

# **SPS/Phillips**

## **Credit and Debit Card Networks**

**Version 012**

**Site Controller II versions 2.3 and above**

**Site Controller III versions 3.3 and above**

**part number: C35914**



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# **Gasboy CFN Series**

## **SPS/Phillips 012 Credit and Debit Card Networks**

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**Site Controller II Versions 2.3 and above  
Site Controller III versions 3.3 and above**

**March 12, 2003**

**C35914**

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Lansdale, Pennsylvania**

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<b>REVISION RECORD OF THIS DOCUMENT</b>		
<b>Part No.</b>	<b>Date Published</b>	<b>SC II/SCIII Release Levels</b>
C35914	April 21, 1998	Version 2.2 and above
C35914	August 21, 2000	Version 2.3 and above Version 3.3 and above
C35914	November 12, 2001	Version 2.3 and above Version 3.3 and above
C35914	March 12, 2003	Version 2.3 and above Version 3.3 and above

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# Site Controller Related Publications

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## **Site Controller**

<i>Part No.</i>	<i>Title</i>
C09212	SC II Manager's Manual, version 2.3
C35920	CFN III Manager's Manual, version 3.3
C01918	SC II Installation Manual
C09213	SC II Configuration Manual, version 2.3
C09326	SC III Configuration Manual, version 3.3
C09159	SC II Pocket Reference, version 2.3
C09204	Check Point Reference Manual
C35745	Profit Point Clerk's Manual
C35746	Profit Point Reference Manual
C35923	Point of Sale and Shift Change, version 003

## **Credit and Debit Card Networks**

C35931	Amoco/DataCard	C35909	Generic Dial
C35901	Buypass	C35908	PaymenTech (formerly Gensar)
C35902	ADS-CITGO	C35910	NaBANCO
C35906	ADS-FINA	C35911	NDC
C35919	ADS-ZION	C35913	Sinclair
C35904	EDS-CCIS	C35914	SPS/Phillips
C35903	Comdata	C35915	T-Chek
C35905	FDR	C35916	UFDA
C35930	Gasboy Dial	C35917	VDOT
C35907	Gascard	C35918	VisaNet

## **Forms, Quick Reference, Tutorials**

C09134	SC II Configuration Order Form
call	SC II Sample Reports

## **Pump Interface**

C09146	Pump Interface Manual
C01745	Current Loop Interface Unit Manual
C35849	SDI/Wayne CAT Interface
C35924	SDI/Unitec Interface

## **Card Encoding and Miscellaneous**

C09136	CFN Series Clubcard Format
C01687	CFN Series Card Encoding Manual

## **Remote Communications**

C09137	SC II-Host Communications
C09138	SC II Raw Mode Communications
C09140	Applications Guide for Host-SC Communications
C09141	PC/SiteControl User's Manual

## **Technical Publications**

internal	SC II Technical Manual
C01759	CFN Diagnostic Manual



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# 012 SPS/Phillips

SPS (SPS Payment Systems) was formerly known as SEARS and now is associated with ADS. This document also covers information from the SPS/Phillips manual. If you are connecting your site to SPS for card verification, use this manual for reference.

## Cards accepted

---

012 Gasboy for SPS currently accepts these cards:

Bank Cards:

MasterCard  
VISA  
American Express  
Discover  
Diner's Club  
Carte Blanche

Fleet Cards:

SPS Fleetshare (including PhilFleet)  
WEX  
PHH (except Donlen)  
Voyager  
MasterCard Fleet  
Phillips Proprietary (Phillips configuration)

Use the generic configuration for HESS.

Gasboy software for SPS complies with the VISA restriction on receipts printed at the Island. Only the last 4 digits of the Personal Account Number will be printed on the receipts.

Notes:

1. The user cannot cancel the verification process once a card is swiped. This is contrary to the message displayed on the screen "Press STOP to cancel". To change the sale, the clerk must do a reversal.
2. Phillips allows electronic returns on fleet cards only. All other card type returns must be phoned into the Phillips Balance section at 1-800-551-7282.

## Preparing for configuration

---

There are two configurations: Generic and Phillips-66. Determine which one you will use before beginning the configuration.

Before you configure, get the following information from your SPS representative:

- Your terminal ID.
- The company ID, short and long form.
- Phone numbers (primary and secondary) the modem uses for SPS authorization.
- The baud rate for the modem to SPS communications.

You will need a modem or VSAT for connection to the SPS network. This is in addition to an optional dial-in modem. VISA I protocol is the Gasboy supported protocol for VSAT communications. When adding or upgrading Gasboy systems for VSAT communications, notify your SPS representative and inform them that VISA I protocol at 2400 baud will be used with this software.

Determine the Site Controller port to be assigned to connect to the SPS host, and connect that port to a Gasboy qualified modem.

