Introduction

Purpose

This manual provides network-specific information for Passport™ V12 systems at stores that use the National Bankcard Services (NBS®) network.

IMPORTANT INFORMATION

Upgrading to Passport V12 requires advance notice to the NBS network that the site is implementing EMV® outdoor functionality on Passport. Additionally, CENEX® branded locations will need to contact CHS to request an EchoSat℠ PaySafe device prior to installation, and will need to get a copy of the "**Control Scan Installer Configuration Guide Passport to NBS**" which provides instruction to connect EchoSat PaySafe device to Passport. The ControlScan Helpdesk and Provisioning Department can be reached 24x7 at 1-800-393-ECHO (1-800-393-3246), or via email at eshelpdeskteam@controlscan.com.

In this version, EMV functionality affects inside and outside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the NBS network and explain that the site is implementing an upgrade of 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 NBS network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the NBS 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 the following options:
- Upgrade without enabling EMV and return later for the Parameter Download (PDL) to enable EMV.
- Arrange a later date for the upgrade, after the network has sufficient time to enable. EMV.

Intended Audience

The audience for this document includes merchants, cashiers, store managers, and Passport-certified Gilbarco® Authorized Service Contractors (ASCs).

Note: Leave this manual at the site for the manager's reference. This manual is available for download by Passport-certified ASC on Gilbarco Online Documentation (GOLD℠).

REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING THE UPGRADE.

Table of Contents

Related Documents

Document Number	Title	GOLD Library
MDE-5025	Passport V9+ System Reference Manual	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5470	What's New in Passport Version 12	Passport
MDE-5514	Passport EDH (NBS) V10.32 Implementation Guide for PA-DSS V3.2	Passport

Abbreviations and Acronyms

Term	Description
AID	Application Identifier
ASC	Authorized Service Contractor
BOS	Back Office System
CAPK	Certificate Authority Public Keys
COM	Communication
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
DSL	Digital Subscriber Line
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
MSD	Most Significant Digit
MWS	Manager Workstation
NBS	National Bankcard Services
PA-DSS	Payment Application Data Security Standard
PCATS	Petroleum Convenience Alliance for Technology Standards
PDL	Parameter Download
PPU	Price per Unit
RAS	Remote Access Service
SSL	Secured Socket Layer
TLS	Transport Layer Security
VSAT	Very Small Aperture Terminal

Technical Support

If you are a store manager or merchant and you need assistance with Passport, 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 NBS Help Desk, call 1-800-827-4634.

To contact the EchoSat Help Desk, call 1-800-393-3246.

Firewall Router

The RV042 Passport router is no longer supported in Passport V12 and higher. Sites must install either Gilbarco's Secure Zone Router (SZR) (powered by Acumera), or a Gilbarco certified Managed Network Service Provider (MNSP) solution. Contact the major oil rep for the location(s) for details on which providers are approved by the brand. Acumera hardware can be purchased from Gilbarco. Contact the brand approved MNSPs for details on ordering their networking equipment.

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. This network setting can be changed by updating the "Days to Keep" field value (refer to table on). The Days to Keep field can accept values between 30 and 90 days, inclusive.

What's New in Passport V12 at NBS Stores

Passport V12 Core Feature Enhancements

For information on any of the new core features, refer to *MDE-5470 What's New in Passport Version 12*.

V11 Network Feature Enhancements

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

EMV Outdoor

Passport V11.04 was the first release in the NBS to support EMV chip card compliance on the dispenser outside. The customer and store associate experience changes greatly with introduction of EMV. Customers using a credit or debit card with an embedded microchip must insert the card into the chip reader on the PIN Pad inside, or the card reader on the dispenser outside, and leave it inserted until the chip reader displays instructions to remove the card. Cashiers at the Cashier Workstation (CWS) and customers inside and at the dispenser, will notice new prompts related to EMV.

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.

EMV Support on Inside Transactions

Passport V11.01 was the first release in the USA to support EMV chip card compliance for inside transactions. The customer and store associate experience changes greatly with the EMV chip card feature. Customers using a credit or debit card with an embedded microchip must insert the card into the chip reader (on the PIN Pad inside) and leave it until the transaction completes and the chip reader displays instructions to remove the card. Cashiers at the CWS, as well as customers inside and at the dispenser, will notice new prompts related to EMV functions.

Enabling EMV inside may require new PIN Pads or new PIN Pad software. EMV capable PIN Pads are VeriFone® MX915, Ingenico® iSC250, and iPP320. In addition, the ASC will make simple PIN Pad configuration changes in **MWS** > **Set Up** > **Register** > **Register Set Up**. The ASC may also update network configuration parameters in **MWS** > **Set Up** > **Network** > **NBS** for EMV inside transactions.

Tender Keys in CWS

The CWS reflects a basic change beginning with V11.01. 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 which 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. Passport 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.

Assigning Product Codes

The Passport supports PCATS Payment System Product Codes for fuel and dry stock items. The Passport system 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, as NBS reserves the right to reject transactions that are transmitted using incorrect product codes.

IMPORTANT INFORMATION

If fuel product codes are set up incorrectly, cards with grade restrictions will not be approved for fuel sales. Use care in assigning fuel grades in **MWS** > **Set Up** > **Forecourt** > **Forecourt Installation** to ensure correct product code assignment.

Site Configuration Programming

IMPORTANT INFORMATION
Install and run the Enhanced Dispenser Hub (EDH) before you start network configuration.

To establish communication with NBS, the Passport Site Configuration must be programmed correctly.

