

## Introduction

### Purpose

This manual provides network-specific information for Passport™ systems at Valero® stores that use the Fiserv® network.

#### IMPORTANT INFORMATION

**The Fiserv 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 Fiserv 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 Fiserv network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the Fiserv 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 C: Upgrading to Passport V20” on page 45 at the site for the manager’s reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLD<sup>SM</sup>).*

***Review and fully understand this manual before beginning to upgrade or install Passport V20 for Valero.***

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## Related Documents

Document Number	Title	GOLD Library
MDE-5025	Passport V9+ POS System Reference Manual	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5382	Secure Zone Router (Acumera) Installation Instructions	Passport
MDE-5470	What's New in Passport Version 12	Passport
MDE-5519	What's New in Passport Version 20	Passport
MDE-5523	Passport EDH (Fiserv/First Data™) V11.23.01.* Implementation Guide for PA-DSS V3.2	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
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
IDU	Indoor Unit
IP	Internet Protocol

Term	Description
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

## 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 Fiserv 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 V20 at Valero Stores

The following features have been updated or are new for Fiserv-Valero stores.

### WEX and Voyager EMV

Beginning with Passport V20.04, WEX and Voyager EMV cards are accepted at Valero sites, both inside at registers (with one exception) and outside at dispensers equipped with EMV contactless card readers. Voyager EMV cards are accepted inside only at registers equipped with a Verifone MX915 PIN Pad. Voyager EMV cards presented at an Ingenico PIN Pad are treated as “unsupported”. To cause all unsupported EMV cards (including Voyager) to be processed as magstripe at inside registers equipped with an Ingenico PIN Pad, on the MWS select **Set Up > Network Menu > Concord > Network Site Configuration**. On the Card Based EMV Parameters tab, select **Unsupported Card Type** from the list in the left pane, configure “Allow Fallback Inside” to **Yes** and select **Save**.

If EMV cards are already being accepted at the site, a new Parameter Download (PDL) is not required.

### IMPORTANT INFORMATION

Configuring Passport to process unsupported cards as magstripe applies to any unsupported card that is presented. This configuration change should be made only after the merchant fully understands and approves the change.

### EMV Contactless Outdoor

Beginning with Passport V20.04, outdoor EMV contactless transactions are supported at Gilbarco dispensers equipped with EMV contactless card readers. To enable EMV contactless at dispensers, go to **MWS > Fuel > Site Options** on the **General** tab, select **Enable EMV contactless**, and click **Save**.

**Figure 1: Site Options**

The screenshot displays the 'Site Options' configuration window. At the top, there are icons for 'POS' and 'HELP'. Below these are 'Save' and 'Cancel' buttons. The main area contains several tabs: 'CRIND Receipt', 'CRIND Coupon', 'Attendee Options', 'Price Sign', and 'Restricted'. The 'General' tab is active, showing a list of options. The 'Enable EMV Contactless' checkbox is checked and highlighted with a pink box. Other options include 'Zero PPU Programming Allowed', 'Maximum Number Of Live Pumps' (set to 32), 'Require whole dollar amounts for prepay/preset transactions', 'Enable EMV', 'Allow exclusive text to be assigned to fuel', 'Enable Post Pay Fueling Limit' (set to \$100.00), 'Volume Unit Of Measure' (Gallon), and 'Linear Unit Of Measure' (Inches).

## Passport V20 Core Feature Enhancements

For information on any of the new core features, refer to *MDE-5519 What's New in Passport Version 20*.

### Wayne iX Pay™ Terminal

Passport V20.02 is the first release to support Wayne iX Pay payment terminal for EMV with communication via IP.

To configure Passport to communicate with a Wayne iX Pay payment terminal, proceed as follows:

- 1 Navigate to **Set Up > Forecourt > Forecourt Installation**.
- 2 Select the **Payment Terminals** tab.
- 3 Select **Wayne CAT** from **Payment Terminal Type** drop-down list.
- 4 Select the **Wayne CAT IP** check box to enable the text box for the IP address.
- 5 Enter the IP address of the payment terminal. If Wayne CAT IP is not selected, the payment terminal can be configured via the serial protocol.

*Note: If a single Wayne iX Pay board controls both sides of the dispenser, enter the same IP address for both sides.*

**Figure 2: Forecourt Installation**

The screenshot shows the 'Forecourt Installation Set Up' window with the 'Payment Terminals' tab selected. The table below lists the installed terminals:

No	Manufacturer	Pump Protocol	Payment Terminal Type	CAT DeviceID	DCB
1	IXpay-Multi1	Wayne	Wayne CAT	10.28.44.25	Addr0 - A
2	IXpay-Multi2	Wayne	Wayne CAT	10.28.44.25	Addr0 - A
3	M7	Gilbarco CRI...	Gilbarco MOC	10.28.44.165	
4	IXpay-3	Wayne	Wayne CAT	10.5.55.34	Addr0 - A

Below the table, the 'Payment Terminal Type' is set to 'Wayne CAT'. The 'Terminal Info' section shows the following configuration:

- CAT LoopID: [Empty]
- CAT DeviceID: [Empty]
- DCB Address: [Empty]
- DCB Side: A
- ☒ Wayne CAT IP: 10.28.44.25
- DSM: ☐

## What's New in Passport V12 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](mailto: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 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.

### 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.

## Passport V12 Core Feature Enhancements

For information on any of the new core features, refer to *MDE-5470 What's New in Passport Version 12*.

## 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 INFORMATION
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 <b>MWS &gt; Set Up &gt; Forecourt &gt; Forecourt Installation</b> to ensure correct product code assignment.

