Introduction

Purpose

This manual provides network-specific information for Passport® V11.02 systems at stores running Concord network, also known as First Data™ Corporation (FDC), that are:

- Upgrading from Passport V8.02 with Service Pack W or later
- Upgrading from Passport V10 with Service Pack P or later
- Upgrading from Passport V11.01 with Service Pack C or later
- Installing V11.02 for the first time

Note: If an earlier version of Passport software is running, upgrade first to one of these minimum versions before upgrading to Concord Generic V11.02 or you must perform a clean install.

IMPORTANT INFORMATION

Upgrading to Passport V11.02 requires advance notice to the Concord network that the site is implementing EMV® functionality on Passport. EMV functionality affects inside and outside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the Concord 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 Concord network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the Concord network of the need to enable EMV network communication, call the network on behalf of the merchant or store manager. Ask the network representative if he can expedite enabling EMV functionality for the store within four hours. If the network representative indicates he can prepare for enabling EMV on the network within the next four hours, continue with the upgrade. Otherwise, consult the merchant or store manager regarding your options, which are:

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

Intended Audience

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

Note: Leave this manual at the site for the manager's reference excluding "Appendix C: Upgrading to Passport V11.02" on page 47. This manual is available for download by Passport certified ASCs on Gilbarco's Extranet Document Library (GOLD℠).

REVIEW AND FULLY UNDERSTAND "Appendix C: Upgrading to Passport V11.02" on page 47 BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V11.02 FOR CONCORD GENERIC.

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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 (PA0379XXXXX and PA0380XXXXX) Installation Instructions	POS Peripheral Devices
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 with RV042 Firewall Router	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5302	Passport V11.02 Upgrade Instructions	Passport
MDE-5303	Passport Software Installation Manual for V11.02 on PX60 Hardware Platforms	Passport
MDE-5304	Passport Software Installation Manual for V11.02 on PX52 Hardware Platforms	Passport
MDE-5322	Passport EDH (First Data) V08.23 Implementation Guide for PA-DSS V3.2	Passport

Abbreviations and Acronyms

Term	Description
AID	Application Identifier
ANSI	American National Standards Institute
ASC	Authorized Service Contractor
BIOS	Basic Input/Output System
BOS	Back Office System
CRIND®	Card Reader in Dispenser
COM	Communication
CVM	Cardholder Verification Method
CWS	Cashier Workstation
DUKPT	Derived Unique Key Per Transaction
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
FDC	First Data Corporation
GOLD	Gilbarco Online Documentation
IDU	Indoor Unit
ISD	In-Station Diagnostics
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PCATS	Petroleum Convenience Alliance for Technology Standards
PDL	Parameter Download
PLU	Price Look Up
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SDES	Single Data Encryption Standard
SPG	Secure Payment Gateway
SVC	Stored Value Card
TCP/IP	Transmission Control Protocol/Internet Protocol
TDES	Triple Data Encryption Standard
UPC	Universal Product Code
USB	Universal Serial Bus
VSAT	Very Small Aperture Terminal
W&M	Weights and Measures
XML	Extensible Markup Language

Technical Support

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

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

To contact the Concord Help Desk, call 1-800-726-2629.

Network Data Retention

By default, the Passport system's network database saves all transaction details for 30 days, which means Passport purges network transaction details older than 30 days. However, this network setting can be changed by updating the **Days to Keep Network Data** field value, as described in the **Global Information - Page 2** tab (see step 4 on page 12). The **Days to Keep Network Data** field can accept values between 30 and 120 days, inclusive.

What's New in Passport V11 at Concord Stores

EMV compliance is the major force behind Passport V11.01 and V11.02. Passport V11.01 was the first release in the U.S. to support EMV chip card compliance for inside transactions. Passport V11.02 is the first release in the U.S. to support EMV chip card compliance outside at the dispenser.

EMV Chip Cards

The customer and cashier experience on Passport is somewhat different with EMV chip cards. Customers may be prompted for information they have not had to provide before, such as PIN for Credit cards. Cashiers at the Cashier Workstation (CWS) and customers inside and at the dispenser will notice new prompting beginning with these Passport versions.

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

- VeriFone MX915
- Ingenico iSC250
- Ingenico iPP320

The ASC may make PIN pad configuration changes in **MWS** > **Set Up** > **Register** > **Register Set Up** to allow the PIN pads to recognize and process EMV chip cards, by checking the EMV Capable field in Device Configuration. The ASC may also update network configuration parameters for EMV inside transactions in **MWS** > **Set Up** > **Network** > **Concord**.

The ASC must enable EMV outside for the site by going checking the Enable EMV checkbox on the General tab in **MWS** > **Fuel** > **Site Options**. Enabling EMV outside at the dispenser requires Gilbarco FlexPay™ II, FlexPay IV, or FlexPay IV Retrofit Kit for Wayne® dispensers. Each of these Gilbarco platforms also require CRIND via TCP/IP. For more information, see "CRIND via TCP/IP" on page 7.

For inside sales, a customer using an EMV chip card must insert the card into the PIN pad's chip reader and leave it inserted until the PIN pad displays instructions to remove the card. A customer at the dispenser may observe a delay between instructions to insert the payment card and to remove the card. Card insertion prompting at the dispenser depends upon the type of dispenser; some chip readers clamp onto the card, while others do not. If the customer attempts to remove the chip card from the chip reader while the dispenser is clamped onto the card, the card could become damaged.

In addition, Passport behavior when the Concord network is offline is different depending upon network settings in the Manager Workstation (MWS). Specifically, the merchant must determine the amount of risk he wishes to assume when the Concord network is offline and a customer attempts to use a chip card for payment. For more information, see "Programming Network Site Configuration" on page 10.

V11 Core Feature Enhancements

The following is a high-level description of the other core Passport features introduced in V11.01 and V11.02. For more information on these features, refer to *MDE-5266 What's New in Passport Version 11*.

Tender Keys in CWS

A new tender key, labeled **Card**, replaces the **Credit** and **Debit** tender keys. The cashier selects the **Card** tender key when the customer presents a credit, debit, or prepaid card for payment. This change is made because EMV chip cards can contain multiple EMV applications that support credit and debit payment. Passport does not know the specific payment application to use for the transaction until after the cashier begins tendering the transaction, the customer inserts an EMV chip card, and the PIN pad communicates with the chip on the card. The network determines the card type and Passport logs the transaction based on this determination. Credit and Debit tenders continue to appear on Accounting reports as before.

Clock In/Out Feature

The Clock In and Clock Out feature allows

- Store employees to clock in and clock out from the CWS independent of signing into the CWS
- Store managers to update clock in and clock out records

The store manager can configure Passport generate clock in ad clock out records and updates available to the BOS through the XMLGateway BOOutbox. Feature activation is not required to use the Clock In/Out feature; it is part of Passport base functions.

Dispenser Door Alarm Feature

The Dispenser Door Alarm feature allows the merchant to configure Passport to receive and display opened dispenser door alarms on the CWS and MWS. This feature applies to Gilbarco Pump and CRIND devices only. Feature activation is not required to use the Dispenser Door Alarm feature; it is part of Passport base functions.

INCON Vapor Tank Monitor

Passport allows programming of an INCON vapor tank monitor as a secondary tank monitor to meet In-Station Diagnostics (ISD) vapor recovery regulatory requirements in certain jurisdictions.

FlexPay IV Retrofit Kit for Wayne® Dispensers

Passport supports programming for Wayne dispensers equipped with the Gilbarco FlexPay IV Retrofit Kit, which makes the dispensers EMV capable.

Universal Dispenser Type in Forecourt Installation

Passport supports the Universal Dispenser Type, which allows the ASCs to program any dispenser based on its physical product meter arrangement (up to four products) rather than selecting a preconfigured dispenser type that masks the underlying product meter mapping behind a logical representation of the dispenser.

CRIND via TCP/IP

Passport supports TCP/IP communication with the CRIND devices on the Forecourt. TCP/IP communication between Passport and the CRIND devices on the Forecourt requires upgraded CRIND BIOS and additional configuration on the CRIND device itself. Gilbarco dispenser platforms that support TCP/IP communication are FlexPay II and later. These devices can support either the traditional serial connection or the new TCP/IP connection today. However, if you configure the dispensers for serial connection, you will need to reconfigure them for TCP/IP when you are ready to enable EMV at the dispensers.

EMV at the CRIND requires TCP/IP communication with twisted pair or CAT5/CAT6 cabling for reliable, noise-resistant communication. For more information, refer to SP-3803 Wiring Quick Reference for Applause and EMV Connectivity.

New Passport Point of Integration with Impulse™

Passport can display on the CWS the content that usually displays on the Impulse cashier facing tablet for certain implementations of the Impulse service.

Conexxus Mobile Payment

Passport supports mobile payment using the Conexxus standard mobile payment interface. This feature allows the customer to use a mobile app on his smartphone for payment authorization inside at the register and outside at the dispenser. The merchant must contact a mobile payment service provider and activate the feature to provide this service.

Back Office Interface Enhancements

Passport provides the following enhancements in BOS Interface Configuration programming:

- Using the original Operator ID (CashierID) in PJR files for prepaid fuel transactions that complete after the cashier who originally rang the transaction inside has closed the till. Previously, the closing PJR file used CashierID of 0000 for these transactions. This enhancement provides a solution for BOS that does not support CashierID 000.
- Default price book items to qualify for food stamps if there is no indication in the incoming ITT.XML file or Extraction Tool Import file that the item should not qualify for food stamps. Historically, a price book item inherits the value of the FoodStampable flag of the department to which the item is assigned if there is no indication that the item should qualify for food stamps. This field provides a solution for stores that run with a BOS device that does not support the FoodStampable flag in the ITT file and requires items to be configured as qualifying for food stamps by default.

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

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

Register Group Maintenance

Passport introduces the following two enhancements to Register Group Maintenance:

- **Default to using promotional pricing when ringing refund transactions**
  Historically, Passport allowed promotional pricing for sales only. With the introduction of the "Use promotional pricing for refunds" field on the **Sales and Refunds** tab, Passport will apply current promotional pricing to refund transactions as well as sales. By selecting this option under one Register Group, Passport applies the option to all registers.
- **Bypass prompting the cashier for opening and closing till counts**
  Historically, Passport prompted for till count when the cashier opened or closed a till. With the introduction of the "Suppress opening/closing till counts" field on the **Till counts** tab, Passport bypasses prompting the cashier for till count when opening a new till and when closing the till and assumes a zero till balance for these opening and closing tills. This new option is targeted to stores that prefer to float a set till amount across cashier shifts. To ensure all till cash is recorded before the cashier closes the till, the cashier must perform a final Safe Drop, counting all remaining cash in the till except for the float amount. For stores that program Passport to generate PJR files to be consumed by a BOS with this option enabled, Passport generates PJR files for the zero till open, final safe drop, and zero till close. By selecting this option under one Register Group, Passport applies the option to all registers.

64 Fueling Positions

Beginning with V11.02 Service Pack D, Passport allows configuration and communication with up to 64 fueling positions at the forecourt. Support for over 32 fueling positions requires configuration in **MWS > Fuel > Site Options and MWS > Setup > Forecourt > Forecourt Installation**.

In addition, the CWS can be configured to control all or a set of the dispensers through **MWS > Setup > Register > Register Group Maintenance**. Use of multiple Register Groups requires the Enhanced Store feature.

Keep in mind the following limitations to the use of 64 fueling positions:

- 64 fueling positions is available only for Gilbarco dispensers.
- The Veeder-Root® TLS350 Tank Monitor supports up to 36 fueling positions and the TLS450PLUS Tank Monitor supports up to 72 fueling positions. Earlier versions of tank monitor did not support more than 32 fueling positions.

Signature Capture

Beginning with V11.02 Service Pack D, Passport supports electronic signature capture at the Ingenico iSC250 and VeriFone MX915 PIN pads. Passport stores the electronic signature with the merchant receipt and uploads it to Insite360™ receipts. Reprints of electronic signature capture receipts automatically print the captured signature. Receipt searches performed at the CWS do not display the captured signature; instead, an indication that the signature was electronically captured is displayed.

In addition, the merchant can configure settings for printing customer and merchant receipts, through **Set Up** > **Network Menu** > **Concord** > **Network Site Configuration**. For more information, refer to "Programming Network Site Configuration" on page 10.

Receipt Printer Settings for Faster Printing

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

CRIND Authorization Timeout Change to Meet Regulatory Requirements

Recent national Weights and Measures (W&M) regulations require the CRIND authorization timeout to be no more than 120 seconds (two minutes). If your Passport is configured with a CRIND Authorization Timeout value greater than 120 seconds, upgrading to V11.02 Service Pack D will reduce the value to 120 seconds automatically.

New Passport Point of Integration with Impulse

Passport can display on the CWS the content that usually displays on the Impulse cashier facing tablet for certain implementations of the Impulse service.

For Stores Upgrading from V8.02

The following is a recap of CONCORD enhancements made in Passport V10.

Features Introduced in V10	Retailer Benefits
Activate Card/Recharge Card buttons removed from CWS	All cash card or prepaid card activations and recharges must occur within a sale transaction. Passport recognizes the purchased item as a cash card or prepaid card and automatically prompts the cashier at the appropriate time in the transaction to swipe the card for activation or recharge. *Note: All cash card PLU and UPC items must be configured with **Item Type** of Cash Card in **MWS > Pricing > Item**. If cash card items are not configured in this manner, cash cards cannot be activated or recharged. Passport XMLGateway does not accept cash card items in price book downloads from the BOS; these items must be managed manually through **MWS > Pricing > Item**.*
Credit Card Pre-Auth button removed from CWS	The Concord network supports inside prepay fuel transactions using pre-authorization and completion messages, which makes the Credit Card Pre-Auth function unnecessary.
Prepay network transactions process as authorization and completion	If a customer under runs a prepay fuel network transaction, the completion message that finalizes the transaction shows the actual transaction amount. The cashier no longer must perform a refund and new purchase for the final fuel sale amount.
The Concord network allows partial approval and split tender for post pay transactions.	The customer may use multiple prepaid cards and credit cards on post pay transactions.
Multiple loyalty feature	With activation of the Multiple Loyalty Interface feature, the store may offer its customers up to two loyalty programs.
New Fuel Discount by Card Type configuration	Allows the store to configure fuel discounts by card type based on the cards downloaded in the Concord network card acceptance table.

