Introduction

Purpose

This manual provides network-specific information for Passport™ systems at Sunoco® stores that are:

- Upgrading from Passport V8.02 with Service Pack S or later
- Upgrading from Passport V10 with Service Pack K or later
- Upgrading from Passport V11.01 with Service Pack C or later
- Upgrading from Passport V11.02 with JMP3 or later
- Installing V11.04 for the first time

Note: If an earlier version of Passport software is running, upgrade first to one of these minimum versions before upgrading to Sunoco V11.04 or perform a clean install.

IMPORTANT INFORMATION

Passport V11.04 supports only PX60 Passport hardware platforms. You must ensure the Enhanced Dispenser Hub (EDH), Server, and Clients hardware are PX60 level. The Concord network requires notice in advance that the store is upgrading to Passport V11.04, which implements EMV® functionality on Passport. In this version, EMV functionality affects inside and outside transactions. If upgrading from V10 or V11.01, at least two full days before the scheduled upgrade, advise the merchant to contact the Concord network and explain that the site is implementing an upgrade to Passport to enable EMV. The merchant should advise the network representative of the date the upgrade is to take place, and request that the network prepare to enable EMV with appropriate Parameter Downloads (PDL) on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

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

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

Intended Audience

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

Note: Leave this manual, excluding "Appendix C: Upgrading to Passport V11.04" on page 42 at the site for the manager's reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLD℠).

REVIEW AND FULLY UNDERSTAND "Appendix C: Upgrading to Passport V11.04" on page 42 BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V11.04 FOR CONCORD.

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Related Documents

Document Number	Title	GOLD Library
MDE-3816	Passport Hardware Start-up and Service Manual	• Passport • Service Manual
MDE-4696	Ingenico® PIN Pad Kits (PA0379XXXXX and PA0380XXXXX) Installation Instructions	POS Peripheral Devices
MDE-4826	Passport Card and Face-based Local Accounts Setup and Operations Manual	Passport
MDE-4834	Passport System Recovery Guide for Passport V8.02+	Passport
MDE-4866	Passport Firewall Router Start-up and Service Manual	Passport
MDE-4954	Passport Start-up and Service Manual for the Cisco® Firewall Router (Q13708-08)	Passport
MDE-5025	Passport V9+ System Reference Manual	Passport
MDE-5026	What's New in Passport Versions 9 and 10	Passport
MDE-5083	Passport Hardware Start-up and Service Manual for PX60 Platform	• Passport • Service Manual
MDE-5167	Gilbarco Deployment Service Startup and Service Manual	Passport
MDE-5213	VeriFone® MX915 PIN Pad Kit Installation Instructions	Passport
MDE-5218	MX915 PIN Pad to Passport Configuration Poster	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5302	Passport V11.02 Upgrade Instructions	Passport
MDE-5303	Passport Software Installation Manual for V11.02 on PX60 Hardware Platforms	Passport
MDE-5304	Passport Software Installation Manual for V11.02 on PX52 Hardware Platforms	Passport
MDE-5322	Passport EDH (First Data™) V08.23 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
BIOS	Basic Input/Output System
BOS	Back Office System
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
DUKPT	Derived Unique Key Per Transaction
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
IDU	Indoor Unit
ISD	In-station Diagnostic
MPPA	Mobile Payment Processor Application
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PDL	Parameter Data Load or Parameter Download
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SDES	Single Data Encryption Standard
SPG	Secure Payment Gateway
SVC	Stored Value Card
TCP/IP	Transmission Control Protocol/Internet Protocol
TDES	Triple Data Encryption Standard
USB	Universal Serial Bus
VSAT	Very Small Aperture Terminal
W&M	Weights and Measures
XML	Extensible Markup Language

Technical Support

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

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

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

Network Data Retention

By default, the Passport system's network database saves all transaction details for 30 days, which 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 (see Figure 3 on page 11). The **Days to Keep Network Data** field can accept values between 30 and 120 days, inclusive.

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

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

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

Note: The merchant should contact his Concord network representative to discuss the financial implications of accepting chip cards in Store and Forward when the Concord network is offline.

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

- VeriFone MX915
- Ingenico iSC250
- Ingenico iPP320

Enabling EMV outside at the dispenser requires Gilbarco FlexPay™ II, FlexPay IV, or FlexPay IV Retrofit Kit for Wayne® dispensers. Each of these Gilbarco platforms also require CRIND via TCP/IP. For more information, see "CRIND via TCP/IP" on page 5.

V11 Core Feature Enhancements

The following is a high-level description of core Passport features introduced in V11.01. For more information on any of the new features, refer to *MDE-5266 What's New in Passport Version 11*.

Tender Keys in CWS

The CWS reflects a basic change beginning with V11.01. A new tender key, labeled **Card**, replaces the **Credit** and **Debit** tender keys. The cashier selects the **Card** tender key when the customer presents a credit, debit, or prepaid card for payment. This change was made because EMV chip cards can contain multiple EMV applications which support credit and debit payment. Passport does not know the specific payment application to use for the transaction until after the cashier begins tendering the transaction. The customer inserts his EMV chip card, and the PIN pad communicates with the chip on the card. The network determines the card type and Passport logs the transaction based on this determination. Credit and Debit tenders continue to appear on Accounting reports as before.

Clock In and Clock Out Feature

The Clock In and Clock Out feature allows store employees to clock in and clock out from the CWS independent of signing into the CWS and store managers to update clock in/out records. Passport can be configured to make the clock in/out records and updates available to the BOS through the XMLGateway BOOutbox. Feature Activation is not required to use the Clock In and Clock Out feature; it is part of Passport Base.

Dispenser Door Alarm Feature

The Dispenser Door Alarm feature allows the merchant to configure Passport to receive and display opened dispenser door alarms on the CWS. This feature applies to Gilbarco Pump and CRIND devices only. Feature activation is not required to use the Dispenser Door Alarm feature; it is part of Passport base functions.

INCON Vapor Tank Monitor

Passport allows programming of an INCON vapor tank monitor as a secondary tank monitor to meet In-Station Diagnostics (ISD) vapor recovery regulatory requirements in certain jurisdictions.

FlexPay IV Retrofit Kit for Wayne Dispensers

Passport supports programming for Wayne dispensers equipped with the Gilbarco FlexPay IV Retrofit Kit, which makes the dispensers EMV capable.

Universal Dispenser Type in Forecourt Installation

Passport supports the Universal Dispenser Type, which allows the ASC to program any dispenser based on its physical product meter arrangement (up to four products) rather than selecting a preconfigured dispenser type that masks the underlying product meter mapping behind a logical representation of the dispenser.

CRIND via TCP/IP

Passport supports TCP/IP communication with the CRIND devices on the forecourt. This type of communication between Passport and the CRIND devices on the forecourt will require upgraded CRIND Basic Input/Output System (BIOS) and additional configuration on the CRIND device itself. Gilbarco dispenser platforms that support TCP/IP communication are FlexPay II and later. These devices support either the traditional serial connection or the new TCP/IP connection however, you must configure these dispensers for CRIND via TCP/IP to enable EMV outdoors.

New Passport Point of Integration with Impulse™

On the CWS, Passport can display the content that is usually displayed on the Impulse cashier-facing tablet for certain implementations of the Impulse service.

Conexxus Mobile Payment

Passport supports mobile payment using the Conexxus standard mobile payment interface. This feature allows the customer to use a mobile app on his smartphone for payment authorization inside at the register and outside at the dispenser. The merchant must contact a mobile payment service provider and activate the feature to provide this service.

Beginning with Passport V11.01 and Service Pack G, Passport supports host-based discounts for Sunoco based on the Sunoco primary network PDL. In addition to the PPU discount defined for the card type in the Sunoco PDL, Passport converts Credit pricing to Cash pricing for the transactions for sites using Cash/Credit Pricing levels. Passport automatically applies their host-based discounts on the card information received from Mobile Payment Processor Application (MPPA).

Back Office Interface Enhancements

Passport provides the following enhancements in BOS Interface Configuration programming:

- Using the original Operator ID (CashierID) in PJR files for prepaid fuel transactions that complete after the cashier who originally rang the transaction inside has closed the till. Previously, the closing PJR file used CashierID of 0000 for these transactions. This enhancement provides a solution for BOS that does not support CashierID 000.
- Defaulting price book items to qualify for food stamps if there is no indication in the incoming ITT.XML file or Extraction Tool Import file that the item should not qualify for food stamps. Historically, a price book item inherits the value of the FoodStampable flag of the department to which the item is assigned if there is no indication that the item should qualify for food stamps. This field provides a solution for stores that run with a BOS device that does not support the FoodStampable flag in the ITT file and requires items to be configured as qualifying for food stamps by default.

EBT Food (Non-integrated) and EBT Cash (Non-integrated) Tenders

Passport provides new Tender Group selections that allow the merchant to program EBT Food and EBT Cash tenders for stores that use an external EBT terminal to authorize EBT Cash and EBT Food transactions when the primary payment network does not support EBT Cash and EBT Food card types. These new EBT tenders are available for inside transactions only. The EBT Food tender applies food stamp restrictions to the items in the transaction as well as exempts tax for the items that qualify for food stamps.

Register Group Maintenance

Passport introduces following two enhancements to Register Group Maintenance:

- **Default to using promotional pricing when ringing refund transactions**
  Historically, Passport allowed promotional pricing for sales only. With the introduction of the "Use promotional pricing for refunds" field on the **Sales and Refunds** tab, Passport will apply current promotional pricing to refund transactions as well as sales. By selecting this option under one Register Group, Passport applies the option to all registers.
- **Bypass prompting the cashier for opening and closing till counts**
  Historically, Passport prompted for till count when the cashier opened or closed a till. With the introduction of the "Suppress opening/closing till counts" field on the **Till counts** tab, Passport bypasses prompting the cashier for till count when opening a new till and when closing the till and assumes a zero till balance for these opening and closing tills. This new option is targeted to stores that prefer to float a set till amount across cashier shifts. To ensure all till cash is recorded before the cashier closes the till, the cashier must perform a final Safe Drop, counting all remaining cash in the till except for the float amount. For stores that program Passport to generate PJR files to be consumed by a BOS with this option enabled, Passport generates PJR files for the zero till open, final safe drop, and zero till close. By selecting this option under one Register Group, Passport applies the option to all registers.

