Introduction

Purpose

This manual provides network-specific information for Passport® systems at stores that use the HPS-Chicago network and are:

- Upgrading from Passport V10 with Service Pack L or later
- Upgrading from Passport V11.02 with Service Pack C or later
- Installing Passport V11.04 for the first time

IMPORTANT

Passport V11.04 software requires PX60 hardware platform. Do not upgrade to V11.04 if the store is not already running on PX60 hardware. The store requires a fresh install onto PX60 hardware.

Upgrading from Passport V10 to V11.04 requires notice to the HPS-Chicago network that the site is implementing EMV® functionality on Passport. In this version, EMV functionality affects inside and outside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the HPS-Chicago network and explain that the site is implementing an upgrade to Passport to enable EMV. The merchant should advise the network representative of the date the upgrade is to take place and request that the network prepare to enable EMV with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

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

- Upgrade without enabling EMV and return later for the PDL Download to enable EMV.
- Arrange a later date for the upgrade, after the network has sufficient time to enable EMV.

Intended Audience

This manual is intended for merchants, cashiers, store managers, and Passport-certified Authorized Service Contractors (ASC).

Note: Leave this manual, at the site for the manager's reference. This manual is available for download by certified Passport Authorized Service Contractors on Gilbarco's Extranet Document Library (GOLD℠).

REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING TO UPGRADE OR INSTALL PASSPORT V11.04 FOR HPS-CHICAGO.

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Related Documents

Document Number	Title	GOLD Library
MDE-3816	Passport Hardware Start-up and Service Manual	• Passport • Service Manual
MDE-4696	Ingenico PIN Pad Kits (PA0379XXXXXXX and PA0380XXXXXXX) Installation Instructions	Passport
MDE-4826	Passport Card and Face-based Local Accounts Setup and Operations Manual	Passport
MDE-4834	Passport System Recovery Guide for Passport V8.02+	Passport
MDE-4866	Passport Firewall Router Start-up and Service Manual	Passport
MDE-4954	Passport Start-up and Service Manual for the Cisco® Firewall Router (Q13708-08)	Passport
MDE-5025	Passport V9+ System Reference Manual	Passport
MDE-5026	What's New in Passport Versions 9 and 10	Passport
MDE-5083	Passport Hardware Start-up and Service Manual for PX60 Platform	• Passport • Service Manual
MDE-5167	Gilbarco Deployment Service (GDS) Start-up and Service Manual	Passport
MDE-5213	VeriFone MX915 PIN Pad Kit Installation Instructions	Passport
MDE-5218	MX915 PIN Pad to Passport Configuration Poster	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5334	Conexxus Mobile Payment Configuration and Troubleshooting Guide	Passport
MDE-5382	Secure Zone Router (Acumera) Installation Instructions	Passport
MDE-5429	Passport EDH (HPS-Chicago) V09.20 Implementation Guide for PA-DSS V3.2	Passport
MDE-5416	Passport V11.04 Upgrade Instructions for Passport Systems Operating on V9.05, 10.00, 10.10 or 11.01	Passport
MDE-5418	Passport Software Installation Manual for V11.04 on PX60 Hardware Platforms	Passport

Abbreviations and Acronyms

Term	Description
AID	Application Identifiers
ASC	Authorized Service Contractor
BOS	Back Office System
CAT5	Category 5
CRIND®	Card Reader in Dispenser
COM	Communication
CWS	Cashier Workstation
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
GSA	General Services Administration
HPS-C	Heartland Payment Systems-Chicago
LAN	Local Area Network
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PCATS	Petroleum Convenience Alliance for Technology Standards
PLU	Price Look Up
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SSL	Secured Socket Layer
SVS	Stored Value Services
SZR	Secure Zone Router
TCP/IP	Transmission Control Protocol/Internet Protocol
TLS	Transport Layer Security
UPC	Universal Product Code
URL	Uniform Resource Locator
WAN	Wide Area Network

Technical Support

If you are a store manager or merchant and need assistance with your Passport system, call Gilbarco at 1-800-800-7498.

If you are an ASC and need to verify RAS connection or activate a Passport feature, call Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or installation issue, call Gilbarco at 1-800-743-7501. Be prepared to provide your ASC ID.

If you are an ASC and need help with the network, use one of the following numbers:

Store Category	Help Desk Phone Number
PetroPay	1-800-578-7043
Generic	1-800-767-5258
Tesoro	1-888-702-4277
Elavon	Nova: 1-866-390-8522 Zion: 1-800-621-6890
Vantiv, 5th - 3rd	1-866-349-6591

Network Data Retention

The Passport system's network database saves transaction details for 35 days. This network setting is not editable. Network data retention meet Payment Application Data Security Standard (PA-DSS) compliance requirements and allows retailers to use the Backup Journals/Reports utility to save up to one full month of Passport system data on a single CD. For more information on saving journals and reports to CD, refer to *MDE-5025 Passport V9+ System Reference Manual*.

V11 Core Feature Enhancements

For more information on new features, refer to *MDE-5266 What's New in Passport Version 11*.

EBT Food (Non-integrated) and EBT Cash (Non-integrated) Tenders

Passport provides new Tender Group selections that allow the merchant to program EBT Food and EBT Cash tenders for stores that use an external EBT terminal to authorize EBT Cash and EBT Food transactions when the primary payment network does not support EBT Cash and EBT Food card types. These new EBT tenders are available for inside transactions only. The EBT Food tender applies food stamp restrictions to the items in the transaction as well as forgives tax for the items that qualify for food stamps.

Receipt Printer Settings for Faster Printing

To increase receipt printer speed, your ASC can change the settings on the Epson receipt printer, which increase the baud rate of the printers.

Forecourt Installation

After configuring products or grades, exercise care in assigning network codes to fuel products or grades. Assigning an incorrect product code to a fuel product or grade may cause the HPS-Chicago network to decline transactions, especially for those tendered with a fleet card, as fleet cards often apply fuel restrictions to the transaction. The Passport system and HPS-Chicago network use PCATS Payment System Product Codes.

Fuel Products and Grades

Match the fuel products or grades configured in Forecourt Installation with the product code mapping table. The following are the more frequent fuel product codes along with their description:

Fuel Grade Description	Code	Fuel Grade Description	Code
Unleaded Regular	001	Diesel Off-road (#1 and #2 Non-taxable)	032
Unleaded Plus	002	Ultra Low Sulfur Diesel Off-road (Non-taxable)	033
Unleaded Super	003	Biodiesel Blend Off-road (Non-taxable)	034
Unleaded 4	004	Ultra Low Sulfur Biodiesel Blend Off-road (Non-taxable)	035
Unleaded 5	005	Racing Fuel	036
Unleaded Methanol (5.7% blend)	006	Super Unleaded Methanol (7.7% Blend)	037
Unleaded Plus Methanol (5.7% blend)	007	Unleaded Methanol (10% Blend)	038
Super Unleaded Methanol (5.7% blend)	008	Unleaded Plus Methanol (10% Blend)	039
Unleaded Methanol (7.7% blend)	009	Super Unleaded Methanol (10% Blend)	040
Unleaded Plus Methanol (7.7% blend)	010	Super Unleaded Ethanol (7.7% Blend)	041
Unleaded Ethanol (5.7% blend)	011	Unleaded Ethanol (10% Blend)	042
Unleaded Plus Ethanol (5.7% blend)	012	Unleaded Plus Ethanol (10% Blend)	043
Super Unleaded Ethanol (5.7% blend)	013	Super Unleaded Ethanol (10% Blend)	044
Unleaded Ethanol (7.7% blend)	014	B2 Diesel Blend 2% Biodiesel	045
Unleaded Plus Ethanol (7.7% blend)	015	B5 Diesel Blend 5% Biodiesel	046
Methanol/Leaded	016	B10 Diesel Blend 10% Biodiesel	047
Ethanol/Leaded	017	B11 Diesel Blend 11% Biodiesel	048
Leaded	018	B15 Diesel Blend 15% Biodiesel	049
Regular Diesel #2	019	B20 Diesel Blend 20% Biodiesel	050
Premium Diesel #2	020	B100 Diesel Blend 100% Biodiesel	051
Diesel #1	021	Ultra Low Sulfur #1	052
Compressed Natural Gas	022	Ultra Low Sulfur #2	053
Liquid Propane Gas	023	Ultra Low Sulfur Premium Diesel #2	054
Liquid Natural Gas	024	Ultra Low Sulfur Biodiesel Blend 2%	055
M-85	025	Ultra Low Sulfur Biodiesel Blend 5%	056
E-85	026	Ultra Low Sulfur Biodiesel Blend 10%	057
Unleaded - Reformulated 1	027	Ultra Low Sulfur Biodiesel Blend 11%	058
Unleaded - Reformulated 2	028	Ultra Low Sulfur Biodiesel Blend 15%	059
Unleaded - Reformulated 3	029	Ultra Low Sulfur Biodiesel Blend 20%	060
Unleaded - Reformulated 4	030	Ultra Low Sulfur Biodiesel Blend 100%	061
Unleaded - Reformulated 5	031		

Do not use other fuel product codes. If you have questions or concerns about fuel product codes, contact the HPS-C Help Desk at 1-800-767-5258.

HPS-Chicago Network Programming

IMPORTANT
The Enhanced Dispenser Hub (EDH) must be installed and running before programming in **MWS** > **Set Up** > **Network Menu**. Always test Passport communication with the HPS-C network as part of any upgrade or fresh installation to ensure the network settings are working as expected. Refer to "System Test" on page 33 for instructions on performing this test.

1 From the Manager Workstation (MWS) main menu, select **Set Up** > **Network Menu**.

Figure 1: MWS Main Menu

Select **HPS-Chicago** and the following options display:

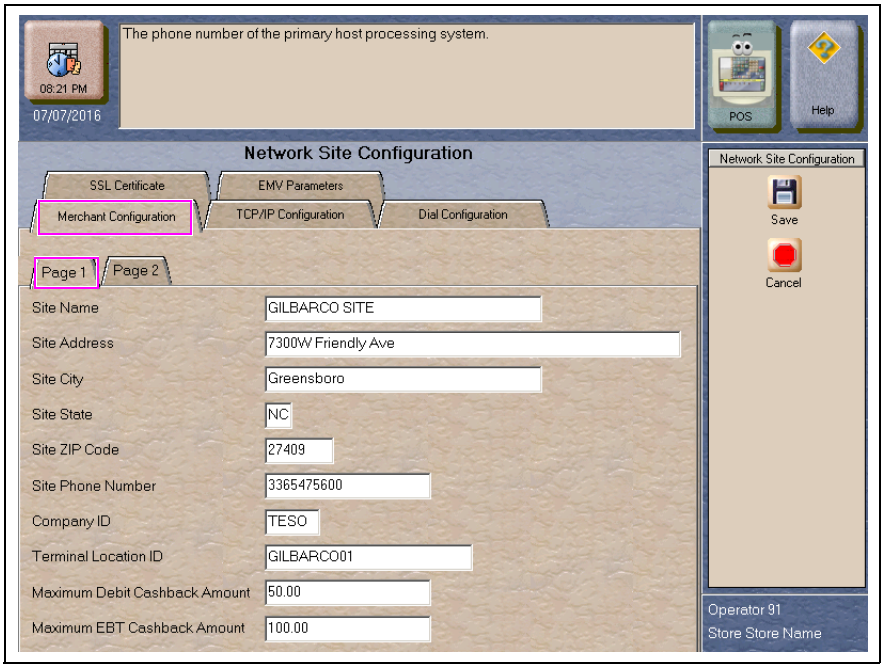
- Network Site Configuration
- Network Card Configuration
- Fuel Discount Configuration

Network Site Configuration

To program network configuration for the store, proceed as follows:

1 From the **HPS Chicago Network Configuration** menu, select **Network Site Configuration**. The **Network Site Configuration** screen opens.

