



CFN Series

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# Paymentech™ 005

## Credit and Debit Card Networks

**Version 005**  
**For Site Controller III Version 3.5 and above**

**MDE-4572B**

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## Computer Programs and Documentation

All Gasboy computer programs (including software on diskettes and within memory chips) and documentation are copyrighted by, and shall remain the property of, Gasboy. Such computer programs and documents may also contain trade secret information. The duplication, disclosure, modification, or unauthorized use of computer programs or documentation is strictly prohibited, unless otherwise licensed by Gasboy.

## Federal Communications Commission (FCC) Warning

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.

## Approvals

**Gasboy, Greensboro, is an ISO 9001:2000 registered facility.**

### Underwriters Laboratories (UL):

UL File#	Products listed with UL
MH4314	All dispensers and self-contained pumping units
MH6418	Power operated Transfer Pump Models 25, 25C, 26, 27, 28, 72, 72S, 72SP, 72X, 73 and 1820
MH7404	Hand operated Transfer Pump Models 1230 Series, 1243 Series, 1520 and 1720 Series
MH10581	Key control unit, Model GKE-B Series Card reader terminals, Models 1000, 1000P Site controller, Model 2000S CFN Series Data entry terminals, Model TPK-900 Series Fuel Point Reader System

### New York City Fire Department (NYFD):

NYFD C of A #	Product
4823	9100A, 9140A, 9152A, 9153A, 9800A, 9840A, 9850A, 9852A, 9853A, 9140
4997	9822A, 9823A
5046	9100Q, 9140Q, 9152Q, 9153Q, 9800Q, 9840Q, 9852Q, 9853Q
5087	8753K, 8853K, 9153K, 9853K (restricted to diesel and non-retail gasoline sales)
5091	8752K, 9152K
5129	9122K, 9123K, 9822K, 9823K

### California Air Resources Board (CARB):

Executive Order #	Product
G-70-52-AM	Balance Vapor Recovery
G-70-150-AE	VaporVac

## National Conference of Weights and Measures (NCWM) - Certificate of Compliance (CoC):

Gasboy pumps and dispensers are evaluated by NCWM under the National Type Evaluation Program (NTEP). NCWM has issued the following CoC:

CoC#	Product	Model #	CoC#	Product	Model #	CoC#	Product	Model #
95-179	Dispenser	9100 Retail Series, 8700 Series, 9700 Series	91-019	Dispenser	9100 Commercial Series	05-002	Atlas	8700K, 8800K, 9100K, 9200K, 9800K
95-136	Dispenser	9800 Series	91-057	Controller	1000 Series FMS, 2000S-CFN Series			

## Patents

Gasboy products are manufactured or sold under one or more of the following US patents:

### Dispensers

5,257,720

### Point of Sale/Back Office Equipment

D335,673

Additional US and foreign patents pending.

## Trademarks

### Non-registered trademarks

Atlas™  
Console™  
Infinity™

### Registered trademarks

ASTRA®  
Fuel Point®  
Gasboy®  
Keytrol®  
Slimline®

Additional US and foreign trademarks pending.

Other brand or product names shown may be trademarks or registered trademarks of their respective holders.

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# 1 – Introduction

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## Purpose

This manual provides useful information to connect the site to Paymentech™ (formerly GENSAR) for card verification.

## Cards Accepted

The bankcards accepted by this network are:

- Master Card®
- VISA®
- Discover<sup>SM</sup>
- American Express®
- JCB

The fleet cards accepted by this network are:

- WEX<sup>SM</sup>
- Voyager
- Master Card Fleet
- VISA Fleet

## Related Documents

### Site Controller III Related Publications

#### CFN III - Version 3.4 and Above

Document Number	Title	GOLD Library
C35923	Point of Sale and Shift Change	Gasboy Fuel Management Products
MDE-4479	CFN III Quick Reference Version 3.4	Gasboy Fuel Management Products
MDE-4315	CFN III Manager's Manual for Windows NT® (formerly C36143)	Gasboy Fuel Management Products
MDE-4316	CFN III Configuration Manual for Windows NT (formerly C36144)	Gasboy Fuel Management Products
MDE-4355	Profit Point Clerk's Manual	Gasboy Fuel Management Products
MDE-4356	Profit Point Reference Manual	Gasboy Fuel Management Products

## Pump Interface

Document Number	Title	GOLD Library
C09146	Site Controller Pump Interface Manual	Gasboy Fuel Management Product
C35432	Wayne® Pump PC Interface, V3.4 and above	Gasboy Fuel Management Products
C35924	SDI/Unitec® Interface	Gasboy Fuel Management Products
MDE-4337	Gilbarco CRIND PC Interface	Gasboy Fuel Management Products
MDE-4501	Wayne CAT PC Interface, V3.4 and above	Gasboy Fuel Management Products
MDE-4559	Insight PC Interface, V3.4 and above	Gasboy Fuel Management Products

## Card Encoding and Miscellaneous

Document Number	Title	GOLD Library
C01687	CFN Series Card Encoding Manual	Gasboy Fuel Management Products

## Technical Publications

Document Number	Title	GOLD Library
C01759	CFN Diagnostic Manual	Gasboy Fuel Management Products

## Warranty

For information on warranty, refer to MDE-4255 Gasboy's Warranty Policy Statement. If you have any warranty-related questions, contact Gasboy's Warranty Department at its Greensboro location.

## 2 – Important Safety Information

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining or servicing this product. Before performing any task on this product, read this safety information and the applicable sections in this manual, where additional hazards and safety precautions for your task will be found. Fire, explosion, electrical shock or pressure release could occur and cause death or serious injury, if these safe service procedures are not followed.

### Preliminary Precautions

You are working in a potentially dangerous environment of flammable fuels, vapors, and high voltage or pressures. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain or service this equipment.

### Emergency Total Electrical Shut-Off

The first and most important information you must know is how to stop all fuel flow to the pump/dispenser and island. Locate the switch or circuit breakers that shut off all power to all fueling equipment, dispensing devices, and Submerged Turbine Pumps (STPs).

#### WARNING



The EMERGENCY STOP, ALL STOP, and PUMP STOP buttons at the cashier's station WILL NOT shut off electrical power to the pump/dispenser. This means that even if you activate these stops, fuel may continue to flow uncontrolled.



You must use the TOTAL ELECTRICAL SHUT-OFF in the case of an emergency and not the console's ALL STOP and PUMP STOP or similar keys.

### Total Electrical Shut-Off Before Access

Any procedure that requires access to electrical components or the electronics of the dispenser requires total electrical shut off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing Gasboy equipment.