64 Fueling Positions

Beginning with V11.02 Service Pack D, Passport allows configuration and communication with up to 64 fueling positions at the forecourt. Support for over 32 fueling positions requires configuration in **MWS > Fuel > Site Options** and **MWS > Setup > Forecourt > Forecourt Installation**.

In addition, the CWS can be configured to control all or a set of the dispensers through **MWS > Setup > Register > Register Group Maintenance**. Use of multiple Register Groups requires the Enhanced Store feature.

Keep in mind the following limitations to the use of 64 fueling positions:

- 64 fueling positions are available only for Gilbarco dispensers.
- Your payment network may not support more than 32 fueling positions. Check with your payment network representative before configuring more than 32 fueling positions.
- The Veeder-Root TLS350 Tank Monitor supports up to 36 fueling positions and the TLS450PLUS Tank Monitor supports up to 72 fueling positions. Earlier versions of tank monitor did not support more than 32 fueling positions.

Signature Capture

Beginning with V11.02 Service Pack D, Passport supports electronic signature capture at the Ingenico iSC250 and VeriFone MX915 PIN pads. Passport stores the electronic signature with the merchant receipt and uploads it to Insite360™ receipts. Reprints of electronic signature capture receipts automatically print the captured signature. Receipt searches performed at the CWS do not display the captured signature; instead, an indication that the signature was electronically captured is displayed.

Receipt Printer Settings for Faster Printing

To increase the receipt printer speed, your ASC can change the settings on the Epson® receipt printer, which increases the baud rate of the printers.

CRIND Authorization Timeout Change to Meet Regulatory Requirements

Recent national Weights and Measures (W&M) regulations require the CRIND authorization timeout to be no more than 120 seconds (two minutes). If your Passport is configured with a CRIND Authorization Timeout value greater than 120 seconds, upgrading to V11.02 Service Pack D will reduce the value to 120 seconds automatically.

V11 Sunoco Enhancements

The following is a high-level description of Sunoco features introduced in V11.

Store and Forward

The PDL Download from the Concord network controls all Store and Forward processing parameters; however, the merchant or store manager may override certain site-level Store and Forward parameters on the **MWS** > **Set Up** > **Store** > **Network Menu** > **Concord** > **Network Site Configuration** > **Store & Forward Parameters** tab. These fields are editable. For additional information, refer to "Store & Forward Parameters Tab" on page 16.

Card Acceptance Configuration

The PDL Download from the Concord network controls network card acceptance and processing. The merchant or store manager no longer manually maintains card configuration parameters in the MWS, but may review the parameters received in the PDL Download by reviewing the information in the Network Configuration Report.

Sunoco Promotional Receipt Text

The Concord network PDL Download may include Sunoco promotional text that Passport automatically prints near the bottom of certain customer receipts. Refer to the Network Configuration Report to view Sunoco promotional receipt text parameters.

Sunoco Initiated PPU Fuel Discounts by Card Type

The Concord network PDL Download may include parameters for Sunoco-initiated PPU fuel discounts that Passport applies based on the card type the customer uses to tender the transaction and the fuel grade dispensed. These parameters are contained in the Host Discount section of the Network Configuration Report.

The merchant or store manager can configure local fuel discounts by card types by programming Fuel Discount Groups in **MWS** > **Fuel** > **Fuel Discount Maintenance**. After programming the Fuel Discount Groups, the merchant links a specific network card type to one of the Fuel Discount Groups in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Fuel Discount Configuration**. An asterisk appears next to card types for which a Sunoco-initiated PPU fuel discount already exists, to assist in avoiding duplicated fuel discounts.

Cash Pricing for Low Fee Cards

At stores that offer Cash/Credit Pricing, the Concord network PDL may include parameters for Passport to apply the Cash Pricing Level to a fuel item based on the card type the customer uses to tender a transaction.

Network Site Configuration Programming

Note: Install and run the EDH before you start network configuration.

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

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

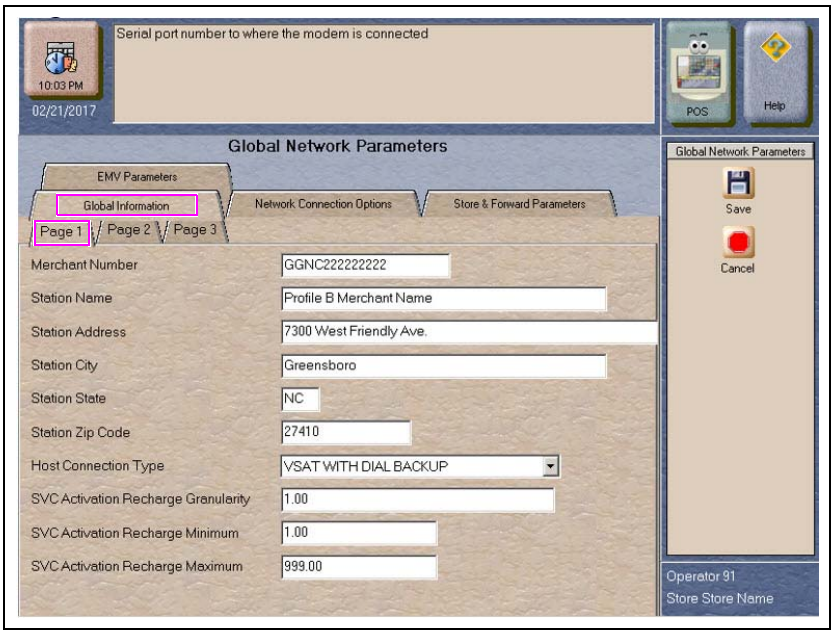
Figure 1: Network Site Configuration Menu

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

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

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

Figure 2: Global Network Parameters



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

Fields on the Global Information - Page 1 Tab

Field	Description
Merchant Number	This is a unique 13-character value provided by Concord to identify the site with the network. If the value that Concord provides is not 13 characters in length, the network does not have the site configured as a Passport system. Format for this field is AABBCCCCCCDDD, where: • AA is the terminal type; FG is a Passport • BB is the two-digit state code (refer to "Appendix A: Valid State and Territory Codes" on page 40) • CCCCCC is the six-digit merchant identifier • DDD is the three-digit terminal identifier, usually 001
Station Name	The station name for the store that prints on receipts for network transactions.
Station Address	The address of the store that prints on receipts for network transactions.
Station City	The city in which the store is located that prints on receipts for network transactions.
Station State	The state in which the store is located that prints on receipts for network transactions.
Station ZIP Code	The ZIP code in which the store is located that prints on receipts for network transactions.
Host Connection Type	This field identifies the type of connection used by the site to connect to the network. Options are VSAT WITH DIAL BACKUP, VSAT, and DIAL. If the Host Connection Type field is changed, you must stop and restart the Passport system. *Note: For the Datawire Micronode or Echosat℠ (SmartLink™) Secure Payment Gateway (SPG), set this field to Dial.*

Field	Description
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. *Note: This field is not editable.*
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. *Note: This field is not editable.*
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. *Note: This field is not editable.*

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

Figure 3: Global Information - Page 2 Tab

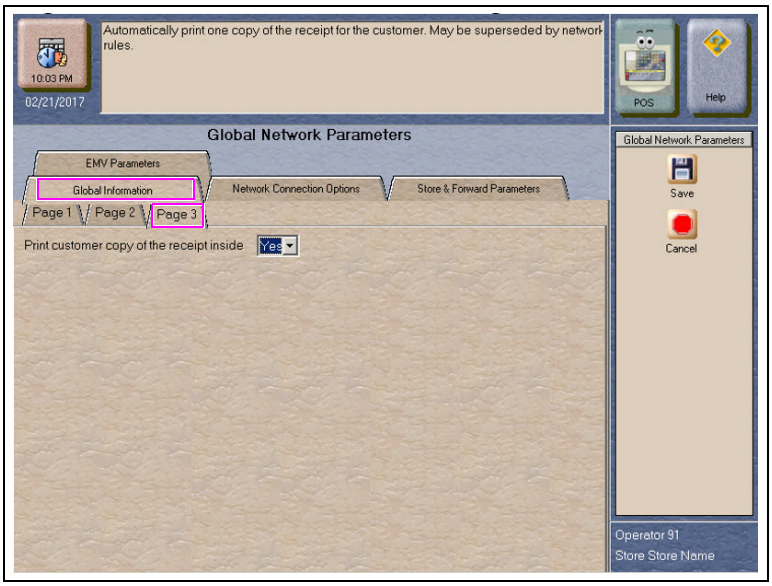
Fields on the Global Information - Page 2 Tab

Field	Description
Cash Back Granularity	The incremental amount allowed for cash back. For example, if this field is set to $1.00, cash back 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, cash back 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.
Cash Back Minimum	The minimum dollar amount of cash back that a customer may receive on a sale transaction. This amount cannot be greater than $200.00.
Cash Back Maximum	The maximum dollar amount of cash back 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 cash back in a transaction. This amount cannot be greater than $99.00. *Note: This value is not editable.*
Debit Sale Fee	The dollar amount the customer is charged on all debit transactions. This amount cannot be greater than $99.99. *Note: This value is not editable.*

Field	Description
Days to Keep Network Data	The number of days network data can be kept in the database until it is purged. This count cannot be less than 30 days or greater than 120 days. Default is 30 days.
AVS Enabled by Host	This is a Yes/No field. If set to Yes, AVS is enabled by the network. The Passport system receives this field from the Concord network. *Note: This field is not editable.*
Prefer US Common Debit	If set to Yes, when the customer presents an EMV card that contains both US Common and International Debit Application Identifiers (AID), Passport uses the US Common Debit AID. If set to No, under the same circumstances, Passport uses the International Debit AID. If the card contains only one debit AID, Passport uses it without regard to the setting for this field. Default is Yes.
EMV Fallback Allowed	If set to Yes, when the customer inserts an EMV chip card into the inside PIN pad chip reader, the PIN pad detects the card AID but fails to read the chip, Passport uses the Allow Fallback field value for the card AID (found on the **EMV Parameters** tab) to determine how to handle the card. Refer to EMV Parameters Tab for more information. If set to Yes, when the customer inserts an EMV chip card into the inside PIN pad chip reader, a chip read error occurs and the PIN pad does not detect the card AID. Passport declines the card. If set to No, when the customer inserts an EMV chip card into the inside PIN pad chip reader and a chip error occurs, Passport declines the card. **Default is Yes; however, Sunoco requires this field to be set to No.**
Print store copy of the receipt inside	If set to Yes, the merchant copy of the receipt prints automatically for all inside Sunoco 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.