To program Site Configuration, proceed as follows:

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

Figure 1: MWS Main Menu
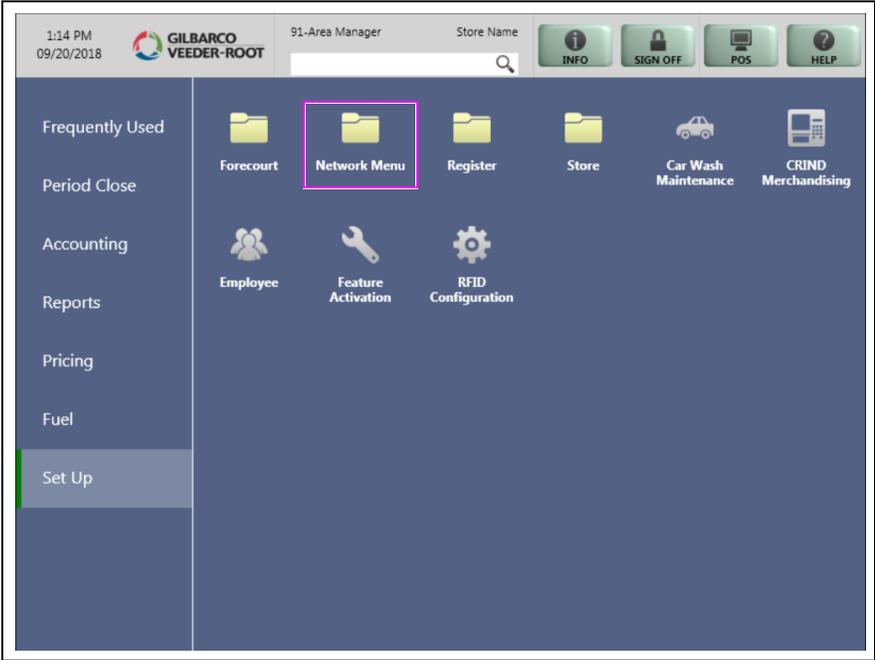
2 Select **NBS** and the following options will display:
   • Site Configuration
   • Card Configuration Download
   • EMV PDL Download
   • Fuel Discount Configuration

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

Figure 2: Site Configuration - Page 1 Tab

4 Select the **Site Configuration - Page 1** tab.

The following table lists the fields on the Site Configuration - Page 1 tab:

Field	Description
Terminal ID	Uniquely identifies the site with the network. NBS provides this value.
Site Name	The station name for the store.
Street Address	The address of the store. This value is supplied by the store.
City	The city in which the store is located. This value is provided by the store.
State	The state in which the store is located. This value is provided by the store.

5 Select the **Site Configuration - Page 2** tab.

Figure 3: Site Configuration - Page 2 Tab

The following table lists the fields on the Site Configuration - Page 2 tab:

Field	Description
ZIP Code	The ZIP code in which the store is located. This value is provided by the store.
Connection type	Indicates the method the store uses to connect to the NBS network. The available options are Very Small Aperture Terminal (**VSAT)** and **Dial**. Using **EchoSat PaySafe** device requires this field set to **VSAT**.
Ack time out (see Note 1)	Indicates the time Passport system waits for a response from the NBS network for an authorization request before cancelling the request. The Passport system attempts to send the authorization request up to three times before cancelling the request. The unit of measurement is milliseconds.
Response time out (see Note 1 and Note 2)	Indicates the time out after the Passport system receives an NBS network acknowledgement (no retries within the same COM session). The Passport system makes three attempts. The unit of measurement is milliseconds.
Days to Keep	Indicates the number of days worth of network transaction information to keep in the database. The accepted values are between 30 and 90 days, inclusive.

Notes: 1) *This value comes from the NBS network and cannot be edited.*
      2) *The ASC must validate these values with the NBS network to ensure that the store is using the correct values. The default value may not be correct.*

6 After completing all fields on the Page 2 tab, select the **Page 3** tab.

Figure 4: Site Configuration - Page 3 Tab

The following table lists the fields on the Site Configuration - Page 3 tab:

Field	Description
Configuration Name	Indicates the name of the card configuration file the NBS network keeps for this store. This value is provided by the NBS network. V11.02 uses the configuration name CHSGP1 V11.04 uses the configuration name ECHSGP1 *Note: The ASC must validate these values with the NBS network to ensure that the store is using the correct values. The default value may not be correct.*
EMV Configuration	Indicates the name of the EMV configuration file the NBS network keeps for this store. This value is provided by the NBS network. This is an editable field. Default value: '**debitemvconf**'. *Note: The ASC must validate these values with the NBS network to ensure that the store is using the correct values. The default value may not be correct.*
EMV Outdoor Configuration	Indicates the name of the EMV Outdoor configuration file the NBS network keeps for this store. This value is informed by the NBS network. This is an editable field. Default value is afdemvconf. *Note: The ASC must validate the value with the NBS network to ensure that the store is using the correct value. The default value may not be correct.*
EMV Keys	Indicates the name of the EMV Keys file the NBS network keeps for this store. This value is provided by the NBS network. This is an editable field. Default value: '**NBSPubKeysAllBrands**'. *Note: The ASC must validate these values with the NBS network to ensure that the store is using the correct values. The default value may not be correct.*
Print store copy of the receipt inside	If set to **No**, Passport does not print a store copy of a receipt for a transaction completed with the NBS network. Defaults to **Yes**.

7 After completing all fields on the Page 3 tab, select the **Page 4** tab.

Figure 5: Site Configuration - Page 4 Tab
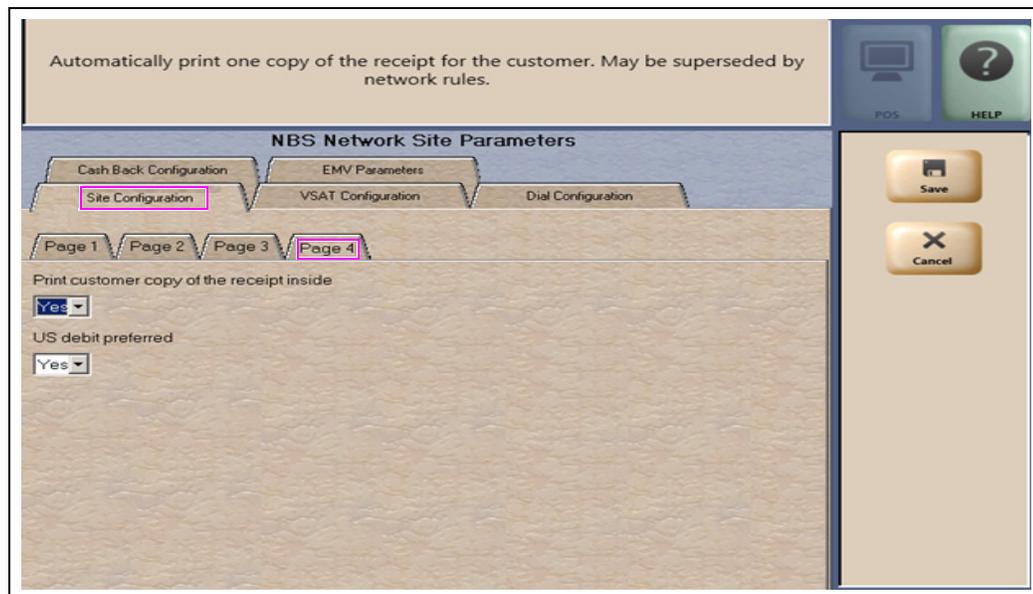
The following table lists the fields on the Site Configuration - Page 4 tab

