Introduction

Purpose

This manual provides network-specific information for Passport™ systems at Valero® stores that use the Concord network, also known as First Data™ Corporation (FDC).

IMPORTANT INFORMATION

The Concord network requires notice if the store is implementing EMV® functionality on Passport. In this version, EMV functionality affects inside and outside transactions. At least two full days before the scheduled upgrade, advise the merchant to contact the Concord network and explain that the site is implementing an upgrade to Passport to enable EMV. The merchant should advise the network representative of the date the upgrade is to take place, and request that the network prepare to enable EMV with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

On the day of the scheduled upgrade, verify that the merchant or store manager has notified the Concord network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the Concord network, call the network on behalf of the merchant or store manager. Check with the network representative the possibility of enabling EMV functionality for the store within four hours. If the network representative indicates that there is a possibility of enabling EMV on the network within the next four hours, continue with the upgrade. Otherwise, consult the merchant or store manager regarding your options that are:

- Upgrade without enabling EMV and return later for the PDL Download to enable EMV.
- Arrange a later date for the upgrade, after the network has sufficient time to enable EMV.

Intended Audience

This manual is intended for merchants, cashiers, store managers, and Passport-certified Gilbarco® Authorized Service Contractors (ASC).

Note: Leave this manual, excluding "Appendix D: Upgrading to Passport V12.02" on page 48 at the site for the manager's reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLD℠).

Review and fully understand this manual before beginning to upgrade or install Passport V12 for Valero.

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Related Documents

Document Number	Title	GOLD Library
MDE-4696	Ingenico® PIN Pad Kits (PA0379XXXXX and PA0380XXXXX) Installation Instructions	Passport
MDE-4826	Passport Card and Face-based Local Accounts Setup and Operations Manual	Passport
MDE-4834	System Recovery Guide for Passport V8.02+	Passport
MDE-5025	Passport V9+ System Reference Manual	Passport
MDE-5026	What's New in Passport Versions 9 and 10	Passport
MDE-5083	Passport Hardware Start-up and Service Manual for PX60 Platform	• Passport • Service Manual
MDE-5167	Gilbarco Deployment Service (GDS) Start-up and Service Manual	Passport
MDE-5213	VeriFone® MX915 PIN Pad Kit Installation Instructions	Passport
MDE-5218	MX915 PIN Pad to Passport Configuration Poster with RV042 Firewall Router	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5469	Passport EDH (First Data) V09.23 Implementation Guide for PA-DSS V3.2	Passport
MDE-5470	What's New in Passport Version 12	Passport

Abbreviations and Acronyms

Term	Description
AID	Application Identifier
ANSI	American National Standards Institute
ASC	Authorized Service Contractor
AVS	Address Verification System
BOS	Back Office System
COM	Communication
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
DUKPT	Derived Unique Key Per Transaction
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GDS	Global Deployment Service
GOLD	Gilbarco Online Documentation
IDU	Indoor Unit
IP	Internet Protocol
ISO	International Organization for Standardization
MWS	Manager Workstation
NACS	National Association of Convenience Stores
PA-DSS	Payment Application Data Security Standard
PCATS	Petroleum Convenience Alliance for Technology Standards
PDL	Parameter Data Load or Parameter Download
POS	Point of Sale
PPU	Price Per Unit
RAS	Remote Access Service
RCSC	Retail Customer Support Center
SDES	Single Data Encryption Standard
SPG	Secure Payment Gateway
SVC	Stored Value Card
TCP	Transmission Control Protocol
TDES	Triple Data Encryption Standard
USB	Universal Serial Bus
VSAT	Very Small Aperture Terminal
W&M	Weights and Measures
WAN	Wide Area Network

Technical Support

If you are a store manager or merchant, and you need assistance with your Passport system, call Gilbarco at 1-800-800-7498.

If you are an ASC and need to verify RAS connection or activate a Passport feature, call Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or installation issue, call Gilbarco at 1-800-743-7501. Be prepared to provide your ASC ID.

To contact the Concord Help Desk, call 1-800-726-2629.

Network Data Retention

By default, the Passport system's network database saves all transaction details for 30 days. This means Passport purges network transaction details older than 30 days. However, this network setting can be changed by updating the **Days to Keep Network Data** field value, as described in the **Global Information - Page 2** tab. The **Days to Keep Network Data** field can accept values between 30 and 120 days, inclusive.

What's New in Passport V12.02 at Valero Stores

WEX Merchant Bulletin No. 20171001-2

Starting with V12.02, Passport enables support of the Technical Specification Compliance Policy, effective January 1, 2019. The year 2020 compliance requirements of this notice will be part of a future release. Sites that are not compliant will face penalties via an increase in interchange rates. For more information on merchant requirements and penalties, please contact WEX at MerchantInquiry@wexinc.com.

Network Integrated EBT Food and EBT Cash

Starting with V12.02, integrated processing of EBT Food and EBT Cash is now supported on the Fiserv network. Call your brand representative to engage Fiserv for integrated EBT activation. If you do not belong to a branded network, contact your merchant services account manager to update EBT in their system. If you currently do not have an account manager assigned, call the Toll-Free number on your merchant services statement for assistance and ensure to have your EBT/FNS number and merchant ID ready.

New EBT Food and EBT Cash tenders have been added to Tender Maintenance with the status of "Inactive". For stores that wish to process EBT tenders with Passport on the Fiserv network, a user should go to **MWS** > **Setup** > **Store** > **Tender Maintenance** and highlight the EBT Cash tender and select **Activate** and highlight the EBT Food tender and select **Activate**.

The tender options in Tender Maintenance for EBT Cash and EBT Food have been preconfigured, with the exception of the "NACS Tender code" and the "Allow safe drops" option. These may be configured using tender maintenance as needed by the site. The tender group assigned to EBT Cash and EBT Food should not be changed. Once the tender has a status of "Active" it is ready for use at the POS Cashier Workstation (CWS).

If the site had previously defined EBT tenders using tender maintenance in an earlier version with the tender description "EBT Food" and "EBT Cash", the upgrade will name the new EBT tenders "EBT Food*" and "EBT Cash*". For sites that want to process EBT Food and EBT Cash with their primary network the site should deactivate the old tenders and use the new EBT Tenders.

Call your brand representative to engage FirstData for integrated EBT activation. If you do not belong to a branded network, contact your merchant services account manager to update EBT in their system. If you currently do not have an account manager assigned, call the Toll-Free number on your merchant services statement for assistance and ensure to have your EBT/FNS number and merchant ID ready.

Back Office Integration

Back Office partners need to be informed of new EBT Cash and EBT Food tender configuration. After activating EBT Cash and EBT Food on Passport ensure your tender mapping with the back office is correct for reporting and tender restrictions.
Go to **Reports** > **Backoffice Reports** and execute the Tender Code Report to view the Passport tender code and the NACS tender code. Provide this information to the back office partner.

What's New in Passport V11.02 at Valero Stores

Passport V11.01 was the first release in the US to support EMV chip card compliance for inside transactions. Passport V11.02 is the first release in the US to support EMV chip card compliance outside at the dispenser as well as contactless EMV inside the store. The customer and store associate experience changes greatly with these Passport features. Customers using a credit or debit card with an embedded microchip must insert the card into the chip reader (on the PIN Pad inside or the card reader on the dispenser outside) and leave it until the transaction completes and the chip reader displays instructions to remove the card. Cashiers at the CWS and customers inside and at the dispenser will notice new prompting beginning with these Passport versions.

Passport behavior when the Concord network is offline is different, depending upon network settings in the Manager Workstation (MWS). Specifically, the merchant must determine the amount of risk he wishes to assume when the Concord network is offline and a customer attempts to use a chip card for payment.

Enabling EMV inside may require new PIN Pads or new PIN Pad software. The following are EMV-capable PIN Pads:

- VeriFone MX915
- Ingenico iSC250
- Ingenico iPP320

Enabling EMV outside at the dispenser requires Gilbarco FlexPay™ II, FlexPay IV, or FlexPay IV Retrofit Kit for Wayne® dispensers. Each of these Gilbarco platforms also require CRIND via TCP/IP.

Store Copy and Customer Copy Receipts

Passport V11.02 has added the ability to Disable printing of the Store Copy/Customer Receipt. See "Programming Network Site Configuration" on page 6 for more details.

Assigning Product Codes

Passport supports PCATS Payment System Product Codes for fuel and dry stock items. Passport transmits the product codes assigned to fuel and dry stock items when completing transactions with the network. It is important to assign the correct product code to fuel grades and dry stock items.

IMPORTANT
If fuel product codes are configured incorrectly, cards with grade restrictions will not be approved for fuel sales and host based discount transactions will not roll back the PPU discount properly. Use care in assigning fuel grades in **MWS** > **Set Up** > **Forecourt** > **Forecourt Installation** to ensure correct product code assignment.

Programming Network Site Configuration

Note: Install and run the Enhanced Dispenser Hub (EDH) before you start the network configuration.

Correct programming of Network Site Configuration is required for Passport to communicate with the network. To program **Network Site Configuration**, proceed as follows:

1 From the **MWS** main menu, select **Set Up** > **Network Menu** > **Concord**.

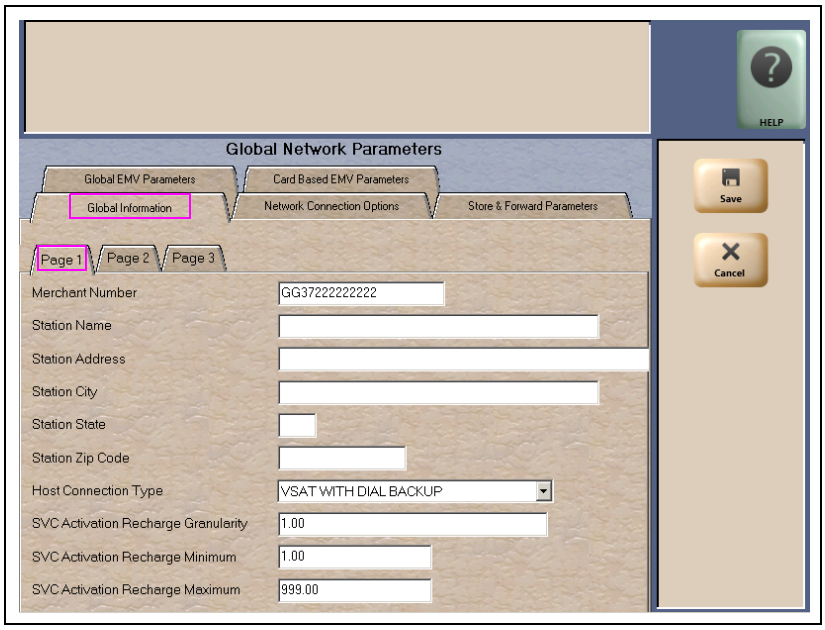
Figure 1: Concord Network Configuration Menu

The Concord Network Configuration Menu screen opens. The following option buttons are displayed on the Network Configuration menu screen:

- E-Mail
- Fuel Discount Configuration
- Host Function
- Network Card Configuration
- Network Site Configuration
- PDL download

2 To program network configuration for the site, select **Network Site Configuration**. The **Global Network Parameters** screen opens.

Figure 2: Global Network Parameters



3 Select the **Page 1** tab on the **Global Information** tab.

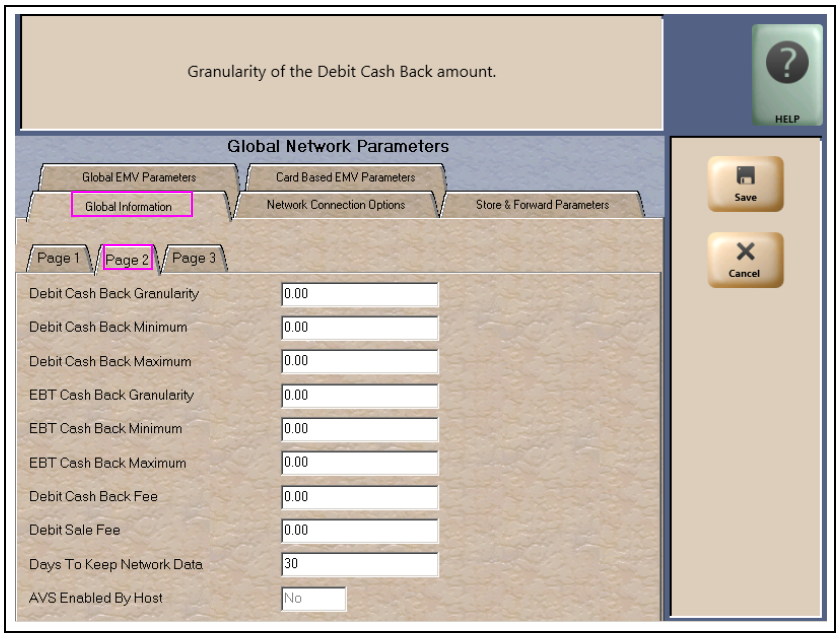
Fields on the Global Information - Page 1 Tab

Field	Description
Merchant Number	This is a unique 13-character value provided by Concord to identify the site with the network. If the value that Concord provides is not 13 characters in length, the network does not have the site configured as a Passport system. Format for this field is AABBCCCCCCDDD, where: • AA is the terminal type; FG is a Passport • BB is the two-digit state code (refer to "Appendix A: Valid State and Territory Codes" on page 44) • CCCCCC is the six-digit merchant identifier • DDD is the three-digit terminal identifier, usually 001
Station Name	The station name for the store that prints on receipts for network transactions.
Station Address	The address of the store that prints on receipts for network transactions.
Station City	The city in which the store is located that prints on receipts for network transactions.
Station State	The state in which the store is located that prints on receipts for network transactions.
Station ZIP Code	The ZIP Code in which the store is located that prints on receipt for network transactions.
Host Connection Type	This field identifies the type of connection used by the site to connect to the network. Options are VSAT WITH DIAL BACKUP, VSAT, and DIAL. If the Host Connection Type field is changed, you must stop and restart the Passport system. *Note: For the Datawire Micronode or EchoSat℠ (SmartLink™) Secure Payment Gateway (SPG), set this field to Dial.*
SVC Activation Recharge Granularity	The incremental amount allowed for activation or recharge of SVC cards. For example, if this field is set to $1.00, SVC cards can be activated or recharged in single dollar amounts, such as $1.00, $2.00, $3.00, and so on. If this field is set to $2.00, SVC cards can be activated or recharged in even dollar amounts, such as $2.00, $4.00, $6.00, and so on. This field cannot be set to greater than $100.00.