Figure 2: Network Site Configuration - Merchant Configuration - Page 1 Tab



2 Select the **Merchant Configuration - Page 1** tab. The following table describes the fields on the **Merchant Configuration - Page 1** tab.

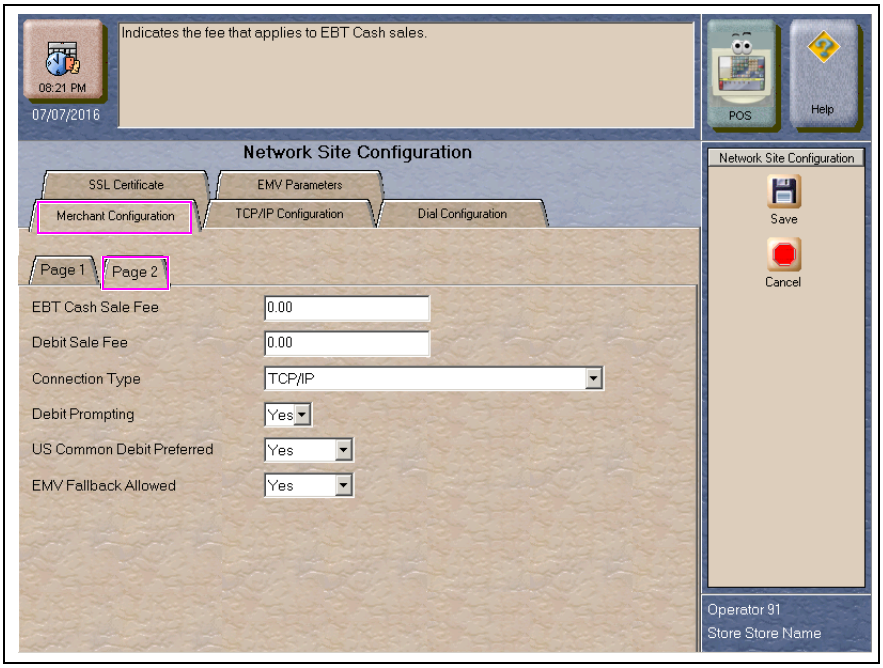
Fields on the Merchant Configuration - Page 1 Tab

Field	Description
Site Name	The store name, which prints on all inside receipts for network transactions. The field is editable and accepts up to 20 alphanumeric characters. *Note: Outside transaction receipts use the information stores in the POS site configuration.*
Street Address	The street address of the store, which prints on all receipts for network transactions. The field is editable and accepts up to 20 alphanumeric characters.
Site City	The city in which the store is located, which prints on all receipts for network transactions. The field is editable and accepts up to 20 alphanumeric characters.
Site State	The state in which the store is located, which prints on all receipts for network transactions. The field is editable and accepts up to two alphanumeric characters.
Site ZIP Code	The ZIP Code in which the store is located, which prints on all receipts for network transactions. The field is editable and accepts up to five digits.
Site Phone Number	The phone number for the store, which prints on all receipts for network transactions. This field is editable and accepts up to 12 alphanumeric characters.

Field	Description
Company ID	The value in this field is assigned by the HPS-C network to identify the merchant within the network. The Company ID prints on receipts for network-authorized payment transactions. The field is editable and accepts up to four characters (capital letters only). *Note: Obtain the Company ID from the HPS-C Help Desk. Key the value in exactly as instructed by the HPS-C Help Desk agent.*
Terminal Location ID	This field uniquely identifies the store with the HPS-C network. The Terminal Location ID prints on receipts for network-authorized payment transactions.The field is editable and accepts up to 15 characters (capital letters and digits). *Note: Obtain the Terminal Location ID from the HPS-C Help Desk. Key the value exactly as instructed by the HPS-C Help Desk agent.*
Maximum Debit Cashback Amount	The maximum dollar amount allowed as cash back on a debit transaction. Valid range is 0 through 100.
Maximum EBT Cashback Amount	The maximum dollar amount allowed as cash back on an EBT transaction. Valid range is 0 through 100.

3 After completing all fields on the **Merchant Configuration - Page 1** tab, select the **Merchant Configuration - Page 2** tab.

Figure 3: Merchant Configuration - Page 2 Tab



The following table describes the fields on the **Merchant Configuration - Page 2** tab.

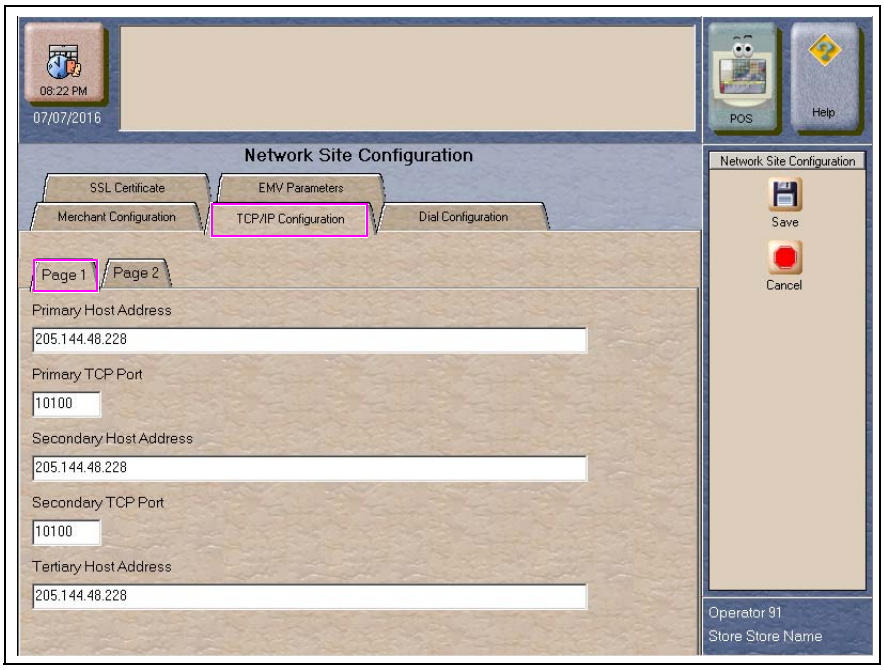
Fields on the Merchant Configuration - Page 2 Tab

Field	Description
EBT Cash Sale Fee	The dollar amount charged to the customer who tenders a transaction with an EBT Cash card. Passport prompts the customer to accept the fee. If the customer accepts the fee, Passport adds the fee to the transaction and reports the fee total in the Department Sales Report.
Debit Sale Fee	The dollar amount charged to the customer who tenders a transaction with a Debit card. Passport prompts the customer to accept the fee. If the customer accepts the fee, Passport adds the fee to the transaction and reports the fee total in the Department Sales Report.

Field	Description
Connection Type	Drop-down menu to select the network connection type to use to connect Passport to the HPS-C payment network. Selections are: • TCP/IP • TCP/IP with Dial Backup • Dial The ASC does not need to stop and start Passport when changing this selection. The change takes place immediately. If selecting TCP/IP with Dial Backup, the primary connection type is TCP/IP. If TCP/IP fails (and Dial Configuration is completed), Passport switches to Dial automatically.
Debit Prompting	When set to Yes, if the customer swipes a dual use card at the PIN pad or CRIND, the customer is prompted for Debit
US Common Debit Preferred	When set to Yes, if the customer presents an EMV chip card that contains both US Common and International Debit Application Identifiers (AID), Passport uses the US Common Debit AID. When set to No, if the customer presents an EMV chip card that contains both US Common Debit and International Debit AID, Passport uses the International Debit AID. If the card contains only one Debit AID, Passport uses it regardless of this setting.
EMV Fallback Allowed	When set to Yes, if the customer inserts an EMV chip card into the inside PIN pad chip reader and the PIN pad detects the card AID but fails to read the chip, Passport prompts the customer to swipe the card. When set to No, if the customer inserts an EMV chip card into the inside PIN pad chip reader and a chip error occurs, Passport declines the card.

4 If the Connection Type configured is TCP/IP or TCP/IP with Dial Backup, after completing all fields on the **Merchant Configuration - Page 2** tab, select the **TCP/IP Configuration - Page 1** tab; otherwise, skip to step 6 on page 13.

Figure 4: TCP/IP Configuration - Page 1 Tab



IMPORTANT

Passport ensures secure connection through Secured Socket Layer (SSL) allowing a merchant to come directly into the HPS-C SSL gateway. For more information, refer to "Appendix B: Stores with TCP/IP SSL Connections and Programming for Gilbarco RV042 Firewall Router" on page 38.

Confirm that the SSL selection is the correct one for your system; otherwise, the Cashier Workstation (CWS) will display "Communication Error" on the yellow bar when sending the first network transaction.

If Passport does not connect to the network successfully, the message "Cannot Connect" displays. If this occurs, watch the Network Status Monitor for the error message "Network Offline. SSL Certificate Validation Failed. Please contact Help Desk." If this occurs, refer to "Troubleshooting" on page 36.

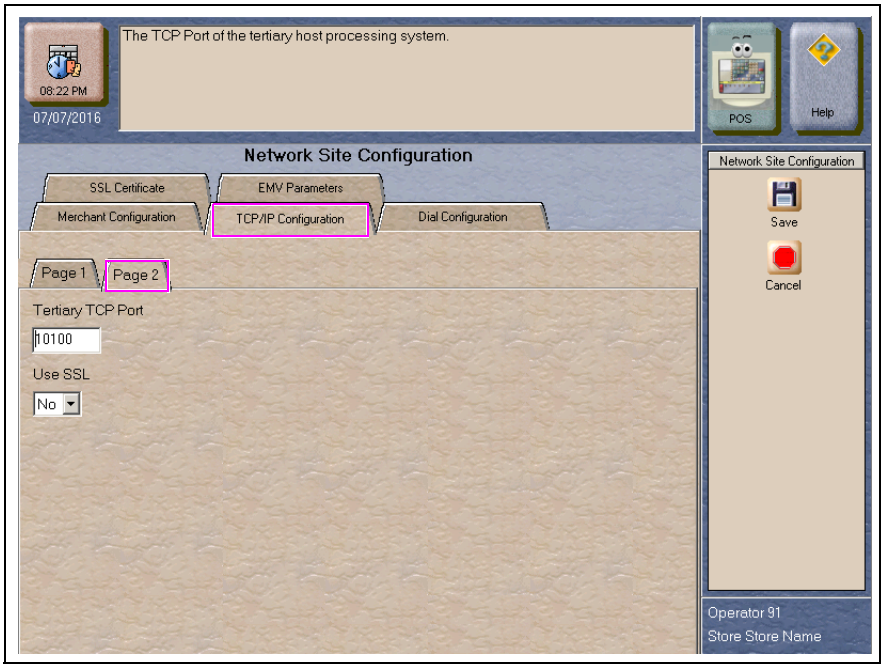
The following table describes the fields on the **TCP/IP Configuration - Page 1** tab.

Fields on the TCP/IP Configuration - Page 1 Tab (for TCP/IP or TCP/IP with Dial Backup Connection Type)

Field	Description
Primary Host Address	The main IP Address or Uniform Resource Locator (URL) used to connect and exchange transaction messages with the HPS-C network. Obtain the IP Address or URL to use for this field from HPS-C. The format for this field is four sets of integers (1 through 255), each separated by a decimal point, for example 255.255.255.255.
Primary TCP Port	The main port used to connect to HPS-C network. Obtain the value for this field from HPS-C. The field accepts up to five digits in the range of 0 through 65535.
Secondary Host Address	The first alternate IP Address or URL used to connect and exchange messages with the HPS-C network if the primary host address is unavailable. Obtain this IP Address from HPS-C.
Secondary TCP Port	The first alternate port used to connect to the HPS-C network if the primary port is unavailable. Obtain this port value from HPS-C. The field accepts up to five digits in the range of 0 through 65535.
Tertiary Host Address	The second alternate IP Address or URL used to connect and exchange messages with the HPS-C network if the primary and secondary host addresses are unavailable. Obtain this IP Address from HPS-C.