## Setting up your Site

---

**WARNING!!! Before Loading in new versions of software and/or initializing SPS, make sure all previous transactions are settled and "purge site" has been run. Failure to do so will cause a loss of transaction data and will create problems for the next settlement. When installing new software, always initialize SPS.**

Make sure your router table is set to a minimum of 8000, the authorization table is set to 100, and the product table is set to 99. (You can check these settings - and make changes, if necessary - at the prompt by running TABLE.) If you change the size of the router table, reboot the Site Controller after you exit from the table program. The operating system will warn you if not enough space is available for the router table. If that happens, make the transaction table smaller.

SEARS -I will reset all router values to defaults by erasing previous settings. The network data tables will be affected and will need to be re-entered.

To initialize:

1. Run FIX TRANS;I.
2. Run SEARS -I to initialize the network parameters, see "Initialize Current SPS Configuration (-I)" on page 8 for description. At the prompt select 1- Generic or 2- Phillips-66. Router selection must be done here, you can not choose a router from the menu.  
Note: Hess uses the generic configuration.
3. Reboot.
4. Run SEARS -E (or from the menu system, select Edit Network Parameters).
5. Select the main menu option, W. This will step you through all of the basic data needed for the network.
6. For Dial-out, run MODEMS to set up the modem type, baud and channel. MODEMS can also be used for VSAT.
7. Reboot.
8. Run SEARS -C to set the card parameters.
9. Run SEARS -X to set up the product cross reference.

## Miscellaneous Setup Notes

If your site is not dialing after credit card authorizations are attempted, check that:

1. The correct phone number is entered.
2. Lockout on Remote Verification parameter (SYS\_PAR) for the reader and/or con-

- sole is not set to CREDIT.
3. The card is enabled for use with this site (SEARS -C command).
  4. You are not getting warnings related to the router table size.
  5. Run PR DI 1. Check that it doesn't report "No bank verification".

### **CFN II notice**

Due to memory limitations, SPS can not be setup with any extra options. Only one pump type may be specified in the configuration without any other options.

## **Running SEARS**

---

The SEARS command will prompt you for each item of needed information. The program also checks data and warns you when errors occur and tells how they might be fixed.

The program can be run in two ways:

- menu
- command line (full command set)

### **Menu**

```
SPS MAIN MENU
1.  Initialize Network Parameters
2.  Edit Network Parameters
3.  Edit Card Parameters
4.  Edit Modem Parameters
5.  Edit Product Cross Reference
6.  Edit Instant On for Pumps (N/A)
7.  Print System Configuration
8.  Remove Transaction from Batch
9.  Read Network Parameters from File
10. Write Network Parameters to File

Output to: SCREEN
Enter menu number:  F-File, S-Screen, ?-Help, Q-Quit
```

To run *SEARS* in menu mode, type *SEARS* and the following main menu will appear.

Enter the number to the left of an item to execute that item.

The F, S, and '?' options allow you to:

F - redirect the screen output to a specific file.

S - have output go to the screen.

? - enables the help options.

The default is to print output to the screen. When you have finished, select *Q* to exit the program.

### **Command Line**

The command line format of the program is:

```
sears option[s]
```

where the valid options are:

- |    |                                   |
|----|-----------------------------------|
| -I | Initialize Network Parameters.    |
| -E | Edit of Network Parameters.       |
| -C | Edit Card Parameters.             |
| -M | Edit Modem Parameters             |
| -X | Edit Product Cross Reference.     |
| -P | Edit Instant On Pump Table (N/A). |
| -S | Prints system configuration.      |

- D <number> Remove Transaction from Batch.
- R <file> Read Network Parameters.
- W <file> Writes Network Parameters.
- G<0|1> Disable (0) / Enable (1) Bank Cards at the Island.
- ? Displays these valid options as listed above.

The options can be combined, though care must be used in combining some operations with the read, write, and initialize file options. The program operates upon the FRAMOS.CFG file in your current directory. Each of the options are discussed below in this manual.

### Saving Parameter Changes

```

Diagnostics
Checking SYS_PAR...
Checking READER...
Checking TABLES

No errors detected

```

To save any changes you make with the SPS options, select Quit and answer *Yes* to the save changes prompt. The program stores the information in FRAMOS.CFG and/or in the router tables. *If you do not answer Yes, none of the information you have entered will be saved!* Reboot the program to load the new configuration. The program then runs a check on all the SPS- related parameters. Some parameters cannot be edited within

this program, but the appropriate program is mentioned if a problem occurs. A message will be displayed that tells you which of the parameters is in error. A positive result is shown here.

### Read/Write a Network File (-R, -W)

Network information and card parameters can be saved to a file. You can then use the file to reload this configuration if data is ever lost.

To save the data to a file, enter the command SEARS -W *filename*. Then copy the new file and your FRAMOS.CFG file to a diskette for safe-keeping.

To load or restore the data, enter SEARS -R *filename*.