Field	Description
SVC Activation Recharge Minimum	The minimum dollar amount required to activate or recharge SVC cards. This amount cannot be less than $1.00 or greater than $200.00.
SVC Activation Recharge Maximum	The maximum dollar amount required to activate or recharge SVC cards. This amount must be equal to or greater than the SVC Activation Recharge Minimum, but cannot be greater than $999.00.

4 After completing all fields on the **Global Information - Page 1** tab, select the **Page 2** tab.

Figure 3: Global Information - Page 2 Tab



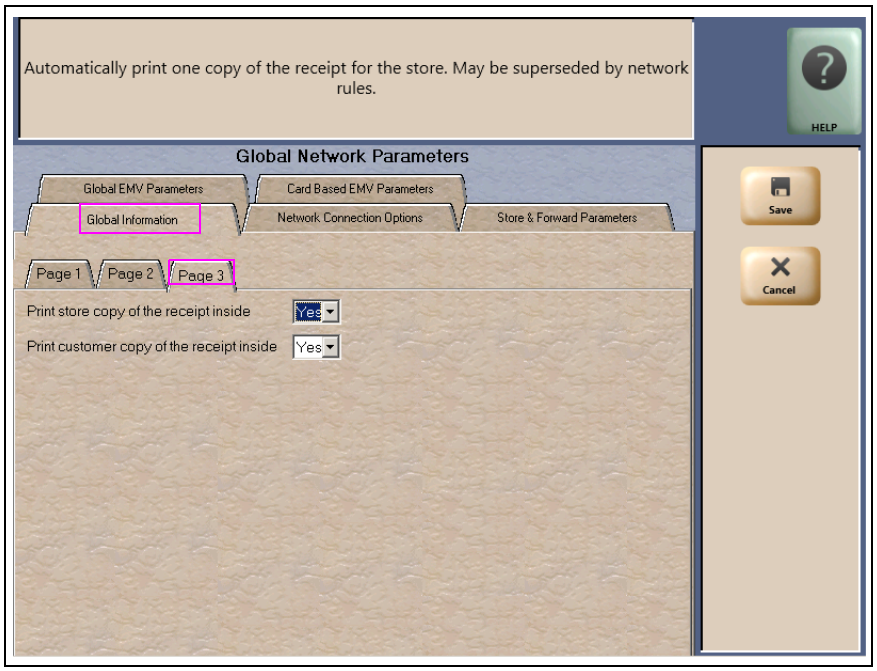
Fields on the Global Information - Page 2 Tab

Field	Description
Debit Cash Back Granularity	The incremental amount allowed for cashback. For example, if this field is set to $1.00, cashback can be given in single dollar amounts, such as $1.00, $2.00, $3.00, and so on. If this field is set to $2.00, cashback amounts can be given in even dollar amounts, such as $2.00, $4.00, $6.00, and so on. This field cannot be set to greater than $100.00.
Debit Cash Back Minimum	The minimum dollar amount of cashback that a customer may receive on a sale transaction. This amount cannot be greater than $200.00.
Debit Cash Back Maximum	The maximum dollar amount of cashback that a customer may receive on a sale transaction. This amount must be greater than or equal to the Cash Back Minimum but cannot be greater than $200.00.
EBT Cash Back Granularity	The incremental amount allowed for cashback. For example, if this field is set to $1.00, cashback can be given in single dollar amounts, such as $1.00, $2.00, $3.00, and so on. If this field is set to $2.00, cashback amounts can be given in even dollar amounts, such as $2.00, $4.00, $6.00, and so on. This field cannot be set to greater than $100.00.
EBT Cash Back Minimum	The minimum dollar amount of cashback that a customer may receive on a sale transaction. This amount cannot be greater than $200.00.
EBT Cash Back Maximum	The maximum dollar amount of cashback that a customer may receive on a sale transaction. This amount must be greater than or equal to the Cash Back Minimum but cannot be greater than $200.00.

Field	Description
Debit Cash Back Fee	The dollar amount the customer is charged as a fee for including cashback in a transaction. This amount cannot be greater than $99.00. This field also applies to EBT cashback.
Debit Sale Fee	The dollar amount the customer is charged on all debit transactions. This amount cannot be greater than $99.99.
Days to Keep Network Data	The number of days network data can be kept in the database until it is purged. This count cannot be less than 30 days or greater than 120 days. Default is 30 days.
AVS Enabled by Host	This is a Yes/No field. If set to Yes, AVS is enabled by the network. Passport receives this field from the network. The field is not editable.

5 After completing all fields on the **Global Information - Page 2** tab, select the **Page 3** tab.

Figure 4: Global Information - Page 3 Tab

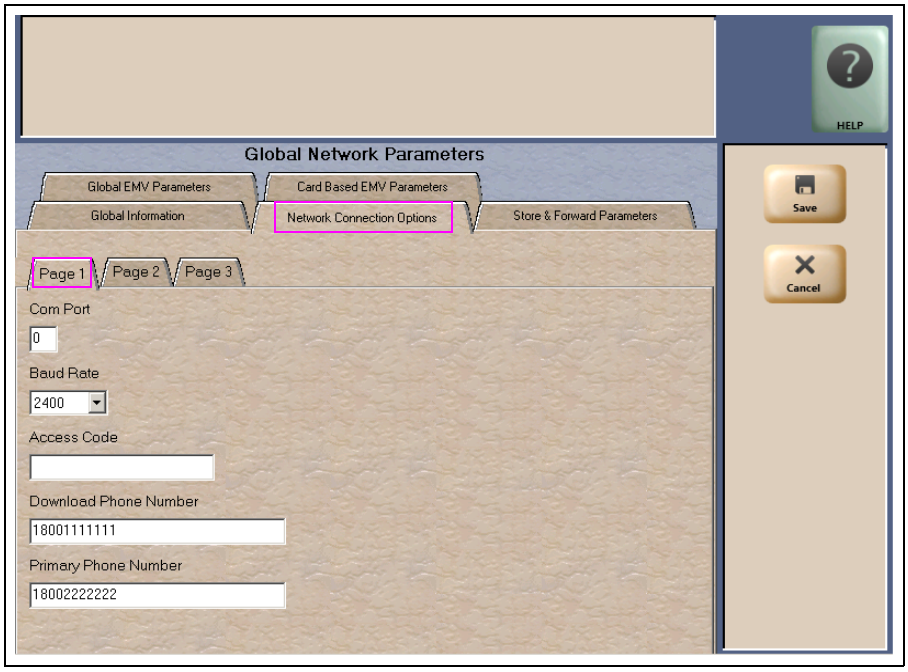


Fields on the Global Information - Page 3 Tab

Field	Description
Print store copy of the receipt inside	If set to Yes, the merchant copy of the receipt prints automatically for all inside Valero network transactions. This may be especially important for stores that enable electronic signature capture at the PIN Pad. The customer signature prints as part of the receipt.
Print customer copy of the receipt inside	If set to Yes, the customer copy of the receipt prints automatically for all inside Valero network transactions. This may be especially important for stores that enable electronic signature capture at the PIN Pad. The customer signature prints as part of the receipt.

6 After completing all fields on the **Global Information - Page 3** tab, select the **Network Connection Options** tab. If the site is to be configured for Dial or VSAT with Dial backup, then select the **Page 1** tab. Otherwise, if the site is to be configured for VSAT only, skip to step 7 on page 12.

Figure 5: Network Connection Options - Page 1 Tab



IMPORTANT
The DataWire Micronode and EchoSat (SmartLink) SPG devices must use 9600 baud rate. The ASC must call the network or device provider to request a change in the baud rate on their side as well as programming the Passport to use 9600 baud rate.

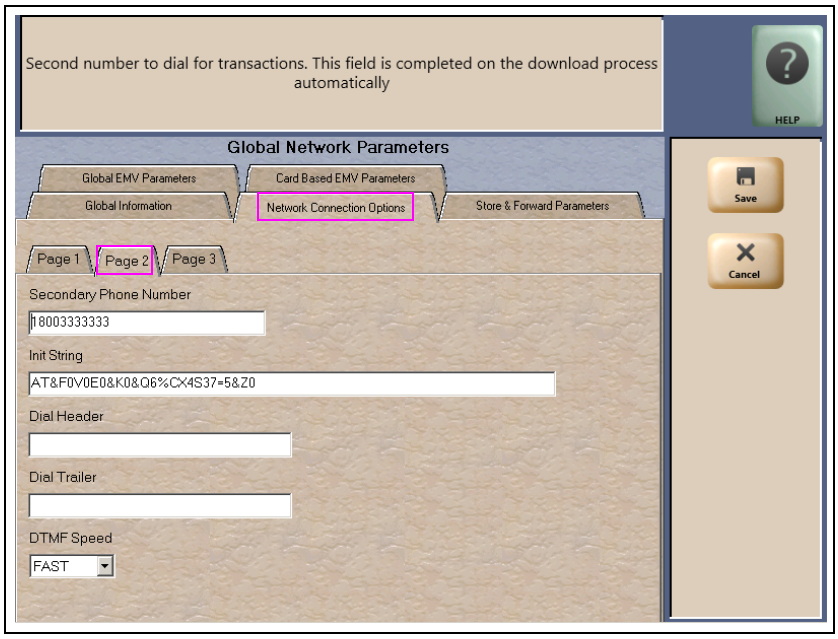
Note: Sites that are using Datawire Micronode, EchoSat (SmartLink) SPG, or VSAT Indoor Unit (IDU), which are configured for Dial emulation, must obtain all relevant information for the Network Connection Options screen from the Credit Card host provider or the device provider. In addition, the Concord Help Desk may need to provide some information.

Fields on the Network Connection Options - Page 1 Tab

Field	Description
Com Port	The COM port number on the EDH to which the modem, Datawire Micronode, or Dial emulation device is connected.
Baud Rate	The dial baud rate used by the modem. Options are 1200, 2400, 4800, 9600, 14400, and 28800. Datawire Micronode requires 9600 baud rate. EchoSat (SmartLink) SPG requires 9600 baud rate and a firmware update.
Access Code	Numbers that the modem must dial to reach an outside line. That is, if you dial “9” to reach an outside line. Leave this field blank for the Datawire Micronode device.
Download Phone Number	The main phone number the modem uses to dial the network for initial Parameter Download (PDL) request and processing (maximum 18 digits). This field may be the same as the value in the Primary Phone Number field. Set this field to 77090001 for the Datawire Micronode device.
Primary Phone Number	The main phone number the modem uses to dial the network for transaction processing (maximum 18 digits). Set this field to 77090001 for the Datawire Micronode device.

7 Select the **Page 2** tab. This tab is used for configuring Dial, VSAT with Dial Backup, and VSAT connections.

Figure 6: Network Connection Options - Page 2 Tab



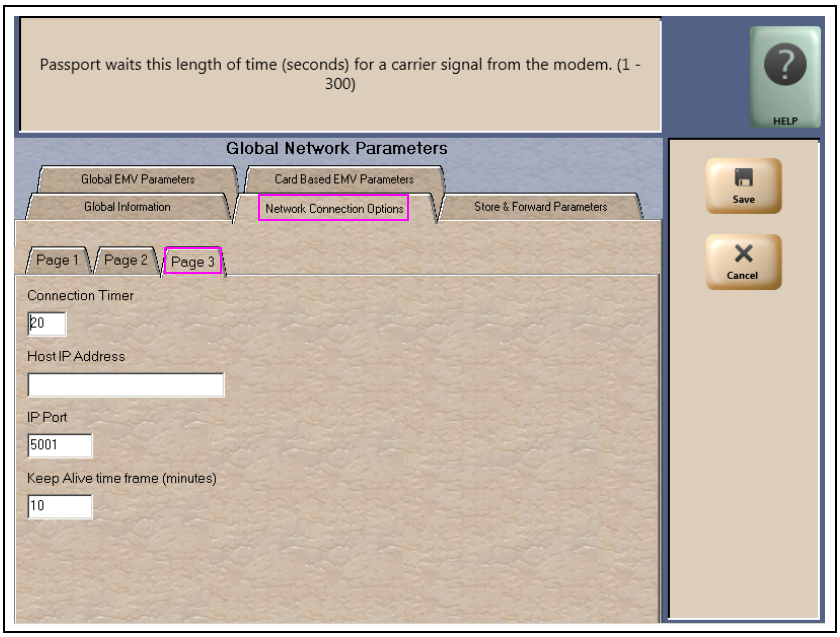
Fields on the Network Connection Options - Page 2 Tab

Field	Description
Secondary Phone Number	• The alternate phone number the modem uses to dial the network for transaction processing (maximum 18 digits). • Set this field to 77090001 for the Datawire Micronode device.
Init String*	The 40-character modem initialization string that is sent to the modem each time a link is established with the modem. • MultiTech® 009: AT&F0V0E0&K0&Q6%CX4S37=5&Z0 • MultiTech 007: AT&F+A8E=,,,0VE&K&Q6%CX4+MS=1
Dial Header*	The dial command to the modem, including tone generation (default is ATDT). Leave this field blank for the Datawire Micronode device. • MultiTech 009: ATS7=15S10=2S11=50S25=0&W0 • MultiTech 007: not needed
Dial Trailer*	The five-characters added to the end of the dial string. Default is blank. Enter # if required by the site's modem. Leave this field blank for the Datawire Micronode device.
DTMF Speed*	The speed between each number sent to the modem. The following are the available options: • FAST • MEDIUM • SLOW Select MEDIUM for the Datawire Micronode device.

