determines the types of fuel payments allowed (e.g., Pay at Pump), the level of authorization, and the scheduled hours of operation. For example, Day Mode may be setup to allow Pre-Pay, Pay Inside, and Pay at Pump transactions, with auto-authorization, from 6:00 AM to 6:00 PM. These pump mode schemes are automatically invoked and managed by the *Pump Server*.

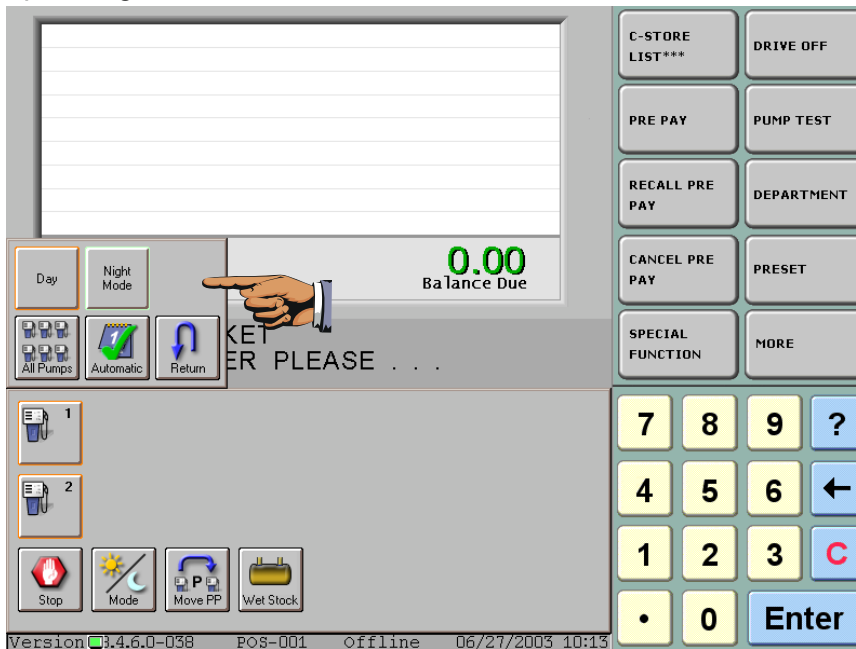
The Pump Mode function, at the Fuel POS terminal, enables the cashier to change the pump mode control from automatic to manual. When changing to manual mode, the cashier can choose either Mode 1 or Mode 2, as pre-defined in the *Pump Server*. The selected mode becomes the active mode for all pumps, overriding any of other modes schemes in effect. The pumps will remain in the selected mode until they are manually changed again or set back to automatic.

➤ **To change Pump Mode control from automatic to manual:**

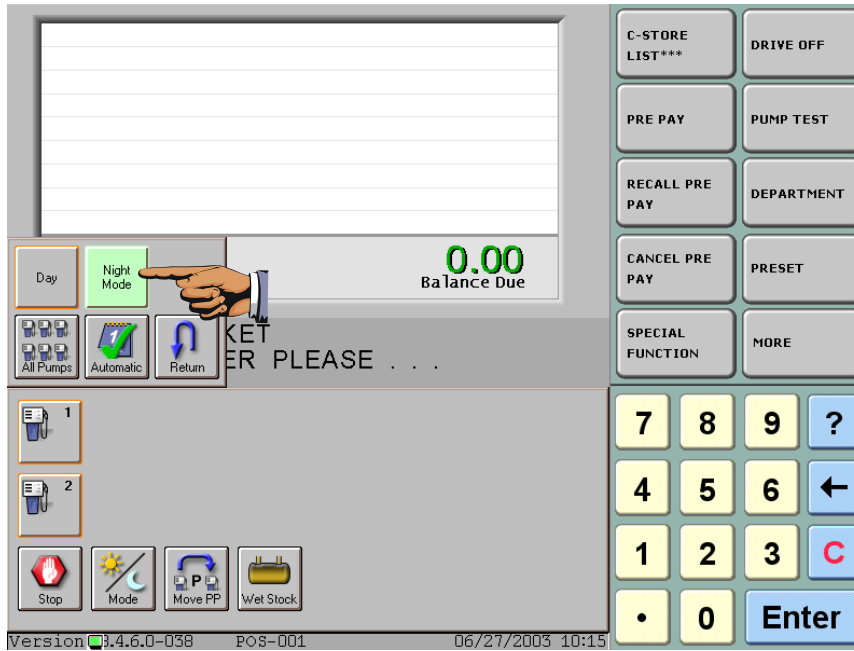
- 1 Press the *Mode* button to change the current operating mode of the pumps.



