

Introduction

Purpose

This manual provides network-specific information for stores running Passport® V11.02 systems at Phillips 66® stores using the HPS-Dallas network:

- Upgrading from Passport V8.03 with Service Pack M or later
- Upgrading from Passport V10 with Service Pack K or later
- Upgrading from Passport V11.01 with Service Pack C or later
- Installing Passport V11.02 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 Phillips 66 V11.02 or perform a clean install.

IMPORTANT INFORMATION

Upgrading to Passport V11.02 requires advance notice to the HPS-Dallas network that the site is implementing EMV functionality on Passport. EMV functionality affects inside and outside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the HPS-Dallas network and explain that the site is implementing an upgrade of Passport to enable EMV. The merchant should advise the network representative of the date the upgrade is to take place and request that the network prepare to enable EMV with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

On the day of the scheduled upgrade, ask the merchant or store manager if he notified the HPS-Dallas network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the HPS-Dallas network of the need to enable EMV network communication, call the network on behalf of the merchant or store manager. Ask the network representative if he can expedite enabling EMV functionality for the store within four hours. If the network representative indicates he can prepare for enabling EMV on the network within the next four hours, continue with the upgrade.

Otherwise, consult the merchant or store manager regarding your options, which 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

The audience for this document includes merchants, cashiers, store managers, and Passport-certified Gilbarco®-Authorized Service Contractors (ASC).

Note: Leave this manual at the site for the manager's reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLDSM).

REVIEW AND FULLY UNDERSTAND THE MANUAL BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V11.02 FOR PHILLIPS 66.

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Related Documents

Document Number	Title	GOLD Library
MDE-3816	Passport Hardware Start-up and Service Manual	<ul style="list-style-type: none"> • Passport • Service Manual
MDE-4696	Ingenico® PIN Pad Kits (PA0379XXXXX, PA0380XXXXX, PA0412XXXXXXX, and PA0411XXXXXXX) Installation Instructions	Passport
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	<ul style="list-style-type: none"> • Passport • Service Manual
MDE-5167	Gilbarco Deployment Service (GDS) Start-up and Service Manual	Service Manual
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-5323	Passport EDH (HPS-Dallas) V08.24 Implementation Guide for PA-DSS V3.2	Passport

Abbreviations and Acronyms

Term	Description
AID	Application Identifier
ANSI	American National Standards Institute
ASC	Authorized Service Contractor
AVS	Application Virtual Switch
BOS	Back Office System
CAT5	Category 5
CD	Compact Disc
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
DMZ	Demilitarized Zone
DUKPT	Derived Unique Key per Transaction
EDH	Enhanced Dispenser Hub
EMV®	Europay®, MasterCard®, and Visa®
FDC	First Data Corporation
GDS	Gilbarco Deployment Service
GOLD	Gilbarco Online Documentation
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PC	Personal Computer
PCATS	Petroleum Convenience Alliance for Technology Standards
PDL	Parameter Data Load or Parameter Download
PLU	Price Look Up
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SAF	Store and Forward
SDES	Single Data Encryption Standard
SR	System Recovery
SVC	Stored Value Card
TCP	Transmission Control Protocol
TDES	Triple Data Encryption Standard
UDP	User Datagram Protocol
UPC	Universal Product Code
USB	Universal Serial Bus
WAN	Wide Area Network
W&M	Weights and Measures

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 Phillips 66 Help Desk, call 1-800-426-3696.

Network Data Retention

Phillips 66 determines the length of time the Passport system must save network transaction details. The HPS-Dallas network transmits this value to the Passport system in the Table 30 download. This network setting is not editable on the Passport system. To determine the number of days Passport keeps network transactions for your store, refer to the value in the STORAGE LIMIT field within the Table 30 section of the Network Configuration Report.

Besides meeting Payment Application Data Security Standard (PA-DSS) compliance requirements, network data retention allows retailers to use the Backup Journals/Reports utility to save one full month of Passport system data on a single CD. For additional information on saving journals and reports to CD, refer to *MDE-5025 Passport V9+ System Reference Manual*.

What's New in Passport V11.02 for Phillips 66 Stores

The following features have been updated or are new for Phillips 66 stores.

Network Connection Type

Stores that are configured for User Datagram Protocol (UDP) communication with the HPS-Dallas network are configured for TCP/IP after an upgrade to Passport V10 software. This change occurs automatically as part of the V8.03 to V11.01 upgrade. The store does not need to make any changes. Your ASC, however, will make necessary adjustments on the Passport Firewall Router to complete the migration from UDP to TCP/IP communication.

In addition, as part of the migration to V11.02, Passport automatically enables TLS encryption for the HPS-Dallas network connection. Phillips 66 requires all stores to move to TCP/IP with TLS encryption beginning with V11.02. For more information about **Global Network Parameters**, refer to [“Site Configuration Programming”](#) on [page 11](#).

PDL Initiated Fuel Discounts

Beginning with V11.02 with P Service Pack, Phillips 66 includes information in the network PDL that Passport uses to apply discounts to a transaction based on the card type the customer uses as tender. For each card type in the PDL, Phillips 66 includes the following information:

- Type of discount to apply (no discount, cents per gallon, percent per gallon, percent of total sale, cents per gallon and percent on non-fuel)
- Dollar amount per gallon discount
- Percent discount

To review the discounts that Passport automatically applies based on card type, review Table 40 of the Network Configuration Report.

Mandatory TCP/IP Network Connection Using TLS Encryption with HPS-Dallas

Also beginning with V11.02 with Service Pack P, Phillips 66 requires a TCP/IP connection using TLS encryption with the HPS-Dallas network. For more information about Global Network Parameters, refer to [“Site Configuration Programming”](#) on [page 11](#).

V11.01 Core Feature Enhancements

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*.

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

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

- 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 7](#).

The following is a high-level description of the other core Passport features introduced in V11.01. For more information on these 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 is 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 an EMV chip card, and the PIN pad communicates with the chip on the card. Passport 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/Out Feature

The Clock In/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/Out feature; it is part of Passport base functions.

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 and Manager Workstation (MWS). 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 ASCs to program any dispenser based on its physical product meter arrangement (up to four products) rather than selecting a pre-configured 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.

Conexus Mobile Payment

Passport supports mobile payment using the Conexus 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.

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.
- Default 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.

The following limitations may be faced in configuring and communicating with 64 fueling positions:

- More than 32 fueling positions is 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.

Assigning Product Codes

Phillips 66 sends a list of valid fuel grade names and product codes to Passport in Table 60 of the network PDL. The ASC does not 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 their product codes) that Passport sends to the 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 configuration 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 HP-Dallas network.

Site Configuration Programming

IMPORTANT INFORMATION

The Enhanced Dispenser Hub (EDH) must be installed and running before programming in **MWS > Set Up > Network**.

To program **Site Configuration** for communication with the network, proceed as follows:

- 1 From the MWS main menu, select **Set Up > Network > COP**. The Phillips 66 Network Configuration menu opens.

Figure 1: Phillips 66 Network Configuration Menu



The following option buttons are displayed in the Network Configuration menu:

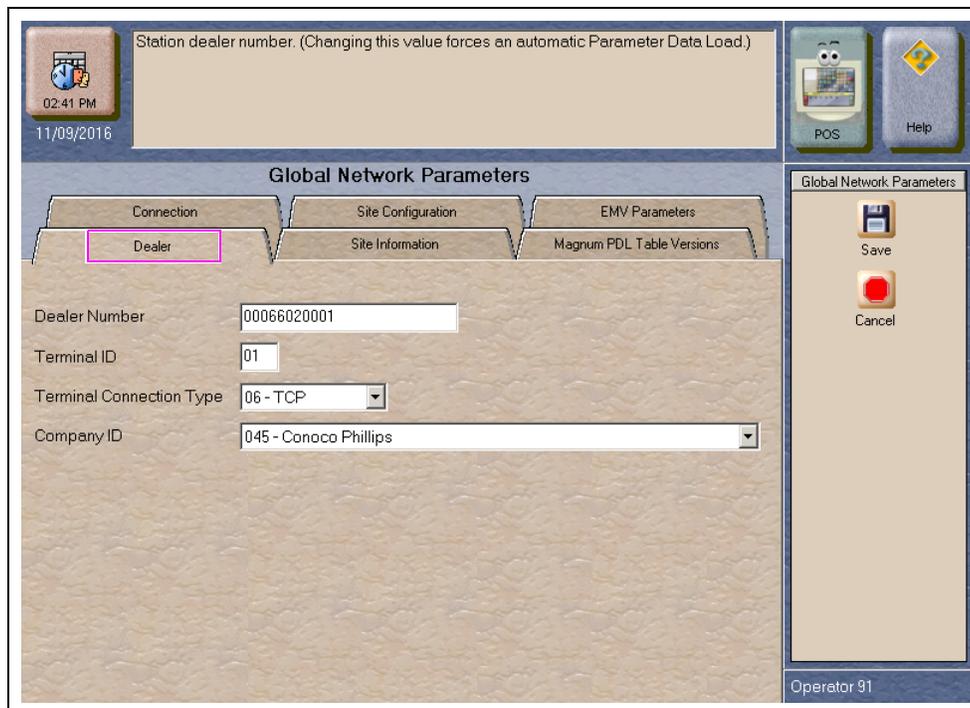
- Global Info Editor
- Call For Auth #s
- PDL Download
- Email Request
- Fuel Discount Configuration

- 2 Select **Global Info Editor**. The Global Network Parameters screen opens. Select the **Dealer** tab.

Dealer Tab

Figure 2 shows the Dealer tab in the Global Network Parameters screen.

