

Quick Reference Guide: Passport Fuel Transactions

Overview

The “Fuel Control” area is located at the bottom of the Cashier workstation screen. When a dispenser icon is selected, the Fuel Transaction screen is displayed.

Fuel Control Area

The “Fuel Control” area displays the status of all dispensers. The “All Stop” and “Auth” keys always display in this area. A description of each component in the Fuel Control area is shown below.



- **All Stop:** Used to stop fuel flow to all dispensers. Does not shut off power to the dispensers or the fuel island.
- **Dispensers:** Displays all activity on dispensers.
- **Auth:** Allows manual authorization for a fuel sale.

Fuel Transaction Area

The “Fuel Transaction” area is used to control how fuel is paid for and pumped (e.g., prepay, preset, or manual), view the status of a dispenser, print receipts and/or stop fueling at a specified dispenser. A description of each component in the Fuel Transaction area is shown below.



- **PrePay:** Used to set the dispenser to stop at a specified pre-paid amount. Payment is tendered prior to dispensing fuel.
- **Buffer:** Allows for and displays dual memory “A” or “B” transactions for a dispenser.
- **PreSet:** Used to stop the dispenser at a pre-set dollar amount. Payment is made after dispensing fuel.
- **Manual Sale:** Used to manually create or recreate a fuel transaction. Typically performed when the original sale was finalized in error and must be manually “created” in order to refund and/or finalize card transactions.
- **Receipt:** Displays the Cashier workstation receipt search screen and automatically filters the results to show only transactions from the selected dispenser.
- **Stop:** Stops activity on the selected dispenser.
- **Clear Errors:** Used to clear all errors on the dispenser.
- **Reset:** Used to reset the dispensers prices back to original.
- **Show All Dispensers:** Used to display all dispensers if there are more than ten configured.
- **Back:** Returns to the main fuel screen.

Authorizing Fuel Sales

The “Fuel Transaction” area is used to control pump selection for fueling. The pump selections will display to indicate the pump in use.

- All dispensers can be authorized at once by touching the Auth button if the “General Authorize” option for the dispenser is set to Yes.
- When a dispenser is “calling” or requesting authorization a green box will flash around the dispenser



select the pump icon; then touch the Auth button. This activates the dispenser for a fill-up transaction.

Buffers

- Buffered, also known as “stacked” fuel sales are allowed. Passport allows the Cashier to buffer up to two active fuel sales per dispenser at any one time. This may be two Post Pay fuel sales, one Post Pay fuel sale and one prepay fuel sale or two prepay fuel sales.
- Touch a dispenser icon to display the “A” and “B” buffers, dispenser number and status.
- Possible dispenser status indicators are:
 - **Empty:** No fuel activity at this time. Buffers must be empty when creating a fuel transaction.
 - **Busy:** Indicates that the dispenser is actively dispensing fuel. A busy buffer cannot be selected.
 - **Locked:** A fuel sale is in progress. A locked buffer cannot be selected.
- **Real Time Money:** You can view the dollar amount incrementing as the customer dispenses the fuel within each buffer. Also, you can select the desired dispenser number and buffer to display the real time money.

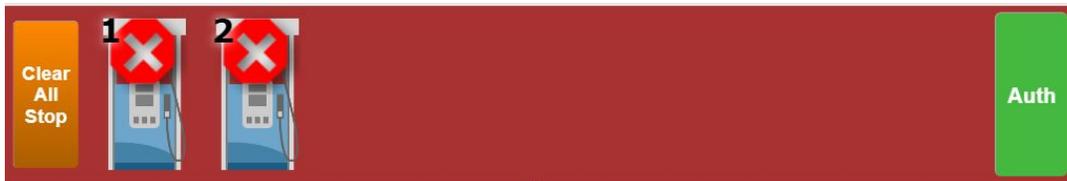


All Stop/Resume All Dispensing

Stopping All Dispensers

- The “All Stop” function is typically used in the event of an emergency.

- Touch . All dispenser icons change to a stop sign, the dispenser area turns red and emits an audible tone, which indicates the dispensers have stopped.



Resuming All Dispensing

The “Clear Stop” function is typically used when dispensers have been stopped for an emergency. The Clear Stop function is used after the emergency situation has been resolved and it is safe to return dispensers to active status.

- Touch . The message “Are you sure that you wish to remove all stop? Yes or No” is displayed.
 - If No is selected, the dispensers remain stopped. The customer is instructed to see the Cashier and the dispenser remains stopped. If the fueling nozzle is replaced during this period, the customer must pay for fuel delivered before the “All Stop” was performed.
 - If Yes is selected, the message “Do you wish to re-authorize all stopped dispensers?” is displayed. Select Yes to resume dispensing. Delivery of fuel automatically continues on all dispensers from the point where they were prior to being stopped.