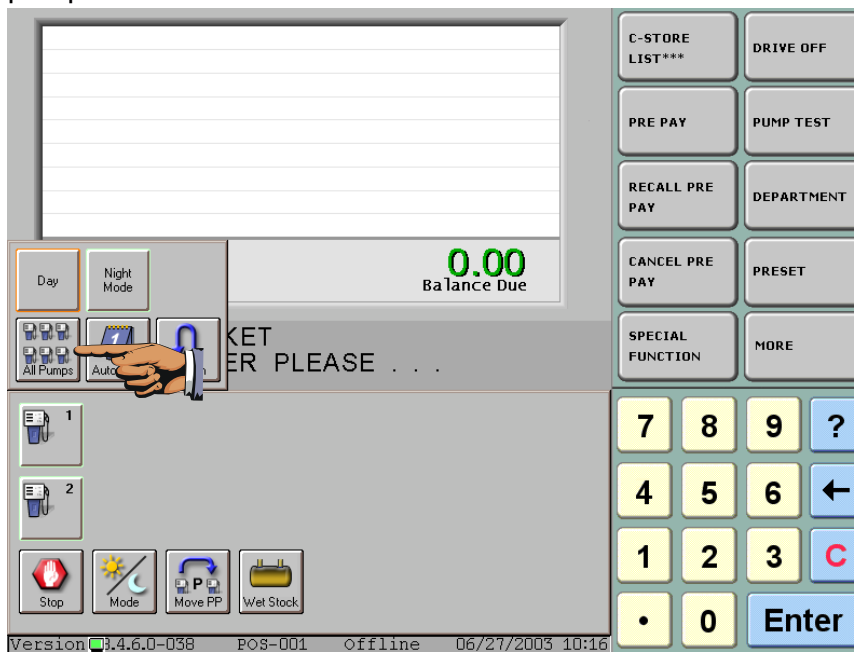
- The terminal displays a small Mode screen, above the fuel pump icons. When the screen opens, the pumps that are highlighted with a colored border indicate the current active mode. If the pumps are highlighted in orange, Mode 1 (Day mode, in this example) is currently active. If they are highlighted in green, Mode 2 (Night mode) is active. The ✓ checkmark on the *Automatic* button indicates the pumps are operating in automatic mode.



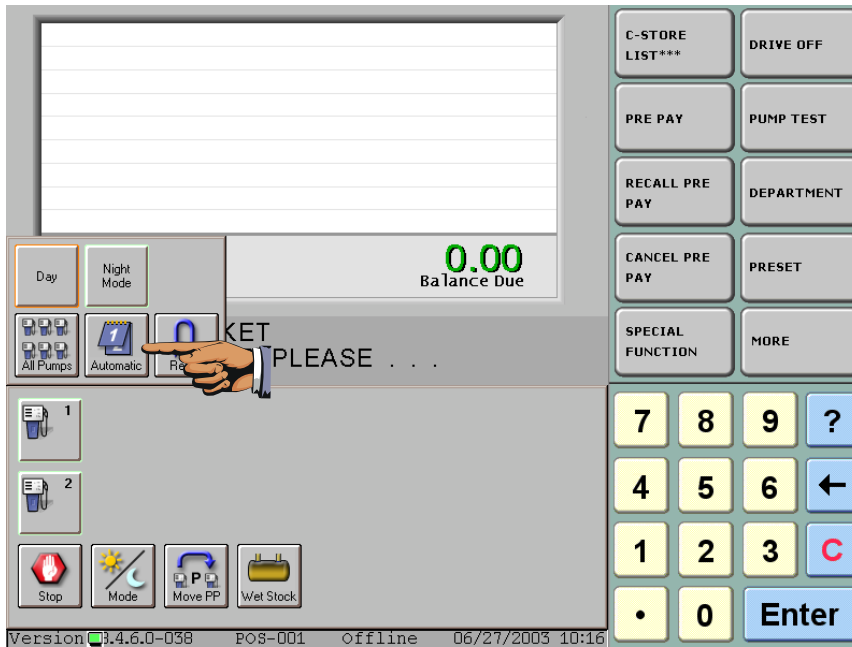
- 3 Press *Mode 2* (Night Mode) to manually change the active mode from Mode 1 to Mode 2. The *Mode 2* icon changes color, indicating a pump mode change in progress.



- 4 Press the *All Pumps* button to apply the mode change to all pumps.



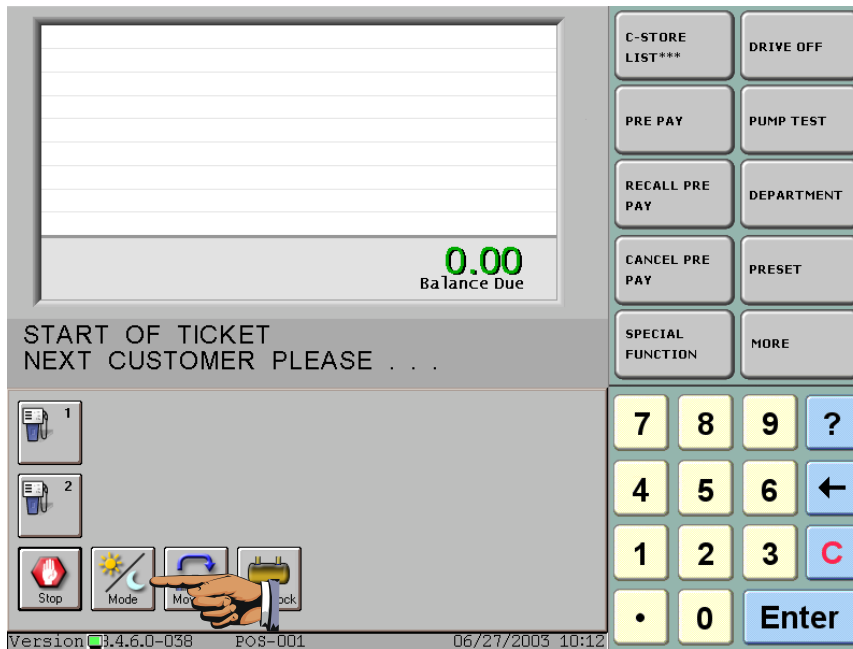
- The removal of the ✓ checkmark on the *Automatic* button indicates the pumps are now operating in manual mode. All of the pumps are highlighted with a green border indicating that Mode 2 is currently active. The pumps will remain in this mode until they are manually changed again or set back to automatic mode.