Figure 2: Dealer Tab



Fields on the Dealer Tab

Field	Description
Dealer Number	Eleven-digit number the HPS-Dallas network uses to identify the store. <i>Notes: 1) Enter the dealer number before receiving the initial PDL 2) Change Dealer Number only after Store Close</i>
Terminal ID	Two-digit terminal identification number the HPS-Dallas network assigns to the store. The field can be modified only if all tills and the batches are closed. Ensure all batch files have been sent to the HPS-Dallas network before changing the value. Defaults to 01.
Terminal Connection Type	Specifies how the store connects to the network. Options are: <ul style="list-style-type: none"> • None • 02 - Dial • 06 - TCP/IP <i>Beginning with V11.02 P, all Phillips 66 stores must use Terminal Connection Type of 06 - TCP.</i>
Company ID	A three-digit number associated with the company handling transactions for the site. The HPS-Dallas network assigns the value. Options are: <ul style="list-style-type: none"> • 045 - Conoco Phillips 66 • 046 - Pacific Convenience and Fuels

Site Information Tab

After programming the Dealer tab, select the **Site Information** tab. Although the data on the **Site Information** tab comes from the HPS-Dallas PDL, the fields are editable. Notify the Phillips 66 Help Desk before modifying fields on the **Site Information** tab to avoid the data being overwritten in a subsequent PDL.

Figure 3: Site Information Tab

The screenshot shows the 'Global Network Parameters' configuration window. The 'Site Information' tab is selected and highlighted with a pink border. The form contains the following fields:

- Name:** GILBARCO00000040364
- Address:** 12345 Gilbarco Ln.
- City:** Greensboro
- State:** NC
- ZIP:** 12345

Additional interface elements include a 'Station name' field at the top, a 'POS' icon, a 'Help' icon, 'Save' and 'Cancel' buttons on the right, and a status bar at the bottom indicating 'Operator 91'.

Fields on the Site Information Tab

Field	Description
Name	Store name (up to 30 characters), which is displayed on network transaction receipts.
Address	Street address (up to 30 characters) for the store, which is displayed on network transaction receipts.
City	City (up to 20 characters) in which the store is located, which is displayed on network transaction receipts.
State	Two-character abbreviation for state where the store is located, which is displayed on network transaction receipts.
ZIP	ZIP Code assigned to the store, which is displayed on network transaction receipts.

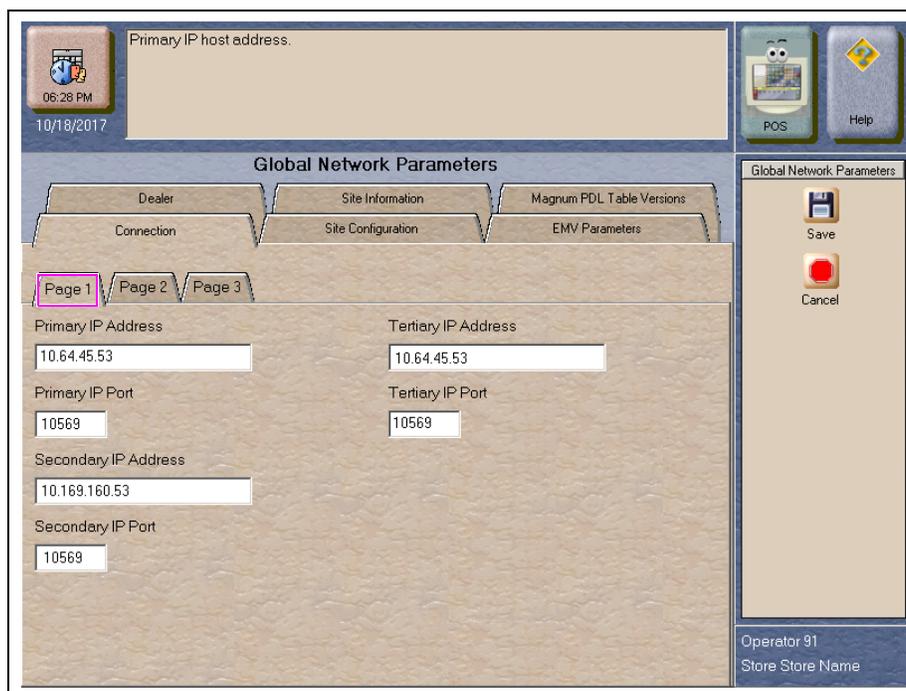
Connection Tab

After programming the **Site Information** tab, select the **Connection** tab. The Connection tab contains **Page 1**, **Page 2**, and **Page 3** tabs for programming network communication parameters, based on the Terminal Connection Type selected on the **Dealer** tab. Use the **Page 1** and **Page 3** tabs for configuring a TCP/IP connection. Use the **Page 2** tab for configuring a Dial connection.

Note: Beginning with V11.02 with Service Pack P, all Phillips 66 sites must use TCP/IP connection with TLS encryption.

IMPORTANT INFORMATION
For stores using TCP/IP connection, call the Phillips 66 Help Desk at 1-800-426-3696 to obtain IP addresses and ports.

Figure 4: Page 1 Tab - TCP/IP Connection Type

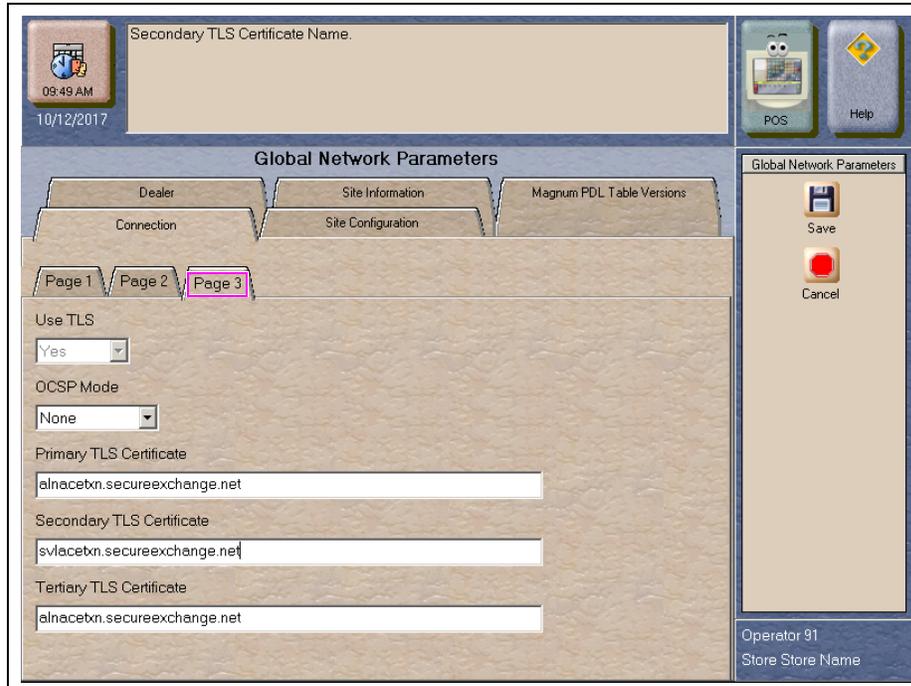


Fields on the Connection - Page 1 Tab

Field	Description
Primary IP Address	IP address Passport uses to exchange financial transaction messages with the HPS-Dallas network. HPS-Dallas may change the value in this field through PDL Download.
Primary IP Port	Port (up to 5 digits) Passport uses to exchange financial transaction messages with the HPS-Dallas network. Defaults to 10569.
Secondary IP Address	First alternate IP address Passport uses to exchange financial transaction messages with the HPS-Dallas network if the primary IP address and port fail. HPS-Dallas may change the value in this field through PDL Download.
Secondary IP Port	First alternate port Passport uses to exchange financial transaction messages with the HPS-Dallas network if the primary IP address and port fail. Defaults to 10569.
Tertiary IP Address	Second alternate IP address Passport uses to exchange financial transaction messages with the HPS-Dallas network. HPS-Dallas may change the value in this field through PDL Download.

Field	Description
Tertiary IP Port	Second alternate port Passport uses to exchange financial transaction messages with the HPS-Dallas network if the primary IP address and port fail. Defaults to 10569.

Figure 5: Page 3 Tab - TCP/IP Connection Type



Fields on the Connection - Page 3 Tab

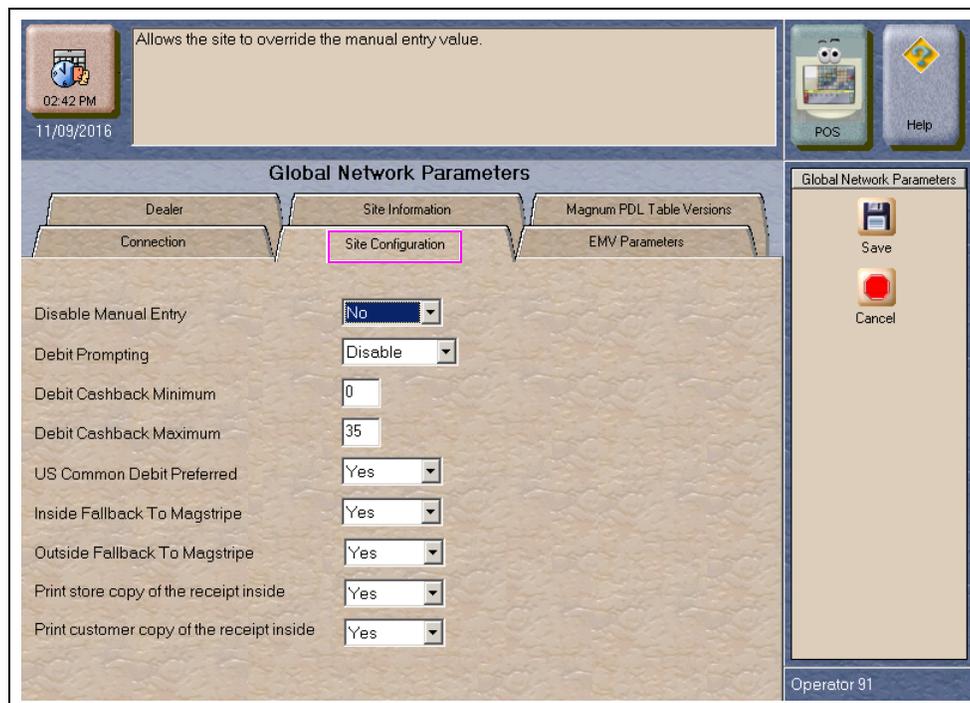
Field	Description
Use TLS	This field defaults to Yes and is not editable.
OCSP Mode	Options are None, Lenient, or Strict. Defaults to None.
Primary TLS Certificate	TLS certificate name used to validate TLS
Secondary TLS Certificate	TLS certificate name used to validate TLS if the primary TLS certificate fails
Tertiary TLS Certificate	TLS certificate name used to validate TLS if the primary and secondary TLS certificates fail

Note: Beginning with V11.02 Service Pack P, Dial connections are no longer valid for Phillips 66 stores.

