

Sinclair 015

Credit and Debit Card Networks

for Site Controller II versions 2.2 and above

for Site Controller III versions 3.0 and above

part number: C35913

Gasboy CFN Series

Sinclair 015

Credit and Debit Card Networks

Site Controller II Version 2.2 and above

Site Controller III Version 3.0 and above

March 12, 2003

C35913

Gasboy International LLC
Lansdale, Pennsylvania

Gasboy International LLC
P. O. Box 309
Lansdale, PA 19446

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Site Controller Related Publications

<i>Part No.</i>	<i>Title</i>
C09212	SC III Manager's Manual, version 2.2
C35929	SC III Manager's Manual, version 3.0
C09213	SC III Configuration Manual, version 2.2
C35932	SC III Configuration Manual, version 3.0
C35921	SC III Pocket Reference, version 2.2
C09159	SC III Pocket Reference, version 3.0
C09204	Check Point Reference Manual
C35745	Profit Point Clerk's Manual - Modular series
C35746	Profit Point Reference Manual - Modular series
C35923	Point of Sale and Shift Change, version 003

Credit and Debit Card Networks

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

Pump Interface

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

Card Encoding and Miscellaneous

C09136	CFN Series Clubcard Format
C01687	CFN Series Card Encoding Manual

Remote Communications

C09141	PC/SiteControl User's Manual
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Technical Publications

C01759	CFN Diagnostic Manual
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015 Sinclair

If you are connecting your site to Sinclair for card verification and if you have Sinclair software 015 or greater, use this manual for reference.

Cards Accepted

The credit cards accepted with this network are:

- American Express
- Master Card
- Discover
- VISA

The proprietary cards accepted with this network are:

- Sinclair Retail
- Sinclair Fleet
- GASCARD
- WEX
- PHH*
- Voyager

The Sinclair software now complies with the new VISA restriction on the credit card account printed on Island receipts. Only 4 digits will be printed instead of the complete number.

*Note: this is currently not supported by Sinclair.

Preparing for configuration

You will need the following information from Sinclair before you can start verifying transactions through Sinclair (contact your Sinclair representative for the numbers):

- Terminal ID
- Host phone number
- Logon ID (if applicable; check with your Sinclair representative)
- Will Instant-On be used?
- Will Discount Pricing be used?

You will need a modem for authorization. This is in addition to a modem used to poll transactions.

Determine the Site Controller port to be assigned to connect to the Sinclair host, and connect that port to a Hayes modem capable of communicating at 2400 baud or a modem that is 100% compatible with the Hayes standard. (See the Hayes dial-out settings in the Modem appendix in the *Site Controller II Manager's Manual*.)

If your site has MPDs, your site must be authorized by Sinclair to pump regular-unleaded. This is the default fuel type used for preauthorizing fleet cards.

Setting Up Your Site

DO NOT set up Sinclair through SYS_PAR. You must set up the router using the follow steps.

Site Controller Setup

To set up your Site Controller for Sinclair:

1. Run TABLE and set the following:
 - Auth. Table - 75 (used for fleet cards)
 - Router Table - minimum 306
 - Price Table - add 50 if using discount pricing
2. Run SINCLAIR -I to initialize the network parameters.
3. Reboot.
4. Run SINCLAIR -E (or from the menu system, select Edit Network Parameters).
5. Select the main menu option, W, to step you through all of the basic data needed for the network.
6. Run SINCLAIR -C to set the card parameters.
7. Run SINCLAIR -X to set up the product cross reference.

When all of the information is entered, write the parameters to a file and exit. A recommended name for the file would be SINCLAIR.RTR. This file would be used if the parameters were erased and needed to be reloaded. More on saving data on page 3.

Reader Setup

If you will be taking Fleet Cards, you must add the *Enter PIN*, *Enter odometer*, and *Enter auxiliary number* fields **before** the *Select pump* step in the reader program. An example reader setup can be found on page 10.