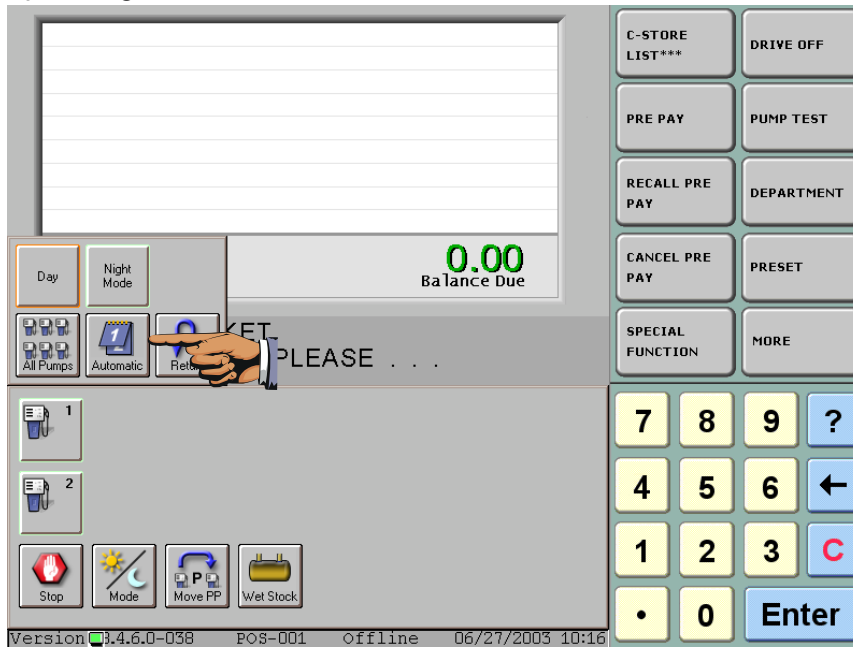
- Press *Return* to exit the mode screen and return to the main fuel menu.

➤ To change Pump Mode control from manual to automatic:

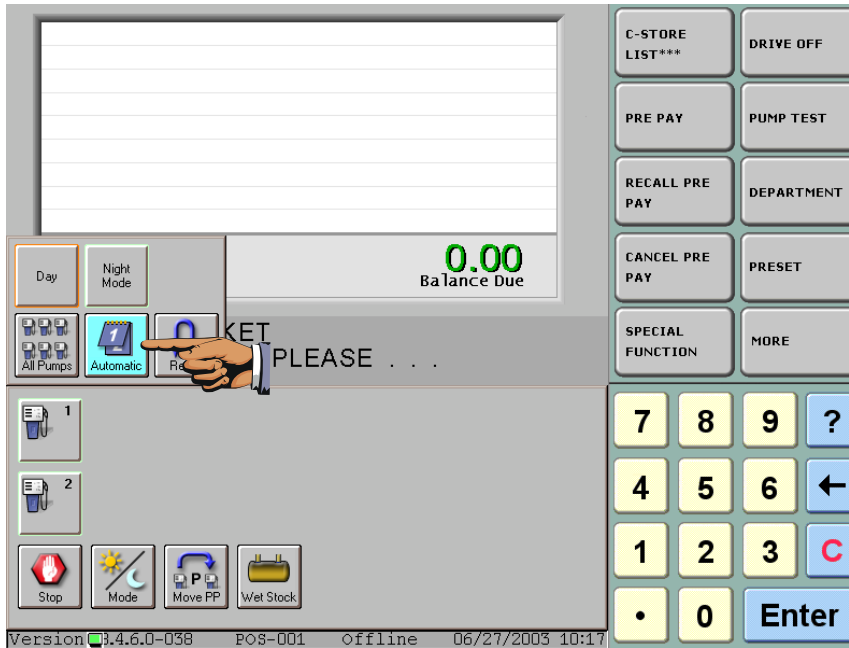
- 1 Press the *Mode* button.



- 2 The terminal displays the Mode screen. The absence of the ✓ checkmark on the *Automatic* button indicates the pumps are operating in manual mode. Press the *Automatic* button.