**Dial parameters are only required if the site is configured as Dial or VSAT with Dial Backup.*

8 After completing all fields on the **Network Connection Options - Page 2** tab, select the **Page 3** tab.

Figure 7: Network Connection Options - Page 3 Tab

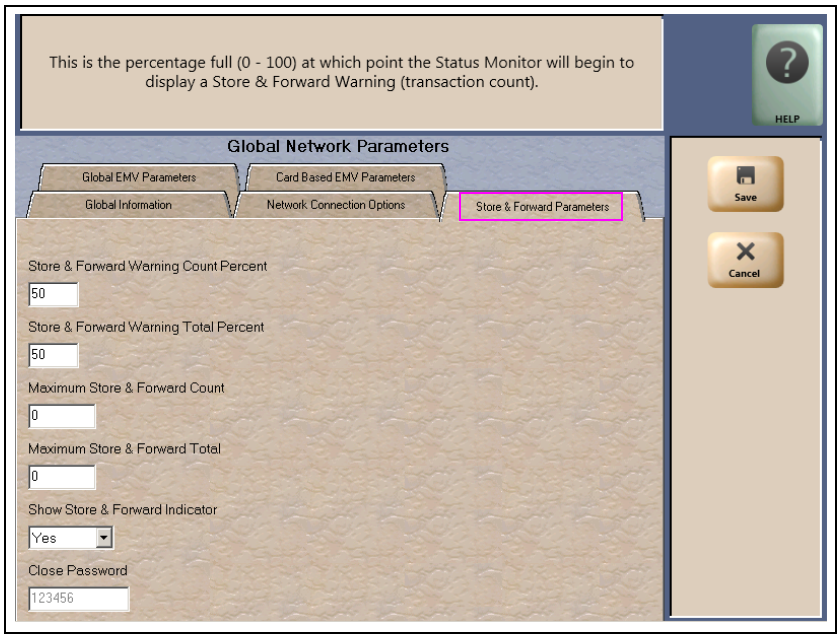


Fields on the Network Connection Options - Page 3 Tab

Field	Description
Connection Timer*	• The time that the modem must wait for a carrier signal after dialing. This value is in seconds. If the time expires before the carrier signal is received, the system redials. • Valid entries are between 1 and 300 seconds. • Set this field to 20 for the Datawire Micronode device.
Host IP Address	The IP address used to connect to the network. This information must be obtained from the Credit Card host. *Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup.*
IP Port	The IP port used to connect to the network. Obtain this from the network. *Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup. However, this field cannot be left blank. Enter "5001" if configured for Dial.*
Keep Alive time frame (minutes)	The default value is 10 minutes for the network.

9 After completing the **Page 3** tab select the **Store & Forward Parameters** tab.

Figure 8: Store & Forward Parameters Tab

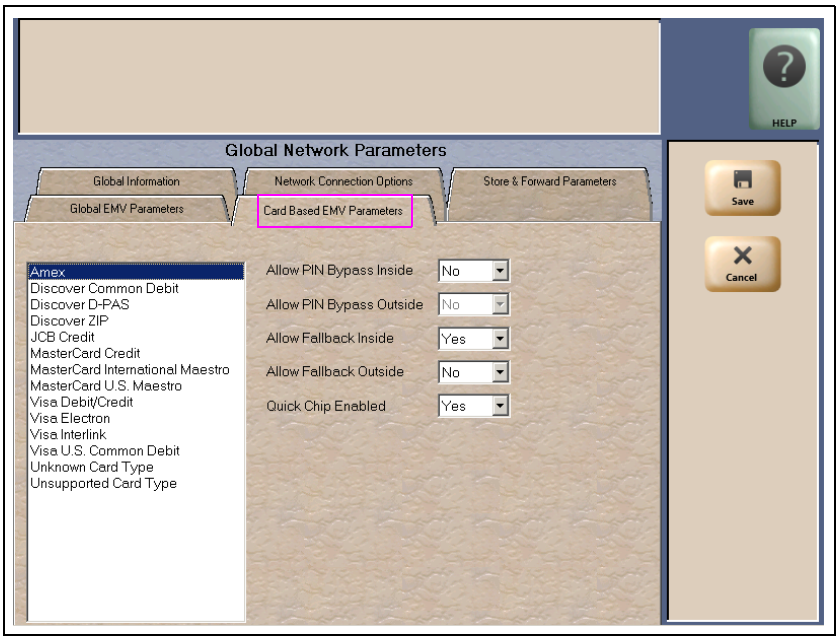


Fields on the Store & Forward Parameters Tab

Field	Description
Store & Forward Warning Count Percent	When the Passport system stores a number of transactions that is this percentage of the maximum number of transactions allowed to be stored, the Passport system begins to display a warning message through the network events.
Store & Forward Warning Total Percent	When the Passport system stores a number of transactions that is this percentage of the maximum dollar amount of transactions allowed to be stored, the Passport system begins to display a warning message through the network events.
Maximum Store & Forward Count	The maximum number of transactions that the station is allowed to store.
Maximum Store & Forward Total	The maximum dollar amount of transactions that the station is allowed to store.
Show Store & Forward Indicator	This is a Yes/No field. If set to Yes, an indicator is displayed in the message bar on the CWS when there is at least one stored transaction.
Close Password	The six-digit value sent to the host for Shift or Day Totals Requests. *Note: This field is grayed out and not editable.*

10 After completing the **Store & Forward Parameters** tab, select the **Card Based EMV Parameters** tab.

Figure 9: Card Based EMV Parameters Tab



11 The **Card Based EMV Parameters** tab allows the merchant or store manager to change some EMV behaviors by the Application Identifier (AID). Select an AID from the list at the left to make changes to the EMV fields on the right.

Field	Description
Allow PIN Bypass Inside	If set to Yes and the EMV application requires PIN entry, the inside PIN Pad prompts the customer to enter the PIN, but allows the customer to press the ENTER key on the PIN Pad without entering a PIN. If set to No and the EMV application requires PIN entry, the inside PIN Pad prompts the customer to enter the PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit AIDs set this field to Yes by default and the merchant cannot change the setting.*
Allow PIN Bypass Outside	If set to Yes and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN, but allows the customer to press the ENTER key on the CRIND keypad without entering a PIN. If set to No and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit AIDs set this field to Yes by default and the merchant cannot change the setting.*
Allow Fallback Inside	If set to Yes, when the customer inserts an EMV chip card into chip reader of the inside PIN Pad and the PIN Pad detects the chip card AID but a chip error occurs, the PIN Pad prompts the customer to swipe the card. If the PIN Pad does not detect the chip card AID and a chip error occurs, Passport declines the card. If set to No, when the customer inserts an EMV chip card into the chip reader of the inside PIN Pad and a chip error occurs, Passport declines the card. *Note: Passport does not allow fallback to magnetic stripe read, regardless of this setting, if the EMV Fallback Allowed field on the **Global EMV Information - Page 2** tab is set to No.*

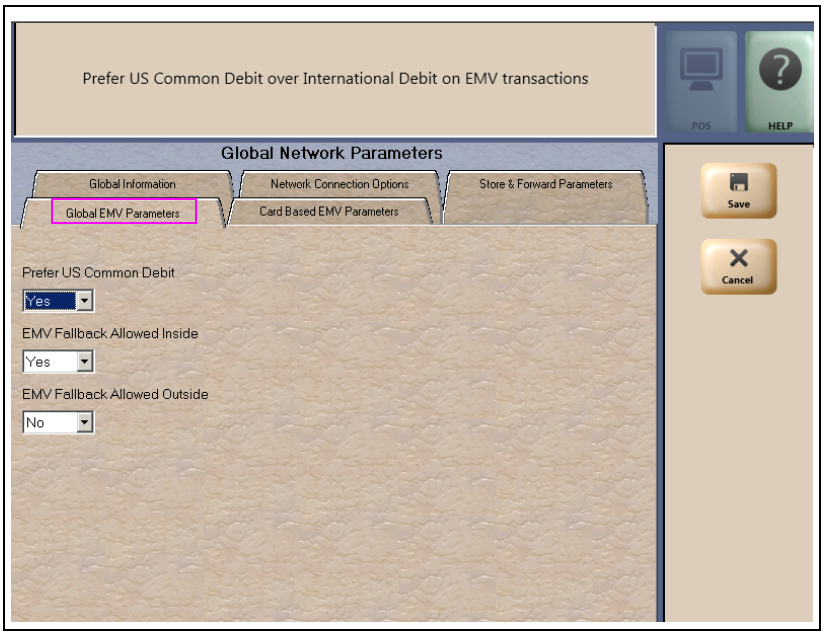
Field	Description
Allow Fallback Outside	If set to Yes, when the customer inserts an EMV chip card into the CRIND chip reader and the CRIND detects the card AID but a chip error occurs, the CRIND prompts the customer to remove the card and reads the magnetic stripe as the customer removes the card. If the CRIND chip reader does not detect the chip card AID and a chip error occurs, the CRIND declines the card. If set to No, when the customer inserts an EMV chip card into the CRIND chip reader and a chip error occurs, the CRIND declines the card. *Note: Passport does not allow fallback to magnetic stripe read, regardless of this setting, if the EMV Fallback Allowed field on the **Global EMV Information - Page 2** tab is set to No.*
Quick Chip Enabled	If set to Yes, Passport obtains all necessary EMV data from the chip card earlier in the transaction by notifying the chip card that the network is not available. Thus, the PIN Pad or CRIND prompts the customer to remove the chip card before the transaction has completed with the chip card issuer, up to a few seconds earlier. If set to No, Passport performs EMV transactions without the shortcut of Quick Chip processing. The PIN Pad prompts the customer to remove the chip card after the transaction has completed with the chip card issuer. Defaults to No.

12 After completing the **Card Based EMV Parameters** tab, select the **Global EMV Parameters** tab.

Global EMV Parameters

This section provides information on the Global EMV Parameters tab.

Figure 10: Global EMV Parameters



Fields on the Global EMV Parameters Tab

Field	Description
Prefer US Common Debit	• If set to Yes, when the customer presents an EMV card that contains both US Common and International AID, Passport uses the US Common Debit AID. • If set to No, under the same circumstances, Passport uses the International Debit AID. If the card contains only one debit AID, Passport uses it without regard to the setting for this field.
EMV Fallback Allowed Inside	This field controls if EMV fallback to magnetic stripe is allowed inside the store or not. If set to Yes, when the customer inserts an EMV chip card into the inside PIN Pad chip reader, the PIN Pad detects the card AID but fails to read the chip, Passport uses the Allow Fallback Inside field value for the card AID (found on the Card Based EMV Parameters tab) to determine how to handle the card. For more information, refer to Card Based EMV Parameters Tab for more information. If set to Yes, when the customer inserts an EMV chip card into the inside PIN Pad chip reader, a chip read error occurs and the PIN Pad does not detect the card AID, Passport uses the Allow Fallback Inside field value for “Unsupported Card Type” to determine how to handle the card. For more information, refer to Card Based EMV Parameters Tab for more information. If set to No, when the customer inserts an EMV chip card into the inside PIN Pad chip reader and a chip error occurs, Passport declines the card.
EMV Fallback Allowed Outside	This field behaves the same way as the “EMV Fallback Allowed Inside” flag, but for outside transactions.

After completing the **Global EMV Parameters** tab, select **Save** to save all programming and exit from Network Site Configuration.

Programming Network Card Configuration

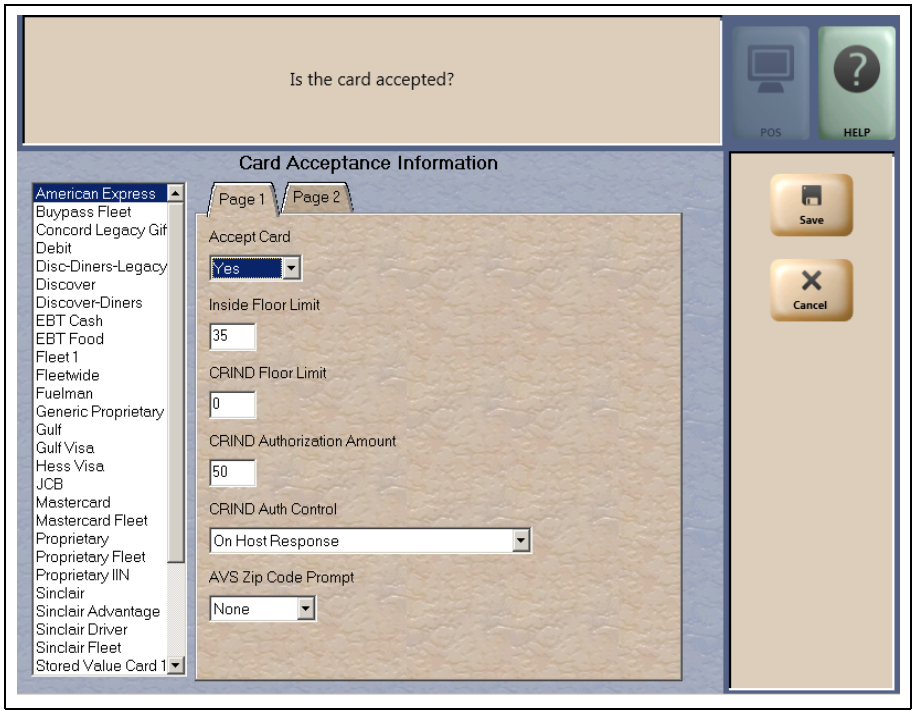
This section provides information on configuring which cards the Concord network supports are to be accepted at the store and the parameters under which Passport processes these cards.