### Evacuating, Barricading and Shutting Off

Any procedure that requires access to the pump/dispenser or STPs requires the following actions:



- An evacuation of all unauthorized persons and vehicles from the work area
- Use of safety tape, cones or barricades at the affected unit (s)
- A total electrical shut-off of the affected unit (s)

### Read the Manual

Read, understand and follow this manual and any other labels or related materials supplied with this equipment. If you do not understand a procedure, call a Gasboy Authorized Service Contractor or call the Gasboy Service Center at 1-800-444-5529. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

### Follow the Regulations

Applicable information is available in National Fire Protection Association (NFPA) 30A; *Code for Motor Fuel Dispensing Facilities and Repair Garages*, NFPA 70; *National Electrical Code (NEC)*, Occupational Safety and Hazard Association (OSHA) regulations and federal, state, and local codes. All these regulations must be followed. Failure to install, inspect, maintain or service this equipment in accordance with these codes, regulations and standards may lead to legal citations with penalties or affect the safe use and operation of the equipment.

### Replacement Parts

Use only genuine Gasboy replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gasboy replacement parts could create a safety hazard and violate local regulations.

### Safety Symbols and Warning Words

This section provides important information about warning symbols and boxes.

#### Alert Symbol



This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazards. Obey safety directives that follow this symbol to avoid possible injury or death.

#### Signal Words

These signal words used in this manual and on warning labels tell you the seriousness of particular safety hazards. The precautions below must be followed to prevent death, injury or damage to the equipment:



**DANGER:** Alerts you to a hazard or unsafe practice which will result in death or serious injury.



**WARNING:** Alerts you to a hazard or unsafe practice that could result in death or serious injury.



**CAUTION** with Alert symbol: Designates a hazard or unsafe practice which may result in minor injury.

**CAUTION** without Alert symbol: Designates a hazard or unsafe practice which may result in property or equipment damage

### Working With Fuels and Electrical Energy

#### Prevent Explosions and Fires

Fuels and their vapors will explode or burn, if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause potentially dangerous vapors in the vicinity of the dispenser or island.

## Important Safety Information

### No Open Fire



Open flames from matches, lighters, welding torches or other sources can ignite fuels and their vapors.

### No Sparks - No Smoking



Sparks from starting vehicles, starting or using power tools, burning cigarettes, cigars or pipes can also ignite fuels and their vapors. Static electricity, including an electrostatic charge on your body, can cause a spark sufficient to ignite fuel vapors. Every time you get out of a vehicle, touch the metal of your vehicle, to discharge any electrostatic charge before you approach the dispenser island.

### Working Alone

It is highly recommended that someone who is capable of rendering first aid be present during servicing. Familiarize yourself with Cardiopulmonary Resuscitation (CPR) methods, if you work with or around high voltages. This information is available from the American Red Cross. Always advise the station personnel about where you will be working, and caution them not to activate power while you are working on the equipment. Use the OSHA Lockout/ Tagout procedures. If you are not familiar with this requirement, refer to this information in the service manual and OSHA documentation.

### Working With Electricity Safely

Ensure that you use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion or electrical shock. Ensure that grounding connections are properly made. Take care that sealing devices and compounds are in place. Ensure that you do not pinch wires when replacing covers. Follow OSHA Lockout/ Tagout requirements. Station employees and service contractors need to understand and comply with this program completely to ensure safety while the equipment is down.

### Hazardous Materials

Some materials present inside electronic enclosures may present a health hazard if not handled correctly. Ensure that you clean hands after handling equipment. Do not place any equipment in the mouth.

#### **WARNING**

The pump/dispenser contains a chemical known to the State of California to cause cancer.

#### **WARNING**

The pump/dispenser contains a chemical known to the State of California to cause birth defects or other reproductive harm.

## In an Emergency

### Inform Emergency Personnel

Compile the following information and inform emergency personnel:

- Location of accident (for example, address, front/back of building, and so on)
- Nature of accident (for example, possible heart attack, run over by car, burns, and so on)
- Age of victim (for example, baby, teenager, middle-age, elderly)
- Whether or not victim has received first aid (for example, stopped bleeding by pressure, and so on)
- Whether or not a victim has vomited (for example, if swallowed or inhaled something, and so on)

#### **WARNING**



Gasoline ingested may cause unconsciousness and burns to internal organs.

Do not induce vomiting.

Keep airway open.

Oxygen may be needed at scene.

Seek medical advice immediately.

#### **WARNING**



Gasoline inhaled may cause unconsciousness and burns to lips, mouth and lungs.

Keep airway open.

Seek medical advice immediately.

#### **WARNING**



Gasoline spilled in eyes may cause burns to eye tissue.

Irrigate eyes with water for approximately 15 minutes.

Seek medical advice immediately.

#### **WARNING**



Gasoline spilled on skin may cause burns.

Wash area thoroughly with clear water.

Seek medical advice immediately.




**IMPORTANT:** Oxygen may be needed at scene if gasoline has been ingested or inhaled. Seek medical advice immediately.

### Lockout/Tagout

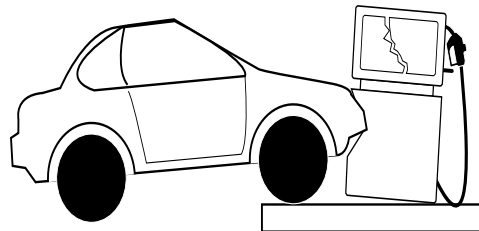
Lockout/Tagout covers servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machine(s) or equipment or release of stored energy could cause injury to employees or personnel. Lockout/Tagout applies to all mechanical, hydraulic, chemical or other energy, but does not cover electrical hazards. Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/ Tagout provision for electrical hazards.



## Hazards and Actions

 <b>WARNING</b>	
	Spilled fuels, accidents involving pumps/dispensers, or uncontrolled fuel flow create a serious hazard.
	Fire or explosion may result, causing serious injury or death. Follow established emergency procedures.

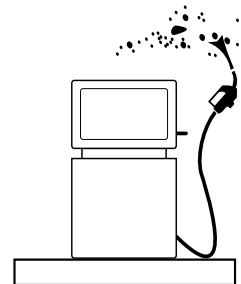
The following actions are recommended regarding these hazards:



Collision of a Vehicle with Unit



Fire at Island



Fuel Spill

- Do not go near a fuel spill or allow anyone else in the area.
- Use station EMERGENCY CUTOFF immediately. Turn off all system circuit breakers to the island(s).
- Do not use console E-STOP, ALL STOP and PUMP STOP to shut off power. These keys do not remove AC power and do not always stop product flow.
- Take precautions to avoid igniting fuel. Do not allow starting of vehicles in the area. Do not allow open flames, smoking or power tools in the area.
- Do not expose yourself to hazardous conditions such as fire, spilled fuel or exposed wiring.
- Call emergency numbers.