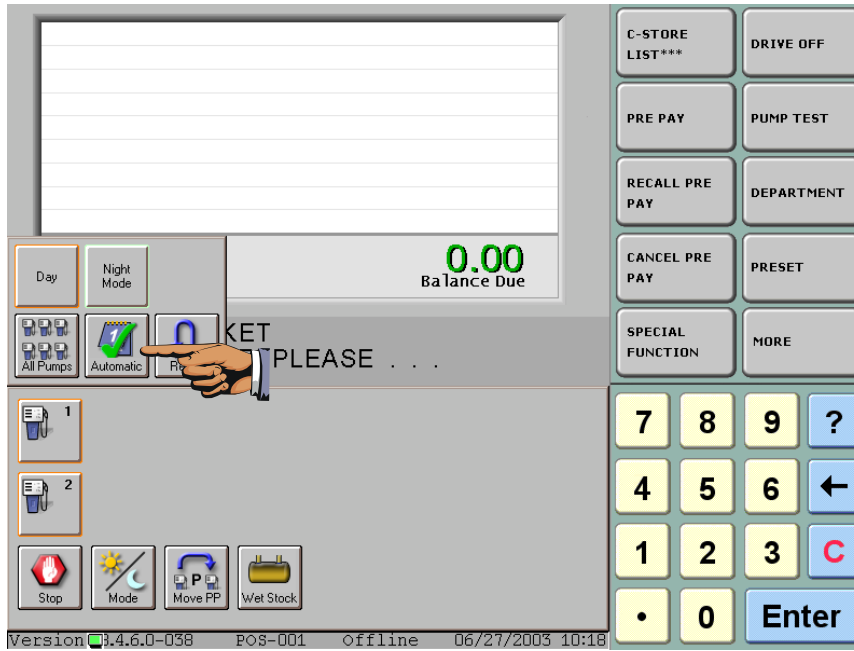
- The *Automatic* button changes color, indicating a pump mode change in progress.



- Press the *All Pumps* button to reset all pumps to automatic mode control.



- The ✓ checkmark on the *Automatic* button indicates the pumps are in automatic mode control. Mode 1 (Day Mode), highlighted in orange, is currently active.



- Press *Return* to exit the screen and return to the main fuel menu.

# Tank Monitoring

The Tank Monitoring feature is used to display current fuel levels, water levels, temperatures and potential leaks in the underground fuel tanks at the Fuel POS terminal.

- **To monitor the status of the fuel tanks:**
- 1 Tap on the *Wetstock* button to display the underground tanks defined in the *Pump Server*.



- Tap on the desired tank to display fuel level, water level and temperature in the tank.



- Press the *Return* key to return to the main fuel menu.



## Stop the Pump

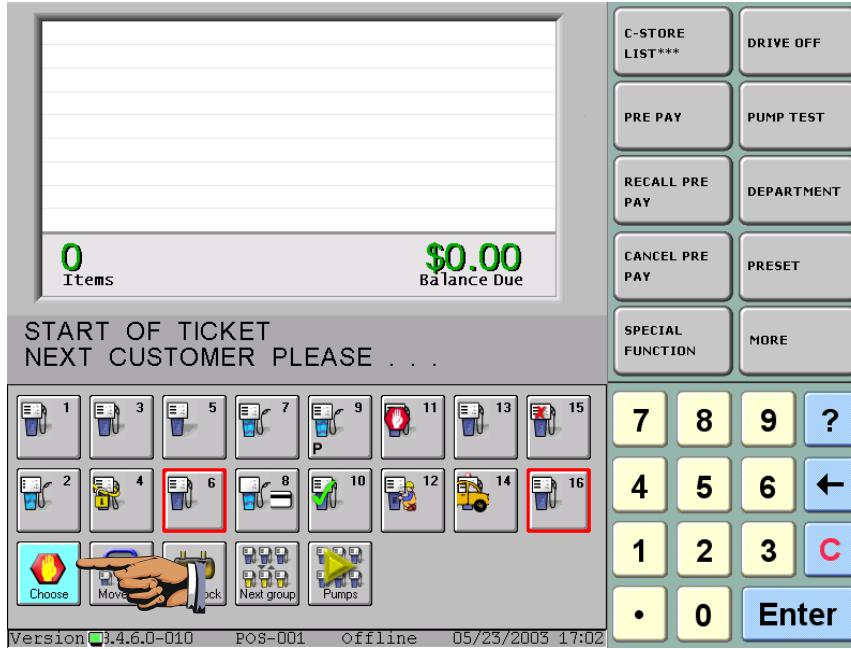
The Stop the Pump feature enables stopping any pump from immediately dispensing fuel. The function can be performed by the cashier for any type of fuel transaction; Pre-Pay, Pay Inside or Pay at Pump.

➤ **To stop a pump:**

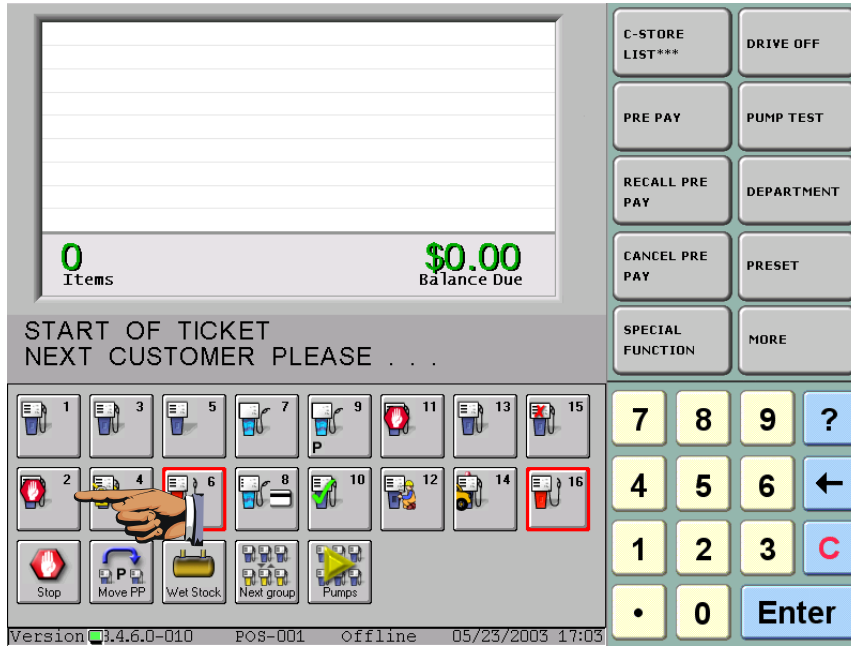
- 1 All pumps currently dispensing fuel will display an animated pump icon, with the nozzle out and “wave” patterns scrolling on the pump.