For information on these and other enhancements included in Passport V10 for Concord, refer to *MDE-5098 Passport V10 Network Addendum for Concord.*

Assigning Product Codes

Passport supports PCATS Payment System Product Codes for fuel and dry stock items. Passport transmits the product codes assigned to fuel and dry stock items when completing transactions with the network. It is important to assign the correct product code to fuel grades and dry stock items.

IMPORTANT INFORMATION

If fuel product codes are configured incorrectly, cards with grade restrictions will not be approved for fuel sales and host based discount transactions will not roll back the PPU discount properly. Use care in assigning fuel grades in **MWS** > **Set Up** > **Forecourt** > **Forecourt Installation** to ensure correct product code assignment.

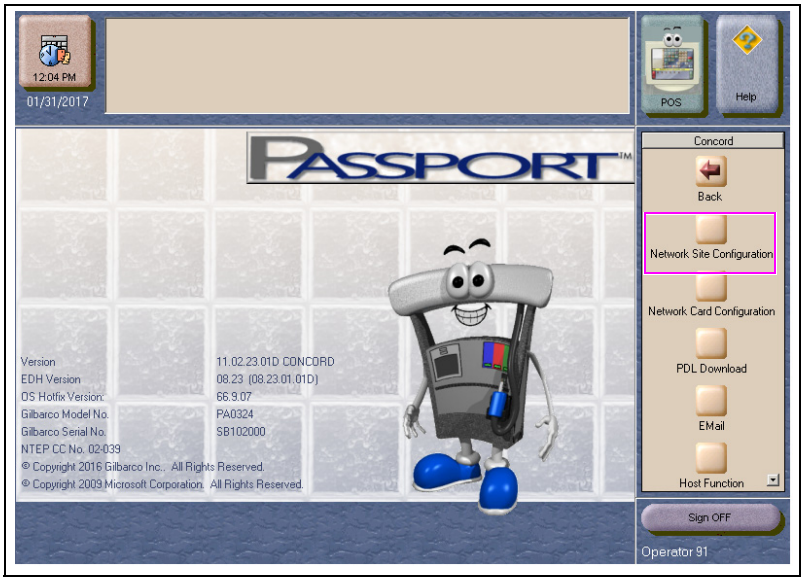
Programming Network Site Configuration

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

To establish communication with the Concord network site configuration must be programmed correctly. To program network site configuration, proceed as follows:

1 From the **MWS** main menu, select **Set Up** > **Network Menu** > **Concord**.

Figure 1: Concord Network Configuration Menu

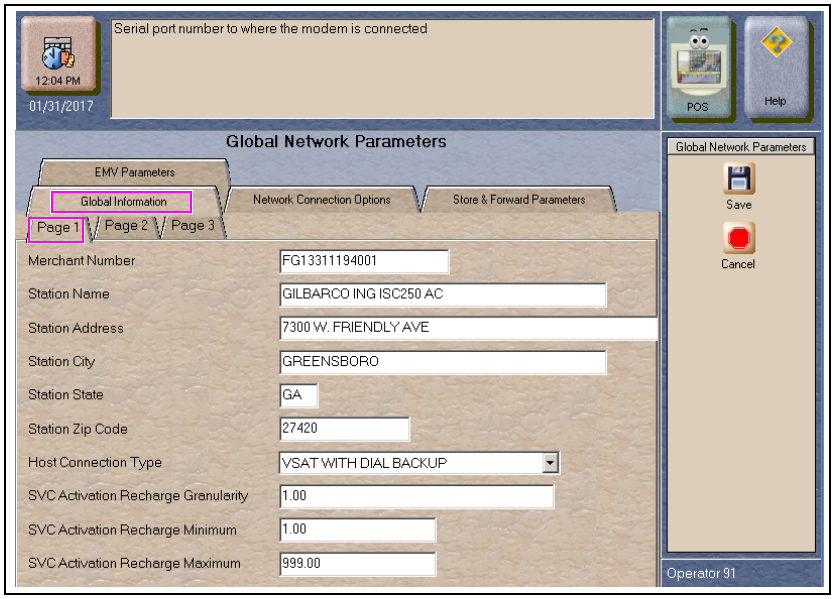


The Concord Network Configuration Menu screen opens. The following option buttons display on the Network Configuration menu screen:

- Network Site Configuration
- Network Card Configuration
- PDL download
- E-Mail
- Host Function
- Fuel Discount Configuration

2 To program network configuration for the site, select **Network Site Configuration**. The **Global Network Parameters** screen opens.

Figure 2: Global Network Parameters



3 Select the **Page 1** tab on the **Global Information** tab.

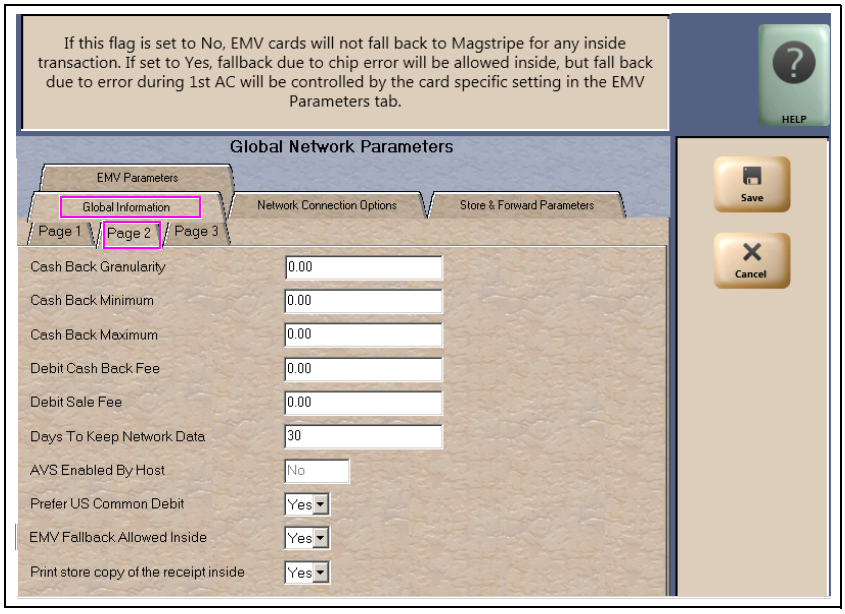
Fields on the Global Information - Page 1 Tab

Field	Description
Merchant Number	This is a unique 13-character value provided by Concord to identify the site with the network. If the value that Concord provides is not 13 characters in length, the network does not have the site configured as a Passport system. Format for this field is AABBCCCCCCDDD, where: • AA is the terminal type; FG is a Passport • BB is the two-digit state code (refer to "Appendix A: Valid State and Territory Codes" on page 45) • CCCCCC is the six-digit merchant identifier • DDD is the three-digit terminal identifier, usually 001
Station Name	The station name for the store that prints on receipts for network transactions.
Station Address	The address of the store that prints on receipts for network transactions.
Station City	The city in which the store is located that prints on receipts for network transactions.
Station State	The state in which the store is located that prints on receipts for network transactions.
Station ZIP Code	The ZIP code in which the store is located that prints on receipt for network transactions.
Host Connection Type	This field identifies the type of connection used by the site to connect to the network. Options are VSAT WITH DIAL BACKUP, VSAT, and DIAL. If the Host Connection Type field is changed, you must stop and restart the Passport system. *Note: For the Datawire Micronode or Echosat℠ (SmartLink™) Secure Payment Gateway (SPG), set this field to Dial.*
SVC Activation Recharge Granularity	The incremental amount allowed for activation or recharge of SVC cards. For example, if this field is set to $1.00, SVC cards can be activated or recharged in single dollar amounts, such as $1.00, $2.00, $3.00, and so on. If this field is set to $2.00, SVC cards can be activated or recharged in even dollar amounts, such as $2.00, $4.00, $6.00, and so on. This field cannot be set to greater than $100.00.

Field	Description
SVC Activation Recharge Minimum	The minimum dollar amount required to activate or recharge SVC cards. This amount cannot be less than $1.00 or greater than $200.00.
SVC Activation Recharge Maximum	The maximum dollar amount required to activate or recharge SVC cards. This amount must be equal to or greater than the SVC Activation Recharge Minimum, but cannot be greater than $999.00.

4 After completing all fields on the **Global Information - Page 1** tab, select the **Page 2** tab.

Figure 3: Global Information - Page 2 Tab



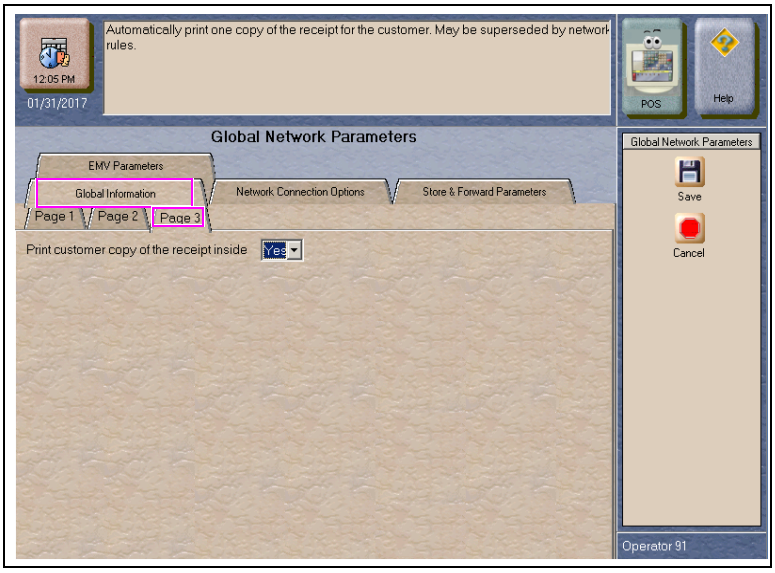
Fields on the Global Information - Page 2 Tab

Field	Description
Cash Back Granularity	The incremental amount allowed for cash back. For example, if this field is set to $1.00, cash back can be given in single dollar amounts, such as $1.00, $2.00, $3.00, and so on. If this field is set to $2.00, cash back amounts can be given in even dollar amounts, such as $2.00, $4.00, $6.00, and so on. This field cannot be set to greater than $100.00.
Cash Back Minimum	The minimum dollar amount of cash back that a customer may receive on a sale transaction. This amount cannot be greater than $200.00.
Cash Back Maximum	The maximum dollar amount of cash back that a customer may receive on a sale transaction. This amount must be greater than or equal to the Cash Back Minimum, but cannot be greater than $200.00.
Debit Cash Back Fee	The dollar amount the customer is charged as a fee for including cash back in a transaction. This amount cannot be greater than $99.00.
Debit Sale Fee	The dollar amount the customer is charged on all debit transactions. This amount cannot be greater than $99.99.
Days to Keep Network Data	The number of days network data can be kept in the database until it is purged. This count cannot be less than 30 days or greater than 120 days. Default is 30 days.
AVS Enabled by Host	This is a Yes/No field. If set to Yes, AVS is enabled by the network. The Passport system receives this field from the Concord network. The field is not editable.

Field	Description
Prefer U.S. Common Debit	If set to Yes, when the customer presents an EMV card that contains both US Common and International Debit Application Identifiers (AID), Passport uses the US Common Debit AID. If multiple AIDs are supported and the customer selects US Debit AID, the customer is prompted for Credit or Debit. If set to No, under the same circumstances, Passport uses the International Debit AID, which is treated as a Credit card and Credit processing fees are charged. The customer is not given the option to select credit or debit. If the card contains only one debit AID, Passport uses it without regard to the setting for this field.
EMV Fallback Allowed Inside	If set to Yes, Passport allows fallback to magnetic stripe on an inside EMV chip card transaction at chip error, but the card-specific settings in the **EMV Parameters** tab controls fallback to magnetic stripe on an error during first AC. If set to No, Passport does not allow fallback to magnetic stripe for any reason on inside EMV chip card transactions. This setting overrides the card-specific setting for Allow Fallback Inside configured in the EMV Parameters tab. *Note: Passport does not allow fallback to magnetic stripe for EMV chip card transactions outside at the CRIND.*
Print store copy of the receipt inside	If set to Yes, the merchant copy of the receipt prints automatically for all inside Concord Generic network transactions. This may be especially important for stores that enable electronic signature capture at the PIN pad. The customer signature prints as part of the receipt. If set to No, the merchant copy of the receipt does not print automatically for inside Concord Generic network transactions, unless overridden by network or EMV parameters.