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

Figure 4: Global Information - Page 3 Tab

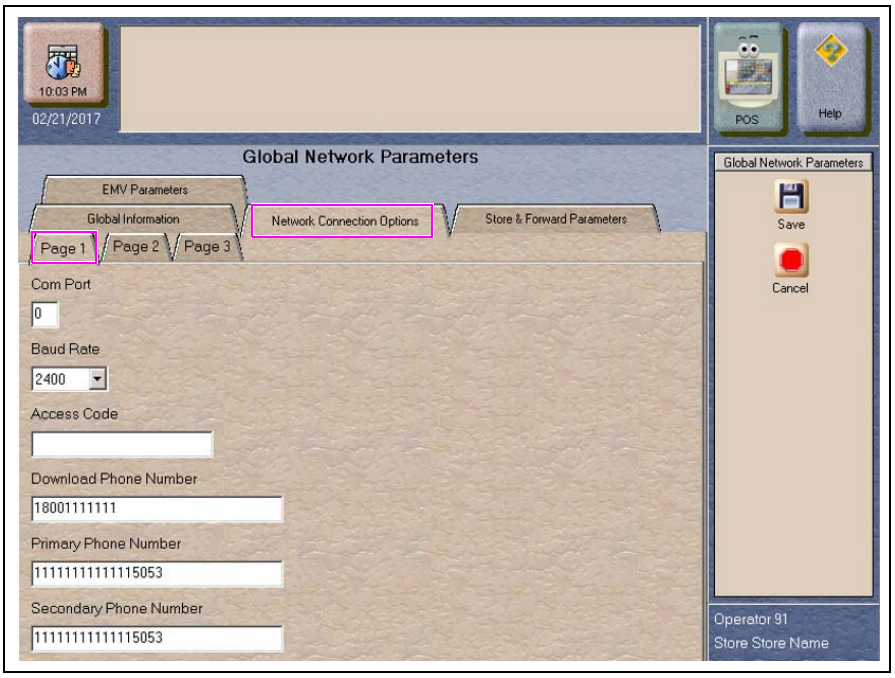


Field on the Global Information - Page 3 Tab

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

6 After completing all fields on the **Global Information - Page 3** tab, select the **Network Connection Options** tab. If the site is to be configured for Dial or VSAT with Dial backup, then select the **Page 1** tab. Otherwise, if the site is to be configured for VSAT only, proceed to step 7 on page 14.

Figure 5: Network Connection Options - Page 1 Tab



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.

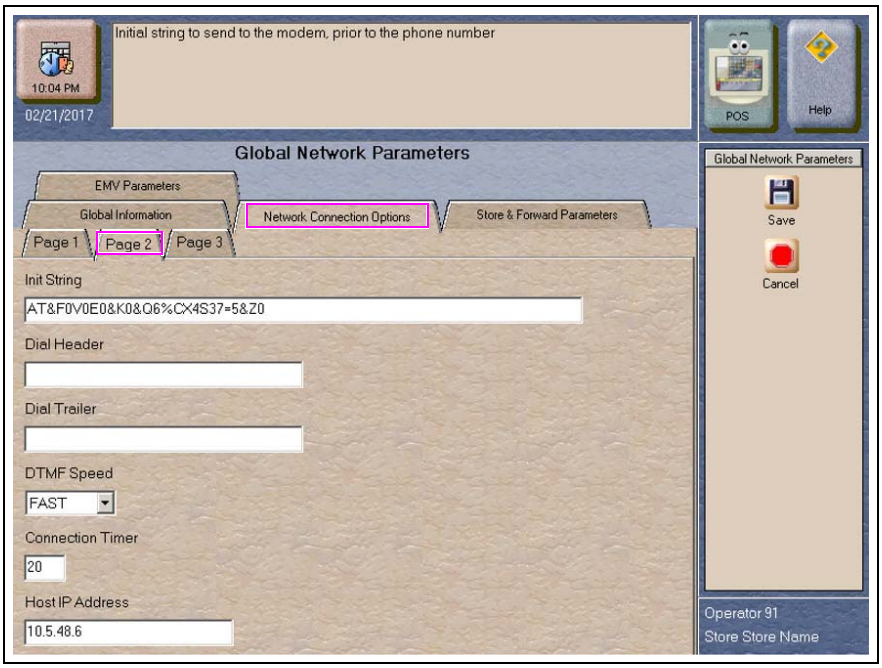
Note: Sites that are using Datawire, Echosat (SmartLink) SPG, or VSAT Indoor Unit (IDU), which are configured for Dial emulation must obtain all relevant information for the Network Connection Options screens from the Credit Card host provider or the device provider. In addition, the Concord Help Desk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

Fields on the Network Connection Options - Page 1 Tab

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

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

Figure 6: Network Connection Options - Page 2 Tab



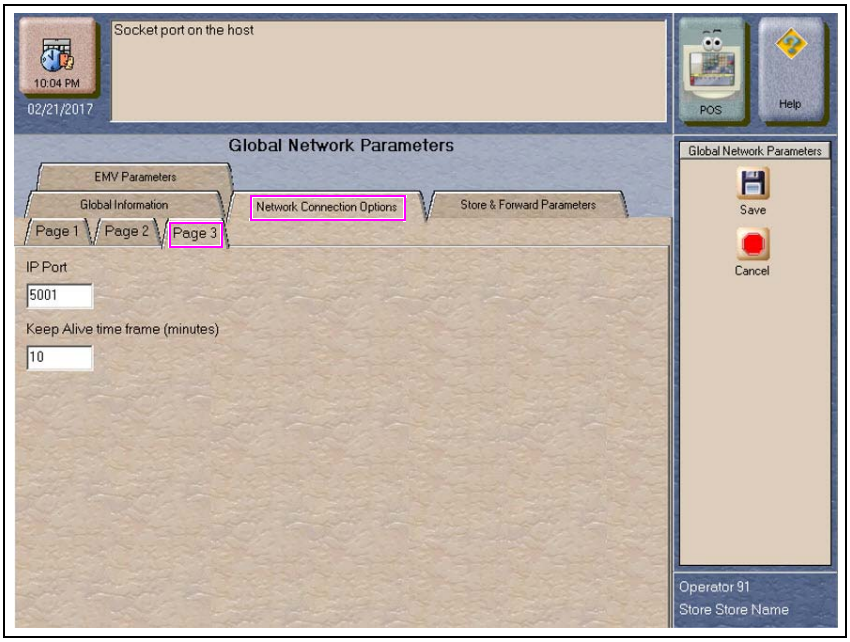
Fields on the Network Connection Options - Page 2 Tab

Field	Description
Init String*	The 40-character modem initialization string that is sent to the modem each time a link is established with the modem. • MultiTech® 009: AT&F0V0E0&K0&Q6%CX4S37=5&Z0 • MultiTech 007: AT&F+A8E=,,,0VE&K&Q6%CX4+MS=1
Dial Header*	The dial command to the modem, including tone generation (default is ATDT). Leave this field blank for the Datawire Micronode device. • MultiTech 009: ATS7=15S10=2S11=50S25=0&W0 • MultiTech 007: not needed
Dial Trailer*	The five-characters added to the end of the dial string. Default is blank. Enter # if required by the site's modem. Leave this field blank for the Datawire Micronode device.
DTMF Speed*	The speed between each number sent to the modem. Options are: • FAST • MEDIUM • SLOW Select MEDIUM for the Datawire Micronode device.
Connection Timer*	The time that the modem must wait for a carrier signal after dialing. This value is in seconds. If the time expires before the carrier signal is received, the system redials. Valid entries are between 1 and 300 seconds. Set this field to 20 for the Datawire Micronode device.
Host IP Address	The IP address used to connect to the network. This information must be obtained from the Credit Card host. *Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup.*

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

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

Figure 7: Network Connection Options - Page 3 Tab

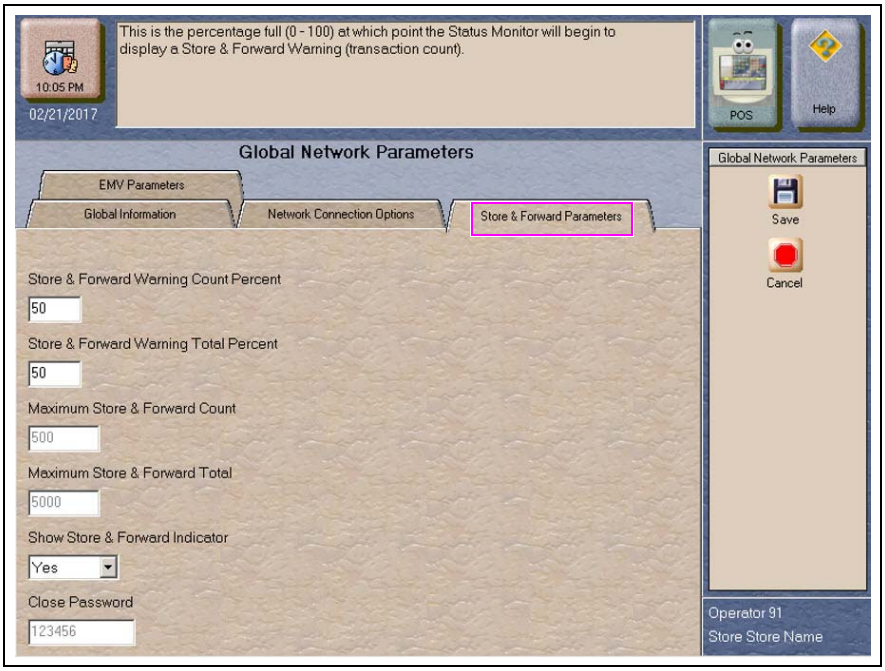


Fields on the Network Connection Options - Page 3 Tab

Field	Description
IP Port	The IP port used to connect to the network. Obtain this from the network. Sunoco Defaults to 7735. *Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup. However, this field cannot be left blank. Enter "5001" if configured for Dial.*
Keep Alive time frame (minutes)	The default value is 10 minutes for the network.