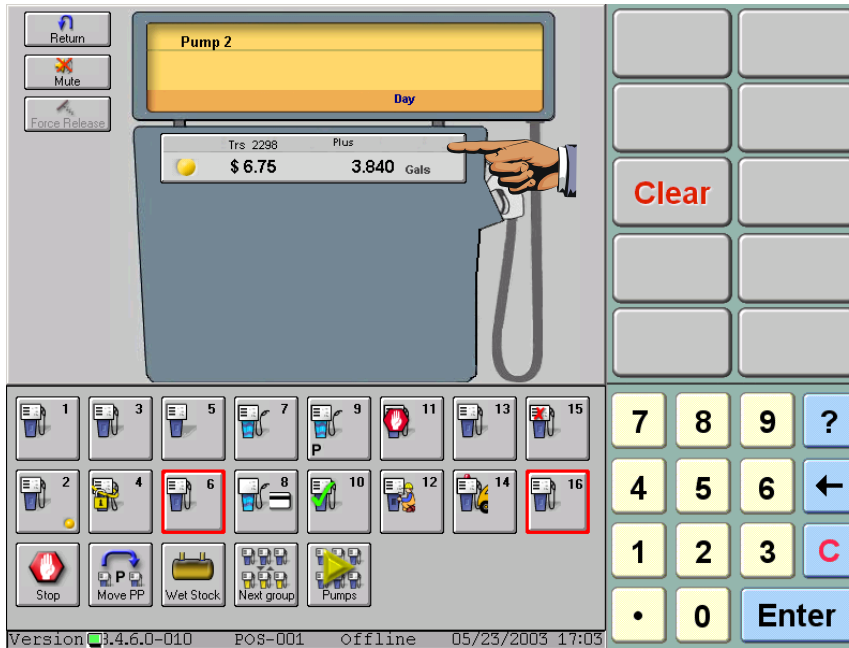
- To immediately stop a pump from dispensing fuel, press the *Stop* button and the icon will change its color and text to "Choose".



- Tap on the desired pump and a *Stop Sign* icon will appear momentarily on the pump while it stops dispensing fuel.



- 4 Tap on the *Pump* icon to display the transaction in *Pump View*. In this example, the fuel transaction stopped was a Pay Inside, indicated by the yellow dot on the *Transaction Bar*. The cashier can now retrieve the transaction and convert it into a sales order.



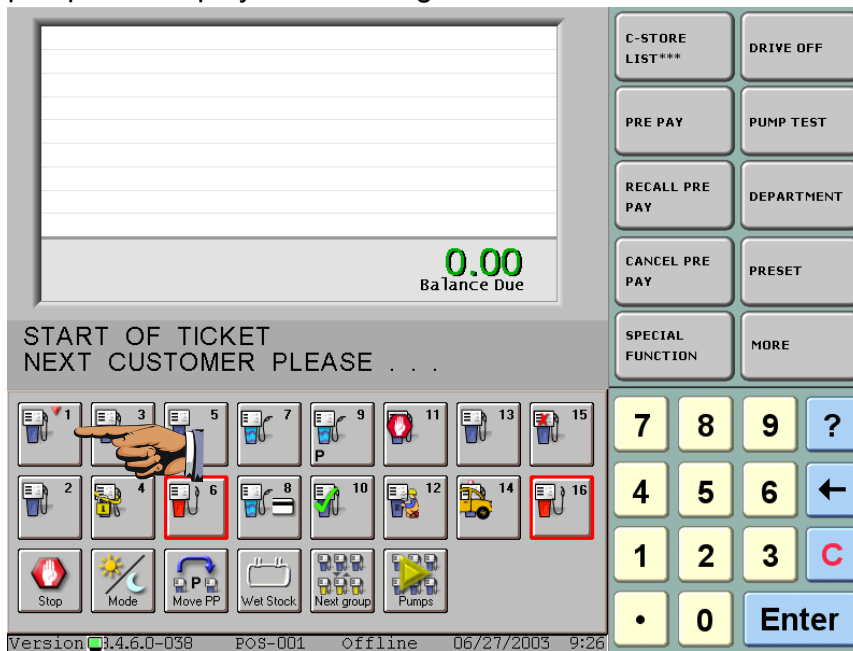
- 5 Press the *Transaction Bar* to recall the fuel transaction and convert into a sales order. Tender the transaction.