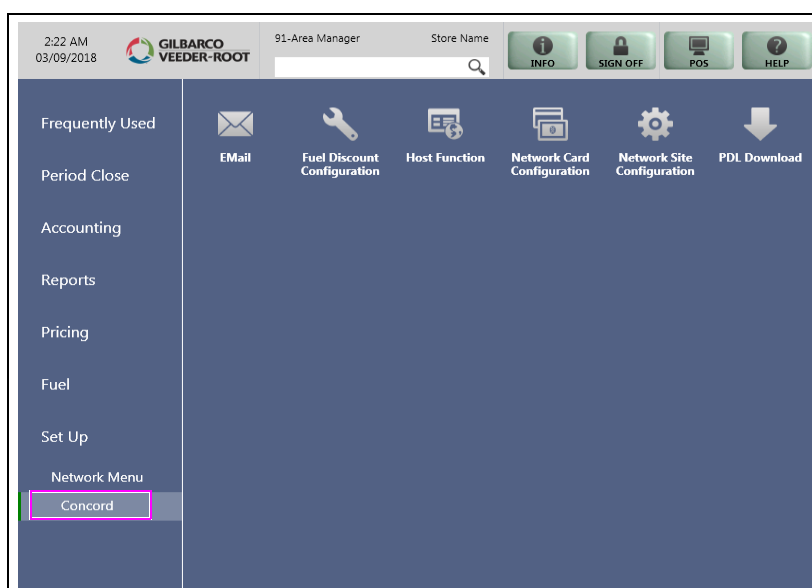
# Programming Network Site Configuration

*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 Manager Workstation (MWS) main menu, go to **Set Up > Network Menu > Concord**.

**Figure 3: Concord Network Configuration Menu**



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

- EMail
- 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 4: 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	<p>This is a unique 13-character value provided by Valero Help Desk to identify the site with the network. Fiserv refers to the Merchant Number as the Credit Card Number (enter the rightmost eight digits).</p> <p>Format for this field is AABBBBBCCCCDD, where:</p> <ul style="list-style-type: none"> <li>AA is the terminal type</li> <li>BB is the two-digit state code (refer to <a href="#">"Appendix A: Valid State and Territory Codes"</a> on <a href="#">page 43</a>)</li> <li>CCCCC is the six-digit merchant identifier</li> <li>DD is the three-digit terminal identifier, usually 001</li> </ul>
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	<p>The type of connection used by the site to connect to the network. Options are VSAT WITH DIAL BACKUP, VSAT, and DIAL.</p> <p>If the Host Connection Type field is changed, you must stop and restart the Passport system.</p> <p><i>Note: For the Datawire Micronode or EchoSat<sup>SM</sup> (SmartLink<sup>TM</sup>) Secure Payment Gateway (SPG), set this field to Dial.</i></p>
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.
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.

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

**Figure 5: Global Information - Page 2 Tab**

The screenshot displays the 'Global Network Parameters' configuration window. The 'Page 2' tab is selected and highlighted with a pink box. The window contains several input fields and checkboxes for configuring network parameters:

- EBT Cash Back Minimum: 0.00
- EBT Cash Back Maximum: 0.00
- Debit Cash Back Fee: 0.00
- Debit Sale Fee: 0.00
- Days To Keep Network Data: 30
- AVS Enabled By Host: Yes
- Print store copy of the receipt inside: Yes
- Print customer copy of the receipt inside: Yes

### Fields on the Global Information - Page 2 Tab

Field	Description
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.
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 <b>Yes</b> , AVS is enabled by the network. Passport receives this field from the network. The field is not editable.
Print store copy of the receipt inside	If set to <b>Yes</b> , 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 <b>Yes</b> , 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.

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

**Figure 6: Network Connection Options**

The screenshot displays the 'Global Network Parameters' window with the 'Network Connection Options' tab selected. The fields and their values are as follows:

Field	Value
Com Port	0
Baud Rate	2400
Access Code	
Download Phone Number	1800111111
Primary Phone Number	18888433814
Secondary Phone Number	18888433814
Init String	AT&F0V0E0&K0&Q6%CX4S37=5&Z0
Dial Header	
Dial Trailer	
DTMF Speed	FAST
Connection Timer	20
Host IP Address	204.194.125.9
IP Port	7735
Keep Alive time frame (minutes)	10

## IMPORTANT INFORMATION

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 Fiserv Help Desk may need to provide some information.*

### Fields on the Network Connection Options 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*	<p>The dial baud rate used by the modem. Options are 1200, 2400, 4800, 9600, 14400, and 28800.</p> <p>Datawire Micronode requires 9600 baud rate. EchoSat (SmartLink) SPG requires 9600 baud rate and a firmware update.</p>
Access Code*	<p>Numbers that the modem must dial to reach an outside line. That is, if you dial "9" to reach an outside line.</p> <p>Leave this field blank for the Datawire Micronode device.</p>
Download Phone Number*	<p>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.</p> <p>Set this field to 77090001 for the Datawire Micronode device.</p>
Primary Phone Number*	<p>The main phone number the modem uses to dial the network for transaction processing (maximum 18 digits).</p> <p>Set this field to 77090001 for the Datawire Micronode device.</p>
Secondary Phone Number*	<ul style="list-style-type: none"> <li>The alternate phone number the modem uses to dial the network for transaction processing (maximum 18 digits).</li> <li>Set this field to 77090001 for the Datawire Micronode device.</li> </ul>
Init String*	<p>The 40-character modem initialization string that is sent to the modem each time a link is established with the modem.</p> <ul style="list-style-type: none"> <li>MultiTech® 009: AT&amp;F0V0E0&amp;K0&amp;Q6%CX4S37=5&amp;Z0</li> <li>MultiTech 007: AT&amp;F+A8E=,,,0VE&amp;K&amp;Q6%CX4+MS=1</li> </ul>
Dial Header*	<p>The dial command to the modem, including tone generation (default is ATDT). Leave this field blank for the Datawire Micronode device.</p> <ul style="list-style-type: none"> <li>MultiTech 009: ATS7=15S10=2S11=50S25=0&amp;W0</li> <li>MultiTech 007: not needed</li> </ul>
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*	<p>The speed between each number sent to the modem. The following are the available options:</p> <ul style="list-style-type: none"> <li>FAST</li> <li>MEDIUM</li> <li>SLOW</li> </ul> <p>Select MEDIUM for the Datawire Micronode device.</p>
Connection Timer*	<ul style="list-style-type: none"> <li>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.</li> <li>Valid entries are between 1 and 300 seconds.</li> <li>Set this field to 20 for the Datawire Micronode device.</li> </ul>

Field	Description
Host IP Address	The IP address used to connect to the network. Set the Host IP Address to <b>204.194.125.9</b> . <i>Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup.</i>
IP Port	The IP port used to connect to the network. Set the IP Port to <b>7735</b> . <i>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.</i>
Keep Alive time frame (minutes)	The default value is 10 minutes for the network.