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## 3 – Preparing for Configuration

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Before configuring the system, obtain the following information from the Paymentech representative:

- The client number. This is a 4 digit number.
- Two (2) merchant/terminal ID numbers:
  - Console merchant/terminal number (15 digits)
  - Island merchant/terminal number (15 digits)
- A phone number that the modem dials to receive authorizations and the baud rate for the modem communications.

A modem will be required for connection to the Paymentech network. This is in addition to a dial-in modem.

Determine the Site Controller port that needs to be assigned to connect to the Paymentech host, and connect that port to a 2400 baud modem or one that is completely compatible.

The Paymentech Host uses a Multi-Trans Time-out, which can be set to 3 or 9 seconds.

<b>IMPORTANT INFORMATION</b>
It is highly recommended that you verify the Multi-Trans Time-out is <u>set to 9 seconds</u> by contacting Paymentech Technical Services.

Occasionally, 3 seconds may not be sufficient for a transaction to be completed. This will result in the rejection of a completion and force the completion to be manually entered, to account for daily revenue.

*This page is intentionally left blank.*

## 4 – Setting Up the Site

### CAUTION

Before loading a new version of Paymentech software, ensure that all previous transactions have been completed and a settlement with the host has taken place. Then use the purge site command to clear the transaction file. Run **sysback** and ensure that a proper backup has been taken to avoid data loss. Changing parameters in the TABLES program will cause the table files to reconstruct and any previous information in the reconstructed tables will be destroyed.

If the system is to be moved from another host network to Paymentech, all reports should be completed beforehand. The system transaction file is to be reset using the "fix tran;i" command. Transaction data from another network will not be compatible, and if restored to Paymentech, revenue loss could occur.

If a new version of Paymentech is being installed, the router parameters saved with the **gensar -w** command cannot be restored. Print a hard copy of the network parameters before loading in a new Paymentech router version.

Always initialize the Paymentech system after installing new software.

Ensure that the router table has enough space. The router table must have a minimum of 9100 bytes available (this may vary). The router table setting can be verified and changed at the prompt by running the **TABLE** command.

*Note: Prior to changing the size of the router table, run **sysback**. Else, important data will be lost while rebooting after you change memory table allocations.*

If you change the size of the router table, reboot the Site Controller after you exit from the table program.

Run **GENSAR -I** to initialize the router setup and restore defaults. The network data tables affected are the Network Parameters table, the Card Parameters table, and the Product Cross-Reference table. These will need to be re-entered. Network initialization will also set the modem type to Obsolete in the MODEMS program. Even if the network information is restored from a backup file, the modem type will need to be reset.

The operating system will warn you if enough space is not available for the router table. Typically, the transaction table can be made smaller and the router table larger. If you prefer to make other changes to the table configuration, refer to MDE-4314 CFN 3.4 Configuration Manual.

To set up the Paymentech Network, proceed as follows:

- 1 Run **sysback**.
- 2 Run **TABLE**, if the router table size needs to be changed, and reboot the system.
- 3 Run **FIX TRANS;I**.
- 4 Run **GENSAR -I** to initialize the network parameters.

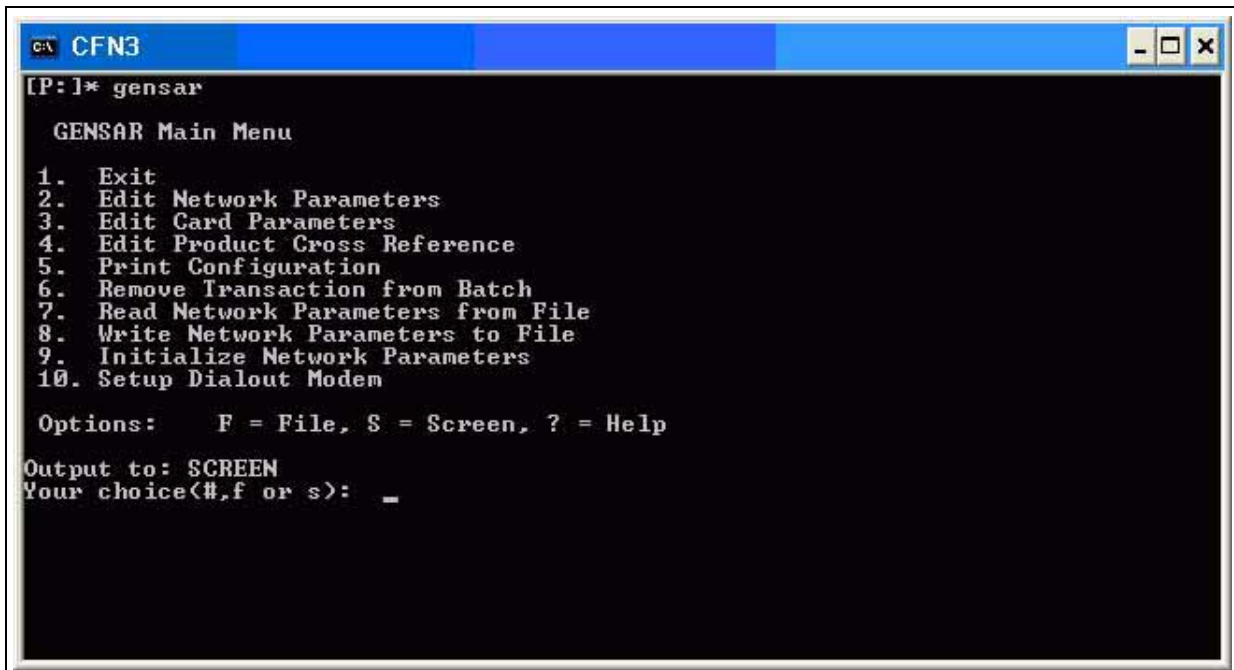
- 5 Reboot the system.
- 6 Run **GENSAR -E** (or from the system menu, select **Edit Network Parameters**).
- 7 Select the main menu option, **W** (refer to the screenshot on [page 15](#)). This will step you through all of the basic data needed for the network.
- 8 Run **MODEMS** to set up the modem type, baud, and channel.
- 9 Reboot the system.
- 10 Run **GENSAR -C** to set the card parameters.
- 11 Run **GENSAR -X** to set up the product cross reference.
- 12 Run **RESTORE TRANS** to restore the previously settled transactions.

## 5 – Configuration

The Paymentech command will prompt you for each item of information that is required. The program can be run in two ways: Menu and Command Line.

### Menu

To run Paymentech in the Menu mode, type **GENSAR**. The Paymentech Main Menu appears.