Miscellaneous Setup Notes

You should get a message to run SINCLAIR -I after the system comes up. Memory Full will also probably be displayed, this is normal. Run:

```
RUN;I
FIX TR;I
SINCLAIR -I
```

After SINCLAIR -I (Initialize) is run, the modem DTR light should come on and the RD and SD lights should flicker indicating that the router is running and has initialized the modem.

If it's a new installation, reset the batch number. Run:

```
SETTLE -R 1
```

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

1. The correct phone number is entered.
2. Lockout on Remote Verification parameter (SYS_PAR) for the reader and/or console is not set to CREDIT.
3. The card is enabled for use with this site (SINCLAIR -C command).

Running SINCLAIR

The program can be run in two ways: menu or command line.

Menu

To run the Sinclair program in the menu mode type SINCLAIR, press `[ENTER]`, and the main menu will appear.

The menu entries are described later in this manual. Enter the number on the left to execute the operation described. The Options allow you to:

F - redirect the screen output to a specific file.

S - have output go to the screen.

? - print the options for the command line execution of the program

```
SINCLAIR MAIN MENU
1. Exit
2. Edit Network Parameters
3. Edit Card Parameters
4. Edit Instant On for Pumps
5. Edit Product Cross Reference
6. Read Network Parameters from File
7. Write Network Parameters to File
8. Remove Transaction from Batch
9. Print Configuration
10. Initialize Network Parameters

Options:   F = File, S = Screen, ? = Help
Output to : SCREEN
Your choice (#, f, or S)
```

The default is to print output to the screen. When you have finished, select the *1. EXIT* option to exit the program.

Command Line

The command line format of the program is:

```
SINCLAIR option[s]
```

where the valid options are:

-?	Print this help list
-E	Allows user to edit Network Configuration
-C	Edit Credit Card Acceptance table
-P	Edit Instant-On Pump Table
-X	Edit Product Cross Reference
-R <i><file></i>	Loads SINCLAIR configuration from given file
-W <i><file></i>	Writes current SINCLAIR configuration to given file
-K	Remove Transaction from Batch
-S	Prints current SINCLAIR configuration
-I	Option resets current SINCLAIR configuration

The options can be combined, though some care must be used in combining some operations with the read, write and initialize file options. The options are described later in this manual.

Saving Your Configuration

The program operates upon the FRAMOS.CFG file in your current directory.

The Read and Write commands allow you to save some of the information entered to a file. By reading the file, you can then quickly restore your system to an operating state in the event the data is lost. The information stored is that information not found in your FRAMOS.CFG file. This includes Sinclair information such as Merchant ID, Store Number, etc. The phone numbers are not included.

To save your current setup, enter SINCLAIR -W *filename*.

You should copy this file and your FRAMOS.CFG file to a disk for safe-keeping. Should your system ever lose its configuration, copy the FRAMOS.CFG and the network information file to your boot disk and reboot. RUN SINCLAIR -R and enter the network information file name. After committing the information to the Site's memory and reentering the phone numbers you should again be ready to authorize cards with

Sinclair.

Program Options

Network Parameters (-E)

The Sinclair program allows you to edit individual parameters on a page by entering the parameter's number on the screen. At any time you can press ? to get context sensitive help. The W option steps you through each parameter in the program.

When you enter SINCLAIR -E, a list of the parameters appears on the screen.

Note: line item #10 will only accept 2 digits. If 3 are entered, only the first 2 will be used.

Logon ID

If a logon ID is required, it is entered in the terminal ID field before the terminal ID number. For example, in Terminal ID: *9999777774314, *9999 is the logon ID; 777774 is the location number; and 314 is the terminal ID.

Fallback

Fallback is used when the Network is down. If fallback is enabled in the Sinclair Menu, the card will be approved and the authorization will be Fallbk.

The printout for that transaction looks like the following:

Tran	customer	Card	auth	Date	time	ac	p#	gallons	price	\$total
7008	40111234	789876754	Fallbk	4/15/97	9:11	3	1	12.360	1.259	15.56

When the network comes back up, the fallback transactions will be sent to Sinclair. The merchant is held responsible for any UN-APPROVED transactions.

