



CFN Series

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# ADS-Dallas (for Citgo) Credit and Debit Card Networks

MDE-4605A

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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):

U L File#	Products listed with U L
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)

### 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 #
95-179A2	Dispenser	9100 Retail Series, 8700 Series, 9700 Series	91-019A2	Dispenser	9100 Commercial Series			
95-136A5	Dispenser	9800 Series	91-057A3	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

## Trademarks

### Non-registered trademarks

Atlas™  
Consola™  
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.

# Table of Contents

---

<b>1 – Introduction</b>	<b>1</b>
Purpose.....	1
Cards Accepted .....	1
Related Documentation .....	2
CFN III - Version 3.4 and Above .....	2
Credit and Debit Card Networks .....	2
Pump Interface. ....	3
Card Encoding and Miscellaneous. ....	3
Abbreviations and Acronyms .....	4
Warranty .....	4
<b>2 – Important Safety Information</b>	<b>5</b>
<b>3 – Preparing for Configuration</b>	<b>7</b>
Citgo 007 on the PC.....	8
Setting Up the Site .....	8
Setting Up the Site for Debit Cards (Master/Session) .....	9
Configuring the Debit Key for Console/Profit Point .....	9
Configuring a Citgo Fleet and Citgo Plus Manual Entry Key for Profit Point	9
Setting Up the Instant Gratification Option (Coupons) .....	10
Setting Up the Site for CITGO Prepay Cards (Cash Cards) .....	10
Setting Up the Site for CITGO Quick Credit/Honor All .....	10
<b>4 – Configuration</b>	<b>11</b>
CITGO from the Menu .....	11
CITGO from the Command Line .....	12
ADS Dial Operations (-D, -M) .....	13
Debit PIN Key (-Y) .....	13
Mail Functions (-Z, -ZD) .....	13
Transaction Removal Function (-K) .....	13
Initialization (-I) .....	13
Network Parameters (-U) .....	14
Modem Modification Function (-N) .....	15
Local Product Code Cross Reference (-X) .....	16
Credit Card Parameters (-J) .....	17
Instant On (-G) (-H) .....	18
Configuration Hard Copy (-S) .....	20

Saving Data. . . . .	22
Dialout Modem Setup Program . . . . .	22
Debit . . . . .	23
Cash Back . . . . .	23
Setting Up Surcharges . . . . .	23
Debit Receipts . . . . .	24
Settlement for ADS . . . . .	24
How Settlement Works . . . . .	24
Settlement Report . . . . .	25
Operator Instructions . . . . .	27
Authorization-only Transactions . . . . .	27
Manual Entry of CITGO Cards . . . . .	27
Pre-authorization Transactions . . . . .	27
CITGO Prepay Cards . . . . .	28
CITGO Prepay Card Activation . . . . .	28
CITGO Prepay Card Balance Inquiry . . . . .	29
Card Restrictions . . . . .	29
Verification Response Codes . . . . .	30
CITGO Messages . . . . .	30
Coupon-related Messages . . . . .	31
Debit-related Messages . . . . .	31
Transaction Pointer . . . . .	32
Troubleshooting . . . . .	33
Communications . . . . .	34
Dispatcher.bat . . . . .	35
System Setup . . . . .	36
System Parameters (SYS_PAR) . . . . .	36
Console (CONSOLE) . . . . .	37
Reader (READER) . . . . .	37
Tables . . . . .	38

# 1 – Introduction

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## Purpose

This manual contains information for the setup of a Cash Flow Network (CFN) Site Controller (SC) for CFN III, versions 3.4 and above. The SC is used for card verification using the Alliance Data Systems (ADS) Dallas protocol.

## Cards Accepted

The ADS network accepts the following credit cards:

- MasterCard®
- MasterCard Fleet
- MasterCard Purchasing
- VISA®
- VISA Corporate
- VISA Purchasing
- Diner's Club<sup>SM</sup>
- American Express®
- Carte Blanche Debit
- Discover®

The proprietary cards accepted are listed below:

- CITGO® Plus (Black)
- CITGO Fleet
- CITGO Prepay
- International Automated Energy Systems (IAES)
- IAES/VISA Fleet
- PHH
- Wright Express<sup>SM</sup>
- Wright Express Proprietary
- Voyager<sup>SM</sup>

## Related Documents

### CFN III - Version 3.4 and Above

Document Number	Title	GOLD Library
C09204	Check Point Reference Manual	Archive
MDE-4483	CFN III Quick Reference V3.3	CFN Series Controllers and POS
C35923	Point of Sale and Shift Change	CFN Series Controllers and POS
MDE-4313	Site Controller III Manager's Manual for Windows NT V3.3	CFN Series Controllers and POS
MDE-4314	Site Controller III Configuration Manual for Windows V3.3	CFN Series Controllers and POS
MDE-4355	CFN Series Profit Point Clerk's Manual	CFN Series Controllers and POS
MDE-4356	Profit Point Reference Manual	CFN Series Controllers and POS

### Credit and Debit Card Networks

Document Number	Title	GOLD Library
C35734	ADS-Chicago Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
MDE-4606	Buypass Credit and Debit Card Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35906	ADS-FINA Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35904	EDS-CCIS Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35903	Comdata Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35905	FDR Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35907	Gascard Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35909	Generic Dial Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
MDE-4572	CFN Series PaymenTech Credit & Debit Card Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35910	Nabanco Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35911	NDC Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35913	Sinclair Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35914	SPS/Phillips Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces

Document Number	Title	GOLD Library
C35915	T-Chek Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
MDE-4623	UFDA Credit and Debit Networks for Site Controller II V2.3 and above	CFN Series Networks, Card Handlers, and Pump Interfaces
C35917	VDOT	Archive
C35919	ADS-ZION	Archive
C35930	Gasboy Dial 001 Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
C35931	Amoco/DataCard Credit and Debit Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
MDE-4390	NBS Credit and Debit Card Networks	CFN Series Networks, Card Handlers, and Pump Interfaces
MDE-4560	CFN Series VisaNet Credit and Debit Card Networks	CFN Series Networks, Card Handlers, and Pump Interfaces

## Pump Interface

Document Number	Title	GOLD Library
C01745	Gilbarco Interface Unit Installation Manual	CFN Series Networks, Card Handlers, and Pump Interfaces
C09146	Site Controller Pump Interface Manual	CFN Series Networks, Card Handlers, and Pump Interfaces
C35849	SDI/Wayne CAT Interface	CFN Series Networks, Card Handlers, and Pump Interfaces
C35924	SDI/Unitec Interface	CFN Series Networks, Card Handlers, and Pump Interfaces
MDE-4559	Insight Interface Installation Guide	CFN Series Networks, Card Handlers, and Pump Interfaces

## Card Encoding and Miscellaneous

Document Number	Title	GOLD Library
MDE-4602	CFN Series Card Encoding Manual	Card/Key Encoding
C09136	CFN Series Clubcard Format	Card/Key Encoding

## Abbreviations and Acronyms

Term	Description
ADS	Alliance Data Systems
CFN	Cash Flow Network
ICR	Island Card Reader
MDSE	Merchandise
NBS	National Bankcard Services
PC	Personal Computer
POS	Point of Sale
PDL	Parameter Down Load
SDI	Serial Device Interface

## Warranty

For information on warranty, refer to MDE-4255 Gasboy 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 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 only these cashier station "stops."

### Total Electrical Shut-Off Before Access

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

### Evacuation, Barricading and Shut-Off

Any procedures requiring accessing the pump/dispenser or STPs requires the following three actions:



- An evacuation of all unauthorized persons and vehicles using safety tape, cones or barricades to the effected units
- A total electrical shut-off of that unit

### 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 the Gasboy Customer Service at 1-800-444-5579, Tech Support 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

There is applicable information in NFPA 30A; *Automotive and Marine Service Code*, NFPA 70; *National Electrical Code (NEC)*, OSHA regulations and federal, state, and local codes which 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 that follow must be followed to prevent death, injury or damage to the equipment



**DANGER** - This signal word is used to alert you to a hazard to unsafe practice which will result in death or serious injury



**WARNING** - This alerts you to a hazard or unsafe practice that could result in death or serious injury.



**CAUTION** with Alert symbol - This signal word designates a hazard or unsafe practice which may result in minor injury.

**CAUTION** without Alert symbol - When used by itself, CAUTION 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 become explosive if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause explosive vapors in the vicinity of dispenser or island.

## Important Safety Information

### No Open Flames



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 fuels and their vapors. After getting 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. Be familiar with Cardiopulmonary Resuscitation (CPR) methods if you are working 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 tag out and lock out procedures. If you are not familiar with this requirement, refer to information in the service manual and OSHA documentation.