5 After completing all fields on the **TCP/IP Configuration - Page 1** tab, select the **Page 2** tab.

Figure 5: TCP/IP Configuration - Page 2 Tab



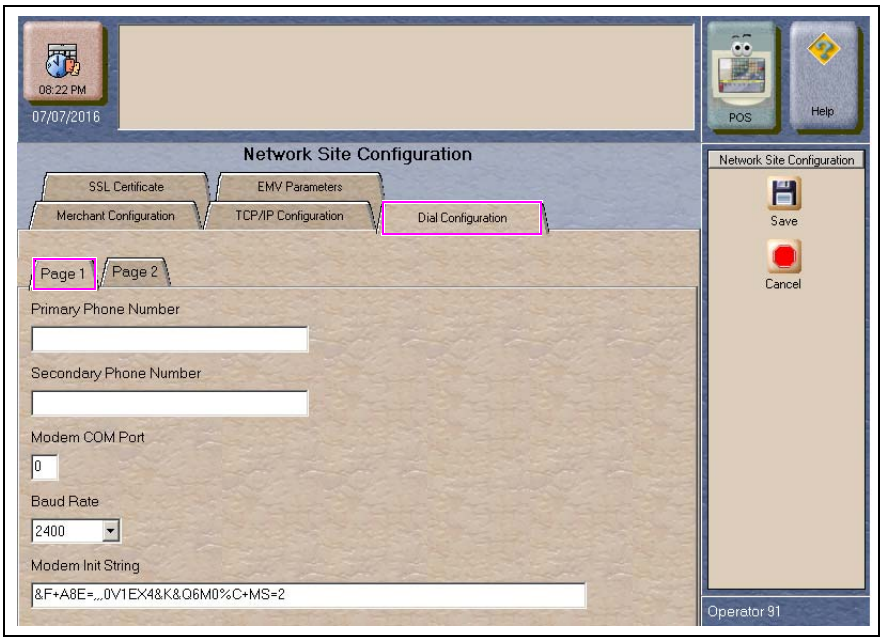
The following table describes the fields on the **TCP/IP Configuration - Page 2** tab.

Fields on the TCP/IP Configuration - Page 2 Tab (for TCP/IP or TCP/IP with Dial Backup Connection Type)

Field	Description
Tertiary TCP Port	The second alternate port used to connect to the HPS-C network if the primary and secondary ports are unavailable. Obtain this port value from HPS-C. The field accepts up to five digits in the range of 0 through 65535.
Use SSL	Used to define if the connection uses SSL protocol to ensure secure data traffic between host and Passport. Default value is Yes. *Note: Refer to "Appendix B: Stores with TCP/IP SSL Connections and Programming for Gilbarco RV042 Firewall Router" on page 38 for additional information and instructions.*

6 If the Connection Type configured on the **Merchant Configuration - Page 2** tab is Dial or TCP/IP with Dial Backup, select the **Dial Configuration - Page 1** tab; otherwise, skip to step 8 on page 15.

Figure 6: Dial Configuration - Page 1 Tab



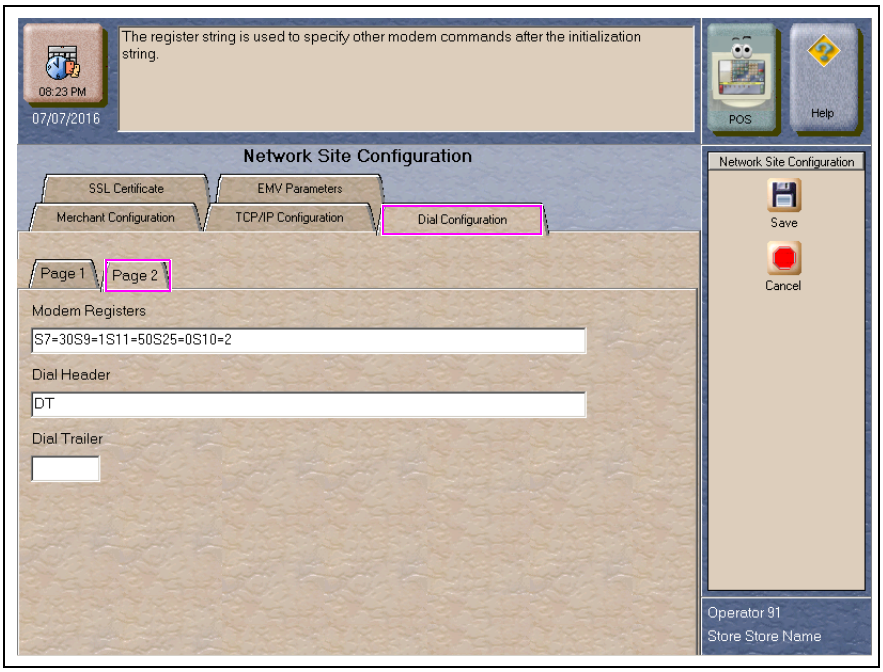
The following table describes the fields on the **Dial Configuration - Page 1** tab.

Fields on the Dial Configuration - Page 1 Tab (for Dial or TCP/IP with Dial Backup Connection Type)

Field	Description
Primary Phone Number	The main phone number used to dial the HPS-C network for transaction processing. The field accepts up to 20 characters.
Secondary Phone Number	The alternate phone number used to dial the HPS-C network for transaction processing if the primary phone number is busy or not responding. This field accepts up to 20 characters.
Modem COM Port	The COM port number on the EDH to which the modem device is connected.
Baud Rate	Baud rate used by the modem and indicates the speed of communication between the modem and EDH. Options are 110, 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 38400, 56000, 57600, 115200, 128000, and 256000. *Note: The ASC configures the Baud Rate based on the modem type.*
Modem Init String	This field contains up to 40 characters that are sent to the modem for initialization each time a link is established with the modem.

7 After completing all fields on the **Dial Configuration - Page 1** tab, select the **Page 2** tab.

Figure 7: Dial Configuration - Page 2 Tab



The following table describes the fields on the **Dial Configuration - Page 2** tab.

Fields on the Dial Configuration - Page 2 Tab (for Dial or TCP/IP with Dial Backup Connection Type)

Field	Description
Modem Registers	This field contains up to 40 characters that specify other modem commands to issue after the Modem Init String.
Dial Header	The dial command to the modem, including tone generation. Default is “DT”.
Dial Trailer	Characters added to the end of the dial string. Default is blank. This field accepts up to five characters.

IMPORTANT

If you have a phone system that requires you to dial 9 to reach an outside line when making a phone call, you must include 9 before the primary and secondary phone numbers when setting up the Dial connection.

Special Considerations for Stores Using SmartLink Modem

Use the following table to configure **Network Site Configuration** screens for a store that is using a SmartLink modem.

Field	Value
Dial Configuration – Page 1 Tab	
Primary Phone Number	5
Secondary Phone Number	5
Modem COM Port	3*
Baud Rate	9600
Modem Init String	&F (ampersand capital F)
Modem Registers	Leave this field blank
Dial Configuration – Page 2 Tab	
Dial Header	DT
Dial Trailer	Leave this field blank

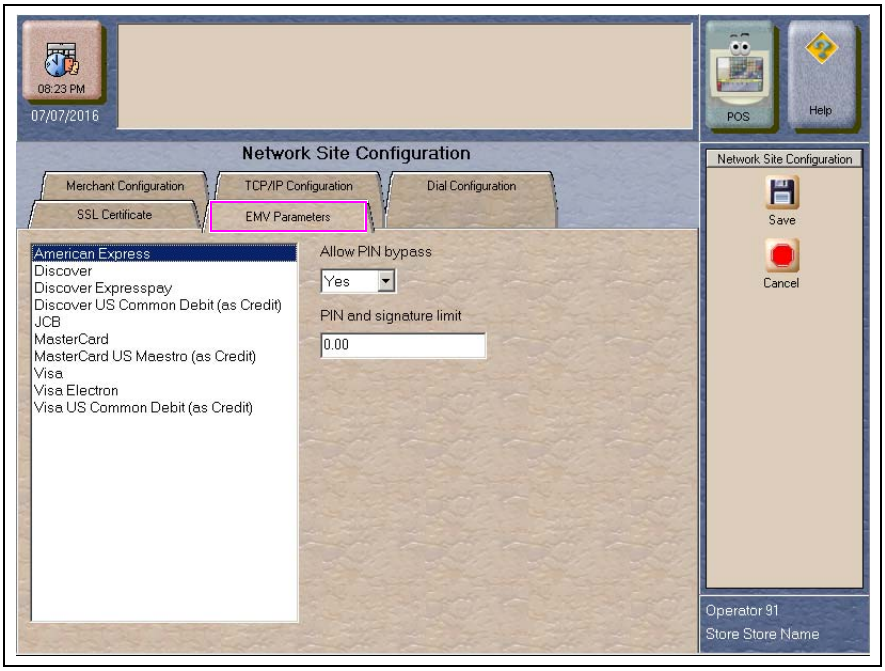
* Modem COM Port field is the EDH COM Port number in which the SmartLink device is connected. For example, if the SmartLink device is connected to COM3, configure the Modem COM Port field to 3.

IMPORTANT

Obtain from the merchant the phone number for the SmartLink provider. Call the SmartLink provider and advise them to change the baud rate to 9600 on their end, as well or see "Appendix C: HPS-Chicago Egress Rules for the SZR" on page 43.

8 After completing all necessary fields for the **Merchant Configuration**, **TCP/IP Configuration**, and **Dial Configuration** tabs, select the **EMV Parameters** tab.

Figure 8: EMV Parameters Tab



The **EMV Parameters** tab contains the list of EMV AID the HPS-C network supports along with fields the merchant can configure for each AID.

Fields on the EMV Parameters Tab

Field	Description
Allow PIN bypass	If set to Yes and the EMV application requires PIN entry, Passport prompts for PIN but allows the customer to press the **ENTER** key on the PIN pad without first entering digits for a PIN. If set to No and the EMV application requires PIN entry, Passport prompts for PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit applications set this field to Yes by default and the merchant cannot change the field value.*
PIN and signature limit	The maximum transaction dollar amount for which the customer is not required to provide PIN or signature when using a chip card with this EMV AID. Default is $0.00.

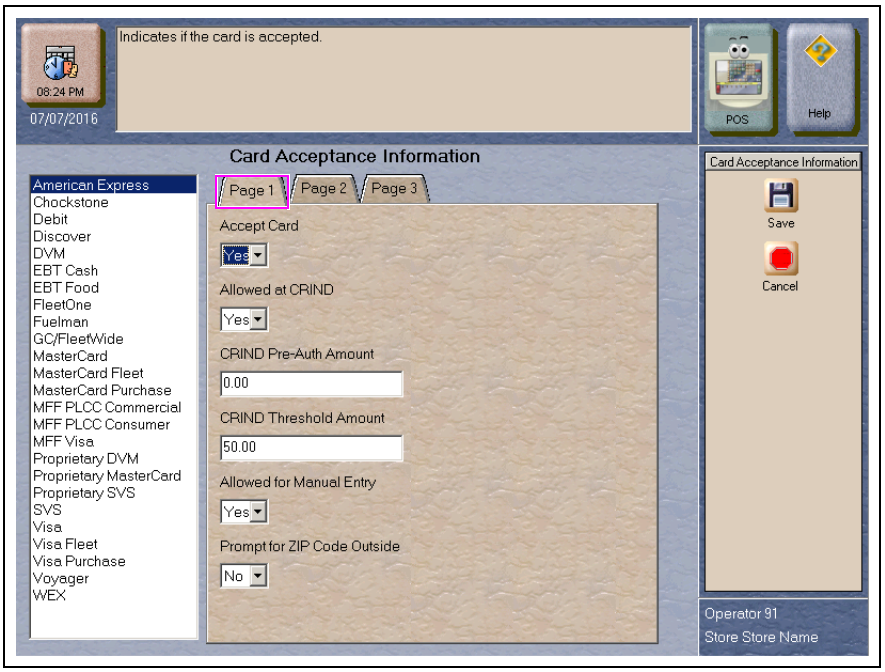
9 After completing all necessary updates to the **EMV Parameters** tab, select **Save** to save the configuration information to the Passport database and return to the Network Menu screen.