5 After completing all fields on the **Global Information - Page 2** tab, select the **Page 3** tab.

Figure 4: Global Information - Page 3 Tab

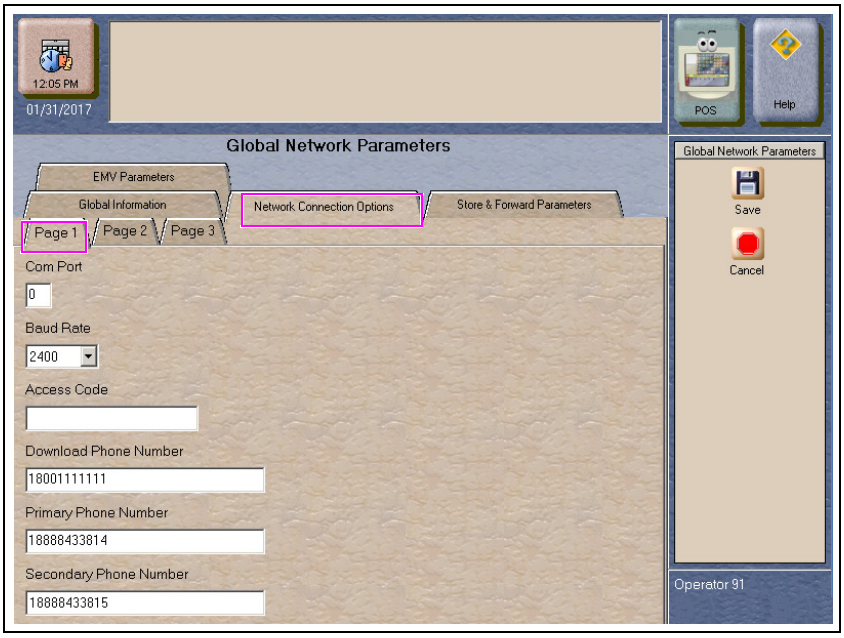


Fields on the Global Information - Page 3 Tab

Field	Description
Print customer copy of the receipt inside	If set to Yes, the customer copy of the receipt prints automatically for all inside Concord Generic network transactions. This may be especially important for stores that enable electronic signature capture at the PIN pad. The customer signature prints as part of the receipt. If set to No, the customer copy of the receipt does not print automatically for inside Concord Generic network transactions, unless overridden by network or EMV parameters.

6 After completing all fields on the **Global Information - Page 3** tab, select the **Network Connection Options** tab. If the site is to be configured for Dial or VSAT with Dial backup, then select the **Page 1** tab. Otherwise, if the site is to be configured for VSAT only, proceed to step 7 on page 15.

Figure 5: Network Connection Options - Page 1 Tab



IMPORTANT INFORMATION

The DataWire, Micronode, and EchoSat (SmartLink) SPG devices must use 9600 baud rate. The ASC must call the network or device provider to request a change in the baud rate on their side as well as programming the Passport to use 9600 baud rate.

Note: Sites that are using Datawire, Echosat (SmartLink) SPG, or VSAT Indoor Unit (IDU), which are configured for Dial emulation must obtain all relevant information for the Network Connection Options screens from the Credit Card host provider or the device provider. In addition, the Concord Help Desk may need to provide some information.

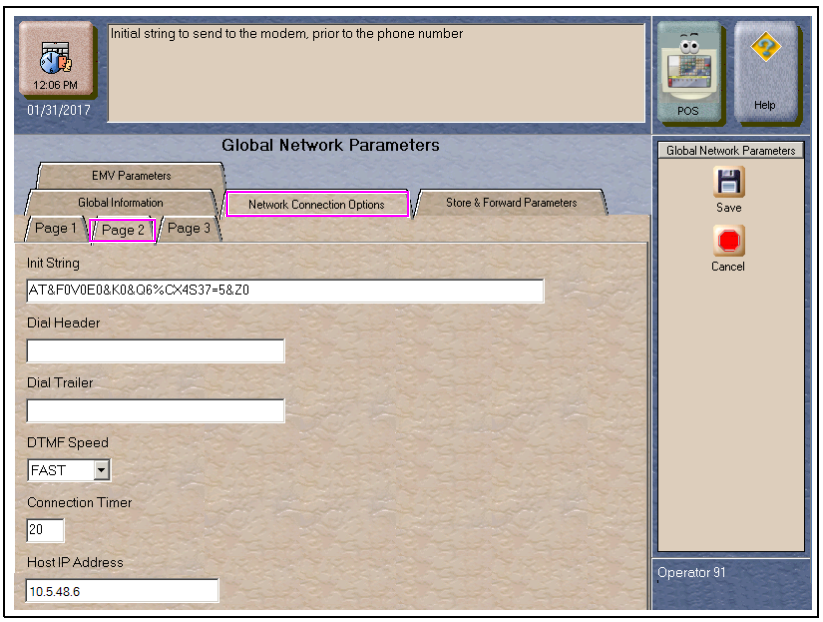
Fields on the Network Connection Options - Page 1 Tab

Field	Description
Com Port	The COM Port number on the EDH to which the modem, Micronode, or Dial emulation device is connected.

Field	Description
Baud Rate	The dial baud rate used by the modem. Options are 1200, 2400, 4800, 9600, 14400, and 28800. *Note: **For Datawire, EchoSat (SmartLink) SPG, set to 9600**. Call the Concord Help Desk, Datawire, or EchoSat (SmartLink) to request they set the baud rate to 9600 and download any firmware updates required. If this is not done successfully, network communications fail.*
Access Code	Numbers that the modem must dial to reach an outside line. That is, if you dial “9” to reach an outside line. Leave this field blank for the Datawire Micronode device.
Download Phone Number	The main phone number the modem uses to dial the network for initial PDL request and processing (maximum 18 digits). This field may be the same as the value in the Primary Phone Number field. Set this field to 77090001 for the Datawire Micronode device.
Primary Phone Number	The main phone number the modem uses to dial the network for transaction processing (maximum 18 digits). Set this field to 77090001 for the Datawire Micronode device.
Secondary Phone Number	The alternate phone number the modem uses to dial the network for transaction processing (maximum 18 digits). Set this field to 77090001 for the Datawire Micronode device.

7 Select the **Page 2** tab. This tab is used for configuring Dial, VSAT with Dial Backup, and VSAT connections.

Figure 6: Network Connection Options - Page 2 Tab



Fields on the Network Connection Options - Page 2 Tab

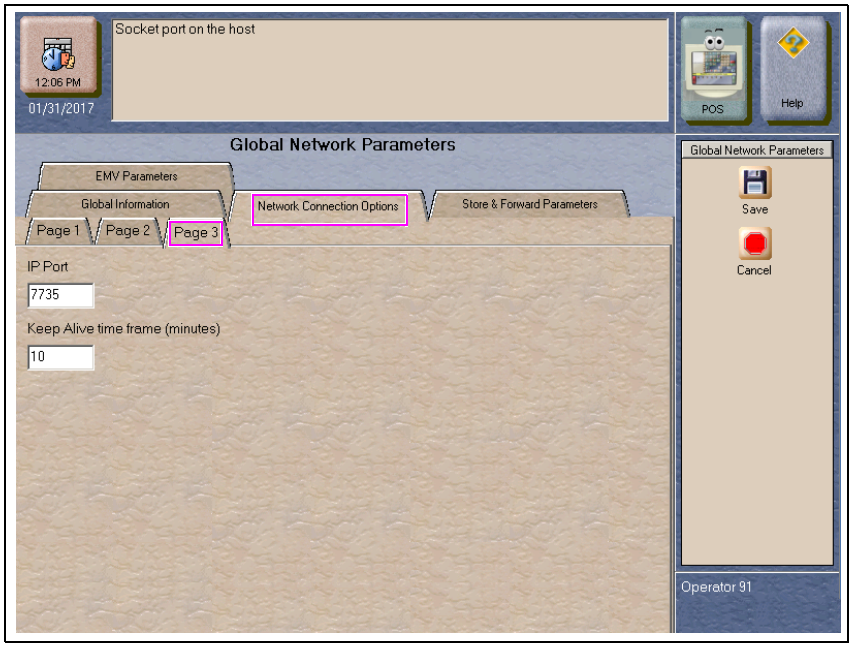
Field	Description
Init String*	The 40-character modem initialization string that is sent to the modem each time a link is established with the modem. • MultiTech® 009: AT&F0V0E0&K0&Q6%CX4S37=5&Z0 • MultiTech 007: AT&F+A8E=,,,0VE&K&Q6%CX4+MS=1
Dial Header*	The dial command to the modem, including tone generation (default is ATDT). Leave this field blank for the Datawire Micronode device. • MultiTech 009: ATS7=15S10=2S11=50S25=0&W0 • MultiTech 007: not needed

Field	Description
Dial Trailer*	The five-characters added to the end of the dial string. Default is blank. Enter # if required by the site's modem. Leave this field blank for the Datawire Micronode device.
DTMF Speed*	The speed between each number sent to the modem. Options are: • FAST • MEDIUM • SLOW Select MEDIUM for the Datawire Micronode device.
Connection Timer*	The time that the modem must wait for a carrier signal after dialing. This value is in seconds. If the time expires before the carrier signal is received, the system redials. Valid entries are between 1 and 300 seconds. Set this field to 20 for the Datawire Micronode device.
Host IP Address	The IP address used to connect to the network. This information must be obtained from the Credit Card host. *Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup.*

**Dial parameters are only required if the site is configured as Dial or VSAT with Dial Backup.*

8 After completing all fields on the **Network Connection Options - Page 2** tab, select the **Page 3** tab.

Figure 7: Network Connection Options - Page 3 Tab

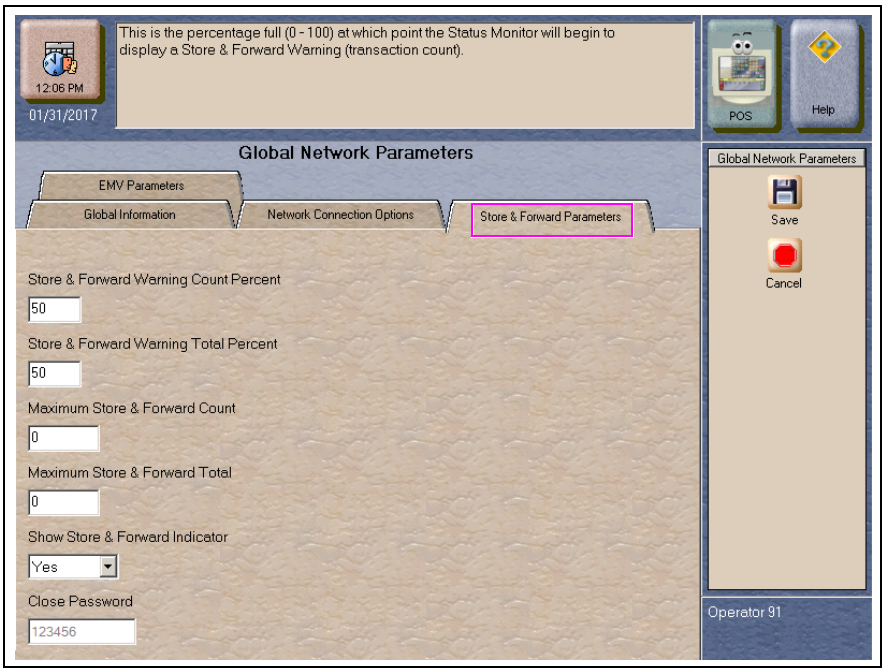


Fields on the Network Connection Options - Page 3 Tab

Field	Description
IP Port	The IP port used to connect to the network. Obtain this from the network. *Note: This field is used only if the site is configured as VSAT or VSAT with Dial Backup. However, this field cannot be left blank. Enter "5001" if configured for Dial.*
Keep Alive time frame (minutes)	The default value is 10 minutes for the network.

9 After completing the **Page 3** tab, select the **Store & Forward Parameters** tab.

Figure 8: Store & Forward Parameters Tab

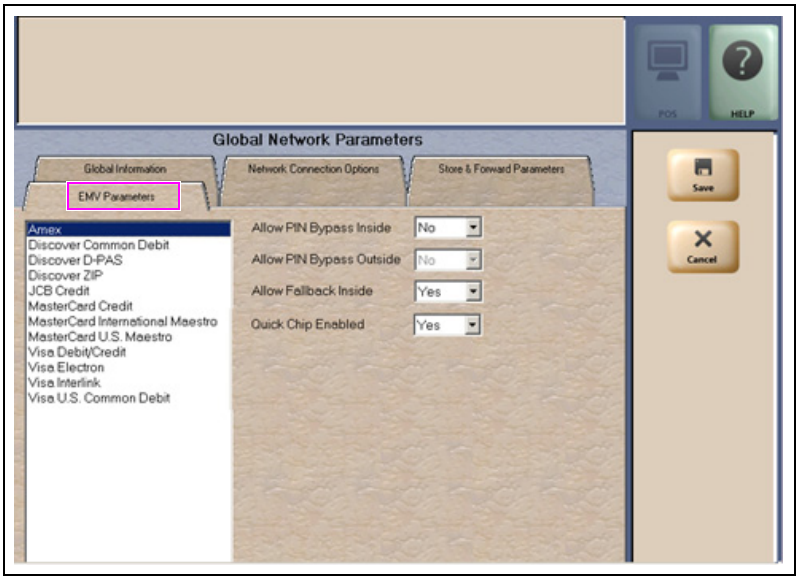


Fields on the Store & Forward Parameters Tab

Field	Description
Store & Forward Warning Count Percent	When the Passport system stores a number of transactions that is this percentage of the maximum number of transactions allowed to be stored, the Passport system begins to display a warning message through the network events.
Store & Forward Warning Total Percent	When the Passport system stores a number of transactions that is this percentage of the maximum dollar amount of transactions allowed to be stored, the Passport system begins to display a warning message through the network events.
Maximum Store & Forward Count	The maximum number of transactions that the station is allowed to store. This value cannot be greater than 1500.
Maximum Store & Forward Total	The maximum dollar amount of transactions that the station is allowed to store. This value cannot be greater than $99,999.
Show Store & Forward Indicator	This is a Yes/No field. If set to Yes, an indicator appears in the message bar on the CWS when there is at least one stored transaction.
Close Password	The six-digit value sent to the host for Shift or Day Totals Requests. *Note: This field is grayed out and not editable.*