# Pump Alerts

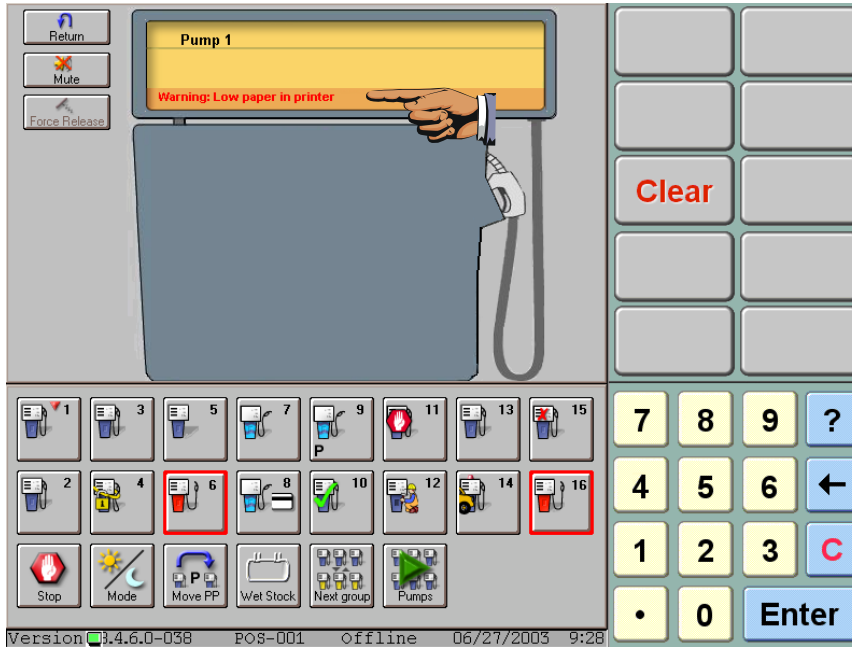
The Pump Alert function notifies the cashier of various warnings or error conditions at the pump, for example, printer low on receipt paper. When an error or warning condition occurs, the pump icon on the Fuel POS display changes status. A red triangle ▼ appears on the pump icon, indicating a warning or error at the pump. The cashier can access more details on the condition, by going to *Pump View*. If the severity level of the alert changes, for example, printer out of paper, the *Pump View* display reflects the new condition. The red triangle ▼ will remain on the pump icon until the error condition is cleared at the pump.

➤ **To acknowledge a Pump Alert:**

- 1 When a warning or an error occurs at the fuel pump, the pump icon displays a red triangle



- 2 Tap on the *Pump* icon. The terminal changes to *Pump View* and displays an informative message on the error condition.



- 3 If the severity of the alert changes, the display reflects the updated condition (e.g., Warning: Printer out of paper).



- 4 The alert message will remain on the pump icon until the error condition is cleared at the pump.



# 6

*In this chapter:*

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## Car Wash

*The Car Wash feature provides customers the opportunity to purchase a Car Wash voucher, as part of the POS transaction. This chapter introduces you to the Car Wash option and describes the cashier functions for processing Car Wash transactions.*

- **Purchasing a Car Wash, page 6-3**



# Car Wash

The Car Wash feature provides the customer with the option to purchase a car wash voucher, as part of the POS transaction. The car wash voucher can be purchased at the pump (not covered in this manual) or at the POS terminal. The customer selects the type of car wash (e.g., Basic Wash, Supreme, or Ultimate) to purchase, when paying for the ticket. The type of car wash, car wash code and expiration date will print on the customer receipt, when the fuel transaction is tendered.

➤ **To process a Car Wash transaction:**

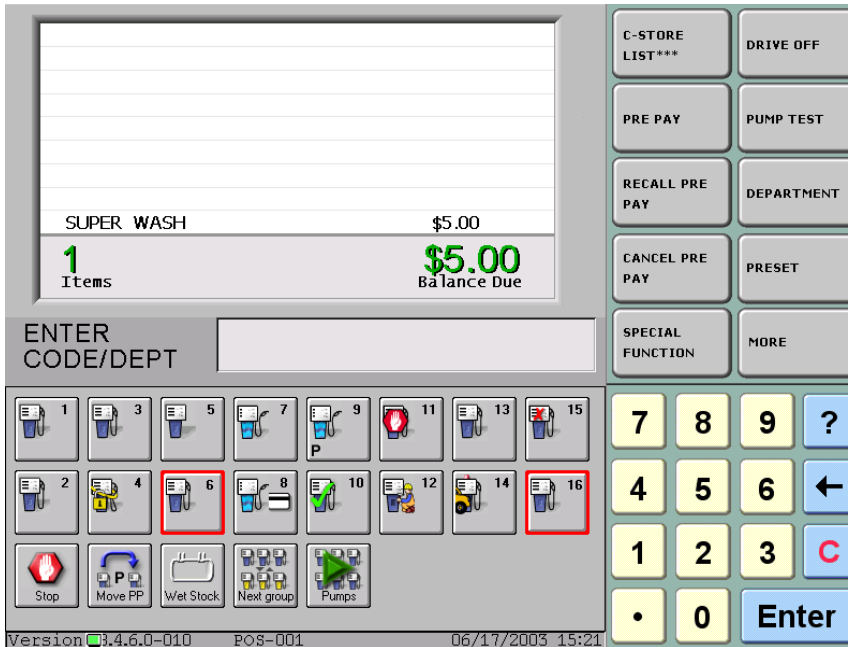
- 1 Press the *Car Wash* key.



- 2 The terminal displays a list of available types of Car Washes.



- 3 Enter the Car Wash program number and press *Enter*. The Car Wash is added to the sales order.



- 4 Scan or key-enter any additional items. Press *Total* to tender the order.