Phone Numbers and Modem

Refer to your modem users manual for information on the phone number string. You can usually find it under the ATDT command.

If your modem is compatible with the old Hayes 1200, Hayes 2400 Smartmodem or Hayes OPTIMA and Hayes Accura 33.6 modem then you only need to set the Modem type.

If your modem is not compatible with the above list, then you must consult your modem's user manual. You may need to change the initialization parameters to get your modem to work properly. The data entered here is added to the end of the Hayes 1200 base initialization string. (Note: Hayes modems accept a maximum of 40 characters in their command strings).

First set parameter 3 to Hayes 1200. The additional parameters can be then entered in parameter 4. These parameters are added onto the Hayes 1200 string listed below. Any changes made to modem parameters using the User Modem string will override the base string's value. For example, if parameter 4 contains *M0* then the modem speaker will always be off. Normally the speaker is on until a connection to the host has been made (*M1*).

Network Products

```

1. Main Bank Phone Number : 9W1114550491
2. Backup Bank Phone Number : 9W12125550492
3. Modem type : Hayes 2400
4. User Modem Initialization : (M0)
5. Host handler baud rate : 2400
6. Carrier wait timeout : 20
7. Verification timeout : 60
8. Host modem channel : 03
9. Instant On : Enabled
10. Instant On timeout : 32
11. Terminal ID : 9999999022
12. Allow Fallback : Enabled
13. Discount Pricing : Enabled
Enter Item Number, W-Walkthrough Edit Q-Quit, At
anytime press ? for help

```

Initialization strings used in default setup

Hayes 1200	ATV0X0Q0E0M1S0=0S7=255S9=
Hayes Smartmodem	ATV0X0Q0E0M1S0=0S7=255S9=&M0X4&D2&C1&S
Hayes OPTIMA	ATV0X0Q0E0M1S0=0S7=255S9=&Q0X4&D2&C1&S
Hayes Accura 33.6	ATV0X0Q0E0M1S0=0S7=255S9=&Q6&K0

Saving Data

To save the data you have changed, select Quit and then answer *Yes* to the save confirmation prompt. The program then stores the information in FRAMOS.CFG and/or in the router tables. *If you do not answer Yes, none of the information you have entered will be saved!* (This differs from the older version of the program.)

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

```
Diagnostics
Checking SYS_PAR...
Checking READER...
Checking TABLES...No errors detected.
```

Credit Card Parameters (-C)

The maximum purchase values and the acceptance of cards by type are set with the SINCLAIR -C command.

The authorization amount requested at a Island Card Reader (ICR) will be set in the ICR Limit field. If an ICR is used, this value will be requested from the host.

When a card is used at an ICR, if the account number is to be printed on the customer receipt, then set Print Acct field to *Yes*.

The Price Level field is used to set a special price level for a card. 1 is CASH, 2 is CREDIT. The normal stand-in level is 0. A special pricing level can be used for each card.

CARD	OK	Card Parameters			
		ICR Limit	Show Acct	Price Level	Instant On - OK
1 Sinclair Retail	Y	\$ 50	Y	2	YES
2 Master Card	Y	\$ 50	Y	2	YES
3 Visa	Y	\$ 50	N	1	NO
4 Discover	Y	\$ 50	Y	2	YES
5 Diner's Club	N	\$ 50	Y	2	YES
6 AMEX	Y	\$ 50	Y	2	YES
7 Sinclair Fleet	Y	\$ 70	Y	2	NO
8 WEX Var	Y	\$ 75	Y	2	NO
9 WEX descr	Y	\$ 80	Y	2	NO
10 PHH	N	\$ 60	N	1	NO
11 Gascard	Y	\$100	Y	2	NO

Instant-on lets a pump start pumping instantly, while verification is being requested; customers appreciate this feature, but problems might arise when authorization is denied after some fuel has already been pumped. If Instant-On is to be allowed for a type of card, then set it to *Yes*. Instant-on is not available for fleet cards and cannot be enabled.