Site Configuration Tab

The Site Configuration tab allows the store to override the manual entry and debit parameters received in the HPS-Dallas PDL.

Figure 6: Site Configuration Tab



Fields on the Site Configuration Tab

Field	Description
Disable Manual Entry	If set to Yes, allows the site to override the manual entry value received from the PDL.
Debit Prompting	Allows the site to disable whether the CRIND devices prompt the customer "Is this a debit card?" for dual use (Credit and Debit) cards.
Debit Cashback Minimum	Minimum dollar amount allowed for debit cash back.
Debit Cashback Maximum	Maximum dollar amount allowed for debit cash back.
US Common Debit Preferred	<p>If set to Yes, when the customer presents an EMV card that contains both US Common and International Debit Application Identifiers (AID), Passport displays or uses the US Common Debit AID.</p> <p>If set to No, when the customer presents an EMV card that contains both US Common and International Debit AID Passport displays or uses the International Debit AID.</p> <p>If the card contains only one debit AID, Passport displays or uses it without regard to the setting for this field.</p>
Inside Fallback to Magstripe	<p>If set to No, when the customer inserts a chip card into the chip reader on the PIN pad inside at the register and a chip error occurs, Passport declines the card.</p> <p>If set to Yes, when the customer inserts a chip card into the chip reader on the PIN pad inside at the register and a chip error occurs, Passport uses the fallback to magnetic stripe parameters received from the HPS-Dallas network for the card type to determine whether to prompt the customer to remove the card from the chip reader and swipe it.</p>

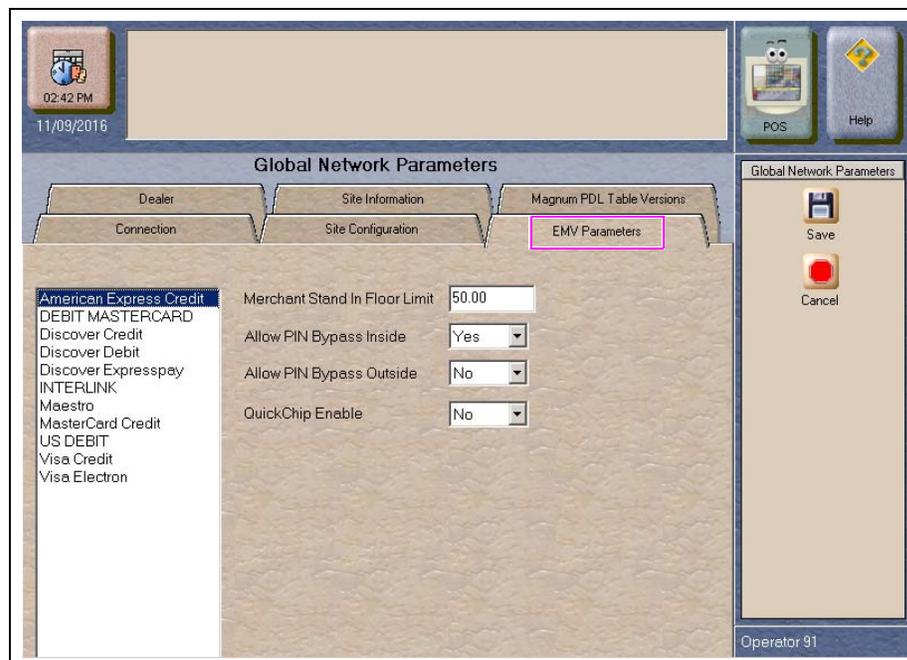
Field	Description
Outside Fallback to Magstripe	<p>If set to No, when the customer inserts a chip card into the chip reader on the CRIND and a chip error occurs, Passport declines the card.</p> <p>If set to Yes, when the customer inserts a chip card into the chip reader on the CRIND and a chip error occurs, Passport uses the fallback to magnetic stripe parameters received from the HPS-Dallas network for the card type to determine whether to prompt the customer to remove the card from the chip reader and swipe it.</p>
Print store copy of the receipt inside	If set to Yes, the merchant copy of the receipt prints automatically for all inside HPS-Dallas network transactions. This may be especially important for stores that enable electronic signature capture at the PIN pad. The customer signature prints as part of the receipt.
Print customer copy of the receipt inside	If set to Yes, the customer copy of the receipt prints automatically for all inside HPS-Dallas 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.

EMV Parameters Tab

The EMV Parameters tab provides information about the EMV parameters.

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

Figure 7: EMV Parameters Tab



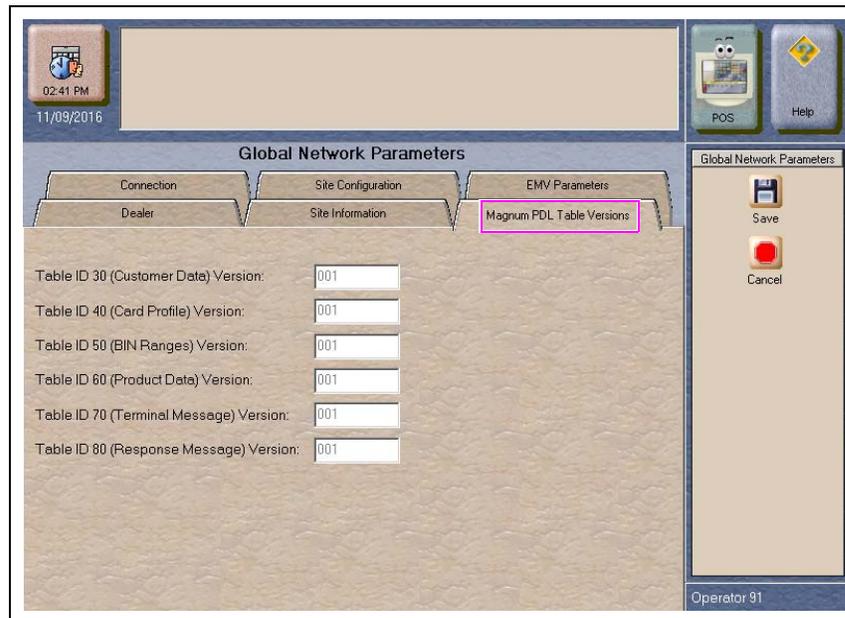
Fields on the EMV Parameters Tab

Field	Description
Merchant Stand In Floor Limit	<p>Maximum transaction dollar amount for this EMV card AID the merchant will accept locally to SAF when the HPS-Dallas network is offline. Defaults to \$0.00. This field is not editable for any debit AID.</p> <p><i>\$0.00 means Passport relies on the EMV chip card for authorization when the HPS-Dallas network is not communicating. If the merchant configures an amount other than \$0.00 for this field, Passport may approve the transaction based on chip card validation. The network may decline the transaction when communication resumes. The merchant is responsible for the charge back if the transaction is locally approved and then the network declines.</i></p>
Allow PIN Bypass Inside	<p>If set to Yes and the EMV application requires PIN entry, the inside PIN pad prompts the customer to enter the PIN, but allows the customer to press the ENTER key on the PIN pad without entering a PIN.</p> <p>If set to No and the EMV application requires PIN entry, the inside PIN pad prompts the customer to enter the PIN and the customer must enter a PIN to move forward in the transaction.</p> <p>Note: Some debit AIDs set this field to Yes by default and the merchant cannot change the setting.</p>
Allow PIN Bypass Outside	<p>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.</p> <p>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.</p> <p>Note: Some debit AIDs set this field to Yes by default and the merchant cannot change the setting.</p>
QuickChip Enable	<p>If set to Yes, Passport obtains all necessary EMV data from the chip card earlier in the transaction by notifying the chip card that the network is not available. The PIN pad prompts the customer to remove the chip card before the transaction has completed with the chip card issuer, up to a few seconds earlier.</p> <p>If set to 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.</p> <p>Defaults to No.</p>

Magnum PDL Table Versions Tab

After completing all **Global Network Parameters** tabs, select **Save** to save the settings and exit from **Global Info Editor**. One additional tab is displayed within the Global Info Editor screens; however, the Magnum PDL Table Versions tab provides information about the currently existing Magnum PDL Table ID versions. These values are not editable.

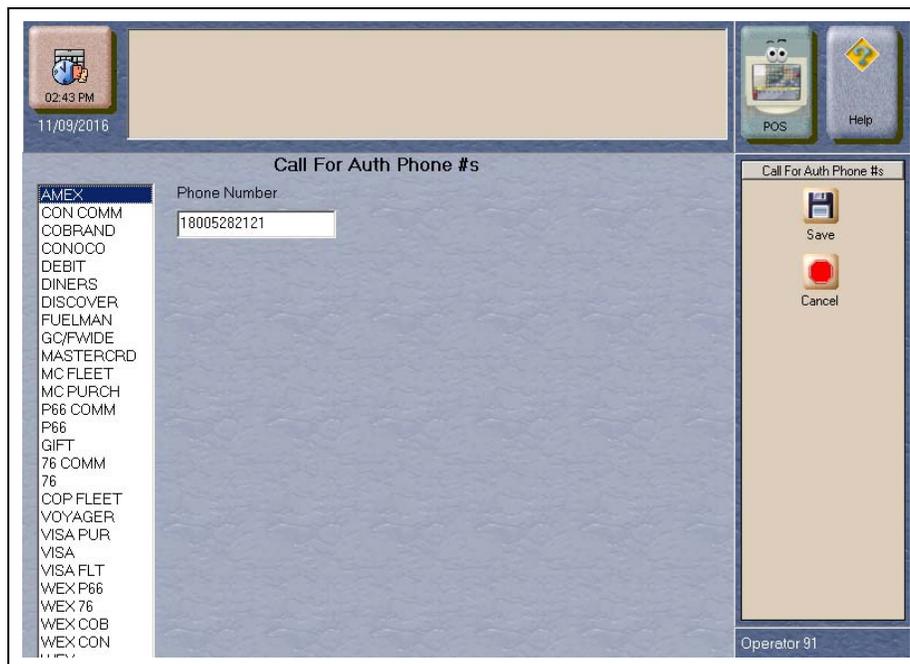
Figure 8: Magnum PDL Table Versions Tab



Programming Call for Auth Phone #s

To configure phone numbers that display when Passport invokes the Call for Authorization process, select **MWS > Set Up > Network > COP > Call for Auth #s**. Each card type that requires Call for Auth appears on the Call for Auth Phone #s screen, along with a field for programming the telephone number the cashier must dial.