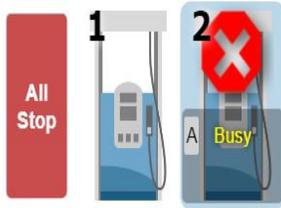


*“All Stop” and “Pump Stop” **ONLY** removes authorization from the dispenser that have been stopped by the Passport POS. These functions **DO NOT** remove power from the dispensers, submerged turbine pumps, or fueling island.*

Stop Dispenser/Resume Dispenser

Stopping Dispenser Activity

- Select the dispenser to be stopped; then touch . Fuel delivery at the selected unit is stopped. The dispenser icon changes to a stop sign and reads busy as illustrated below. Any activity on the selected dispenser is halted until re-authorization is performed.



Activate Windows
Go to Settings to activate Windows.



Resuming Dispenser Activity

- Select the dispenser to be resumed; then touch . Fuel delivery is resumed.

Fuel Sales Transactions

There are three types of fuel sale transactions—postpay and prepay. A “postpay” sale is one that the customer pays for the fuel after dispensing. A “prepay” sale is one that is paid prior to dispensing and the dispenser automatically stops at the prepaid amount.

Tendering Fuel Sales

A fuel sale can be tendered using any of the three following methods:

- “Fuel Icon” in the *Transaction Queue* (postpay)
 - The basic fuel sale is known as a “postpay” because the customer pays for the fuel *after* dispensing. There is no button for postpays since the customer lifts the handle and dispenses the desired amount of fuel. After the fuel is dispensed, the fuel sale icon displays inside the store on the POS transaction queue, waiting for payout. This sale amount will display in black



and will display in the Fuel sales queue until pulled into a transaction.

- “Dispenser Icon” on the *Dispenser Control* screen
 - You select the corresponding dispenser number. After selection, the desired fuel sale is selected from the buffer.
 - Fuel and non-fuel items may be added to the transaction. You may continue with the basic tendering process.
- Two transactions at the same dispenser – A/B Buffer
 - Fuel sale authorizations will automatically be assigned to the “A” memory buffer unless it is in use, in which case the “B” memory buffer will be authorized. “In Use” could mean that a completed sale is awaiting finalization, or that the memory location has been “reserved” for a prepay sale.
 - When finalizing a fueling transaction, select the appropriate dispenser icon AND memory “A” or “B” buffer to add the sales to the current POS transaction.

Prepaid Fuel Transactions

A “Prepaid” fuel transaction allows the customer to pay for fuel before dispensing. The dispenser automatically stops at the designated amount.



Depending on the Passport application, the Cashier may be prompted to select a grade and/or enter whole dollar amounts for fuel prepays.

Balance Prepaid Transaction



Select the dispenser to be stopped; then touch  Fuel delivery at the selected unit is stopped. The dispenser icon changes to a stop sign and reads busy as illustrated below. Any activity on the selected dispenser is halted until re-authorization is performed.

Adding a Prepay to a Fuel Balance

1. Add all non-fuel sale items to the transaction.
2. Select the appropriate dispenser; then touch . The “Balance” button is displayed on the POS screen.

			10.00				
1	2	3					
4	5	6					
7	8	9	Cancel				
0	00	Clear	Enter				
\$5.00		\$10.00		\$20.00		\$50.00	

3. Select a preset tender amount or enter an alternate amount; then touch Enter.
4. Complete the tendering process. The system subtracts the sale items from the amount tendered. The remaining balance is the prepay amount.
5. The prepaid amount is displayed  and the customer’s receipt is printed. Once uthorized, the prepay is ready to be dispensed.

Moving a Prepaid Transaction

Prepays can be moved from one dispenser to another if no fuel has been dispensed. The move feature comes in handy when the Cashier mistakenly sets up a prepay on the wrong dispenser or the customer moves to another dispenser. Moving the prepay eliminates the need to perform a fuel refund and then create another prepay transaction.

1. Touch the **dispenser** and **buffer** of the prepay. (A pump stop may be required.)

2. Once the dispenser is stopped (if required), touch  .
3. Select the new dispenser number and buffer. The prepay amount displays under the new dispenser icon. The prepay is authorized and ready to dispense.

Voiding a Prepaid Transaction

Prepays may be voided and money refunded to the customer. Prepay voids are allowed only if no fuel has been dispensed.

Refunding Underruns

The customer replacing the nozzle/handle before the entire prepaid fuel amount is considered an “underrun.” Once the customer replaces the handle, an underrun icon is displayed in the transaction queue of the POS screen, with the dispenser number and the amount of the fuel that was actually dispensed. The prepay amount is displayed in red and the buffer displays the “change due” amount.

1. Select the **Prepay Underrun** icon. The underrun transaction displays in the receipt journal and the change amount due the customer is displayed on the POS message bar.
2. Select **Tender**. The exact amount is refunded to the customer. (If non-fuel items were added to the prepay underrun, there may be a balance due by the customer.)



Typically, if a network-authorized tender was used, the exact leftover amount (amount not dispensed) is automatically refunded back to the card. If the debit-authorized tender was used, the customer is prompted to enter the PIN. If the network authorizing process fails for some reason, the Cashier is prompted to swipe the card and continue with the refund due process as store operations dictate.