### Editing Network Parameters (-E)

The SEARS program allows you to edit parameters by entering their number, which is shown on the menu. When you run SEARS -E, a menu of parameters appears on the screen. A sample page is shown here (your screen will have different parameters):

```

                                NETWORK PARAMETERS

1.  Initialization type : Phillips 066
2.  Main Bank Phone Number : 9,18005551212
3.  Backup Bank Phone Number : 9,17006255555

5.  Carrier wait timeout : 20
6.  Verification timeout : 90
7.  Terminal ID : 0123456789
8.  Company ID : SPSA

Enter Item Number, W-Walkthrough Edit, RETURN-Next Page, Q-Quit
At any time press ? for help :

```

**Note:** for VSAT connections, the phone number may consist of any seven digit number without comma's.

Parameters 2-8 can be edited by entering its menu number (parameter #1 cannot be changed). The 'W' option steps you through the parameters in the program. Press enter to see the next page. To get help, enter a '?'.

Please note that the Company ID is 4 characters long. The Company and Terminal ID will be provided by SPS.

### **Phone Numbers and Modem**

Refer to your modem's manual for information on the phone number string. Do not specify Pulse or Tone. SPS router will always dial using tone control.

### **Instant On**

Instant on is not supported.

### **Aviation field**

The aviation field must be selected and set, found on the second page, number 12. This field will not default correctly. It must be set to "Y" or "N" any time after initialization has taken place. If you do not know if the site is setup for aviation or not, please contact your SPS/ADS representative.

```

                                NETWORK PARAMETERS
                                Miscellaneous

    9. Instant On : Disabled
   10. Instant On timeout : 30
   11. Phillips Propane Access Card Used : Disabled
   12. Phillips Aviation Site : Enabled
   13. Suppress Veh # on receipts : Disabled

Enter Item Number, W-Walkthrough Edit, RETURN-Next Page, Q-Quit
At any time press ? for help :

```

second page

## **Edit Card Parameters (-C)**

This table sets the purchase limits of the various cards. For inside sales, the floor limit is used to set the maximum amount for purchase.

The OK field will display:

- 'Y' if no restrictions are placed on the card
- 'N' if the card is not to be taken
- 'I' if the card will not be taken at the Island
- 'V' if Voice Authorizations will not be allowed
- 'R' if Returns will not be allowed

Phillips allows returns on fleet cards only. Enabling returns for other cards may result in chargebacks unless cleared through Phillips.

For Island Card Reader (ICR) sales, the Pre-Auth field is used to set the amount requested from the host. If set to zero, the amount is determined by SPS.

If the account number will be printed on the customer receipt when the purchase is done at an island card reader (check with your bank to see if they allow this), then set Show Acct Field to *Yes*. Otherwise, only the last 4 digits of the account number will be printed on the receipt. Visa and MasterCard bankcards print only the last 4 digits of the account number on island receipts; Show Acct Field must be set to N (default).

The Price Level field is used to set a special price level for a card: 1 is cash, 2 is credit. The normal stand-in level is 0 (the stand-in limit is also referred to as the fallback limit). A special pricing level can be used for each card.

Instant-On is currently disabled, the Instant-On field should be set to NO:

Card Parameters						
CARD	OK	Floor Limit	ICR Auth	Show Acct	Price Level	Instant On - OK
1 VISA	YRV	\$50	\$ 0	N	2	No
2 Mastercard	YRV	\$50	\$ 0	N	2	No
3 Discover	YRV	\$50	\$ 0	Y	2	No
4 Amex	YRV	\$50	\$ 0	Y	2	No
5 Diners Club	Y	\$50	\$ 0	Y	2	No
6 Carte Blanche	Y	\$50	\$ 0	Y	2	No
7 SPS Fleet	Y	\$50	\$ 0	Y	2	No
8 Phillips	Y	\$50	\$ 0	Y	2	No

Enter Card Number, RETURN for next page, q to quit:

### ***Pay at the pump***

Setting the ICR Pre-authorization amount field to \$0.00 for bank cards allows the SPS host to maintain the maximum authorized amount for all terminals of a specific company. This allows quicker modifications. If a change to the maximum authorized amount is required, only the SPS maintained database needs to be changed and no changes are required to the terminals in the field. Contact SPS for authorized amount changes.

### ***Pay for carwash or merchandise at the pump***

If a carwash or merchandise is to be paid for at the pump, the pre-authorization amount cannot be set to zero. Set the pre-authorization amount to the amounts agreed up by the Host system provider.

## **Local Product Cross Reference (-X)**

The Product Cross Reference creates a correspondence between the products in the Gasboy product table and the supported fleet cards. The menu shows the local Gasboy product code as it was entered in the product table, the name of the product and the cross reference code associated to it for the fleet cards. The default cross reference, after running SEARS;I, is Miscellaneous.