Figure 9: Call For Auth Phone #s Screen



Default Phone Numbers

Card Type	Phone Number
American Express®	800-528-2121
Discover SM /Novus®	800-347-1111
MasterCard	800-622-3858
Phillips 66, Conoco, 76 Commercial	800-323-2952
Phillips 66, Conoco, 76 Fleet	800-767-1917
Phillips 66, Conoco, 76 MasterCard	800-622-3858
Phillips 66, Conoco, 76 Personal	800-323-2952
Visa	800-622-3858
Voyager® Universal Fleet	800-987-6589
Wright Express® (WEX) Universal Fleet	800-842-0071

Call the Phillips 66 Help Desk at 1-800-426-3696 for assistance with other Call for Auth phone numbers.

Requesting PDL Download

A PDL Download is a transfer of data from the HPS-Dallas network to Passport. A valid PDL contains card configuration information and is required for operation. You must request a PDL during system installation. Passport cannot process network transactions until it successfully receives a PDL from the network. The HPS-Dallas network can initiate a PDL Download by sending a message to Passport. Passport automatically requests a PDL when the HPS-Dallas network indicates a new PDL is ready.

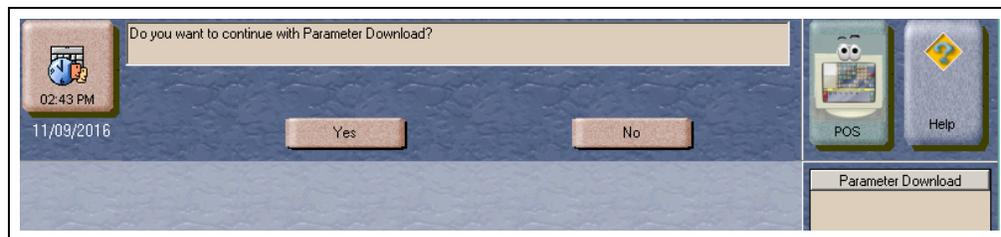
IMPORTANT INFORMATION

When upgrading software, call HPS-Dallas Help Desk (1-800-533-3421) to inform them that you need a new PDL. Then, request a PDL Download through the MWS.

To request a PDL Download, proceed as follows:

- 1 Go to **MWS > SetUp > Network > COP > PDL Download**. Passport prompts: “Do you want to continue with Parameter Download?”

Figure 10: PDL Download Prompt Screen



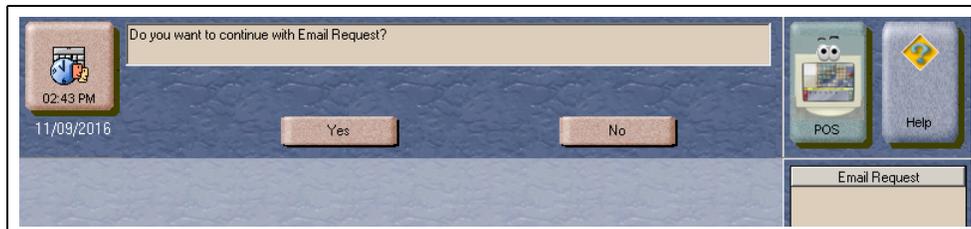
- 2 Select No to abandon the PDL Download request or select Yes to request the HPS-Dallas network for the PDL Download. Passport provides status of the PDL Download request on the MWS screen. When Passport receives the PDL, it stores the file until the next Store Close. For new installations in which Passport requests an initial PDL, Passport applies the PDL immediately.
- 3 To review the PDL information sent from the network to Passport, view or print the Network Configuration Report.

Requesting Email

The network can communicate with store personnel by transmitting e-mail messages. To access e-mail messages, proceed as follows:

- 1 From **MWS > SetUp > Network > COP**, select Email Request to request E-mail from the HPS-Dallas network. The Email Request screen displays with the user prompt “Do you want to continue with Email Request?”

Figure 11: E-Mail Request Prompt



- 2 Select Yes to initiate an e-mail request. The Passport system displays status of the request. Select No to return to the COP network screen.

Watch Dog Reboot Warning

To avoid a conflict between Watch Dog Reboot and the nightly 2:00AM Site Oversight message, program Watch Dog to occur at 2:30AM. For more information on changing the Watch Dog Reboot schedule, refer to *MDE-5025 Passport V9+ POS System Reference Manual*.

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 12: Network Journal Report Filter Screen

Network Journal Report

Date/Time

Current Date

Select

to

March 2016

S	M	T	W	T	F	S
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Exception Flag

Exception Transaction All

Journal Text

Source ID (Register \ CRIND \ Other)

All

Select

Journal Type

All

Select

Sort By

Ascending Descending

Network Journal Report

Operator 91
Store Store Name

Figure 13: Network Journal Report Sample

Network Journal Report					
Store Name		STORE # 299			
OPERATOR NAME James Doe OPERATOR ID 89 SOFTWARE VERSION 11.02.24.01 CONOCOPHILLIPS					
REPORT PRINTED 03/10/2016 7:57:08AM					
DATE: 03/03/2016 8:06AM TO 03/10/2016 7:49PM SOURCE: All JOURNAL TYPE: All EXCEPTION: All SEARCH STRING: SORT BY: Time					
TIME	SOURCE	TYPE	EXC	NETWORK	JOURNAL TEXT
2016/03/03 08:06:57	Other	Network Download	No	HPS Dallas	Mar 03 2016 13:07:47 PDL Successful
2016/03/04 09:03:49	Other	Financial Transactions	No	HPS Dallas	**** Console 1***** 14:04:10 ***** [2C***** M/C *****]1C INV # 140410 3/04/16 ACCT # XXXX XXXX XXXX 0434 NON-FUEL ITEMS 2.00 REFERENCE #010010304161404 AUTH #00 APRVL #B5437W TOTAL \$ 2.00
2016/03/04 09:05:07	Other	Financial Transactions	No	HPS Dallas	**** Console 1***** 14:05:10 ***** [2C***** VISA *****]1C INV # 140510 3/04/16 ACCT # XXXX XXXX XXXX 0010 NON-FUEL ITEMS 1.00 REFERENCE #010020304161405 AUTH #00 APRVL #IKJ18Q TOTAL \$ 1.00

Network Reports

Network reports show data on transactions transmitted to the HPS-Dallas network. Some network reports provide information on the status of transactions while others list total amounts for transmitted transactions. Each report prints with a heading that includes the name of the report, the date, and the time the report was printed.

Report Name	Shift Close	Store Close	Current	Secure
Batch Detail Report	✓	✓		✓
Batch Summary Report*		✓	✓	
Card Conflict Report			✓	✓
Day Batch Detail Report	✓	✓	✓	
Day Batch Summary Report	✓	✓	✓	
Day Summary Report		✓	✓	
Electronic Mail Report	✓			
EMV Chip Fallback Report		✓		
EMV Configuration Report			✓	
Fallback Detail Report*		✓	✓	✓
Gift Card Detail Report		✓		✓
Network Configuration Report			✓	
Network POS Events Report		✓		✓
POS Transaction Statistics Report		✓	✓	
Site Level Card Based Fuel Discounts			✓	
Unpaid Transactions Report				✓

*This report must be printed on each Store Close or Batch Close and read closely.

IMPORTANT INFORMATION

Secure reports may contain sensitive customer data, such as card account number and expiration date. These reports are password protected and available to print on demand only. For more information on secure reports, refer to *MDE-5277 Passport EDH (HPS-Dallas) V07.24 Implementation Guide for PA-DSS V3.1*.

Batch Detail Report

The Day Batch Detail report is available at Shift Close and Store Close. It contains all detail necessary to reconstruct a transaction for the shift or day, including for the current batch. The Batch Status provides information on whether the batch is In Balance or Out of Balance. If a batch is in balance, Passport deletes all account number information pertaining to transactions within the batch. This report also contains a breakdown of batch totals by card category type and card type, as well as prepaid card activations, deactivations, and recharges.

This report also contains a breakdown of batch totals by card category type, card type, and all prepaid card activations, deactivations, and recharges.

Definitions for Trans. Type Field Abbreviations

Abbreviation	Definition	Abbreviation	Definition
U	Unattended	C	Contactless
M	Manually entered	F	Fallback
D	Duplicate	R	Refund
S	Swiped	V	Void

Note: Multiple abbreviations may apply to a single transaction.

Figure 14: Batch Detail Report

Batch Detail Report					
Dealer #: 00066020001		Software: 08			
Terminal Id: 1		EPOS Type: 02			
Report created: 11/09/2016 02:07:35 PM					
Batch #: 48			Batch Status: In Balance		
Opening: 11/08/2016 at 3:13PM			Closing: 11/09/2016 at 3:13AM		
Seq#	Card Type	Tran. Type	Auth. Code	Amount	Date
1	VS	M	G9JSL4	\$ 2.50	11/08/16
Category	Count		Total		
CREDIT	1		\$ 2.50		
Card Name	Count		Total		
VISA	1		\$ 2.50		

Day Batch Detail Report

This report provides similar information as the Batch Detail Report, except for a given day period.

Batch Summary Report

The Batch Summary Report provides information for the current batch. The information includes the category description, total count, and total amount:

- The FuelMan®/Gas Card category lists all FuelMan and Gas Card transactions in the batch.
- The Settlement Excluding Fees amount determines the settlement with the Customer. If the batch is out of balance, this line indicates “Out of Balance”.

Host Total Sales
 + PDL Applied Discounts
 - Host Total Returns
 - FuelMan/Gas Card

 Settlement Excluding Fees

- The lines below Settlement Excluding Fees show the dollar amount by card type. These lines display for each card type used in the batch.