### Working With Electricity Safely

Be sure to use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion or electrical shock. Be sure grounding connections are properly made. Make sure that sealing devices and compounds are in place. Be sure not to pinch wires when replacing covers. Follow OSHA Lock-Out and Tag-Out 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. Be sure to clean hands after handling equipment. Do not place any equipment in mouth.

#### WARNING

This area contains a chemical known to the State of California to cause cancer.

#### WARNING

This area contains a chemical known to the State of California to cause birth defects or other reproductive harm.

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

## Emergency First Aid

### Informing Emergency Personnel

Compile the following information for 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. Reference Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/Tagout provision for electrical hazards.

## 3 – Preparing for Configuration

### IMPORTANT INFORMATION

- The configuration requires connection to the PC COM port and not to the CFN III boards.
- ADS was formerly known as BSI and JCPenney.

Before you connect to the ADS, you must determine the type of cards that you will accept and the ICR Max value for each card type for remote authorization. This is the amount that can be authorized off-line, if for some reason the ADS host cannot be reached. The ADS representative will need to know these decisions also. Consult the ADS representatives for their recommendations.

Before connection, you must also obtain the following information from the ADS representative.

- The 11-digit Unit Location Number and two-digit Terminal ID within location (usually, 01).
- The phone number you dial to receive the initial downloaded information from the ADS network computer.
- The baud rate for modem communications.
- You must also contact ADS to verify if the site is set up for Parameter Down Load (PDL) version 10.

You will require a Hayes®-compatible modem for authorization. This is in addition to the modem used for remote sign-on and club-card transaction polling. The PC COM port must be used to connect to the ADS host. Do not use one of the SC III board ports. Connect the PC COM port to a Hayes-compatible modem using the C09197 cable, 25-pin male to 9-pin female. Refer to [“Dialout Modem Setup Program” on page 22](#) for details.

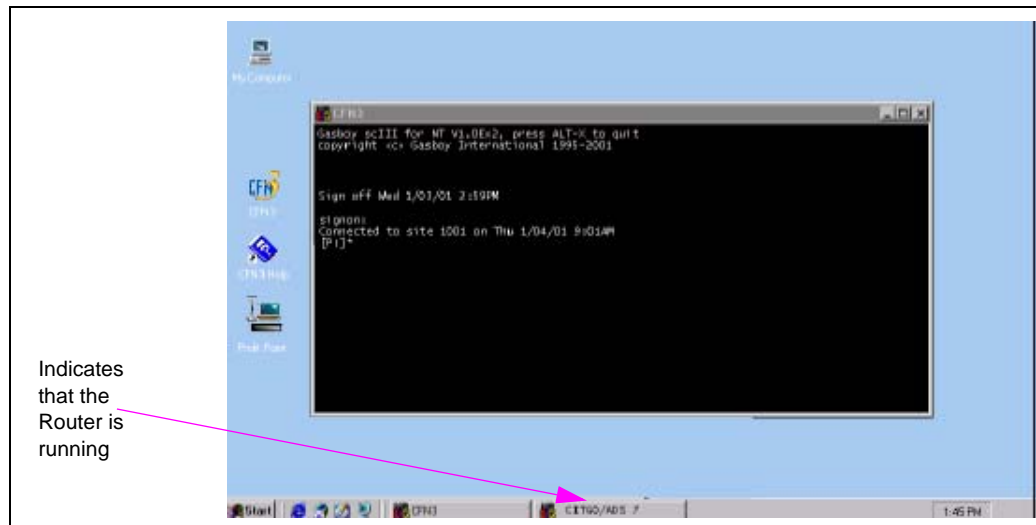
*Note: The modem connection is different for Citgo 007 and CFN III V3.4.*

If you accept debit cards, you will require a CFN III system, PIN pad and DES-configured readers. You should notify Gasboy that you accept debit transactions. The DES Master Key will be loaded by Gasboy before delivery to your site. Contact the Gasboy Help Desk if you require a Master Key.

If you are participating in the Instant Gratification process, you must disable the Instant On option for Citgo cards.

## Citgo 007 on the PC

The Citgo 007 program is independent of the CFN III program and runs in a separate window titled CITGO/ADS 7 under the NT® operating system. This window is normally minimized and displayed as a window button in the taskbar.



If the CITGO/ADS 7 window button closes and disappears from the taskbar, it indicates that the router has stopped running.

Each time you access the Citgo menu to configure your setup, the router will close. Once you quit the menu, the router will automatically start and the window button will be displayed.

## Setting Up the Site

If you are updating the ADS software from an older version, first remove the *CITGO.BIN* file from the BIN directory.

To set up the site, proceed as follows:

- 1 At the command prompt, type **Citgo**. The Citgo Main menu appears.
- 2 Select **5. Configuration Menu**. The Configuration menu appears.
- 3 Select **2. Edit Network Parameters**.
- 4 Enter the required information. Save the changes when you exit.
- 5 Select **3. Edit Modem Parameters** to check the modem setup.
- 6 Select **Quit** on the Configuration Menu to return to the Main menu.

- 7 Select **3. Get PDL from Citgo**. The site automatically dials out. A message, “New PDL Loaded” appears on the Point of Sale (POS) when the process is complete.
- 8 If the product codes do not conform to CITGO codes, you will need to reenter the data in the cross reference. Return to the Configuration Menu and select **5. Edit Product Cross Reference**. Refer to [“Local Product Code Cross Reference \(-X\)” on page 16](#) for information on product codes.
- 9 Run **SETTLE -R** to reset the coupon storage data.
- 10 Run the **CITAWARD** command in an available CON??.CMD file, that corresponds to a special, defined function between 31 and 35. Functions 13 to 23 are undefined and can be assigned to a key. For more information, refer to the Console Configuration chapter in MDE-4314 CFN III Configuration Manual. Verify if a coupon can be printed at a pump by selecting that pump and running the special function. Ensure that you save the changes before you quit the operation.

In addition, the following tables need to be set to the required sizes.

- The Receipt table must be set to 200 records if you are not using the Instant Gratification option, or to the maximum if you are enrolled in the program.
- The Auth table must be set to 75.

## Setting Up the Site for Debit Cards (Master/Session)

For debit transactions, you must have a Master Key loaded. If the command **Print Diagnostics 1 (PR DI 1)** displays the message “No Master Key”, then contact the Gasboy Technical Service. Run the **CITGO -Y** command to request a new working key from ADS. If you are adding debit surcharges to the sales automatically, then set up a surcharge product in the product table. Also, set up a cash withdrawal product. In SYS\_PAR page 11, set the Bank PIN DES to NO.

A Debit Key needs to be programmed on the POS. This key selects the Checking tender type. The Reader program must also be modified. Refer to [“Reader \(READER\)” on page 37](#) for detailed information.

## Configuring the Debit Key for Console/Profit Point

Refer to the following manuals for instructions to configure a debit key.

- For the Check Point console, refer to the Console Configuration chapter in MDE-4314 CFN III Configuration Manual.
- For the Profit Point console, refer to the Keyboard Configuration chapter in MDE-4356 Profit Point Reference Manual.

## Configuring a Citgo Fleet and Citgo Plus Manual Entry Key for Profit Point

For instructions to configure a Citgo Fleet (tender type 003) and Citgo Plus (tender type 309) key, refer to the Keyboard Configuration chapter in MDE-4356 Profit Point Reference Manual.

## Setting Up the Instant Gratification Option (Coupons)

The Receipt table must be set to 500 records, if you are using the Instant Gratification option.

*Note: Instant Gratification is a Citgo term for a coupon.*

If you accept the Instant Gratification option for Citgo cards, disable the Instant On option.

*Note: The Instant On option is available on CFN III systems only.*

## Setting Up the Site for CITGO Prepay Cards (Cash Cards)

For CITGO Prepay cards, a Prepay Function (Activation) Product Code needs to be set up. The price range for Prepay Activation is \$5 - \$999. This product is entered in the Network Parameters menu, item 17 in the CFN III system. A Prepay Activation key needs to be programmed on the POS. This key introduces the entry mode for the product set up, for the Prepay Activation operation. A Balance Inquiry key needs to be programmed on the Profit Point (not available on the Check Point console) console. This key performs the following key sequence:

(New MDSE) - (Preset) - (.01) - (Enter)

The use of each of these keys prompts you to slide the card through the Reader. The Balance Inquiry option is available on both the Profit Point and Check Point consoles. Refer to [“CITGO Prepay Cards” on page 28](#) for details.