A screenshot of a Windows command prompt window titled "CFN3". The prompt shows the command "[P:]\* gensar" has been entered. The output is the "GENSAR Main Menu" which lists 10 numbered options: 1. Exit, 2. Edit Network Parameters, 3. Edit Card Parameters, 4. Edit Product Cross Reference, 5. Print Configuration, 6. Remove Transaction from Batch, 7. Read Network Parameters from File, 8. Write Network Parameters to File, 9. Initialize Network Parameters, and 10. Setup Dialout Modem. Below the list, it says "Options: F = File, S = Screen, ? = Help". Then it says "Output to: SCREEN" and "Your choice(<#,f or s>):" followed by a space character.

```
C:\ CFN3
[P:]* gensar

GENSAR Main Menu

1. Exit
2. Edit Network Parameters
3. Edit Card Parameters
4. Edit Product Cross Reference
5. Print Configuration
6. Remove Transaction from Batch
7. Read Network Parameters from File
8. Write Network Parameters to File
9. Initialize Network Parameters
10. Setup Dialout Modem

Options:   F = File, S = Screen, ? = Help

Output to: SCREEN
Your choice(<#,f or s>):  _
```

Enter the number to the left of an item to execute that item. The functions of the “F”, “S”, and “?” options are as follows:

F - redirects the screen output to a specific file.

S - routes the output to the screen.

? - prints the options for the command line execution of the program.

By default, the output is displayed on the screen. After you have completed, select **Exit** to exit the program.

## Command Line

The command line format of the program is:

GENSAR [options]

where the valid options are:

Option	Description
-E	Allows the user to edit network Configuration
-R filename	Loads GENSAR configuration from a given file
-W filename	Writes current GENSAR configuration to a given file
-C	Edits Credit Card Acceptance Table
-D[trans#]	Removes transaction from Batch
-S	Prints current GENSAR configuration
-I	Resets current GENSAR configuration
-X	Edits the Product Cross Reference
-?	Prints this options list

The options can be combined. However, you must be careful when combining some operations with the read, write and initialize file options. The program operates on the FRAMOS.CFG file in the current directory.

The options are discussed below.

## Saving Parameter Changes

To save any changes you make with the Paymentech options, proceed as follows:

- 1 Select **Quit** and answer **Yes** to the save changes prompt. The program stores the information in FRAMOS.CFG and/or in the router tables.  
*Note: If you do not answer Yes, none of the information that you have entered will be saved.*
- 2 Reboot the program to load the new configuration.

The program then runs a check on all the Paymentech related parameters. Some parameters cannot be edited within this program. However, the appropriate program is mentioned if a problem occurs. A message will be displayed that tells you which of the parameters is in error.

```
Diagnostics
Checking SYS_PAR...
Checking READER...
No errors detected
Press RETURN.
```



## 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 parameters, proceed as follows:

- 1 Use the **genstl** command to settle all transactions with Paymentech. Failure to do so can result in OUT OF BALANCE settlements when the parameters are restored from backup.
- 2 Enter the command **GENSAR -W** filename to save the data to a file.
- 3 Copy the new file and the FRAMOS.CFG file to a diskette for safekeeping.

To restore the parameters, proceed as follows:

- 1 Enter **GENSAR -R** filename.
- 2 Run **MODEMS** and select the correct modem type.
- 3 Reboot to load the restored data.

## Local Product Cross Reference (-X)

The Product Cross Reference creates a correspondence between a local Gasboy product and the Paymentech codes. The menu displays the local Gasboy product codes from the Gasboy product table along with the assigned Paymentech product codes. Press “?” to display a list of Paymentech product codes.

Product Code Description	Product Code	Product Code Description	Product Code
Ethan1 (Regular)	001	Inspection	033
Diesel	002	Car Wash	034
Unleaded	003	Tires/Batteries/Access	035
Super Unleaded	004	Other	040
Other Fuel	005	Accessories	041
Unleaded Plus	006	Food	042
Gas/Alcohol	007	Service	043
Gas/Alcohol 2	008	Parts	044
Diesel 2	009	Labor	045
Propane	010	Reserved	046
CNG	011	Discount	051
Unleaded 10% blend	012	Sales Tax	056
Unleaded Plus 10% blend	013	Full Service Ethan1 (Regular)	101
Super Unleaded 10%	014	Full Service Diesel	102
Unleaded 7% blend	015	Full Service Unleaded	103
Unleaded Plus 7%	016	Full Service Super Unleaded	104

Product Code Description	Product Code	Product Code Description	Product Code
Super Unleaded 7% blend	017	Full Service Other Fuel	105
Refer Fuel	018	Full Service Unleaded Plus	106
Farm Fuel	019	Full Service Gas/Alcohol	107
Multi-fuel	020	Full Service Gas/Alcohol 2	108
Motor Oil	021	Full Service Diesel 2	109
Lamps	022	Full Service Propane	110
Wipers	023	Full Service CNG	111
Battery	024	Full Service Unleaded 10% blend	112
Fluids/Coolants	025	Full Service Unleaded Plus 10% blend	113
Tires	026	Full Service Super Unleaded 10%	114
Hoses	027	Full Service Unleaded 7% blend	115
Filters	028	Full Service Unleaded Plus 7%	116
Repairs	030	Full Service Super Unleaded 7% blend	117
Oil Change	031	Full Service Refer Fuel	118
Tune Up	032	Full Service Farm Fuel	119

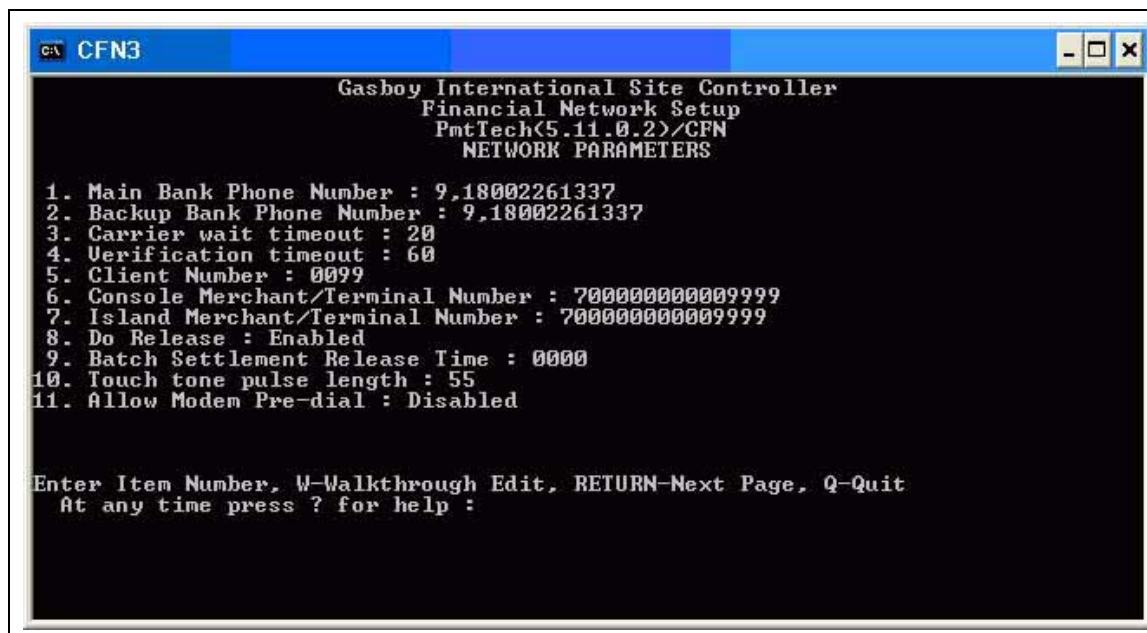
## CAUTION

Setting up incorrect products for fuel or merchandise can result in rejected host completion messages and unpaid card sales.