SPS Product Cross Reference	
Local	SPS
1: Diesel #2	Diesel #2
3: Premium	Miscellaneous
4: Reg Nolead	Miscellaneous
5: Plus Nolead	Miscellaneous

Enter Local Product Code, RETURN-next page, Press q to quit :

To insert or change a Local code to an appropriate fleet code, enter the Local Product Code at the prompt in the first screen and the following screen appears:

```

SPS Product Cross Reference
Local          SPS
1: Diesel #2   Diesel #2
3: Premium     Miscellaneous
4: Reg Nolead Miscellaneous
5: Plus Nolead Miscellaneous

Enter SPS Code for Product for ##, ? for codes:

```

Enter the Fleet Code for the Product in this second screen. Press '?' for a list of Fleet Product Codes. A complete list of Fleet Product Codes can be found on page 18. For example, to map Local Diesel #2 to Fleet Diesel #2:

1. Enter the number 1 -> Enter key (for Local product code in first screen).
2. Enter the number 34 -> Enter key (for fleet product code in second screen).
3. Diesel #2 will appear under the fleet list once the Enter key is pressed in the first screen. Continue until all necessary product codes have been mapped.

## Edit Instant-On for Pumps (-P)

Instant-On is not supported and it must be disabled for all pumps. Instant-on is disabled by selecting the appropriate pump and answer NO to the prompt.

## Delete Transaction from Batch (-D)

If you are encountering errors with a transaction, that transaction can be deleted from the next settlement attempt. You need its transaction number (this should be stored in the log) to delete it. You will then have to consult with SPS about the deletion.

## Print Current SPS System Configuration (-S)

This option prints the credit card parameters. A sample report is shown below:

```

SPS Account Parameters

Configuration SPS Generic Terminal ID: ABCDEFG
Instant On - NO

Card Parameters

CARD          OK   Floor   ICR   Show   Price   Instant
              OK   Limit  Pre-auth  Acct   Level   On - OK
1 Visa        Y   $100   $0    N      2       Yes
2 Master Card Y   $100   $0    N      2       Yes
3 Discover    Y   $100   $0    Y      2       Yes
4 Amex       Y   $100   $0    Y      2       Yes
5 Diners Club Y   $100   $50   Y      2       Yes
6 Carte Blanche Y   $100   $50   Y      2       Yes
7. SPS Fleet Y   $100   $125  Y      2       No
8 Phillips   Y   $50    $100  Y      2       No
9 Voyager    Y   $50    $125  Y      2       No
10 PHH      Y   $50    $125  Y      2       No

Enter Card Number, RETURN for next page, D-Redisplay page, q to quit:

```

## Initialize Current SPS Configuration (-I)

Use this option at the beginning of site setup (page 3) or if you need to return to the default

```

Copyright (1999) Gasboy International
Network Setup for CFN/3

SELECT MODEM NAME

1. Obsolete
2. Hayes 1200
3. Generic Hayes (Smartmodem/Accura)
4. Hayes Optima
5. Hayes Accura 14.4 (5611)
6. Hayes Accura 336. (5914)
7. BocaModem 2400
8. Boca Research 14400
9. SPS VSAT VISA 1
10. Cardinal 2400
11. Everex 2400
12. Practical Peripherals

Enter Item Number, RETURN-Next Page, ?-Help, Q-Quit :
```

values. This option resets all router values to defaults by *erasing whatever changes you may have just entered*. The data tables affected are the card and network parameters, product cross-reference, host-response strings and the instant-on pump. They will need to be re-entered. Reboot when you have completed your editing.

## Edit Modem Parameters

Note: If you are upgrading your site, you must run this program.

Select option 4 from the Main Menu or type **MODEMS** at the command line to setup your modem.

```

Copyright (1999) Gasboy International
Network Setup for CFN/3

EDIT MODEM PARAMETERS

1. Modem Name : Hayes Optima
2. Baud Rate : 1200
3. Port Number : 4

Enter Item Number, W-Walkthrough, ?-Help, Q-Quit :
```

Selecting Item Number 1, *Modem Name* brings up the following 2 screens to select your type of modem.

```

13. Practical Periph. 14400 (5615)
14. Practical Periph. 33600 (5638)
15. Supra 2400
16. US Robotics 2400
17. Zoom 2400
18. Zoom 14.4 EX (165)
19. Quiet Hayes
```

second page

After selecting the modem for the system, enter the correct baud rate and port.

Change the baud setting by entering the number next to the baud rate shown at the bottom of the screen. For example, entering 2 will set the baud rate at 1200.

If VSAT is used the baud rate must be set to 2400.

For port, enter the port number. For example, entering a 0 (zero) will set the port to 0. For SCII, available ports are 2 and 3. For CFN III, available ports are 1-6.



## Voice Authorized Transactions

This is for paying off a sale that received a voice authorization. A voice authorization transaction can be used for a merchandise and/or fuel sales.

card acceptance.

card acceptance.