## Setting Up the Site for CITGO Quick Credit/Honor All

The Citgo 007 system has the ability to instantly create a credit account using a temporary number. This operation allows new customers to make a one time purchase before they receive their Citgo accounts.

You must have a PDL from Citgo that allows this feature, and an Honor All or Quick Credit key should be programmed on the POS for easy use, as described in [Setting Up the Site for CITGO Prepay Cards \(Cash Cards\)](#). This use of this key prompts you to slide the card through the Reader.

For more information, contact the Citgo representative.

## 4 – Configuration

The CITGO command prompts you for each item of information that is required to configure the CITGO program on the SC. The program also verifies the existing data, warns you if any errors occur and informs you on how the errors may be fixed.

The program can be run in two ways:

- From a menu
- At the command line

*Note: In the sections that follow, the menu item number will be listed first and then the corresponding command line will appear in parentheses.*

### CITGO from the Menu

To run the CITGO program in the Menu mode, proceed as follows:

- 1 Type **CITGO**. The Main menu appears.

```

                                Gasboy International CFN3
                                Financial Network Setup for Citgo (007)
                                CITGO Main Menu

1. Start Remote Bank Authorization      8. Delete Mail
2. Stop Remote Bank Authorization      9. Print Report - All
3. Get PDL from Citgo                 10. Print Report - Shift
4. Get New Debit Working Key           11. Print Report - Batch
5. Configuration Menu                 12. Select Previous Report Day
6. Read Mail Message                  13. Command Line Help
7. Send Mail

Enter Item Number, Q-Quit:

```

- 2 Enter the number on the left to execute the operation described, or press **Q** to quit.

### Configuration Menu

To configure the ADS, proceed as follows:

- 1 Select **5. Configuration Menu** on the Main menu.

*Note: If you select this option to reconfigure your setup, you will be prompted to Stop Remote Bank Authorization (option 2 on the Main menu). You must enable Instant On in the Network Parameters before options 7 and 8 are available for editing.*

- 2 Enter the number on the left to execute the operation described or press **Q** to quit.

*Note: Some commands (mainly reports) bring up additional menus to allow you to complete the operation related to your initial selection.*

```

Gasboy International CFN3
Financial Network Setup for Citgo (007)
CITGO Configuration Menu

1. Initialize
2. Edit Network Parameters
3. Edit Modem Parameters
4. Edit Response Messages
5. Edit Product Cross Reference
6. Edit Card Parameters
7. Edit Instant On - Card
8. Edit Instant On - Pump
9. Set Fuel Restrictions
10. Print configuration
11. Open Citgo File
12. Save Citgo file As

Enter Item Number, Q-Quit:

```

## CITGO from the Command Line

The command line format of the program is:

CITGO [*options*]

The following table lists the options in the same order as they are listed on the main menu.

*Note: The descriptions provided are in detail.*

Option	Description
-D	Requests a PDL from ADS.
-Y	Requests a Working Key for debit from ADS.
-Z	Reads the mail sent by the host.
-M	Prompts for a single line (up to 180 characters) to be sent as mail.
-Z[d]	Deletes the mail sent by the host.
-A#	Obtains reports from previous days; # = 0 for Saturday, 1 for Sunday, and so on. If used, this option must come before the P option.
-P[{Sn   B[n]}]	The P option with no parameters prints the report for all pending days. The PS option with the shift number prints the report for the shift on the oldest day. The PB option with no parameters prints the report for all batches on the record. The PB option followed by a batch number prints a report for that batch.
-K#	Removes the transaction from the current batch.
-I	Initializes ADS configuration and creates a new one.
-U	Allows user modification of the configuration.
-N	Allows user modification of modem parameters.
-V	Allows user modification of response messages.
-X	Sets the product cross reference.
-J	Sets the Purchase restriction based on the card type.
-G	Edits the Instant On restriction based on the card type.
-H	Edit the Instant On restriction based on the pump.
-F	Sets fuel restrictions based on the product layout.
-S	Prints the current ADS configuration.
-R <file>	Loads the ADS configuration from the given file.
-W <file>	Writes the current ADS configuration to the given file.



The options can be combined, though some care must be used in combining some operations with the R (read), W (write), and I (initialize) file options.

## ADS Dial Operations (-D, -M)

The following are the dial operations:

- PDL Request - Main menu option 4 (Citgo -D)
- Send Message - Main menu option 7 (Citgo -M)

You must have a phone number loaded using the Network Parameters option located under Configuration (Citgo -U). The new PDL will be updated only after the current batch is closed.

## Debit PIN Key (-Y)

The Main menu option 4 (Citgo -D) allows you to obtain a new working key from ADS for use with debit cards.

## Mail Functions (-Z, -ZD)

The Main menu options 6 and 8 (Citgo -Z and -ZD) allow you to read mail or delete mail.

## Transaction Removal Function (-K)

The Citgo -K option removes transaction(s) from the current batch. There is no menu item for this command.

## Initialization (-I)

To initialize the program, proceed as follows:

- 1 Select **5 Configuration Menu** on the Citgo Main menu. The Configuration Menu screen appears.
- 2 Select option **1**.

OR

Enter **Citgo -I** at the command line.

This option will reset all router values to the default—in other words, it erases all changes you may have made to the CITGO configuration.

*Note: Ensure that you remember the changes made to the configuration before you use the -I option.*

The -I option also invalidates the current PDL. After initialization, some of the data will not be accessible because a new PDL must be requested from ADS. All the data tables will be affected and will need to be reentered.

If you use the **Citgo -I** option once the router has been initialized, the site will automatically dial out and obtain a new PDL.

*Note: The combined command of **Citgo -I -U** is no longer supported.*

## Network Parameters (-U)

Select **2. Network Configuration (Citgo -U)** on the Citgo Main menu. This program allows you to edit parameters by entering the parameter number. Press **Enter** to view the next page. At any time, press **?** to get context-sensitive help. The **W** option takes you through each parameter in the program. The following illustration is a sample first page, filled in with sample data:

```
1. Main Bank Phone Number : 11145550491
2. Backup Bank Phone Number : 12125550492
3. Carrier wait timeout : 20
4. Unit Location Number : 12341234123
5. Terminal ID : 01
6. PDL Version : 10
7. Attended/Unattended Site : Attended
8. Dialing Prefix : 9

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

### Instant On

The second page of parameters is related to the Instant On option. Instant On allows the pump to be turned on before the purchase authorization is received. You can disable Instant On by setting option 10 to Disabled, or by setting the option 11 to 0.

```
9. Current batch number : 16
10. Instant On : Disabled
11. Instant On timeout : 60
12. Require purchase with debit cashback : disabled
13. Mask WEX driver #: Yes
14. Debit surcharge Product : 50
15. Cash Withdrawal product code : 51
16. Pre-Pay Card Function product code: 55
17. Honor All product code:
18. Quick Credit product code:
19. Use PDL Receipt Header : Disabled
20. Site Name : My Store
21. Site Address : 101 Elm Street

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

If you use the Instant On option, the card is preliminarily-approved immediately and the network is dialed. If the card is found to be defective, the transaction is halted. A second insertion of the card is not be approved until the network has been dialed and an approval has been received.

The Instant On option must be enabled for options 7 and 8 of the Configuration menu to allow editing.

*Note: With the Instant On option, the merchant accepts responsibility on denied transactions that are listed as unpaid.*

## PDL

The third page of parameters appears only if the PDL from the ADS is loaded.

```
22. Site City : George
23. Stie State: Texas
24. Dial type : Tone
25. Auto Balance after this many transactions : 35
26. Allow Manual Card Entry : Enabled
27. Allow Merchandise Returns : Enabled

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

After receiving a PDL file, view the Network Parameters to verify if the new parameters are appropriate for your site.

### CAUTION

The ADS host can load a new PDL at any time. Whenever this happens, the changes you have made to the third page of parameters are set back to the value that is downloaded in the PDL. If the changes you make should be permanent, contact your ADS representative.

## Modem Modification Function (-N)

Option 3 on the Configuration menu or **Citgo -N** allows modification of the current modem parameters. Refer to [“Dialout Modem Setup Program” on page 22](#) for more information.

*Note: The use of the MODEMS command is no longer supported. You must either use the Configuration menu or the **Citgo -N** command to initialize the modem.*

## Response Code Edit (-V)

### CAUTION

The settings should not be changed unless directed by Citgo or Gasboy Technical Services. Changing the settings could allow those cards to be approved that should be denied.

Option 4 on the Configuration menu or **Citgo -V** displays the network approval operations that are printed on the Reader and Console that can be edited. Only the content of the message can be edited in most cases. For some messages, the approval action can be modified. If you are editing one of the messages, you will be prompted if the response is an approval or denial. The following illustration is a sample of the first page of the response code.