Network Card Configuration

To program the processing options for each payment card type accepts at the store, proceed as follows:

1 From the MWS main menu, select **Setup** > **Network Menu** > **HPS-Chicago** > **Network Card Configuration**. The **Card Acceptance Information** screen opens at the **Page 1** tab.

Figure 9: Card Acceptance Information Tab 1



The following is a listing of the cards HPS-C accepts:

Card Type	Notes
EBT Cash	
EBT Food	
Debit	
American Express®	
Proprietary MasterCard	The merchant can configure BIN ranges for proprietary MasterCard card types he wishes to accept at the store.
MasterCard Fleet	
MasterCard Purchase	
Wright Express®	For stores upgrading from V8.03, General Services Administration (GSA) cards have converted to Wright Express. The GSA card type no longer exists in Card Acceptance Information.
Voyager®	
Visa	
Visa Fleet	
Visa Purchase	
FleetOne®	
FuelMan®	
FleetWide	GasCard is recognized as FleetWide now.
Discover®	Carte Blanche, Diners Club® international, JCB®, and Union Pay are recognized as Discover card type now.
Proprietary SVS	The merchant can configure BIN ranges for proprietary SVS card types he wishes to accept at the store.
SVS	
Chockstone	
DVM	
Proprietary DVM	The merchant can configure BIN ranges for proprietary DVM card types he wishes to accept at the store.

2 Select a Card Name from the list on the left to view its current Card Acceptance Information configuration in the tabs on the right side of the screen. The number of tabs depends upon the card type; some card types use only two of the three tabs while others use all three tabs. Update the information on each of the tabs for the card before moving to another card type.

Figure 10: Card Acceptance Information Tab 2

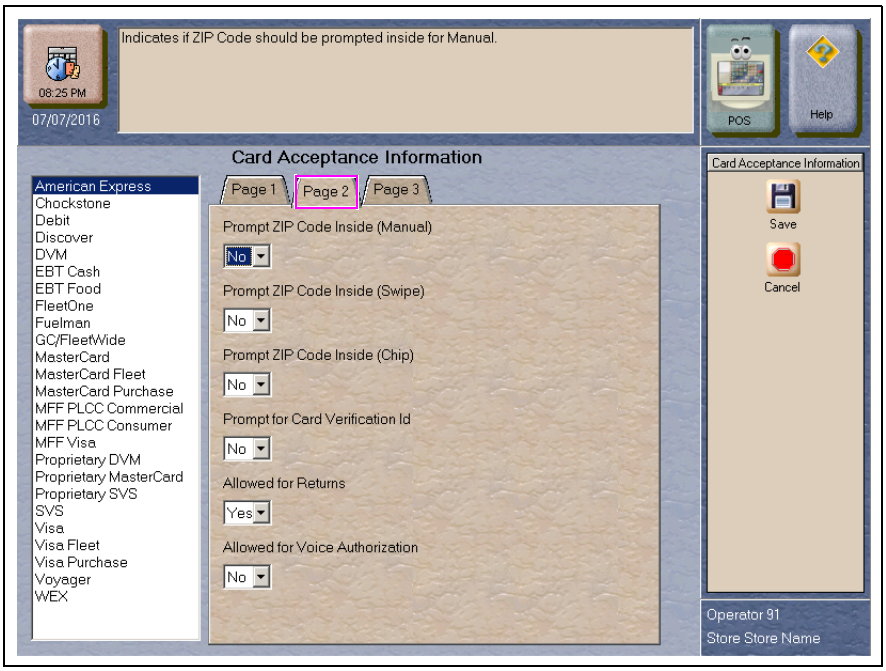
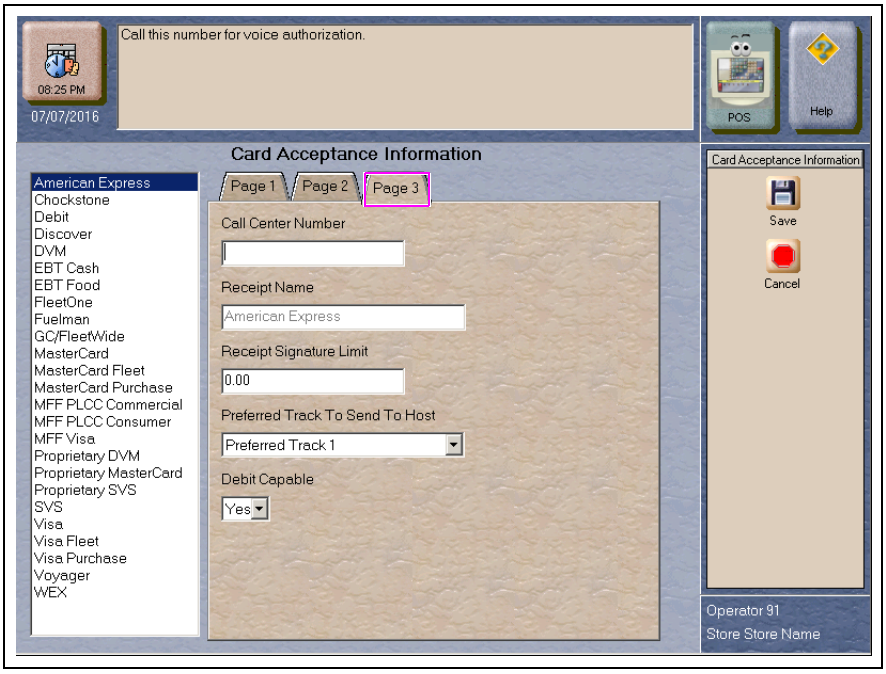


Figure 11: Card Acceptance Information Tab 3



The following table includes all fields that can display on the Card Acceptance Information tabs.

Fields on the Card Acceptance Information Tabs

Field	Description
Accept Card	If set to Yes, this card is accepted for payment at the store. Defaults to Yes for all cards except Proprietary cards.
Allowed at CRIND	If set to Yes, the card is accepted for payment at CRIND and Kiosk devices. If Accept Card field is set to No, Passport ignores this field. This field is not valid for EBT cards.
CRIND Pre-Auth Amount	Dollar amount sent to the HPS-C network for pre-authorizing a CRIND for fueling. This field is not valid for EBT cards. *Note: For a new installation, configure this field to $999.00 for the FleetOne card type.*
CRIND Threshold Amount	Maximum dollar amount the CRIND can be authorized for this card. If the network pre-authorizes for a lesser dollar amount, the dispenser stops at the network pre-authorized amount. This field is not valid for EBT cards.
Allowed for Manual Entry	If set to Yes, the cashier can manually enter the card account number when the PIN pad magnetic stripe reader fails. This field is not valid for Debit, SVS, and Proprietary SVS cards.
Prompt for ZIP Code Outside	If set to Yes, the CRIND prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt ZIP Code Inside (Manual)	If set to Yes, and card entry is manual, the PIN pad prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt ZIP Code Inside (Swipe)	If set to Yes, and the customer swipes the card at the PIN pad, the PIN pad prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt ZIP Code Inside (Chip)	If set to Yes, and the customer inserts the card into the PIN pad chip reader, the PIN pad prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt for Card Verification ID	If set to Yes, Passport prompts the cashier to enter the security code from the card when the card account number is manually entered. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Allowed for Returns	If set to Yes, the card is accepted for return or refund transactions. This field is not valid for EBT Cash, FleetWide, FuelMan, and FleetOne cards.
Allowed for Voice Authorization	If set to Yes, the card is accepted for voice authorizations and the cashier is prompted to *Call for Authorization*; otherwise, Passport declines the card in voice authorization situations. This field is not valid for Debit, Store Value, and EBT cards.
Call Center Number	The value in this field displays with the *Call for Authorization* prompt for this card. This field is not valid for Debit, Stored Value, and EBT cards. Contact your HPS-C representative for Call Center phone numbers for each card type.
Receipt Name	The value in this field prints as the card name on receipts. It must not be left empty if the *Accept Card* field is set to Yes.
Receipt Signature Limit	The value in this field is the maximum transaction amount for which card holder's signature is not required. This field is valid for Visa, MasterCard, American Express, Discover, Proprietary MasterCard, Visa Fleet, MasterCard Fleet, Visa Purchase, and MasterCard Purchase cards.

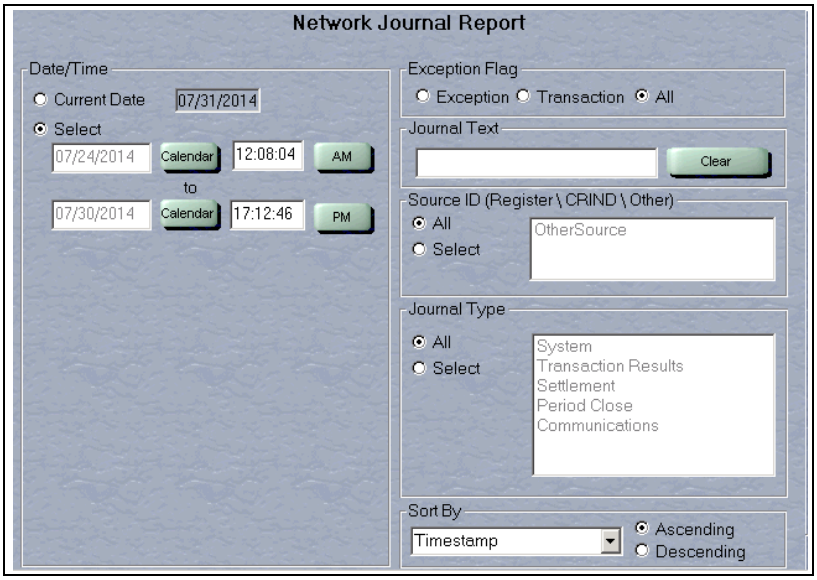
Field	Description
Preferred Track to Send to Host	Selectable values are: • Mandatory Track 1 • Mandatory Track 2 • Preferred Track 1 • Preferred Track 2 The field is read only for Debit, Store Value, EBT, and purchase cards.
ISO Prefix	BIN range assigned to a specific proprietary card type. If *Accept Card* field is set to Yes, this field is mandatory. This field is valid for proprietary cards only.

3 After completing all necessary programming for Card Acceptance Information, select **Save** to save changes and to the HPS-C Network Menu screen.

Network Journal Report

Passport provides the Network Journal Report in which the merchant can review entries for network transaction exceptions, such as network payment declines, transactions with host authorized amount larger that the requested amount, and refunds. The merchant or store manager may use the Network Journal Report as an aid in searching for disputed transactions. To obtain a Network Journal Report, go to **MWS > Reports > Journal Reports > Network Journal**.

Figure 12: Network Journal Report Screen



The following is a sample Network Journal Report.