10 After completing the **Store & Forward Parameters** tab, select the **EMV Parameters** tab.

Figure 9: EMV Parameters Tab



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

Fields on the EMV Parameters Tab

Field	Description
Allow PIN bypass Inside	If set to Yes and the EMV application requires PIN entry, the inside PIN pad prompts the customer to enter the PIN, but allows the customer to press the **ENTER** key on the PIN pad without entering a PIN. If set to No and the EMV application requires PIN entry, the inside PIN pad prompts the customer to enter the PIN and the customer must enter a PIN to move forward in the transaction. *Note: This field is set to No for debit AIDs and the merchant cannot change the setting.*
Allow PIN Bypass Outside	If set to Yes and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN, but allows the customer to press the **ENTER** key on the CRIND keypad without entering a PIN If set to No and the EMV application requires PIN entry, the CRIND prompts the customer to enter the PIN and the customer must enter a PIN to move forward in the transaction. *Note: This field is set to No for debit AIDs and the merchant cannot change the setting.*

Field	Description
Allow Fallback Inside	If set to Yes, when the customer inserts an EMV chip card into the chip reader of the inside PIN pad and the PIN pad detects the chip card AID but an EMV processing (first AC) error occurs, the PIN pad prompts the customer to swipe the card and Passport performs fallback to magnetic stripe. If the PIN pad cannot detect the chip card AID, Passport declines the card or allows fallback to magnetic stripe based on the value of the “EMV Fallback Allowed Inside” field in the ***Global Information - Page 2*** tab. If set to No, when the customer inserts an EMV chip card into the chip reader of the inside PIN pad and a chip error occurs, Passport declines the card. *Note: Passport does not allow fallback to magnetic stripe for EMV chip card transactions outside at the CRIND.*
Quick Chip Enabled	If set to Yes, Passport obtains all necessary EMV data from the chip card earlier in the transaction by notifying the chip card that the network is not available. Thus, the PIN pad or CRIND prompts the customer to remove the chip card before the transaction has completed with the chip card issuer, up to a few seconds earlier. If set to No, Passport performs EMV transactions without the shortcut of Quick Chip processing. The PIN pad prompts the customer to remove the chip card after the transaction has completed with the chip card issuer. Defaults to No.

11 After completing the **EMV Parameters** tab, select **Save** to save all programming and exit from **Network Site Configuration**.

Programming Network Card Configuration

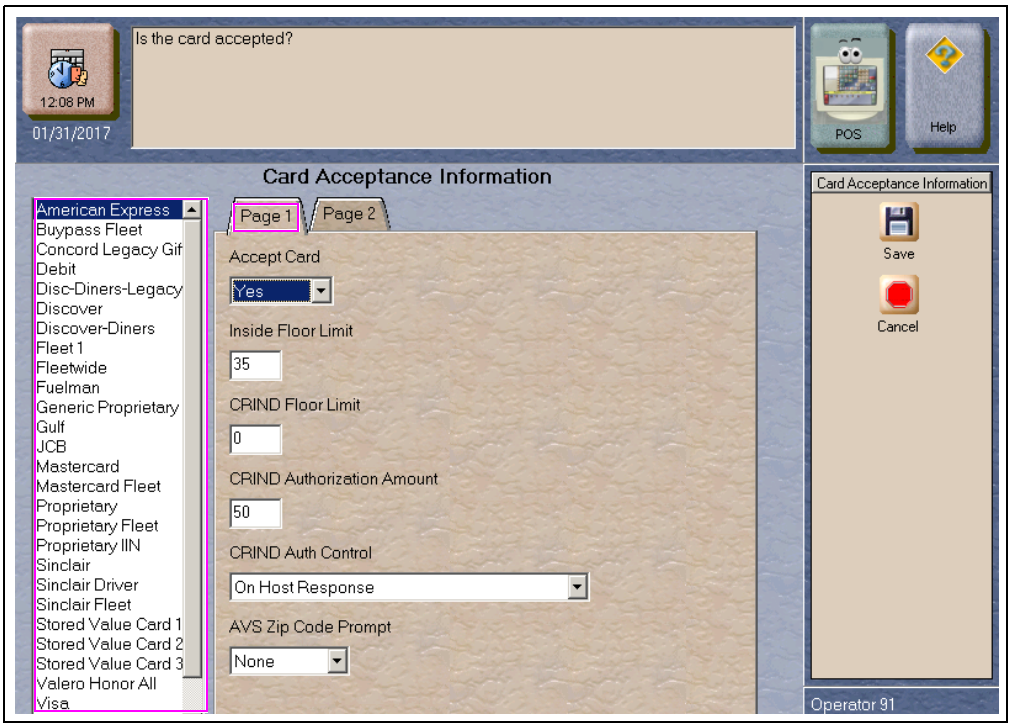
This section provides information on configuring which cards the Concord network supports are to be accepted at the store and the parameters under which Passport processes these cards.

Note: The EDH must be installed and running before configuring network cards.

To program Network Card Configuration information, proceed as follows:

1 From the MWS main menu, select **Set Up > Network Menu > Concord > Network Card Configuration**. The Card Acceptance Information screen opens.

Figure 10: Card Acceptance Information



The number of tabs that display and the fields on the tabs are dependent upon the card type selected from the list on the left side bar. Most network cards display parameters on two tabs, **Page 1** and **Page 2**; however, certain proprietary and SVC require additional parameters and display on three tabs.

2 Select a Card name from the list to view its Card Information. Select the **Page 1** tab.

Fields on the Card Acceptance Information - Page 1 Tab

Field	Description
Accept Card	If set to Yes, the card may be accepted as payment at the store.
Inside Floor Limit	For inside transactions, the maximum allowable dollar amount for transactions handled in fallback. This field cannot be greater than 999.
CRIND Floor Limit	For CRIND transactions, the maximum fueling amount allowable in fallback. This field cannot be greater than 999.
CRIND Authorization Amount	The dollar amount of the CRIND fueling limit that is requested from the Concord network for authorization. The Concord network responds with the authorized fueling limit amount, which may be greater or less than the requested amount. This field cannot be greater than 999.
CRIND Auth Control	The point at which the CRIND device is authorized after the customer swipes the card at the CRIND. Options are: • On Card Identification • On Host Transmission • On Host Response
AVS ZIP Code Prompt	This field determines how ZIP Code prompting occurs. Options are: • Both - AVS prompting occurs on inside and CRIND sales • Inside - AVS prompting occurs only on inside sales • Outside - AVS prompting occurs only on CRIND sales • None - no AVS prompting occurs Default is None. AVS is available only if the AVS Enabled by Host field is set to Yes (prompt code 127) on the Global Information - Page 2 tab.

3 After configuring all parameters for the card on the **Page 1** tab, select the **Page 2** tab. The fields that display on the **Page 2** tab depend upon the Card Name selected.

Figure 11: Card Acceptance Information - Page 2 Tab

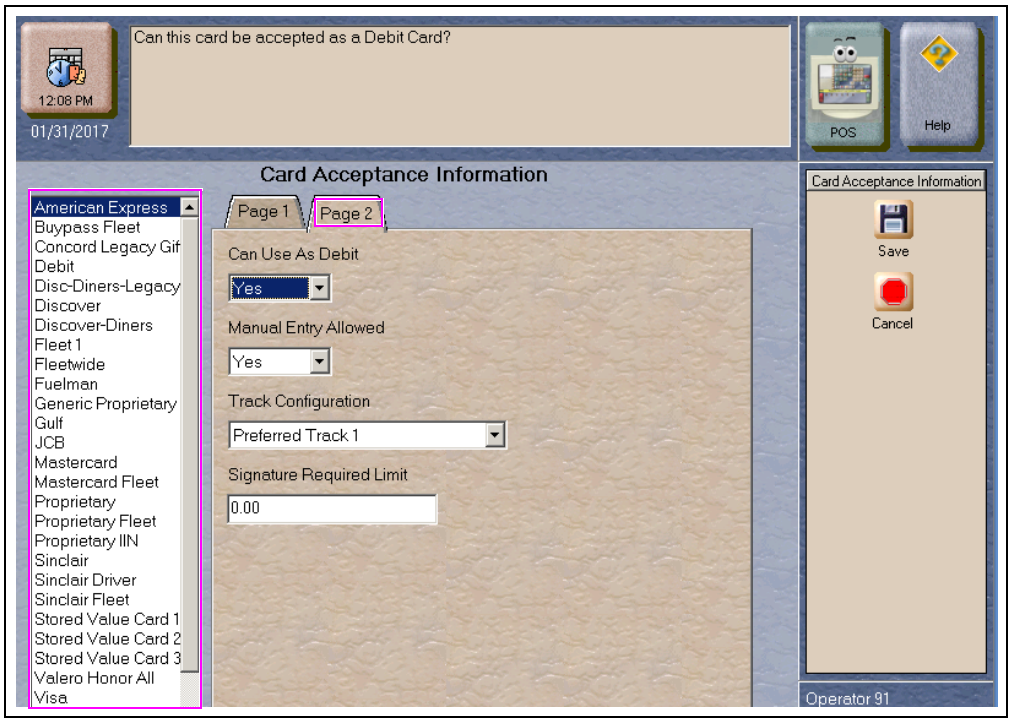
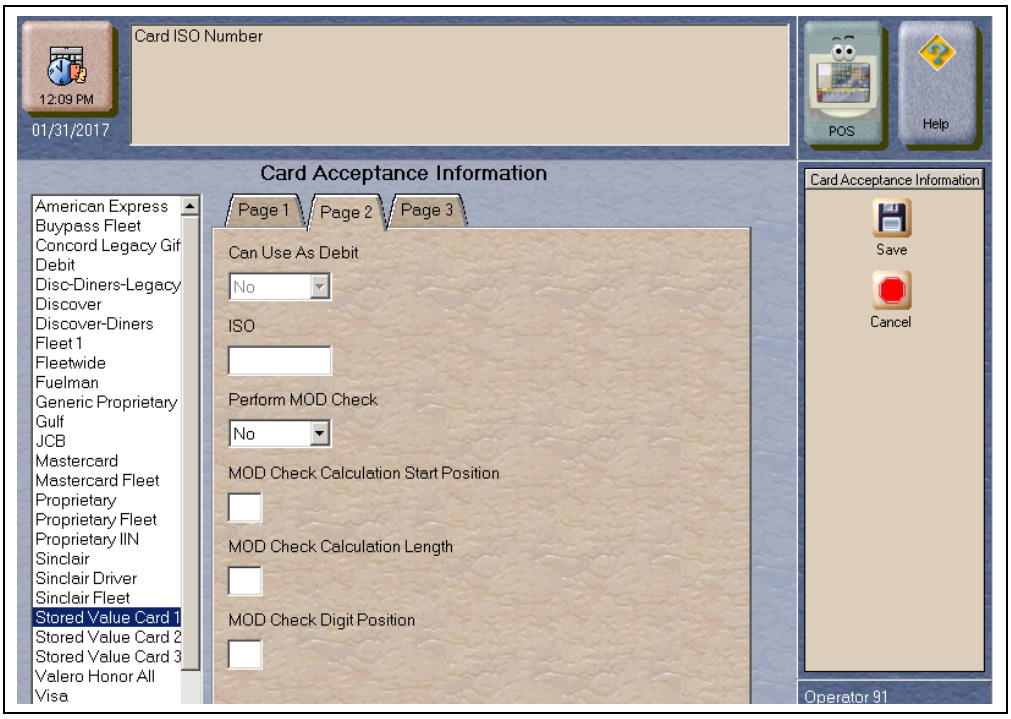


Figure 12: Card Acceptance Information - Page 2 Tab for Proprietary and SVC

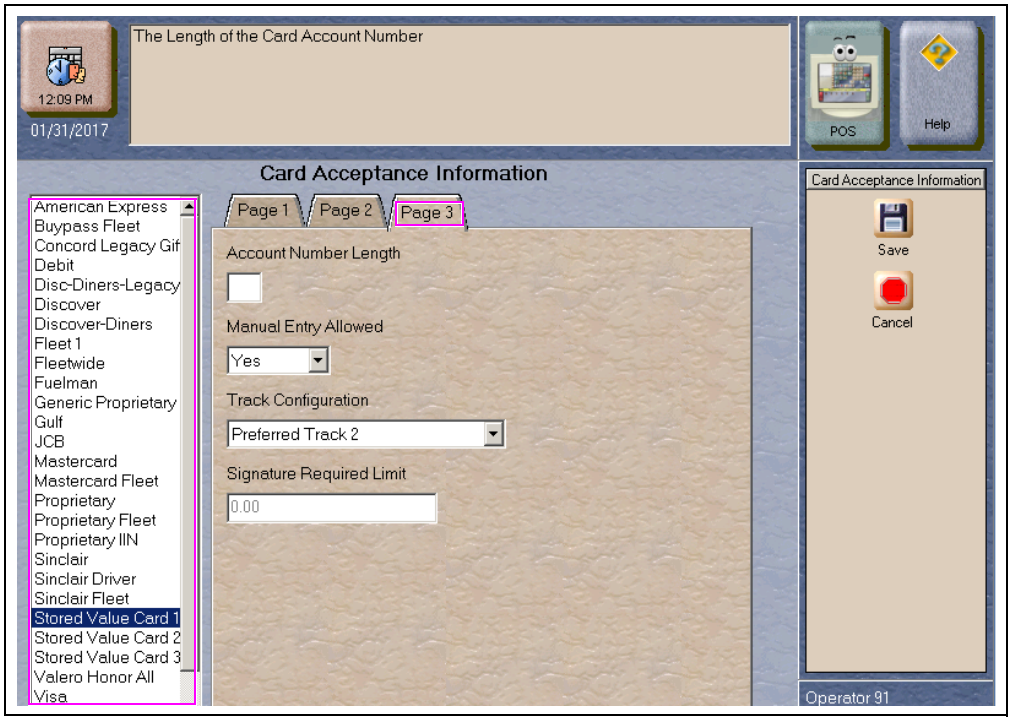


The following is a listing of all the possible Page 2 fields and their description:

Field	Description
Can Use As Debit	If set to Yes, the card may be used as a Debit Card only on outside sales. If set to No, the card may not be used as a Debit Card.
Manual Entry Allowed	If set to Yes, the card information may be entered manually on an inside transaction.
Track Configuration	Track reading can be set to one of the following: • Preferred Track 1 - track 1 of the magnetic stripe read is sent to the Concord network in each transaction; if track 1 is not on the card, track 2 is sent to the network • Preferred Track 2 - track 2 of the magnetic stripe read is sent to the Concord network in each transaction; if track 2 is not on the card, track 1 is sent to the network • Mandatory Track 1 - if track 1 of the magnetic stripe is not readable, the card is not accepted • Mandatory Track 2 - if track 2 of the magnetic stripe is not readable, the card is not accepted
Signature Required Limit	The smallest total sales dollar amount at which the customer must provide signature for the transaction. For EMV chip card transactions, this is the Cardholder Verification Method (CVM) limit.
ISO	This field is displayed for SVC and Generic Proprietary cards only. This field must be six digits in length for SVC and up to six digits for Generic Proprietary cards. This field sets the prefix of the personal account number for the Passport system to recognize the configured card type.
Perform MOD Check	If set to Yes, Passport performs Luhn MOD 10 check on the card data. Set to Yes for SVC. Defaults to No. If set to No, the subsequent fields are grayed out and inaccessible.
MOD Check Calculation Start Position	Configure this field only if Perform MOD check is set to Yes. This field determines at which digit position the MOD 10 Check calculation must begin.
MOD Check Calculation Length	Configure this field only if Perform MOD check is set to Yes. This field determines the length of the MOD 10 check. Default is 00.
MOD Check Digit Position	Configure this field only if Perform MOD check is set to Yes. This field determines the position of the MOD 10 check. Default is 00.

4 If applicable, after configuring all parameters for the card on the **Page 2** tab, select the **Page 3** tab; otherwise, proceed to step 5.

Figure 13: Card Acceptance Information - Page 3 Tab



Fields on the Card Acceptance Information - Page 3 Tab

Field	Description
Account Number Length	This field is used to set the length of the personal account number a card should have to be recognized as belonging to the configured card type.
Manual Entry Allowed	This is a Yes/No field. If set to Yes, the card information may be entered manually on an inside transaction.
Track Configuration	Track reading can be set to one of the following: • Preferred Track 1 - track 1 of the magnetic stripe read is sent to the Concord network in each transaction; if track 1 is not on the card, track 2 is sent to the network • Preferred Track 2 - track 2 of the magnetic stripe read is sent to the Concord network in each transaction; if track 2 is not on the card, track 1 is sent to the network • Mandatory Track 1 - if track 1 of the magnetic stripe is not readable, the card is not accepted • Mandatory Track 2 - if track 2 of the magnetic stripe is not readable, the card is not accepted
Signature Required Limit	The smallest total sales dollar amount at which the customer must provide signature for the transaction.

5 Select **Save** to save changes or **Cancel** to exit the Card Acceptance Information screen without saving changes.

Requesting PDL Download

A PDL is a transfer of data from the Concord network to the Passport system. Call the network to have the download flag set; otherwise, the download will fail.

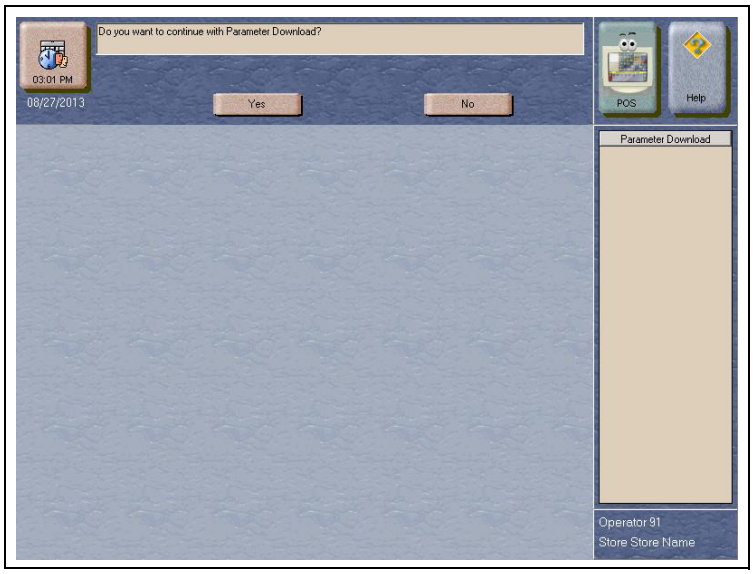
To request a PDL download, proceed as follows:

1 From the MWS main menu, select **Set Up** > **Network Menu** > **Concord** > **PDL Download.**

Figure 14: PDL Download

2 Passport prompts “Do you want to continue with Parameter Download?”.

Figure 15: PDL Download Screen



a If you select **No**, the system returns to the **Network Menu** screen.

b If you select **Yes**, Passport requests two downloads; first the Site Control Load, followed by the Card Table Load. As Passport requests each download, the MWS screen displays the status, including the reason for any failure. A failure status for the Site Control Load is not an issue, unless you notified the network to set the Download Flag before requesting the PDL download.

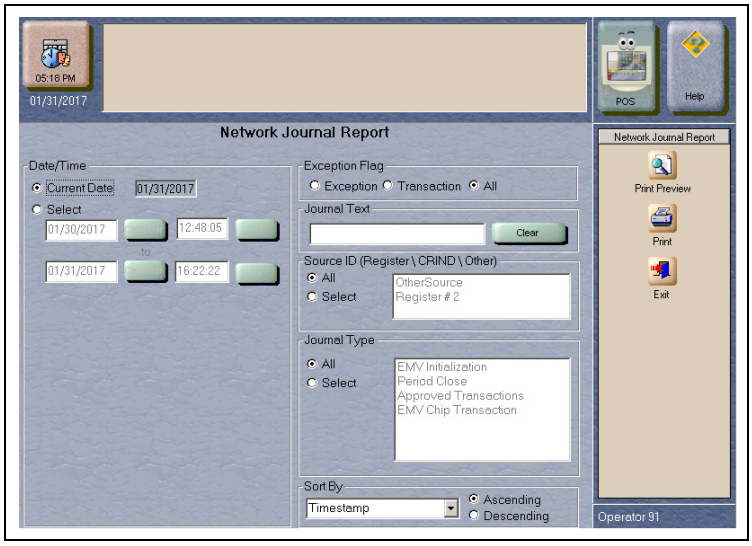
3 If the download is unsuccessful, perform the following and then retry the download:
- Validate the Merchant Number.
- For VSAT connection:
  - Validate the IP port number
  - Verify the Firewall Router configuration
  - Ping the Host IP address to verify hardware connectivity
- For Dial Connection:
  - Validate the download number
  - Validate that the Dial modem is connected to port 3 on the USB/RS-232 Converter that is connected to the Server
- Ensure the download flag is set by contacting the Concord Help Desk (1-800-726-2629).
- Consider the following:
  - Perform a Communications Test
  - Perform a Mail Request
  - Perform a Mail Reset

For more information, refer to the "Troubleshooting" section on page 44.

Network Journal Report

This report shows network journal entries for regular network transactions, as well as settlement and communication issues. The Network Journal Report configuration screen allows you to filter by various criteria, such as Date and Time, Exceptions, Source, Journal Type, and specific Journal Text. The store manager can use the Network Journal Report as an aid in searching for disputed transactions.

Figure 16: Network Journal Report Screen



Beginning with V11, Passport identifies EMV transactions by using the “EMV Chip transaction” value in the “Type” column of the Network Journal Report. To search for disputed EMV transactions, use “EMV Chip transaction” in the Journal Text field to filter out all other transaction types. EMV Chip transaction entries include special information in addition to that printed on the customer receipt. This information is especially important when disputing an EMV transaction charge back.

The following Network Journal Report illustrates an EMV Chip Transaction entry.

Figure 17: Network Journal Report

Network Journal Report

Store Name

STORE # 299

OPERATOR NAME Area Manager
OPERATOR ID 91
SOFTWARE VERSION 11.02.23.01D CONCORD REPORT PRINTED 02/01/2017 5:31:33PM

DATE:	02/01/2017 12:00AM TO 02/01/2017 11:59PM
SOURCE:	All
JOURNAL TYPE:	All
EXCEPTION:	All
SEARCH STRING:	
SORT BY:	Time

TIME	SOURCE		TYPE	EXC	NETWORK	JOURNAL TEXT
2017/02/01 08:02:44	Reg # 2	Approved Transactions		No	Concord	02-01-2017 08:02 Visa Inside Sale $40.00 Approval# 944798
2017/02/01 08:02:44	Reg # 2	EMV Chip Transaction		No	Concord	Transaction Result: Approved TID: 2 PAN (5A): XXXX XXXX XXXX 0027 AIP (82): 2000 AID (84): A0000000031010 Transaction Date (9A): 170201 Transaction Time (9F21): 080146 Transaction Type (9C): 00 PAN Seq Num (5F34): 11 Tran Currency Code (5F2A): 0840 Amount, authorized (9F02): 40.00 Amount, Other (9F03): 0.00 ICC App Version Num (9F08): Term App Version Num (9F09): 0096 Term Country Code (9F1A): 0840 Terminal Capabilities (9F33): E068C8 CVM Results (9F34): Terminal Type (9F35): 22 ATC (9F36): 0001 Unpredictable Number (9F37): 1C1157C1 IAC Default (9F0D): IAC Denial (9F0E): IAC Online (9F0F): 1st AC TVR (95): 0000000000 1st AC Issuer Appl Data (9F10): 06011103A00000 1st AC Appl Cryptogram (9F26): F531F48033735435 1st AC CID (9F27): 80 2nd AC Issuer Auth Data (91): 2nd AC TVR (95): 2nd AC Appl Cryptogram (9F26): 2nd AC CID (9F27): Auth Response Code (8A): 3030 TSI (9B): TAC Default: DC4000A800 TAC Denial: 0010000000 TAC Online: DC4004F800

Network Reports

Network reports show data on Credit and Debit card transactions transmitted to the network. Some network reports provide information on the status of transactions when others list the total amounts for transmitted transactions.

You may view the network reports on the MWS in the **Reports** > **Network Reports** menu. The following Concord network reports are available:

Field	Shift Close	Store Close	Current	Secure	Configure
Account Transactions by Day		✓		✓	
Account Transactions by Shift	✓	✓		✓	
Card Conflict	✓	✓			
Cash Card Report by Day[1]		✓			
Cash Card Report by Shift[1]	✓	✓			
EMV Configuration					✓
EMV/Chip Fallback Report by Day		✓			
EMV/Chip Fallback Report for Current Day		✓			
Local Totals for Current Day			✓		
Local Totals for Current Shift			✓		
Network Configuration					✓
Network Performance			✓		
Network System Events			✓		
POS Day Report		✓			
POS Host Refusal Report[2]	✓	✓		✓	
POS Mail Report		✓			
POS Shift Report	✓	✓			
POS Transaction Statistics Report by Day		✓			
POS Transaction Statistics Report for Current Day			✓		
Read Only Host Totals by Day		✓			
Read Only Host Totals for Current Day			✓		
Read Only Host Totals for Current Shift			✓		
Site Level Card Based Fuel Discounts					✓
Store and Forward Transactions			✓	✓	
Uncollected Transactions Report by Day[2]		✓		✓	

[1] *If the store sells Cash Cards, print this report at each Store Close for settlement.*

[2] *Print this report at each Store Close and read carefully. Items that appear on this report may require manual reconciliation with the network. Manually print the secure version if needed for reconciliation issues.*

Account Transactions by Day

This report provides summary information of each network transaction that occurred during a given Business Day. The information includes:

- Date and Time the transaction occurred
- Masked card account number
- Card expiration date (obtained from the track data or manually entered by the customer)
- Transaction amount
- Card account type
- Transaction type
- Terminal Type (POS or CRIND) where the transaction occurred
- Terminal # where the transaction occurred
- Approval value returned by the network
- Invoice # for the transaction
- Summary data which includes:
  - Local totals for count and dollar amount for each card type
  - Outstanding pre-authorizations, which are not counted in the final card totals
  - Summary totals for count and dollar amount for the complete Business Day period

Pre-authorizations are not listed in the detail entries; only the Completion is listed.

The secure version of this report uses the same format, except the card account numbers print unmasked. Secure reports are password protected and available only on demand.