Field	Description
Print customer copy of the receipt inside	If set to **No**, Passport does not print a customer copy of a receipt for a transaction completed with the NBS network. Defaults to **Yes**.
US debit preferred	• If set to **Yes**, when the customer presents an EMV card that contains both US Common and International Debit Application Identifiers (AID), Passport displays or uses the US Common Debit AID. • If set to **No**, when the customer presents an EMV card that contains both US Common and International AID, Passport displays or uses the International Debit AID. • If the card contains only one debit AID, Passport displays or uses it irrespective of the setting for this field.

8 Refer to the Connection type field on the **Site Configuration** > **Page 2** tab. If the Connection type field is set to Dial, then proceed to step 9 on page 12. Otherwise, select the **VSAT Configuration** tab.

Figure 6: VSAT Configuration Tab

The following table lists the fields on the VSAT Configuration tab:

Field	Description
Primary Host IP Address	The IP address of the primary NBS processor for this store.
Primary Host IP Port	The port number for the primary NBS processor for this store.
Secondary Host IP Address	The IP address for the secondary NBS processor for this store.
Secondary Host IP Port	The port number for the secondary NBS processor for this store.
Use TLS	Transport Layer Security (TLS) is the protocol that offers enhanced security through Secured Socket Layer (SSL) connection. *Note: For EMV-enabled sites, this field set to YES is mandatory*.

Note: The NBS network provides information for all fields on the VSAT Configuration tab.

After completing all fields on the **VSAT Configuration** tab, proceed to step 11 on page 14.

9 If the Connection type field on the **Site Configuration** > **Page 2** tab is set to Dial, select the **Dial Configuration** > **Page 1** tab.

Figure 7: Dial Configuration - Page 1 Tab
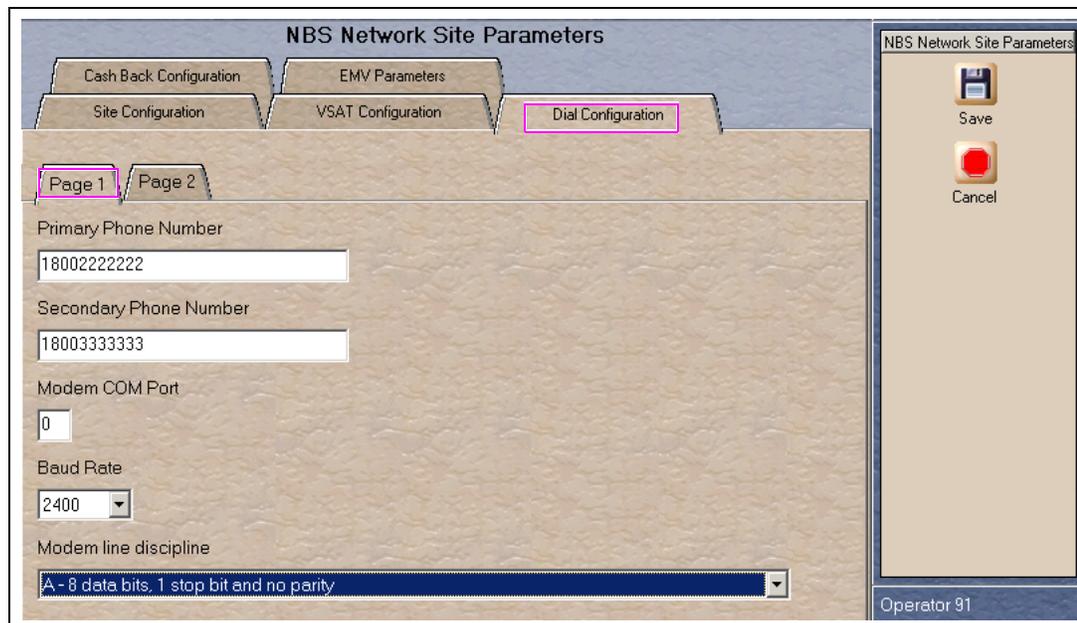
The following table lists the fields on the Dial Configuration - Page 1 tab:

Field	Description
Primary Phone Number	The phone number of the primary NBS processor used for this store.
Secondary Phone Number	The phone number of the secondary NBS processor used for this store.
Modem COM Port	The Serial Port used to connect to the modem. Default port is COM 7.
Baud Rate	The baud rate used to communicate with the modem. Drop down menu field with available selections of: • 1200 • 2400 Default value is 2400.
Modem line discipline	Options are: • A = 8 data bits, 1 stop bit, no parity • B = 7 data bits, 1 stop bit, even parity

CAUTION

Digital Subscriber Line (DSL) Modem connects directly to the Passport router. Connection provided by Datawire and Abierto, is not supported. These devices must be connected to a Serial Port on the Passport EDH and configured using the Dial Configuration tab. Failure to follow this instruction may result in loss of client communications or other adverse connectivity issues. For information on the appropriate cabling and data communication settings, contact the manufacturer of your DSL device. Do not connect the Datawire/Abierto box to the Internet port on the Passport router.

10 After completing all fields on the Page 1 tab, select the Page 2 tab.

Figure 8: Dial Configuration - Page 2 Tab

The following table lists the fields on the Dial Configuration - Page 2 tab:

Field	Description
Modem Init String	The modem initialization string that is sent to the modem each time a link is established. *Note: The modem string shown for initialization in Figure 8 is for the MultiTech® 56K V.90 modem device supplied with the Passport system. Gilbarco does not support strings for any other modem.*
Modem Registers	The register string used to specify other modem commands after the initialization string. *Note: The modem string shown for initialization in Figure 8 is for the MultiTech 56K V.90 modem device supplied with the Passport system. Gilbarco does not support strings for any other modem.*
Dial Header	Information that must be dialed before the phone number, which may include a code used to access an outside line.
Dial Trailer	Any information that must be dialed after the phone number.