Figure 15: Batch Summary Report

Batch Summary Report		
Dealer #: 00066020001	Software: 08	
Terminal Id: 1	EPOS Type: 02	
Report created: 11/09/2016 02:08:36 PM		

Day Seq #: 31		
Batch #: 48		
Opening: 11/08/2016 at 3:13PM	Closing: 11/09/2016 at 3:13AM	

Description	Count	Amount
Terminal Transaction Count	1	
Terminal Total Sales	1	\$ 2.50
Terminal Total Returns	0	\$ 0.00
Host Transaction Count	1	
Host Total Sales		\$ 2.50
Host Total Returns		\$ 0.00
Settlement Excluding Fees		\$ 2.50

Card	Count	Total
VISA	1	\$ 2.50

Card Conflict Report

Conflicts can occur when a card configured for acceptance in Auxiliary network Card Configuration processes through the HPS-Dallas network, or a card configured for acceptance by the HPS-Dallas network processes through the Auxiliary Network. The Card Conflict Report provides information on transactions affected by card conflicts.

Figure 16: Card Conflict Report

Card Conflict Report - Network Shift from 11/8/2016 1:31:51PM to 11/8/2016 1:46:26PM		
Issuer Name - Processing Network	Issuer Name - Configured Network	Conflict Instances (current period)
NO DATA TO REPORT		

Day Summary Report

This report is available for each POS day period and contains Network totals for the given day.

- The header includes the date and time of the POS day closure with which it is associated
- The report provides information for all batches with the associated day including batch number, date batch was closed, time batch was closed, transaction count, and batch transaction total

Figure 17: Day Summary Report

Day Summary Report					
Dealer #: 00066020001		Software: 08			
Terminal Id: 1		EPOS Type: 02			
Report created: 11/09/2016 02:13:30 PM					
Day Sequence #: 30					
Opening: 11/08/2016 at 1:31PM			Closing: 11/08/2016 at 1:46PM		
BATCH#	DATE	TIME	COUNT	TOTAL	PENDING
47	11/08/2016	13:46	4	\$ 21.19	
GRAND TOTALS:			4	\$ 21.19	

Electronic Mail Report

The Electronic Mail Report records all electronic mail messages received from the HPS-Dallas network during the Day period.

- Each mail message can be from 2-11 lines in length.
- When there is no mail to print the following message is displayed: *No Mail available for current day*

Figure 18: Electronic Mail Report

Electronic Mail Report			
My Store		STORE # 101	
7300 West Friendly Avenue			
Greensboro	NC	27410	
OPERATOR NAME James Doe		REPORT PRINTED Dec 2 2016 2:37:35PM	
OPERATOR ID 89			
SOFTWARE VER. 11.02.24.01			

12/2/16	Dealer # 9999999999	11:34:32	
	Summary # 1000029 for 12/1/2016		(1)
	Transmittal (S) 01 02 03 04		
	Summary Total	\$624.07	

12/2/16	Dealer # 9999999999	15:09:34	(2)
	Invoice Requests for 12/1/2016		
Date	Ref	AMT	ACCT
11/30	01-001	9.56	083695866

EMV Chip Fallback Report

The EMV Chip Fallback Report provides information on EMV transactions that occurred during a specific network day.

Figure 19: EMV Chip Fallback Report

EMV Chip Fallback Report		
Network Day #15 From 01/23/2017 11:32:30AM to 02/13/2017 6:49:19AM		
TOTAL EMV/CHIP CARD TRANSACTIONS: 100		
FALLBACK	TRANS	% OF CHIP TRANS
TOTAL	10	10%

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 > COP > Global Network Parameters > EMV Parameters** tab.

Figure 20: EMV Configuration Report

EMV Configuration Report			
Report created: 11/09/2016 02:15:26 PM			
Network Configuration Values			
US Common Debit Preferred:		True	
Additional Terminal Capabilities:		F000F0A001	
Indoor EMV Fallback Allowed:		Yes	
Outdoor EMV Fallback Allowed:		Yes	
Terminal Configuration Values			
Terminal	EMV Version	Software Version	
REGISTER.1	5300a4	4.5.2-20160526	
REGISTER.2	0467	1904	
CRND.2	EMV 02.09	30.5.0	
CRND.3	42.05.13	40.1.1	
CRND.4	42.05.14	40.1.1	
Configuration Values			
American Express Credit - Indoor (AID: A00000002501)			
AID Activated:	2	Term Capability:	E0F8C8
Term Country:		Term Currency:	
Addl Capability:		Merch Cat Code:	5311
TAC Default:	000000000	TAC Denial:	000000000
TAC Online:	000000000	Partial Select:	True
Trans Curt Exp:		Trans Cat Code:	R
App Ver Num Pri:	0001	PSPI:	24
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	0	Rand Sel Target%:	0
AllowFallback:	True	AllowPDNBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	99.99	Is debit Card:	False
Application Account Selection:	False	Trans Refer Currency Conv:	61000000
Terminal Risk Management TTQ:		Transaction Types:	8000
Application Selection:	True	Card Type:	03
Quick Chip Enabled:	False		

Fallback Detail Report

The Fallback Detail Report provides information on all transactions in a batch, not only those transactions that occur in fallback (SAF) or for batches that close Out of Balance. The report is available on demand for the current batch, as well as for previous batches.

- The report contains the message: ***This report can contain information on fallback transactions and out of balance batches.***
- Information in the report includes the Batch Number, Sequence Number, Card Type, Transaction Type (as defined in the Batch Detail Report), Transaction Amount, Invoice Number, and an Out of Balance indicator.
- Host refusals are not included on this report.
- The non-secure version of the report uses the encryption algorithm defined in the Phillips 66 EPOS Payment Interface Addendum to encrypt account numbers and expiration dates.
- The secure version of the report prints the account number and expiration date unencrypted. To view or print the secure version of the report requires entry of the Secure Report Password. In this situation, the report prints the following message in the header: **Confidential and sensitive information contained in this report. Report must be destroyed in a secure manner such as shredding when no longer needed.**

Figure 21: Fallback Detail Report

Current Fallback Detail Report (Secure)									
Dealer #: 00000011111					Terminal Id: 1				
Report created: 03/11/2016 09:10:52 AM									
CONFIDENTIAL AND SENSITIVE INFORMATION CONTAINED IN THIS REPORT. THIS DOCUMENT MUST BE SECURED AT ALL TIMES. REPORT MUST BE DESTROYED IN A SECURE MANNER SUCH AS SHREDDING WHEN NO LONGER NEEDED.									
This report can contain information on fallback transactions and out of balance batches.									
No currently open batch.									
Seq#	Card Type	Account Number	Exp. Date	Tran. Type	Tran. Date	Invoice#	Amount	Auth. Code	Approval Code
No transactions in selected batch.									

Gift Card Detail Report

This report provides information on gift card activations, issuances, and recharges, including count and amount totals.

Figure 22: Gift Card Detail Report

Gift Card By Day Detail Report		
Dealer #: 00066020001		Terminal Id: 21
Report created: 07/22/2016 04:16:26 PM		
<hr/>		
Day Sequence #: 1		
Opening: 07/20/2016 at 3:46PM		Closing: 07/22/2016 at 3:59PM
<hr/>		
ACTIVATIONS		
ACCOUNT #		AMOUNT
60064907XXXXXXXX4547		\$ 25.00
TOTAL ACTIVATED	1	\$ 25.00
<hr/>		
ISSUANCES		
ACCOUNT #		AMOUNT
No Transactions registered.		\$ 0.00
TOTAL ISSUANCES	0	\$ 0.00
<hr/>		
RECHARGES		
ACCOUNT #		AMOUNT
No Transactions registered.		\$ 0.00
TOTAL RECHARGES	0	\$ 0.00
<hr/>		
	COUNT	AMOUNT
GRAND TOTAL	1	\$ 25.00

Network Configuration Report

The Network Configuration Report provides the current (and pending, if applicable) settings and dealer information Passport received from the HPS-Dallas network PDL Download and programmed in **MWS > SetUp > Network > COP > Global Info Editor**. This report may contain information regarding host discounting parameters, as well.