Figure 18: Account Transactions by Day Report

Account Transaction by Day

Merchant Number: L31300352010
Network Day # 5 From 1/18/2016 2:02:31AM To 1/19/2016 2:07:45AM

Time Date	Account # Exp. Date	Card Type Amount	Terminal Type Transaction Type	Approval # Terminal #	Invoice #
9:33:44AM 1/18/2016	XXXXXXXXXXXXX3349 07/14	Speedpass-TE $50.00	CRIND/Kiosk Completion	LA0003 2	000010
10:12:14AM 1/18/2016	XXXXXXXXXXXXX5558 03/15	Visa - CC $35.88	POS Completion	82JIVH 1	000011
9:33:44AM 1/18/2016	XXXXXXXXXXXXX3359 07/14	Speedpass - CC ($25.00)	POS Return/Refund	0F6144 2	000012

A + sign beside the account number indicates repeated card use

Card Type	Local Count	Local Dollars
Credit Cards (CC)	123	$2,829.32
Proprietary Cards (PR)	6	$186.79
*Speedpass (SP)	13	$299.56
Card Totals	**129**	**$3,016.11**

* These categories are excluded from the grand totals (Card Totals)

Account Transactions by Shift

This report provides summary information of each network transaction that occurred during a specific Shift of given Business Day. The information includes:

- Date and Time the transaction occurred
- Masked card account number
- Card expiration date (obtained from the track data or manually entered by the customer)
- Transaction amount
- Card account type
- Transaction type
- Terminal Type (POS or CRIND) where the transaction occurred
- Terminal # where the transaction occurred
- Approval value returned by the network
- Invoice # for the transaction
- Summary data which includes:
  - Local totals for count and dollar amount for each card type
  - Outstanding pre-authorizations, which are not counted in the final card totals
  - Summary totals for count and dollar amount for the complete Shift period

Pre-authorizations are not listed in the detail entries, only the Completion is listed.

The secure version of this report uses the same format, except the card account numbers print unmasked. Secure reports are password protected and available only on demand.

Figure 19: Account Transactions by Shift Report

Account Transaction by Shift

Merchant Number: L31300352010
Network Shift # 5 From 1/18/2016 2:02:31AM To 1/19/2016 2:07:45AM

Time Date	Account # Exp. Date	Card Type Amount	Terminal Type Transaction Type	Approval # Terminal #	Invoice #
9:33:44AM 1/18/2016	XXXXXXXXXXXXX3349 07/14	Speedpass-TE $50.00	CRIND/Kiosk Completion	LA0003 2	000010
10:12:14AM 1/18/2016	XXXXXXXXXXXXX5558 03/15	Visa - CC $35.88	POS Completion	82JIVH 1	000011
9:33:44AM 1/18/2016	XXXXXXXXXXXXX3359 07/14	Speedpass - CC ($25.00)	POS Return/Refund	0F6144 2	000012

A + sign beside the account number indicates repeated card use

Card Type	Local Count	Local Dollars
Credit Cards (CC)	123	$2,829.32
Proprietary Cards (PR)	6	$186.79
*Speedpass (SP)	13	$299.56
Card Totals	**129**	**$3,016.11**

* These categories are excluded from the grand totals (Card Totals)

Card Conflict Report

This report provides information on transactions in which the Passport system incorrectly recognized an Auxiliary Network card as a card accepted by the primary network or incorrectly recognized a card accepted by the primary network as an Auxiliary Network card. Use the report to aid in identifying incorrectly configured Auxiliary Network cards in **MWS** > **Set Up** > **Network Menu** > **Auxiliary Network**.

Figure 20: Card Conflict Report

Card Conflict Report

Merchant Number: GGNC222222222
Network Shift #45 From 12:00:00AM To 8/7/2013 12:32:02PM

Issuer Name - Processing Network	Issuer Name - Configured Network	Conflict Instances (current period)
NO DATA TO REPORT		

Cash Card Report by Day

This report provides summary information on all transactions that involved a Cash Card during a given Business Day. The information includes:

- Date and Time the transaction occurred
- Masked Cash Card account number
- Approval code received from the Concord network
- Type of transaction:
  - Activation
  - Recharge
  - De-Activation
  - Sales using Cash Card as tender
  - Balance Inquiry
- Dollar amount of the transaction

Figure 21: Cash Card Report by Day Report

Cash Card Report by Day

Merchant Number: L31300352010
Network Day #45 From 8/7/2016 12:32:02PM To 8/9/2016 12:37:30PM

Date	Time	Account#	Approval	Type	Amount
08/07/2016	10:40:04AM	XXXXX XXXXX XXXXX 0079	32H1HZ	Deactivation	$62.60
08/07/2016	10:42:21AM	XXXXX XXXXX XXXXX 0079	8A1AAQ	Deactivation	$10.00
08/07/2016	10:44:15AM	XXXXX XXXXX XXXXX 0079	SFPQGH	Deactivation	$10.00
08/07/2016	1:18:20PM	XXXXX XXXXX XXXXX 0012	78OR0Z	Activation	$90.00
08/07/2016	1:18:32PM	XXXXX XXXXX XXXXX 0012	T1UWH6	Sale	$5.80
08/07/2016	1:18:44PM	XXXXX XXXXX XXXXX 0034	82Y11M	Balance Inquiry	$00.00
08/07/2016	1:18:58PM	XXXXX XXXXX XXXXX 0022	1TC07J	Recharge	$20.00
08/07/2016	1:19:14PM	XXXXX XXXXX XXXXX 0022	LM8D01	Deactivation	$20.00

Cash Card Report by Shift

This report provides summary information on all transactions that involved a Cash Card during a specific Shift of a given Business Day. The information includes:

- Date and Time the transaction occurred
- Masked Cash Card account number
- Approval code received from the network
- Type of transaction:
  - Activation
  - Recharge
  - De-Activation
  - Sales using Cash Card as tender
  - Balance Inquiry
- Dollar amount of the transaction

Figure 22: Cash Card Report by Shift Report

Cash Card Report by Shift

Merchant Number: L31300352010
Network Shift #45 From 8/7/2016 12:32:02PM To 8/9/2016 12:37:30PM

Date	Time	Account#	Approval	Type	Amount
08/07/2016	10:40:04AM	XXXXX XXXXX XXXXX 0079	32H1HZ	Deactivation	$62.60
08/07/2016	10:42:21AM	XXXXX XXXXX XXXXX 0079	8A1AAQ	Deactivation	$10.00
08/07/2016	10:44:15AM	XXXXX XXXXX XXXXX 0079	8FPQGH	Deactivation	$10.00
08/07/2016	1:18:20PM	XXXXX XXXXX XXXXX 0012	78OR0Z	Activation	$90.00
08/07/2016	1:18:32PM	XXXXX XXXXX XXXXX 0012	T1UWH6	Sale	$5.80
08/07/2016	1:18:44PM	XXXXX XXXXX XXXXX 0034	82Y11M	Balance Inquiry	$00.00
08/07/2016	1:18:58PM	XXXXX XXXXX XXXXX 0022	1TC07J	Recharge	$20.00
08/07/2016	1:19:14PM	XXXXX XXXXX XXXXX 0022	LM8D01	Deactivation	$20.00

EMV Configuration Report

This report provides information regarding EMV processing parameters for each EMV card AID Passport supports.

Figure 23: EMV Configuration Report

EMV Configuration Report

Report created: 01/31/2017 12:15:14 PM
EMV Fallback Allowed: Yes

Terminal	EMV Version	Software Version
REGISTER 1	5300a4	4.5.2-20160526
REGISTER 2	0467	1904
CRIND 2	EMV 02.09	30.5.0

American Express - Indoor
(AID: A000000002501)

Term Type:	22	Term Capability:	E0F8C8
Term Country:	840	Term Currency:	840
Addl Capability:	F000F0A001	Merch Cat Code:	5311
TAC Default:	C800008000	TAC Denial:	0000000000
TAC Online:	C800008000	Partial Select:	True
Trans Curr Exp:	2	Trans Cat Code:	R
App Ver Num Pri:	0001	App Ver Num Sec:	0001
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	99	Rand Sel Target%:	99
AllowFallback:	True	AllowPINBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	00000
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	0	Quick Chip Enabled:	False

----- Contactless -----

TAC Default:	DC50840000	TAC Denial:	0000000000
TAC Online:	C400000000	CTLS Floor Limit:	0
CTLS Trans Limit:	N/A	CTLS Req CVMLim:	10
MSD CTLS Enabled:	False	EMV CTLS Enabled:	True
CTLS Term Trans Qualif:	D8E00000	CTLS TermCapCVMR:	E068C8
CTLS TermCapCVMN:	E068C8		

----- CAPK -----

CAPK1 Index:	04	CAPK1 Exp Date:	2016-12-31
CAPK2 Index:	0E	CAPK2 Exp Date:	2016-12-31
CAPK3 Index:	0F	CAPK3 Exp Date:	2017-12-31
CAPK4 Index:	10	CAPK4 Exp Date:	2018-12-31
CAPK5 Index:	97	CAPK5 Exp Date:	2018-12-31
CAPK6 Index:	98	CAPK6 Exp Date:	2018-12-31
CAPK7 Index:	99	CAPK7 Exp Date:	2018-12-31
CAPK8 Index:	C1	CAPK8 Exp Date:	2020-12-31
CAPK9 Index:	C2	CAPK9 Exp Date:	2020-12-31
CAPK10 Index:	C3	CAPK10 Exp Date:	2020-12-31
CAPK11 Index:	C7	CAPK11 Exp Date:	2016-12-31
CAPK12 Index:	C8	CAPK12 Exp Date:	2016-12-31
CAPK13 Index:	C9	CAPK13 Exp Date:	2016-12-31
CAPK14 Index:	CA	CAPK14 Exp Date:	2020-12-31

American Express - Outdoor
(AID: A000000002501)

Term Type:	25	Term Capability:	60D8C8
Term Country:	840	Term Currency:	840
Addl Capability:	6000F01001	Merch Cat Code:	5311
TAC Default:	C800008000	TAC Denial:	0000000000
TAC Online:	C800008000	Partial Select:	True
Trans Curr Exp:	2	Trans Cat Code:	R
App Ver Num Pri:	0001	App Ver Num Sec:	0001
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	99	Rand Sel Target%:	99
AllowFallback:	True	AllowPINBypass:	False
Fallback expiry:	2099-12-31	Acquirer ID:	00000
Default DDOL:	9F3704	Default TDOL:	
Merchant stand-in floor limit:	0	Quick Chip Enabled:	False

----- Contactless -----

TAC Default:	DC50840000	TAC Denial:	0000000000
TAC Online:	C400000000	CTLS Floor Limit:	0
CTLS Trans Limit:	N/A	CTLS Req CVMLim:	10
MSD CTLS Enabled:	False	EMV CTLS Enabled:	True
CTLS Term Trans Qualif:	D8C00000	CTLS TermCapCVMR:	6048C8
CTLS TermCapCVMN:	6048C8		

----- CAPK -----

CAPK1 Index:	04	CAPK1 Exp Date:	2016-12-31
CAPK2 Index:	0E	CAPK2 Exp Date:	2016-12-31
CAPK3 Index:	0F	CAPK3 Exp Date:	2017-12-31
CAPK4 Index:	10	CAPK4 Exp Date:	2018-12-31
CAPK5 Index:	97	CAPK5 Exp Date:	2018-12-31
CAPK6 Index:	98	CAPK6 Exp Date:	2018-12-31
CAPK7 Index:	99	CAPK7 Exp Date:	2018-12-31
CAPK8 Index:	C1	CAPK8 Exp Date:	2020-12-31
CAPK9 Index:	C2	CAPK9 Exp Date:	2020-12-31
CAPK10 Index:	C3	CAPK10 Exp Date:	2020-12-31
CAPK11 Index:	C7	CAPK11 Exp Date:	2016-12-31
CAPK12 Index:	C8	CAPK12 Exp Date:	2016-12-31
CAPK13 Index:	C9	CAPK13 Exp Date:	2016-12-31
CAPK14 Index:	CA	CAPK14 Exp Date:	2020-12-31

EMV/Chip Fallback Report by Day

This report provides summary information on the count and percentage of EMV chip card transactions Passport processed according to Fallback rules for a specific network day.

Figure 24: EMV/Chip Fallback Report by day

EMV/Chip Fallback Report

Merchant Number: FG13311194001
Network Day #1 From 01/30/2017 12:25:22PM to 01/31/2017 10:21:22AM

TOTAL EMV/CHIP CARD TRANSACTIONS: 0

FALLBACK	TRANS	% OF CHIP TRANS
TOTAL	0	0%

EMV/Chip Fallback Report for Current Day

This report contains summary information similar to the EMV/Chip Fallback Report by Day, except for the current open network day. The report can be viewed and printed on demand.

Local Totals for Current Day

This report provides summary totals regarding transactions that have occurred during the current open Business Day. The information includes:

- Summary count and dollar amount of each card type category represented in the current open Business Day
- Sum of counts and dollar amounts for all card type categories in the current open Business Day (certain card type categories are not included in these totals)
- Summary count and dollar amount of all transactions currently outstanding in the Store and Forward queue
- Summary count and dollar amount for all uncollected transactions that have occurred in the current open Business Day
- Special information or instructions regarding certain entries in the report

Figure 25: Local Totals for Current Day Report

Local Totals For Current Day

Merchant Number: FG13311194001
Network Day # 2 From 01/31/2017 10:21:22AM to Current

Card Type	Local Count	Local Dollars
Credit Cards (CC)	15	$1,337.00
Debit Cards (DB)	2	$59.00
Card Totals	17	$1,396.00
Total S&F transactions outstanding	0	$0.00
Total uncollected transactions	0	$0.00

Local Totals for Current Shift

This report provides summary totals similar to the Local Totals for Current Day, except for current network shift.