11 Select the **Cash Back Configuration** tab.

Figure 9: Cash Back Configuration Tab
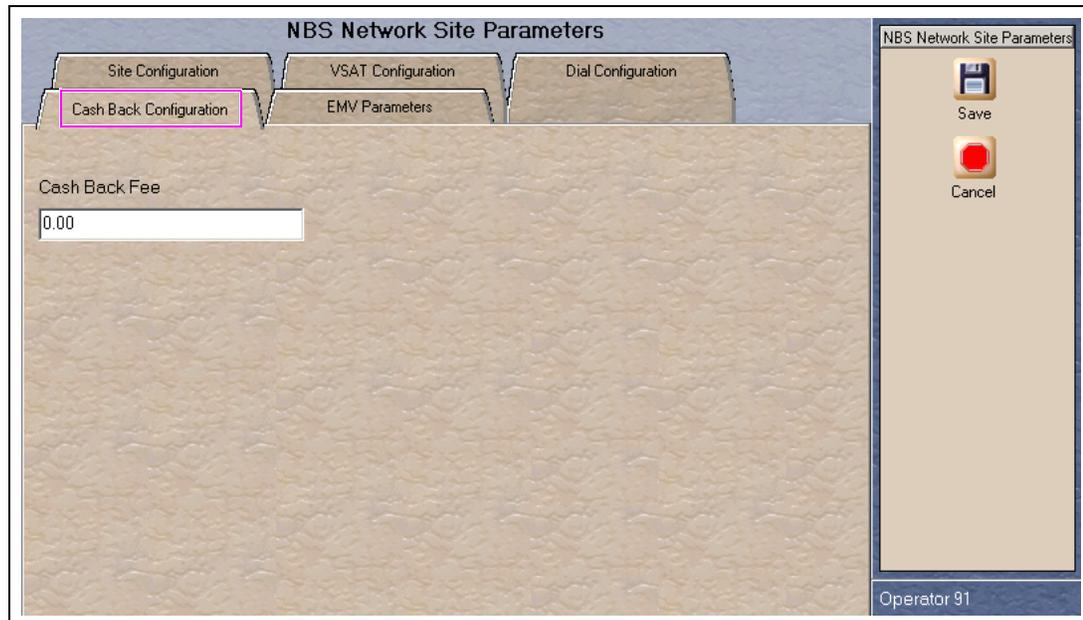
The following table lists the fields on the Cash Back Configuration tab:

Field	Description
Cash Back Fee	Fee that the store charges the customer for Cash Back in a transaction. Default is $0.00.

12 After completing the Cash Back Configuration tab, select the **EMV Parameters** tab.

Figure 10: EMV Parameters Tab
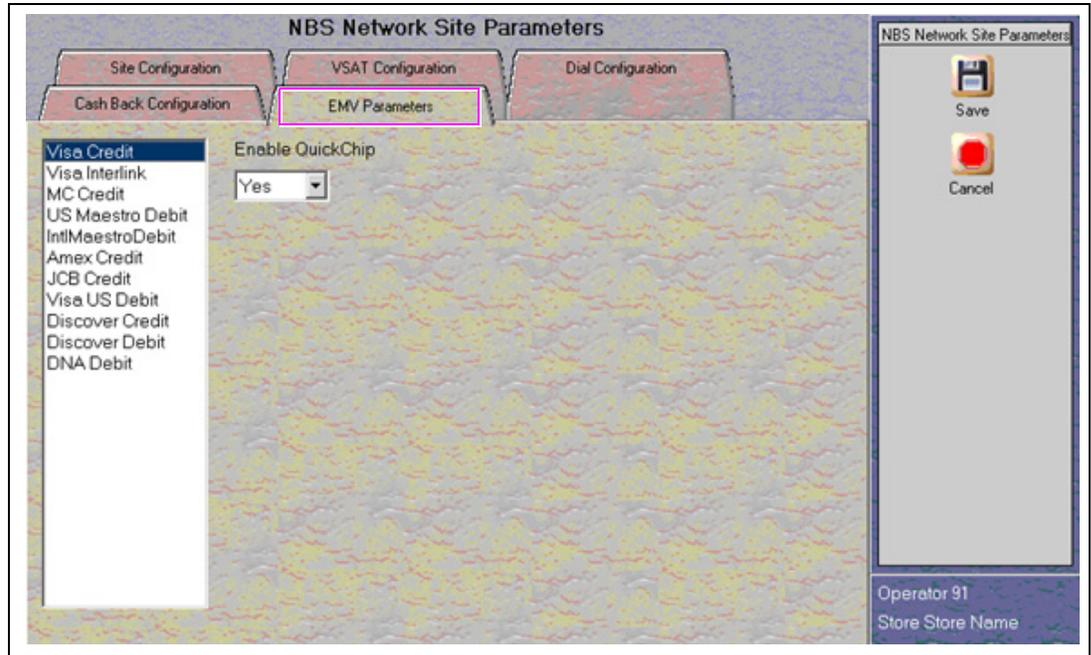
For each AID listed, select whether to enable QuickChip. Select "YES" or "NO" in Enable QuickChip drop-down list.

The following table lists the fields on the EMV Parameters tab:

Field	Description
Enable QuickChip	If set to **Yes**, Passport obtains all necessary EMV data from the chip card before the transaction starts by notifying the chip card that the network is unavailable. As a result, the PIN Pad prompts the customer to remove the chip card a few seconds before completing the transaction with the chip card issuer.
	If set to **No**, Passport performs EMV transactions without the shortcut of QuickChip processing. The PIN Pad prompts the customer to remove the chip card after completing the transaction with the chip card issuer.
	Defaults to No.