Note: The EDH must be installed and running before configuring network cards.

To program Network Card Configuration information, proceed as follows:

1 From the MWS main menu, select **Set Up > Network Menu > Concord > Network Card Configuration**. The Card Acceptance Information screen opens.

Figure 11: Card Acceptance Information



The number of tabs that are displayed and the fields on the tabs are dependent on the card type selected from the list on the left side bar. Most network cards display parameters on two tabs, **Page 1** and **Page 2**; however, certain proprietary and SVCs require additional parameters and display three tabs.

2 Select a Card name from the list to view its Card Information. Select the **Page 1** tab.

Fields on the Card Acceptance Information - Page 1 Tab

Field	Description
Accept Card	If set to Yes, the card may be accepted as payment at the store.
Inside Floor Limit	For inside console transactions, the maximum allowable dollar amount for transactions handled in fallback. This field cannot be greater than 999.
CRIND Floor Limit	For CRIND device transactions, the maximum fueling amount allowable in fallback. This field cannot be greater than 999. This field is not valid for EBT cards.
CRIND Authorization Amount	The dollar amount of the CRIND fueling limit that is requested from the Concord network for authorization. The Concord network responds with the authorized fueling limit amount, which may be greater of less than the requested amount. This field cannot be greater than 999. This field is not valid for EBT cards.
CRIND Auth Control	The point at which the CRIND device is authorized after the customer swipes the card at the CRIND. Options are: • On Card Identification • On Host Transmission • On Host Response This field is not valid for EBT cards.
AVS ZIP Code Prompt	This field determines how ZIP Code prompting occurs. Options are: • Both - AVS prompting occurs on inside and CRIND sales • Inside - AVS prompting occurs only on inside sales • Outside - AVS prompting occurs only on CRIND sales • None - no AVS prompting occurs Default is None. AVS is available only if the AVS Enabled by Host field is set to Yes (prompt code 127) on the Global Information - Page 2 tab. This field is not valid for EBT cards.

3 After configuring all parameters for the card on the **Page 1** tab, select the **Page 2** tab. The fields that display on the **Page 2** tab depend upon the Card Name selected.

Figure 12: Card Acceptance Information - Page 2 Tab for Credit and Debit Cards

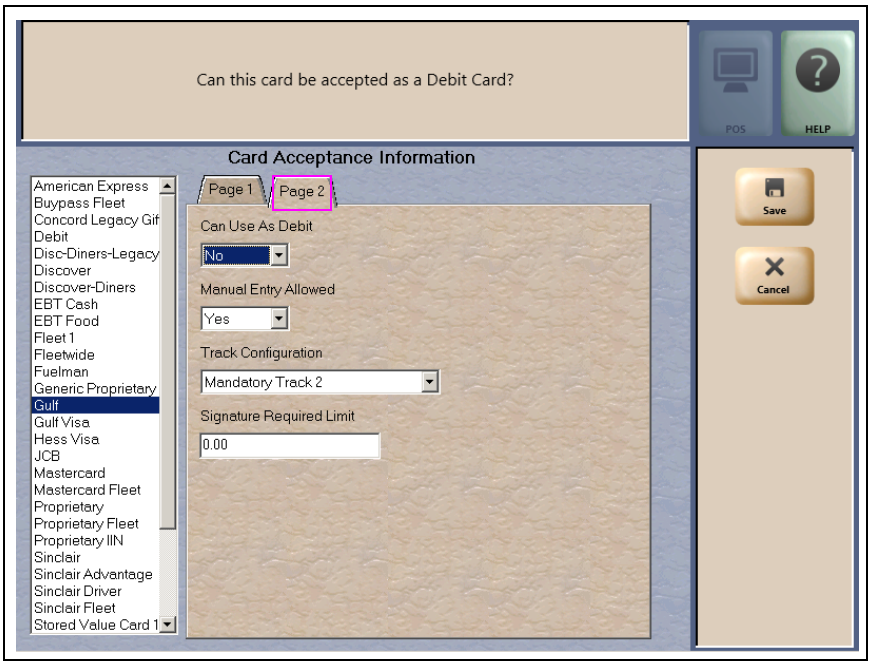


Figure 13: Card Acceptance Information - Page 2 Tab for Proprietary Cards

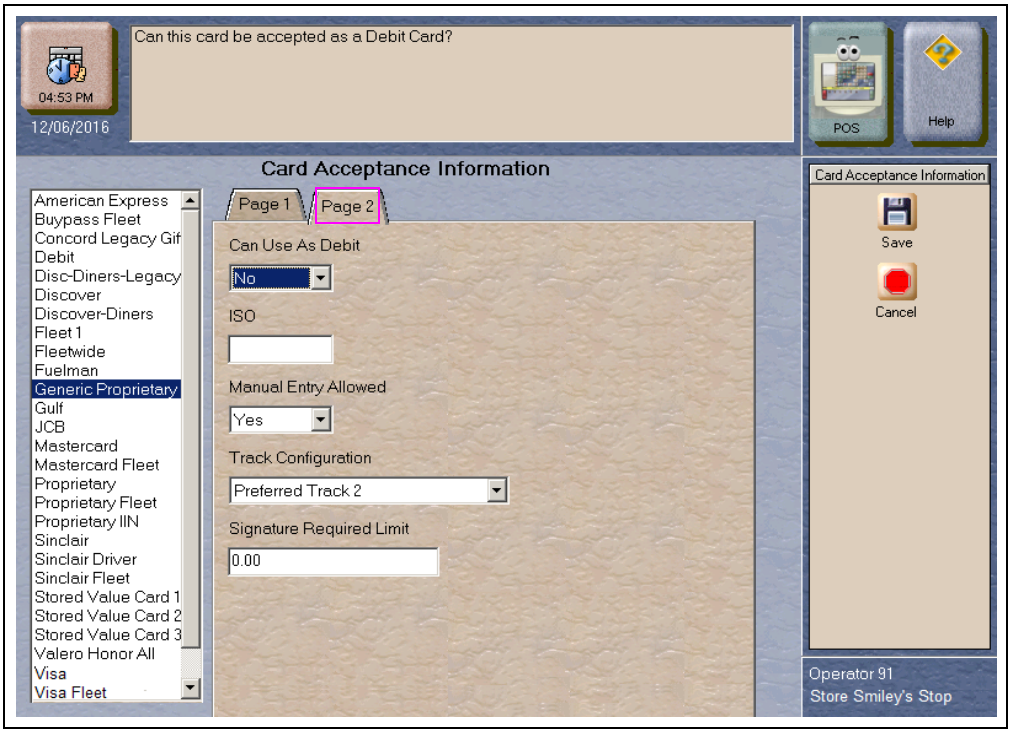
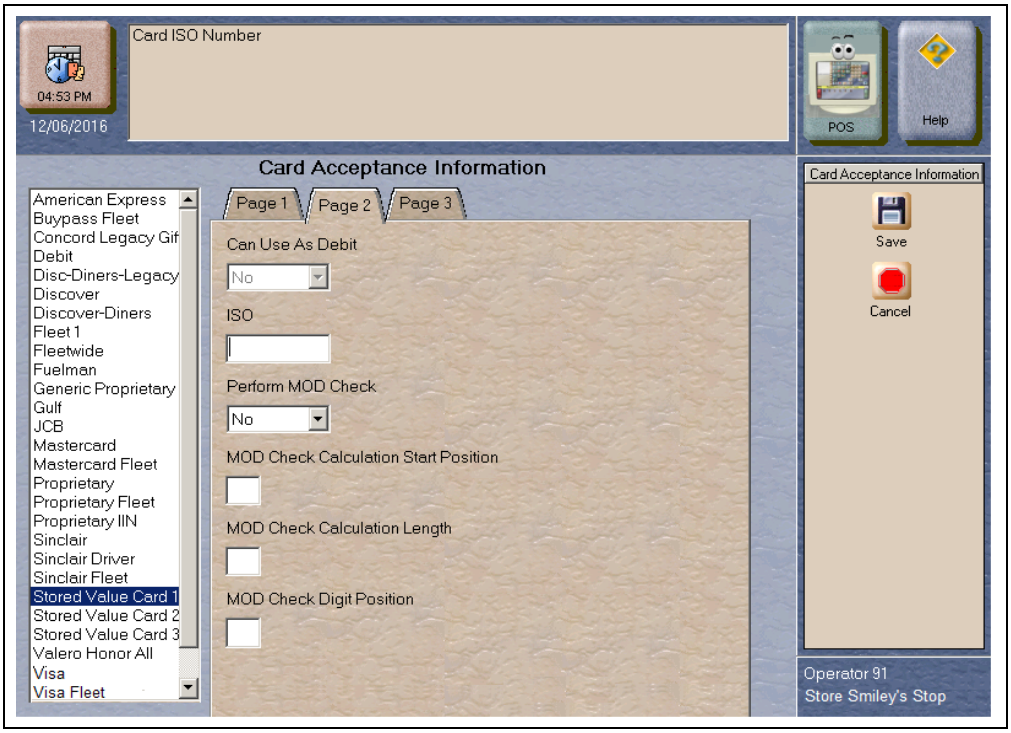


Figure 14: Card Acceptance Information - Page 2 Tab for SVC

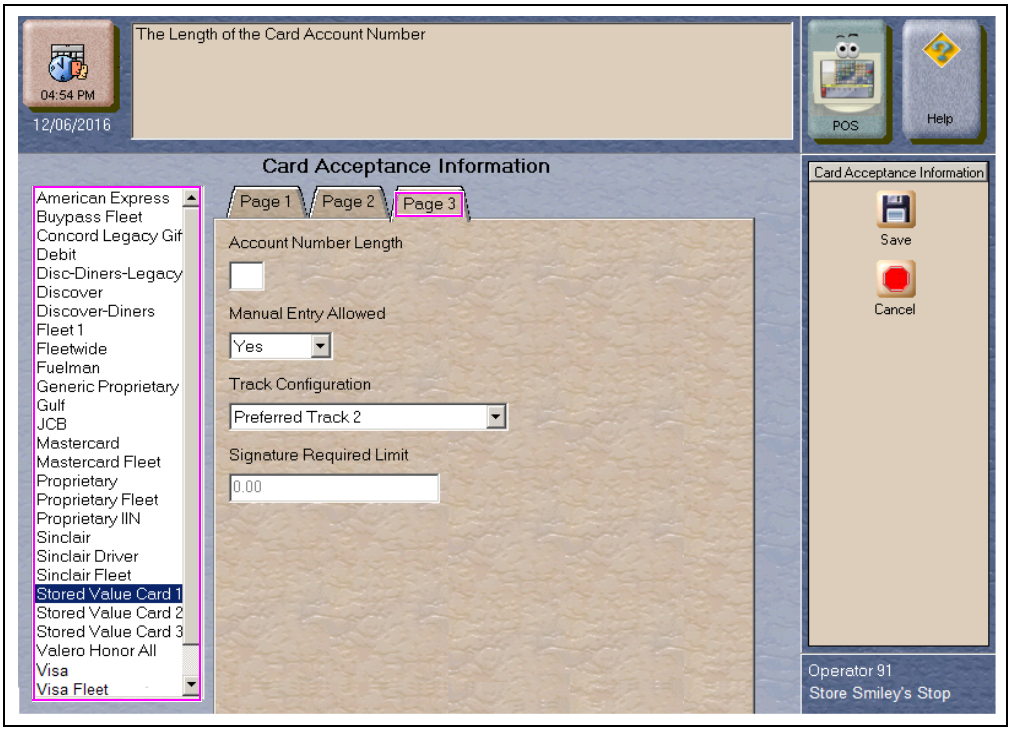


Fields on the Card Acceptance Information - Page 2 Tab

Field	Description
Can Use As Debit	This is a Yes/No field. If set to Yes, the card may be used as a Debit Card only on outside sales.
Manual Entry Allowed	This is a Yes/No field. If set to Yes, the card information may be entered manually on an inside transaction.
Track Configuration	Track reading can be set to one of the following: • Preferred Track 1 - track 1 of the magnetic stripe read is sent to the Concord network in each transaction; if track 1 is not on the card, track 2 is sent to the network • Preferred Track 2 - track 2 of the magnetic stripe read is sent to the Concord network in each transaction; if track 2 is not on the card, track 1 is sent to the network • Mandatory Track 1 - if track 1 of the magnetic stripe is not readable, the card is not accepted • Mandatory Track 2 - if track 2 of the magnetic stripe is not readable, the card is not accepted
Signature Required Limit	The smallest total sales amount at which the customer must provide signature for the transaction.
ISO	This field is displayed for SVC and Generic Proprietary cards only. This field must be six digits in length for SVC and up to six digits for Generic Proprietary cards. This field sets the prefix of the personal account number for the Passport system to recognize the configured card type.
Perform MOD Check	If set to Yes, Passport performs Luhn MOD 10 check on the card data. Set to Yes for SVCs. Defaults to No. If set to No, the subsequent fields are grayed out and inaccessible.
MOD Check Calculation Start Position	Configure this field only if Perform MOD check is set to Yes. This field determines at which digit position the MOD 10 Check calculation must begin.
MOD Check Calculation Length	Configure this field only if Perform MOD check is set to Yes. This field determines the length of the MOD 10 check. Default is 00.
MOD Check Digit Position	Configure this field only if Perform MOD check is set to Yes. This field determines the position of the MOD 10 check. Default is 00.