9 After completing the **Page 3** tab, or if the site is to be configured for VSAT only, select the **Store & Forward Parameters** tab.

Figure 8: Store & Forward Parameters Tab

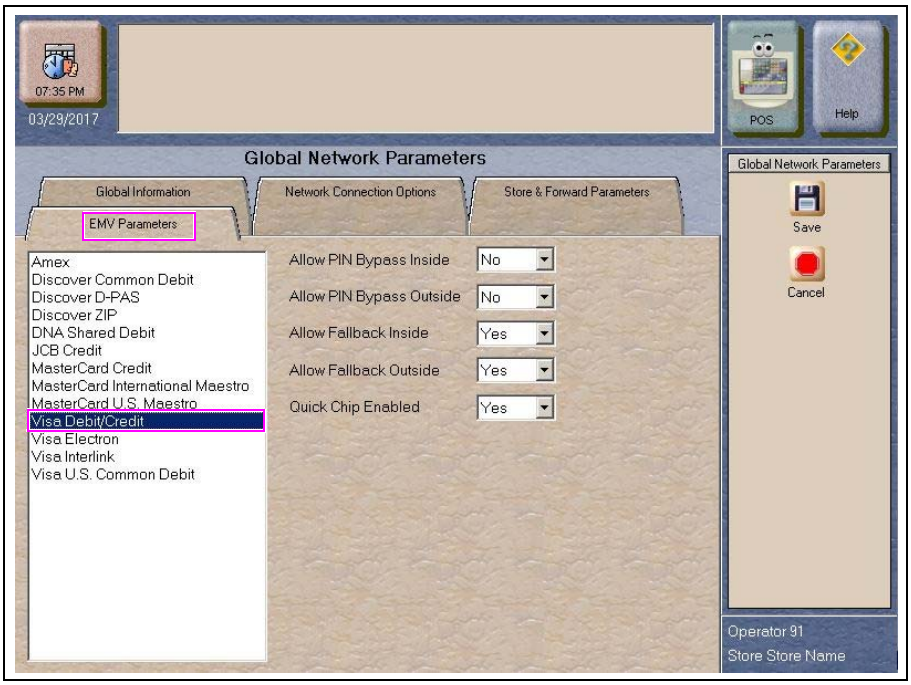


Fields on the Store & Forward Parameters Tab

Field	Description
Store & Forward Warning Count Percent	When the Passport system stores a number of transactions that is this percentage of the maximum number of transactions allowed to be stored, the Passport system begins to display a warning message through the network events.
Store & Forward Warning Total Percent	When the Passport system stores a number of transactions that is this percentage of the maximum dollar amount of transactions allowed to be stored, the Passport system begins to display a warning message through the network events.
Maximum Store & Forward Count	The maximum number of transactions that the station is allowed to store. *Note: This field is grayed out and not editable.*
Maximum Store & Forward Total	The maximum dollar amount of transactions that the station is allowed to store. *Note: This field is grayed out and not editable.*
Show Store & Forward Indicator	This is a Yes/No field. If set to Yes, the Network Status button on the CWS message bar changes color when there is at least one stored transaction. For additional information, refer to "Checking the Network Status" on page 38.
Close Password	The six-digit value sent to the host for Shift or Day Totals Requests. *Note: This field is grayed out and not editable.*

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

Figure 9: EMV Parameters Tab



The fields on this tab are used to set options for using EMV cards inside. To change the settings for an AID, select the AID name from the listing on the left and program the values in the fields to the right.

Fields on the EMV Parameters Tab

Field	Description
Allow PIN bypass Inside	If set to Yes, and the EMV application requires PIN entry, Passport prompts for PIN but allows the customer to press the **ENTER** key on the PIN pad without first entering a PIN. If set to No, and the EMV application requires PIN entry, Passport prompts for PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit AIDs set this field to Yes by default and the merchant cannot change this setting.*
Allow PIN bypass Outside	If set to Yes and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN, but allows the customer to press the **ENTER** key on the CRIND keypad without entering a PIN. If set to No and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit AIDs set this field to Yes by default and the merchant cannot change this setting.*

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

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

Network Card Configuration

Passport receives configuration parameters for card acceptance from the network through the PDL Download. These parameters control card acceptance at the store. The merchant or store manager may review the network card acceptance information by viewing or printing the Network Configuration Report in **MWS** > **Reports** > **Network Reports**.

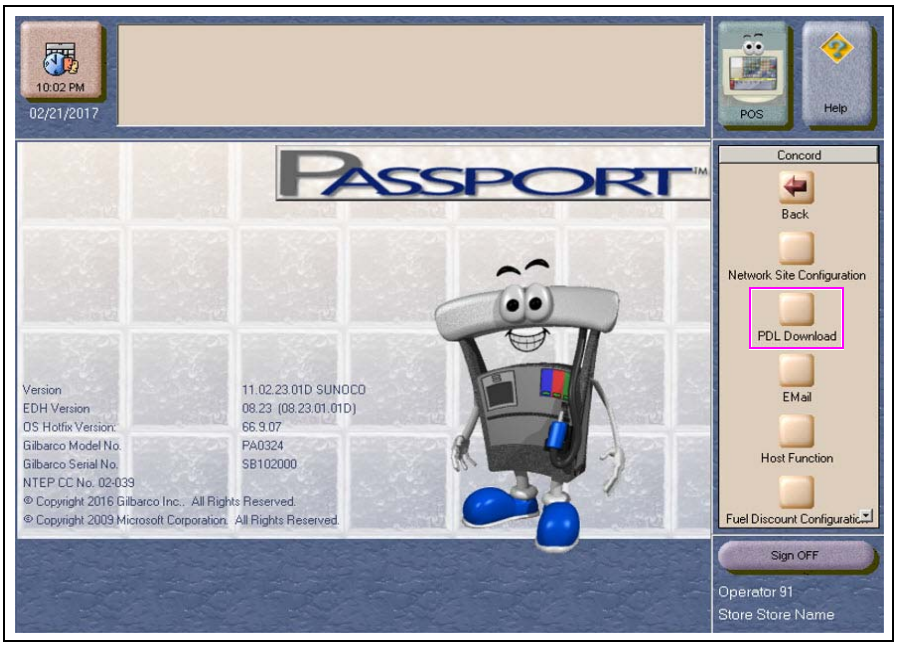
Requesting PDL Download

A PDL is a transfer of data from the network to the Passport system. For the initial PDL at a store receiving a new Passport system or for a store upgrading to V11.04, call the network to have the download flag set; otherwise the download will fail.

To request a PDL download, proceed as follows:

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

Figure 10: PDL Download



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

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; first 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 again try to download:
- Validate the Merchant Number.
- Validate the IP port number - for VSAT only.
- Verify the Firewall Router configuration - for VSAT only.
- Attempt to ping the Host IP address. This will verify hardware connectivity - for VSAT only.
- Validate the download number if the site is configured as Dial.
- Ensure the download flag is set by contacting the Concord Help Desk (1-800-726-2629).

- Validate that the Dial modem is connected to port 3 on the USB/RS-232 Converter that is connected to the Server.
- Consider the following:
  - Perform a Communications Test
  - Perform a Mail Request
  - Perform a Mail Reset

For more information, refer to the "Troubleshooting" section on page 39.

Selecting Product Codes

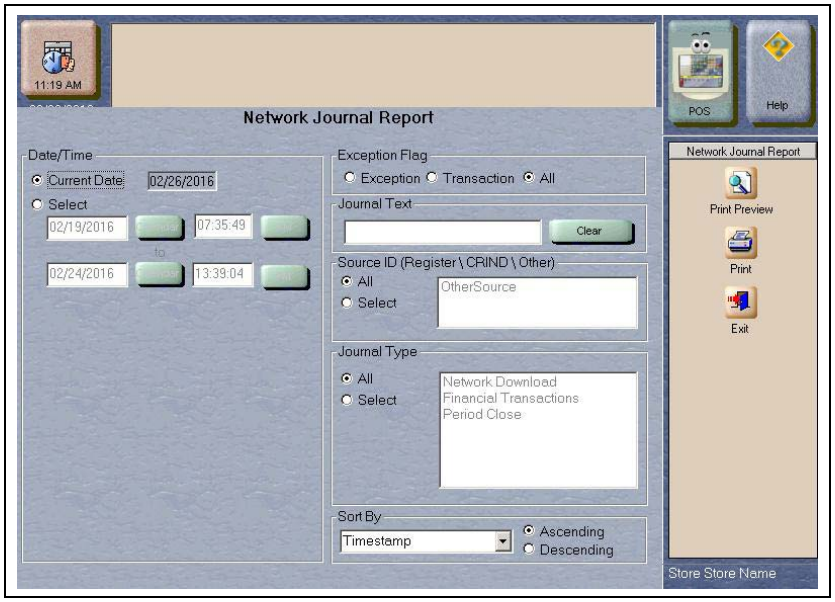
Concord sends fuel grade names and product codes to Passport in the Sunoco PDL. The ASC no longer must associate product codes to fuel grades, as the correct product code is already associated with the fuel grade names that can be selected. To configure the fuel grades and the product codes that Passport sends to the Concord network in transaction messages, proceed as follows:

1. Select **MWS > Set Up > Forecourt** > **Forecourt Installation**.
2. From the Forecourt Installation screen, select **Set Up**. The Forecourt Installation screen opens.
3. Select the **Grade** tab.
4. Select **Add** or highlight an existing grade. Select the fuel grade name from the Name list. Passport uses the product code associated with the fuel grade name from the PDL when sending transactions to the Concord network.
5. When finished, select **Save** > **Save** to exit the Forecourt Installation screen.