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

- After completing the **Network Connection Options** tab, select the **Store & Forward Parameters** tab.

**Figure 7: Store & Forward Parameters Tab**

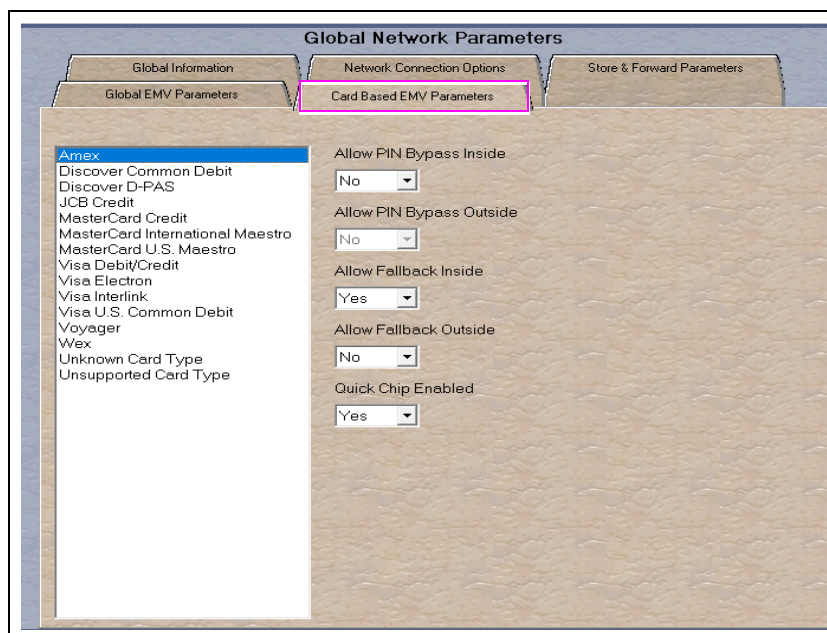
### Fields on the Store & Forward Parameters Tab

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 <b>Yes</b> , an indicator is displayed 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. <i>Note: This field is grayed out and not editable.</i>



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

**Figure 8: Card Based EMV Parameters Tab**



- 8 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	<p>If set to <b>Yes</b> and the EMV application requires PIN entry, the inside PIN Pad prompts the customer to enter the PIN, but allows the customer to press ENTER on the PIN Pad without entering a PIN.</p> <p>If set to <b>No</b> 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.</p> <p><i>Note: Some debit AIDs set this field to <b>Yes</b> by default and the merchant cannot change the setting.</i></p>
Allow PIN Bypass Outside	<p>If set to <b>Yes</b> and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN, but allows the customer to press ENTER on the CRIND keypad without entering a PIN.</p> <p>If set to <b>No</b> 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.</p> <p><i>Note: Some debit AIDs set this field to <b>Yes</b> by default and the merchant cannot change the setting.</i></p>
Allow Fallback Inside	<p>If set to <b>Yes</b>, 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.</p> <p>If set to <b>No</b>, 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.</p> <p><i>Note: Passport does not allow fallback to magnetic stripe read, regardless of this setting, if the EMV Fallback Allowed field on the <b>Global EMV Information - Page 2</b> tab is set to <b>No</b>.</i></p>

Field	Description
Allow Fallback Outside	<p>If set to <b>Yes</b>, 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.</p> <p>If set to <b>No</b>, when the customer inserts an EMV chip card into the CRIND chip reader and a chip error occurs, the CRIND declines the card.</p> <p><i>Note: Passport does not allow fallback to magnetic stripe read, regardless of this setting, if the EMV Fallback Allowed field on the <b>Global EMV Information - Page 2</b> tab is set to <b>No</b>.</i></p>
Quick Chip Enabled	<p>If set to <b>Yes</b>, 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.</p> <p>If set to <b>No</b>, 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.</p> <p>Defaults to <b>No</b>.</p>

- 9 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 9: Global EMV Parameters**

### Fields on the Global EMV Parameters Tab

Field	Description
Prefer US Common Debit	<ul style="list-style-type: none"> <li>If set to <b>Yes</b>, when the customer presents an EMV card that contains both US Common and International AID, Passport uses the US Common Debit AID.</li> <li>If set to <b>No</b>, 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.</li> </ul>
EMV Fallback Allowed Inside	<p>This field controls if EMV fallback to magnetic stripe is allowed inside the store or not.</p> <p>If set to <b>Yes</b>, 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.</p> <p>If set to <b>Yes</b>, 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.</p> <p>If set to <b>No</b>, when the customer inserts an EMV chip card into the inside PIN Pad chip reader and a chip error occurs, Passport declines the card.</p>
EMV Fallback Allowed Outside	<p>This field behaves the same way as the "EMV Fallback Allowed Inside" flag, but for outside transactions.</p>

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 the cards which the Fiserv network supports that 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, go to **Set Up > Network Menu > Concord > Network Card Configuration**. The Card Acceptance Information screen opens.

**Figure 10: Card Acceptance Information - Page 1 Tab**

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 <b>Yes</b> , 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 Fiserv network for authorization. The Fiserv network responds with the authorized fueling limit amount, which may be greater or less than the requested amount. This field cannot be greater than 999. This field is not valid for EBT cards.