Following is an example of a voice authorization on a merchandise sale:

<u>Operator Action</u>	<u>Console Display</u>	<u>Notes</u>
Press MDSE to display incomplete merchandise sale	\$! Merch \$4.83	
Press 1, 1, and SPEC FUNC	Enter Auth Number	
Enter authorization number	Auth # 123456	
Press ENTER		
Press CREDIT	***Enter card***	
Slide card or enter card no & exp date	Enter PIN on PIN pad	The Enter PIN message may not appear
Customer enters PIN on the PIN pad	***Verifying***	The Enter PIN step is optional
Wait for approval	*Approved 123456* or denial message	
A receipt can be printed with an authorization number		

**Note:** The MDSE key is located on the Check Point. The Profit Point's corresponding key is NEW MDSE.

## Special system setup

### Restoring Transactions

After restoring transactions, you must run *settle -i* to reset the batch pointers or else the next settlement will fail or be out of balance.

### Tables (TABLE)

- The receipt table must have at least 100 entries.
- Router table should be set to 8000.
- Authorization table should have 100 entries.
- Product table must be set to 99.

### Transaction format (TRFMT)

Make certain that the transaction printout format includes the authorization number (field type 3) and dollar amount (field type 11).

### System Date

Make sure the system date and time is correct. **PRint DAte** will display the date and time. **LOad DAte** will allow you to change it.

## Disabling Bank Cards at the Island during the evening

To disable the use of bankcards at the Island, run the command:

**sears -g0 (zero)**

To enable the use of bankcards at the Island, run the command:

**sears -g1 (one)**

A cron can be setup to run the commands automatically to disable or enable bankcard acceptance at the Island.

## System Parameters (SYS\_PAR)

This information is provided for reference. The menu programs initialize and/or store the appropriate values for you in the system parameters.

### **Reader verification - page 4**

Use remote verification (reader): **credit**

Use local verification (reader): **none (or club)**

Check mod 10 (reader): **none**

Check expiration date (reader): **none**

Lockout on remote verification: **none**

Reader default payment is: **credit**

### **Console verification - page 5**

Use remote verification (console): **credit**

Use local verification (console): **none (or club)**

Check mod 10 (console): **none**

Check expiration date (console): **none**

Lockout on remote verification: **none**

### **Other Parameters - page 8**

Host handler channel: **(your host modem channel) Set by typing MODEMS.**

Host router data: **There must be 12 characters here.** The first 4 are the Company ID. The next eight is the Company ID, long form (this may be just the Company ID plus 4 spaces ' ').  
**Set by typing SEARS -E.**

More router data: **This line is usually left blank. Set by typing MODEMS.**

Host handler baud rate: **(SPS will assign this). Set by typing MODEMS.**

Send requests to host handler: **credit**

Verification timeout (Routers): **90.**

This should be a minimum of 90. **Set by typing SEARS -E.**

### **Miles-per-gallon package - page 13**

Use aux info field for vehicle number: Select only none or club.

## Console (CONSOLE)

After running initialization, these parameters are set to these values:

Console Parameter	Required Setting
Allow hand entry of card data	Yes
POS asks for odometer on fuel sale	1 (Card-encoded)
POS asks for auxiliary # on fuel sale	1 (Card-encoded)
POS asks for odometer on merchandise sale	1 (Card-encoded)
POS asks for auxiliary # on merchandise sale	1 (Card-encoded)

## Reader (READER)

Below is an example of the reader program settings that will work for SPS Generic:

```
# Ty S/D      DISPLAY           WHILE ENTERING           OPTIONS
1 1          ! << Slide Card << !           !
2 4 8 !      $ Amount or FILL !$ Amount                 !
3 3 6 !           PIN ?           !Your PIN                 ! Optional Masked
4 7 6 !      Hub/Odo ?           !Hub/Odo                 ! Optional
5 6 8 !      Vehicle #           !Vehicle #               ! Optional
6 2 2 !      Select pump         !Pump                    ! Auto-enter
7 8          ! Please Wait           !
8 13 0 !P#XX           !
9 14 2 !^ Ok for $0000.00       !
10 9         !
11          !-----END-----!
```

For Phillips mode with the Access card you need the Select pump step first.

```
# Ty S/D      DISPLAY           WHILE ENTERING           OPTIONS
1 2 2 !      Select pump         !Pump                    ! Auto-enter
2 1          ! << Slide Card << !           !
3 4 8 !      $ Amount or FILL !$ Amount                 !
4 3 6 !           PIN ?           !Your PIN                 ! Optional Masked
5 7 6 !      Hub/Odo ?           !Hub/Odo                 ! Optional
6 6 8 !      Vehicle #           !Vehicle #               ! Optional
7 8          ! Please Wait           !
8 13 0 !P#XX           !
9 14 2 !^ Ok for $0000.00       !
10 9         !
11          !-----END-----!
```

## Settlement for SPS

### How settlement works

There will be a settlement done with SPS at least once a day, this can be accomplished automatically with the use of a cron command. Settlement is done to post the day's sales for billing and to check the system's totals against SPS to verify that the systems agree. You should pay close attention to the settlement reports and contact SPS if there is any discrepancy.