Instant On Enabled by Pump (-P)

If Instant On is desired, but not for all fuels, then the individual pumps that dispense a particular fuel can have Instant On disabled. Select the appropriate pump and answer *No* to the prompt. You must have Instant On enabled in the network parameters for the feature to be active.

Edit Product Cross Reference (-X)

The Cross Reference is needed only if your site accepts fleet cards-for example, GASCARD, PHH, WEX. The Cross Reference creates a correspondence between a product in the product table and a Sinclair product code. The menu shows the local product code, as it was entered in the product table, the name of the product, and the Sinclair code label.

There is a limit of three items per purchase on fleet cards. Merchandise purchases are allowed by Sinclair for fleet cards with a limit of \$50/month and 1000g/day for fuel. A sample screen is shown here:

```

Gasboy International Site Controller
Financial Network Setup for Sinclair
Version (006)

Sinclair Product Cross Reference

Local          Sinclair          Sinclair
1: Regular     Regular         Regular
2: Unleaded   Unleaded       Unleaded
3: Diesel     #2 High Sulphur Diesel
4: Premium    Premium unleaded

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

```

After selecting a product, you can press ? to see a list of the Sinclair product codes.

Sinclair Product Codes

1: Regular	62: #2 Low Sulphur Diesel
2: Regular Ethanol	63: Premium Diesel
3: Regular MTBE	64: High Sulfer Diesel
5: Regular FS	66: #2 Low Sulfer Diesel
11: Unleaded Gasoline	67: Premium Diesel FS
12: Unleaded Ethanol	68: #1 Low Sulfer Dyed Dsl
13: Unleaded MTBE	69: #2 Low Sulfer Dyed Dsl
15: Unleaded FS	70: CNG Compressed Natural Gas
16: Unleaded Ethanol FS	75: Propane (Ruby)
25: Super Unl FS	80: Propane
24: Super Unl Ethanol FS	81: Kerosene
26: Super Unleaded	90: Methane
27: Super Unl Ethanol	100: Motor Oil
28: Super No-Lead	110: Wash
41: Premium Unleaded	120: Auto Accessories
42: Premium Ethanol	130: Tire Repair
43: Premium MTBE	140: Service
45: Premium unleaded Eth FS	150: Tires
46: Premium Ethanol FS	160: Miscellaneous
60: #2 High Sulphur Diesel	170: Sales Tax
61: #1 Low Sulphur Diesel	

Read/Write Network Parameter from File (-R,-W)

These commands allow you to save some of the information entered to a file. By reading the file, you can then quickly restore your system to an operating state in the event the data is lost. The information stored is

that information that is not found in your FRAMOS.CFG file. This includes all of the Sinclair information such as product cross references and card parameters. The phone numbers are not included.

To save your current setup, run SINCLAIR -W and provide a file name.

You should copy this file and your FRAMOS.CFG file to a disk for safe-keeping. Should your system ever lose its configuration, repair any physical defects, then copy the FRAMOS.CFG and the network information file to your boot disk and reboot. RUN SINCLAIR -R and enter the network information file name. After committing the information to the Site Controller's memory and reentering the phone numbers, you should again be ready to authorize cards with Sinclair.

Delete Transactions from Batch (-K)

If you are encountering errors with a transaction, it can be removed from the next settlement attempt. You will need the transaction number (this should be stored in the log). You will then have to contact Sinclair about the problem.

Configuration Hard-copy (-S)

This option prints the card acceptance parameters to the monitor. It also lists if Instant On is enabled.

Initialization (-I)

This option resets all network values to defaults. The network data tables affected are the card parameters, instant-on pump tables, and product cross reference. They will need to be reentered.

Settlement

At least once a day settlement must be performed with the Sinclair host. This is accomplished by issuing the command SETTLE. It is easiest to issue the SETTLE command with a cron; for example:

```
LOAD CRON 1 @2359 -settle
```

When the SETTLE command is issued, the Site Controller calculates how many transactions it authorized through Sinclair and their associated dollar amount. It then reports these values to Sinclair. Sinclair sends back a message indicating whether its totals are in agreement. The site logs what its totals were and what Sinclair's response was.