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 11: Network Journal Report Screen



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

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

Figure 12: Network Journal Report

Network Journal Report

Store Name

STORE # 299

OPERATOR NAME Area Manager
OPERATOR ID 91
SOFTWARE VERSION 11.02.23.01D SUNOCO REPORT PRINTED 02/01/2017 5:31:33PM

DATE:	02/01/2017 12:00AM TO 02/01/2017 11:59PM
SOURCE:	All
JOURNAL TYPE:	All
EXCEPTION:	All
SEARCH STRING:	
SORT BY:	Time

TIME	SOURCE		TYPE	EXC	NETWORK	JOURNAL TEXT
2017/02/01 08:02:44	Reg # 2	Approved Transactions		No	Concord	02-01-2017 08:02 Visa Inside Sale $40.00 Approval# 944798
2017/02/01 08:02:44	Reg # 2	EMV Chip Transaction		No	Concord	Transaction Result: Approved TID: 2 PAN (5A): XXXX XXXX XXXX 0027 AIP (82): 2000 AID (84): A0000000031010 Transaction Date (9A): 170201 Transaction Time (9F21): 080146 Transaction Type (9C): 00 PAN Seq Num (5F34): 11 Tran Currency Code (5F2A): 0840 Amount, authorized (9F02): 40.00 Amount, Other (9F03): 0.00 ICC App Version Num (9F08): Term App Version Num (9F09): 0096 Term Country Code (9F1A): 0840 Terminal Capabilities (9F33): E068C8 CVM Results (9F34): Terminal Type (9F35): 22 ATC (9F36): 0001 Unpredictable Number (9F37): 1C1157C1 IAC Default (9F0D): IAC Denial (9F0E): IAC Online (9F0F): 1st AC TVR (95): 0000000000 1st AC Issuer Appl Data (9F10): 06011103A00000 1st AC Appl Cryptogram (9F26): F531F48033735435 1st AC CID (9F27): 80 2nd AC Issuer Auth Data (91): 2nd AC TVR (95): 2nd AC Appl Cryptogram (9F26): 2nd AC CID (9F27): Auth Response Code (8A): 3030 TSI (9B): TAC Default: DC4000A800 TAC Denial: 0010000000 TAC Online: DC4004F800

Network Reports

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

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

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

[1] *If the site sells Cash Cards, print this report at each Store Close and read carefully.*

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

Account Transactions by Day

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

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

Pre-authorizations are not listed in the detail entries; only the 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 13: Account Transaction by Day Report

Account Transaction By Day

Merchant Number: GGNC222222222

Network Day #1 From 02/20/2017 11:58:18AM To 02/21/2017 2:30:17AM

Time Date	Account # Exp. Date	Card Type Amount	Terminal Type Transaction Type	Approval # Terminal #	Invoice #
16:07:53	+ XXXXXXXXXXXX0010	Visa - CC	POS	0F6144	
2017-02-20	XX/XX	$ 5.00	Completion	1	000001
17:05:13	+ XXXXXXXXXXXX0010	Visa - CC	POS	82JIVH	
2017-02-20	XX/XX	$ 5.00	Completion	1	000002
17:26:59	+ XXXXXXXXXXXX0010	Visa - CC	CRIND/KIOSK	32H1HZ	
2017-02-20	XX/XX	$ 0.54	Completion	2	000003

A + sign beside the account number indicates repeated card use

Card Type	Local Count	Local Dollar
Credit Cards (CC)	3	$ 10.54
* PreAuthorizations (AO)	1	$ 50.00
Card Totals	**3**	**$ 10.54**

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

Account Transaction by Shift

This report provides summary information similar to the Account Transaction by Day report, except for a specific 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 14: Card Conflict Report

Card Conflict Report

Merchant Number: GGNC222222222
Network Shift #1 From 2/20/2017 11:58:17AM To 2/21/2017 2:30:15AM

Issuer Name - Processing Network	Issuer Name - Configured Network	Conflict Instances (current period)
Concord Network	Auxiliary Network	3

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 Concord network
- Type of transaction:
  - Activation
  - Recharge
  - De-Activation
  - Sales using Cash Card as tender
  - Balance Inquiry
- Dollar amount of the transaction

Figure 15: Cash Card Report by Day

Cash Card Report by Day

Merchant Number: GGNC222222222
Network Day #1 From 2/20/2017 11:58:17AM To 2/21/2017 2:30:17AM

Date	Time	Account#	Approval	Type	Amount
08/07/2016	10:40:44AM	XXXX XXXX XXXX 0079	32H1HZ	Deactivation	$50.00
08/07/2016	1:19:14PM	XXXX XXXX XXXX 0986	LM8D01	Sale	$25.00

Cash Card Report by Shift

This report provides summary information similar to the Account Transaction by Day report, except for a specific network shift.

EMV Configuration Report

This report provides information regarding EMV processing parameters for each EMV card AID Passport supports, along with the fields programmed in the **MWS** > **Set Up** > **Network Menu** > **Concord** > **Global Network Parameters** > **EMV Parameters** tab. Figure 16 illustrates a sample excerpt of the American Express® Credit AID with the EMV Parameters circled.

Figure 16: EMV Configuration Report

EMV Configuration Report

Report created: 02/22/2017 10:14:33 AM
EMV Fallback Allowed: Yes

Terminal	EMV Version	Software Version
REGISTER 1	0467	1904
CRIND 1	EMV 02.09	30.5.0
CRIND 2	EMV 42.06.08	40.1.2

American Express - Indoor
(AID: A00000002501)

Term Type:	22	Term Capability:	E0F8C8
Term Country:	840	Term Currency:	840
Addl Capability:	F000F0A001	Merch Cat Code:	5311
TAC Default:	C800008000	TAC Denial:	0000000000
TAC Online:	C800008000	Partial Select:	True
Trans Curr Exp:	2	Trans Cat Code:	R
App Ver Num Pri:	0001	App Ver Num Sec:	0001
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	99	Rand Sel Target%:	99
AllowFallback:	True	AllowPINBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	00000
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	0	Quick Chip Enabled:	False

---- Contactless ----

TAC Default:	DC50840000	TAC Denial:	0000000000
TAC Online:	C400000000	CTLS Floor Limit:	0
CTLS Trans Limit:	N/A	CTLS Req CVMLim:	10
MSD CTLS Enabled:	False	EMV CTLS Enabled:	True
CTLS Term Trans Qualif:	D8E00000	CTLS TermCapCVMR:	E068C8
CTLS TermCapCVMN:	E068C8		

---- CAPK ----

CAPK1 Index:	0E	CAPK1 Exp Date:	2016-12-31
CAPK2 Index:	0F	CAPK2 Exp Date:	2017-12-31
CAPK3 Index:	10	CAPK3 Exp Date:	2018-12-31
CAPK4 Index:	97	CAPK4 Exp Date:	2018-12-31
CAPK5 Index:	98	CAPK5 Exp Date:	2018-12-31
CAPK6 Index:	99	CAPK6 Exp Date:	2018-12-31
CAPK7 Index:	C7	CAPK7 Exp Date:	2016-12-31
CAPK8 Index:	C8	CAPK8 Exp Date:	2016-12-31
CAPK9 Index:	C9	CAPK9 Exp Date:	2016-12-31

American Express - Outdoor
(AID: A00000002501)

Term Type:	25	Term Capability:	60D8C8
Term Country:	840	Term Currency:	840
Addl Capability:	6000F01001	Merch Cat Code:	5311
TAC Default:	C800008000	TAC Denial:	0000000000
TAC Online:	C800008000	Partial Select:	True
Trans Curr Exp:	2	Trans Cat Code:	R
App Ver Num Pri:	0001	App Ver Num Sec:	0001
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	99	Rand Sel Target%:	99
AllowFallback:	True	AllowPINBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	00000
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	0	Quick Chip Enabled:	False

---- Contactless ----

TAC Default:	DC50840000	TAC Denial:	0000000000
TAC Online:	C400000000	CTLS Floor Limit:	0
CTLS Trans Limit:	N/A	CTLS Req CVMLim:	10
MSD CTLS Enabled:	False	EMV CTLS Enabled:	True
CTLS Term Trans Qualif:	D8C00000	CTLS TermCapCVMR:	6048C8
CTLS TermCapCVMN:	6048C8		

---- CAPK ----

CAPK1 Index:	0E	CAPK1 Exp Date:	2016-12-31
CAPK2 Index:	0F	CAPK2 Exp Date:	2017-12-31
CAPK3 Index:	10	CAPK3 Exp Date:	2018-12-31
CAPK4 Index:	97	CAPK4 Exp Date:	2018-12-31
CAPK5 Index:	98	CAPK5 Exp Date:	2018-12-31
CAPK6 Index:	99	CAPK6 Exp Date:	2018-12-31
CAPK7 Index:	C7	CAPK7 Exp Date:	2016-12-31
CAPK8 Index:	C8	CAPK8 Exp Date:	2016-12-31
CAPK9 Index:	C9	CAPK9 Exp Date:	2016-12-31

EMV/Chip Fallback Report by Day

This report provides summary information on the count and percentage of EMV chip card transactions Passport processed according to Fallback rules for a specific network day.

Figure 17: EMV/Chip Fallback Report

EMV/Chip Fallback Report

Merchant Number: GGNC222222222
Network Day #2 From 02/21/2017 2:30:18AM to Current

TOTAL EMV/CHIP CARD TRANSACTIONS: 127

FALLBACK	TRANS	% OF CHIP TRANS
TOTAL	0	0%

EMV/Chip Fallback Report for Current Day

This report contains summary information similar to the EMV/Chip Fallback Report by Day, except for the current open network day.

Host Discount Transaction by Day

This report provides information on each transaction for which the Passport system automatically applied a Concord-initiated PPU fuel discount during a given Business Day. The information includes:

- Date and Time the transaction occurred
- Invoice number the Passport system assigned to the transaction
- Approval code returned by the network
- Masked card account number
- Fuel grade that received the fuel PPU discount
- The amount of the PPU rollback applied
- The total dollar amount of the fuel discount
- The total transaction dollar amount
- Transaction type
- Summary totals consisting of:
  - Total count of all transactions in the given Business Day that received the Concord initiated fuel discounts
  - Total dollar amount of all transactions in the given Business Day that received the Concord initiated fuel discounts
  - Total dollar amount of all the Concord fuel discounts applied in the given Network Day

Figure 18: Host Discount Transaction by Day Report

Host Discount by Transaction by Day

Merchant Number: GGNC222222222
Network Day # 1 From 02/20/2017 11:58:18AM To 02/21/2017 2:30:17AM

Time / Date	Invoice # / Approval #	Account # / Grade	PPU Discount / Discount Amount	Total Amount	Transaction Type
14:24:52 2017-02-20	000007 LMSD01	XXXXXXXXXXXX1012 Regular	$0.08 $0.31	$3.53	Completion
14:28:11 2017-02-20	000008 FQ83R1	XXXXXXXXXXXX9999 Regular	$0.08 $0.44	$5.00	Completion

Count Transactions	3
Total Transaction Amount	$8.53
Total Discount Amount	$0.75

Host Discount Transaction by Shift

This report provides information similar to the Host Discount Transaction by Day Report, except for a specific network shift.