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

Accepting Magnetic Stripe Contactless Inside

Passport can be configured to accept tap for mag stripe contactless cards on VeriFone and Ingenico PIN Pads. To allow contactless mag stripe taps at the PIN Pad, proceed as follows:

1 Go to **MWS** > **Set Up** > **Register** > **Register Set Up**.

2 Select the register where the PIN Pad is located.

3 In the **Device Configuration** section, select the check box next to Contactless.

4 Select **Save** to save the configuration and exit.

Figure 11: Register Set Up -Device Configuration

IMPORTANT INFORMATION

The NBS network does not yet support Contactless EMV cards. The Contactless field only affects magnetic stripe contactless tap.
If the customer attempts to present a contactless EMV card, Passport will try to process the card as a magstripe contactless. If not successful, Passport declines the transaction with the error message, "**Contactless not allowed**" on the CWS yellow bar and a "**Declined**" message in the PIN Pad.
A site cannot accept electronic forms of payment without successfully receiving a Card Configuration Table from the NBS network.

Figure 12: CWS Message when Tapping a Contactless EMV Card

Requesting Card Configuration Download

To request a parameter download of all cards that can be authorized at a store, proceed as follows:

1 From the NBS Network menu screen, select **Card Configuration Download**.

2 The Passport system prompts, "Do you want to continue with Parameter Download?"

Figure 13: Card Configuration Download Screen
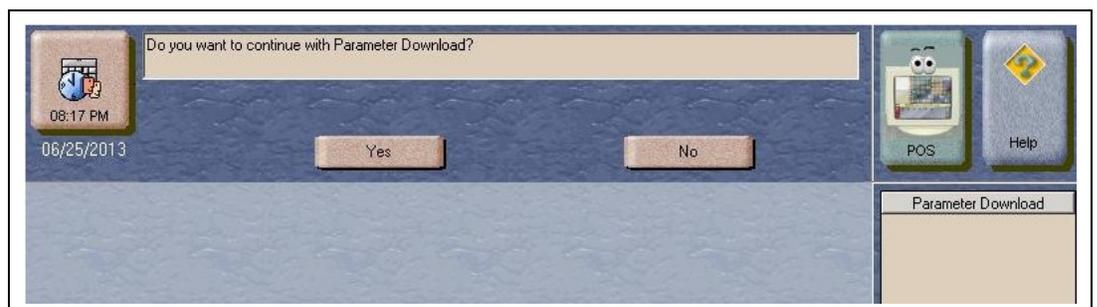
- If you select **No**, the system returns to the Network menu screen.
- If you select **Yes**, the system requests a Card Configuration Table from the NBS network.

3 After the Passport system begins acquiring a Card Configuration Table, it provides information on the success of the download in the MWS message bar.

Figure 14: Requesting Card Configuration Table
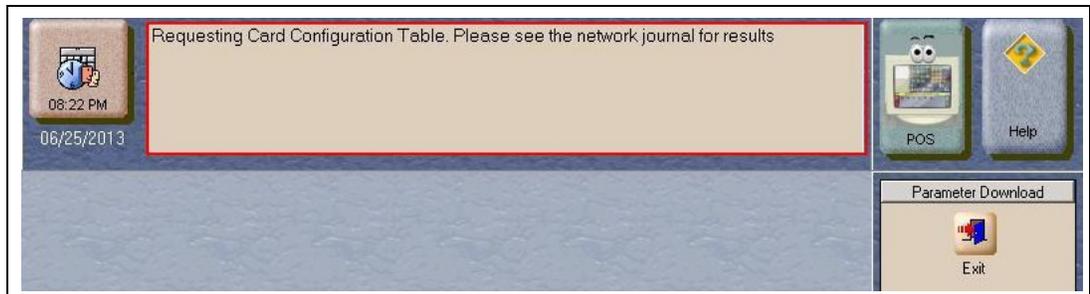
4 The Passport system connects to the NBS network and requests the download in the background.

If a Card Configuration Table download request fails, the message bar on the CWS displays an error message indicating the cause of failure. During a download request, the CWS Network Status icon displays a green NW LOW indicator. After a successful download, the NW LOW indicator disappears. In case of failure, the CWS displays NW MED. Network status displays for one minute after a download. Clicking the NW MED indicator causes the Network Status screen to open with the cause for the failure. If the download request fails, the Parameter Download software service stops and the Passport system continues to use any pre-existing Card Configuration tables.

After the Passport system successfully obtains a parameter download from the NBS network, the Passport system validates the file. If validation fails, the Passport system continues to use any pre-existing Card Configuration tables. In this case, the CWS Network Status indicator displays NW MED and the Network Status screen displays an error message indicating the cause for failure.

When the Card Configuration Download is complete, the Passport system displays a series of messages on the CWS:
- Card Configuration Download Requested
- Card Configuration Request Successful
- New Card Configuration Activated

Requesting EMV PDL Download

To request a parameter download of all EMV parameters that can be authorized at this store, proceed as follows:

1 From the NBS Network Menu screen, select **EMV PDL Download**.

The Passport system prompts, "Do you want to continue with Parameter Download?"

Figure 15: EMV Parameter Download Screen
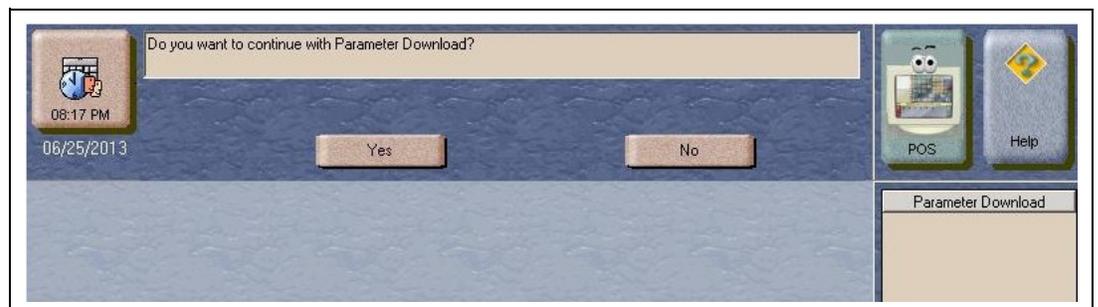
- If you select **No**, the system returns to the Network menu screen.
- If you select **Yes**, the system requests the EMV Parameter Table from the NBS network.