Field	Description
CRIND Auth Control	The point at which the CRIND device is authorized after the customer swipes the card at the CRIND. Options are: <ul style="list-style-type: none"> <li>On Card Identification</li> <li>On Host Transmission</li> <li>On Host Response</li> </ul> This field is not valid for EBT cards.
AVS Zip Code Prompt	This field determines how Zip Code prompting occurs. Options are: <ul style="list-style-type: none"> <li>Both - AVS prompting occurs on inside and CRIND sales</li> <li>Inside - AVS prompting occurs only on inside sales</li> <li>Outside - AVS prompting occurs only on CRIND sales</li> <li>None - no AVS prompting occurs</li> </ul> Default is None. AVS is available only if the AVS Enabled by Host field is set to <b>Yes</b> (prompt code 127) on the Global Information - Page 2 tab. This field is not valid for EBT cards.

- Configure cards as required. The AVS Zip Code Prompt must be set to Outside for the following cards:
  - American Express®
  - Bypass Fleet
  - Disc-Diners®-Legacy®
  - Discover®
  - Discover-Diners
  - JCB®
  - MasterCard
  - Proprietary IIN
  - Visa
- 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 11: Card Acceptance Information - Page 2 Tab for Credit and Debit Cards**

Can this card be accepted as a Debit Card?

Card Acceptance Information

Page 1 Page 2

Can Use As Debit: No

Manual Entry Allowed: Yes

Track Configuration: Mandatory Track 2

Signature Required Limit: 0.00

Save Cancel

Figure 12: Card Acceptance Information - Page 2 Tab for Proprietary Cards

Can this card be accepted as a Debit Card?

04:53 PM  
12/06/2016

POS Help

Card Acceptance Information

Page 1 Page 2

American Express  
Bypass Fleet  
Concord Legacy Gift  
Debit  
Disc-Diners-Legacy  
Discover  
Discover-Diners  
Fleet 1  
Fleetwide  
Fuelman  
Generic Proprietary  
Gulf  
JCB  
Mastercard  
Mastercard Fleet  
Proprietary  
Proprietary Fleet  
Proprietary IIN  
Sinclair  
Sinclair Driver  
Sinclair Fleet  
Stored Value Card 1  
Stored Value Card 2  
Stored Value Card 3  
Valero Honor All  
Visa  
Visa Fleet

Can Use As Debit  
No

ISO

Manual Entry Allowed  
Yes

Track Configuration  
Preferred Track 2

Signature Required Limit  
0.00

Save  
Cancel

Operator 91  
Store Smiley's Stop

Figure 13: Card Acceptance Information - Page 2 Tab for SVC

Card ISO Number

04:53 PM  
12/06/2016

POS Help

Card Acceptance Information

Page 1 Page 2 Page 3

American Express  
Bypass Fleet  
Concord Legacy Gift  
Debit  
Disc-Diners-Legacy  
Discover  
Discover-Diners  
Fleet 1  
Fleetwide  
Fuelman  
Generic Proprietary  
Gulf  
JCB  
Mastercard  
Mastercard Fleet  
Proprietary  
Proprietary Fleet  
Proprietary IIN  
Sinclair  
Sinclair Driver  
Sinclair Fleet  
Stored Value Card 1  
Stored Value Card 2  
Stored Value Card 3  
Valero Honor All  
Visa  
Visa Fleet

Can Use As Debit  
No

ISO

Perform MOD Check  
No

MOD Check Calculation Start Position

MOD Check Calculation Length

MOD Check Digit Position

Save  
Cancel

Operator 91  
Store Smiley's Stop

## Fields on the Card Acceptance Information - Page 2 Tab

Field	Description
Can Use As Debit	This is a Yes/No field. If set to <b>Yes</b> , 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 <b>Yes</b> , the card information may be entered manually on an inside transaction.
Track Configuration	Track reading can be set to one of the following: <ul style="list-style-type: none"> <li>Preferred Track 1 - track 1 of the magnetic stripe read is sent to the Fiserv network in each transaction; if track 1 is not on the card, track 2 is sent to the network</li> <li>Preferred Track 2 - track 2 of the magnetic stripe read is sent to the Fiserv network in each transaction; if track 2 is not on the card, track 1 is sent to the network</li> <li>Mandatory Track 1 - if track 1 of the magnetic stripe is not readable, the card is not accepted</li> <li>Mandatory Track 2 - if track 2 of the magnetic stripe is not readable, the card is not accepted</li> </ul>
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 <b>Yes</b> , Passport performs Luhn MOD 10 check on the card data. Set to <b>Yes</b> for SVCs. Defaults to <b>No</b> . If set to <b>No</b> , the subsequent fields are grayed out and inaccessible.
MOD Check Calculation Start Position	Configure this field only if Perform MOD check is set to <b>Yes</b> . 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 <b>Yes</b> . 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 <b>Yes</b> . This field determines the position of the MOD 10 check. Default is 00.

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

**Figure 14: Card Acceptance Information - Page 3 Tab**

The screenshot displays the 'Card Acceptance Information' window, specifically the 'Page 3' tab. On the left, a list of card types is shown, with 'Stored Value Card 1' highlighted. The main configuration area includes the following fields:

- Account Number Length:** A text box containing the value '16'.
- Manual Entry Allowed:** A dropdown menu set to 'Yes'.
- Track Configuration:** A dropdown menu set to 'Preferred Track 2'.
- Signature Required Limit:** A text box containing the value '0.00'.

On the right side, there are 'Save' and 'Cancel' buttons. At the bottom right, the operator's name 'Operator 91' and the store name 'Store Smiley's Stop' are displayed.

**Fields on the Card Acceptance Information - Page 3 Tab**

<b>Field</b>	<b>Description</b>
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 <b>Yes</b> , the card information may be entered manually on an inside transaction.
Track Configuration	Track reading can be set to one of the following: <ul style="list-style-type: none"> <li>• Preferred Track 1 - track 1 of the magnetic stripe read is sent to the Fiserv network in each transaction; if track 1 is not on the card, track 2 is sent to the network</li> <li>• Preferred Track 2 - track 2 of the magnetic stripe read is sent to the Fiserv network in each transaction; if track 2 is not on the card, track 1 is sent to the network</li> <li>• Mandatory Track 1 - if track 1 of the magnetic stripe is not readable, the card is not accepted</li> <li>• Mandatory Track 2 - if track 2 of the magnetic stripe is not readable, the card is not accepted</li> </ul>
Signature Required Limit	The smallest total sales amount at which the customer must provide signature for the transaction.