Local Totals for Current Day

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

- Summary count and dollar amount of each card type category represented in the current open Network Day
- Sum of counts and dollar amounts for all card type categories in the current open Network 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 Network Day
- Special information or instructions regarding certain entries in the report

Figure 19: Local Totals for Current Day Report

Local Totals For Current Day

Merchant Number: GGNC222222222
Network Day # 2 From 02/21/2017 2:30:18AM to Current

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

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

Local Totals for Current Shift

This report provides summary totals similar to the Local Totals for Current Day, except for current network shift.

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 from the PDL

The following figures provide snapshots of contents from various sections of the report.

Figure 20: Network Configuration Report - Page 1

Current Network Parameters Report

Merchant Information

Dealer Number: 222222
Device Number: 222
Terminal ID: GGNC222222222

Station Name: Profile B Merchant Name
Station Address: 7300 West Friendly Ave.
Greensboro, NC27410

AVS Enabled by the Host: Yes
Automatic Close Enabled by the Host: Yes
Cut Time: 0300
Downloaded Prompt Codes: 001, 011, 012, 013, 020, 040, 041, 043, 045, 050, 051, 054, 055, 056, 057, 058, 059, 060, 064, 070, 071, 072, 073, 074, 075, 077, 078, 079, 080, 081, 083, 084, 085, 086, 127, 148, 162, 163, 164, 165, 166, 168, 174

Connection Information

Connection Type: VSAT WITH DIAL BACKUP
Primary Phone: 1111111111115053
Secondary Phone: 1111111111115053
Download Phone: 18001111111
Access Code:
Dial Header:

IP Address: 10.5.48.6
IP Port: 5001
DTMF Speed: FAST
Connect Timer: 20
Dial Trailer:

Store & Forward Information

SF Warning Count: 50%
SF Warning Total: 50%
Show Store & Forward Indicator: True
Totals Password: 123456

SF Maximum Count: 500
SF Maximum Total: $ 5,000.00
SF Begin Time: 00:00 **End**: 00:00
Init delay: 0 **Next delay**: 0

Offline Crind Delay: 1

Proprietary Data Load Table Version

Device Card Table Version: 00000111111111111111111111111111111
Host Discount Timestamp: 201219091265

Bin Table

Mode	Begin Range	End Range	Rules Key
C	448460	448611	VIFT
C	448613	448699	VIFT
C	400758	400758	VIGC
C	400765	400766	VIGC
C	403995	403995	VIGC
S	22700060000	22700060000	SPF
S	21	21	SPF
S	31	31	SPF
S	0	3	SPX
D	0	9	DEBX

Rules Table

A N	B O	C P	D Q	E R	F S	G T	H U	I V	J W	K X	L Y	M Z
AMEX 1	K EX	[15] _	X _	2 TE	Am Express 3	0 020	1 Y	0 50	0 Y	0 CI	0 _	0 50
AMEX 1	M _	[15]=YYMMz _	[(4) (6) (5)]^z^YYMMz _	2 TE	Am Express 3	0 020	1 Y	0 50	0 Y	0 _	0 ZC	2 50
AMEX 1	M _	[15]=YYMMz _	[15]^z^YYMMz _	2 TE	Am Express 3	0 020	1 Y	0 50	0 Y	0 _	0 ZC	2 50
AXGC 1	M	[15]=YYMMz	[(4) (6) (5)]^z^YYMMz	2 TE	Am Express G 3	0 020	1 Y	0 50	0 Y	0	0	0 50

References

A = Rules Key	**H** = Host Route	**O** = Prompt 1	**V** = Signature Required Amount
B = Source	**I** = Low Fee Crd	**P** = Prompt 2	**W** = Refund Allowed
C = Track 2 Match	**J** = Block PreAuth	**Q** = Prompt 3	**X** = CVV Prompt
D = Track 1 Match	**K** = Retain Track Data	**R** = Totals Group	**Y** = AVS Prompt
E = Track Preference	**L** = Decline Receipt	**S** = Host Card Type	**Z** = Requested Amount
F = Receipt Test	**M** = SAF Key	**T** = Card Type Prompt Code	
G = Debit Prompt	**N** = Restriction Key	**U** = Signature Required Indicator	

Figure 21: Network Configuration Report - Continued

SAF Table

SAF Key	Max Num In	Max Amt In	Max Num Out	Max Amt Out
0	0	$ 0.00	0	$ 0.00
1	1	$ 70.00	2	$ 75.00
2	1	$ 70.00	2	$ 75.00
3	1	$ 70.00	2	$ 100.00
4	1	$ 70.00	2	$ 175.00
5	1	$ 70.00	1	$ 70.00
6	1	$ 50.00	2	$ 50.00
7	1	$ 75.00	1	$ 75.00
8	1	$ 70.00	2	$ 100.00

Restrictions Table

Restrictions Key	Product Code	Max Amt.
0	***	$ 99,999.99
1	955	$ 0.00
2	4**	$ 0.00

Product Code Table

Product Code	Primary Text Value	Secondary Text Value
1	Regular	Regular
2	Plus	Special
3	Supreme	Super +
19	Diesel 1	Diesel 1
20	Diesel 2	Diesel 2
21	Desl Blnd	Desl Blnd
22	CNG	CNG
23	LPG	LPG
24	LNG	LNG
26	E85	E85
32	RD Dsl 1	RD Dsl 1
33	RD Dsl 2	RD Dsl 2
34	RD Dsl BL	RD Dsl BL
35	O-Fuel NT	O-Fuel NT
45	BioDsl 2%	BioDsl 2%

Prompt Table

Prompt Code	Display Line 1	Display Line 2	Data Type	Min. Digits	Max. Digits	PED Prompt	Pump Prompt	Console Prompt	Masking Indicator	Destination Field
CI	ENTER CARD ID #		#	4	4	2	0	0	0	113.004
CN	ENTER USER ID		#	4	6	2	2	0	0	162
CV	ENTER CARD ID #		#	3	3	2	0	0	0	113.004
DF	ENTER DRIVER ID		#	0	6	2	2	0	1	31
DI	ENTER DRIVER ID		#	4	6	2	2	0	1	31

Custom Receipt Text

Start Date	Start Time	End Date	End Time	Receipt Text Data
20100101	12:00	20991231	23:00	THANK YOU

Host Discount

Start Date	Start Time	End Date	End Time	Host Card Type	Begin Range	End Range	NAC Code	Prod Disc. Amt.	Disc. Prod. Code	Quantity Limit	Program Description
20130101	00:00	20131231	23:00	3	340000000000	349999999999	001	$ 0.001	991	20	01 ppu discount
20130101	00:00	20131231	23:00	4	460000000000	469999999999	002	$ 0.004	992	20	04 ppu discount
20130101	00:00	20131231	23:00	65	550000000000	559999999999	003	$ 0.007	993	20	03 ppu discount
20130101	00:00	20131231	23:00	6	000000000000	999999999999	019	$ 0.004	994	20	04 ppu discount
20130101	00:00	20131231	23:00	4	448553101010	448553101099	001	$ 0.008	995	20	08 ppu discount

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 to the transaction

Figure 22: Network Performance Report

Network Performance

Merchant Number: GGNC222222222

Connection type	Date	Event Name	Additional Data
TCP	2/22/2017 11:05:42:190A	Transaction response received	16 (1/10th Sec) ; Seq# 373
TCP	2/22/2017 10:55:40:527A	Transaction response received	16 (1/10th Sec) ; Seq# 372
TCP	2/22/2017 10:45:38:860A	Transaction response received	16 (1/10th Sec) ; Seq# 371
TCP	2/22/2017 10:35:37:197A	Transaction response received	16 (1/10th Sec) ; Seq# 370
TCP	2/22/2017 10:25:35:530A	Transaction response received	16 (1/10th Sec) ; Seq# 369

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 23: Network System Events Report

Network POS Events

Merchant # GGNC222222222

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

EventDate	EventText
2/21/2017 2:30:17AM	Automatic day close succeeded. Day #1
2/21/2017 2:30:15AM	Automatic shift close succeeded. Shift #1
2/20/2017 5:12:06PM	Network Online
2/20/2017 5:12:05PM	System Restart
2/20/2017 5:01:06PM	Network Online
2/20/2017 5:01:05PM	System Restart
2/20/2017 4:46:19PM	Network Online
2/20/2017 4:46:19PM	System Restart
2/20/2017 4:38:28PM	Custom Receipt Text Data download completed
2/20/2017 4:38:26PM	Custom Receipt Text Data pending
2/20/2017 4:38:26PM	Dynamic Card Table Data download completed
2/20/2017 4:38:18PM	Download started
2/20/2017 4:38:02PM	Dynamic Card Table Data pending
2/20/2017 4:38:02PM	Download succeeded
2/20/2017 4:08:37PM	Network Online

POS Day

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 merchant 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, and 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 24: POS Day Report

POS Day Report

Merchant Number: GGNC222222222
Network Day # 1 From 02/20/2017 11:58:18AM to 02/21/2017 2:30:17AM

Card Type	Local Count	Local Dollars	Host Count	Host Dollars	Difference Dollars
Credit Cards (CC)	3	$10.54	3	$10.54	$0.00
* PreAuthorizations (AO)	1	$50.00	1	$50.00	$0.00
Card Totals	3	$10.54	3	$10.54	$0.00
Total S&F transactions outstanding	0	$0.00			
Total uncollected transactions	0	$0.00			

* These categories are excluded from the grand totals

POS Shift

This report provides summary totals similar to the POS Day Report, except for current network shift.

