



**Fuel Dispensing and Control • Site and Retail Management • Fuel Management Services**

**Setup Monitoring**

**Also known as:**

ATG Setup

**Platform:**

This service is compatible with Veeder-Root® TLS 350, 350 Plus and 350R series tank gauges w/ V19+ Software.

**Connectivity:**

Alarms may be monitored using a variety of communication options (i.e., GSM, Ethernet and Satellite).

**Service Description:**

When a site is activated by the FMS Service Center, the existing programmed parameters will be used as the authorized configuration. The authorized configuration for each site will be stored in the database.

- Gilbarco Veeder-Root will establish an initial configuration for each site by using the customer's authorized configuration.
- Gilbarco Veeder-Root and the customer agree to assign appropriate TLS parameters into one (1) of two (2) categories in order to define a polling schedule. The first category will include up to 10 parameters that the customer can assign to be polled on a monthly basis. The second category includes the remaining TLS parameters which will be polled quarterly.
- For each TLS parameter to be reviewed, the customer can also define the level of response by the FMS Operations Center. The options are:
  - Review – For these parameters, the FMS Operations Center will receive an alarm from the system that the setup has been changed. The technician will then follow the standard operating procedure to determine the root cause of the change, determine if it is a legitimate and appropriate change, and then advise the designated customer contact. The customer contact will then provide guidance to the FMS technician to allow the programming change, reject the programming change and revert back to the original parameter value, or modify the parameter value to a new value. The updated parameter value then becomes the customer's standard value for that particular fueling site for subsequent inspections.
  - Auto-change – The system will detect and log the changed parameter in the system for reporting purposes, but it will automatically change the parameter to the original value, as defined in the setup configuration for the fueling site.
  - Allow change – The system will detect and log the changed parameter in the system for reporting purposes and will accept the new parameter value. The new parameter value then becomes the Customer standard value for the parameter for that particular fueling site for subsequent inspections.

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## **Monthly Polling & Inspection: Parameter Management, Root Cause Analysis, and Resolution**

There are certain programming parameters that are considered critical to the proper operation of the fueling system and the fueling site. The basic service includes up to 10 parameters to be selected for monthly polling and inspection to detect any changes in the on-site TLS programming parameters. Gilbarco Veeder-Root will perform the following work on all contracted sites:

- When the polling is performed, the service will compare the ‘authorized’ configuration with the ‘current’ configuration and if a change is detected, a report will be generated based on the polling frequency to illustrate those sites with one or more current programmed parameters that are different than the customer’s authorized parameter(s). Once the system detects and reports the change, the FMS technician will have a period, not to exceed 7 business days, to investigate and document the final resolution associated with the affected parameters.
- The FMS Operations Center is responsible for investigating the source and background associated with change the programmed parameter.
- If deviation of the identified parameter values is approved by the customer, the FMS technician will update the database and the new programmed value is set as the authorized parameters for that site. If the deviation of the changed parameter(s) is not approved by the customer within the defined period, the FMS technician will change the unauthorized parameter(s) to the original authorized configuration specified by the customer. In addition, the FMS technician will provide documentation associated with the change for subsequent reporting to the customer.
- Upon closure of the root cause investigation, the FMS technician is responsible for documenting the history of the change, why it was changed originally, and the justification for the permanent change or reverting to the original specification.

## **Quarterly Polling – Automated Monitoring & Reporting**

The basic service provides quarterly polling of all remaining TLS programmed parameters to ensure proper operation of the fueling system and the fueling site. Each quarter, Gilbarco Veeder-Root will perform the following work on all contracted sites:

- When the polling is performed, the service will compare the ‘authorized’ configuration with the ‘current’ configuration and if a change is detected, a report will be generated based on the polling frequency to illustrate those sites with one or more current programmed parameters that are different than the customer’s authorized parameter(s). Gilbarco Veeder-Root will not investigate the source or background of set-up changes. The service does not include determining the appropriateness of set-up changes.
- Once the system detects a change of any programmed parameter, it will either automatically change the parameter to the value as defined in the customer specification or allow the change. In the case of the latter, the new parameter value will be updated and become the new standard value for the particular parameter for the affected fueling site.

### **Exclusions:**

FMS will not undertake any action without customer authorization.