Network Configuration

This report provides information on all programming in:

- **MWS** > **Set Up** > **Network Menu** > **Concord** > **Network Site Configuration** and
- **MWS** > **Set Up** > **Network Menu** > **Concord** > **Network Card Configuration**

Figure 26: Network Configuration Report

Current Network Parameters Report

Merchant Information

Dealer Number: 001380
Device Number: 001
Terminal ID: L313001380001
Station Name: Profile B Merchant Name
Station Address: 7300 West Friendly Ave.
Greensboro, NC27410

Global Information

SVC Activation Recharge Granularity: $ 1.00
SVC Activation Recharge Minimum: $ 1.00
SVC Activation Recharge Maximum: $ 999.00
Debit Cash Back Granularity: $ 0.00
Debit Cash Back Minimum: $ 0.00
Debit Cash Back Maximum: $ 0.00
EBT Cash Back Granularity: $ 0.00
EBT Cash Back Minimum: $ 0.00
EBT Cash Back Maximum: $ 0.00
Debit Cash Back Fee: $ 0.00
Debit Sale Fee: $ 0.00
Print store copy of the receipt inside: Yes
Print customer copy of the receipt inside: Yes
Days To Keep Network Data: 30

AVS Enabled by the Host: Yes
Automatic Close Enabled by the Host: Yes
Cut Time: 0300
Downloaded Prompt Codes: 001, 011, 012, 013, 020, 040, 041, 043, 045, 050, 051, 054, 055, 056, 057, 058, 059, 060, 064, 070, 071, 072, 073, 074, 075, 077, 078, 079, 080, 081, 083, 084, 085, 086, 127, 148, 162, 163, 164, 165, 166, 168, 174

Connection Information

Connection Type: DIAL
Primary Phone: 18888433814
IP Address: 204.194.125.43
Secondary Phone: 18888433814
IP Port: 7735
Download Phone: 18002800876
DTMF Speed: FAST
Access Code:
Connect Timer: 20
Dial Header:
Dial Trailer:
Com Port: 1
Keep Alive time frame (minutes): 10
Baud Rate: 2400
Init String: AT&F0V0E0M0L0&K0&Q6%CX4S37=5&Z0

Store & Forward Information

SF Warning Count: 50%
SF Maximum Count: 999
SF Warning Total: 50%
SF Maximum Total: $ 9,999.00
Show Store & Forward Indicator: True
Totals Password: 123456

Card Information

Card Issuer Name	Card Type	Card Prompt Code	Active	Inside Floor Limit	CRIND Floor Limit	CRIND Auth Amt	CRIND Auth Control	AVS Prompt	Can Use As Debit	Manual Entry Allowed	Track Configuration	Signature Req Limit
American Express	AX	020	Yes	$35	$0	$50	Resp	No	No	No	Mandatory Track 2	$0
Buypass Fleet	BP	001	Yes	$35	$0	$50	Resp	No	No	No	Mandatory Track 2	$0
Concord Legacy Gift	SV	079	Yes	$0	$0	$50	Resp	No	No	No	Mandatory Track 2	$0
Debit	DB	011	Yes	$0	$0	$50	Resp	No	No	No	Mandatory Track 2	$0
Disc-Diners-Legacy	DS	020	Yes	$35	$0	$75	Resp	No	No	No	Mandatory Track 2	$0
Discover	DS	020	Yes	$35	$0	$50	Resp	No	No	No	Mandatory Track 2	$0
Discover-Diners	DS	020	Yes	$35	$0	$75	Resp	No	No	No	Mandatory Track 2	$0
EBT Cash	EB	074	Yes	$0	$0	$0	Resp	No	No	No	Mandatory Track 2	$0
EBT Food	EB	073	Yes	$0	$0	$0	Resp	No	No	No	Mandatory Track 2	$0

Network Performance

This report provides information on each message exchanged between the Passport system and the network. Entries are in descending order (most recent first). The information includes:

- Connection Type used for the message exchange (TCP or Dial)
- Date and Time of the message exchange
- Event Name
- Additional Data, which may include:
  - Message type number
  - Duration
  - Network sequence number assigned the transaction

Figure 27: Network Performance Report

Network Performance

Merchant Number: FG13311194001

Connection type	Date	Event Name	Additional Data
TCP	1/31/2017 12:22:13:207P	Transaction response received	14 (1/10th Sec) ; Seq# 293
TCP	1/31/2017 12:12:11:763P	Transaction response received	14 (1/10th Sec) ; Seq# 292
TCP	1/31/2017 12:02:10:330P	Transaction response received	14 (1/10th Sec) ; Seq# 291
TCP	1/31/2017 11:52:08:890A	Transaction response received	16 (1/10th Sec) ; Seq# 290
TCP	1/31/2017 11:49:57:370A	Transaction response received	15 (1/10th Sec) ; Seq# 289
TCP	1/31/2017 11:47:02:647A	Transaction response received	16 (1/10th Sec) ; Seq# 288
TCP	1/31/2017 11:44:59:30A	Transaction response received	16 (1/10th Sec) ; Seq# 287
TCP	1/31/2017 11:43:23:143A	Transaction response received	16 (1/10th Sec) ; Seq# 286
TCP	1/31/2017 11:41:35:413A	Transaction response received	16 (1/10th Sec) ; Seq# 285
TCP	1/31/2017 11:39:52:283A	Transaction response received	16 (1/10th Sec) ; Seq# 284
TCP	1/31/2017 11:38:04:560A	Transaction response received	15 (1/10th Sec) ; Seq# 283
TCP	1/31/2017 11:36:33:393A	Transaction response received	17 (1/10th Sec) ; Seq# 282
TCP	1/31/2017 11:32:15:110A	Transaction response received	16 (1/10th Sec) ; Seq# 281
TCP	1/31/2017 11:30:15:730A	Transaction response received	15 (1/10th Sec) ; Seq# 280
TCP	1/31/2017 11:27:43:320A	Transaction response received	15 (1/10th Sec) ; Seq# 279
TCP	1/31/2017 11:24:59:620A	Transaction response received	15 (1/10th Sec) ; Seq# 278
TCP	1/31/2017 11:21:42:37A	Transaction response received	16 (1/10th Sec) ; Seq# 277
TCP	1/31/2017 11:19:19:77A	Transaction response received	16 (1/10th Sec) ; Seq# 276
TCP	1/31/2017 11:18:25:803A	Transaction response received	15 (1/10th Sec) ; Seq# 275
TCP	1/31/2017 11:08:24:270A	Transaction response received	16 (1/10th Sec) ; Seq# 274

Network System Events

This report provides information on major activities between the Passport system and the network. Entries are in descending order (most recent first). The information includes:

- Date and Time each activity occurred
- Text describing each activity, such as network goes online, network goes offline, Shift and Day close result, card table, and site parameter download result

Figure 28: Network System Events Report

Network POS Events

Merchant # FG13311194001

GILBARCO ING ISC250 AC
7300 W. FRIENDLY AVE
GREENSBORO , GA 27420

EventDate	EventText
1/31/2017 10:21:22AM	Day close succeeded. Day #1
1/31/2017 10:21:22AM	Day close - Day totals out of balance. Day #1
1/31/2017 10:21:18AM	Shift close succeeded. Shift #1
1/31/2017 10:21:18AM	Shift close - Shift totals out of balance. Shift #1
1/31/2017 9:41:32AM	Download started
1/31/2017 9:41:02AM	Download succeeded
1/31/2017 9:00:46AM	Network Online
1/31/2017 8:52:15AM	Error connecting to the host
1/31/2017 8:52:15AM	Network Offline
1/31/2017 8:51:45AM	Network Online
1/31/2017 8:51:45AM	System Restart
1/30/2017 12:47:20PM	Error connecting to the host
1/30/2017 12:47:20PM	Network Offline
1/30/2017 12:46:50PM	Network Online
1/30/2017 12:46:49PM	System Restart

POS Day

This report provides a comparison of summary network transaction data the Passport system tracks with similar transaction data received from the network for a given Network Day. The store manager or merchant may use the report to assist in reconciling the network day. The information includes:

- Entries by card type category for:
  - Local Count: summary count of transactions tracked by Passport
  - Local Dollars: summary dollar amount tracked by Passport
  - Host Count: summary count of transactions tracked by the network
  - Host Dollars: summary dollar amount tracked by the network
  - Difference Dollars: difference between Local Dollars and Host Dollars
- Summary totals for Network Day
- Summary count and dollar amount of all transactions in the Store and Forward queue at Network Day Close
- Summary count and dollar amount of all uncollected transactions at Network Day Close
- Special information or instructions regarding certain aspects of the report, such as explanation for N/A entries under Host data columns, card type categories excluded from store totals, other reports to print to assist in reconciliation. For instance, if the count and dollar amount for Total S&F transactions outstanding are not zero, the report instructs the reader to print the Local Totals for Current Day report. Or if the count and dollar amount for the Total uncollected transactions are not zero, the report instructs the reader to print the Uncollected Transactions by Day report.

Figure 29: POS Day Report

POS Day Report

Merchant Number: FG13311194001
Network Day # 1 From 01/30/2017 12:25:22PM to 01/31/2017 10:21:22AM

Card Type	Local Count	Local Dollars	Host Count	Host Dollars	Difference Dollars
Credit Cards (CC)	0	$0.00	1	$0.34	($0.34)
* PreAuthorizations (AO)	0	$0.00	1	$100.00	($100.00)
Card Totals	0	$0.00	1	$0.34	($0.34)
Total S&F transactions outstanding	0	$0.00			
Total uncollected transactions	0	$0.00			

* These categories are excluded from the grand totals

POS Host Refusal

This report provides information on transactions for which the network declined the payment the customer presented. The report is available in secure and non-secure versions. The secure version requires entry of the secure password to view or print the report. The non-secure version of the report prints or displays each account number masked, except the last four digits, and the expiration date fully masked. The information includes:

- Date and Time of the transaction
- Dollar amount of the transaction
- Card account number
- Card expiration date
- Card Type
- Authorization number returned by the network
- If the network responded with Call for Auth, the Call for Auth number
- Indication whether the card account number was manually entered
- Response code returned by the network
- Decline or refusal message displayed on the CWS yellow bar or in the **Diag** screen for the dispenser at which the customer swiped the card

Figure 30: POS Host Refusal Report

POS Host Refusal Report

Merchant Number: L313001380001
Network Shift #15 From 12:00:00AM To 7/20/2017 2:30:52AM

Time	Date	Account#	Card Type	Auth#	Manual processing	Resp. Code
	Amount	Exp. Date		CallForAuth#		Refusal Message
13:22:02	07/22	XXXXXXXXXXXXX1176	Stored Value Card 2		No	{C
	$50.00	01/25				Denied: INVALID CARD
13:22:24	07/22	XXXXXXXXXXXXX9220	Stored Value Card 2		No	{H
	$50.00	01/25				Denied: CARD ACTIVE
13:22:43	07/22	XXXXXXXXXXXXX1176	Stored Value Card 2		No	{C
	$50.00	01/25				Denied: INVALID CARD
13:22:53	07/22	XXXXXXXXXXXXX1176	Stored Value Card 2		No	{C
	$50.00	01/25				Denied: INVALID CARD
13:28:11	07/22	XXXXXXXXXXXXX1176	Stored Value Card 2		No	{C
	$50.00	01/25				Denied: INVALID CARD
13:31:40	07/22	XXXXX XXXXX XXXXX 2560	Concord Legacy Gift		No	{C
	$50.00	06/10				Denied: INVALID CARD
16:38:45	07/22	XXXXXXXXXXXXX1176	Stored Value Card 2		No	{P
	$50.00	01/25				Denied: INVALID AMT

POS Mail

This report provides information on all mail messages received from the network.

Figure 31: POS Mail Report

POS Mail Report

Merchant Number: L313001380001
Network Shift #15 From 12:00:00AM To 7/20/2016 2:30:52AM

03/12/2016 12:09:21PM Message # 1
Invalid password in totals
Request, totals Data Segment.

03/12/2016 4:01:37PM Message # 2
This is a test message from the
host.

POS Shift

This report provides a comparison of summary network transaction data Passport tracks with similar transaction data received from the network for a given Shift. The store manager or merchant may use the report to assist in reconciling the network totals. The information includes:

- Entries by card type category for:
  - Local Count: summary count of transactions tracked by Passport
  - Local Dollars: summary dollar amount tracked by Passport
  - Host Count: summary count of transactions tracked by the network
  - Host Dollars: summary dollar amount tracked by the network
  - Difference Dollars: difference between Local Dollars and Host Dollars
- Summary totals for the Shift
- Summary count and dollar amount of all transactions in the Store and Forward queue at Shift Close
- Summary count and dollar amount of all uncollected transactions at Shift Close
- Special information or instructions regarding certain aspects of the report, such as explanation for N/A entries under Host data columns, card type categories excluded from store totals, other reports to print to assist in reconciliation. For instance, if the count and dollar amount for Total S&F transactions outstanding are not zero, the report instructs the reader to print the Local Totals for Current Shift report. Or if the count and dollar amount for the Total uncollected transactions are not zero, the report instructs the reader to print the Uncollected Transactions by Day report.

Figure 32: POS Shift Report

POS Shift Report

Merchant Number: FG13311194001
Network Shift # 1 From 01/30/2017 12:25:22PM to 01/31/2017 10:21:18AM

Card Type	Local Count	Local Dollars	Host Count	Host Dollars	Difference Dollars
Credit Cards (CC)	0	$0.00	1	$0.34	($0.34)
* PreAuthorizations (AO)	0	$0.00	1	$100.00	($100.00)
Card Totals	0	$0.00	1	$0.34	($0.34)
Total S&F transactions outstanding	0	$0.00			
Total uncollected transactions	0	$0.00			

* These categories are excluded from the grand totals

Read Only Host Totals by Day

This report provides, by card type category, summary count, and dollar amount received by the network at Store Close. This report provides summary settlement information, which depends upon the host cutoff time and may not agree with Passport summary reports for the same period.