The screenshot shows a POS terminal interface for a car wash. At the top left is a receipt area with the following items:

SUPER WASH	\$5.00		
CHEE-TOS	\$1.65	T	F
PEPSI COLA			
6 @ 6 FOR	\$1.99	\$1.99	T F
<b>8</b>		<b>\$9.00</b>	
Items		Balance Due	

Below the receipt is an input field labeled "ENTER CODE/DEPT" with a blank space next to it. To the right of the receipt is a vertical column of function buttons: C-STORE LIST\*\*\*, DRIVE OFF, PRE PAY, PUMP TEST, RECALL PRE PAY, DEPARTMENT, CANCEL PRE PAY, PRESET, SPECIAL FUNCTION, and MORE.

Below the input field is a grid of 16 numbered buttons (1-16) with icons representing different car wash services. Buttons 6 and 16 are highlighted with red boxes. Below this grid are four larger buttons: Stop, Move PP, Wet Stock, and Next group. To the right of the grid is a numeric keypad with buttons for digits 0-9, a question mark, a left arrow, a red 'C' button, and an Enter button.

At the bottom of the screen, a status bar displays: Version 4.6.0-010 POS-001 06/17/2005 15:25

- 5 Tender the transaction. The terminal displays the change amount due and prints a customer receipt. The car wash code and expiration date will print on the receipt.

**Retalix**  
**F.I.E.**

Welcome to our store

SUPER WASH	\$5.00	
CHEE-TOS	\$1.65	T F
PEPSI COLA		
6 @ 6 FOR \$1.99	\$1.99	T F
BALANCE DUE	\$9.00	
Cash	\$10.00	
Total number of items sold = 8		
SUB TOTAL	\$8.64	
TOTAL TAX	\$0.36	
TOTAL	\$9.00	
CHANGE	\$1.00	

-----

\* SUPER WASH Code \*

\* 922390 \*

\* This code expires on 06/24/2003 \*

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Join and Save!!!  
Ask us about our Loyalty Card!  
You could have saved \$0.65 today

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C0002 #0176 15:25:46 17JUN2003  
S04440 R001

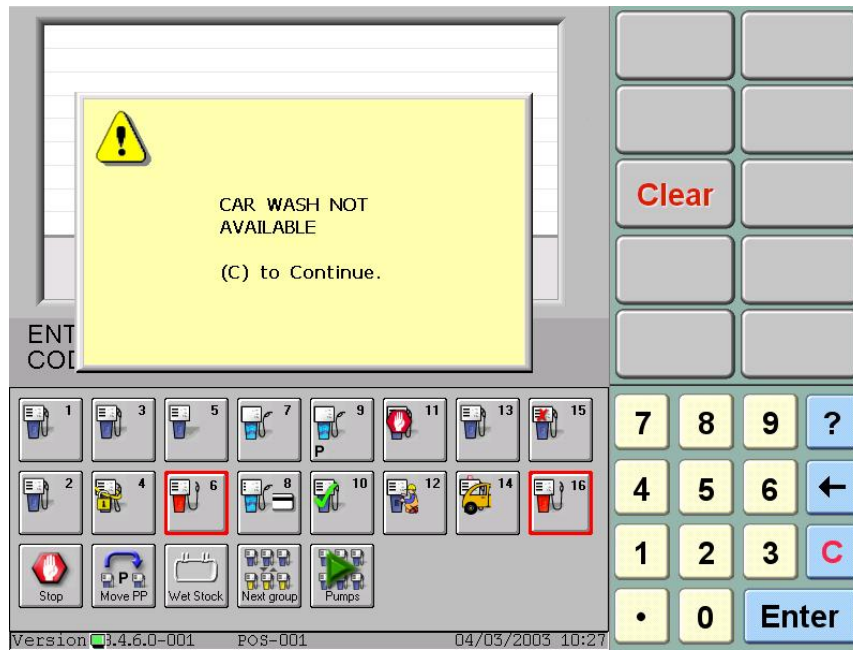
Car Wash Item Entry

Additional Items Purchased

Car Wash Code Number

Car Wash Expiration Date

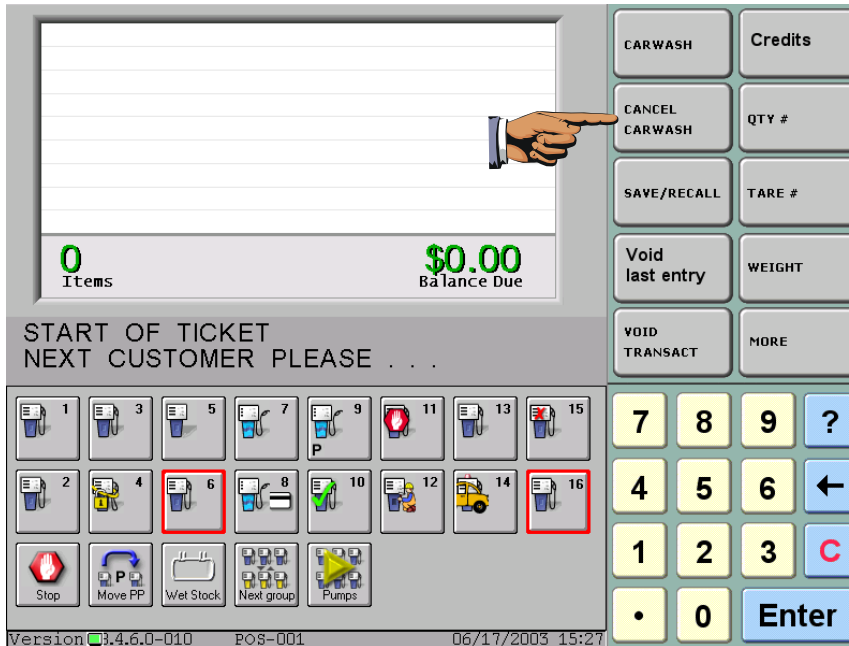
- 6 If the Fuel POS terminal is unable to communicate with the Car Wash Device Controller, the terminal displays the following error message, when trying to receive the car wash code from the controller:



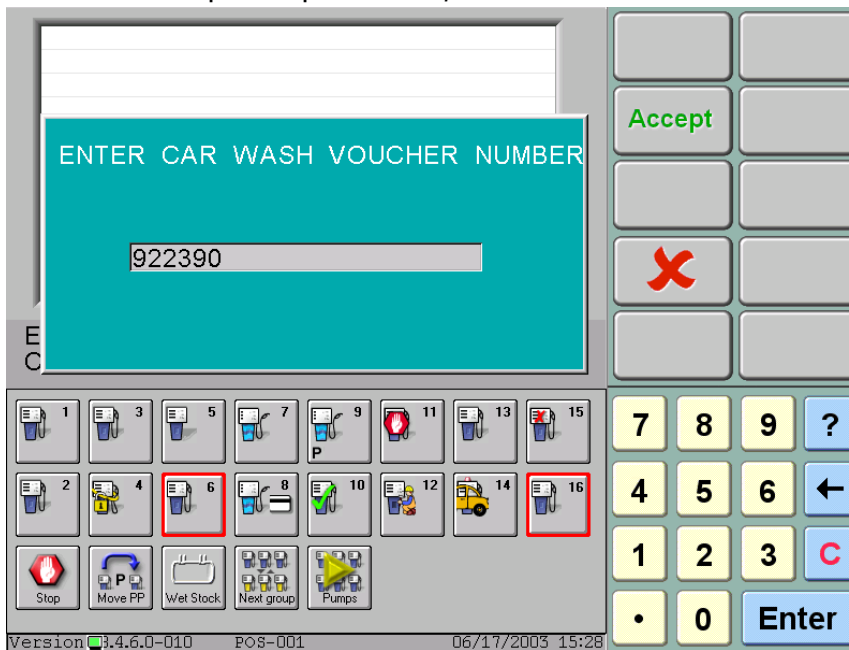
- 7 The Car Wash entry cannot be processed at this time. Press *Clear* or "C" to continue.

➤ To cancel a Car Wash transaction:

- 1 Press the *Cancel Car Wash* key.



- 2 Type in the car voucher number that is printed on the customer receipt and press *Accept* or *Enter*.



- 3 Key-enter the car wash program number and press *Enter*.



- 4 The terminal will recall and reverse the original Car Wash transaction. The customer may add additional items to the order.

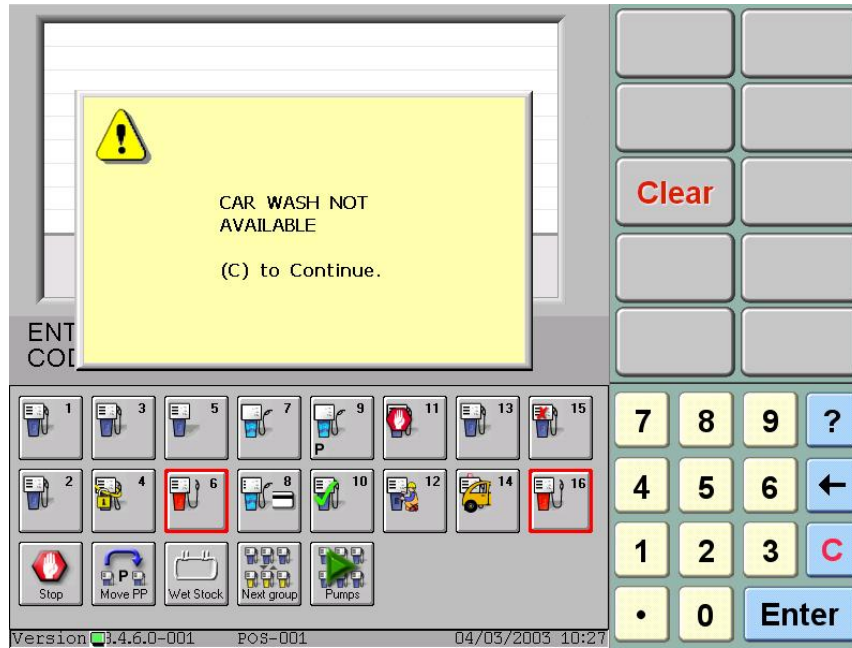


- 5 If there is a negative balance, press *Finalize Sale* to complete the transaction.



- 6 The terminal displays the change amount due and prints a customer receipt.

- If the Fuel POS terminal is unable to cancel the car wash code at the Car Wash Device Controller or the cashier incorrectly enters the car wash code, the terminal displays the following prompt:



- Press *Clear* or press "C" to clear the last input and continue.





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