4 If applicable, after configuring all parameters for the card on the **Page 2** tab, select the **Page 3** tab.

Figure 15: Card Acceptance Information - Page 3 Tab



Fields on the Card Acceptance Information - Page 3 Tab

Field	Description
Account Number Length	This field is used to set the length of the personal account number a card should have to be recognized as belonging to the configured card type.
Manual Entry Allowed	This is a Yes/No field. If set to Yes, the card information may be entered manually on an inside transaction.
Track Configuration	Track reading can be set to one of the following: • Preferred Track 1 - track 1 of the magnetic stripe read is sent to the Concord network in each transaction; if track 1 is not on the card, track 2 is sent to the network • Preferred Track 2 - track 2 of the magnetic stripe read is sent to the Concord network in each transaction; if track 2 is not on the card, track 1 is sent to the network • Mandatory Track 1 - if track 1 of the magnetic stripe is not readable, the card is not accepted • Mandatory Track 2 - if track 2 of the magnetic stripe is not readable, the card is not accepted
Signature Required Limit	The smallest total sales amount at which the customer must provide signature for the transaction.

5 Select **Save** to save changes or **Cancel** to exit the Card Acceptance Information screen without saving changes.

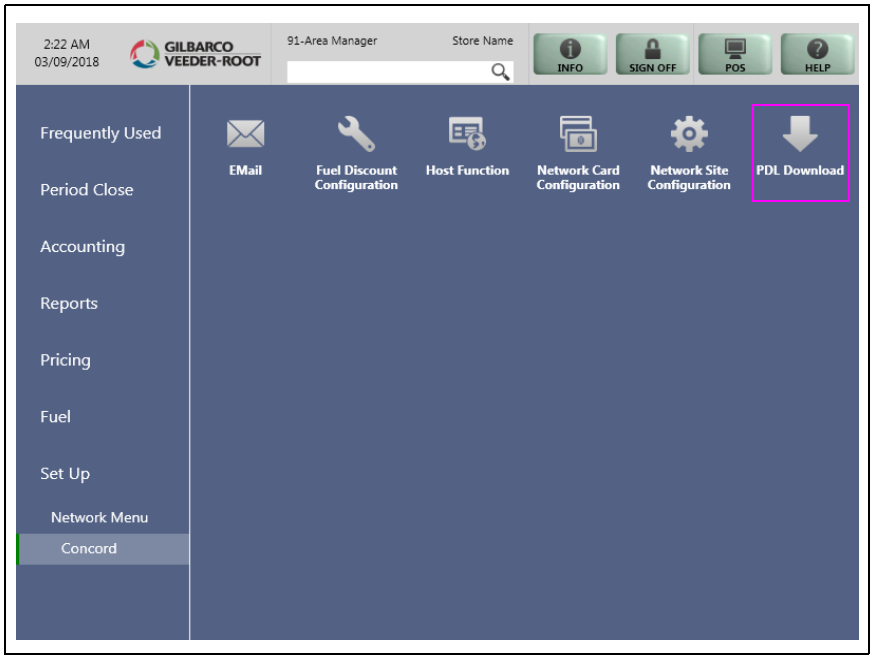
Requesting PDL Download

A PDL is a transfer of data from the Concord network to the Passport system. For the initial PDL at a store receiving a new Passport system or a store upgrading to V12.02, call the network to have the download flag set; otherwise, the download will fail.

To request a PDL download, proceed as follows:

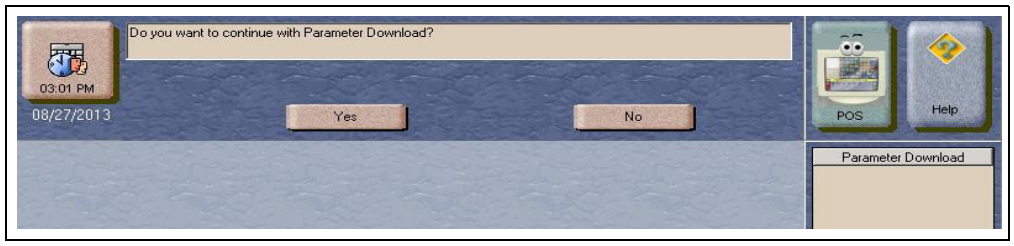
1 From the MWS main menu, select **Set Up** > **Network Menu** > **Concord** > **PDL Download**.

Figure 16: PDL Download Screen



2 The Passport system prompts: “Do you want to continue with Parameter Download?”

Figure 17: PDL Download Prompt Screen



a If you select **No**, the system returns to the **Network Menu** screen.

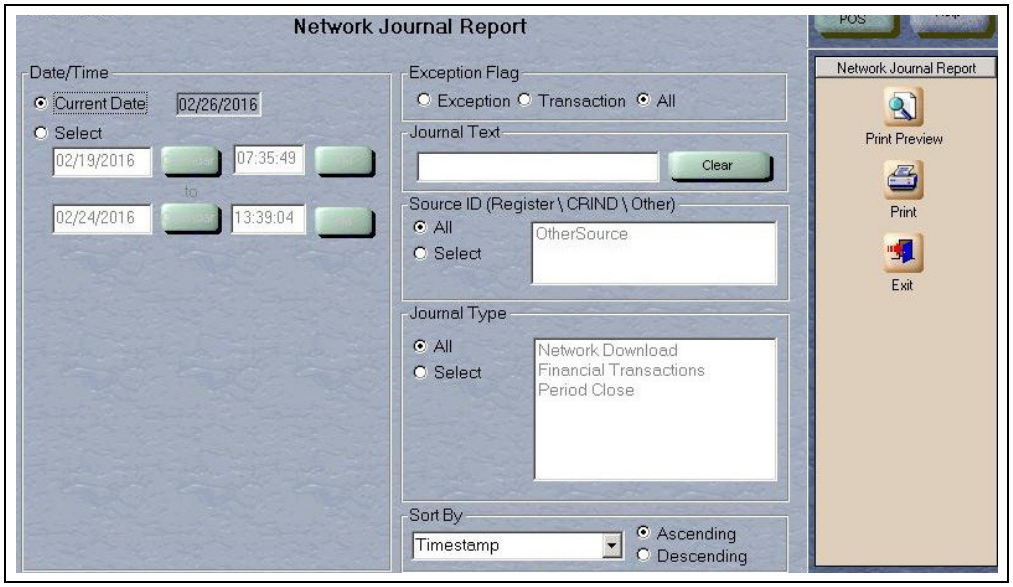
b If you select **Yes**, the system requests a download from the network. The Passport system requests two downloads: the Site Control Load followed by the Card Table Load. As the Passport system requests each download, the MWS screen displays the status, including the reason for any failure. A failure status for the Site Control Load is not an issue, unless you notified the network to set the Download Flag before requesting the PDL download.

3 If the download is unsuccessful, perform the following, and then retry the download:
- Validate the Merchant Number
- For VSAT connection:
  - Validate the IP port number
  - Verify the Firewall Router configuration
  - Ping the Host IP address to verify hardware connectivity
- For Dial connection:
  - Validate the download number
  - Validate that the Dial modem is connected to port 3 on the USB/RS-232 Converter that is connected to the Server
- Ensure the download flag is set by contacting the Concord Help Desk at 1-800-726-2629
- Consider the following:
  - Perform a Communications Test
  - Perform a Mail Request
  - Perform a Mail Reset
- For more information, refer to "Troubleshooting" on page 43.

Network Journal Report

This report shows network journal entries for regular network transactions, as well as settlement and communication issues. The Network Journal Report configuration screen allows you to filter by various criteria, such as Date and Time, Exceptions, Source, Journal Type, and specific Journal Text. The store manager can use the Network Journal Report as an aid in searching for disputed transactions.

Figure 18: Network Journal Report Screen



Beginning with V11.01, Passport identifies EMV transactions by using the “EMV Chip transaction” value in the “type” column of the Network Journal Report. To search for disputed EMV transactions, use “EMV Chip transaction” in the Journal Text field to filter out all other transaction types. EMV Chip transaction entries include special information in addition to that printed on the customer receipt. This information is especially important when disputing an EMV transaction charge back.

The following Network Journal Report illustrates an EMV Chip Transaction entry.

Figure 19: Network Journal Report Sample

Network Journal Report

Store Name

STORE # 299

OPERATOR NAME Area Manager
OPERATOR ID 91
SOFTWARE VERSION 11.01.23.01A VALERO

REPORT PRINTED 02/24/2016 2:09:29PM

DATE: 02/18/2016 10:21AM TO 02/20/2016 2:03PM
SOURCE: All
JOURNAL TYPE: All
EXCEPTION: All
SEARCH STRING:
SORT BY: Time

TIME	SOURCE	TYPE	EXC	NETWORK	JOURNAL TEXT
2016/02/18 10:21:06	Reg # 1	Approved Transactions	No	Concord	02-18-2016 10:21 VIS Inside Sale $3.56 Approval# 424794
2016/02/18 10:21:06	Reg # 1	EMV Chip Transaction	No	Concord	Transaction Result: Approved TID: 1 PAN (5A): XXXXXXXXXXXX0010 AIP (82): 5C00 AID (84): A0000000031010 Transaction Date (9A): 160218 Transaction Time (9F21): 102053 Transaction Type (9C): 00 PAN Seq Num (5F34): 01 Tran Currency Code (5F2A): 0840 Amount, authorized (9F02): 3.56 Amount, Other (9F03): 0.00 ICC App Version Num (9F08): 0096 Term App Version Num (9F09): 008C Term Country Code (9F1A): 0840 Terminal Capabilities (9F33): E0F8C8 CVM Results (9F34): 020300 Terminal Type (9F35): 22 ATC (9F36): 0028 Unpredictable Number (9F37): 1564811C IAC Default (9F0D): F040008800 IAC Denial (9F0E): 0010000000 IAC Online (9F0F): F040009800 1st AC TVR (95): 0080048000 1st AC Issuer Appl Data (9F10): 06010A03A02000 1st AC Appl Cryptogram (9F26): 4ED544A96A2E9326 1st AC CID (9F27): 80 2nd AC Issuer Auth Data (91): 2nd AC TVR (95): 0080048000 2nd AC Appl Cryptogram (9F26): 808F592D6138879F 2nd AC CID (9F27): 40 Auth Response Code (8A): 3030 TSI (9B): F800 TAC Default: DC4000A800 TAC Denial: 0010000000 TAC Online: DC4004F800
2016/02/18 14:42:05	Other	EMV Initialization	Yes	Concord	EMV CA Public Key Download Failed. Will retry in five minutes...
2016/02/18 14:47:48	Other	EMV Initialization	No	Concord	EMV CA Public Key Download Succeeded. New keys file checksum is '20130812000001000005800'
2016/02/18 16:46:12	Reg # 1	Approved Transactions	No	Concord	02-18-2016 16:46 Buypass Fleet Inside Sale $0.89 Approval# 0F6144

Network Reports

Network reports show data on Credit and Debit card transactions transmitted to the network. Some network reports provide information on the status of transactions when others list the total amounts for transmitted transactions.

You may view the network reports on the MWS in the **Reports** > **Network Reports** menu. The following network reports are available:

Report Name	Shift Close	Store Close	Current	Secure	Config.
Account Transactions by Day		✓		✓	
Account Transactions by Shift	✓	✓		✓	
Card Conflict	✓	✓			
Cash Card Report by Day[1]		✓			
Cash Card Report by Shift[1]	✓	✓			
EMV Configuration					✓
EMV/Chip Fallback Report by Day		✓			
EMV/Chip Fallback Report for Current Day			✓		
Local Totals for Current Day			✓		
Local Totals for Current Shift			✓		
Network Configuration					✓
Network Performance			✓		
Network System Events			✓		
POS Day Report		✓			
POS Host Refusal Report[2]	✓	✓		✓	
POS Mail Report		✓			
POS Shift Report	✓	✓			
POS Transaction Statistics Report by Day		✓			
POS Transaction Statistics Report for Current Day			✓		
Read Only Host Totals by Day		✓			
Read Only Host Totals for Current Day			✓		
Read Only Host Totals for Current Shift			✓		
Site Level Card Based Fuel Discounts					✓
Store and Forward Transactions			✓	✓	
Uncollected Transactions Report by Day[2]		✓		✓	

[1]*If the site sells Cash Cards, print this report at each Store Close and read carefully.*
[2]*Print this report at each Store Close and read carefully. Items that appear on this report may require manual reconciliation with the network. Manually print the secure version if needed for reconciliation issues.*

Account Transactions by Day

This report provides summary information of each network transaction that occurred during a given Business Day. The information includes:

- Date and Time the transaction occurred
- Masked card account number
- Card expiration date (obtained from the track data or manually entered by the customer)
- Transaction amount
- Card account type
- Transaction type
- Terminal Type (POS or CRIND) where the transaction occurred
- Terminal # where the transaction occurred
- Approval value returned by the network
- Invoice # for the transaction
- Summary data which includes:
  - Local totals for count and dollar amount for each card type
  - Outstanding pre-authorizations, which are not counted in the final card totals
  - Summary totals for count and dollar amount for the complete Business Day period

Pre-authorizations are not listed in the detail entries; only the Completion.

The secure version of this report uses the same format, except the card account numbers print unmasked. Secure reports are password protected and available only on demand.