POS Host Refusal

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

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

Figure 25: POS Host Refusal Report

POS Host Refusal Report

Merchant Number: L313001380001
Network Shift #15 From 2/20/2017 12:00:00AM To 2/20/2017 8:01:59AM

Time	Date	Amount	Account#	Exp. Date	Card Type	Auth#	Call For Auth#	Manual processing	Refusal Message	Resp. Code
3:22:02	02/22	$50.00	XXXXXXXXXXXX1176	01/25	Stored Value Card 2			No	Denied: INVALID CARD	{C
3:31:40	02/22	$50.00	XXXXXXXXXXXX8567	06/20	Concord Legacy Gift			No	Denied: INVALID AMT	{C

POS Mail

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

Figure 26: POS Mail Report

POS Mail Report

Merchant Number: L313001380001
Network Shift #15 From 2/22/2017 12:00:00AM To 2/22/2017 8:01:59AM

02/22/2017 12:09:21AM Message # 1
Invalid password in totals
Request totals Data Segment.

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 27: Read Only Host Totals by Day Report

Host Totals by Day

Merchant Number: L313001380001
Network Day #25 From 2/22/2017 12:00:00AM

Card Type	Host Count	Host Dollars
Credit Cards (CC)	132	$2198.43
Travel/Entertainment (TE)	21	$760.76
Discover (DS)	2	$54.99
* PreAuthorizations (AO)	1	$50.00
Debit Cards (DB)	17	$692.87
Fleet Cards (FL)	1	$97.61
Proprietary Cards (PR)	4	$82.65
* SVC Activations/Deactivations (SV1)	3	$60.00
SVC Purchase/Completions (SV2)	1	$13.54
Card Totals	**182**	**$3950.85**

* These categories are excluded from the grand totals

Read Only Host Totals for the Current Day

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

Read Only Host Totals for the Current Shift

This report summary information 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 28: Site Level Card Based Fuel Discounts Report

Site Level Card Based Fuel Discounts
Merchant Number: L313001380001

Card Record	Discount Group
Am Express - AMEX	NONE
Am Express G - AXGC	NONE
Car Care One CARC	3 Cent PPU Disc
Debit - DEBX	NONE
Diners - DN14	NONE
Diners DN16	NONE
Discover -DISC	NONE
Discover - DISX	NONE
Sunoco - SUN	3 CentPPU Disc
Voyager - VOYG	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

Figure 29: Store and Forward Transactions Report

Store and Forward Transactions Report

Merchant Number: L31300352010

Report created: 02/22/2017 5:53:25AM

Date	Time	Account #	Card Type	Exp. Date	Terminal Type	Invoice #	Amount
2017-02-22	5:23:43AM	1234567890123456	Mastercard	12/20	POS 2	000023	$49.32

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

Totals	Count	Amount
	1	$49.32

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 the Passport system 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 system (for offline transactions)
- Card account number
- Card expiration date
- Card Type
- Transaction dollar amount

This report is available in insecure and secure versions. The secure version does not mask customer sensitive information and requires the user to provide the password to view or print.

Figure 30: Uncollected Transactions by Day Report

Uncollected Transactions Report

Merchant Number: L313001380001
Network Day # 3 From 2/22/2017 2:30:52AM To 2/23/2017 2:43:29AM

Time	Date	Invoice#	Auth.#	Account#	Exp. Date	Card Type	Amount
4:42:01PM	02/22/2017	000010	0F6144	XXXX XXXX XXXX XXXX	XX/XX	DB	$5.35

CWS Network Functions

To access Network functions, at the CWS idle screen, select the **More** button until the **Network Functions** button is displayed.

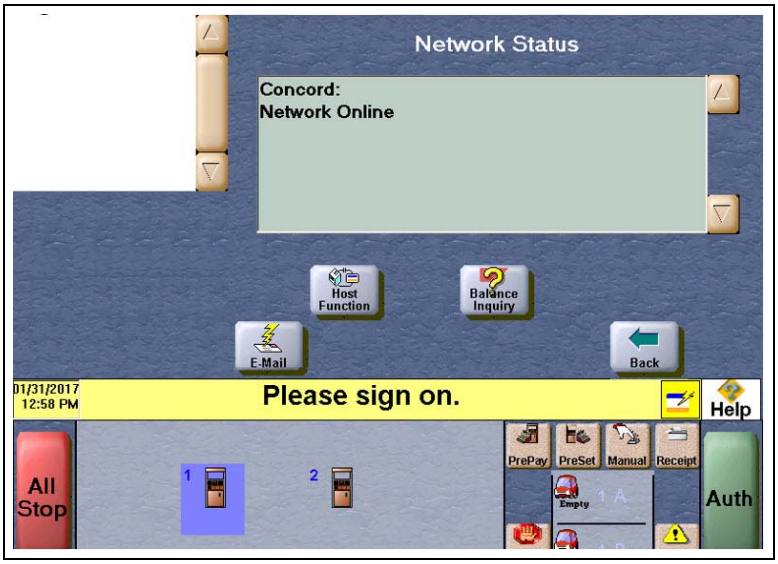
Figure 31: Network Functions Button

You may also access the Network Functions screen by selecting the **Network Status** button.

Figure 32: Network Status Button

With either action, the Network Status screen is displayed.

Figure 33: CWS Network Status



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

Checking the Network Status

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

Color	Severity
Green	Low
Yellow	Medium
Red	High

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

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

Message on Network Functions Screen	Network Status Indicator Color	Comments
NETWORK OFFLINE	Yellow	The network is offline.
PDL RECEIVED	Green	PDL was received successfully.
UNREAD MAIL AVAILABLE	Green	The Passport system received mail from the network.
STORED & FORWARD WARNING	Yellow	The Passport system has reached the value set in the MWS for Store & Forward Warning Percent.
STORED & FORWARD FULL	Red	The Store & 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: • Communications Test • Mail Request • Mail Reset The results of the request display on the CWS yellow bar.
De-Activate Card	Deactivate an activated 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 current balance of a cash card and print a receipt showing the balance for the customer.

Troubleshooting

Network Settings

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

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 being used at the site.
- Observe the status messages on the MWS screen when you perform the PDL download. The Passport system requests two downloads, first the Card Table Load and then the Site Control Load. As the Passport system requests each download, the MWS screen displays the status, including the reason for any failure.
- When performing the PDL Download, if the MWS screen indicates the Site Level Load failed, verify that the network has the Download Flag turned ON. The network resets the Download Flag each time the network receives a PDL Download and the download is not successful.

If you are unable to perform a Store Close, retrieve and review the Network System Events Report. This report contains detailed information to be provided to the Help Desk when reporting the issue.

*Note: To view the Network System Events Report from the MWS, select **Reports** > **Network** > **Network System Events** > **Print Preview**.*

Cash PPU Used with a Credit Card when Cash/Credit Pricing Enabled

If Cash/Credit Pricing is enabled, the PPU at which a fuel sale pumps is dependent upon the tender the customer uses as payment; however, the Network Card Configuration parameters that Passport receives from the Concord network can cause Passport to override the Credit Pricing Level and dispense the fuel sale at the lower Cash Pricing Level PPU. Passport may apply automatic fuel discounts based on the Cash Pricing Level PPU for these transactions, as well. If a customer receives unexpected Cash pricing for his transaction, review the Rules Table section of the Network Configuration Report. If the value under the Low Fee Card column is set to 1 for the card type the customer used, this indicates the card type qualifies for the Cash price. Based on the parameters in the PDL, Passport must apply the Cash price automatically for fuel paid with a card type for which the Low Fee Card indicator is set. Refer to “Cash Pricing for Low Fee Cards” on page 8 or contact your Sunoco representative for more information on Low Fee Cards.

Unexpected PPU Fuel Discount Applied to a Fuel Sale

If a customer receives an unexpected PPU discount on a fuel sale, review the Host Discount section of the Network Configuration Report. If the card type is listed in this section, Passport applied a Sunoco initiated host discount to the fuel sale. For more information, refer to “Sunoco Initiated PPU Fuel Discounts by Card Type” on page 8.

Appendix A: Valid State and Territory Codes

Use the following table as an aid in configuring the Merchant Number field on the Global Information - Page 1 tab:

State/Territory Name	ANSI Code	State/Territory Name	ANSI Code
Alabama	01	Nebraska	31
Alaska	02	Nevada	32
Arizona	04	New Hampshire	33
Arkansas	05	New Jersey	34
California	06	New Mexico	35
Colorado	08	New York	36
Connecticut	09	North Carolina	37
Delaware	10	North Dakota	38
District of Columbia	11	Ohio	39
Florida	12	Oklahoma	40
Georgia	13	Oregon	41
Hawaii	15	Pennsylvania	42
Idaho	16	Puerto Rico	14
Illinois	17	Rhode Island	44
Indiana	18	South Carolina	45
Iowa	19	South Dakota	46
Kansas	20	Tennessee	47
Kentucky	21	Texas	48
Louisiana	22	Utah	49
Maine	23	Vermont	50
Maryland	24	Virgin Islands	52
Massachusetts	25	Virginia	51
Michigan	26	Washington	53
Minnesota	27	West Virginia	54
Mississippi	28	Wisconsin	55
Missouri	29	Wyoming	56
Montana	30		

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 First Data Technical Support Help Desk 1-800-733-3322.

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

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

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

Appendix C: Upgrading to Passport V11.04

This section provides Sunoco-specific information to the ASC for upgrading from Passport **V8.02** or **V10**, or **V11.01** to **V11.02** to **V11.04**.

IMPORTANT INFORMATION
Upgrades to Sunoco V11.04 are supported only for locations running either: • Sunoco V8.02 with Service Pack S or later • Sunoco V10 with Service Pack K or later • Sunoco V11.01 with Service Pack C or late • Sunoco V11.02 J with JMP3 or later If Passport is running an earlier version, first upgrade to one of these minimum versions or perform a clean install. If you are performing an upgrade, as opposed to a clean installation, and you are swapping out or installing new VeriFone MX915 PIN pads, do not install the PIN pads until the software upgrade has completed.