- 6** Click **Save** to save changes or **Cancel** to exit the Card Acceptance Information screen without saving changes.

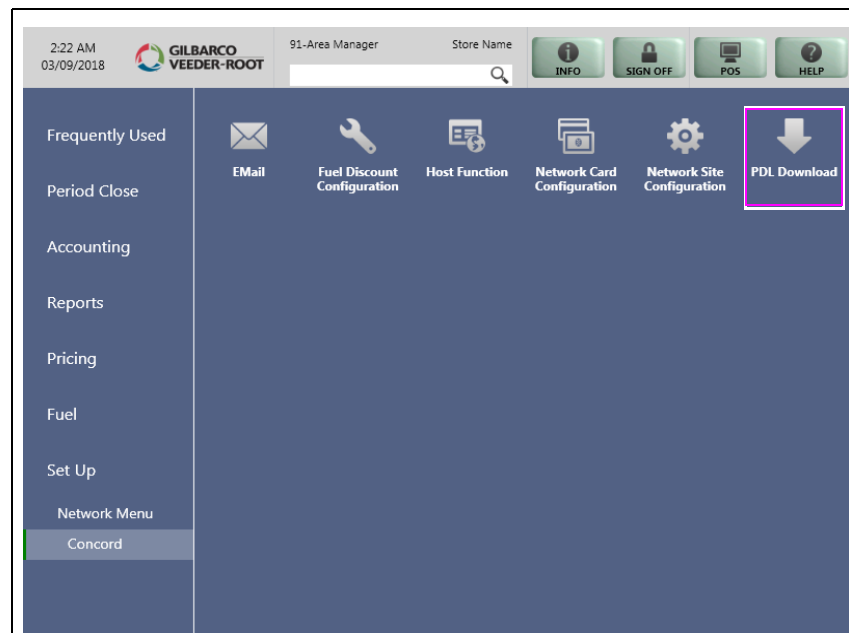
# Requesting PDL Download

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

To request a PDL download, proceed as follows:

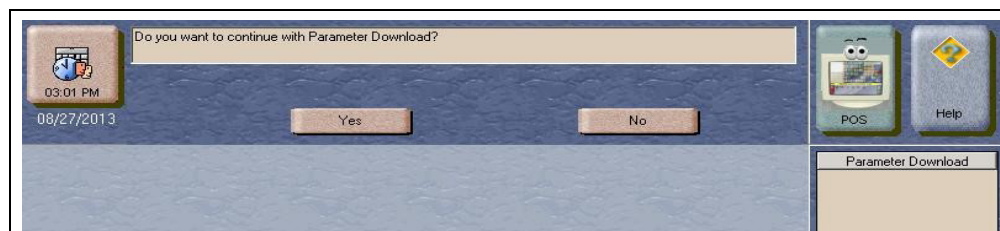
- 1 From the MWS main menu, go to **Set Up > Network Menu > Concord > PDL Download**.

**Figure 15: PDL Download Screen**



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

**Figure 16: 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.



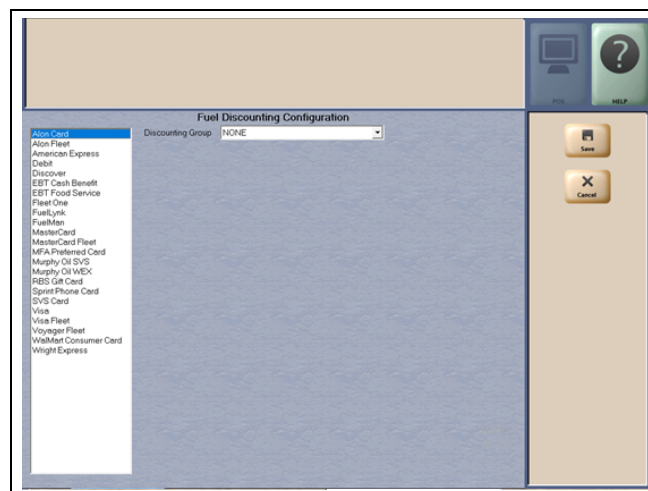
- 3 If the download is unsuccessful, perform the following, and then retry the download:
  - Validate the Merchant Number
  - For VSAT connection:
    - Validate the IP port number
    - Verify the Firewall Router configuration
    - Ping the Host IP address to verify hardware connectivity
  - For Dial 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 Fiserv 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 42](#).

## Fuel Discount Configuration

To configure fuel discounts by card type, proceed as follows:

- 1 From the MWS main menu, select **Fuel > Fuel Discount Maintenance**. On the **Fuel Discount Groups** tab, configure PPU discounts to be applied to fuel grades available at the store.
- 2 From the MWS main menu, select **Set Up > Network Menu > Concord > Fuel Discount Configuration**. The Fuel Discounting Configuration screen opens.

**Figure 17: Fuel Discount Configuration**



- 3 Select the desired card type in the left pane. From the drop-down list, select the **Discounting Group** to be applied to that card type.
- 4 Select **Save** to save your changes.

## 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**

The screenshot displays the 'Network Journal Report' configuration window. It features several sections for filtering data:

- Date/Time:** Includes radio buttons for 'Current Date' (selected) and 'Select'. The 'Current Date' section shows a date of 02/26/2016. The 'Select' section shows a date range from 02/19/2016 to 02/24/2016, with time filters of 07:35:49 and 13:39:04.
- Exception Flag:** Includes radio buttons for 'Exception', 'Transaction', and 'All' (selected).
- Journal Text:** A text input field with a 'Clear' button.
- Source ID (Register \ CRIND \ Other):** Includes radio buttons for 'All' (selected) and 'Select', with a text input field showing 'OtherSource'.
- Journal Type:** Includes radio buttons for 'All' (selected) and 'Select', with a list box containing 'Network Download', 'Financial Transactions', and 'Period Close'.
- Sort By:** A dropdown menu set to 'Timestamp' with radio buttons for 'Ascending' (selected) and 'Descending'.