Figure 13: Network Journal Report Example

Network Journal Report

Store Name
Address Line 1 STORE # 299
Address Line 2
Address Line 3
City **ST 123456789012**

OPERATOR NAME Area Manager
OPERATOR ID 91
SOFTWARE VERSION eb17sp16v0_20_140529 HPS-CHICAGO REPORT PRINTED 07/31/2014 11:47:39AM

DATE: 07/24/2014 0:08PM TO 07/30/2014 5:12PM
SOURCE: All
JOURNAL TYPE: All
EXCEPTION: All
SEARCH STRING:
SORT BY: Time

TIME	SOURCE	TYPE	EXC	NETWORK	JOURNAL TEXT
2014/07/24 12:08:04	Other	Transaction Results	No	HPS Chicago	2014-07-24 13:05 Host Authorized Amount: $50.00 is bigger than Requested Total Amount: $1.00. Host replied: URC= A, SRC= 00. Trn Type: Z01_13_E3E3, Ref#: n/a, Card: EBT Cash
2014/07/24 14:50:05	Other	Transaction Results	No	HPS Chicago	2014-07-24 15:47 Host Authorized Amount: $50.00 is bigger than Requested Total Amount: $5.00. Host replied: URC= A, SRC= 00. Trn Type: Z01_13_E3E3, Ref#: n/a, Card: EBT Cash
2014/07/24 15:14:04	Other	Transaction Results	No	HPS Chicago	2014-07-24 16:11 Host Authorized Amount: $50.00 is bigger than Requested Total Amount: $5.00. Host replied: URC= A, SRC= 00. Trn Type: Z01_13_E3E3, Ref#: n/a, Card: EBT Cash

Network Reports

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

The following network reports are available:

Report Name	Shift	Store	Current	Config.
HPS-Chicago Card Configuration Report				✓
HPS-Chicago Card Conflict Report by Shift	✓	✓		
HPS-Chicago Cash Card Details Report (Secure)				
HPS-Chicago Cash Card Details Report	✓	✓		
HPS-Chicago Current Cash Card Details Report (Secure)			✓	
HPS-Chicago EMV Configuration Report				✓
HPS-Chicago Host Details Report by Batch	✓	✓		
HPS-Chicago Current Host Details Report by Batch			✓	
HPS-Chicago Local Details Report by Batch (Secure)				
HPS-Chicago Local Details Report by Batch	✓	✓		
HPS-Chicago Current Local Details Report by Batch (Secure)			✓	
HPS-Chicago Site Configuration Report				✓
HPS-Chicago Site Level Card Based Fuel Discount Report				✓

Report Name	Shift	Store	Current	Config.
HPS-Chicago Summary Report by Batch	✓	✓		
HPS-Chicago Current Summary Report by Batch			✓	
HPS-Chicago Summary Report by Day		✓		
HPS-Chicago Current Summary Report by Day			✓	
HPS-Chicago Summary Report by Shift	✓	✓		
HPS-Chicago Current Summary Report by Shift			✓	
HPS-Chicago Uncollected Transactions Report by Batch (Secure)				
HPS-Chicago Uncollected Transactions Report by Batch	✓	✓		
HPS-Chicago Current Uncollected Transactions Report by Batch (Secure)			✓	

IMPORTANT

Secure reports may contain sensitive customer data, such as card account number and expiration date. These reports are password protected and available to print on demand only. Non-secure versions of secure reports print card account numbers masked except the last four digits.

Batch Out of Balance
Settlement reports assist the merchant to quickly understand if any manual reconciliation is required, either for batch out of balance condition or there are transactions not collected by the host, which means the network may not pay the merchant for these transactions.

There are some occurrences that may cause the network batch to close out of balance.

Use the HPS-Chicago Summary Report by Batch to compare the Passport totals with the HPS-Chicago host details totals. If the Passport totals and HPS-Chicago network totals do not match, you must look for the discrepancy. If the HPS-Chicago totals are greater than the Passport totals, the store may have had a duplicate transaction. Review the Host Detail Report to locate the discrepancy. If you find a duplicate transaction, call the HPS-Chicago Help Desk to cancel the duplicate transaction. If the Passport totals are greater than the HPS-Chicago totals, examine the Local Batch Details Report for the discrepancy. You must handle the missing transactions manually.

If a Shift Close is closed immediately after performing a sale in which the HPS-Chicago network does not respond before the transaction time out expires, the batch may close out of balance. Examine the Summary Report by Shift to determine if this situation has occurred.

HPS-Chicago Card Configuration Report

This report provides the current card configuration settings found in **MWS** > **Set Up** > **Network Menu** > **HPS-Chicago** > **Network Card Configuration**.

Note: "N/A" on the report means settings are not available for the particular card or do not apply to the card.

Figure 14: HPS-Chicago Card Configuration Report

HPS-Chicago Card Configuration Report

GILBARCO SITE
7300W Friendly Ave
Greensboro, NC 27409
3365475600

Terminal Location ID: GILBARCO01

REPORT PRINTED: Jul 07,2016 20:34

Name	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
American Express	Yes	Yes	$0.00	$50.00	Yes	No	Never	No	Yes	No		American Express	$0.00	P1	N/A	Yes
Chockstone	Yes	Yes	$75.00	$75.00	No	N/A	N/A	N/A	No	N/A	N/A	Chockstone	N/A	M2	N/A	N/A
Debit	Yes	Yes	$75.00	$75.00	No	N/A	N/A	N/A	Yes	N/A	N/A	Debit	N/A	M2	N/A	N/A
Discover	Yes	Yes	$0.00	$100.00	Yes	No	Never	No	No	No		Discover	$0.00	P2	N/A	Yes
DVM	Yes	Yes	$75.00	$75.00	No	N/A	N/A	N/A	No	N/A	N/A	DVM	N/A	M2	N/A	N/A
EBT Cash	Yes	No	$0.00	$0.00	Yes	N/A	N/A	N/A	No	N/A	N/A	EBT Cash	N/A	M2	N/A	N/A
EBT Food	Yes	No	$0.00	$0.00	Yes	N/A	N/A	N/A	No	N/A	N/A	EBT Food	N/A	M2	N/A	N/A
FleetOne	Yes	Yes	$0.00	$50.00	Yes	N/A	N/A	N/A	No	No		FleetOne	N/A	M2	N/A	N/A
Fuelman	Yes	Yes	$0.00	$50.00	Yes	N/A	N/A	N/A	No	No		Fuelman	N/A	M2	N/A	N/A
GC/FleetWide	Yes	Yes	$0.00	$50.00	Yes	N/A	N/A	N/A	No	No		GC/FleetWide	N/A	M2	N/A	N/A
MasterCard	Yes	Yes	$0.00	$100.00	Yes	No	Never	No	Yes	No		MasterCard	$0.00	P2	N/A	Yes
MasterCard Fleet	Yes	Yes	$0.00	$150.00	Yes	N/A	N/A	N/A	No	No		MasterCard Fleet	$0.00	M2	N/A	N/A
MasterCard Purchase	Yes	Yes	$0.00	$150.00	Yes	N/A	N/A	N/A	No	No		MasterCard	$0.00	M2	N/A	Yes
MFF PLCC Commercial	No	Yes	$0.00	$75.00	No	N/A	N/A	N/A	No	No		MFF PLCC	N/A	P1	N/A	N/A
MFF PLCC Consumer	No	Yes	$0.00	$75.00	No	N/A	N/A	N/A	No	No		MFF PLCC	N/A	P1	N/A	N/A
MFF Visa	No	Yes	$0.00	$75.00	No	N/A	N/A	N/A	No	No		MFF Visa	N/A	P1	N/A	N/A
Proprietary DVM	No	Yes	$75.00	$75.00	No	N/A	N/A	N/A	No	N/A	N/A	DVM	N/A	M2		N/A
Visa	Yes	Yes	$0.00	$75.00	Yes	No	Never	No	Yes	No		Visa	$0.00	P2	N/A	Yes
Visa Fleet	Yes	Yes	$0.00	$150.00	Yes	N/A	N/A	N/A	No	No		Visa Fleet	$0.00	M2	N/A	N/A
Visa Purchase	Yes	Yes	$0.00	$75.00	Yes	N/A	N/A	N/A	No	No		Visa	$0.00	M2	N/A	Yes
Voyager	Yes	Yes	$0.00	$50.00	Yes	N/A	N/A	N/A	No	No		Voyager	N/A	M2	N/A	N/A
WEX	Yes	Yes	$0.00	$50.00	Yes	N/A	N/A	N/A	No	No		Wright Express	N/A	M2	N/A	N/A

Reference:

A:	Accept Card
B:	Allowed at CRIND
C:	CRIND Pre-Auth Amount
D:	CRIND Threshold Amount
E:	Allowed for Manual Entry
F:	Prompt for ZIP Code Outside
G:	Prompt for ZIP Code Inside
H:	Prompt for Card Verification ID
I:	Allowed for Returns
J:	Allowed for Voice Authorization
K:	Call Center Number
L:	Receipt Name
M:	Receipt Signature Limit
N:	Track Preference
O:	ISO Prefix
P:	Debit Capable
N/A:	This feature is not available for the card type
P1:	Preferred track 1
P2:	Preferred track 2
M1:	Mandatory track 1
M2:	Mandatory track 2

HPS-Chicago Card Conflict Report by Shift

This report provides information on transactions in which Passport incorrectly recognized a secondary network card as a card that HPS-Chicago accepts or incorrectly recognized a card that HPS-Chicago accepts as a secondary network card. Use this report to identify secondary network cards incorrectly configured in **MWS** > **Set Up** > **Network Menu**.

Figure 15: Card Conflict Report

HPS-Chicago Card Conflict Report by Shift

Friendly Fuel Stop
7300 W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TERMLOCID

REPORT PRINTED: Sep 16, 2016 13:47

Shift ID 14

Open time: 09/15/2016 08:24:58

Close time: **09/16/2016** 13:46:10

Issuer Name – Processing Network	Issuer Name - Configured Network	Conflict Instances (Current period)
Visa HPS Chicago	Aux Network Auxiliary Network	3

HPS-Chicago Cash Card Details Report by Batch

This report provides summary information on all transactions involving a cash card in a specific batch. The secure version of the report prints account numbers unmasked. The current version of the report is similar in appearance to the secure version, but for the current open batch.

Figure 16: HPS-Chicago Cash Card Details Report by Batch

HPS-Chicago Cash Card Details Report by Batch

Friendly Fuel Stop
7300 W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TERMLOCID

REPORT PRINTED: Sep 16, 2016 13:47

Local Batch Id 11 **(Host Batch Id:** 11)

Open time: 09/15/2016 08:24:58

Close time: 09/16/2016 13:46:10

Reference #	Date/Time	Card	Transaction Type	Account #	Exp.Date	Invoice #	Auth.Code	Amount
5028	09/16/2016 13:51:03	SVS	Zero Balance	6035XXXXXXXXXX	99/99	5028	8A1AAQ	$84.22
5030	09/16/2016 13:51:03	SVS	Deactivation	6035XXXXXXXXXX	99/99	5030	78OR0Z	$5.00
5031	09/16/2016 13:51:03	SVS	Recharge	6035XXXXXXXXXX	99/99	5031	T1UWH6	$20.00
5036	09/16/2016 13:51:03	DVM	Recharge	7083XXXXXXXXXX	99/99	5036	0F6144	$100.00

HPS-Chicago EMV Configuration Report

This report contains the information regarding EMV chip cards that HPS-Chicago accepts along with the rules for acceptance.

Figure 17: HPS-Chicago EMV Configuration Report

EMV Configuration Report

Report created: 09/12/2016 03:55:28 PM

Network Configuration Values

US Common Debit Preferred:	True
Additional Terminal Capabilities:	F000F0A001

Pinpad Configuration Values

PinPad Id:	1	EMV Enabled:	True

Configuration Values

American Express
(AID: A0000002501)

AID Activated:	4	Term Capability:	E0F8C8
Term Country:		Term Currency:	
Addl Capability:		Merch Cat Code:	5311
TAC Default:	0000000000	TAC Denial:	0000000000
TAC Online:	0000000000	Partial Select:	True
Trans Curr Exp:		Trans Cat Code:	R
App Ver Num Pri:	0001	PSPId:	
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	0	Rand Sel Target%:	0
AllowFallback:	True	AllowPINBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	0	Is debit Card:	False
Application Account Selection:	False	Trans Refer Currency Conv:	61000000
Terminal Risk Managment TTQ:		Transaction Types:	8000
Application Selection:	True	Card Type:	03

----- Contactless -----

CTLS Trans Limit:	15	CTLS Req CVMLim:	10

Page 1 of 9

HPS-Chicago Host Details Report by Batch

This report shows transaction reported by the HPS-C host during a closed batch period and assists the store manager in reconciling with the HPS-C network. The current version of the report is for the current open batch.