Figure 23: Network Configuration Report Sample - Page 1

Network Configuration Report	
Dealer #: 00066020001	Software: 08
Terminal Id: 1	EPOS Type: 02
Company Number: 045	Passport POS Version: 11.02.24.01 CONOCOPHILLIPS
Terminal Type: TCP	Passport EDH Version: 08.24.01.01
Report created: 11/09/2016 02:21:06 PM	
<hr/>	
Current Network Values	
Table 10	
<hr/>	
Network Data	
ACCESS CODE:	09
~~~~~	
<b>Unit Data</b>	
UNIT NAME:	GILBARCO0000040364
~~~~~	
BRAND:	CONOCO
<hr/>	
PDL Versions	
TABLE-ID	TABLE-VERSION
30	001
40	001
50	001
60	001
70	001
80	001
<hr/>	
Table 30	
<hr/>	
Customer Discretionary Data	
BATCH SIZE:	40
RESEND DELAY:	5
~~~~~	
<b>Table 40</b>	
<hr/>	
<b>Card Data</b>	
<b>A B C D E F G H I J K L M N O P Q R S T U</b>	
AX 05 AMEX	0 40 3 True 96 False True True True 7 7 0 95 25 0 0 0 0
CC 01 CONCOMM	0 30 3 True 1 False True True True 0 0 0 125 0 0 0 0 0
CM 02 COBRAND	0 40 3 True 1 False True True True 0 0 0 95 25 0 0 0 0
~~~~~	
WC 11 WEX CON	0 30 2 True 350 False True False True 0 0 0 350 0 0 0 0 0
<hr/>	
Reference:	
A CUSTOMER CARD TYPE	
B HOST CARD TYPE	
C PAYMENT DESCRIPTION	
D COBRAND MSG FLAG	
0 = No Message	
1 = Percent	
~~~~~	
S AMMOUNT PER GALLON DISCOUNT	
T PERCENT DISCOUNT	
U RTC FLAG	
0 = Off	
1 = Inside	
2 = Outside	
3 = Inside & Outside	

Figure 24: Network Configuration Report Sample - Page 2

Table 50				
BIN Ranges				
CUSTOMER CARD TYPE	HOST CARD TYPE	BIN START	DEBIT CAPABLE	BIN END
AX	05	34000000000000	False	34999999999999
AX	05	37000000000000	False	37999999999999
CC	01	71103300000000	False	71103499999999

Table 60				
Product Data				
RECEIPT DESCRIPTION	NACS CODE	HOST CARD TYPE	PRODUCT CODE	
REGULAR	001	24	01	
REGULAR	001	28	01	
REGULAR	001	35	01	

Table 70	
Receipt Messages	
MESSAGE CODE	RECEIPT MESSAGE
1	WANT FREE GAS?
1	REGISTER TO WIN AT WWW.GASVISIT.COM
2	WANT FREE GAS?
2	REGISTER TO WIN AT
2	WWW.GASVISIT.COM

Table 80			
Response Messages			
NTS RESPONSE CODE	RESPONSE MESSAGE	PUMP MESSAGE NORMAL	PUMP MESSAGE UNATTENDED
0	APPROVED	APPROVED	APPROVED
1	DENIED	SEE CASHIER	CARD NOT ALLOWED
87	TIMEOUT	SEE CASHIER	CARD NOT ALLOWED
88	LOCAL APPROVAL	LOCAL APPROVAL	LOCAL APPROVAL
90	HOST UNAVAILABLE	SEE CASHIER	CARD NOT ALLOWED
92	LOCAL APPROVAL	LOCAL APPROVAL	LOCAL APPROVAL
98	HOST PROBLEM	SEE CASHIER	CARD NOT ALLOWED

**Pending Network Values**

No pending data to be applied.

End of Report.

## Network POS Events Report

The Network POS Events Report provides information on the most recent 250 messages between Passport and the HPS-Dallas network.

**Figure 25: Network POS Events Report**

Network POS Events	
Dealer Number: 00066020001 Terminal ID: 1	
EventDate	EventText
11/09/16 02:02:49PM	POS Site Configuration Message Succeeded
11/09/16 01:48:17PM	POS Site Configuration Message Succeeded
11/09/16 11:40:55AM	PDL Successful
11/09/16 11:23:59AM	POS Site Configuration Message Succeeded
11/09/16 09:34:59AM	POS Site Configuration Message Succeeded
11/08/16 12:07:19PM	POS Site Configuration Message Succeeded
11/08/16 09:03:22AM	POS Site Configuration Message Succeeded
11/07/16 04:00:38PM	PDL Successful
11/07/16 02:43:12PM	Response Error (Msg Seq Num 56) No Response Received (Message Timeout)
11/07/16 02:38:10PM	Response Error (Msg Seq Num 52) No Response Received (Message Timeout)
11/07/16 02:32:39PM	Response Error (Msg Seq Num 50) No Response Received (Message Timeout)
11/07/16 02:32:07PM	Response Error (Msg Seq Num 49) No Response Received (Message Timeout)
11/07/16 01:31:49PM	POS Site Configuration Message Succeeded
11/07/16 10:15:07AM	POS Site Configuration Message Succeeded

## POS Transaction Statistics Report

This report provides summary count and percentage of network transactions, based on entry method, such as Manual, Swiped, MSD Contactless, EMV Contact, Swiped Fallback, Manual Fallback, and EMV Contactless.

**Figure 26: POS Transaction Statistics Report**

POS Transaction Statistics Report		
Dealer Number:	00066020001	
Network Day:	30	
Open:	11/08/2016 1:31:37PM	
Close:	11/08/2016 1:46:26PM	
TOTAL TRANSACTIONS: 4		
ENTRY MODE	TRANSACTIONS	% OF TRANSACTIONS
Manual	0	0
Swiped	2	50
MSD contactless	0	0
EMV contact	0	0
Swiped fallback	2	50
Manual fallback	0	0
EMV contactless	0	0
TERMINAL DETAIL	EMV CARD READ FAILURES	
REGISTER 1	1	
REGISTER 2	1	

## Site Level Card Based Fuel Discounts

This report provides information on the fuel discounts by card type configured in **MWS > Set Up > Network Menu > COP > 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 27: Site Level Card Based Fuel Discounts Report**

Card Record	Discount Group
76	NONE
76 COMM	NONE
AMEX	NONE
COBRAND	NONE
CON COMM	NONE
CONOCO	NONE
COP FLEET	NONE
DEBIT	NONE
DINERS	NONE
DISCOVER	NONE
FUELMAN	NONE
GO/FWIDE	NONE
GIFT	NONE
MASTERCARD	NONE
MC FLEET	NONE
MC PURCH	NONE

## Unpaid Transactions Report

The Unpaid Transactions Report contains information on transactions initiated through the HPS Dallas network but declined at completion during the current open network day. This report consists of two sections: detail lines (two lines for each transaction) and summary transaction totals.

**Figure 28: Unpaid Transaction Report**

Unpaid Transactions Report (Secure)									
Dealer #: 00066020001					Software: 07				
Terminal Id: 1					EPOS Type: 02				
Report created: 10/08/2017 04:14:03 AM									
<b>CONFIDENTIAL AND SENSITIVE INFORMATION CONTAINED IN THIS REPORT. THIS DOCUMENT MUST BE SECURED AT ALL TIMES. REPORT MUST BE DESTROYED IN A SECURE MANNER SUCH AS SHREDDING WHEN NO LONGER NEEDED.</b>									
Day Sequence #: 15									
Opening: 10/08/2015 at 4:08AM					Closing: 10/08/2015 at 4:10AM				
Batch #: 4									
Opening: 10/08/2015 at 4:08AM					Batch Status: <b>In Balance</b> Closing: 10/08/2015 at 4:10AM				
Seq#	Card Type	Account Number	Exp. Date	Tran. Type	Tran. Date	Invoice#	Amount	Auth. Code	Approval Code
1	MC	83PED876LGM60328	46/PM	F	10/08/2015	040831	\$5.00		

## CWS Network Functions

The Network Functions screen contains the Network Status window and the Network Functions buttons. On this screen, you may view the Network Status and access the following tools:

- Batch Close
- Balance Request
- E-mail

### Accessing Network Functions

You can access this screen in one of the following ways:

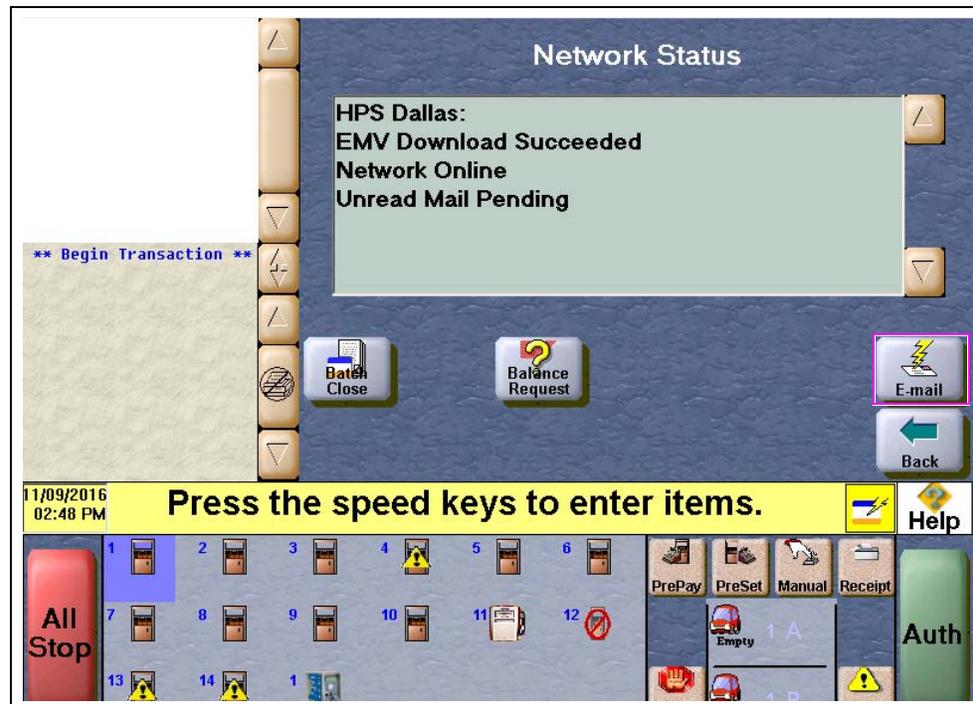
- Select the **Network Status Indicator** when it is displayed on the message bar (for more information, refer to “[Checking the Network Status](#)” on [page 39](#)).
- On the CWS idle screen, select **More > Network Functions**.

Figure 29: Network Functions Button



With either action, the Network Status screen opens.

**Figure 30: CWS Network Status Screen**



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 following table lists some of the network messages that may be displayed:

Situation	Status Indicator Color	Display Time
Passport successfully receives a Magnum PDL.	Green (low rating)	The status indicator is green and the "PDL Successful" message displays for one hour.
Intermittent failures - the first or second attempt.	Yellow (medium rating)	The status indicator color remains yellow and the "PDL Unavailable, Will Retry in 30 Minutes" message displays until the next attempt. After 3 failures, the Passport system moves to red.
End failures - the site's first or original PDL fails, or there is a failure on the third attempt.	Red (high rating)	The status indicator color remains red and the "PDL Unavailable After 3rd Attempt, Call Network Help Desk" message displays until the problem is fixed and Passport receives a successful Magnum PDL.