```
Response Code Page 1
0:  Approved %s                APPROVE
1:  Invalid vehicle            DENY
2:  Invalid driver             DENY
3:  Call %11.11s              DENY
6:  Over daily limit           DENY
7:  PIN tries exceeded         DENY
10: Denied                     DENY
11: Invalid driver             DENY
12: Invalid vehicle            DENY
13: Decline                    DENY

Enter response code to modify, RETURN for next page or q to quit:
```

The rest of the codes are displayed in the sample status output.

## Local Product Code Cross Reference (-X)

Option 5 on the Configuration menu or **Citgo -X** creates a correspondence between a product in the product table and a CITGO code. The menu displays the local product code as it was entered in the product table, the name of the product, and the CITGO code label. The following illustration displays a sample screen.

```
Gasboy International CFN 3
Financial Network Setup for ADS (007)

CITGO Product Cross Reference
Local                CITGO
1: Diesel #2         Diesel (2)
3: Premium           Premium 1
4: Reg Nolead        Unleaded
5: Plus Nolead       Midgrade 2
6: Super Nolead      Midgrade 3
7: Oil Qt.           Oil
8: Oil Gal.          Oil
10: C-STORE1         Auto Merch
11: C-STORE2         Merchandise
12: C-STORE3         Merchandise

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

Choose a number and press ? to view the list of CITGO codes when you enter data into the program.

CITGO Product Codes			
1: FUEL	Regular	23: SERV	Repairs
2: FUEL	Unleaded	24: AUTO	Parts
3: FUEL	Premium 1	25: FUEL	Mid-grade 2
4: NA*	Error	26: FUEL	Mid-grade 2 FS
5: FUEL	Kerosene	27: FUEL	Mid-grade 3
6: FUEL	Diesel	28: FUEL	Mid-grade 3 FS
7: MERCH	Merchandise	29: AUTO	Auto Merch.
8: AUTO	Batt. and Acc.	30: FUEL	Premium 2
9: SERV	Labor	31: FUEL	Premium 2 FS
10: AUTO	Tires	32: FUEL	Diesel FS
11: FUEL	Regular FS	33: MERCH	Prepaid Card
12: FUEL	Unleaded FS	34: FUEL	Diesel (2)
13: FUEL	Premium 1 FS	35: FUEL	Propane
14: AUTO	Oil	36: FUEL	Methanol
15: SERV	Lube	37: FUEL	Ethanol
16: FUEL	Mid-grade 1	38: FUEL	Unleaded/alcohol
17: FUEL	Mid-grade 1 FS	39: FUEL	Unleaded +/alcohol
18: OTHER	Coupon	40: FUEL	Super/alcohol
19: FUEL	Compr. Nat. Gas	41: FUEL	Off-road fuel
20: OTHER	Tax	42: FUEL	Aviation gas
21: SERV	Car Wash	43: FUEL	Aviation jet
22: SERV	Towing	44: FUEL	Misc. Fuel
* NA - Not assigned			

## Credit Card Parameters (-J)

Select option 6 on the Configuration Menu or **Citgo -J**. This table sets the purchase limits of the various cards.

- To permanently disable a card, notify ADS to change your PDL.
- To temporarily disable a card while waiting for your new PDL, set the **Card OK** option from Y to N.

If a local authorization is allowed when you cannot connect with the host, set the Island Card Reader Fallback (ICR Fall) option to Yes. The amount that can be purchased in this case, is displayed in the ICR Max field.

The Referral # will be displayed if the credit card cannot be accepted.

*Note: The Show Acct field setting is no longer used. All credit card account numbers are masked on the customer receipt.*

The illustration below shows the default values. If any of these values need to change, contact ADS. Your next PDL will then have new values.

The only debit parameter that is set in the PDL is whether debit cards are accepted or not; all other parameters should be modified here. For a debit sale, the dollar amount of the preauthorization is not taken from the ICR Pre-Auth field; it is taken from the ICR Max field. Adjust your ICR MAX field accordingly.

		Card Parameters						
Card	OK	Cns1	ICR	ICR	ICR	Show	Price	Referral#
Type		Fall	Fall	PRE	Max	Acct	Level	
1 CITGO PLUS	Y Z	\$ 35	Yes	\$ 1	\$50	No	0	18003524846
2 CITGO SILVER	Y Z	\$ 25	Yes	\$ 1	\$75	No	0	18003524846
3 CITGO FLEET	Y	\$ 35	No	\$50	\$50	Yes	0	18003524846
4 MC	Y Z	\$ 35	Yes	\$ 1	\$50	4	0	18003435792
5 VISA	Y	\$ 35	Yes	\$ 1	\$50	4	0	18003435792
6 AMEX	Y	\$ 0	No	\$50	\$50	4	0	18005282121
7 DISCOVER	Y	\$ 35	Yes	\$50	\$50	4	0	18003471111
8 PHH	Y	\$ 50	No	\$50	\$75	Yes	0	ADS
9 WEX	Y	\$ 0	No	\$50	\$99	Yes	0	18008421071
...								
14 DEBIT	Y	\$ 35	No	\$35	\$35	4	0	ADS
15 PREPAY CARD	Y	\$ 0	No	\$50	\$50	Yes	0	ADS

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

*Note: The ICR Max (fallback limit) option is also referred to as the off-line limit.*

The OK field displays the following option.

Option	Description
'R'	if Returns are not allowed
'V'	if Voice Authorizations are not allowed
'Z'	if the card requires ZIP code entry at the ICR or manual entry at the console

## Instant On (-G) (-H)

Select option 7 or 8 on the Configuration menu (**Citgo -G and Citgo -H**). The Instant On option allows you to start pumping fuel before the purchase approval is received from the network host.

To disable the Instant On option globally, disable the Instant On network parameter by setting option 10 to Disable. Refer to [“Instant On” on page 14](#) for details. If the Instant On option is enabled, this feature can be restricted, based on the pump number and the type of card the purchaser is using. Ensure that you disable the Instant On option if you are accepting instant gratification for coupons.

The following are the tables that are used to control these features:

### (-G) Card Permissions

Select option 7 on the Configuration Menu or **Citgo -G** to set the Instant On option, based on cards used. The menu printed shows the cards available. To ensure that the Instant On option is enabled for a certain card type, select the card, then select **Yes** to enable the Instant On option for that card.

*Note: Fleet Cards are not be eligible for the Instant On option.*

```

0: CITGO Plus           Enabled
1: CITGO Silver         Enabled
2: CITGO Fleet          Enabled
3: MC                   Enabled
4: VISA                  Enabled
5: AMEX                 Disabled
6: Discover              Disabled
7: PH&H                 Disabled
...
Enter card type to modify ro RETURN to exit:

```

### (-H) Pump Permissions

Select option 8 on the Configuration Menu or **Citgo -H** to set the Instant On option, based on pump used. The menu printed shows the available pumps.

*Note: If pumps need to be added, run the PUMP command.*

```

Pump Instant On      Pump Instant On
1      Enabled        6      Enabled
2      Enabled        7      Enabled
3      Enabled        8      Enabled
4      Enabled
5      Enabled
...
Enter pump type to modify ro RETURN to exit:

```

## Configuration Hard Copy (-S)

The hard-copy report prints the product cross reference. The following illustration shows a sample report.