Settlement is usually done sometime early in the morning. The command to be executed as a cron is SEARSTL for the SPS generic configuration or SEARSTL E for SPS Phillips configuration. For example, the Phillips configuration below executes the settlement at 2 a.m.

**LOAD CRON 1 @0200 -SEARSTL E**

```
A* Print Cron
# When          Command
1 *** **/**/* 02:00 -searstl
A*
```

The cron entry looks like this in a PRINT CRON command. When settlement occurs, a message is printed on the log indicating whether an out-of-balance condition occurred. The message will be either Settlement *complete* or Settlement complete *OUT OF BALANCE*. If an out-of-balance situation

occurs, consult your SPS representative to try to resolve the error.

When the settle command is executed, a report will be generated on the local log printer and a ram disk file. The saved files will be stored in the directory SEARSREP and the files will be named DAY.MON, DAY.TUE, DAY.WED, etc.

*If the settlement fails to occur automatically, you can sign on to the system and type the command SEARSTL (generic SPS) or SEARSTL E (Phillips 66 SPS) to do a settlement manually.*

You must do a settlement to receive payment for credit purchases.

If you don't have a log printer, you must redirect commands from the SEARSTL.CMD file.

## Command arguments

The SEARSTL command also can take arguments in order to perform other functions.

Argument	Effect
S (default)	Closes the current batch and prints an end of batch report. For SPS Generic this command is used to close the final batch of the day. In the Phillips Configuration this command is only used to close a mid-day batch and is not to be used to close the end of day.
E	WARNING: SEARSTL E is to be run only with the Phillips-66 configuration. SEARSTL E is used to close the end of the day for Phillips. For the last shift or batch of the day, do not run SEARSTL S, only run SEARSTL E.
B[#]	Without the optional number, produces a batch report for the batch in progress. If you specify a number, you get a batch report for that batch number (up to four days old).
D[#]	Without the optional number, produces a detailed batch report for the batch in progress. If you specify a number, you get a detailed batch report for that batch number (up to four days old).

## The settlement report

The report for settlement which is printed on the log and stored on disk looks like this:

```

***** SPS daily cutover for Wed 4/17/98 *****
Totals for batch #36 4/17/98 07:23
      Site
#      Total      #      Total
Proprietary  1      0.58      1      0.58
Visa         0      0.00      0      0.00
Master Card  0      0.00      0      0.00
Other       0      0.00      0      0.00
==          =====
All Credit   1      0.58      1      0.58

Debit       0      0.00      0      0.00
Credit Void 0      0.00      0      0.00
Debit Void  0      0.00      0      0.00
Credit Return 0      0.00      0      0.00
Debit Return 0      0.00      0      0.00

Totals for day 4/17/98 07:23
      Site
#      Total      #      Total
Proprietary  1      0.58      1      0.58
Visa         0      0.00      0      0.00
Master Card  0      0.00      0      0.00
Other       0      0.00      0      0.00
==          =====
All Credit   1      0.58      1      0.58

Debit       0      0.00      0      0.00
Credit Void 0      0.00      0      0.00
Debit Void  0      0.00      0      0.00
Credit Return 0      0.00      0      0.00
Debit Return 0      0.00      0      0.00

```

The results of the command SEARSTL B34 follow this format:

```

Totals for batch #34
      Site
#      Total      #      Total
Proprietary  4      36.00      4      36.00
Visa         1      0.58      1      0.58
Master Card  0      0.00      0      0.00
Other       0      0.00      0      0.00
==          =====
All Credit   5      36.58      5      36.58

Debit       0      0.00      0      0.00
Credit Void 0      0.00      0      0.00
Debit Void  0      0.00      0      0.00
Credit Return 0      0.00      0      0.00

```

The results of the command SEARSTL D34 follow this format:

```

Detail for batch #34
Invoice#  Type      Amount
-        -        -
16       PH        8.44 POS
17       PH        9.33 POS
18       PH        8.45 POS
20       PH        9.78 ICR
22       VI        0.58 POS

Count 5      Total $36.58

```

## Required Cron(s)

---

### SEARSTLCLR

This command is required to keep the batch files in a maintained order and must be run once per day. It is most common to run this command in the early morning or during the least busy time. For example:

**LOAD CRON 2 @0230 -SEARSTLCLR**

will run at 2:30 AM.

A message may occur stating that the file(s) could not be found. This is not uncommon during a new installation of this software. However, after a few days this message should no longer occur. Should you encounter this message after 7 days, contact Gasboy Technical Services.

Note: For CFN II only: the command file is loaded as SEARST~1. To execute the command above, replace the file name of SEARSTLCLR with SEARST~1.

### PURGE SITE

PURGE SITE must be run at least once per day as a cron or manually. It is used to clear the transactions that are used with the batch close command, see settlement for SPS section page 11. It can be run from a cron once a day (after the batch close), if the transaction file is large enough to contain a full day of transactions. Make sure the batch close was successful before running PURGE SITE. Locations that are quite busy may need to have the PURGE SITE run more often. Always run a batch close before running the PURGE SITE.