Figure 20: Account Transactions by Day Report

Account Transactions by Day Report

Merchant Number: L313001380001
Network Day #45 From 8/7/2017 12:32:02PM To 8/9/2017 12:37:30PM

Time Date	Account # Exp. Date	Card Type Amount	Terminal Type Transaction Type	Approval # Terminal #	Invoice
3:28:15PM 8/7/2017	XXXXXXXXXXXXX6665 05/19	Mastercard Fleet – FL $73.24	POS Completion	992284 1	001563
3:56:00PM 8/8/2017	XXXXXXXXXXXXX1012 12/18	Visa Fleet – CC $25.40	POS Completion	0F6144 1	001569

A + sign beside the account number indicates repeated card use

Card Type	Local Count	Local Dollars
* PreAuthorizations (AO)	1	$45.00
Credit Cards (CC)	1	$25.40
Fleet Cards (FL)	1	$73.24
Card Totals	2	$98.64

* These categories are excluded from the grand totals (Card Totals)

The **Account Transactions by Shift Report** provides information similar to the **Account Transactions by Day Report**, except for a particular network shift.

Card Conflict Report

This report provides information on transactions in which the Passport system incorrectly recognized an Auxiliary Network card as a card accepted by the primary network or incorrectly recognized a card accepted by the primary network as an Auxiliary Network card. Use the report to aid in identifying incorrectly configured Auxiliary Network cards in **MWS** > **Set Up** > **Network Menu** > **Auxiliary Network**.

Figure 21: Card Conflict Report

Card Conflict Report

Merchant Number: GGNC222222001
Network Shift #45 From 12:00:00AM To 8/7/2016 12:32:02PM

Issuer Name - Processing Network	Issuer Name - Configured Network	Conflict Instances (current period)
CONCORD	AUXILIARY NETWORK	1

Cash Card Report by Day

This report provides summary information on all transactions that involved a Cash Card during a given Business Day. The information includes:

- Date and Time the transaction occurred
- Masked Cash Card account number
- Approval code received from the network
- Type of transaction:
  - Activation
  - Recharge
  - De-Activation
  - Sales using Cash Card as tender
  - Balance Inquiry
- Dollar amount of the transaction

Figure 22: Cash Card Report by Day Report

Cash Card Report by Day

Merchant Number: GGNC222222001
Network Day #2 From 03/11/2017 8:42:41AM To 03/12/2017 8:46:39AM

Date	Time	Account#	Approval	Type	Amount
03/11/2017	10:40:04AM	XXXXX XXXXX XXXXX 0079	32H1HZ	Deactivation	$62.60
03/11/2017	10:42:21AM	XXXXX XXXXX XXXXX 0079	8A1AAQ	Deactivation	$10.00
03/11/2017	10:44:15AM	XXXXX XXXXX XXXXX 0079	8FPQGH	Deactivation	$10.00
03/11/2017	1:18:20PM	XXXXX XXXXX XXXXX 0012	78OR0Z	Activation	$90.00
03/11/2017	1:18:32PM	XXXXX XXXXX XXXXX 0012	T1UWH6	Sale	$5.80
03/11/2017	1:18:44PM	XXXXX XXXXX XXXXX 0012	82Y11M	Balance Inquiry	$0.00
03/11/2017	1:18:58PM	XXXXX XXXXX XXXXX 0012	1TC07J	Recharge	$2.00
03/11/2017	1:19:14PM	XXXXX XXXXX XXXXX 0012	LM8D01	Deactivation	$86.20

Cash Card Report by Shift

This report provides information similar to the **Cash Card Report by Day**, except for a particular network shift.

EMV Configuration Report

This report provides information regarding EMV processing parameters for each EMV card AID Passport supports, along with the fields programmed in the **MWS** > **Set UP** > **Network Menu** > **Concord** > **Global Network Parameters** > **EMV Parameters** tab. The following figure illustrates a sample excerpt of the American Express® Credit AID.

Figure 23: EMV Configuration Report

EMV Configuration Report

Report created: 12/06/2016 05:17:41 PM

Network Configuration Values

US Common Debit Preferred:	True
Additional Terminal Capabilities:	F000F0A001
Indoor EMV Fallback Allowed:	Yes
Outdoor EMV Fallback Allowed:	Yes

Terminal Configuration Values

Terminal	EMV Version	Software Version
REGISTER 1	0467	1904

Configuration Values

American Express Credit - Indoor
(AID: A00000002501)

AID Activated:	2	Term Capability:	E0F8C8
Term Country:		Term Currency:	
Addl Capability:		Merch Cat Code:	5311
TAC Default:	0000000000	TAC Denial:	0000000000
TAC Online:	0000000000	Partial Select:	True
Trans Curr Exp:		Trans Cat Code:	R
App Ver Num Pri:	0001	PSPId:	24
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	0	Rand Sel Target%:	0
AllowFallback:	True	AllowPINBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	0	Is debit Card:	False
Application Account Selection:	False	Trans Refer Currency Conv:	61000000
Terminal Risk Managment TTQ:		Transaction Types:	8000
Application Selection:	True	Card Type:	03
Quick Chip Enabled:	True		

EMV/Chip Fallback Report by Day

This report provides summary data on the number of EMV chip card transactions that Passport processed in fallback and the percentage of all EMV chip card transactions were processed in fallback.

Figure 24: EMV/Chip Fallback Report by Day

EMV Chip Fallback Report

Network Day #1 From 12/02/2016 11:07:15AM to 12/05/2016 11:31:28AM

TOTAL EMV/CHIP CARD TRANSACTIONS: 42

FALLBACK	TRANS	% OF CHIP TRANS
TOTAL	0	0.00%

EMV/Chip Fallback Report for Current Day

This report is similar to the EMV/Chip Fallback Report by Day, except for the current open network day period. You can view and print this report on demand.

Local Totals for Current Day

This report provides summary totals regarding transactions that have occurred during the current open Business Day. The information includes:

- Summary count and dollar amount of each card type category represented in the current open Business Day
- Sum of counts and dollar amounts for all card type categories in the current open Business Day (certain card type categories are not included in these totals)
- Summary count and dollar amount of all transactions currently outstanding in the Store and Forward queue
- Summary count and dollar amount for all uncollected transactions that have occurred in the current open Business Day
- Special information or instructions regarding certain entries in the report

Figure 25: Local Totals for Current Day Report

Local Totals For Current Day

Merchant Number: GGNC222222001
Network Day #2 From 3/11/2017 2:30:58AM To Current

Card Type	Local Count	Local Dollars
* PreAuthorizations (AO)	5	$41.00
* SVC Activations/Deactivations (SV1)	7	$27.79
SVC Purchase/Completions (SV2)	15	$45.79
* SVC Recharges (SV4)	2	$20.00
Card Totals	15	$45.79
Total S&F transactions outstanding	1	$2.18
Total uncollected transactions	0	$0.00

Outstanding S&F transactions will be sent to the host when communication is restored.
* These categories are excluded from the grand totals

Local Totals for Current Shift

This report is similar to the **Local Totals for Current Day**, except for the current open network shift period.

Network Configuration

This report provides information on all programming in:

- **MWS** > **Set UP** > **Network Menu** > **Concord** > **Network Site Configuration**.
- Current card acceptance and processing parameters received in the card table downloaded by the network.

Figure 26: Network Configuration Report - Page 1

Network Configuration Report

Current Network Values

Company Number	014	Dealer Name	123
Dealer Number	99999999999	and Address	SomeLane
Terminal Id	1		SomeCity SS
Batch Size	100	PDL Version	
Network Connection	TCP		
Download Phone #			
Primary Phone #			
Secondary Phone #			
Dial Init String	AT&F+A8E=,,,,0VE&K&Q6%CX4+MS=1		
Modem Registers	ATS7=15S10=2S11=50S25=0&W0&V0		
Dial Header / Trailer	ATDT		
Modem COM Port	0		
Modem Baud Rate	1200		
Dial Access Code			
Download IP / Port	10.5.48.6	10200	
Primary IP / Port	10.5.48.6	10200	
Secondary IP / Port	10.5.48.6	10200	

	A	B	C	D	E	F	G	H	I	J	K	L	M	Referral #
AMEX	Yes	50	Yes	50.00	50	2	99	No	No	No	Yes	No	0	18003333333
DEBIT	Yes	50	No	50.00	35	2	99	No	No	No	No	No	0	
DISCOVER	Yes	50	Yes	50.00	50	2	99	No	No	No	Yes	No	0	18004444444
DISCOVER	Yes	50	No	50.00	50	2	99	No	No	No	Yes	No	0	18004444444
DISCOVER	Yes	50	Yes	50.00	50	2	99	No	No	No	Yes	No	0	18004444444
FLEET ONE	No	0	No	999.00	999	2	99	No	No	No	No	No	0	00000000000
FLEETWIDE	Yes	0	No	50.00	999	2	99	No	No	No	No	No	0	00000000000
FUELMAN	Yes	0	No	50.00	999	2	99	No	No	No	No	No	0	00000000000
M/C	Yes	50	Yes	1.00	50	2	99	No	No	No	Yes	No	0	18002222222
M/C FLEET	Yes	50	Yes	1.00	100	2	99	No	No	No	No	No	0	18000000000
VISA	Yes	50	No	1.00	50	2	99	No	No	No	Yes	No	0	18002222222
VISA FLEET	Yes	50	No	1.00	100	2	99	No	No	No	No	No	0	18001010101
VOYAGER	Yes	50	Yes	150.00	50	2	99	No	No	No	No	No	0	18008888888
WEX	Yes	50	Yes	50.00	50	2	99	No	No	No	No	No	0	18005555555
WEX PL	Yes	50	Yes	50.00	50	2	99	No	No	No	No	No	0	18005555555

Man Entry Flag	1		
Activation Limits			
Recharge Limits			
Cashback Limits	0.00	0.00	0.01
Cashback Fee	0.00		
Debit Transaction Fee	0.00		
Merch Limit Warn	No		
Correction Memo Info	1		000000
WEX PL Mask	690046 *		
WEX PL Mask	707138*		
Receipt Masking	3		
Debit Enabled	True		
Debit Pre-Auth Amount	50.00		
Debit CRIND Receipt	2		
PREPAID CARD Enabled			
PREPAID CARD Pre-Auth Amount			
PREPAID CARD CRIND Receipt			
MetroSplash CARD Activation Enabled			
MetroSplash Sales Enabled			
MetroSplash CARD Pre-Auth Amount			
MetroSplash CARD CRIND Receipt			

Network Performance

This report provides information on each message exchanged between the Passport system and the network. Entries are in descending order (most recent first). The information includes:

- Connection Type used for the message exchange (TCP or Dial)
- Date and Time of the message exchange
- Event Name
- Additional Data, which may include:
  - Message type number
  - Duration
  - Network sequence number assigned the transaction

Figure 27: Network Performance Report

Network Performance

Merchant Number: L313001380001

Connection type	Date	Event Name	Additional Data
TCP	7/23/2013 6:14:17:253P	Transaction response received	16 (1/10th Sec) ; Seq# 5798
TCP	7/23/2013 6:04:15:590P	Transaction response received	16 (1/10th Sec) ; Seq# 5797
TCP	7/23/2013 5:54:13:900P	Transaction response received	15 (1/10th Sec) ; Seq# 5796
TCP	7/23/2013 5:44:12:267P	Transaction response received	16 (1/10th Sec) ; Seq# 5795
TCP	7/23/2013 5:34:10:500P	Transaction response received	16 (1/10th Sec) ; Seq# 5794
TCP	7/23/2013 5:24:08:883P	Transaction response received	16 (1/10th Sec) ; Seq# 5793
TCP	7/23/2013 5:14:07:240P	Transaction response received	16 (1/10th Sec) ; Seq# 5792
TCP	7/23/2013 5:04:05:597P	Transaction response received	16 (1/10th Sec) ; Seq# 5791
TCP	7/23/2013 4:54:03:963P	Transaction response received	16 (1/10th Sec) ; Seq# 5790
TCP	7/23/2013 4:47:14:380P	Transaction response received	16 (1/10th Sec) ; Seq# 5789
TCP	7/23/2013 4:45:08:917P	Transaction response received	17 (1/10th Sec) ; Seq# 5788
TCP	7/23/2013 4:44:45:390P	Transaction response received	17 (1/10th Sec) ; Seq# 5787
TCP	7/23/2013 4:43:54:323P	Transaction response received	17 (1/10th Sec) ; Seq# 5786
TCP	7/23/2013 4:37:00:683P	Transaction response received	17 (1/10th Sec) ; Seq# 5785
TCP	7/23/2013 4:36:09:957P	Transaction response received	23 (1/10th Sec) ; Seq# 5784
TCP	7/23/2013 4:35:25:263P	Transaction response received	17 (1/10th Sec) ; Seq# 5783
TCP	7/23/2013 4:35:12:0P	Transaction response received	17 (1/10th Sec) ; Seq# 5782
TCP	7/23/2013 4:33:53:397P	Transaction response received	17 (1/10th Sec) ; Seq# 5781
TCP	7/23/2013 4:33:15:543P	Transaction response received	17 (1/10th Sec) ; Seq# 5780
TCP	7/23/2013 4:26:30:900P	Transaction response received	17 (1/10th Sec) ; Seq# 5779

Network System Events

This report provides information on major activities between the Passport system and the network. Entries are in descending order (most recent first). The information includes:

- Date and Time each activity occurred
- Text describing each activity, such as network goes online, network goes offline, Shift and Day close result, card table, and site parameter download result