## Edit Network Parameters (-E)

The Paymentech program allows you to edit parameters by entering their number, which is shown on the menu.

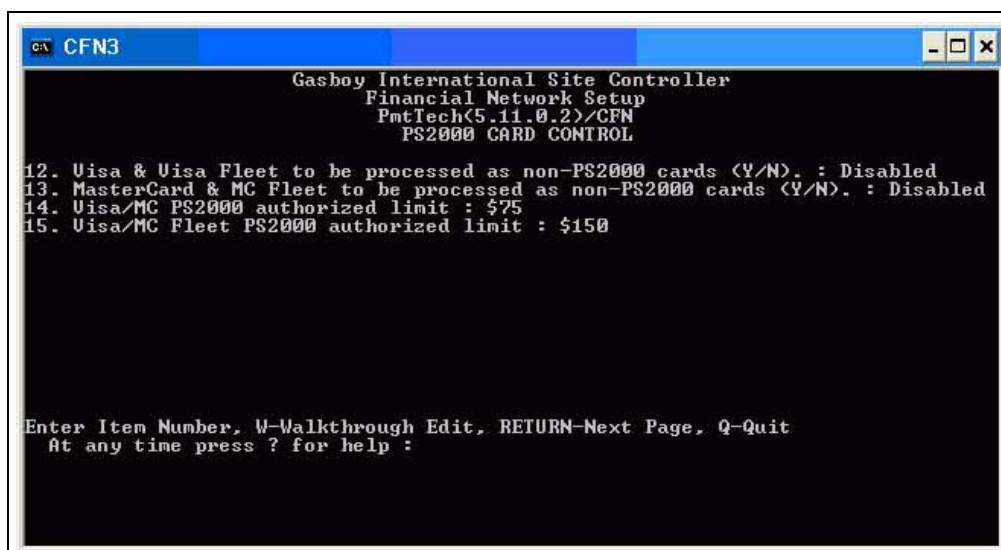
When you run GENSAR-E, a menu of parameters appears on the screen. A sample page is shown below.



```
CFN3
Gasboy International Site Controller
Financial Network Setup
PmtTech(5.11.0.2)/CFN
NETWORK PARAMETERS

1. Main Bank Phone Number : 9,18002261337
2. Backup Bank Phone Number : 9,18002261337
3. Carrier wait timeout : 20
4. Verification timeout : 60
5. Client Number : 0099
6. Console Merchant/Terminal Number : 7000000000009999
7. Island Merchant/Terminal Number : 7000000000009999
8. Do Release : Enabled
9. Batch Settlement Release Time : 0000
10. Touch tone pulse length : 55
11. Allow Modem Pre-dial : Disabled

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



```
CFN3
Gasboy International Site Controller
Financial Network Setup
PmtTech(5.11.0.2)/CFN
PS2000 CARD CONTROL

12. Visa & Visa Fleet to be processed as non-PS2000 cards (Y/N). : Disabled
13. MasterCard & MC Fleet to be processed as non-PS2000 cards (Y/N). : Disabled
14. Visa/MC PS2000 authorized limit : $75
15. Visa/MC Fleet PS2000 authorized limit : $150

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

To edit a parameter, enter the menu number or press **ENTER** for viewing the second page.

The “W” option enables you to navigate through each parameter in the program as shown at the bottom of the screen. Press **ENTER** to see the next page. To get help, enter a “?”.

*Note: The length of the Client Number is 4 characters, and the length of the merchant/terminal number is 15 characters.*

## Phone Numbers and Modem

Refer to the modem manufacturer's user manual for information on the phone number string. You can usually find it under the ATDT command.

## Do Release and Settlement Time

In order for settlement to work, item 9 of the Network Parameters, that is "Do Release", must be enabled. Disable it if you want to stop the site from settling, while problems are being investigated. Batch Settlement Release Time must be entered as HH:MM in a 24 hour format. For example, to perform a settlement at 11:45 PM, the time must be entered as 23:45.

## Modem Pre-dial

This option allows the modem to start dialing the host system when the client card is swiped. Else, the modem will start the dial process after the last prompt request is complete. Pre-dial may not work well with some modems, which causes delayed approvals and multiple host dials. This feature is disabled by default. Ensure that the system is running properly before enabling pre-dial.

## Visa and MasterCard Generic or PS2000 Control

Visa and MasterCard will provide a better discount rate when PS2000 is used and the chance of a charge-back is minimized. This is the preferred method for deployment for Visa, MasterCard, Visa Fleet, and MasterCard Fleet cards. By default, Visa and MasterCard have an authorized limit of \$75 and Visa Fleet and MasterCard Fleet have an authorized limit of \$150. There are special circumstances where the use of the PS2000 limits is not sufficient and authorizations for greater amounts are desired.

Enabling Generic Visa or MasterCard sales will result in higher discount fees. It also increases the risk of charge-back opportunities. When using Generic Visa or MasterCard, the amount of the authorization is controlled by the limit and pre-auth settings in the Card Parameter table (-C). Limits are normally set from \$100 to \$500, depending on the customer's situation and purpose of use. The cardholder's banking rules will determine if the higher requested amount is authorized or denied. Also, when using Generic Visa or MasterCard, the Island Card Reader (ICR) limit cannot be set higher than the ICR pre-auth request amount.

### IMPORTANT INFORMATION

If you use Visa or MasterCard in Generic mode, it will increase the discount rate and increase the opportunity for charge-back. This increased risk must be considered if Generic Visa or MasterCard mode is enabled.

If you select this option, it is your responsibility and liability to ensure that the selected amount is approved by your network host on your PS2000 discount rates and charge-back agreement.