## Automatic Voids

---

These automatically generated transactions will be displayed in the log with a \$0.00 amount and the authorization number "Revers". This entry notes that a communication failure occurred during a sales authorization and to prevent double-charging the customer, the first authorization attempt was "reversed".

## Error messages

---

Infrequently, SPS may initially authorize the use of a card, but when the transaction is completed, reject the completion of that transaction. In this unlikely event, you will see this message:

### **Network Halted**

You must reboot the network software.

### **SPS rejected #nn, (x/yy "error msg") Sale Completion Failed**

This indicates that a preauthorized sale, transaction nn, cannot be completed. The error code x/yy will explain why. The transaction is marked with the authorization code, REJCMP.

If you repeatedly encounter 7/E0 errors, contact Gasboy technical services. If this situation occurs, make a record of the error message, and contact your Gasboy Service Representative to find out what to do next.

**Bad Fleet data format request**  
**Bad fleet completion format request**

Contact your GASBOY representative should you ever see this message.

**SPS: Settlement failed, disk full**

The file, SPS.STL, should be backed up. Run SEARS;>log -A to log the contents to a file. You should also run CHKDSK -F to remove any bad files from the disk. Delete SPS.STL when you are done.

**Settlement, OUT OF BALANCE, site sent xx.xx**

The site controller requested a batch balance of xx.xx and the SPS host responded with out of balance.

**Settlement failed, hang-up**

The connection to SPS was lost during settlement. You must attempt it again.

**SPS: Invalid Batch requested**

An incorrect batch value was entered, the legal range is 0-99.

**Completion invoice # not found**

If this occurs repeatedly, remove the transaction from the batch using SEARS -DS #. Report this Invoice number to SPS if the batch does not settle.

## Error Codes

This is a short list of error codes for your reference. Contact SPS about any that don't appear in this list. Errors are printed on the log in the format x/yy "error message". The source error number yy is listed below.

- 04 - Bad record request unavailable
- 07 - Bad odometer reading
- 88 - Transaction already reversed or voided
- A0 - Communications failure
- A6 - Problem closing batch
- AB - Failed velocity check
- B4 - Invalid PIN
- C2,C4 - Invalid Vehicle
- C3,C5 - Invalid Driver
- D1 - Duplicate sale
- D5 - Duplicate void
- DA - Duplicate reversal
- E7 - Host is unavailable
- EB - Unknown Merchant ID
- F2 - Site time error
- F3 - No sale, \$0 amount
- F7 - Invalid PIN
- F8 - Invalid card type
- FF - Card not accepted

---

## Access cards (Phillips only)

---

In some cases, such as propane, you might want to prevent customers who are not trained in how to dispense a certain type of fuel from being able to use that pump. You can do this with an access card.

### Configuration for access cards

- Any fuel that requires an access card must be in product category 2.
- The *Select Pump* step in the island card reader configuration must be the first step.
- Bit-mapped lockout must be selected.

### Access card format

- The format of the access card is identical to the club card format configured for the site except that the field separator immediately following the system ID is changed to an A.
- The restrictions and price codes are ignored.
- Limitation and authorization codes are used.
- If the club card format includes an expiration date that needs to be checked, configure it on pages 4 & 5 of SYS\_PAR.
- The lockout file is checked to see if the card is locked out.
- The card number checked is stored in the Reader auxiliary *info* field in the transaction so it can be displayed on the log.

---

## Special Phillips console operations

---

### Special credit card keys for manual entry

With the Phillips configuration, you need to set up a special key on the console for handling the manual entry of Phillips private label cards. The manual-entry process is identical to the standard method of using the key (which is described in the *Check Point* and *Profit Point* manuals). Once you make the assignment with the directions below, the key should be labeled to indicate its new use.

#### **Check Point consoles**

Submenu 1 of the CONSOLE configuration program (explained in the *Site Controller Configuration Manual*) is used to assign a card type to a Check Point key. Assign action 95 to a key to manually accept Phillips cards on that key.

#### **Profit Point consoles**

On the Profit Point, special function 68 calls up the network-card-selection menu. The special function 68 can be setup through the Profit Point menu by doing the following:

1. Press Special Function key
2. Press 0 (exit to Main Menu) and return keys
3. Press 4 (Configuration) and return keys
4. Press 4 (Setup config.pos file) and return keys
5. Press 1 (Network Card Configuration) and return keys.



Use the Alt-C key to deactivate all cards except the Phillips card. The standard credit key will handle all other cards. If the Phillips card is deactivated, press the Alt-C to activate the card. The Phillips card should have the card type listed as 95. If it is not, then edit the card and change the card type to 95.

## The transaction pointer

---

If you are not regularly polling and resetting the transaction pointer, then you should run the PURGE SITE command once a day so you do not fill up the Site Controller's memory.