## Performing Batch Close

A Network Batch Close may occur automatically after a certain number of transactions. You also may perform a Batch Close at any time outside a transaction by selecting the **Batch Close** button. The following message is displayed on the yellow message bar: **Processing Batch Close. Please Wait.**

The Batch Close Report is available through MWS. The Batch Close Report prints at Shift close as part of the Shift Report if the manager has selected it as part of the Shift Close list of reports in **Period Maintenance**.

## Checking Cash Card Balance

To find out how much money is available on a Cash Card, proceed as follows:

- 1 On the Network Functions screen, select **Balance Request**.
- 2 Swipe the Cash Card.
- 3 The balance appears and the Passport system prints a customer receipt with the balance amount.

## Receiving E-mail from the CWS

The Passport system notifies you when it receives an electronic message from the HPS-Dallas network. The Passport system saves all e-mails for 60 days.

*Note: You can only receive electronic mail.*

To retrieve electronic mail, proceed as follows:

- 1 On the **Network Functions** screen, select **E-mail**. The following prompt is displayed: Retrieve all of today's mail?
- 2 Select **Yes** to retrieve all of the current day's mail. Select **No** to retrieve only the unread mail. The mail prints on the receipt printer.

## Frequently Asked Questions

**Q1:** I think the Passport system is not connected to the HPS-Dallas network. What should I do?

**A1:** Check the Network Status screen. If the Network Status screen displays Network Offline and you use a dial connection, check the phone numbers displayed in **MWS > Setup > Network > COP > Global Info Editor > Connection > Page 2** tab. If the phone numbers are not correct, call the Phillips 66 Help Desk for assistance.

## Appendix A: Network Events Messages

Message	Priority	Meaning
Network Connection Offline	N/A	For Dial locations, this message means that no modem connection is present. For TCP/IP (satellite) locations, this message means that a previous message expired and the site is waiting for confirmation that the Passport system is connected to the HPS-Dallas network. The message will clear when the network connection is confirmed or re-established.
Unread Mail Pending	Low	Mail has been received and is waiting to be printed. The message will clear when the mail is printed.
Pending PDL Received	Medium	A new PDL has been received. Perform a Day Close to update the PDL. The message will then clear.
PDL Error - Call Help Desk	Medium	The system has attempted to request a PDL from the HPS-Dallas network, but has failed. Check the network connection, then call the ADS-Dallas Help Desk and ask that the PDL be re-sent. The message will clear when the PDL is successfully downloaded.
70-70-79 Data Error - Call Help Desk	Medium	A data collect error has occurred. Call the ADS-Dallas Help Desk for help.
Fallback File Warning - Call Help Desk	Medium	This message indicates that the fallback file has 200 or more transactions in it. Check the network connection and call the ADS-Dallas Help Desk for help in clearing transactions. When the network connection is established and the fallback file has fewer than 200 transactions in it, the message will clear.
Fallback File Full - Call Help Desk	High	This message indicates that the fallback file is full. Check the network connection and call the ADS-Dallas Help Desk for help in clearing transactions. When the file is no longer full, the message will clear.

## Appendix B: Programming Passport for the BOS

### IMPORTANT INFORMATION

All WAN and Back Office PC IP addresses are unique for each site. Before you begin the procedure, you must read and understand the following steps for each site. Do not program an IP address from another site. Contact the owner or manager two days before the upgrade to allow store management time to notify the Back Office vendor of impending Passport upgrade to V11.01.

Phillips 66 allows the BOS to interface to Passport through one of two broadband environments:

- LinkSafe 1.0 with access through the FortiGate DMZ Port
- LinkSafe 2.0 with access through FortiGate Port 3

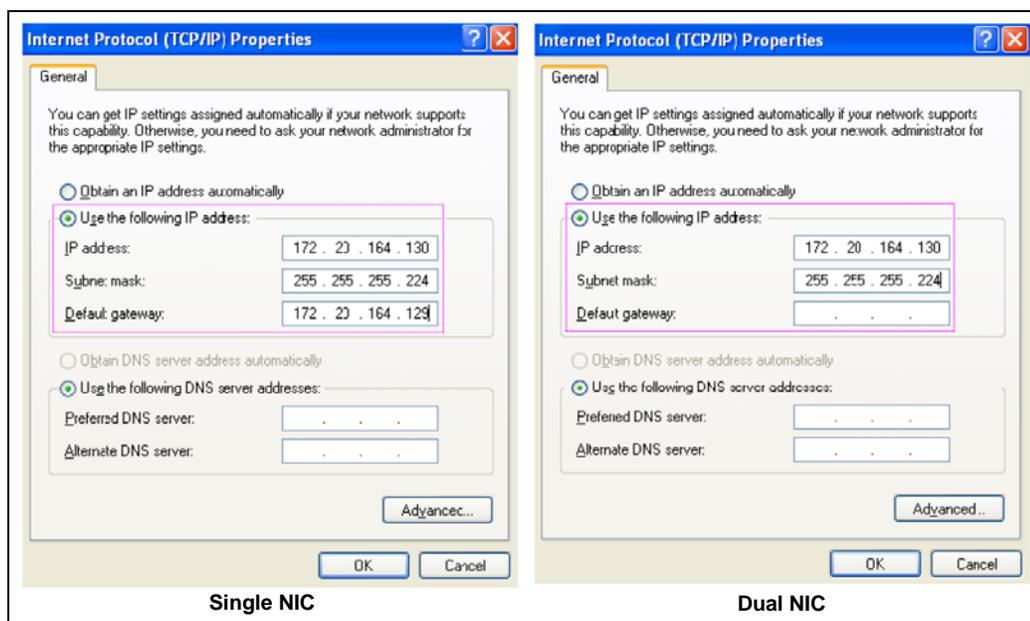
The following instructions cover both environments, using the term "FortiGate Port"

To set up Back Office, proceed as follows:

- 1 Call the Phillips 66 Help Desk at 1-800-426-3696 to request the store's FortiGate Port IP Address. Be prepared to provide the Help Desk agent with the store's Passport RV042 Firewall Router WAN IP Address and Dealer Number programmed on the **MWS > SetUp > Network > COP > Global Info Editor > Dealer** tab.
  - Passport RV042 Firewall Router WAN IP Address
  - Site Dealer Number
  - FortiGate Port IP Address
- 2 Add 1 to the value of the fourth octet of the FortiGate IP Address to derive the IP Address to use for the BOS PC. For instance, if the following are the IP Address that the agent provides is 172.20.164.129, then the IP Address for the BOS PC will be 172.20.164.130.
  - BOS IP Address
- 3 If the Demilitarized Zone (DMZ) port on the Passport Router is not used for any device, then disable the DMZ port on the Passport Router in port settings.
- 4 Plug the Back Office PC into the FortiGate port using a standard CAT5 cable (not a crossover cable).

- 5 Configure the NIC for the BOS PC. The BOS PC has a single NIC or dual NICs.
  - Single NIC (not connected to the Internet): use the FortiGate IP Address as the BOS PC Default Gateway.
  - Dual NICs: leave the Default Gateway blank for the NIC dedicated to Passport and add a route (using a Command Property).
- 6 From the desktop of the Back Office PC, select **Start > Run** and type **ncpa.cpl** to access Network Connections.
- 7 Select the correct NIC (for example, Local Area Connection).
- 8 Right-click and select **Properties**.
- 9 From the **General** tab under “This connection uses following items”, scroll the menu and select **Internet Protocol (TCP/IP)**.
- 10 Select **Properties**.
- 11 From the **General** tab under **Internet Protocol (TCP/IP) Properties**, select the **Use the following IP address** option and type the values for the **IP address**, **Subnet mask**, and **Default gateway** fields (see [Figure 31](#)).

**Figure 31: Single and Dual NIC - Sample Only**



- 12 For a dual NIC configuration, you must add a route for Passport traffic using the first three octets of the RV042 Firewall Router WAN IP Address and the FortiGate Port IP Address. Click **Start > Run** and type **CMD**. From the Command Prompt, type the following command  
*Note: Use the unique site IP addresses in the route command. The following command is a sample only:*

**Route and 10.80.138.0 mask 255.255.255.0 172.20.164.120-p**

The first three octets of the command (10.80.138) is the WAN IP address of the RV042

Firewall Router and it ends in .0 for the fourth octet.

172.20.164.129 of the command is the exact IP address for FortiGate port. After completing this command, reboot the Back Office PC.

**13 For a BOS that requires Passport to manage pushing sales data files and pulling price book files, proceed as follows:**

**a** Reconfigure the BOS IP Address in the Pull and Push paths on the **MWS > SetUp > Store > Back Office > Back Office Interface > XMLGateway Polling Options** fields.

**Figure 32: XMLGateway Polling Options**

The screenshot shows the 'XMLGateway Polling Options' configuration screen. At the top left, the time is 10:21 AM and the date is 08/16/2013. The 'Interface format' is set to 'NACS XML v3.4'. There are three tabs: 'Document Generation', 'XMLGateway Polling Options' (selected), and 'XML File Import Options'. The 'XMLGateway Polling Options' section contains the following fields:

- Enable XMLGateway File Polling
- Enter Backoffice User Name: BackOffice
- Enter Backoffice Password: [REDACTED]
- Enter Directory Path to Pull XML Files From: \\172.20.164.130\share\outbox
- Enter Directory Path to Push XML Files To: \\172.20.164.130\share\inbox

On the right side, there is an 'Interface Configuration' panel with 'Save' and 'Exit' buttons. At the bottom right, there is a 'Store Store Name' field.

The directory path must include the specific IP address of the Back Office (for example, 172.20.164.130). Ensure you do not change the remaining values in the path names.

**14 For a BOS that manages pushing price book files and pulling sales date files, proceed as follows:**

- a** Ensure the following RV042 Firewall Router Access Rule settings are correctly configured for the Back Office software to communicate with the Passport Server:
  - Enable the BOSShare rule if the Back Office uses File Share.
  - Set the Source IP address to the Back Office IP address (for example, 172.20.164.130).
  - Change Source interface from DMZ to WAN.
  - Click **Save Settings**.
  
- b** Change the drive mapping for all drives mapped to the Passport server from 10.5.60.1 to the Passport Router WAN IP (for example, 10.80.138.11). When the Back Office PC prompts for User Name and Password, enter **passport** as the User Name and **pmcs382000** as the Password.

*Note: Call the Back Office vendor for instructions to change the mapped drives, as they may prefer to connect to the Back Office PC to make these changes.*

**Finding BOSShare and BOSFTP on Cisco Router**

Applies to	Service	Source Interface	Source	Destination	Action Required
BOS using file Share	BOSShare[445]	DMZ	Any	10.5.48.2~ 10.5.48.2~	Select Enable.
BOS using FTP or FTP	FTP[21]	DMZ	10.5.60.15~ 10.5.60.15	10.5.48.2~ 10.5.48.2	<ol style="list-style-type: none"> <li>1 Select Enable.</li> <li>2 Click Edit beside the rule.</li> <li>3 Ensure the Source IP is set to single.</li> <li>4 Set the Source IP address to the Back Office IP.</li> <li>5 Save the Settings.</li> </ol>

Figure 33 and Figure 34 on page 47 show a general schematic of all the non-crossover CAT5 cable connections that must be considered between the FortiGate device, Hughes® Satellite box, BOS PC, and Passport RV042 Firewall Router.

Figure 33: Legacy LinkSafe 1.0 Connections Schematic

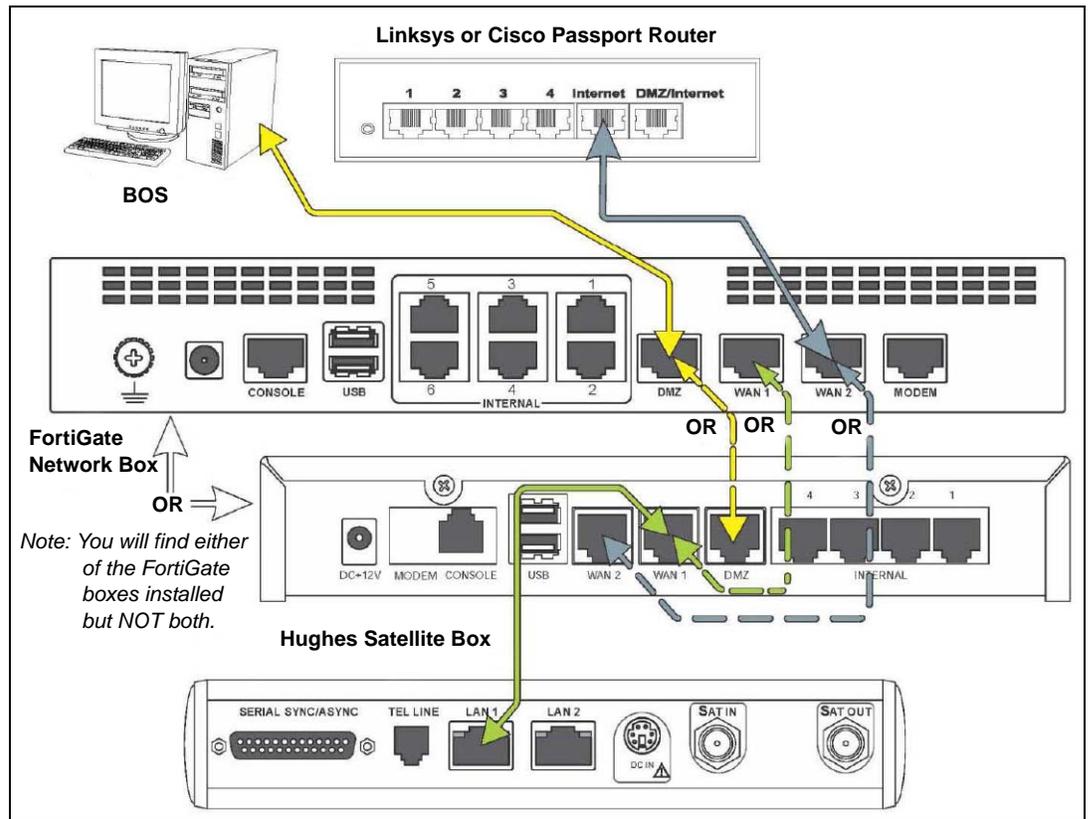
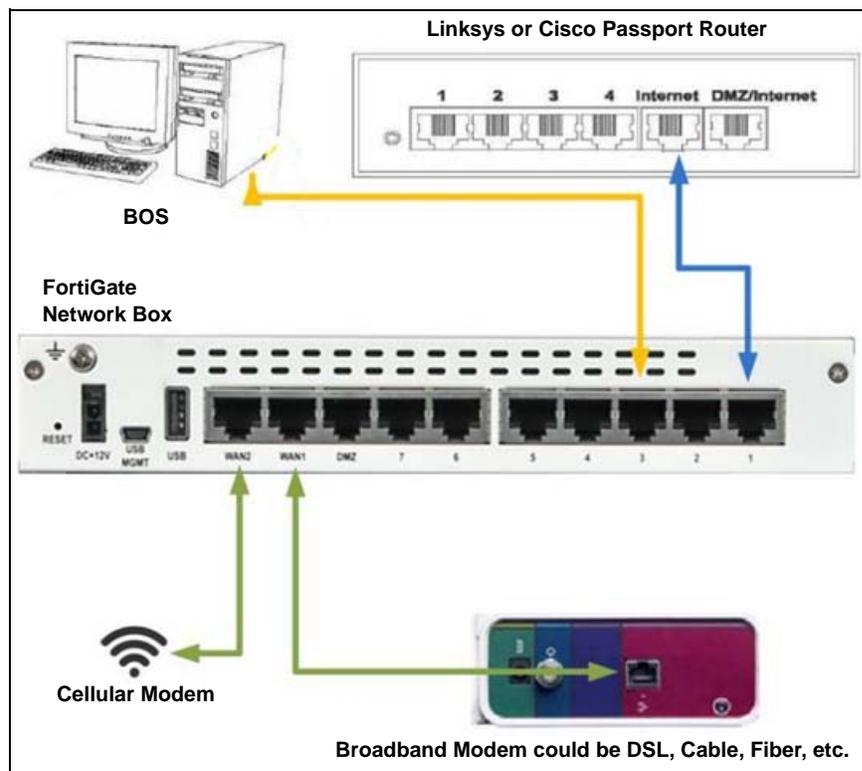


Figure 34: Next Generation LinkSafe 2.0 Connections Schematic



## Appendix C: Upgrading to Passport V11.02

This section provides Phillips 66-specific information to the ASC for upgrading from Passport V8.02, V10, or V11.01 to V11.02.

### IMPORTANT INFORMATION

Upgrades to Passport V11.02 are supported only for locations running:

- V8.02 with Service Pack M or later
- V10 with Service Pack K or later
- V11.01 with Service Pack C or later

If the Passport system is installed with an earlier version or service pack, then 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 you have completed the software upgrade.

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

- If upgrading from V8.03
  - If the **MWS > Fuel > Fuel Discount Maintenance > Fuel Discounts by Card Type** tab is configured, print the Fuel Discount Configuration report. This report will aid in confirming and reconfiguring fuel discounting after the upgrade to V11.02 in Fuel Discount Maintenance and in Fuel Discount Configuration.
  - If a generic loyalty provider is configured in **MWS > Setup > Store > Loyalty Interface**, advise the manager that during the upgrade all historical Loyalty sales data will be lost and Loyalty period reports must be printed before the upgrade begins.
  - In **MWS > Setup > Network > COP > Global Info Editor > Connection > Page 1** tab, if the Connection Type field is set to 06 - UDP, Passport will change this setting to 06 - TCP/IP and delete the IP Addresses and IP Ports as part of the upgrade process. Contact the Phillips 66 Help Desk at 1-800-426-3696 after the software upgrade completes to obtain new Primary, Secondary, and Tertiary IP Addresses and IP Ports.
- Ensure that 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).
- Perform Store Close and ensure all network transactions have completed by checking the SAF Transactions Report for fallback transaction information.
- Call the HPS-Dallas Help Desk at 1-800-767-5258 to ensure the Store Close is successful and confirm the HPS-Dallas network is prepared to enable EMV downloads for inside and outside transactions.
- Assist the merchant or store manager to print all additional accounting and network reports needed.
- Ensure that all file transfers from Passport to the BOS have completed.

**After the upgrade, the ASC must perform the following:**

- Beginning with V11.02 Service Pack P, Passport defaults to TCP/IP Connection with TLS encryption. Call the HPS-Dallas Help Desk and advise the agent to confirm the network is ready to communicate with the site using TCP/IP and TLS. Go to **MWS > SetUp > Network > COP > Global Network Parameters > Connection - Page 1 and Page 3** tabs to confirm the settings with the HPS-Dallas network.
- Request a PDL Download by going to **MWS > SetUp > Network > COP > PDL Download**. For more information on requesting PDL download, refer to [“Requesting PDL Download”](#) on [page 21](#).
- If the PDL download is successful, perform a Store Close. This triggers Passport to activate the new PDL and update the card table, including any new card types.  
*Note: These first two steps are especially important for stores that were running a version of Passport earlier than V10 Service Pack K and upgrading to V11.02, as Passport supports new credit card types beginning with V10 Service Pack K.*
- Review the parameters on **MWS > SetUp > Network > COP > Global Network Parameters > EMV Parameters** tab with the merchant or store manager. Advise him to contact the Phillips 66 Help Desk at 1-800-426-3696 to discuss the financial implications and suggested settings on this screen.
- If installing a VeriFone MX915 or Ingenico iSC250 PINP pad, ensure the EMV Capable field is selected in **MWS > SetUp > Register > Register Set Up > Device Configuration**.
- If the upgrade was from V8.03:
  - Use the Fuel Discount Configuration report that you printed before the upgrade to assist the manager in reviewing and renaming Fuel Discount Groups in **MWS > Fuel > Fuel Discount Maintenance** and reconfiguring **MWS > SetUp > Network > Marathon > Fuel Discounting by Card Type**.
  - Assist in activating the Multiple Loyalty Interface feature, if applicable; and advise the manager of the Loyalty Provider Name in **MWS > SetUp > Store > Loyalty Interface** that migrated from V8.03 and assist in changing the name if the manager requests.
- Print a new **Site Level Card Based Fuel Discounts Report**. If some card types no longer have their fuel discount or if the manager wishes to target new card types with fuel discounts, go to **MWS > SetUp > Network > COP > Fuel Discount Configuration** and update the fuel discounts accordingly. Select **Save** to save the changes to the Passport database and exit.

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Phone (336) 547-5000 · <http://www.gilbarco.com> · Printed in the U.S.A.

MDE-5332A Passport® V11.02 Network Addendum for HPS-Dallas for Phillips 66® · November 2018