## Visa/MC PS2000 Authorized and Visa/MC Fleet PS2000 Authorized Limit

### CAUTION

**These limits must never be changed unless mandated by Visa and MasterCard PS2000 requirements. Entering an unauthorized amount will result in charge back.**

To change, enter the amount in whole dollars. For example, if the mandated limit for Visa and MasterCard changes to \$100, enter 100. With PS2000 override disabled, the values entered will automatically change the ICR Limit settings for Visa/MC and Visa/MC Fleet cards in the Card Parameters table (GENSAR-C).

## Edit Credit Card Parameters (-C)

This table sets the purchase limits of various cards.

If manual entry of card numbers is allowed for a card type at the POS, set the “Manual Entry” field to “YES”.

For ICR sales, the Limit field is used to set the limit for the amount purchased for a card type.

*Note: Visa or MasterCard is set to \$75 by default to meet PS2000 requirements. If Generic Visa or MasterCard has been enabled in the Network Parameters, this parameter can be changed to another desired value. When you are using Generic Visa or MasterCard mode, this value cannot be greater than the ICR Pre-auth value.*

For ICR sales, the Pre-auth field is used to set the amount requested from the host. Visa and MasterCard are set to \$1 by default. This \$1 setting is required to meet PS2000 requirement of \$75 authorizations, providing better discount rates. If the Network Parameter is set to allow Generic Visa or MasterCard to be processed, this value can be changed to the desired value to be authorized, which is generally between \$100 and \$500. The ICR pre-auth request amount must be greater than or equal to the ICR limit. The ICR Limit cannot exceed the ICR pre-auth amount.

### IMPORTANT INFORMATION

If you use Visa in Generic mode, it will increase the discount rate and increase the opportunity for charge-back. This increased risk must be considered if Generic Visa mode is enabled.

If you select this option, it is your responsibility and liability to ensure that the selected amount is approved by your network host on your PS2000 discount rates and charge back agreement.

A sample page is shown below.

Gasboy International Site Controller Financial Network Setup PmtTech(5.11.0.2)/CFN				
Card Parameters				
CARD	OK	Manual Entry - OK	ICR Limit	ICR Preauth
1 Visa	Y	YES	\$ 75	\$ 1
2 Master Card	Y	YES	\$ 75	\$ 1
3 Discover	Y	YES	\$250	\$250
4 Amex	Y	YES	\$250	\$250
5 WEX	Y	YES	\$250	\$250
6 JCB	Y	YES	\$250	\$250
7 Voyager	Y	YES	\$250	\$250
8 MC fleet	Y	YES	\$150	\$ 1
9 Visa Fleet	Y	YES	\$150	\$ 1

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

## Delete Transaction from Batch (-D)

On rare occasions, problems may be encountered when attempting to send a completion to the host. If this happens, the transaction can be deleted so that the site will no longer attempt to send it.

To delete a transaction from the batch, proceed as follows:

- 1 Type **DEBUG 1 3** at the command prompt to turn router logging to screen. Use the logging tool to ensure that the site is not attempting to send anything to the host while deleting the transaction.
- 2 Type **GENSAR -D xxxx**, where xxxx is the transaction number.
- 3 Type **DEBUG 0 0** to turn off router logging, or **DEBUG 2 3** to return router logging to file.

When a transaction is deleted in this way, it will still be included in the site totals sent to the host during the next settlement attempt and will cause an OUT OF BALANCE to occur. If the transaction cannot be re-entered manually, Paymentech should be consulted regarding the deletion.

## Print Current Paymentech System Configuration (-S)

This option prints the system parameters. A sample report is shown below.

```

GENSAR System Configuration Report

GENSAR Network Parameters
1. Main Bank Phone Number : 9,18002261337
2. Backup Bank Phone Number : 9,18002261337
3. Carrier wait timeout : 20
4. Verification timeout : 60
5. Client Number : 0099
6. Console Merchant/Terminal Number : 999999999999616
7. Island Merchant/Terminal Number : 999999999999617
8. Do Release : Enabled
9. Batch settlement Release time : 0000
10. Touch tone pulse length : 55
Press RETURN to continue with Network Parameters.
11. Allow Modem Pre-dial : Disabled
12. Allow Visa & Visa Fleet to be used as non-PS2000 generic visa (Y/N). : Disabled
13. Allow MasterCard & MC Fleet to be used as non-PS2000 generic MC (Y/N). : Disabled
14. Visa/MC PS2000 authorized limit : $75
15. Visa/MC Fleet PS2000 authorized limit : $150

GENSAR Account Parameters

Card Parameters

CARD      OK      Manual      ICR      ICR
          Entry - OK  Limit      Preauth
-----
1 Visa      Y      YES      $ 75      $ 1
2 Master Card Y      YES      $ 75      $ 1
3 Discover  Y      YES      $ 25      $ 30
4 Amex      Y      YES      $250      $250
5 WEX       Y      YES      $250      $250
6 JCB       Y      YES      $250      $250
7 Voyager   Y      YES      $250      $250
8 MC fleet  Y      YES      $150      $ 1
9 Visa Fleet Y      YES      $150      $ 1

```

```

GENSAR Product Cross Reference

Local      GENSAR
1: 100% Blend      Super Unlead
2: 75% Blend       Super Unlead
3: 50% Blend       Unlead Plus
4: 25% Blend       Unlead Plus
5: 0% Blend        Unleaded
6: Diesel 2        Diesel
7: Oil Qt.         Motor Oil
8: Oil Ga.         Motor Oil
10: C-Store1       Food
11: C-Store2       Food

Done with System Configuration Report, press RETURN to continue.

```

## Initialize Current Paymentech Configuration (-I)

This option resets all router values to defaults. Any changes you have made will be erased. The network data tables affected are the Network Parameters table, the Card Parameters table, and the Product Cross-Reference table. These will need to be re-entered.

Network initialization will also set the modem type to Obsolete in the MODEMS program. The modem type will not be restored from the network backup and must be reset.

## Category Codes

If Paymentech does not specify two different codes, enter the same code for both Island and POS sales.