## Troubleshooting communications

---

If your site is having problems with dial-out host connections, the debug program may be used to log the communication sessions. The debug program has several levels of logging available. The command is:

```
DEBUG x y
```

Where x is the output director and y is the level of information to be logged. Typing DEBUG without any parameters will cause the program to display information about itself, the output, and the information level.

Output director:

- 0 = None (no logging)
- 1 = Output to screen
- 2 = Output to router.log file.
- 3 = Output to both the screen and the router.log file

For logging site problems the output director must be set to 2 or 3.

Information Level:

- 0 = None (no logging)
- 1 = Most verbose messaging. This is not necessary for most conditions.
- 2 = Preferred setting for communications (modem) problems.
- 3 = Preferred setting for most other site problems.
- 4 = Only pertinent information is logged.
- 5 = Only critical information is logged. This may not be verbose enough to debug site problems.

For debugging dial-out host connections the command should look like the following:

```
DEBUG 2 2
```

Before starting the logging process make sure the router.log file is clear of any obsolete information. This can be done by typing DEL ROUTER.LOG.

After the capture is complete the debug can be turned off by typing DEBUG 0 0.

Contact Gasboy Technical Service for assistance, or you may print the file to the log printer using the command:

```
TYPE;>LOG ROUTER.LOG
```

If, in the file, you see many occurrences of:

**>>Modem init. error**

Run MODEMS, check the modem selected or try a different configuration. If your modem is not in the list, contact Gasboy technical support. The program shows a list of GASBOY certified modems.

**>>Busy**

You may have the wrong phone number entered.

**>> No dialtone**

Check your modem's phone line.

**>> Lost Carrier**

Have your phone line checked.

## Product Codes

---

The following list of cross-reference product codes is for reference only. Your current system may not contain the same product code cross-reference numbers. Type SEARS -X to view your current product code table:

1: Miscellaneous	42: Natural Gas	83: Inspection
2: Unleaded Reg	43: White Gas Cannd	84: Storage
3: Unlead Mid Grde	44: White Gas Pumpd	85: Labor
4: Unlead Premium	45: Dual Propan/Unl	86: Wash Tube
5: Unlead Sup Prem	46: Wide Nozz Unled	87: Wash and Polish
6: Eth unlead Reg	47: Marine Fuel	88: Lamps
7: Eth Unlead Mid	48: Aviation Gas	89: Wipers
8: Eth Unlead Prem	49: Jet Fuel	90: Groceries
9: Eth Unlead Supr	50: Military Fuel	91: Cigaret/Tobacco
10: E-85	51: Other Fuel Pump	92: Soda
11: Meth Unlead Reg	52: Other Fuel can	93: Health/Beauty
12: Meth Unlead Mid	53: Anti-Freeze	94: Milk & Juice
13: Meth Unled Prem	54: Fluid & Coolant	95: Misc. Beverage
14: Meth Unlead Sup	55: Oil Change/Lube	96: C-Store Merchan
15: M-85	56: Motor Oil	97: Restaurant
16: Gasohl 10%	57: Solvent	98: Rental
17: Gasohl 10% Plus	58: Transm Fluid	99: Travel
18: Gasohl 10 Super	59: Auto Products	100: Beer & Wine
19: Gasohl 7.7%	60: Auto Glass	101: Sales Tax
20: Gasohl 7.7 Plus	61: Auto Accessorie	102: State Excise Tx
21: Gasohl 7.7 Supr	62: Batteries	103: Fed Excise Tax
22: Gasohl 5.7%	63: Car Wash	104: Other Tax
23: Gasohl 5.7 Plus	64: Parts	105: Av Maintenance
24: Gasohl 5.7 Supr	65: Lamps	106: Av De-icing
25: Regular Leaded	66: Hoses and Belts	107: Av APU
26: Ethanl Lead Reg	67: Tires/Tubes	108: Av Catering
27: Methnl Lead Reg	68: Hoses	109: Av Tiedwn/Hangr

28: Unlead Refm Reg	69: Tires	110: Av Landing Fee
29: Unlead Refm Mid	70: Tubes	111: Av Ramp Fee
30: Unlead Refm Prm	71: Filters	112: Av Call Out Fee
31: Unlead Refm Sup	72: Repair & Servic	113: Av Plane Rental
32: No. 1 Diesel	73: Repairs	114: Av Instruct Fee
33: #1 Diesl No Tax	74: Repair Tire/Tub	115: Av Miscellaneous
34: No. 2 Diesel	75: Lube	116: Av Flt Pln/weth
35: #2 Diesl No Tax	76: Service	117: Av Charter
36: Kerosene Pumped	77: Engine Service	118: Av Grnd Handlin
37: Kerosene Canned	78: Transmn Service	119: Av Commun/Faxs
38: Propane	79: Brake Service	120: Av Car Rental
39: LPG Motor Fuel	80: Road Service	121: Av Aircraft Cln
40: CNG	81: Towing	122: Av Cargo Handln
41: LNG	82: Tune-up	123: Av Accessories