2 The Passport system connects to the NBS network and requests the download in the background.

After the Passport system has started to acquire an EMV Parameter Table, the Passport system provides information on successful download in the MWS message bar. The message "Requesting EMV configuration. Please see network journal for results" is displayed during the process. Passport will retry 5 times in every 5 minutes if any communication issue is encountered.

The NBS Network supports processing Electronic Benefits Transfer (EBT) Food and EBT Cash. Call the NBS Helpdesk at 1-800-827-4634 and provide the site's FNS number and a copy of the certificate for EBT to be enabled on the PDL.

EBT Food and EBT Cash Tenders

EBT Food and EBT Cash tenders have been added to Tender Maintenance. The tender options for EBT Cash and EBT Food have been preconfigured, with the exception of the "NACS Tender code" and "Allow safe drops". These may be configured as needed by the site. The tender group assigned to EBT Cash and EBT food should not be changed. If the site had previously defined EBT Cash tender in an earlier version with the description EBT Cash, the new tender will be named EBT Cash*. You can choose to deactivate the old EBT Cash tender and use the new EBT Tender.

Inform Back Office partners of EBT Cash and EBT Food tender configuration. Ensure your tender mapping with the back office is correct for reporting and tender restrictions. Go to **Reports > Back Office Reports** and execute the Tender Code Report to view the Passport tender code and the NACS tender code.

EBT Card Transactions

The EBT Food tender applies food stamp restrictions to the items in the transaction as well as forgives tax for the items that qualify for food stamps.

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

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

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

Balance Inquiry

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

Network Reports

In the default installation, no network reports are configured to print at Shift or Store Close. Review the reports and select those appropriate for your store's operation. For information about the overall report setup, and to set the reports that must be printed during Shift or Store Close, refer to *MDE-5025 Passport V9+ System Reference Manual*.

The following table lists all the NBS network reports:

Report Name	Shift Close	Store Close	Current	Secure
NBS Card Configuration Report	-	X	X	-
NBS Card Conflict Report	-	-	X	-
NBS EMV Chip Certificate Authority Public Keys (CAPK) Report	-	-	X	-
NBS EMV Chip Configuration Report	-	-	X	-
NBS EMV/Chip Fallback report	-		X	-
NBS Site Configuration Report	-	-	X	-
NBS Prepaid/Loyalty Card Activity Report	-	X	X	-
NBS POS Transaction Statistics Report	-	X	X	-
NBS Sales Report by Day	-	X	X	-
NBS Sales Report by Shift	X	X	X	-
NBS Settlement Report	-	X	X	-
NBS Unpaid Transactions Report	-	X	X	-
Site Level Card Based Fuel Discounts	-	-	X	-

IMPORTANT INFORMATION

Secure Reports contain sensitive customer data such as card account number and expiration date. These reports can be printed on demand only and are password protected. For more information on Secure Reports, refer to *MDE-5514 Passport EDH (NBS) V10.32 Implementation Guide for PA-DSS V3.2*.

For the NBS network, a Store Close must be performed periodically to close out the network batch. A Shift Close does not perform this function. If a network batch is not closed periodically, payment from the network may become slow and the Passport system may stop accepting network sales.

From the Reports menu, select **Network**. The Network Reports menu screen opens.

The Network Reports menu contains Auxiliary Network and NBS network reports. The following section describes each of the NBS network reports available.

NBS Card Configuration Report

The NBS Card Configuration Report provides information contained within the parameter table download. Information printed on this report applies only to the cards that are accepted for payment by the NBS network.

Figure 16: NBS Card Configuration Report

NBS Card Conflict Report

The Card Conflict Report provides the number of conflict instances within the current period. Conflicts can occur when a card configured for one network is processed by another network.

Figure 17: NBS Card Conflict Report

NBS EMV/Chip CAPK Report

This report is used to check and validate the CAPK that are loaded into Passport and/or EMV-capable PIN Pad for all card brands/schemes that are supported by Passport and/or EMV-capable PIN Pad.

Figure 18: NBS EMV/Chip CAPK Report

NBS EMV/Chip Configuration Report

This report must identify all the EMV parameters required to be configured in Passport and/or EMV-enabled PIN Pad for all card brands/schemes that are supported by Passport and/or EMV-enabled PIN Pads.

There are two well-differentiated sub-sections:
- Site-level configuration parameters (at the beginning of the report)
- AID with its parameters (displaying contact and contactless parameters)

Figure 19: NBS EMV/Chip Configuration Report

NBS EMV/Chip Fallback Report

This report provides detailed information on EMV chip fallback transaction processing considering both the attendant and PIN Pad (chip reader) fallback statistics. This is useful in identifying the source of fallback transactions and helps remediate the cause, whether it be an attendant issue or a PIN Pad issue.

The EMV/Chip Fallback Report is based on the current, non-settled transactions that reside in the batch only for inside transactions.

Figure 20: NBS EMV/Chip Fallback Report

NBS Site Configuration Report

The NBS Site Configuration Report provides information that is configured and stored within the Passport system through the NBS Network Configuration menu, to allow connection to the NBS network.

Note: It is recommended that the store print this report and keep it in a safe place in case of catastrophic system failure or other circumstances that would require reconfiguration.

Figure 21: NBS Site Configuration Report

NBS Prepaid/Loyalty Card Activity Report

The NBS Prepaid/Loyalty Card Activity Report provides settlement information on prepaid gift card and loyalty card transactions that come from the NBS network.

Figure 22: NBS Prepaid/Loyalty Card Activity Report

NBS POS Transaction Statistics Report

This report is used to identify the manner in which all transactions, including EMV/Chip transactions, are being processed by Passport.

Figure 23: NBS POS Transaction Statistics Report

The following report lists the types of cards and entry methods being used:
- Manual
- Swiped
- Most Significant Digit (MSD) contactless
- EMV contact
- Swiped fallback
- Manual fallback
- EMV contactless

Network Sales Report by Day (Shift)

The Passport system assigns a unique transaction number to each transaction it sends to the NBS network for processing. The Network Sales Reports include detailed information for each sale and refund transaction for that day or shift. Each transaction entry includes products, PPU, and total transaction amount. The entries in the report are sorted in ascending order by transaction number.