Figure 33: Read Only Host Totals by Day Report

Host Totals By Day

Merchant Number: FG13311194001
Network Day #1 From 1/30/2017 12:25:22PM To 1/31/2017 10:21:22AM

Card Type	Host Count	Host Dollars
Credit Cards (CC)	15	$1,337.00
Debit Cards (DB)	2	$59.00
Card Totals	**17**	**$1,396.00**

* These categories are excluded from the grand totals

Read Only Host Totals for the Current Day

This report summary information is similar to the Read Only Host Totals by Day Report, except for the current open network day.

Read Only Host Totals for the Current Shift

This report summary information is similar to the Read Only Host Totals for the Current Day Report, except for the current open network shift.

Site Level Card Based Fuel Discounts

This report provides information on the fuel discounts by card type configured in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Fuel Discount Configuration**. It lists each card type the network accepts, and the Fuel Discount Group assigned to the card type, or NONE if the card type has no discount configured.

Figure 34: Site Level Card Based Fuel Discounts Report

Site Level Card Based Fuel Discounts
Report created: 01/31/2017 12:41:09 PM

Card Record	Discount Group
American Express	NONE
Buypass Fleet	NONE
Concord Legacy Gift	NONE
Debit	NONE
Disc-Diners-Legacy	NONE
Discover	3 Cent PPU Disc
Discover-Diners	NONE
Fleet 1	NONE
Fleetwide	NONE
Fuelman	NONE
Gulf	NONE
Gulf Visa	NONE
Hess VISA	NONE
JCB	NONE
MasterCard	NONE
MasterCard Fleet	NONE

Store and Forward Transactions

This report provides information on all transactions currently in the Store and Forward queue awaiting retransmission to the network. The report is available in secure and non-secure versions. The secure version requires entry of the secure password to view or print the report. The non-secure version of the report prints or displays each account number masked, except the last four digits, and the expiration date fully masked. The information in the report includes:

- Date and Time of the original transaction
- Card account number (Speedpass™ code if the network has not responded with card account number data)
- Expiration date
- Terminal number at which the transaction occurred
- Invoice number the Passport system assigned to the transaction
- Transaction dollar amount
- Summary total count and dollar amount

Figure 35: Store and Forward Transactions Report

Store and Forward Transactions Report

Merchant Number: L31300352010

Report created: April 23, 2017 5:53:25AM

Date	Time	Account/Speedpass #	Card Type	Exp. Date	Terminal #	Invoice #	Amount
2017-11-22	1:23:43AM	1234567890123456	Mastercard	12/20	POS 2	000023	$49.32
2017-11-22	11:43:01PM	1234567890123456789	Speedpass		CRIND/KIOSK 1	000076	$1956

A + sign beside the account number indicates repeated card use.

Totals	Count	Amount
	2	$68.88

This report provides information on transactions currently pending in Store and Forward for completion with the First Data network. These Store and Forward transactions may have initiated in previous network periods now closed. This report is intended to be used for informational purposes only and not for network reconciliation or business accounting.

Uncollected Transactions by Day

This report provides information on all transactions that received a pre-authorization approval from the network (or occurred while the Passport system was offline with the network but for which the card type parameters allow offline approval) but the network declined at Completion. This report may assist the store manager or owner in making a manual request for payment.

The report is available in secure and non-secure versions. The secure version requires entry of the secure password to view or print the report. The non-secure version of the report prints or displays each account number masked, except the last four digits, and the expiration date fully masked. The information includes:

- Date and Time of the transaction
- Invoice number the Passport system assigned to the transaction
- Authorization number received from the network or generated by the Passport system (for offline transactions)
- Card account number
- Card expiration date
- Card Type
- Transaction dollar amount

This report is available in insecure and secure versions. The secure version does not mask customer sensitive information and requires the user to provide the password to view or print.

Figure 36: Uncollected Transactions by Day Report

Uncollected Transactions Report

Merchant Number: FG133111194001
Network Day # 1 From 1/30/2017 12:25:22PM To 1/31/2017 10:21:22AM

Time	Date	Invoice#	Auth.#	Account#	Exp. Date	Card Type	Amount
4:42:00PM	01/30/2017	000010	0F6144	XX/XX XXXX XXXX XXXX	XX/XX	DB	$5.35
4:50:11PM	01/30/2017	000012	32H1HZ	XX/XX XXXX XXXX XXXX	XX/XX	DB	$5.35
7:40:30PM	01/30/2017	000014	0F6188	XX/XX XXXX XXXX XXXX	XX/XX	DS	$105.35

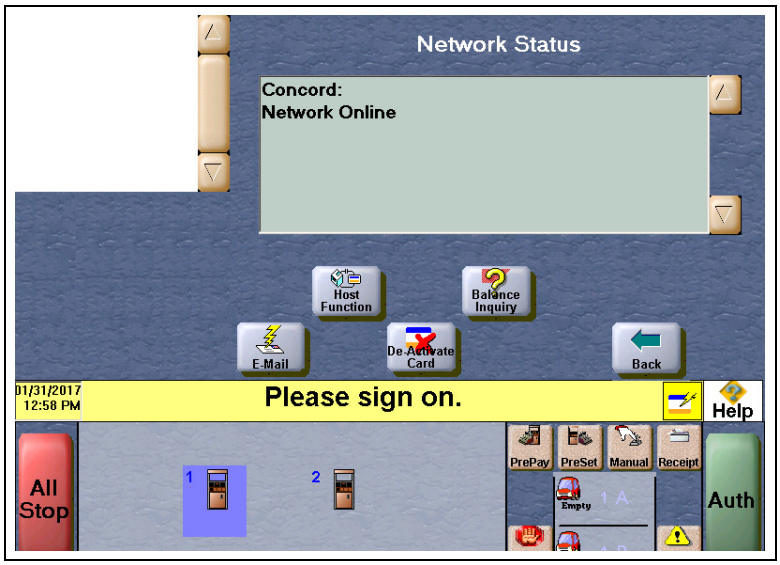
CWS Network Functions

To access Network functions, at the CWS idle screen, select the **More** button until the **Network Functions** button appears. You may also access the Network Functions screen by selecting the **Network Status** button.

Figure 37: Network Functions and Network Status Buttons

With either action, the Network Status screen opens.

Figure 38: CWS Network Status



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

Checking the Network Status

The Network Status screen allows you to view a record of network events such as communication errors that occurred. Each network event is assigned a severity rating (low, medium, or high). When a new event occurs, and Passport adds it to the list, Passport also updates the **Network Status** button. The color of the **Network Status** button indicates the severity of the rating of the event:

Color	Severity
Green	Low
Yellow	Medium
Red	High

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

The following table provides some of the network messages that may display:

Message on Network Functions Screen	Network Status Indicator Color	Comments
NETWORK OFFLINE	Yellow	The network is offline.
PDL RECEIVED	Green	PDL was received successfully.
UNREAD MAIL AVAILABLE	Green	The Passport system received mail from the network.
STORED & FORWARD WARNING	Yellow	The Passport system has reached the value set in the MWS for Store & Forward Warning Percent.
STORED & FORWARD FULL	Red	The Store & Forward Queue is at least 90% full.

In addition, the Network Functions screen also provides buttons for specific network requests. The following table describes the Network Functions buttons and their behavior:

Button	Behavior
E-Mail	This function allows you to retrieve electronic messages received through the network. All e-mails are saved for 60 days.
Host Function	This function allows you to perform: • Communications Test • Mail Request • Mail Reset The results of the request display on the CWS yellow bar.
De-Activate Card	Deactivate an activated cash card through the network. A refund for an original transaction that included purchase and activation of one or more cash cards automatically prompts the cashier for deactivation of the purchased cards. Do not use the De-Activate Card function if refunding a transaction that included activation or recharge of cash cards.
Balance Inquiry	Obtain current balance of a cash card and print a receipt showing the balance for the customer.

Troubleshooting

Concord Network Settings

If Debit is not working at the site, you must ensure the Encryption Type configured at the network is DUKPT. If the Encryption Type is set for Master Session, then Debit does not function on the Passport system.

If you are unable to get a download, perform the following:

- Verify that the network has the Communication Type set properly. It will be set for Dial or VSAT. Ensure that the setting matches the configuration being used at the site.
- Observe the status messaging the displays on the MWS screen when you perform the PDL download. The Passport system requests two downloads, first the Card Table Load and then the Site Control Load. As the Passport system requests each download, the MWS screen displays the status, including the reason for any failure.
- When performing the PDL Download, if the MWS screen indicates the Site Level Load failed, verify that the network has the Download Flag turned on. The network resets the Download Flag each time the network receives a PDL Download and the download is not successful.

If you are unable to perform a Store Close, retrieve, and review the Network System Events Report. This report contains detailed information to be provided to the Help Desk when reporting the issue.

*Note: To view the Network System Events Report from the MWS, select **Reports** > **Network** > **Network System Events** > **Print Preview**.*

Appendix A: Valid State and Territory Codes

State/Territory Name	ANSI Code	State/Territory Name	ANSI Code
Alabama	01	Nebraska	31
Alaska	02	Nevada	32
Arizona	04	New Hampshire	33
Arkansas	05	New Jersey	34
California	06	New Mexico	35
Colorado	08	New York	36
Connecticut	09	North Carolina	37
Delaware	10	North Dakota	38
District of Columbia	11	Ohio	39
Florida	12	Oklahoma	40
Georgia	13	Oregon	41
Hawaii	15	Pennsylvania	42
Idaho	16	Puerto Rico	14
Illinois	17	Rhode Island	44
Indiana	18	South Carolina	45
Iowa	19	South Dakota	46
Kansas	20	Tennessee	47
Kentucky	21	Texas	48
Louisiana	22	Utah	49
Maine	23	Vermont	50
Maryland	24	Virgin Islands	52
Massachusetts	25	Virginia	51
Michigan	26	Washington	53
Minnesota	27	West Virginia	54
Mississippi	28	Wisconsin	55
Missouri	29	Wyoming	56
Montana	30		

Appendix B: Enabling Dual Encryption for Passport

This section provides instructions to enable dual encryption for sites on the network that have SDES keypads at the CRIND devices and TDES PIN pads inside.

Notes: 1) This procedure must be performed by a Gilbarco-certified ASC only.
2) The network does not support the opposite configuration, that is, TDES at the CRIND and SDES inside.

To enable dual encryption, proceed as follows:

1. After the required upgrades are completed, contact the First Data Technical Support Help Desk 1-800-733-3322.

2. Provide the six-digit Merchant ID Number to the First Data Technical Support Help Desk representative.

3. Request the First Data Technical Support Help Desk representative to change the Encryption Type field on the site profile to “X” to enable the dual encryption functionality. After the change is completed, the First Data Technical Support Help Desk representative will end the call.

4. Perform test transactions inside at the POS and at a CRIND to ensure proper operation. If the test transaction is not successful, contact the First Data Technical Support Help Desk again and request the representative to change the Encryption Type field back to its original setting.

Appendix C: Upgrading to Passport V11.02

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

IMPORTANT INFORMATION
Upgrades to Passport V11.02 are supported only for locations running either: • Concord Generic V8.02 with Service Pack S or later • Concord Generic V10 with Service Pack K or later • Concord Generic V11.01 with Service Pack C or later If Passport is running an earlier version, first upgrade to one of these minimum versions or perform a clean install. If you are performing an upgrade, as opposed to a clean installation, and you are swapping out or installing new VeriFone MX915 PIN pads, do not install the PIN pads until the software upgrade has completed.

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

- If upgrading from V8.02:
  - If the **MWS** > **Fuel** > **Fuel Discount Maintenance** > **Fuel Discounts by Card Type** tab is programmed, print the Fuel Discount Configuration Report. This report will aid in confirming and reconfiguring fuel discounting after the upgrade to V11.02 in **Fuel Discount Maintenance** and in **Fuel Discount Configuration**.
  - If Enhanced Loyalty is enabled, explain to the merchant or store manager that during the upgrade all historical Loyalty sales data will be lost and assist in printing all necessary Loyalty reports
- Ensure all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of $0.000 PPU).
- Print the **Network Configuration Report**. This will be helpful if a clean install is required and to confirm all network settings (including Host Connection Type and other parameters in Global Information).
- Perform Store Close and ensure all network transactions have completed by checking the Store and Forward Transactions Report for fallback transaction information.
- Call the Concord Help Desk at 1-800-726-2629 to ensure the Store Close is successful confirm the Concord network is prepared to enable EMV downloads for inside and outside transactions.
- Assist the merchant or store manager to print additional accounting and network reports needed.
- Ensure all file transfers from Passport to the BOS have completed.

After the upgrade, the ASC must perform the following:

- Request a PDL Download by going to **MWS** > **Set Up** > **Network Menu** > **Concord** > **PDL Download**. For more information on requesting PDL Download, refer to "Requesting PDL Download" on page 24.
- Review the parameters on **MWS** > **Set Up** > **Network Menu** > **Concord** > **Global Network Parameters** > **EMV Parameters** tab with the store owner or store manager. Advise him to contact Concord Help Desk to discuss the financial implications and suggested settings on this screen.
- If installing a VeriFone MX915 or Ingenico iSC250 PINP pad after the upgrade, ensure the EMV Capable field is selected in **MWS** > **Set Up** > **Register** > **Register Set Up** > **Device Configuration**.
- If the upgrade was from V8.02 and Fuel Discounts by Card Type need to be reconfigured, assist the merchant or store manager to:
  - Review and rename the programming in **MWS** > **Fuel** > **Fuel Discount Maintenance** > **Fuel Discount Groups** that resulted from migration from V8.02.
  - Review the Fuel Discount Maintenance Report printed before the V11.02 upgrade to reprogram the Fuel Discounts by Card Type in **MWS** > **Set Up** > **Network Menu** > **Concord** > **Fuel Discount Configuration**.

If the store manager or owner has operational questions outside Passport behavior, refer him to his Concord representative.

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