Figure 18: HPS-Chicago Host Details Report by Batch

HPS-Chicago Host Details Report by Batch

Friendly Fuel Stop
7300 W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TERMLOCID

REPORT PRINTED: Sep 16, 2016 13:47

Local Batch Id 12

Open time: 09/16/2016 13:49:10

Close time: 09/16/2016 18:12:34

Transaction Details:

Reference #	Card	Transaction Type	Amount
0001	MC	Voided Sale	$0.00
0002	AX	Sale	$15.00
0003	MC	Sale	$20.00
0004	AX	Sale	$32.54
0006	DS	Sale	$20.00

HPS-Chicago Local Details Report by Batch

This report provides transaction batch details based on Passport information, as opposed to information provided by the HPS-C network. The secure version is available on demand only and shows account and expiration date unmasked.

Figure 19: HPS-Chicago Local Details Report by Batch

HPS-Chicago Local Details Report by Batch

Friendly Fuel Stop
7300 W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TERMLOCID

REPORT PRINTED: Sep 16, 2016 14:28

Local Batch Id 12 (**Host Batch Id:** 0) **closed OUT OF BALANCE**

Open time: 09/16/2016 14:12:36

Close time: 09/16/2016 14:16:36

Transaction Details:

Reference #	Date/Time	Card	Transaction Type	Account #	Exp.Date	Invoice #	Auth. Code	Amount
0001	09/16/2016 14:12:36	SVS	Voided Sale	XXXXXXXXXXXXXXX0154	99/99	5038	0F6144	$10.00
0002	09/16/2016 14:13:03	Visa	Sale	XXXXXXXXXXXX1007	12/16	5039	82J1VH	$15.00
0003	09/16/2016 14:13:55	Debit	Sale	XXXXXXXXXXXXXXX8000	12/18	5041	8A1AAQ	$20.00
0004	09/16/2016 14:14:39	MasterCard	Sale	XXXXXXXXXXXX0016	10/16	5043	78OR0Z	$32.54
0006	09/16/2016 14:14:41	FleetOne	Sale	XXXXXXXXXXXXXXX3504	12/99	5045	LM8D01	$20.00

HPS-Chicago Site Configuration Report

This report provides a printed version of information programmed in **MWS** > **Set Up** > **Network Menu** > **HPS-Chicago** > **Network Site Configuration**.

Figure 20: HPS-Chicago Site Configuration Report

HPS-Chicago Site Configuration Report

Gilberts Fuel Depot
W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TermLocID

REPORT PRINTED: Sep 16, 2016 14:07

Merchant Configuration

Site Name:	Gilberts Fuel Depot
Site Address:	W Friendly Ave
Site City:	Greensboro
Site State:	NC
Site ZIP Code:	27410
Site Phone Number:	336-547-5000
Company ID:	CoID
Terminal Location ID:	TermLocID
Maximum Debit Cashback Amount:	$10.00
Maximum EBT Cashback Amount:	$10.00
EBT Cash Sale Fee:	$0.50
Debit Sale Fee:	$0.50
Connection Type:	TCP/IP with Dial Backup

TCP/IP Configuration

Primary IP Address:	10.5.48.6
Primary TCP Port:	5001
Secondary IP Address:	
Secondary TCP Port:	0
Tertiary IP Address:	
Tertiary TCP Port:	0
Use SSL:	False

Dial Configuration

Primary Phone Number:	1223334444
Secondary Phone Number:	5555666666
Modem COM Port:	5
Baud Rate:	2400
Modem Init String:	&F+A8E=,,,0V1EX4&K&Q6M0%C+MS=2
Modem Registers:	S7=30S9=1S11=50S25=0S10=2
Dial Header:	DT
Dial Trailer:	

HPS-Chicago Site Level Card Based Fuel Discount Report

This report provides information on the programming in **MWS** > **Set Up** > **Network Menu** > **HPS-Chicago** > **Fuel Discount Configuration**.

Figure 21: HPS-Chicago Site Level Card Based Fuel Discount Report

HPS-Chicago Site Level Card Based Fuel Discounts Report

Gilberts Fuel Depot
W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TermLocID

REPORT PRINTED: Sep 16, 2016 14:11

Card Record	Discount Group
American Express	NONE
Chockstone	NONE
Debit	DebitDiscount
Discover	NONE
DVM	NONE
EBT Cash	NONE
FleetOne	NONE
FleetWide	NONE
Fuelman	NONE
MasterCard	NONE
MasterCard Fleet	NONE
MasterCard Purchase	NONE
Proprietary DVM	StoreDiscount
Proprietary MasterCard	NONE
Proprietary SVS	StoreDiscount
SVS	NONE
Visa	VisaBenefit
Visa Fleet	VisaBenefit
Visa Purchase	VisaBenefit
Voyager	NONE
WEX	NONE

HPS-Chicago Summary Report by Batch

This report compares local and host transaction totals for a specific batch. The information includes:

- Transaction count and total dollar amount for each card type category found in the local and host batch
- Transaction count and total dollar amount for all currently uncollected transactions that occurred in the batch
- Special information or instructions regarding certain entries in the report
- If a batch was closed when the shift was closed, the host batch number from the batch close response

In addition, Passport also provides similar information by shift and day.

Figure 22: HPS-Chicago Summary Report by Batch

HPS-Chicago Summary Report by Batch

Gilberts Fuel Depot
W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TermLocID

REPORT PRINTED: Sep 16, 2016 14:19

Local Batch Id 12 **(Host Batch Id: 0) closed OUT OF BALANCE.**

Open time: 09/16/2016 14:12:36

Close time: 09/16/2016 14:16:36

CREDIT TOTALS	Local Count	Host Count	Local Amount	Host Amount	Difference Amount
Proprietary Credit Sales	0	0	$0.00	$0.00	$0.00
Visa Sales	1	0	$200.00	$0.00	($200.00)
Mastercard Sales	1	0	$1.52	$0.00	($1.52)
Other Credit Sales	3	1	$4.12	$0.01	($4.11)
Total Credit Sales	5	1	$205.64	$0.01	($205.63)
Total Credit Voids	0	0	$0.00	$0.00	$0.00
Total Credit Returns	0	0	$0.00	$0.00	$0.00

DEBIT TOTALS	Local Count	Host Count	Local Amount	Host Amount	Difference Amount
Total Debit Sales	1	1	$11.50	$11.50	$0.00
Total Debit Voids	0	0	$0.00	$0.00	$0.00
Total Debit Returns	0	0	$0.00	$0.00	$0.00

OUTSTANDING TRANSACTIONS	Uncollected(*) Count	Uncollected(*) Amount
Sales	0	$0.00
Voids	0	$0.00
Reversals	0	$0.00

(*) Uncollected transactions in this period were not approved by the host, are not going to be forwarded again, and require manual processing.
To retrieve information on these transactions, print the Uncollected Transactions By Batch Report.

HPS-Chicago Uncollected Transactions Report by Batch

This report provides information on all uncollected transactions in a batch, including information on why the transaction is uncollected. The secure version of the report shows account number and expiration date unmasked and the current version contains information on the current open batch.

Figure 23: HPS-Chicago Uncollected Transactions Report by Batch

HPS-Chicago Uncollected Transactions Report by Batch

Friendly Fuel Stop
7300 W Friendly Ave
Greensboro, NC 27410
336-547-5000

Terminal Location ID: TERMLOCID

REPORT PRINTED: Sep 16, 2016 14:47

Network Batch # 7

Uncollected Sales

Date/Time	Invoice #	Reference #	Auth Code	Account #	Exp.Date	Card	Amount	Reason
09/16/2016 13:51:03	5194	5194	78OR0Z	6035XXXXXXXXXX	12/18	MasterCard Fleet	$84.22	Declined W/U8
09/16/2016 13:51:47	5193	5193	8A1AAQ	3718XXXXXXXXXX	11/19	American Express	$5.00	Abandoned

Uncollected Voids

Date/Time	Invoice #	Reference #	Auth Code	Account #	Exp.Date	Card	Amount	Reason
09/16/2016 14:42:49	5188	5188	QF6144	4098XXXXXXXXXX	12/17	Visa	$10.37	Declined 9/99

Uncollected Reversals

Date/Time	Reference #	Account #	Exp.Date	Card	Amount	Reason
09/16/2016 13:45:11	5192	7083XXXXXXXXXX	07/18	Debit	$10.00	Abandoned

HPS-C Network Batch Size Limitations

Beginning in V10, HPS-Chicago has new limitations on network batches and how Passport performs when the batch size limits are met. The following is an overview of these batch size changes:

- Transaction count exceeds 2,000: Passport displays a message on the Network Status screen, “Batch is almost full. Shift or Day Close recommended.” Passport continues to display this message at each subsequent network transaction until the current batch is closed.
- Transaction count exceeds 9,000:
  - Passport rejects the network transaction.
  - Passport displays a message on the Network Status screen, “Batch is full. Card transactions not accepted. Check Network is Online and perform a Shift or Store Close.”
- Effects of batch limits on Summary Report by Shift:
  - Report shows all batches that closed in the Shift and status of the last batch.
  - Each reported closed batch indicates whether the batch closed in balance.

Note: HPS-C closes a batch if the host has not received a Batch Close Request from Passport within four days of the first transaction in the batch; however, the host does not communicate back to Passport that it closed the batch. Passport continues to process transactions and the batch will show as out of balance when Passport closes the batch.

CWS Network Functions

IMPORTANT
Handling sensitive customer information is an exclusive responsibility of the merchant and must be done in a Peripheral Component Interconnect (PCI) compliant manner when performing card imprints and when the network is not communicating with Passport.

Checking Network Status

The Network Status key allows you to view a record of network events such as communication errors that occurred. Each network event is assigned a severity rating (low, medium, or high). When a new event occurs and has been added to the list, the Network Status button is also updated. The color of the Network Status button indicates the severity of the rating of the event:

Color	Severity	Impact
Green	Low	Not critical, operations are not stopped, but the cashier should report the event to the manager.
Yellow	Medium	Not yet critical, some operations may be affected. Cashier should report the event to the manager and take required action.
Red	High	Critical issue that affects network transaction processing. Take immediate action.

If multiple events occurred, the color of the Network Status button indicates the highest severity rating of the events. The Network Status button color changes when an event is corrected or after a pre-determined time.

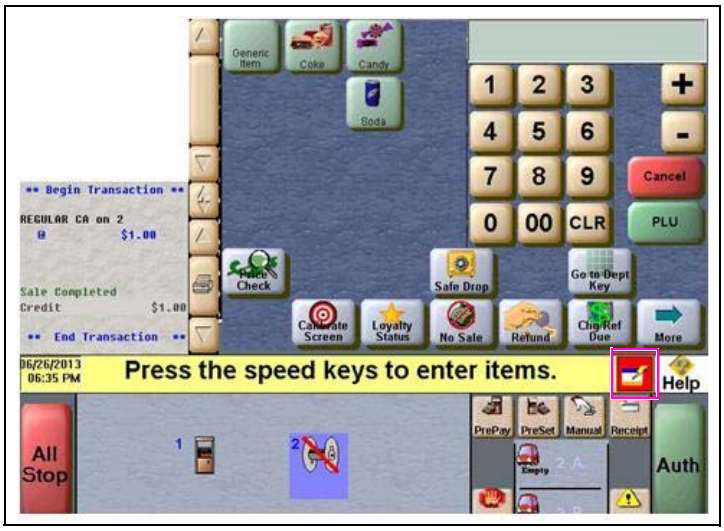
Accessing Network Functions

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

- Select the Network Status Indicator when it is displayed on the message bar (refer to "Checking Network Status" on page 31).
- From the CWS idle screen, touch **More** > **Network Functions**.