System Configuration Report							
Unit #00098989898 TID: 03 Posted: 7/8/01 9:52							
Batch #5 Sequence #1							
PDL version: 10							
Dial Type: TONE							
Allow returns: Yes							
Debit Cashback limit: \$ 0							
Surcharge \$0							
Allow manual card entry: Yes							
Allow prepay cards: Yes							
Allow check authorization: No							
Universal Wex code: 4							
Private Wex code: 0							
Automatic Balance after 35 transactions							
Debit Ready							
Cards accepted:							
Type	Fall	Fall OK	ICR Pre	ICR Max	Show Acct	Merch	Referral #
CITGO PLUS	\$35	Yes	\$ 1	\$50	No	35	18003524846
CITGO SILVER	\$25	Yes	\$ 1	\$75	No	35	18003524846
CITGO FLEET	\$35	No	\$50	\$50	Yes	0	18003524846
MC	\$35	Yes	\$ 1	\$50	4	91	18003435792
VISA	\$35	Yes	\$ 1	\$50	4	99	18003435792
AMEX	\$ 0	No	\$50	\$50	4	99	18005282121
DISCOVER	\$35	Yes	\$50	\$50	4	99	18003471111
PHH	\$50	No	\$50	\$75	Yes	0	ADS
WEX	\$ 0	No	\$50	\$99	Yes	0	18008420071
WEX PRIVATE	\$ 0	No	\$50	\$99	Yes	0	18008420071
IAES	\$ 0	No	\$25	\$99	Yes	0	18005252578
VISA FLEET	\$ 0	No	\$25	\$99	Yes	0	18005252578
VOYAGER	\$50	No	\$50	\$50	Yes	0	18009876589
DEBIT	\$35	No	\$35	\$35	4	0	ADS
PRE_PAY CARD	\$ 0	No	\$50	\$50	Yes	0	ADS
Press Enter.							
Code	Action	Display					
0	Approve	APPROVED %s					
1	Deny	INVALID VEHICLE					
2	Deny	INVALID DRIVER					
3	Deny	CALL %11.11s					
6	Deny	OVER DAILY LIMIT					
7	Deny	PIN TRIES EXCEEDED					
10	Deny	DENIED					
11	Deny	INVALID DRIVER					
12	Deny	INVALID VEHICLE					
13	Deny	DECLINE					
14	Deny	UNAUTH FUEL TYPE					
15	Deny	GAS ONLY					
16	Deny	SEE ATTENDANT					
17	Deny	LOC NOT AUTH					
20	Deny	DENIED					
21	Deny	OVR M LMT OTHR					
22	Deny	OVR M LMT GAS					
23	Deny	OVR M LMT MDSE					
24	Deny	OVR M LMT SVC					
25	Deny	GAS ONLY					
26	Deny	OVR D LMT GAS					
27	Deny	DECLINE					
28	Deny	CANCEL INVALID PIN					
29	Deny	OVR D LMT OTHR					
30	Deny	CALL %11.11s					
31	Deny	OVR D LMT MDSE					
32	Deny	OVR D LMT SVC					
33	Deny	GAS ONLY					
35	Deny	GAS ONLY					
40	Deny	HOST UNAVAILABLE					



The following illustration displays the System Configuration Report (continued).

50	Deny	INVALID CARD TYPE
60	Deny	CARD HAS EXPIRED
70	Deny	DECLINE
79	Deny	DECLINE
80	Deny	HOST UNAVAILABLE
81	Deny	DEBIT NET ERROR
83	Deny	BAL INQ NOT AVAIL
84	Deny	INTRCHG BAD RESP
90	Deny	HOST UNAVAILABLE
85	Deny	DUPLICATE REQUEST
101	Deny	Credits not allowed
102	Deny	Denied Hand entry
103	Deny	Unknown Card
104	Deny	Over limit
105	Approve	Voice Auth %s
106	Deny	Postpay only
107	Approve	Imprinter %s
108	Deny	BAD CARD
109	Deny	Denied, try later
0	Deny	

#### CITGO PRODUCT CROSS REFERENCE

Local	ADS
1: Diesel #2	Diesel (2)
3: Premium	Premium 1
4: Reg Nolead	Unleaded
5: Plus Nolead	Mid-grade 1
6: Super Nolead	Premium 2
7: Oil Qt.	Oil
8: Oil Gal.	Oil
10: C-STORE1	Merchandise
11: C-STORE2	Merchandise
12: C-STORE3	Merchandise
13: Solvent	Misc. Fuel
14: Kerosene	Kerosene
15: Propane	Propane
16: Offrd Disct	Coupon
17: DSL Offroad	Off-road fuel
18: Car Wash	Car Wash
19: Regular	Regular
20: SERVICES	Repairs
21: Cig. Pack	Merchandise
22: Cig. Carton	Merchandise
23: MOTOR OIL	Oil
24: CHIPS	Merchandise
25: CANDY	Merchandise
26: BEER/WINE	Merchandise
27: LOTTERY TKT	Merchandise
28: LOTTERY PAY	Merchandise
29: BOTTL RETURN	Merchandise
30: MISC. TAX	Merchandise
31: MISC. NONTAX	Merchandise
32: TOBACCO	Merchandise
33: GROC. TAX	Merchandise
34: GROC. NONTAX	Merchandise
35: FOUNTAIN	Merchandise
36: SODA	Merchandise
37: SNACKS	Merchandise
38: AUTO ACCESS	Auto Merch.
39: PAID OUT	Merchandise
40: COUPONS	Coupon
41: MAGAZINES	Merchandise
42: DELI	Merchandise
44: DAIRY/JUICE	Merchandise
45: Coffee	Merchandise
46: Sm Drink	Merchandise
47: Md Drink	Merchandise
48: Lg Drink	Merchandise
49: WITHDRAWALS	Merchandise
50: Prepay Card	Prepaid Card
55: Act PP Card	Merchandise

## Saving Data

Select **Quit** to save the data that you have changed. Select Yes at the Save Configuration prompt. The program then stores the information in the *FRAMOS.CFG* the 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 an older version of the program).

## Dialout Modem Setup Program

*Note: Citgo 007 uses a PC COM port on the PC, not on the SC III boards. COM2 is used as an example below, but it will be unavailable if you have an integral Profit Point console.*

To set up the modem, proceed as follows:

- 1 Select option 3 on the Main menu or **Citgo -N**. This program will edit the following Serial Port Configuration settings in Sys\_Par. Do not enter this information manually in Sys\_Par, or you will override the correct settings for the following options:
  - Host handler channel
  - Host handler baud rate
  - Host handler data: the first two digits (modem-type)

```

                                Gasboy International CFN3
                                Financial Network Setup for Citgo (007)
                                Modems(002)
                                EDIT MODEM PARAMETERS

1. Modem Name : BocaModem 2400
2. Modem Baud: 2400
3. Modem Port: Com2

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

- 2 Select **1. Modem Name**. The following screen is displayed that allows you to select the type of modem.

```

                                Copyright (2000) Gasboy International
                                Network Setup for CFN/3
                                Modems(002)
                                SELECT MODEM NAME

1. Hayes 1200
2. Generic Hayes (Smartmodem/Accura)
3. Hayes Optima
4. Hayes Accura 14.4
5. Hayes Accura 336.
6. BocaModem 2400
7. Boca Research 14400
8. SPS VSAT VISA 1
9. Cardinal 2400
10. Everex 2400
11. Practical Peripherals
12. Practical Periph. 14400 (5615)
13. Practical Periph. 33600 (5638)
14. Supra 2400
15. US Robotics 2400
16. Zoom 2400
17. Zoom 14.4 EX (165)
18. Quiet Hayes
19. Zoom 56K at 1200 baud
20. Zoom 56K at 2400 baud

Enter Modem Name,Q-Quit :
```

- 3 Enter the appropriate baud rate and port usage for this system. You can 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.

## Debit

Cash Back will only be allowed for even dollar amounts (anything from \$1.00 and above; no coins).

*Note: Reversal of a debit card sale is restricted by the network. Once the transaction has been processed by the bank you must complete the sale. Once completed, refund that amount back to the debit card.*

## Cash Back

To set up the SC for Cash Back on a debit card, you must first assign a product code for Cash Withdrawal using Load Product. This manual uses **51** as a reference (refer to [“Instant On” on page 14](#)). For specific information on how to create and load a product, refer to the Merchandise Products chapter in the MDE-4313 CFN III Manager’s Manual.

Once you have set up the product code in the SC software, enter the product code number in the **15. Cash Withdrawal Product Code** field of the Citgo Network Parameter menu.

If your site requires a purchase to be made for Cash Back, set the **12. Require purchase with Debit Cashback** option to Enable.

## Setting Up Surcharges

If you need to add surcharges to debit transactions, then set the surcharge parameter, option 14 in the Network Parameter menu to the Surcharge Product Code you will be using. To set up the Surcharge Product, refer to the same instructions used to set up the Cash Back option. If you do not need this feature, set the Surcharge Product Code to 0.

If surcharges are considered, they will be added automatically by the SC, once the debit payment option is selected. The new total will be displayed after the transaction is verified. The surcharge will also be reflected in the receipt total. No key should be programmed on the POS. This amount is also added at the island.

If enabled, debit cardholders will see the following prompt at the ICR:

Surch. \$x.xx 1=OK

The customer should type **1**. Then, press **ENTER** to continue the transaction. Any other value will stop the transaction.

You need to load a Price Look Up (PLU) for the surcharge product. The surcharge must be a fixed price department.

*Note: Run the POS command every time you add or delete product codes.*

## Debit Receipts

The receipt heading must have a Unit #, Location, Name and Address for sites that accept debit transactions on their CFN III systems, and for all changes to merge into the Profit Point consoles. Refer to the Receipts Chapter in MDE-4313 CFN III Manager's Manual to set up the receipt information.

The Reader program also needs a specific setup for debit transactions. Refer [“Reader \(READER\)” on page 37](#) for more information.

# Settlement for ADS

## How Settlement Works

Transactions with ADS are grouped into batches. As transactions are processed during the day, the site automatically closes batches, reconciling the amounts the site recorded with what the ADS received. Each time this occurs, a message is printed on the log indicating the status of the preceding batch.

Once a day, you should print a report showing the status of all batches that occurred during the day. The **CITGOSTL** command performs this function. Set a cron to execute this command at close-of-day time. The reports will be saved on the disk for one week in the JCPREP directory for remote examination or reprint operations.

*Note: Data for the current day's reports is maintained in the PENNEY.STL file. Do not remove this file.*

## Settlement Report

If you do not have a log printer, you must edit the *CITGOSTL.CMD* file and remove (or comment out) the directions to the log and any log file commands found therein.

The following illustrations display the report for settlement, which is printed on the log and stored on disk.