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

- If upgrading from V8.02:
  - If the **MWS** > **Fuel** > **Fuel Discount Maintenance** > **Fuel Discounts by Card Type** tab is programmed, print the Fuel Discount Configuration Report. This report will aid in confirming and reconfiguring fuel discounting after the upgrade to V11.04 in Fuel Discount Maintenance and in Fuel Discount Configuration.
  - If Enhanced Loyalty is enabled, explain to the merchant or store manager that during the upgrade all historical Loyalty sales data will be lost and assist in printing all necessary Loyalty reports.
- Ensure all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of $0.000 PPU).
- Print the **Network Configuration Report**. This will be helpful if a clean install is required and to confirm all network settings (including Host Connection Type and other parameters in Global Information) after the upgrade completes.
- Perform Store Close and ensure all network transactions have completed by checking the Store and Forward Transactions Report for fallback transaction information.
- Call the Concord Help Desk at 1-800-726-2629 to ensure the Store Close is successful and confirm the Concord network is prepared to enable EMV downloads for inside and outside transactions.
- Assist the merchant or store manager to print additional accounting and network reports needed.
- Ensure all file transfers from Passport to the BOS have completed.

After the upgrade, the ASC must perform the following:

- Request a PDL Download by going to **MWS** > **Set Up** > **Network Menu** > **Concord** > **PDL Download**. For more information on requesting PDL Download, refer to "Requesting PDL Download" on page 19.
- Review the parameters on **MWS** > **Set Up** > **Network Menu** > **Concord** > **Global Network Parameters** > **EMV Parameters** tab with the merchant or store manager. Advise the merchant/store manager to contact Concord Help Desk to discuss the financial implications and suggested settings on this screen.
- Disable the EMV Fallback Allowed field in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Network Site Configuration** > **Global Information** > **Page 2** tab.
- If installing a VeriFone MX915 or Ingenico iSC250 PIN pad after the upgrade, ensure the EMV Capable field is selected in **MWS** > **Set Up** > **Register** > **Register Set Up** > **Device Configuration**.
- If the upgrade was from V8.02 and Fuel Discounts by Card Type need to be reconfigured, assist the merchant or store manager to:
  - Review and rename the programming in **MWS** > **Fuel** > **Fuel Discount Maintenance** > **Fuel Discount Groups** that resulted from migration from V8.02.
  - Review the Fuel Discount Maintenance Report printed before the V11.04 upgrade to reprogram the Fuel Discounts by Card Type in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Fuel Discount Configuration**. Take note that Passport places an asterisk next to card types in the Fuel Discount Configuration listing for which the PDL Download included a Sunoco initiated PPU discount. The merchant or store manager may have configured local fuel discounts for these card types previously and will not wish to continue the discounts after the upgrade, as they are handled through the Sunoco Cash pricing received in the PDL Download now.

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

Appendix D: Support for Sunoco Mobile Payment Phone Application

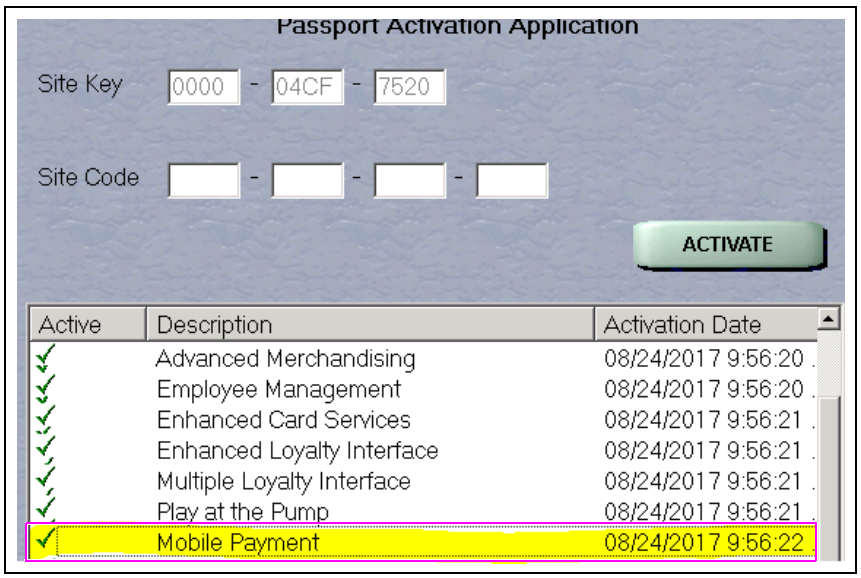
Beginning with V11.01 Service Pack H, Passport will provide support and acceptance for Mobile Payment via Sunoco's mobile phone application as a new method of payment both at the dispenser and inside the store. After installing the system, this appendix will provide instructions for activating and configuring the Mobile Payment feature. In preparation for this, the site will need, a Honeywell Xenon 1900 scanner, (part number PA02710513) for acceptance of QR codes.

Programming Mobile Payment

To program the mobile payment, proceed as follows:

1. Log onto the MWS.
2. Go to **Set Up** > **Feature Activation**.
3. Ensure that Mobile Payment is activated. If it is not activated, contact Gilbarco at 1-800-800-7498 to activate the module. The site must have already purchased the module.

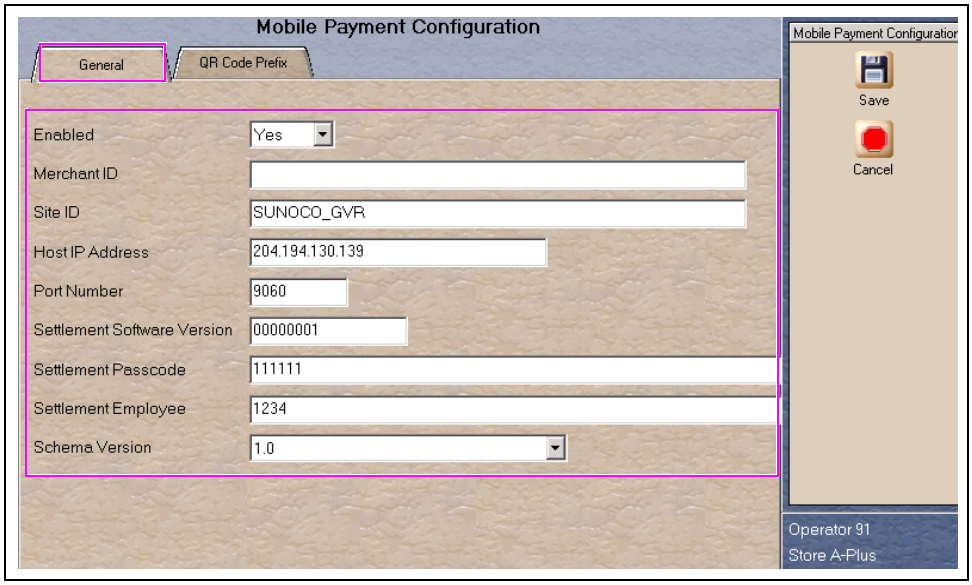
Figure 34: Activating Mobile Payment



4. Once the Mobile Payment is activated, click **Exit**.
5. Go to **Setup** > **Network Menu** > **Mobile Payment** > **Mobile Payment Configuration**.

6 Configure the General tab as shown in Figure 35.

Figure 35: Configuring the General Tab



7 To configure the QR Code Prefix tab, proceed as follows:

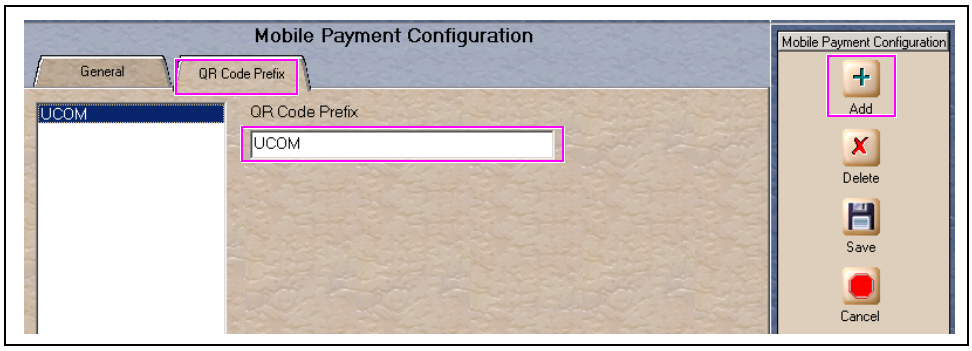
a Click **Add**.

b Enter **UCOM**.

c Click **Add**.

d Click **Save**.

Figure 36: Configuring the General Tab



Verifying Mobile Communication at the Host

To verify mobile communication at the host, proceed as follows:

1 From the CWS idle screen, select the **More** button until the Network Functions button is displayed.

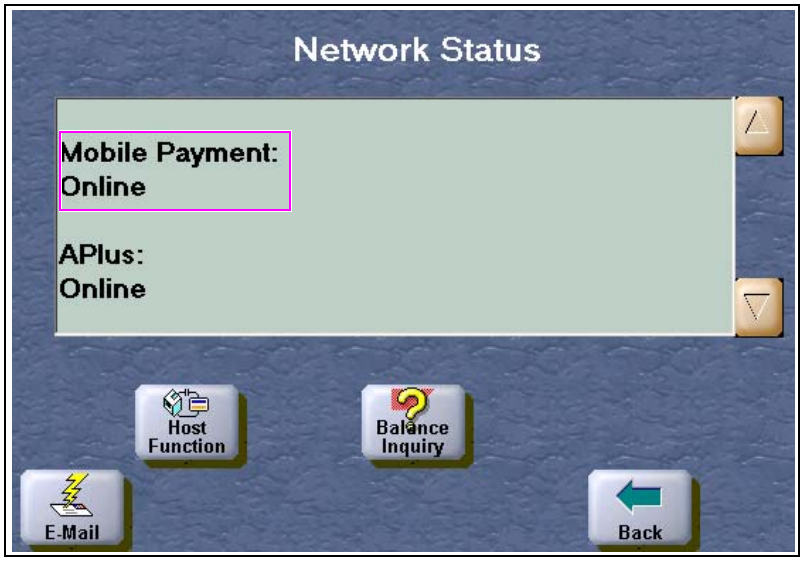
Figure 37: CWS Idle screen

2 Click **Network Functions**.

Figure 38: Network Functions Button

3 In the Network Status, scroll down until you see **Mobile Payment** and ensure that it shows status as **Online.**

Figure 39: Network Status Tab



4 Scan in the QR code to enable the Xenon 1900 scanner to accept mobile payment transactions.

Figure 40: Scanning the QR Code

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