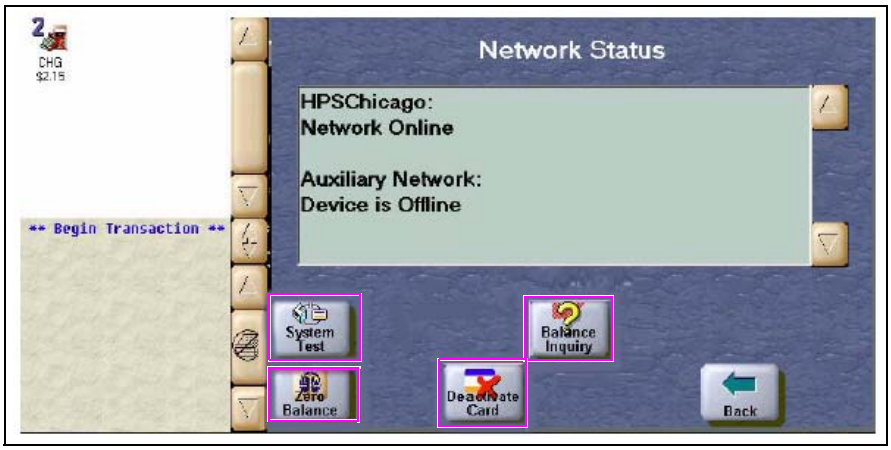
Figure 24: Network Functions Key

Figure 25: CWS Network Status Indicator



With either action, the Network Status screen opens.

Figure 26: Cashier Work Station Network Status Screen



The Network Status screen provides information on all networks connected to the Passport system.

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

- Zero Balance
- Balance Inquiry
- Deactivate Cash Cards
- System Test

Balance Inquiry

The cashier can use the **Balance Inquiry** button that is button on the Network Status screen to obtain the remaining balance on cash cards as well as EBT cards. After the cashier swipes the card, if Passport cannot identify the card as a cash card, Passport prompts the cashier if the card is an EBT Cash card. If the cashier responds with Yes, Passport makes an EBT Cash card balance request; otherwise, Passport makes an EBT Food card balance inquiry.

Deactivate Card and Zero Balance

To deactivate a cash card purchased in the current batch, the cashier performs the following:

1. Perform a balance inquiry to obtain the remaining balance of the cash card.
2. Select the **Deactivate Card** key. The CWS prompts the cashier to enter the amount of the cash card. The cashier enters the remaining balance from the Balance Inquiry.
3. The CWS prompts the cashier to enter the Activation Invoice Number. The cashier enters this from the original receipt and then swipes the cash card at the PIN pad.
4. If Passport finds the activation transaction that matches the information the cashier entered, Passport voids the original transaction; otherwise, Passport displays the error message “No Activation found in the batch.”

System Test

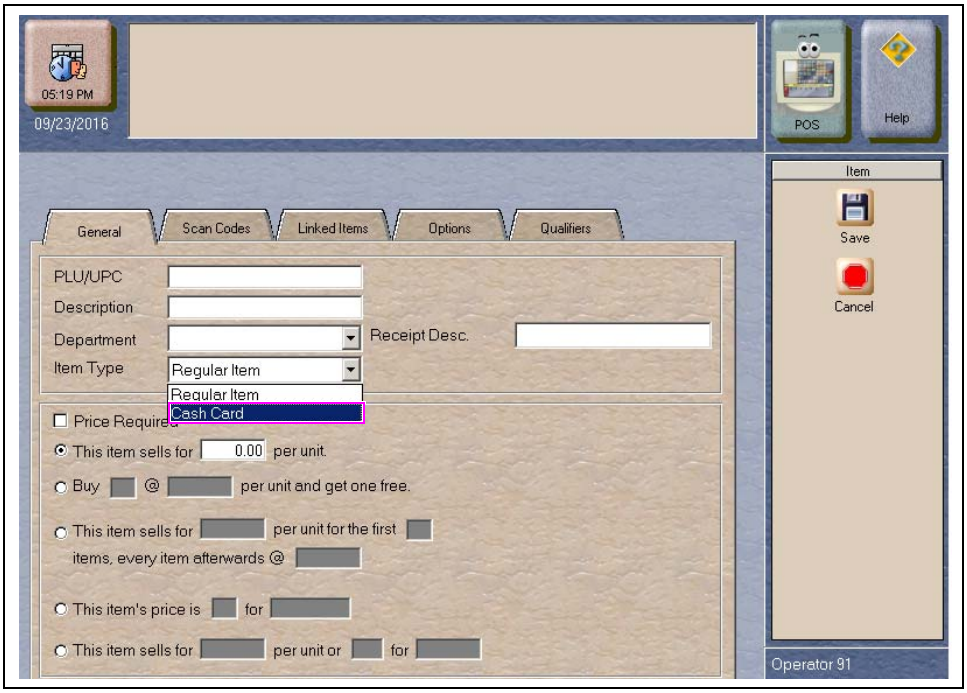
When the cashier selects the **System Test** key under **Network Functions**, Passport indicates whether the HPS-Chicago network is online on the **Network Status** screen.

Activate and Recharge Cash Cards

Stores upgrading from V8.03 must use different processes now for selling, activating, recharging, and deactivating cash cards. Read this section carefully.

All cash card PLU and UPC items in the price book must be configured in **MWS** > **Pricing** > **Item** using an Item Type of *Cash Card*. If cash card items are not configured with the *Cash Card* Item Type, you cannot activate or recharge the cards after selling them.

Figure 27: Cash Card Item Type



Passport does not allow a BOS to import items with the Cash Card Item Type. The merchant must configure cash card items manually in Item Pricing on the MWS.

Beginning with V10, Passport performs a cash card sale and activation within a single transaction. After the cashier rings and item with Item Type of Cash Card and the customer pays for the transaction, the CWS automatically begins the cash card activation process, prompting the cashier to swipe each cash card from the original purchase. Then the CWS prompts the cashier if the action is for activation or recharge.

Figure 28: Activation or Recharge Prompt

EBT Card Transactions

Passport allows EBT transactions inside only. EBT cards are not accepted outside at the dispenser or inside for prepay fuel. EBT Cash and EBT Food transactions also require customer PIN entry.

Passport also allows cash back for EBT Cash and applies a transaction fee (similar to Debit transactions), based on programming in **Network Site Configuration**. If the customer requests cash back with EBT Cash tender, Passport does not allow split tender. The EBT Cash card must cover the entire amount of the transaction, including cash back. If Passport receives partial approval for EBT Cash in which the customer requested cash back, the CWS prompts the cashier to perform a manual refund of the partially approved EBT Cash tender. The manual refund is necessary because of the PIN entry requirement on the sale transaction.

For split tender with EBT Food, the customer must present the EBT Food card as first payment.

Troubleshooting

This section provides solutions for addressing network connection issues in which the Network Functions Status displays the message “SSL Certificate Validation Failed. Please contact Help Desk.”

1. Confirm Passport is running the latest Service Pack and Maintenance Pack as new SSL certificates may be issued in a Service Pack or Maintenance Pack.

2. At sites with an RV042 router, verify if you can Telnet into the three HPS-Chicago hosts.
   a. If not, confirm the store’s routers allow access to all of the HPS-C IP addresses.

3. Call the Gilbarco Help Desk and request a temporary SSL fingerprint.
   a. Go to **MWS** > **Set Up** > **Network** > **HPS-Chicago** > **Network Site Configuration** > **SSL Certificate** tab. Enter the temporary SSL fingerprint and password provided by the Help Desk agent. This allows network communication for seven days until Passport is upgraded with new SSL certificates.

Appendix A: Upgrading to Passport V11.04

This section provides HPS-C specific information to the ASC for upgrading from Passport V10 with Service Pack L or later or from Passport V11.02 with Service Pack C or later to Passport V11.04.

IMPORTANT
Upgrades to HPS-Chicago V11.04 are supported only for locations running minimum HPS-Chicago V10 with Service Pack L or V11.02 with Service Pack C. If the Passport system is installed with another version, then you must first upgrade to one of these minimum versions first or perform a clean install.

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

- Ensure all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of $0.000 PPU).
- Perform Store Close and ensure all network transactions have completed by checking the Batch Summary Report for fallback transaction information.
- Ensure all necessary network and Store Close reports have completed printing.
- Notify the HPS-C network that the store is upgrading Passport software to a version that supports EMV inside. Verify with the HPS-C network that they are ready to proceed with the upgrade. Verify with the HPS-C network that all batches are closed and settlement is complete on their end.

After the upgrade, the ASC must perform the following:

- Print a new **Site Level Card Based Fuel Discounts Report**. If some card types no longer have their fuel discount or if the manager wishes to target new card types with fuel discounts, go to **MWS** > **Set Up** > **Network Menu** > **HPS-C** > **Fuel Discount Configuration** and update the fuel discounts accordingly. Select **Save** to save the changes to the Passport database and exit.
- Ensure the HPS-C network is online by performing **System Test** on the CWS.

Appendix B: Stores with TCP/IP SSL Connections and Programming for Gilbarco RV042 Firewall Router

For stores with TCP/IP SSL connections and Gilbarco RV042 Firewall Router, Passport encrypts network transactions over a TCP/IP link using SSL.

IMPORTANT
DO NOT connect the Internet directly into the WAN/Internet Port of the Gilbarco RV042 Firewall Router. This action will invalidate Passport's PA-DSS compliance. For more information, refer to *MDE-XXXX Passport (HPS-Chicago) V09.20 Implementation Guide for PA-DSS V3.2.*

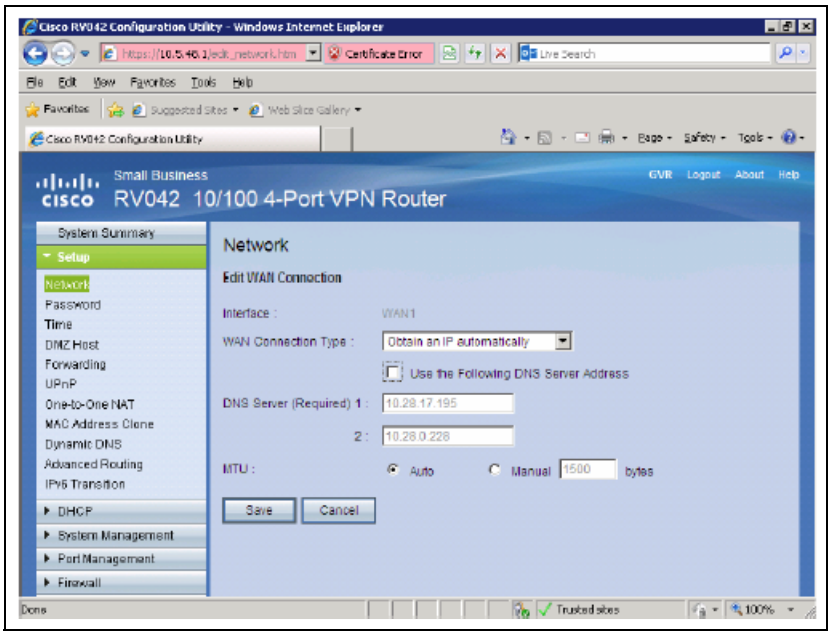
To program the Gilbarco RV042 Firewall Router, proceed as follows:

1. Ensure the RV042 Firewall Router WAN/Internet Port is enabled. For more information, refer to *MDE-4866 Passport Firewall Router Start-up and Service Manual* or *MDE-4954 Passport Start-up and Service Manual for the Cisco Firewall Router (Q13708-08).*

2. Connect the RV042 Firewall Router to the customer-provided network device, using a CAT5 cable from the RV042 Firewall Router WAN/Internet Port.