If the totals do not agree, you must call Sinclair and compare amounts.

Note: Midnight is given as an example, but use a convenient time of your choosing. If you choose midnight, the Sinclair host may be very active at that time and this may cause difficulty in completing settlement.

Sinclair Settlement

This latest version of Sinclair Network has added a new feature to capture all the settlement information into a log file named *SINCLAIR.STL* which resides on the RAM drive of the SC3 or the C: drive in a SCII. To look up the settlement status, type:

```
type sinclair.stl
```

at the site command prompt (C* or R*). It is a good idea to rename this file every month and store it on the hard disk using an automatic cron.

To create a automatic cron:

1. Create a command to copy and rename the file using your text editor. The command file, named "*sinclrbk.cmd*", should contain the following:

```
* sinclrbk.cmd
```

```
* To backup sinclair settlement log.
*
if -e sinclr1.stl & -e sinclair.stl
begin
    cp sinclair.srl sinclr1.stl
    delete sinclair.stl
end
if -e sinclair.stl
    ren sinclair.stl sinclr1.stl
```

2. Check the list of existing crons by typing the command: Print cron. Pick an unused number. The example will use the number 91.
3. Add the cron job to the end of the list with the command:
[R/C]* load cron 91 @01**0400 -sinclrbk
4. This will create a monthly backup of the sinclair.stl file called sinclr1.stl every month at 0400.

When Sinclair is in balance the print out will look like the following:

```
SETTLEMENT 4 items for $64.52: IN BALANCE Thu 4/18/97 1:30 AM
Settlement trans index range 882 - 882 Thu 4/18/97 1:30 AM
```

When Sinclair is out of balance the print out will look like the following:

```
SETTLEMENT 15 items for $323.14: FAILED-OUT OF BAL DIFF=162.46 Sun 4/21/97 1:30AM
SETTLEMENT 20 items for $395.07: FAILED-OUT OF BAL *FINAL 2564992 Mon 4/22/97 1:30AM
Contact SINCLAIR to complete settlement Mon 4/22/97 1:30 AM
Batch closed
SETTLEMENT 6 items for $113.60: FAILED-OUT OF BAL DIFF=71.93 Tue 4/23/97 1:30AM
SETTLEMENT 10 items for $204.84: FAILED-OUT OF BAL *FINAL 2568022 Wed 4/24/97 1:30AM
Contact SINCLAIR to complete settlement Wed 4/24/97 1:30AM
Batch closed
```

The first day that Sinclair is out of balance it will give a FAILED-OUT OF BAL DIFF=\$\$\$.\$\$ message. The software will try to balance the next day. If unsuccessful, it will give a FAIL-OUT OF BAL*FINAL 2564922 message. This means that the software will not try to settle these transactions. Contact Sinclair and settle manually.

Sinclair does not care at what time or how often you settle. The site should not accept any more cards until they contact Sinclair and compare their transactions. Accepting cards while settling could cause the site to be out of balance.

Settlement sometimes fails because there is bad data in a transaction or SINCLAIR is rejecting a completed sale. The offending transaction should be printed when settlement is done. Save the data from the transaction for backroom processing. You can try `sinclair -k #` (Remove transaction). Then retry the settlement.

To check the settle list, run:

```
status -d
```

on sites with 2.0C or later. The transactions which can be sent in a settlement are those between `rout_num` and transaction end. The batch number is in `rout_seq`.

Forced Settlement

If settlement cannot be made the first time, then a forced settlement can be issued. Run `SETTLE -F` to begin the next settlement.

If you cannot achieve settlement or if you see the error message *Out of balance * Final*, call Sinclair and compare amounts.

Memory Full Error

If you encounter a *memory full* error and have not reached settlement, first back up your transactions. Next, run FIX TR;I to clear up memory and restore your transactions. You can then retry settlement.