If a refund transaction is associated with a valid original sale invoice number, the refund transaction number field contains the original sale invoice number. If the refund transaction is not associated with a valid original sale invoice number, the refund transaction number field is blank, indicating the transaction was a general refund.
Note: This report does not include voided or declined sales.

To protect sensitive customer data, all but the last four digits of the card account number are masked on the report. If no NBS network transactions are run within a specific reporting shift or day, the report shows zeros for all totals.
Note: The Network Sales Report By Shift uses the same format as the Network Sales Report By Day.

Figure 24: Network Sales by Day

Settlement Report

The Settlement Report provides a comparison of local and network totals for sales and refunds of each card type for a particular period. The bottom of the report indicates whether the local and network totals are "Balanced" or "Out of Balance". The store manager can use this report to verify whether the Passport system and NBS network totals agree.

Figure 25: Settlement Report

Settlement
PERIOD FROM 12/26/2016 6:19:07 AM TO 1/3/2017 12:48:05 PM

	Site		Host	
	Number	Total	Number	Total
American Express Diners Discover Card JCB UnionPay Visa MasterCard	127	$6,644.05	127	$6,644.05
Sales	124	$6,528.05	124	$6,528.05
Refund	0	$0.00	0	$0.00
Card decline after host approval	2	$89.00	2	$89.00
Card pre-decline (report to host)	1	$27.00	1	$27.00
Debit	2	$0.02	2	$0.02
Sales	2	$0.02	2	$0.02
Refund	0	$0.00	0	$0.00
MasterCard Fleet	0	$0.00	0	$0.00
Sales	0	$0.00	0	$0.00
Refund	0	$0.00	0	$0.00
MasterCard (Corporate)	1	$10.00	1	$10.00
Sales	0	$0.00	0	$0.00
Refund	0	$0.00	0	$0.00
Card pre-decline (report to host)	1	$10.00	1	$10.00
Visa Fleet	0	$0.00	0	$0.00
Sales	0	$0.00	0	$0.00
Refund	0	$0.00	0	$0.00
Visa (Corporate)	6	$858.00	6	$858.00
Sales	0	$0.00	0	$0.00
Refund	0	$0.00	0	$0.00
Card pre-decline (report to host)	6	$858.00	6	$858.00
All EBT	0	$0.00	0	$0.00
Sales	0	$0.00	0	$0.00
Refund	0	$0.00	0	$0.00
All Debit	2	$0.02	2	$0.02
Sales	2	$0.02	2	$0.02
Refund	0	$0.00	0	$0.00
All Credit	134	$7,512.05	134	$7,512.05
Sales	124	$6,528.05	124	$6,528.05
Refund	0	$0.00	0	$0.00
Card decline after host approval	2	$89.00	2	$89.00
Card pre-decline (report to host)	8	$895.00	8	$895.00

Page 1 of 2

Settlement Status: **BALANCED**

Unpaid Transactions Report

The Unpaid Transactions Report provides information on transactions that result in a declined or unsettled completion or transactions that are authorized but later declined by the NBS network. The Passport system attempts to obtain a response from the NBS network for offline completions until a response is received or a Store Close is performed.

Figure 26: Unpaid Transactions Report

Site Level Card Based Fuel Discounts

This report provides information on the fuel discounts by card type configured by going to **MWS > Set Up > Network Menu > NBS > 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 27: Site Level Card Based Fuel Discounts

Network Journal Report

The Network Journal Report provides information on NBS network transactions.

The following transaction types are recorded in the Network Journal Report:
- Credit Sales
- Debit Sales
- EBT Sales
- Prepaid Card Activations
- Prepaid Card Recharges
- Prepaid Card Declines (when the NBS network sends the decline code)
- Card Configuration Download Tracking
- EMV Download Tracking
- EMV Transaction detail

The Network Journal Report indicates Shift and Day Close status. It also provides reporting on network communications, such as approval and denial for all services.

The Network Journal Report is available by navigating to **MWS > Reports > Journal Reports > Network Journal Report**. The Network Journal Report User Interface allows the user to configure parameters, such as date and time, exceptions, source of the transactions, type of transaction, and sorting order.

Figure 28: Network Journal Selection Screen
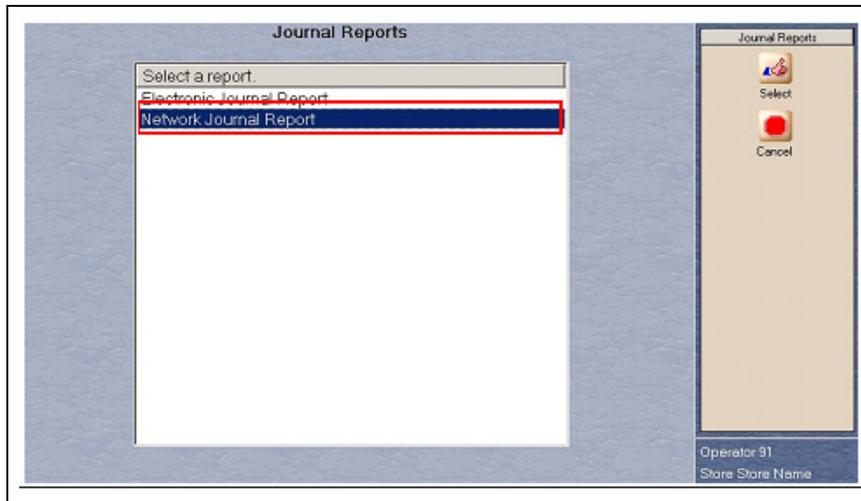
Note: The store manager can use the Network Journal Report as an aid for identifying disputed transactions.

Figure 29: Network Journal Report Pre-Filter Screen

Figure 30: Network Journal

CWS Network Functions

To access the CWS Network Functions, proceed as follows:

1 From the CWS idle screen, select **More** until the Network Functions button is displayed.
~ OR ~
Select **Network Status**. The Network Functions screen opens.

Figure 31: More > Network Functions

Figure 32: CWS Network Status

With either of the actions, the Network Status screen opens.