On the right side of the window, there is a vertical toolbar with icons for 'Print Preview', 'Print', and 'Exit'.

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 Safe \$3.56 Approval# 424794
2016/02/18 10:21:06	Reg # 1	EMV Chip Transaction	No	Concord	<div>Transaction Result: Approved</div> <div>TID: 1</div> <div>PAN (5A): XXXXXXXXXX0010</div> <div>AIP (82): 5C00</div> <div>AID (84): A0000000031010</div> <div>Transaction Date (9A): 160218</div> <div>Transaction Time (9F21): 102053</div> <div>Transaction Type (9C): 00</div> <div>PAN Seq Num (5F34): 01</div> <div>Tran Currency Code (5F2A): 0840</div> <div>Amount, authorized (9F02): 3.56</div> <div>Amount, Other (9F03): 0.00</div> <div>ICC App Version Num (9F08): 0096</div> <div>Term App Version Num (9F09): 008C</div> <div>Term Country Code (9F1A): 0840</div> <div>Terminal Capabilities (9F31): 00F800R</div> <div>CVM Results (9F34): 020300</div> <div>Terminal Type (9F35): 22</div> <div>ATC (9F36): 0028</div> <div>Unpredictable Number (9F37): 1564811C</div> <div>IAC Default (9F0D): F04000800</div> <div>IAC Denial (9F0E): 001000000</div> <div>IAC Online (9F0F): F04000900</div> <div>1st AC TVR (95): 008004800</div> <div>1st AC Issuer Appl Data (9F10): 06010A03A02000</div> <div>1st AC Appl Cryptogram (9F26): 4ED544A96A2E9326</div> <div>1st AC CID (9F27): 80</div> <div>2nd AC Issuer Auth Data (91):</div> <div>2nd AC TVR (95): 0080048000</div> <div>2nd AC Appl Cryptogram (9F26): 808F592D6138879F</div> <div>2nd AC CID (9F27): 40</div> <div>Auth Response Code (8A): 3030</div> <div>TSI (98): F800</div> <div>TAC Default: DC4000A800</div> <div>TAC Denial: 001000000</div> <div>TAC Online: DC4004F800</div>
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 '201308120000010000005800'
2016/02/18 16:46:12	Reg # 1	Approved Transactions	No	Concord	02-18-2016 16:46 Bypass 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 while 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 <sup>1</sup>		✓			
Cash Card Report by Shift <sup>1</sup>	✓	✓			
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 <sup>2</sup>	✓	✓		✓	
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 <sup>2</sup>		✓		✓	

<sup>1</sup>If the site sells Cash Cards, print this report at each Store Close and read carefully.

<sup>2</sup>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 completions.

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

<u>Time</u> <u>Date</u>	<u>Account #</u> <u>Exp. Date</u>	<u>Card Type</u> <u>Amount</u>	<u>Terminal Type</u> <u>Transaction Type</u>	<u>Approval #</u> <u>Terminal #</u>	<u>Invoice</u>
3:28:15PM 8/7/2017	XXXXXXXXXXXX6665 05/19	Mastercard Fleet – FL \$73.24	POS Completion	992284 1	001563
3:56:00PM 8/8/2017	XXXXXXXXXXXX1012 12/18	Visa Fleet – CC \$25.40	POS Completion	0F6144 1	001569

A + sign beside the account number indicates repeated card use

<u>Card Type</u>	<u>Local Count</u>	<u>Local Dollars</u>
* PreAuthorizations (AO)	1	\$45.00
Credit Cards (CC)	1	\$25.40
Fleet Cards (FL)	1	\$73.24
<b>Card Totals</b>	<b>2</b>	<b>\$98.64</b>

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

## Account Transactions by Shift Report

The 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**

<u>Card Conflict Report</u>		
Merchant Number: GGNC22222001		
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**

<u>Cash Card Report by Day</u>					
Merchant Number: GGNC22222001					
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	XXXXXX XXXXXX XXXXXX 0079	32H1HZ	Deactivation	\$62.60
03/11/2017	10:42:21AM	XXXXXX XXXXXX XXXXXX 0079	8A1AAQ	Deactivation	\$10.00
03/11/2017	10:44:15AM	XXXXXX XXXXXX XXXXXX 0079	8FPQGH	Deactivation	\$10.00
03/11/2017	1:18:20PM	XXXXXX XXXXXX XXXXXX 0012	78OR0Z	Activation	\$90.00
03/11/2017	1:18:32PM	XXXXXX XXXXXX XXXXXX 0012	T1UWH6	Sale	\$5.80
03/11/2017	1:18:44PM	XXXXXX XXXXXX XXXXXX 0012	82Y11M	Balance Inquiry	\$0.00
03/11/2017	1:18:58PM	XXXXXX XXXXXX XXXXXX 0012	1TC07J	Recharge	\$2.00
03/11/2017	1:19:14PM	XXXXXX XXXXXX XXXXXX 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** on both the Global EMV Parameters and Card Based EMV Parameters tabs. 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

<u>Terminal</u>	<u>EMV Version</u>	<u>Software Version</u>
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 Management 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**

<b>EMV Chip Fallback Report</b>		
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**

<b>Local Totals For Current Day</b>		
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
<b>Card Totals</b>	15	\$45.79
<b>Total S&amp;F transactions outstanding</b>	1	\$2.18
<b>Total uncollected transactions</b>	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**