Figure 28: Network System Events Report

Network POS Events

Merchant # L313001380001

Profile B Merchant Name
7300 West Friendly Ave.
Greensboro , NC 27410

EventDate	EventText
7/23/2013 3:58:49PM	Message time out
7/23/2013 3:49:06PM	Message time out
7/23/2013 3:36:52PM	Message time out
7/23/2013 3:28:18PM	Network Online
7/23/2013 3:21:16PM	Network Offline
7/23/2013 3:21:16PM	Message time out
7/23/2013 3:20:22PM	Message time out
7/23/2013 3:19:25PM	Message time out
7/23/2013 2:30:16PM	Network Online
7/23/2013 2:30:14PM	Network Offline
7/23/2013 2:30:14PM	Message time out
7/23/2013 2:20:44PM	Message time out
7/23/2013 2:10:44PM	Message time out
7/23/2013 2:30:58AM	Automatic day closed without host totals. Day #23
7/23/2013 2:30:57AM	Day close - Day Close was declined by the host. Day #23 - PASSWORD ERR 5A
7/23/2013 2:30:55AM	Automatic shift closed without host totals. Shift #15
7/23/2013 2:30:55AM	Shift close - Shift close was declined by the host. Shift #15 - PASSWORD ERR 5A
7/22/2013 11:21:42AM	Download failed - Invalid response
7/22/2013 11:21:42AM	Invalid response received from the host
7/22/2013 11:21:40AM	Download started
7/22/2013 2:09:44AM	Network Online
7/22/2013 2:09:43AM	System Restart
7/20/2013 3:53:06PM	Network Online

POS Day Report

This report provides a comparison of summary network transaction data the Passport system tracks with similar transaction data received from the network for a given Network Day. The store manager or owner may use the report to assist in reconciling the network day. The information includes:

- Entries by card type category for:
  - Local Count: summary count of transactions tracked by Passport
  - Local Dollars: summary dollar amount tracked by Passport
  - Host Count: summary count of transactions tracked by the network
  - Host Dollars: summary dollar amount tracked by the network.
  - Difference Dollars: difference between Local Dollars and Host Dollars
- Summary totals for Network Day
- Summary count and dollar amount of all transactions in the Store and Forward queue at Network Day Close
- Summary count and dollar amount of all uncollected transactions at Network Day Close
- Special information or instructions regarding certain aspects of the report, such as explanation for N/A entries under Host data columns, card type categories excluded from store totals, other reports to print to assist in reconciliation. For instance, if the count and dollar amount for Total S&F transactions outstanding are not zero, the report instructs the reader to print the Local Totals for Current Day report or if the count and dollar amount for the Total uncollected transactions are not zero, the report instructs the reader to print the Uncollected Transactions by Day report.

Figure 29: POS Day Report

POS Day Report

Merchant Number: GGNC222222001
Network Day # 23 From 3/20/2017 2:30:52AM To 3/21/2017 2:30:58AM

Card Type	Local Count	Local Dollars	Host Count	Host Dollars	Difference Dollars
* PreAuthorizations (AO)	1	$45.00	N/A	N/A	N/A
Fleet Cards (FL)	1	$1.00	N/A	N/A	N/A
Card Totals	1	$1.00	N/A	N/A	N/A
Total S&F transactions outstanding	1	$2.18			
Total uncollected transactions	0	$0.00			

Any S&F transactions that were outstanding when Passport closed the day will be sent to the host when communication is restored. To retrieve information on the pending transactions for the current day print the Locals Totals For Current Day report.

Host totals are not available because Passport could not obtain them from the host at the time of this close. You must print the Read Only Host Totals for Current Day report manually to retrieve host day totals for the current network day. Host day totals continue to accumulate until the host closes the host day at the designated cut time, even if it cannot communicate with Passport. To retrieve host totals for closed network day periods, manually print and review the Read Only Host Totals by Day report after the designated host day cut time.

* These categories are excluded from the grand totals

POS Shift Report

This report provides information similar to the POS Day Report, except for a particular network shift.

POS Host Refusal

This report provides information on transactions for which the network declined the payment the customer presented. The report is available in secure and non-secure versions. The secure version requires entry of the secure password to view or print the report. The non-secure version of the report prints or displays each account number masked, except the last four digits, and the expiration date fully masked. The information includes:

- Date and Time of the transaction
- Dollar amount of the transaction
- Card account number
- Card expiration date
- Card Type
- Authorization number returned by the network
- If the network responded with Call for Auth, the Call for Auth number.
- Indication whether the card account number was manually entered
- Response code returned by the network.
- Decline or refusal message displayed on the CWS yellow bar or in the **Diag** screen for the dispenser at which the customer swiped the card.

Figure 30: POS Host Refusal Report

POS Host Refusal Report

Merchant Number: GGNC222222001
Network Shift #15 From 12:00:00PM to 7/22/2016 18:30:52PM

Time	Date Amount	Account# Exp. Date	Card Type	Auth# CallForAuth#	Manual processing	Resp. Code Refusal Message	
13:22:02	07/22 $50.00	XXXXXXXXXXXXX1176 01/25	Stored Value Card 2		No	Denied: INVALID CARD	{C
13:22:24	07/22 $50.00	XXXXXXXXXXXXX9220 01/25	Stored Value Card 2		No	Denied: CARD ACTIVE	{H
13:22:43	07/22 $50.00	XXXXXXXXXXXXX1176 01/25	Stored Value Card 2		No	Denied: INVALID CARD	{C
13:22:53	07/22 $50.00	XXXXXXXXXXXXX1176 01/25	Stored Value Card 2		No	Denied: INVALID CARD	{C
13:28:11	07/22 $50.00	XXXXXXXXXXXXX1176 01/25	Stored Value Card 2		No	Denied: INVALID CARD	{C
13:31:40	07/22 $50.00	XXXXX XXXXX XXXXX 2560 06/10	Concord Legacy Gift		No	Denied: INVALID CARD	{C
16:38:45	07/22 $50.00	XXXXXXXXXXXXX1176 01/25	Stored Value Card 2		No	Denied: INVALID AMT	{P

POS Mail

This report provides information on all mail messages received from the network.

Figure 31: POS Mail Report

POS Mail Report

Merchant Number: GGNC222222001
Network Shift #15 From 12:00:00AM To 3/20/2017 2:30:52AM

03/19/2017 12:09:21PM Message # 1

Invalid password in totals
request, totals Data Segment.

POS Transaction Statistics Report

This report provides summary information on network transactions for a particular network day. The information includes summary total count of network transactions, as well as total count, and amount of network transactions by entry method.

Figure 32: POS Transaction Statistics Report

POS Transaction Statistics Report

Merchant Number: 99999999999
Network Day: 1
Open: 12/02/2016 11:07:15AM
Close: 12/05/2016 11:31:28AM

TOTAL TRANSACTIONS: 0

ENTRY MODE	TRANSACTIONS	% OF TRANSACTIONS
Manual	0	0
Swiped	0	0
MSD contactless	0	0
EMV contact	0	0
Swiped fallback	0	0
Manual fallback	0	0
EMV contactless	0	0

TERMINAL DETAIL EMV CARD READ FAILURES

No card read failures.

Read Only Host Totals by Day

This report provides, by card type category, summary count and dollar amount received by the network at Store Close. This report provides summary settlement information, which depends upon the host cutoff time and may not agree with Passport summary reports for the same period.

Figure 33: Read Only Host Totals by Day Report

Host Totals By Day

Merchant Number: GGNC222222001
Network Day #25 From 3/24/2017 2:30:29AM

Card Type	Host Count	Host Dollars
Credit Cards (CC)	1	$0.01
Travel/Entertainment (TE)	11	$0.01
Discover (DS)	1	$0.01
* PreAuthorizations (AO)	1	$0.01
Debit Cards (DB)	1	$0.01
Fleet Cards (FL)	1	$0.01
Cash (CS)	1	$0.01
Proprietary Cards (PR)	1	$0.01
Checks (CK)	1	$0.01
EBT Food Stamps (EF)	1	$0.01
EBT Cash Benefit (EC)	1	$0.01
* SVC Activations/Deactivations (SV1)	1	$0.01
SVC Purchase/Completions (SV2)	1	$0.01
* SVC Replace (SV3)	1	$0.01
* SVC Recharges (SV4)	1	$0.01
Card Totals	**22**	**$0.13**

* These categories are excluded from the grand totals

Read Only Host Totals for the Current Day

This report is similar to the **Read Only Host Totals by Day** report, except for the current open network day.

Read Only Host Totals for Current Shift

This report is similar to the **Read Only Host Totals for the Current Day** report, except for the current open network shift.

Site Level Card Based Fuel Discounts

This report provides information on the fuel discounts by card type configured in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Fuel Discount Configuration**. It lists each card type the network accepts and the Fuel Discount Group assigned to the card type, or NONE if the card type has no discount configured.

Figure 34: Site Level Card Based Fuel Discounts Report

Site Level Card Based Fuel Discounts

Report created: 03/01/2016 03:20:30 PM

Card Record	Discount Group
American Express	NONE
Buypass Fleet	NONE
Concord Legacy Gift	NONE
Debit	2 Cents Off
Disc-Diners-Legacy	NONE
Discover	NONE
Discover-Diners	NONE
Fleet 1	NONE
Fleetwide	NONE
Fuelman	NONE
Gulf	2 Cents Off
Gulf Visa	NONE
Hess VISA	NONE
JCB	NONE
MasterCard	NONE
MasterCard Fleet	NONE
Proprietary	NONE

Store and Forward Transactions

This report provides information on all transactions currently in the Store and Forward queue awaiting retransmission to the network. The report is available in secure and non-secure versions. The secure version requires entry of the secure password to view or print the report. The non-secure version of the report prints or displays each account number masked, except the last four digits, and the expiration date fully masked. The information in the report includes:

- Date and Time of the original transaction
- Card account number
- Expiration date
- Terminal number at which the transaction occurred
- Invoice number the Passport system assigned to the transaction
- Transaction dollar amount
- Summary total count and dollar amount
- Card Type

Figure 35: Store and Forward Transactions Report

Store and Forward Transactions Report

Merchant Number:GGNC222222001
Report created: April 23, 2017 5:53:25AM

Date	Time	Account/Speedpass #	Card Type	Exp. Date	Terminal #	Invoice #	Amount
2017-11-22	1:23:43AM	4234567890123456	Mastercard	12/20	POS 2	000023	$49.32
2017-11-22	11:43:01PM	5432123456789876	Visa		CRIND/KIOSK 1	000076	$19.56

A + sign beside the account number indicates repeated card use.

Totals	Count	Amount
	2	$68.88

This report provides information on transactions currently pending in Store and Forward for completion with the First Data network. These Store and Forward transactions may have initiated in previous network periods now closed. This report is intended to be used for informational purposes only and not for network reconciliation or business accounting.

Uncollected Transactions by Day

This report provides information on all transactions that received a pre-authorization approval from the network (or occurred while Passport was offline with the network but for which the card type parameters allow offline approval) but the network declined at Completion. This report may assist the store manager or owner in making a manual request for payment.

The report is available in secure and non-secure versions. The secure version requires entry of the secure password to view or print the report. The non-secure version of the report prints or displays each account number masked, except the last four digits, and the expiration date fully masked. The information includes:

- Date and Time of the transaction
- Invoice number the Passport system assigned to the transaction
- Authorization number received from the network or generated by the Passport (for offline transactions)
- Card account number
- Card expiration date
- Card Type
- Transaction dollar amount

The following figure is an illustration of the non-secure version of the report.

Figure 36: Uncollected Transactions by Day Report

Uncollected Transactions Report

Merchant Number: GGNC222222001
Network Day #3 From 4/20/2017 2:30:52AM To 4/21/2017 2:44:34AM

Time	Date	Invoice#	Auth.#	Account#	Exp. Date	Card Type	Amount
4:42:00PM	04/20/2017	000010	0F6144	XXXX XXXX XXXX XXXX	XX/XX	DB	$5.35
4:50:11PM	04/20/2017	000012	32H1HZ	XXXX XXXX XXXX XXXX	XX/XX	DB	$5.35
7:40:31PM	04/20/2017	000014	0F6144	XXXX XXXX XXXX XXXX	XX/XX	DB	$105.35
7:42:44PM	04/20/2017	000011	82JIVH	XXXX XXXX XXXX XXXX	XX/XX	DB	$2.14
8:31:14PM	04/20/2017	000013	0F6144	XXXX XXXX XXXX XXXX	XX/XX	DB	$105.35

CWS Network Functions

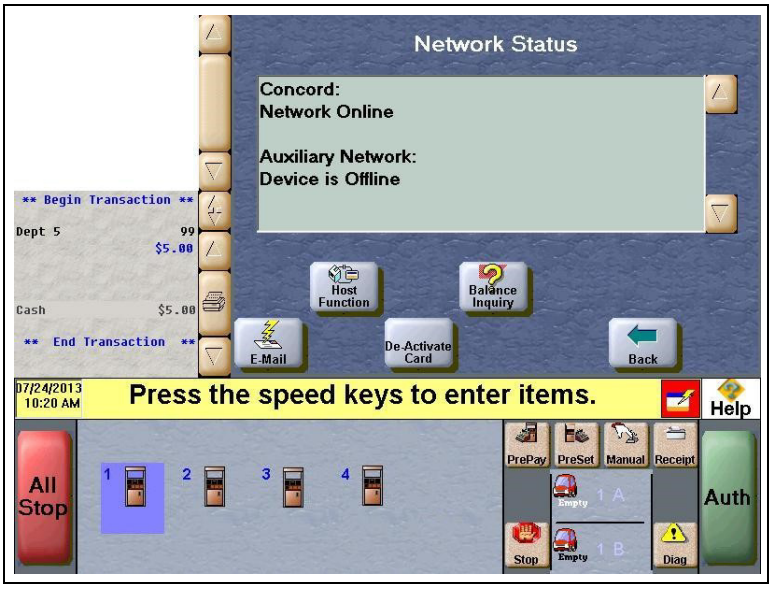
You can access the Network Functions screen in one of the following ways:

- On the CWS idle screen, select **More** > **Network Functions**.
- Select the Network Status Indicator when it is displayed on the message bar.

Figure 37: Network Functions and Network Status Buttons

With either action the Network Status screen opens.