Preset

You can set the dispenser to stop at a preset amount. The customer must pay for the fuel when finished dispensing.

1. Touch  .
2. Select a preset tender amount or enter an alternate amount; then touch **Enter**.
3. Tender the sale when the customer pays for the sale.

Manual Fuel Sales

The “Manual Fuel Sale” function is used to:

- Correct a mis-keyed tendered fuel transaction to correct report totals.
- Sell fuel products from mechanical dispenser(s) that do not have electronic interface to the Passport system, such as diesel or kerosene.

Performing a Manual Fuel Sale

1. Touch the desired dispenser from the dispenser area.

2. Touch  .
3. Select the **fuel grade** and **amount of sale**.
4. If the customer has additional items, enter them now.
5. Touch **Tender**; then select or enter the payment amount.

Manual Fuel Refunds

The “Manual Fuel Refund” function is generally used to correct a mis-keyed tendered fuel. For example, the customer wants to pay cash but then decides to pay with a credit card after you have already tendered with cash. You perform a manual fuel refund, adjust or remove the cash to total, perform a manual fuel sale, then tender with the credit tender, which corrects the tender totals.

Performing a Manual Fuel Refund

1. Touch  .
2. Touch the desired number from the dispenser area.
3. Touch  .
4. In the Transaction Journal, select the fuel grade and enter or select the amount of the original fuel sale.
5. Touch  .
6. Tender the sale with the original tender.

Fuel Discounting

“Fuel Discounting” applies a discount to fuel based upon criteria entered on the Manager workstation. When fuel discounting is applied to a transaction, other discounts cannot be used in conjunction with the same transaction.

Discounting Item-Level Fuel

1. Highlight a fuel item in the Transaction Journal.
2. Touch  .
3. Select a discount from the list.

Discounting Transaction-Level Fuel

1. Add an item-level fuel item to the transaction.
2. Touch **Discount**. The discount is applied to the transaction.

Voiding a Discount

1. Highlight the discount you want to delete on the Transaction Journal.
2. Touch  .

Fuel Receipt Search

There are two methods by which receipts can be searched:

- **Main Cashier Screen:** Touch **Receipt Search**.
- **Fuel Transaction Screen:** Touch **Receipt** from the Fuel Transaction screen.

Drive Offs

There are times when a customer will drive off without paying for fuel. When this happens, touch the **Drive-Off** key as a tender type to complete the sale. (This function must be programmed in Tender Maintenance on the Manager workstation.)

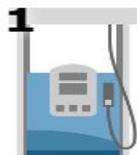


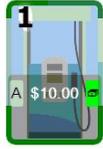
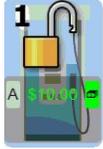
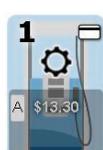
Individual store procedures may require capturing license plate or other information. You may also be required to print multiple copies of the drive-off transaction receipt.

Fueling Section

The Fueling section provides diagnostic information for each dispenser. Listed below are status options:

- **Offline:** Indicates the dispenser is not communicating with the Passport system. The Offline icon displays.
- **Idle:** Indicates that currently, there is no fuel being dispensed.
- **Busy:** Indicates fuel is being dispensed.
- **Authorized:** Indicates the dispenser has been authorized but dispensing has not begun.
- **Stopped:** Indicates an “All Stop” or individual dispenser stop was initiated. Below are sample Passport dispenser button icons:

Icon	Definition/Action
	IDLE Dispenser is idle. No action required.
	CALLING DISPENSER Calling dispenser waiting for authorization. Touch Auth to authorize all dispensers, or a one-dispenser authorization may be performed.

	<p>Complete Fuel Dispenser will display to the cashier that fueling is complete.</p>
	<p>CALLING PREPAY Calling dispenser with a prepay in a buffer. Select dispenser icon, select a buffer then touch Auth.</p>
	<p>AUTHORIZING Authorization in progress. No action required.</p>
	<p>Pump Reserved Dispenser is ready but the customer has not started to dispense the fuel.</p>
	<p>DISPENSING Fuel is being dispensed. The dispenser icon may be selected to view the real time money.</p>
	<p>PUMP STOP Fueling has been stopped on an individual dispenser via the Stop button. Select Resume to continue fueling.</p>
	<p>ALL STOP The all stop button has been selected. After ten seconds, the Clear All button will display. Select Resume All to remove the all stopped dispenser condition.</p>
	<p>CHANGING PRICES Fuel prices have been sent to the dispensers. No action required.</p>

Icon	Definition/Action
	<p>ERROR An error has occurred.</p>
	<p>Pump Closed An error has been encountered on the pump and will display as closed.</p>
	<p>OFFLINE The dispenser is no longer communicating or responding to the Passport system.</p>
	<p>Clear Errors The dispenser provides the option to clear errors encountered on the dispenser.</p>
	<p>ATTENDED This dispenser is in attended mode. An outdoor employee/attendant has been assigned to this dispenser.</p>