Current Network Parameters Report													
<b>Merchant Information</b>													
Dealer Number: 008259				Station Name: GILBARCO VALERO ATL105									
Device Number: 001				Station Address: 360 INTERSTATE NORTH									
Terminal ID: L313008259001				ATLANTA, GA30339									
<b>Global Information</b>													
SVC Activation Recharge Granularity: \$ 1.00				SVC Activation Recharge Minimum: \$ 1.00				SVC Activation Recharge Maximum: \$ 999.00					
Debit Cash Back Granularity: \$ 0.00				Debit Cash Back Minimum: \$ 0.00				Debit Cash Back Maximum: \$ 0.00					
EBT Cash Back Granularity: \$ 0.00				EBT Cash Back Minimum: \$ 0.00				EBT Cash Back Maximum: \$ 0.00					
Debit Cash Back Fee: \$ 0.00				Debit Sale Fee: \$ 0.00									
Print store copy of the receipt inside: Yes				Print customer copy of the receipt inside: Yes				Days To Keep Network Data: 30					
AVS Enabled by the Host: Yes Automatic Close Enabled by the Host: Yes Cut Time: 1000 Download Prompt Codes: 001, 011, 020, 050, 055, 059, 060, 070, 071, 079, 080, 081, 084, 085, 127													
<b>Connection Information</b>													
Connection Type: VSAT WITH DIAL BACKUP													
Primary Phone: 18888433814				IP Address: 204.194.125.43									
Secondary Phone: 18888433814				IP Port: 7735									
Download Phone: 18001111111				DTMF Speed: FAST									
Access Code:				Connect Timer: 20									
Dial Header:				Dial Trailer:									
Com Port: 0				Keep Alive time frame (minutes): 10									
Baud Rate: 2400				Init String: AT&F0V0E0&K0&Q6%CX4S37=5&Z0									
<b>Store &amp; Forward Information</b>													
SF Warning Count: 50%				SF Maximum Count: 0									
SF Warning Total: 50%				SF Maximum Total: \$ 0.00									
Show Store & Forward Indicator: True													
Totals Password: 111111													
<b>Card Information</b>													
Card Issuer Name	Card Type	Card Prompt Code	Active	Inside Floor Limit	CRIND Floor Limit	CRIND Auth Amt	CRIND Auth Control	AVS Prompt	Can Use As Debit	Manual Entry Allowed	Track Configuration	Signature Req Limit	
American Express	AX	020	Yes	\$35	\$0	\$50	Resp	None	Yes	Yes	Preferred Track 1	\$0	
Buypass Fleet	BP	001	Yes	\$35	\$0	\$50	Resp	None	No	Yes	Preferred Track 2	\$0	
Concord Legacy Gift	SV	079	Yes	\$0	\$0	\$50	Resp	None	No	Yes	Preferred Track 2	\$0	
Debit	DB	011	Yes	\$0	\$0	\$50	Resp	None	No	No	Preferred Track 2	\$0	
Disc-Diners-Legacy	DS	020	Yes	\$35	\$0	\$75	Resp	None	Yes	Yes	Preferred Track 2	\$0	
Discover	DS	020	Yes	\$35	\$0	\$50	Resp	None	Yes	Yes	Preferred Track 2	\$0	
Discover-Diners	DS	020	Yes	\$35	\$0	\$75	Resp	None	No	Yes	Preferred Track 2	\$0	
EBT Cash	EB	074	No	\$0	\$0	\$0	Resp	None	No	Yes	Mandatory Track 2	\$0	
<b>Programmable Card Information</b>													
Card Issuer Name	ISO	Perform MOD Check	MOD Check Calculation Start Position	MOD Check Calculation Length	Mod Check Digit Position	Account Number Length							
Generic Proprietary													
Stored Value Card 1		No	0	0	0	0							
Stored Value Card 2		No	0	0	0	0							
Stored Value Card 3		No	0	0	0	0							



## 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**

<u>Network Performance</u>			
Merchant Number: L313001380001			
<u>Connection</u>	<u>Date</u>	<u>Event Name</u>	<u>Additional Data</u>
<u>type</u>			
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 PDL 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

<b>POS Day Report</b>					
Merchant Number: L313008259001					
Network Day # 5 From 10/19/2020 10:00:44AM to 10/20/2020 5:28:26AM					
Card Type	Local Count	Local Dollars	Host Count	Host Dollars	Difference Dollars
Credit Cards (CC)	5	\$22.23	5	\$22.23	\$0.00
Travel/Entertainment (TE)	4	\$19.60	4	\$19.60	\$0.00
Discover (DS)	5	\$18.74	5	\$18.74	\$0.00
* PreAuthorizations (AO)	5	\$187.00	5	\$187.00	\$0.00
<b>Card Totals</b>	<b>14</b>	<b>\$60.57</b>	<b>14</b>	<b>\$60.57</b>	<b>\$0.00</b>
<b>Total S&amp;F transactions outstanding</b>	<b>0</b>	<b>\$0.00</b>			
<b>Total uncollected transactions</b>	<b>0</b>	<b>\$0.00</b>			
* 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

Figure 30: POS Host Refusal Report

<u>POS Host Refusal Report</u>							
Merchant Number: GGNC22222001							
Network Shift #15 From 12:00:00PM to 7/22/2016 18:30:52PM							
<u>Time</u>	<u>Date</u>	<u>Account#</u>	<u>Card Type</u>	<u>Auth#</u>	<u>Manual</u>	<u>Resp. Code</u>	
	<u>Amount</u>	<u>Exp. Date</u>		<u>CallForAuth#</u>	<u>processing</u>	<u>Refusal Message</u>	
13:22:02	07/22	XXXXXXXXXXXX1176	Stored Value Card 2		No	Denied: INVALID CARD	{C
	\$50.00	01/25					
13:22:24	07/22	XXXXXXXXXXXX9220	Stored Value Card 2		No	Denied: CARD ACTIVE	{H
	\$50.00	01/25					
13:22:43	07/22	XXXXXXXXXXXX1176	Stored Value Card 2		No	Denied: INVALID CARD	{C
	\$50.00	01/25					
13:22:53	07/22	XXXXXXXXXXXX1176	Stored Value Card 2		No	Denied: INVALID CARD	{C
	\$50.00	01/25					
13:28:11	07/22	XXXXXXXXXXXX1176	Stored Value Card 2		No	Denied: INVALID CARD	{C
	\$50.00	01/25					
13:31:40	07/22	XXXXXX XXXXXX	Concord Legacy		No	Denied: INVALID CARD	{C
		XXXXXX 2560	Gift				
	\$50.00	06/10					
16:38:45	07/22	XXXXXXXXXXXX1176	Stored Value Card 2		No	Denied: INVALID AMT	{P
	\$50.00	01/25					