```
C* citgo -p
                                Credit Detail of Entire Day
                                Unit #000474747 TID: 01 Posted: 6/14/91 23:59
```

Type	Count	Manual	Sales	Credits	Total
CITGO FLEET	6	0	14.56	14.56	0.00
MC	2	0	12.00	15.00	12.00
VISA	3	0	25.31	0.00	25.31
DISCOVER	7	0	35.23	0.00	35.23
DEBIT	11	0	92.00	0.00	92.00
PREPAY CARD	4	0	16.61	16.61	00.00
Total	36	00	195.71	31.17	164.54

Balanced

Debit cash withdrawal: 0 for 0.00

Total Quick Credit Applications: 0

No coupons received

Prepay Card Activation Report

Card	Amount
66009898765432198875	\$10.00

```
C* citgo -pb3
                                Credit Detail of Batch #3
                                Unit #000474747 TID: 01 Posted: 6/14/91 15:59
```

Type	Count	Manual	Sales	Credits	Total
CITGO FLEET	6	0	14.56	14.56	0.00
MC	2	0	12.00	15.00	12.00
VISA	3	0	25.31	0.00	25.31
DISCOVER	5	0	17.13	0.00	17.13
DEBIT	11	0	92.00	0.00	92.00
PREPAY CARD	4	0	16.61	16.61	00.00
Total	34	00	177.61	31.17	146.44

Balanced

Debit cash withdrawal: 0 for 0.00

Total Quick Credit Applications: 0

No coupons received

The following illustrations display samples of out of balance reporting.

```
C* citgo -p
                                Credit Detail of Entire Day
                                Unit #00047474747 TID: 01 Posted: 6/14/91 23:59
Batch #3 out of balance.

Type      Count    Manual    Sales    Credits    Total
CITGO FLEET    4        0        6.00      4.00      2.00
M/C          10        2       174.06     30.00     144.06
VISA         14        4       121.70      0.00     121.70
AMEX          2        0        21.82      0.00      21.82
DISCOVER       2        0        25.02      0.00      25.02
Total        32        0       388.60     34.00     354.60 OUT OF BALANCE

Debit cash withdrawal: 0 for 0.00

No coupons received
```

```
C* citgo -pb3
                                Credit Detail of Batch #3
                                Unit #00047474747 TID: 01 Posted: 6/14/91 15:59

Type      Count    Manual    Sales    Credits    Total
M/C          5        1        87.03     15.00      72.03
VISA          7        2        60.85      0.00      60.85
AMEX          1        0        10.91      0.00      10.91
Total       13        0       198.79     15.00     183.79 OUT OF BALANCE
```

```
C* citgo -pB
                                BATCH REPORT
                                Unit #00047474747 TID: 01