## Setup Notes

If the site is not dialing after credit card authorizations are attempted, check the following:

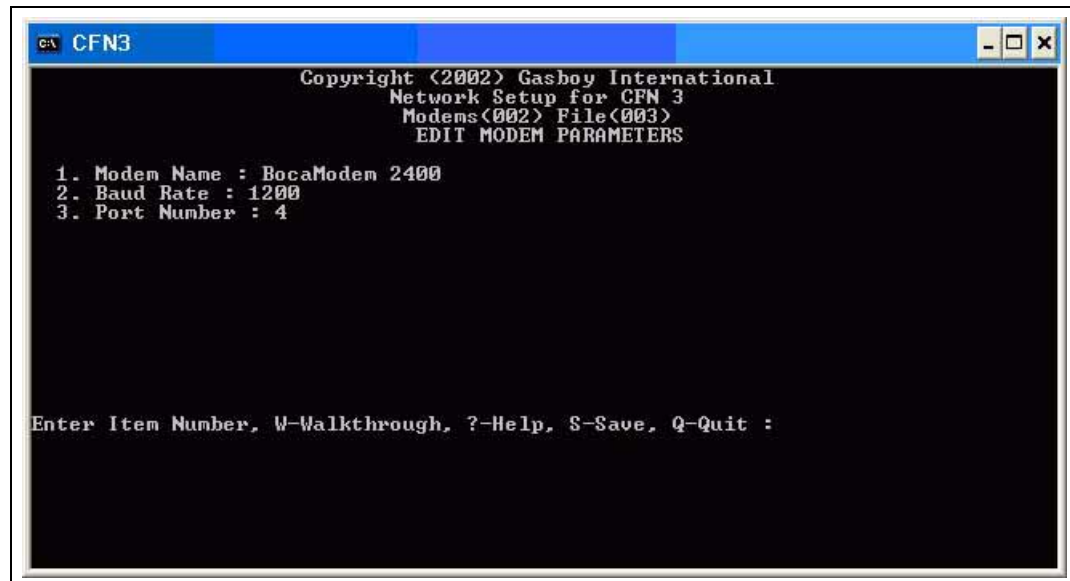
- 1 The correct phone number is entered.
- 2 Remote Verification parameter (SYS\_PAR) for the reader and/or console is set to CREDIT.
- 3 Lockout on Remote Verification parameter (SYS\_PAR) for the reader and/or console is not set to CREDIT.
- 4 The card is enabled for use with this site (GENSAR -C command).
- 5 You are not receiving warnings related to the router table size.



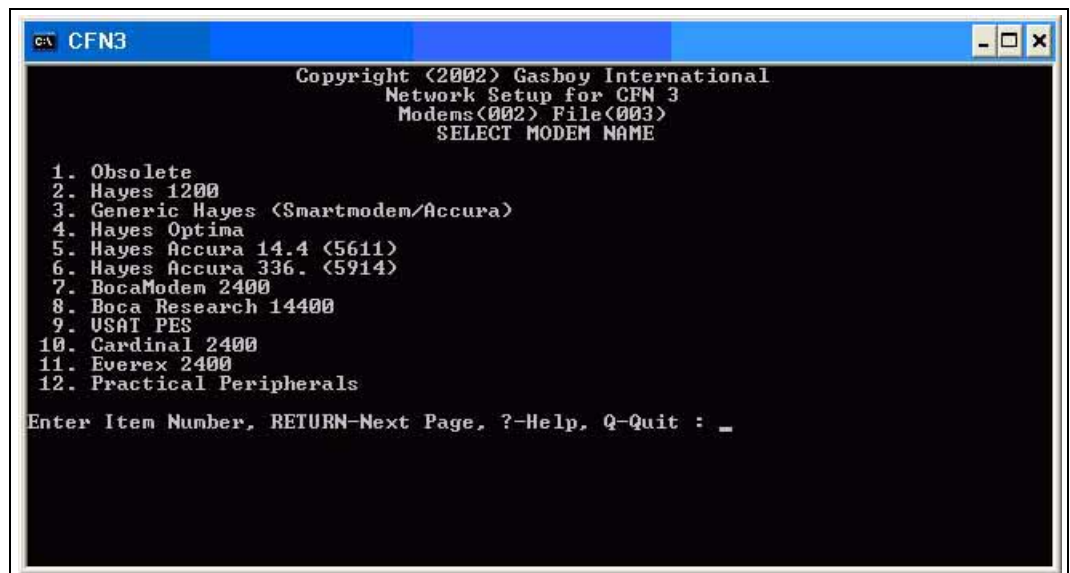
## 6 – Dialout Modem Setup Program

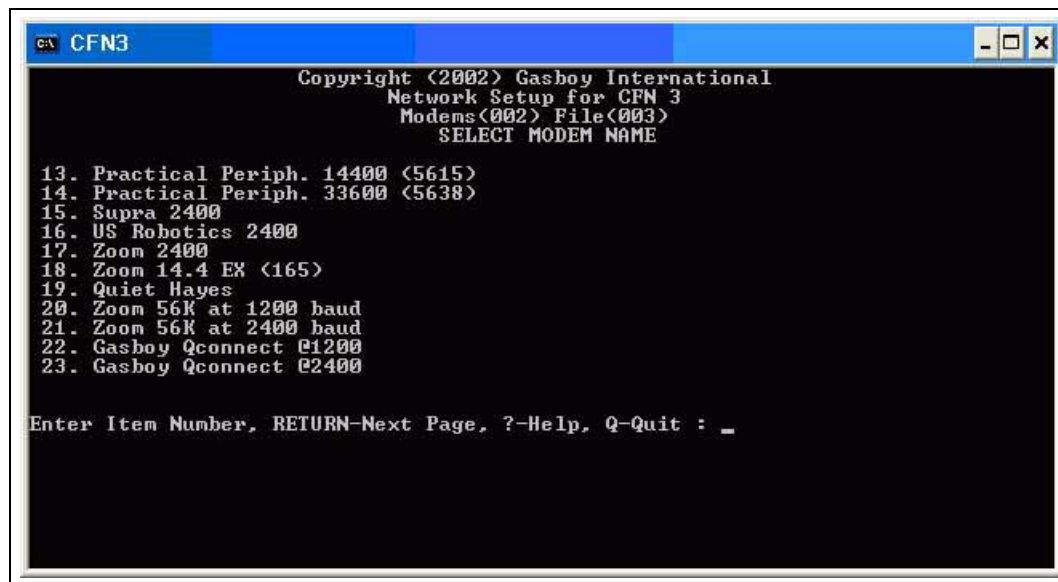
To set up the modem, proceed as follows:

- 1 Type **MODEMS** at the command line.



- 2 Select Item Number 1, Modem Name, which brings up the following two screens to select the type of modem.





- 3 After selecting the modem for the system, enter the correct baud rate and port usage for this system.
- 4 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.
- 5 For port, enter the port number. For example, entering a 4 (four) will set the port to 4. For CFN III, available ports are 4-6.

## 7 – Special System Setup

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### Tables (TABLE)

- The router table must have 9044 or more entries (may vary).
- It is recommended that the product table have 99 entries.
- It is recommended that the authorization table have 100 entries.
- It is recommended that the receipt table have 150 entries.

### Transaction Format (TRFMT)

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

### System Date

Ensure that the system date and time are correct. **PRint DAte** will display the date and time. **LOad DAte** will allow you to change it.

### System Parameters (SYS\_PAR)

The following configurations are required for Paymentech. Other configuration options can be set to meet the needs of the site.