Figure 38: CWS Network Status



The Network Status screen provides information on all networks connected to the Passport system.

Checking Network Status

The Network Status screen allows you to view a record of network events such as communication errors that occurred. Each network event is assigned a severity rating (low, medium, or high). When a new event occurs and has been added to the list, the **Network Status** button is also updated. The color of the **Network Status** button indicates the severity of the rating of the event:

Color	Severity
Green	Low
Yellow	Medium
Red	High

If multiple events occurred, the color of the **Network Status** button indicates the highest severity rating of the events. The **Network Status** button color changes when an event is corrected or after a predetermined time.

The following table provides some of the network messages that may display.

Message on Network Functions Screen	Network Status Indicator Color	Comments
NETWORK OFFLINE	Yellow	The network is offline.
PDL RECEIVED	Green	PDL was received successfully.
UNREAD MAIL AVAILABLE	Green	The Passport system received mail from the network.
STORED & FORWARD WARNING	Yellow	The Passport system has reached the value set in the MWS for Store and Forward Warning Percent.
STORED & FORWARD FULL	Red	The Stored and Forward queue is at least 90% full.

In addition, the Network Functions screen also provides buttons for specific network requests. The following table describes the Network Functions buttons and their behavior.

Button	Behavior
E-Mail	This function allows you to retrieve electronic messages received through the network. All e-mails are saved for 60 days.
Host Function	This function allows you to perform a: • Communications Test • Mail Request • Mail Reset The results of the request display on the CWS yellow bar.
De-Activate Card	Deactivate an activated gift or cash card through the network. A refund for an original transaction that included purchase and activation of one or more cash cards automatically prompts the cashier for deactivation of the purchased cards. Do not use the De-Activate Card function if refunding a transaction that included activation or recharge of cash cards.
Balance Inquiry	The cashier can use the Balance Inquiry button that appears on the Network Status screen to obtain the remaining balance and print a receipt on cash cards and EBT cards. After the cashier swipes the card, if Passport cannot identify the card as a cash card, Passport prompts the cashier if the card is an EBT Cash card. If the cashier responds with a Yes, Passport makes an EBT Cash card balance request; otherwise, Passport makes an EBT Food card balance inquiry.

EBT Card Transactions

The EBT Food tender applies food stamp restrictions to the items in the transaction as well as forgives tax for the items that qualify for food stamps. Passport allows EBT transactions inside only. EBT cards are not accepted outside at the dispenser. EBT Cash is accepted for all inside transactions including prepay fuel transactions. EBT Cash and EBT Food transactions require customer PIN entry.

Passport also allows cashback for EBT Cash and applies a debit cashback transaction fee (similar to Debit transactions), based on programming in Network Site Configuration. If the customer requests cashback with EBT Cash tender, Passport does not allow split tender. The EBT Cash card must cover the entire amount of the transaction, including cashback. If Passport receives partial approval for EBT Cash in which the customer requested cashback, the card is denied.

For split tender with EBT Food, the customer must present the EBT Food card as first payment.

Troubleshooting

Q: Debit is not working at the store? What should I do?

A: If Debit is not working at the site, you must ensure the Encryption Type configured at the network is DUKPT. If the Encryption Type is set for Master Session, then Debit does not function on the Passport system.

Q: I am unable to download PDL? What should I do?

A: If you are unable to get a download, perform the following:

- Verify that the network has the Communication Type set properly. It will be set for Dial or VSAT. Ensure that the setting matches the configuration used at the site.
- Observe the status messaging the displays on the MWS screen when you perform the PDL download. The Passport system requests two downloads, first the Card Table Load and then the Site Control Load. As the Passport system requests each download, the MWS screen displays the status, including the reason for any failure.
- When performing the PDL Download, if the MWS screen indicates the Site Level Load failed, verify that the network has the Download Flag turned on. The network resets the Download Flag each time the network receives a PDL Download and the download is not successful.

Q: I cannot perform a Store close successfully? What do I do?

A: If you are unable to perform a Store Close, retrieve, and review the Network System Events Report.

- This report contains detailed information to be provided to the Help Desk when reporting the issue.

  *Note: To view the network System Events Report from the MWS, select **Reports > Network > Network System Events > Print Preview**.*
- Contact the Retail Customer Support Center (RCSC) Help Desk at 1-866-4 VALERO for questions regarding network configuration.
- Valero uses a consistent set of IP addresses for network setup. For details relevant to the Valero IP Addressing scheme, refer to "Appendix B: Passport IP Address Worksheet" on page 45.

Appendix A: Valid State and Territory Codes

State/Territory Name	ANSI Code
Alabama	01
Alaska	02
Arizona	04
Arkansas	05
California	06
Colorado	08
Connecticut	09
Delaware	10
District of Columbia	11
Florida	12
Georgia	13
Hawaii	15
Idaho	16
Illinois	17
Indiana	18
Iowa	19
Kansas	20
Kentucky	21
Louisiana	22
Maine	23
Maryland	24
Massachusetts	25
Michigan	26
Minnesota	27
Mississippi	28
Missouri	29
Montana	30

State/Territory Name	ANSI Code
Nebraska	31
Nevada	32
New Hampshire	33
New Jersey	34
New Mexico	35
New York	36
North Carolina	37
North Dakota	38
Ohio	39
Oklahoma	40
Oregon	41
Pennsylvania	42
Puerto Rico	14
Rhode Island	44
South Carolina	45
South Dakota	46
Tennessee	47
Texas	48
Utah	49
Vermont	50
Virgin Islands	52
Virginia	51
Washington	53
West Virginia	54
Wisconsin	55
Wyoming	56

Appendix B: Passport IP Address Worksheet

This Worksheet must be used only for Valero installations. Use this worksheet when configuring the Passport Server and various components on the Passport system.

Passport MWS Network Configuration	
Merchant Number:	Obtain the Merchant Number from the Valero Help Desk to program into the Passport Global Network Parameters. Concord refers to the merchant Number as the Credit Card Number (enter the eight right-most digits).
Port Address: 7735	This is the IP Port. This is configured in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Network Site Configuration**.
Host IP Address: 204.194.125.9	This is configured in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Network Site Configuration**.
WAN Configuration in the RV042 Firewall Router	
Static IP Address: 192.168.1.30	This is the static IP for the router.
Subnet Mask: 255.255.255.0	-
Default Gateway Address: 192.168.1.254	This is the VSAT IP Address.
DNS Server: 10.5.48.1	-

Figure 39: Valero Router IP Configuration - Linksys® Router

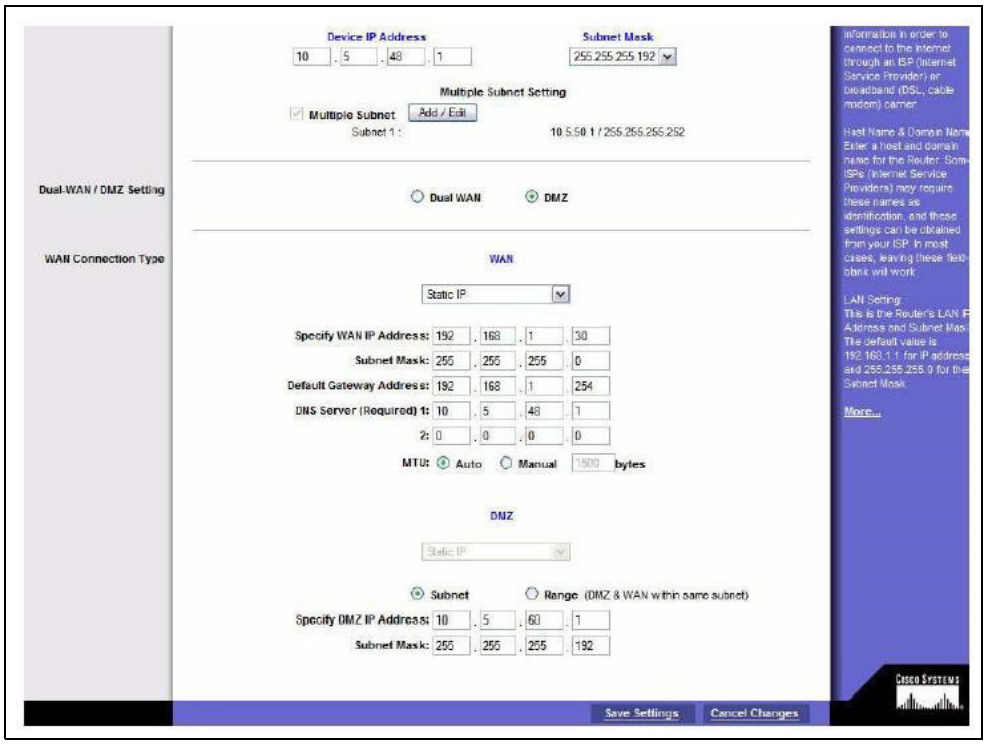


Figure 40: Valero Router IP Configuration - Cisco® Router Setup Screen

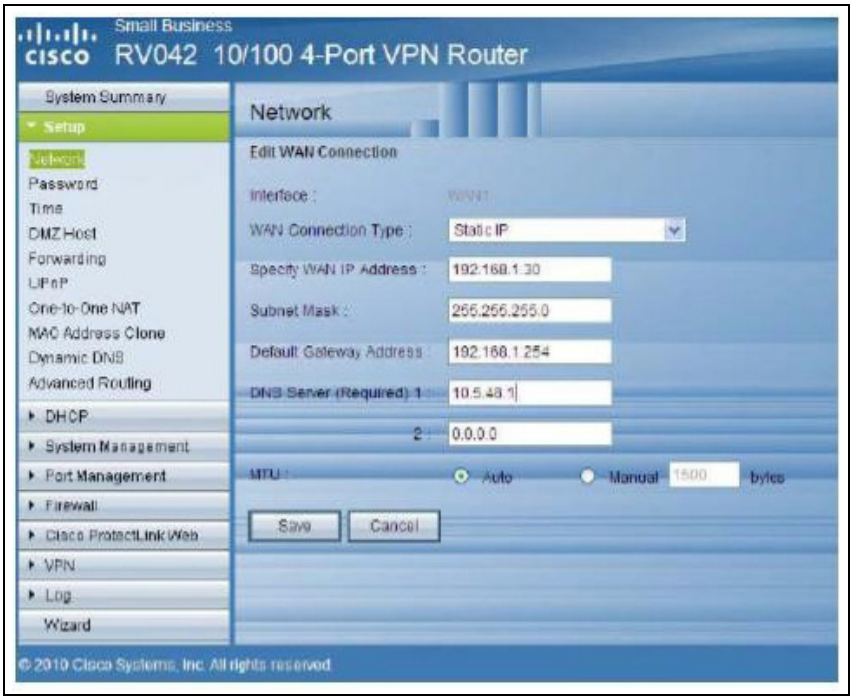


Figure 41: Valero Router IP Configuration - Cisco Router Editing WAN Settings

Appendix C: Enabling Dual Encryption for Passport

This section provides instructions to enable dual encryption for sites on the network that have SDES keypads at the CRIND devices and TDES PIN Pads inside.

Notes: 1) This procedure must be performed by a Gilbarco-certified ASC only.
2) The network does not support the opposite configuration, that is, TDES at the CRIND and SDES inside.

To enable dual encryption, proceed as follows:

1. After the required upgrades are completed, contact the First Data Technical Support Help Desk at 1-800-733-3322.

2. Provide the six-digit Merchant ID Number to the First Data Technical Support Help Desk representative.

3. Request the First Data Technical Support Help Desk representative to change the Encryption Type field on the site profile to “X” to enable the dual encryption functionality. After the change is completed, the First Data Technical Support Help Desk representative will end the call.

4. Perform test transactions inside at the POS and at a CRIND to ensure proper operation. If the test transaction is not successful, contact the First Data Technical Support Help Desk again and request the representative to change the Encryption Type field back to its original setting.

Appendix D: Upgrading to Passport V12.02

This section provides Concord-specific information to the ASC for upgrading to Passport **V12.02**.

IMPORTANT
If you are performing an upgrade, as opposed to a clean installation, and you are swapping out or installing new VeriFone MX915 PIN Pads, do not install the PIN Pads until you have completed the software upgrade.

Before beginning the upgrade, the ASC must perform the following:

- Ensure that all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality, including support of $0.000 PPU.
- Print the **Network Configuration Report**. This will be helpful if a clean install is required and to confirm all network settings (including Host Connection Type and other parameters in Global Information).
- Perform Store Close and ensure all network transactions have completed by checking the Store and Forward Transactions Report for fallback transaction information.
- Call the Concord Help Desk at 1-800-726-2629 to ensure the Store Close is successful and confirm the Concord network is prepared to enable EMV downloads for inside and outside transactions.
- Assist the merchant or store manager to print all additional accounting and network reports needed.
- Ensure that all file transfers from Passport to the BOS have completed.

After the upgrade, the ASC must perform the following:

- Request a PDL Download by going to **MWS** > **Set Up** > **Network Menu** > **Concord** > **PDL Download**.
- Review the parameters on **MWS** > **Set Up** > **Network Menu** > **Concord** > **Site Configuration** > **EMV Parameters** tab with the store owner or store manager. If applicable, advise the store owner or manager to contact Concord Help Desk to discuss the financial implications and suggested settings on this screen.
- Ask if the site wants to turn off the store/customer copy of receipts and change Network Site Configuration option, if desired.
- If installing a VeriFone MX915 or Ingenico iSC250 PIN Pad after the upgrade, ensure that the **EMV Capable field** is selected in **MWS** > **Set Up** > **Register** > **Register Set Up** > **Device Configuration**.

If the store manager or owner has operational questions outside Passport behavior, refer them to his Valero representative.

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