Batch      Shift    Count    Sales    Credits    Time Comment
1           1       13       158.79     15.00     13:31
2           1        3        15.51      2.00     14:23
3           2       13       158.79     15.00     15:39 OUT OF BALANCE
4           2        3        15.51      2.00     17:29
                                End of day 6/14/91 23:59
```

You can recreate a previous day's report by running the Citgo command and selecting the Select Previous Report Day option. This will allow you to print reports for the selected day. It is possible that if the date in the system has changed, you may encounter problems with settlement reports not displaying the appropriate DAY header (Monday, Tuesday, and so on). This is not an issue with settlement, but a defect in the reporting program only. The settlement report defect will not cause any monetary losses.

In order to resolve this issue, you must reset the day of the week in the Citgo menu by selecting the Select Previous Report Day option and then, choose the correct option for the current day of the week.

## IMPORTANT INFORMATION

You must select the actual day. Do not use the current day selection. If it is Monday, choose Monday; if it is Tuesday, choose Tuesday, and so on. Selecting the "current (today)" option will not resolve the issue.

# Operator Instructions

This section supplements instructions in the C09204 Check Point Reference Manual. Note that the first two transactions apply only to Check Point consoles.

## Authorization-only Transactions

To authorize a card on the console and not apply any charge, an authorization-only transaction is available. This may occur only when a pre-check of credit transactions is required before performing an expensive service.

Before performing this transaction, the **MDSE** sale must not have any items on it.

The following is an example of an authorization-only transaction.

**MDSE** **PRESET** dollar amount **ENTER** **CREDIT** card acceptance.

Operator Action	Console Display	Notes
Press <b>MDSE</b> .	** Merch \$0.00	Current lamp is on.
Press <b>PRESET</b> .	Preset amt \$.	Dollar amount to be authorized.
Enter the dollar amount.	Preset amt \$ 15.00.	
Press <b>CREDIT</b> .	****Enter card****	
Slide card or enter the card number and expiration date	Enter PIN on PIN pad	The message "Enter PIN" may not appear.
Customer enters the PIN on the PIN Pad.	****Verifying****	The "Enter PIN" step is optional.
Wait for approval	*Approved 123456* or denial message	
A receipt can be printed.		

## Manual Entry of CITGO Cards

For manual entry of CITGO cards, proceed as follows:

- 1 Press the **Citgo Fleet** or **Citgo Plus** key and then, manually enter the account number. For Fleet cards, the message "Enter code" appears.
- 2 Enter the 8-digit number in the lower left corner of the card.

## Pre-authorization Transactions

A pre-authorization transaction on the console is used to pay off a transaction that has previously been authorized. This may be used to pay off an authorization-only transaction or to pay off a transaction that has received voice authorization.

The following is an example of a pre-authorization on a merchandise sale.

**Pump #** **1** **1** **SPEC FUNC** **CREDIT** card acceptance.

**MDSE** **1** **1** **SPEC FUNC** **CREDIT** card acceptance.

The following is an example of a pre-authorization-only transaction preformed on a Check Point console.

Operator Action	Console Display	Notes
Press <b>MDSE</b> to display the incomplete merchandise sale.	\$! Merch \$4.83	
Press <b>1</b> , <b>1</b> , and <b>SPEC FUNC</b> .	Enter Auth Number	
Enter the authorization number.	Auth # 123456	
Press <b>CREDIT</b> .	****Enter card****	
Slide the card or enter the card number and expiration date.	Enter PIN on PIN pad	The message "Enter PIN" may not appear.
Customer enters the PIN on the PIN Pad.	****Verifying****	The "Enter PIN" step is optional.
Wait for approval.	*Approved 123456* or denial message	
A receipt can be printed.		

## CITGO Prepay Cards

This section applies to both the Check Point and Profit Point consoles. Also refer to [“Setting Up the Site for CITGO Prepay Cards \(Cash Cards\)” on page 10](#) for more information. The Network Parameter option 17 must be assigned for a CFN III system.

### CITGO Prepay Card Activation

Once a CITGO Prepay Card is sold to a customer, it must be activated. Before performing this transaction, the **MDSE** sale must not have any items on it.

The following is an example of an prepaid card activation preformed on a Check Point console.

**MDSE** **PRODUCT** product number **ENTER** dollar amount **ENTER** **CREDIT** card acceptance.

Operator Action	Console Display	Notes
Press <b>MDSE</b> .	** Merch \$0.00	Current lamp is on.
Press <b>PRODUCT</b> .	Product #?	
Enter the product number.	Product #? 0.55	Product number setup for activation.
Enter the dollar amount.	ACT PP CARD? PRICE??	Amount for card activation.
Press <b>CREDIT</b> .	****Enter card****	
Slide the card.	****Verifying****	
Wait for approval.	*Approved 123456* or denial message	
A receipt is printed automatically.		



This method applies to the Profit Point as well as the Check Point consoles. Once a key is defined to perform the defined keystrokes, enter the activation amount, slide the card, and wait for approval. If no key is defined, use this method and substitute MDSE with NEW MDSE. The authorization number will be printed on the log printer.

## CITGO Prepay Card Balance Inquiry

To request the balance of a CITGO Prepay card on the console and not apply any charge, a special authorization-only transaction is available. Before performing this transaction, the **MDSE** sale must not have any items on it.

The following is an example of a balance inquiry performed on a Check Point console.

**MDSE** **PRESET** \$0.01 **CREDIT** card acceptance.

Operator Action	Console Display	Notes
Press <b>MDSE</b> .	** Merch \$0.00	Current lamp is on.
Press <b>PRESET</b> .	Preset amt \$	
Enter the dollar amount.	Preset amt \$ 0.01	Must use a non-zero dollar amount.
Press <b>CREDIT</b> .	****Enter card****	
Slide the card.	****Verifying****	
Wait for approval.		
A receipt is printed automatically.		

This method applies to the Profit Point as well as the Check Point consoles. Once a key is defined to perform the defined keystrokes, slide the card and wait for approval. If no key is defined, use this method and substitute MDSE with NEW MDSE.

## Card Restrictions

Some cards have restrictions on the types of merchandise or fuel that can be purchased with them. If items that are not allowed are rung up in a sale, the message “Unauthorized item(s)” appears. You must void the item before continuing the operation.

Some cards allow only a limited number of merchandise items per sale. If too many items are included, a message “Too many items” appears. You must void one or more items in order to complete the sale. The voided items may be rung up on a separate sale.

A message “Over merch limit” may also appear. There are two ways to deal with the situation, depending on store policy. The clerk can either press **ENTER** and the sale will continue, or press **STOP** and reduce the merchandise items on the sale.

*Note: PH&H does not accept discounts or coupons.*

## Verification Response Codes

Code	Description
00	Transaction is approved.
01,06,07,10,20,50, 60	Transaction is denied.
02, 55	Retry entering the PIN.
03, 30	Call the phone number displayed.
40	Off-line limit applies (if the off-line limit for the card is less than the amount requested, the transaction is cancelled). The off-line limit is also called the fallback limit.
80, 81, 84, 90	Communication will automatically be retried with the backup phone number. If the code is received again in the same transaction, the off-line limit applies.
(anything else)	Transaction is denied.

## CITGO Messages

The following are the CITGO messages that appear on the system.

### Balance Request Interrupted

The line hung up during the balance request.

### Network not Initialized

Select **5. Configuration > 1. Initialize (CITGO -I)** on the Citgo Main menu.

### Contact ADS, PDL Unavailable: code xx

Code=70 - Check site date/time.

Code=40 - Contact ADS for help in obtaining a PDL.

Code=999 - Host setup incorrect; contact ADS.

### No PDL Available

ADS is unable to provide the PDL.

### Rejected Collect on #xxxx

The transaction was authorized, but its completion was rejected.

### Request to Balance Accepted: Batch #xx has xx Items for \$xxx.xx (with \$xx of credits)

The *[with \$xx.xx of credits]* portion of the message appears only if there are credits.

**Request to Balance OUT OF BALANCE: Batch #xx has xx Items for \$xxx.xx (with \$xx.xx of credits)**

The *[with \$xx.xx of credits]* portion of the message appears only if there are credits.

**Imprinter Message**

When some cards are approved by ADS, a message “Imprinter: #####” appears, where ##### is the authorization number. Contact the ADS Help Desk to seek assistance to handle such cards.

**Host Port not Set Up**

Select **3. Edit Modem Parameters** on the Configuration menu to set up your dial-out modem.

**Coupon-related Messages**

The following messages will appear on the log printer (or through PR MON).

**Error: No Coupon Storage Available**

Run **settle -r** to reset the coupon storage.

**Bad Coupon Data**

The coupon data is invalid as sent from CITGO. Contact Citgo for assistance.

**Award: Call Citgo**

The cardholder’s award could not be printed. The cardholder should contact Citgo to receive a replacement coupon.

**Debit-related Messages**

The following are the debit-related messages that appear on the system.

**Surcharge Product Invalid**

You have either disabled the Surcharge Product in the Network Parameters or set it to a valid product code.

**No Cash without Purchase**

If this option is enabled in the Network Parameters, the customer must purchase something before they can obtain cash.

**Cash Back Limit**

The input amount for Cash Back exceeded the value set in the PDL. Contact ADS to adjust this amount.

**Cash Back Even \$\$ Amounts**

Cash Back is limited to even dollar amounts (for example, \$1.00).

**No Master Key**

Contact Gasboy Technical Service for a new master key (KEK) to be loaded.

**Debit Key Needed**

Select option 4 or **CITGO -Y** on the Main menu to request for a working key (KPE).

**Try Again**

If this message appears consistently with several debit cards, try to request for a new debit key using the **CITGO -Y** command. Run **PR PI 1**. Ensure that it does not print the message “No Master Key”.

## Transaction Pointer

If you do not regularly poll and reset the transaction pointer, you should run the **PURGE SITE** command once a day so you do not fill up the SC memory.

*Notes: 1) Do not use the following commands to reset the transaction pointer:*

***RE TR, PURGEMEM.CMD.***

*2) Do not use a Gasboy PC package to poll the SC transactions.*

*3) Do not allow the CFN to reset your transaction file.*

*4) Using any of these methods may result in the loss of transactions that should have been settled.*

# Troubleshooting

## Citgo Pointers

Type **STATUS D** to obtain a list of transaction pointers. The beginning and end pointers determine that transactions that are printed. The end pointer points to the slot for the next transaction. The transaction buffer is a circular buffer whose size is set up in the TABLE program. When the end pointer reaches the maximum size of the program, it is set to 0 so that the space used previously is reused.

The network software uses these pointers during its operation, but may also use two more pointers, **route\_num** and **route\_seq**. This use is network-dependent. For CITGO, **route\_num** points to the first transaction of the current batch. **Route\_seq** points to the last transaction that was completed with the host. These two numbers must be between 0 and the size of the transaction buffer. If otherwise, it indicates that there is a potential problem in the system.

The **FIX TR;I** command resets all of these pointers.

*Note: Run this as a last option.*

The following is an example of a troubleshooting operation.

Network Related Information

Transaction Begin Index: 0

Transaction End Index: 57

Other indices: block\_trans 0 route\_num 54 route\_seq 56

ROUTER cursors: host\_ptr 1 host\_qed 1

NC cursors: trans\_ptr 1 last\_qed 1

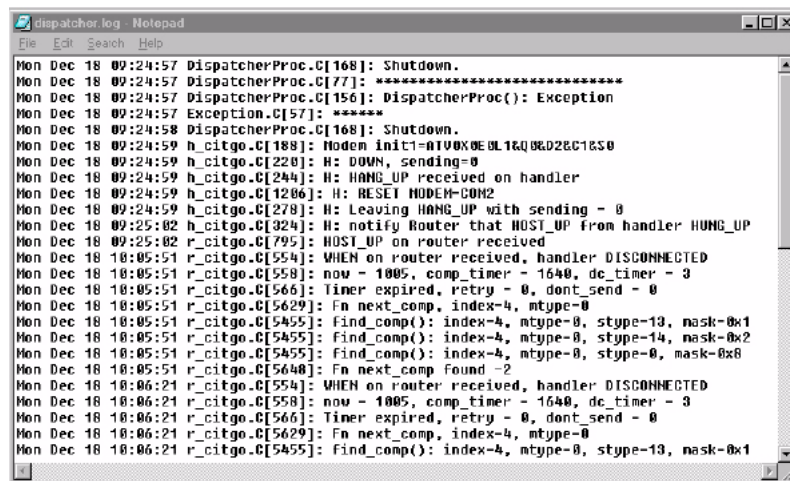
LOG cursors: log\_ptr 57 last\_sent 57

Router -ADS-Citgo 007

## Communications

The Citgo 007 program is independent of the CFN III program and runs in a separate window titled CITGO/ADS 7. This window indicates that the router is operating. If the CITGO/ADS 7 window closes and disappears from the desktop, it indicates that the router has stopped running.

The CITGO/ADS 7 window displays all the transaction and router activities as they occur. The information is dependent on the level of debug required. As this window displays the activity, it also writes to the *Dispatcher.log* file located in the SC III directory. This log file is very important for debugging purposes. When an error occurs, this file can be sent to Tech Services at Gasboy to track the operation just before the error occurred. The following is a sample screen shot (depending on the activities that have occurred).