## POS Mail

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

Figure 31: POS Mail Report

<u>POS Mail Report</u>	
Merchant Number: GGNC22222001	
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**

<b>Host Totals By Day</b>		
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
<b>Card Totals</b>	<b>22</b>	<b>\$0.13</b>
* 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:GGNC22222001

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**

<b>Uncollected Transactions Report</b>							
Merchant Number: GGNC22222001							
Network Day #3 From 4/20/2017 2:30:52AM To 4/21/2017 2:44:34AM							
<u>Time</u>	<u>Date</u>	<u>Invoice#</u>	<u>Auth#</u>	<u>Account#</u>	<u>Exp. Date</u>	<u>Card Type</u>	<u>Amount</u>
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

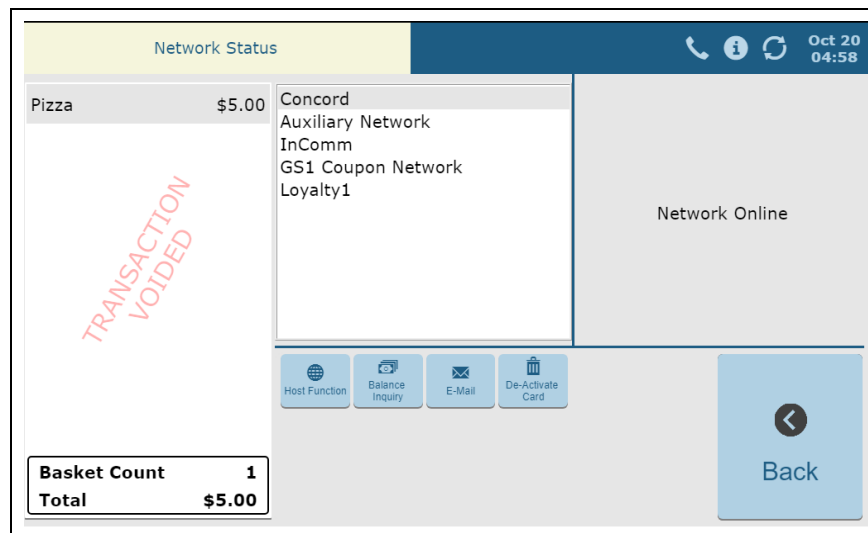
The Network Functions window can be accessed by selecting the **Network Status** button on the cashier screen.

**Figure 37: Network Status Button**



The Network Status screen opens.

**Figure 38: Cashier Network Status Screen**



The Network Status screen provides information on all networks connected to the Passport system. Select a network from the list in the middle pane and its status is displayed in the right pane.

## 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 rating of the event:

Color	Severity
Blue	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	Blue	PDL was received successfully.
UNREAD MAIL AVAILABLE	Blue	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: <ul style="list-style-type: none"> <li>• Communications Test</li> <li>• Mail Request</li> <li>• Mail Reset</li> </ul>
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	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 <b>Yes</b> , 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:** 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 that 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 Passport system 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, go to **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.

## 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: 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 Fiserv Technical Support Help Desk at 1-800-733-3322.
- 2** Provide the six-digit Merchant ID Number to the Fiserv Technical Support Help Desk representative.
- 3** Request the Fiserv 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 Fiserv 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 transactions are not successful, contact the Fiserv Technical Support Help Desk again and request the representative to change the Encryption Type field back to its original setting.

## Appendix C: Upgrading to Passport V20

This section provides Fiserv-specific information to the ASC when upgrading from a Passport version that has been defined as an approved upgrade path.

### Before beginning the upgrade:

The ASC must perform the following steps before the upgrade:

Step	Task Description
1	Ensure that all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of \$0.000 PPU).
2	Print the <b>Network Configuration Report</b> . 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).
3	Perform Store Close and ensure all network transactions have completed by checking the Store and Forward Transactions Report for fallback transaction information.
4	Call the Fiserv Help Desk at 1-800-726-2629 to ensure the Store Close is successful. If enabling EMV for the first time, confirm the Fiserv network is prepared to enable EMV downloads for inside and outside transactions.
5	Assist the merchant or store manager to print additional accounting and network reports as needed.
6	Ensure that all file transfers from Passport to the BOS have completed.

### After the upgrade:

The ASC must perform the following steps after the upgrade:

Step	Task Description
1	If enabling EMV for the first time, request a PDL Download by navigating to <b>MWS &gt; Set Up &gt; Network Menu &gt; Concord &gt; PDL Download</b> . For more information on requesting a PDL Download, refer to <a href="#">"Requesting PDL Download"</a> on <a href="#">page 22</a> .
2	If enabling EMV for the first time, review the parameters on <b>MWS &gt; Set Up &gt; Network Menu &gt; Concord &gt; Global Network Parameters</b> on both the Global EMV Parameters and Card Based EMV Parameters tabs with the store owner or store manager. Advise him to contact the Fiserv Help Desk to discuss the financial implications and suggested settings on this screen.
3	If installing a VeriFone® MX915 or Ingenico® iSC250 PIN Pad after the upgrade, ensure that the EMV Capable field is selected in <b>MWS &gt; Set Up &gt; Register &gt; Register Set Up &gt; Device Configuration</b> .
4	If the site is using an Ingenico PIN Pad, inform the manager of the option to configure Passport to process Voyager EMV cards as magstripe. Make sure that the manager understands that this will cause any unsupported EMV card to be processed as magstripe. Refer to <a href="#">"WEX and Voyager EMV"</a> on <a href="#">page 4</a> for more details.
5	Confirm that the AVS ZIP Code Prompt is set to Outside for the required cards. Refer to Programming Network Card Configuration step 3 on <a href="#">page 18</a> for more details.

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

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