3. Configure the WAN Connection Type section of the RV042 Firewall Router setup page (see Figure 29).

Figure 29: Configuring WAN Connection Type



4. Obtain from the merchant the appropriate settings for the WAN Connection Type selection, either "Static" or "Obtain IP Automatically" for the network.

5 To add the Service Management rule:

a Select **Firewall** > **Access Rules**.

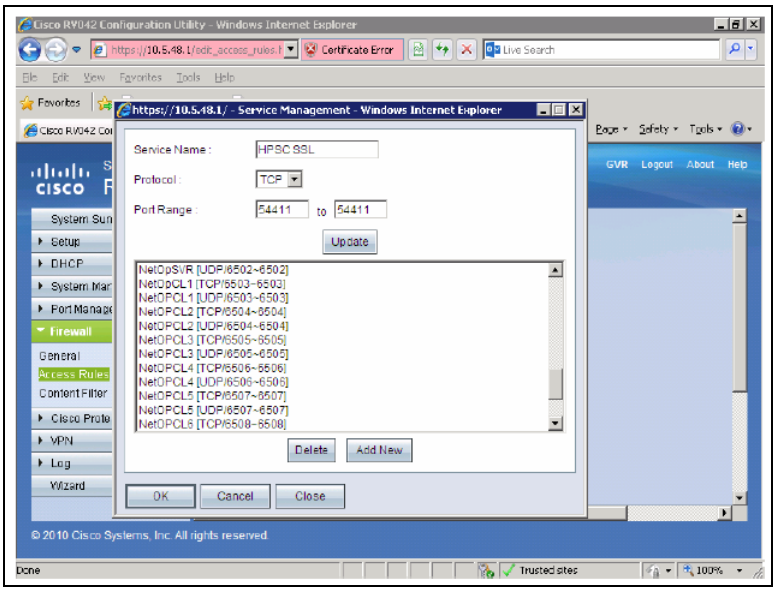
b Click **Add New** to add a new Firewall access rule.

c Click **Service Management**.

d Add a new Service Management rule with Service Name of “HPSC SSL”. Select TCP as the Protocol. Enter 54411 for both values for Port Range.

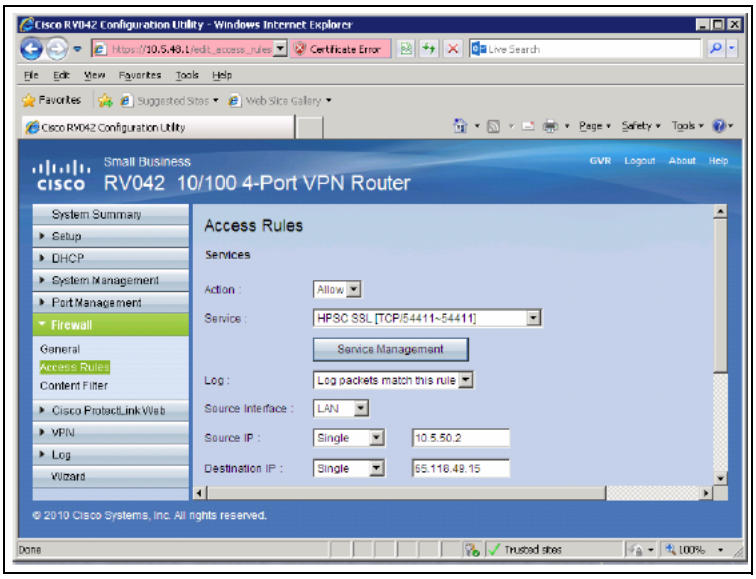
e Click **Update** to add the rule.

Figure 30: Adding the Service Management Rule



6 After completing the new Service Management rule into the RV042 Firewall Router, add Firewall access rules as shown in Figure 31 on page 39, Figure 32 on page 40, and Figure 33 on page 41. For more information, refer to *MDE-4866 Passport Firewall Router Start-up and Service Manual* or *MDE-4954 Passport Start-up and Service Manual for the Cisco Firewall Router (Q13708-08)*.

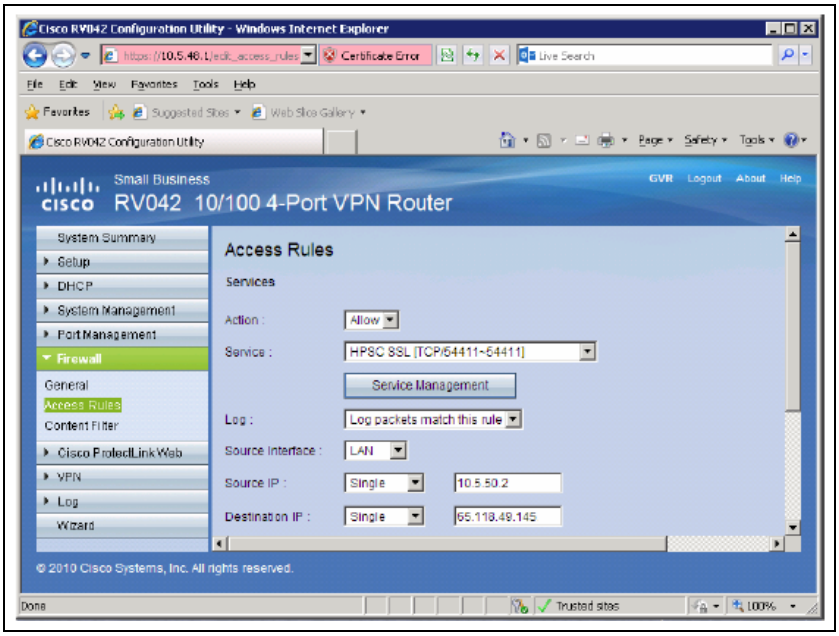
Figure 31: Adding Rule 1 of 3



The following table provides details on settings for adding rule 1 of 3

Field Name	Setting
Service	HPSC SSL
Source Interface	LAN
Source IP	10.5.50.2
Source Destination	65.118.49.15

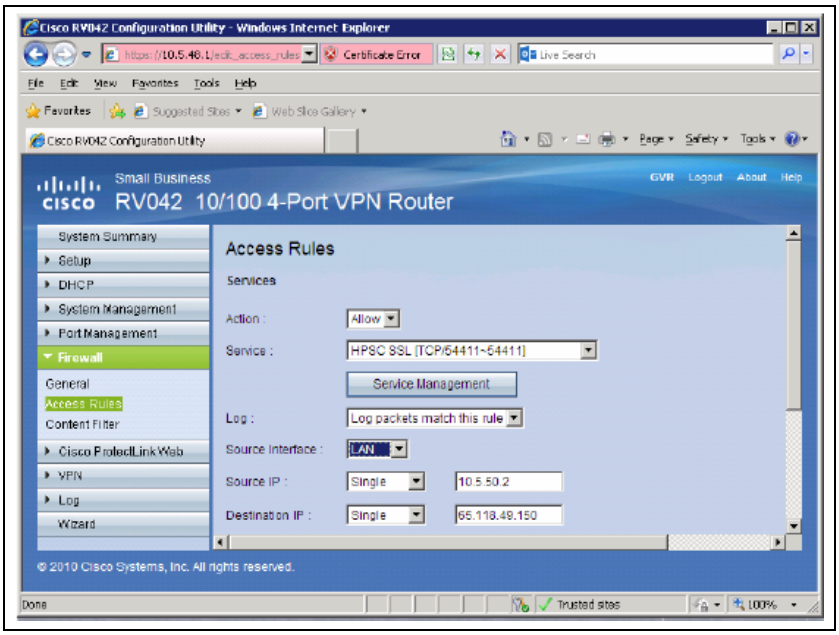
Figure 32: Adding Rule 2 of 3



The following table provides details on settings for adding rule 2 of 3.

Field Name	Setting
Service	HPSC SSL
Source Interface	LAN
Source IP	10.5.50.2
Source Destination	65.118.49.145

Figure 33: Adding Rule 3 of 3

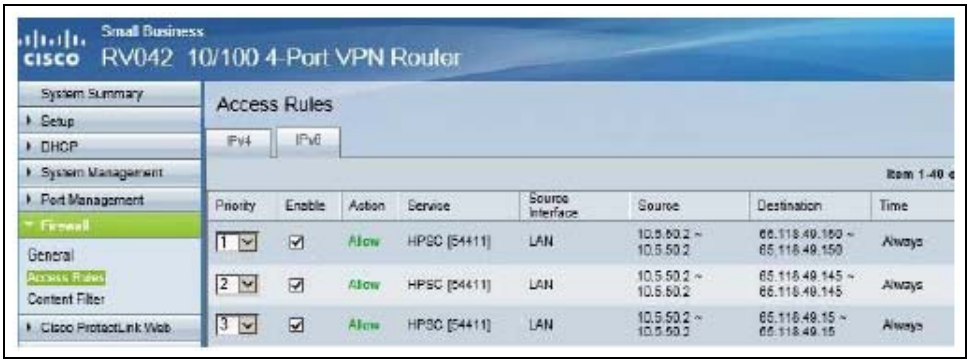


The following table provides details on settings for adding rule 3 of 3.

Field Name	Setting
Service	HPSC SSL
Source Interface	LAN
Source IP	10.5.50.2
Source Destination	65.118.49.150

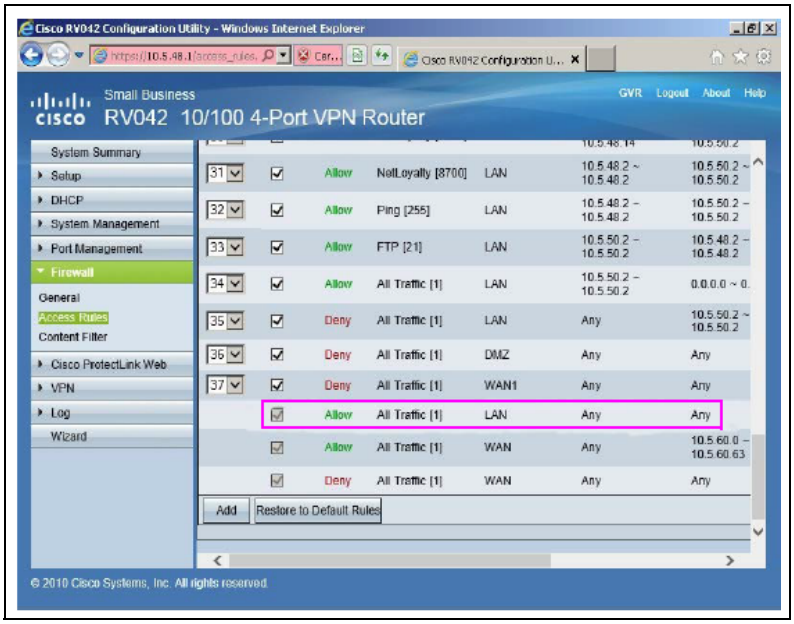
When completed, the three new access rules are set to “Allow”.

Figure 34: New Access Rules Setting Screen



7 At the bottom of the Firewall Access Rules, ensure the rule shown in Figure 35 is checked and set to “Allow”.

Figure 35: Selected Rules Setting



8 After completing all the steps, exit out of all screens.

Appendix C: HPS-Chicago Egress Rules for the SZR

As part of a SZR installation using *MDE-5382 Secure Zone Router (Acumera) Installation Instructions*, have the store's IT network representative add the following egress rules to the site's perimeter firewall:

- 65.118.49.145 (TCP Port 54411) - Primary Host Address
- 65.118.49.150 (TCP Port 54411) - Secondary Host Address
- 65.118.49.15 (TCP Port 54411) - Tertiary Host Address

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