Price Table

Discount pricing is used only with fleet cards. If this option is enabled, receipts and transaction listings will display the discounted price. You must add 50 to what would otherwise be the number of entries in the price table.

When enabled the Site Controller will send the price per gallon out to Sinclair. If they are entitled to a discounted price, Sinclair will download the price to the Site Controller. If they are not entitled to discount pricing, Sinclair will download the same price that was sent. The discounted pricing and the price level feature in the card parameters section conflict. You must use one or the other, not both.

The transaction pointer

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

Car Wash Setup

Car Wash can be setup and run with this Network for SC3 3.0 and above only. Refer to the Unitech manual for more configuration details.

System Setup

System Parameters (SYS_PAR)

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

Reader verification - page 4

Use remote verification (reader): credit
Use local verification (reader): club
Check PIN (reader): none
Check mod 10 (reader): none
Check expiration date (reader): none
Reader default payment is: credit
Reader ignores PIN restriction on card: No

Console verification - page 5

Use remote verification (console): credit
Use local verification (console): club
Check PIN (console): none
Check mod 10 (console): none
Check expiration date (console): none

Serial port configuration - Page 8

Host handler baud rate: 2400

Send requests to host handler: credit

Host handler data: 00 14 1E 00 00 01 00 00 00 00 00 00 00 00

The first number is the modem type.

The second number is the carrier wait timeout.

The third number is the Instant-on timeout.

The sixth number must be 01.

Verification timeout: 60. (This is located on Page 11 on a SCII)

This should be a minimum of 30, but can also be set to 0 for no timeout.

Console (CONSOLE)

Information on the content of some of the console parameters which affect network operations are listed below. These are default settings.

Allow hand entry of card data: Yes

Odometer prompt: Enter odometer

Auxiliary number prompt: Enter vehicle #

Mod 10 check on hand entered non-club cards: No

POS asks for odometer on fuel sale: Card encoded

POS asks for auxiliary # on fuel sale: card encoded

POS asks for odometer on merchandise sale: Card encoded

POS asks for auxiliary # on merchandise sale: Card encoded

Reader (READER)

An example of the minimum reader program needed is shown next. Note that the Select pump (type 2) state must come before the Verification step (type 8). The PIN, Odometer and Veh/Drv# prompts are required if Fleet cards are to be accepted.

#	Ty	S/D	DISPLAY	WHILE ENTERING	OPTIONS
1	1		<<Slide Card<<		
2	3	6	ENTER YOUR PIN	Your PIN	Optional Auto-enter Masked
3	7	8	ENTER ODOMETER	Hub/Odo	Optional
4	6	8	Vehicle#/Driver#	Veh#/Dri#	Optional
5	2	2	Select pump #	Pump	Auto-enter
6	8		Please Wait		
7					
8	13	2	PUMP#XX SELECTED		
9	19	2	[PROD NAME] XXXX		
10	12	2	Thank you		
11			-END-		

A=add, D=delete, M=modify, T=transfer, Q=quit, or RET=next page:

Pin must be set to 6 digits and "Please Wait" must be after select pump.

Error messages

Pump #2, Card 6666777744443333:REFERRAL;INVALID ME Thu 08/08/97 9:26PM

You are not setup to take that card type, check with the Sinclair Help Desk.

Pump #2, Card 1707943962-----:CALL CENTER Fri 08/08/97 7:31 AM

Problem with the card, call center to get manual approval

Pump #2, Card 1707943967-----:CALL WELLSERVICE Fri 08/08/97 7:31 AM

Put Login ID (*9999) before the terminal id in SYS_PAR (Host Router Data).

Pump #2, Card 1707943967-----:DENIAL Fri 08/08/97 7:31 AM

This is caused when the card is run more than once and the pump limits are set too high.

The card is over the fuel limit.

Pump #2, Card 1-----:UNAUTHORIZED USER Fri 08/08/97 7:31 AM

The Pin is incorrect, check setup and try again.