Figure 33: Network Status Screen
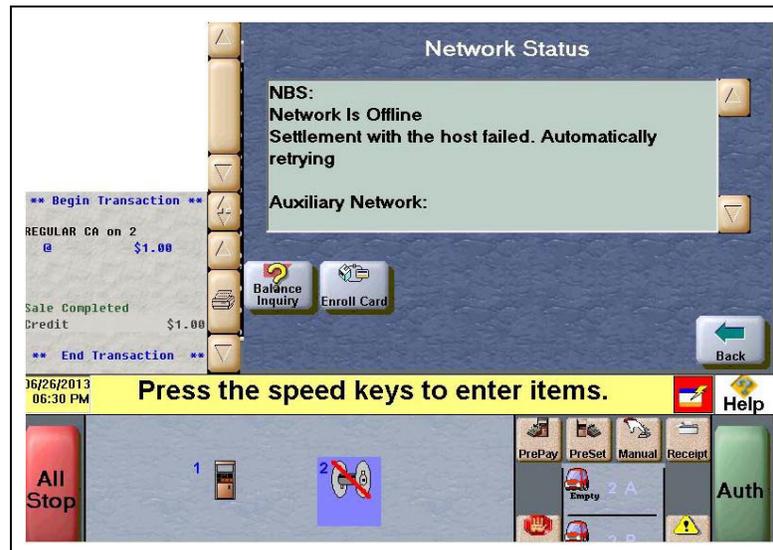
The Network Status screen provides information on all networks connected to the Passport system.

Checking Network Status

The Network Status screen allows you to view a record of network events such as communication errors. Each network event is assigned a severity rating (low, medium, or high). The network status is updated every time a new event is added to the list. The color of the Network Status button indicates the severity of the event:

Color	Severity
Green	Low
Yellow	Medium
Red	High

If multiple events occur, 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 predetermined time.

The following table describes the Network Functions buttons and their behavior:

Button	Behavior
Balance Inquiry	When you select this button, the Passport system prompts the user to swipe the customer's Cash Card. After the service runs successfully, the Passport system displays the customer balance. *Note: This function is applicable to Cash Cards only.*
Enroll Card	When you select this button, the Passport system guides the cashier through the process of enrolling a card in the NBS Loyalty program.

Appendix A: Cenex Fuel Product Codes

The following table lists the Cenex Fuel Product Codes to be used in the Passport system. To associate the correct product code with a specific fuel grade, click **Assign Network Codes** in **MWS > Set Up > Forecourt > Forecourt Installation**.

For stores other than Cenex, coordinate with NBS directly to determine if special programming is required.

Fuel Grade	PCATS Product Code	Comments
Unlead 87	001	-
Unlead 88-89	002	-
Unles 90-91	003	-
Unlead 92/above	004	-
Ethl 5.7% 87/88	011	California product
Ethl 5.7% 89/90	012	Currently inactive
Ethl 5.7% 91/92	013	-
Ethl 7.7% 87/88	014	-
Ethl 7.7% 89/90	015	-
Ethl 7.7% 91/92	041	-
Ethl 10% 87/88	042	-
Ethl 10% 89/90	043	-
Ethl 10% 91/92	044	-
M85	025	-
E85	026	-
Unld Refm 87/88	027	-
Unld Refm 89/90	028	-
Unld Refm 91/92	029	-
Misc Auto Fuel	099	-
Diesel # 1	019	-
Diesel # 2	020	-
Diesel Premium	021	-
Diesel B2	045	-
Diesel B5	046	-
Diesel B10	047	-
Diesel B20	050	-
ULS Diesel # 2	079	-
ULS Diesel B2	080	-
ULS Diesel B5	081	-
ULS Diesel B10	082	-
ULS Diesel B20	083	-
Diesl #1 No Tax	032	-
Diesl #2 No Tax	033	-
Diesl Prm No Tax	034	-
Diesel B2 N/Tax	074	-

Fuel Grade	PCATS Product Code	Comments
Diesel B5 N/Tax	075	-
Diesel B10 N/Tax	078	-
Diesel B20 N/Tax	076	-
ULS Diesel B2 N/Tax	084	-
ULS Diesel B5 N/Tax	085	-
ULS Diesel B10 N/Tax	086	-
ULS Diesel B20 N/Tax	087	-
Flexfuel Ethnl	088	-
Othr ful No Tax	035	-
Cmpr naturl Gas	022	-
LPG motorFuel	023	-
Liquid Nat Gas	024	Currently inactive
Kerosene	300	-

Appendix B: Upgrading to Passport V12

This section provides NBS-specific information to the ASC when upgrading from a Passport version which has been defined as an approved upgrade path.

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

- Please do not replace or add a PIN Pad until after the upgrade completes. Refer to "After the upgrade, the ASC must perform the following:" on page 36 for instructions in case of specific PIN Pad models.
- Ensure that 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 that all network transactions have completed. Call NBS Help Desk at 1-800-827-4634 in order to verify that the period was closed successfully.
- Assist the merchant or store manager to print all additional accounts and network reports which are required.
- Ensure that all file transfers from Passport to the BOS have completed.

After the upgrade, the ASC must perform the following:

- If the store uses Dial, set Baud Rate value to 9600 at dial configuration screen. To set the baud rate, go to **MWS > Set Up > Network Menu > NBS > Site Configuration > Dial Configuration > Page 1**.
- Enable EMV in MWS with at least one PIN Pad set to "EMVCapable".
- Request a Card Download by going to **MWS** > **Set Up** > **Network Menu** > **NBS** > **PDL Download**. For more information on requesting PDL Download, refer to "Requesting Card Configuration Download" on page 17.
- Request the EMV PDL Download by going to **MWS > Set Up > Network Menu > NBS > EMV PDL Download**. For more information on requesting EMV PDL Download, refer to "Requesting EMV PDL Download" on page 19.
- Review the parameters on **MWS** > **Set Up** > **Network Menu** > **NBS** > **Site Configuration** > **EMV Parameters** tab with the store owner or store manager. Advise the store owner or manager to contact NBS Help Desk to discuss the financial implications and suggested settings on this screen.
- If installing a VeriFone MX915 or Ingenico iSC250/iPP320 PIN Pad after the upgrade, ensure that the EMV Capable field is selected in **MWS** > **Set Up** > **Register** > **Register Set Up** > **Device Configuration**.

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