```

dispatcher.log - Notepad
File Edit Search Help
Mon Dec 18 09:24:57 DispatcherProc.C[168]: Shutdown.
Mon Dec 18 09:24:57 DispatcherProc.C[77]: *****
Mon Dec 18 09:24:57 DispatcherProc.C[156]: DispatcherProc(): Exception
Mon Dec 18 09:24:57 Exception.C[57]: *****
Mon Dec 18 09:24:58 DispatcherProc.C[168]: Shutdown.
Mon Dec 18 09:24:59 h_citgo.C[188]: Modem Init1=ATV0X0E0L1&Q0&D2&C1&S0
Mon Dec 18 09:24:59 h_citgo.C[220]: H: DOWN, sending=0
Mon Dec 18 09:24:59 h_citgo.C[244]: H: HANG_UP received on handler
Mon Dec 18 09:24:59 h_citgo.C[1206]: H: RESET MODEM-COM2
Mon Dec 18 09:24:59 h_citgo.C[278]: H: Leaving HANG_UP with sending = 0
Mon Dec 18 09:25:02 h_citgo.C[324]: H: notify Router that HOST_UP from handler HUNG_UP
Mon Dec 18 09:25:02 r_citgo.C[795]: HOST_UP on router received
Mon Dec 18 18:05:51 r_citgo.C[554]: WHEN on router received, handler DISCONNECTED
Mon Dec 18 18:05:51 r_citgo.C[558]: now = 1805, comp_timer = 1640, de_timer = 3
Mon Dec 18 18:05:51 r_citgo.C[566]: Timer expired, retry = 0, dont_send = 0
Mon Dec 18 18:05:51 r_citgo.C[5629]: Fn next_comp, index=4, mtype=0
Mon Dec 18 18:05:51 r_citgo.C[5455]: Find_comp(): index=4, mtype=0, stype=13, mask=0x1
Mon Dec 18 18:05:51 r_citgo.C[5455]: Find_comp(): index=4, mtype=0, stype=14, mask=0x2
Mon Dec 18 18:05:51 r_citgo.C[5455]: Find_comp(): index=4, mtype=0, stype=0, mask=0x8
Mon Dec 18 18:05:51 r_citgo.C[5640]: Fn next_comp found -2
Mon Dec 18 18:06:21 r_citgo.C[554]: WHEN on router received, handler DISCONNECTED
Mon Dec 18 18:06:21 r_citgo.C[558]: now = 1805, comp_timer = 1640, de_timer = 3
Mon Dec 18 18:06:21 r_citgo.C[566]: Timer expired, retry = 0, dont_send = 0
Mon Dec 18 18:06:21 r_citgo.C[5629]: Fn next_comp, index=4, mtype=0
Mon Dec 18 18:06:21 r_citgo.C[5455]: Find_comp(): index=4, mtype=0, stype=13, mask=0x1

```

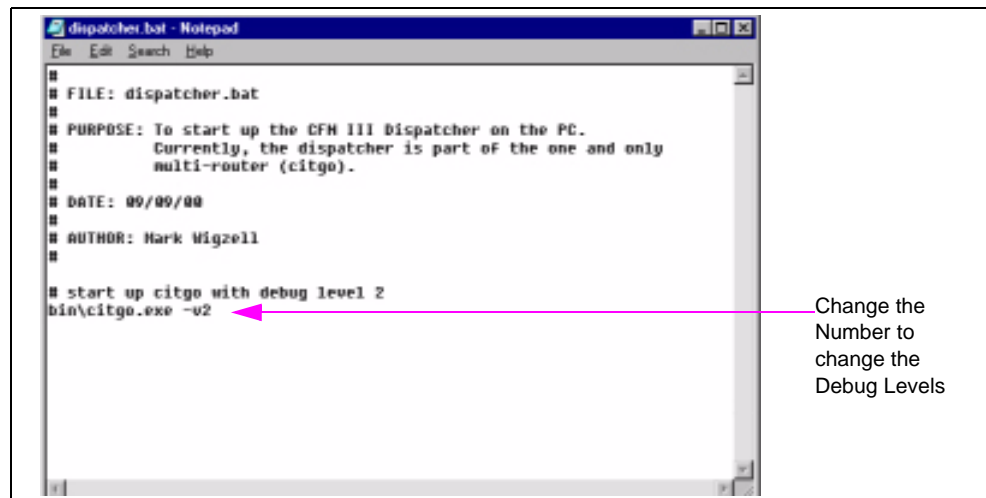
The *Dispatcher.log* file has a set size. Once this size is reached, the current information will be added to the *Dispatcher.log.old* file. The *log.old* file will also maintain a set file size and will not continue to expand with information. It will discard the oldest information that is stored, as new information is added.

To view the *Dispatcher.log* file, proceed as follows:

- 1 Open NotePad.
- 2 Select *Dispatcher.log* in the SC III directory.

## Dispatcher.bat

The debug level can be set in the *Dispatcher.bat* file. This is a small file located in the SC III directory.



The debug level in the example above is set to 2, which provides a high level of activity information. Normal operations would have this level set at 4 or 5 for minimum information to be written into this log. Retain the debug level at 2 for testing purposes. If the debug level needs to be changed, edit the *Dispatcher.bat* file.

To edit the debug level, proceed as follows:

- 1 Open Notepad.
- 2 Select *Dispatcher.bat* in the SC III directory.
- 3 In the last line of the file, change 2 to the debug level desired; 1 = All information, 2 = Almost all information, and so on with 5 giving you the least amount of information.

# System Setup

## System Parameters (SYS\_PAR)

The following settings are required for Citgo.

### Club Card Formats: Field Widths - Page 2

Digits in PIN for checking: **0**

Digits in PIN for savings: **0**

Digits in PIN for credit: **0**

### Reader Verification - Page 4

Use remote verification (reader): **Club, Checking, Savings, 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): **Club, Checking, Savings, 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

Verification time-out (Routers): **60**

*Note: This should be a minimum of 45, but can also be set to 0 for no time-out.*

Send requests to host handler: **Checking, Savings, Credit**



## Console (CONSOLE)

The following lists the default settings for console parameters that affect network operations.

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**

Console asks for odometer on fuel sale: **Card encoded**

Console asks for auxiliary # on fuel sale: **Card encoded**

Console asks for odometer on merchandise sale: **Card encoded**

Console asks for auxiliary # on merchandise sale: **Card encoded**

## Reader (READER)

The following illustration displays an example of the reader program setting for CITGO.

#	Ty	S/D	DISPLAY	WHILE ENTERING	OPTIONS
1	1	!	< < Slide Card < < !	!	
2	4	8	! \$ Amount or FILL	! \$ Amount	!
3	3	12	! PIN ?	! Your PIN	! Optional Auto-enter Masked
4	7	6	! Hub/Odo ?	! Hub/Odo	! Optional
5	6	8	! Vehicle #	! Vehicle #	! Optional
6	2	2	! Select pump	! Pump	! Auto-enter
7	9	!	! Please Wait	!	!
8	14	0	! P#XX	!	!
9	15	2	! ^ Ok for \$0000.00	!	!
10	9	!	!	!	!
11			!-----END-----!	!	!

The following illustration displays an example of a program for sites that accept debit cards.

#	Ty	S/D	DISPLAY	WHILE ENTERING	OPTIONS
1	1	!	< < Slide Card < < !	!	
2	5	!	! From which account	!	!
3	4	8	! \$ Amount or FILL	! \$ Amount	!
4	3	12	! PIN ?	! Your PIN	! Optional Auto-enter Masked
5	7	6	! Hub/Odo ?	! Hub/Odo	! Optional
6	6	8	! Vehicle #	! Vehicle #	! Optional
7	2	2	! Select pump	! Pump	! Auto-enter
8	9	!	! Please Wait	!	!
9	14	0	! P#XX	!	!
10	15	2	! ^ Ok for \$0000.00	!	!
11	9	!	!	!	!
12			!-----END-----!	!	!

## Tables

The following tables need to be set to the required sizes.

- The Receipt table must be set to 200 records if you are not using the Instant Gratification option, or to the maximum if you are enrolled in the program.
- The Auth table must be set to 75.

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