#### Reader Verification - page 4

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

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

Check expiration date (reader): **credit**

Lockout on remote verification (reader): **none**

Reader default payment is: **credit**

#### Console Verification - page 5

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

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

Check expiration date (console): **credit**

Lockout on remote verification (console): **none**

#### Other Parameters - page 8

Host handler channel: Run **MODEMS** to change this host channel.

Host handler baud rate: Run **MODEMS** to change the baud rate.

Verification timeout (Routers): Run **GENSAR -E** to set the verification timeout.

Host router data: **This line is left blank.**

More router data: **This line is usually left blank.**

Send requests to host handler: **credit**

## Receipt Configuration - page 12

Print manual # on receipt: **YES**

Text used on receipt for manual number: **Vehicle #**

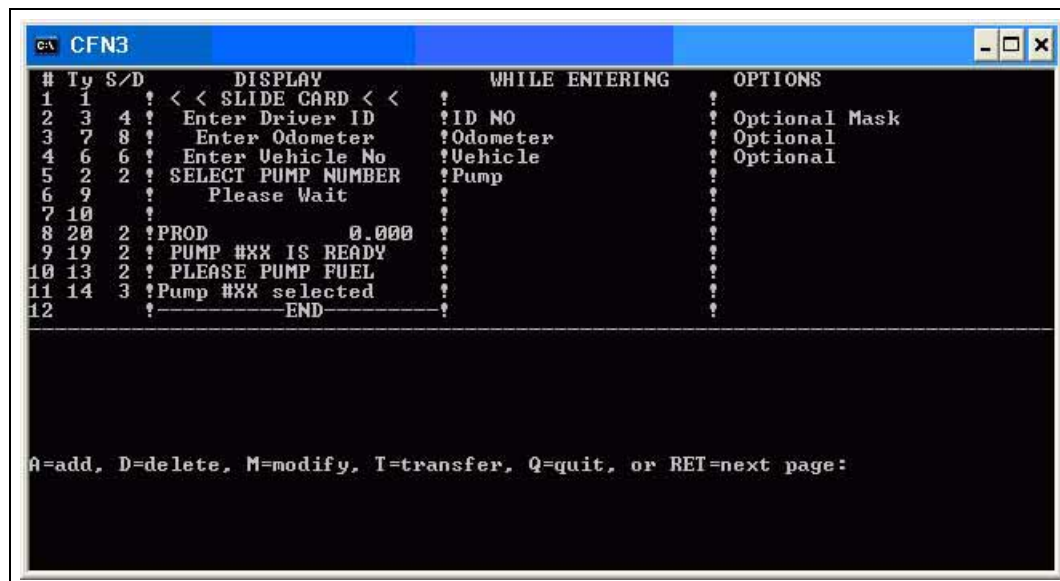
*Note: If local cards are using the manual number field for something other than the vehicle number, the name can be adjusted using a "/". For example, if the manual entry field for local cards is Job#, Veh/Job # can be used for the text.*

## Reader Parameters

If fleet cards are accepted, ensure that the PIN, auxiliary and odometer reader steps are listed before the verify card step (type 9). To meet Industry PCI requirements, prompts are becoming restrictive in what can be displayed. The following is a list of suggested prompts to be displayed for Driver ID, Vehicle Number and Odometer. If the prompts entered deviate from the table below, it is possible that the reader device may not work correctly.

ID Prompts	Vehicle Prompts	Odometer Prompts
Enter Driver ID	Enter Vehicle No	Enter Odometer
Enter Driver No	Enter Vehicle ID	Odometer Number
Enter ID	Enter Veh Tag	Odometer Reading
Enter ID Number	Enter Vehicle #	Enter Odometer #
	Enter Veh Tag #	Odometer #

Below is an example of how the Odometer, Vehicle, and ID prompts are used.



## Console (CONSOLE)

- 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)

## 8 – Settlement for Paymentech

### How Settlement Works

Paymentech can automatically reconcile or may require site reconciliation (settling). If the site is to perform reconciliation (via the Paymentech menu), a time must be specified. A cron (a command used to schedule recurring tasks) will automatically be created to run the command “GENSTL.CMD” at that time.

When settlement occurs, a message is printed on the log indicating if an out-of-balance condition occurred. The message will either be “Settlement: Balanced” or “Settlement: OUT OF BALANCE”. If an out-of-balance situation occurs, consult the Paymentech representative to try to resolve the error.

When settlement occurs, a report will be generated on the local log printer and stored in a disk file. There will be a report saved for every day of the week, stored in the directory GENREP, in files named DAY.MON, DAY.TUE, DAY.WED, and so on.

If the settlement fails to occur automatically, you can sign on to the system and type the command GENSTL to perform a settlement manually.

The command “SETTLE” closes the current batch. If desired, any number of batches can be generated during the day. The command “SETTLE -” sends any incomplete transactions to the host.

If it is desired to run settlement as part of the end of day procedure, change the name of GENSTL.CMD to something like STLGEN.CMD using **rename**. Then, edit the NEXTDAY.CMD file to run STLGEN.CMD.

### The Settlement Report

The report for settlement which is printed on the log and stored on disk is shown below.

Totals for GENSAR Batch Settlement 08/01/08 15:39 Batch Number 214009				
	Site		Host	
	#	Total	#	Total
Island	21	980.00	21	980.00
Point-of-Sale	3	14.61	3	14.61
	====	=====	====	=====
All Credit	24	994.61	24	994.61

*This page is intentionally left blank.*

# 9 – Troubleshooting

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## Communication

If the site is having problems with host communications, 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 host communications, the command should look like the following:

`DEBUG 2 2`

Before starting the logging process, ensure that the router.log file is clear of any obsolete information. Typing `DEL P:ROUTER.LOG` can do this.

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

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

`TYPE;>LOG P:ROUTER.LOG`

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

Description	Action
>>Modem init. error	Run MODEMS, check the modem selected or try a different configuration. The program displays a list of Gasboy certified modems. If the modem is not included in the list, contact Gasboy Technical Support.
>>Busy	You may have the wrong phone number entered.
>>No dialtone	Check the modem's phone line.
>>Lost carrier	Have the phone line checked.

## Error Messages

If a “Failed, please retry” message from the POS is displayed, run the transaction again with the same card and sales dollar amount. If a different card is used or the dollar amount changed, the customer could be billed on both cards or a double billing for the different sales dollar amount.

Occasionally, Paymentech may initially authorize the use of a card. However, when the transaction is completed, it may reject the completion of that transaction. In this unlikely event, the following message will be displayed:

“GENSAR rejected #####: ‘error message’”.

“#####” signifies the number of the affected transaction, and “error message” signifies a specific error message from Paymentech.

If this situation occurs, make a record of the error message and contact the Paymentech representative to proceed further.

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