DRESSER® Wayne

OPERATION

Wayne Nucleus® XPe
Chevron
Software Release 5.x
P/N 001-920494 Rev G

Wayne Nucleus XP
P/N 001-920494

Operation
User Reference
Software Rel. 5.x

Dresser Wayne, Dresser, Inc.

Proprietary Information

Table of Contents

Table of Contents (continued)

Table of Contents (continued)

vii

Table of Contents (continued)

Table of Contents (continued)

ix

August 2008   Part No. 1-920494 Rev. G

Table of Contents (continued)

Table of Contents (continued)

Table of Contents (continued)

Table of Contents (continued)

xiii

1 OVERVIEW

Nucleus Touchscreen (Nucleus) is an operation and management system that controls fuel and general merchandise sales. The system supports fueling points and Customer Activated Terminals (CATs). Nucleus uses an Ethernet link for system communication and a satellite for communication with the Chevron host network.

1.1 Nucleus Equipment

The system is built around Indoor Payment Terminals (IPTs).

Each Nucleus IPT supports the following peripheral equipment:

- touchscreen monitor
- cash drawer
- receipt printer
- indoor card activated terminal (ICAT)
- customer display unit (CDU)
- bar code scanner (optional equipment)
- satellite communications
- QWERTY keyboard (used for configuration and programming only)
- mouse (used for configuration and programming only)

The diagrams below show how a typical Nucleus System is set up.

OPTION #1

(5) 120V AC Power Outlets

Receipt Printer Cable

Scanner Cable

Edgeport/4

Ethernet Hub

16" MIN.

Report Printer

UPS

Fujitsu SC/IPT

Primary Distribution Cabinet

W=40" MIN.
D=21" MIN.

OPTION #2

(5) 120V AC Power Outlets

Receipt Printer Cable

Scanner Cable

Fujitsu SC/IPT

Edgeport/4

18" MIN.

Report Printer

Ethernet Hub

UPS

Primary Distribution Cabinet

W=42" MIN.
D=21" MIN.

OPTION #3

Receipt Printer Cable

(5) 120V AC Power Outlets

Scanner Cable

Fujitsu SC/IPT

Edgeport/4

18" MIN.

Ethernet Hub

Primary Distribution Cabinet

UPS

Report Printer Transformer

Report Printer

W=40" MIN.
D=10" MIN.

Figure 1-1 Nucleus Equipment Under Counter

Figure 1-2 Nucleus Equipment Above Counter

4

2   OPERATION OVERVIEW

The Operation section defines the Nucleus system interface and provides instructions for controlling fueling point operations, completing fuel and non-fuel sales, and completing a sale when the customer uses a credit, debit or fleet card.

2.1 Starting the Nucleus System

To start the Nucleus system, perform the following steps:

1. Turn the Nucleus system on by pushing the square black button located under the button cover on the front panel. See Figure 2-1. It will take a few minutes for the computer to boot up.
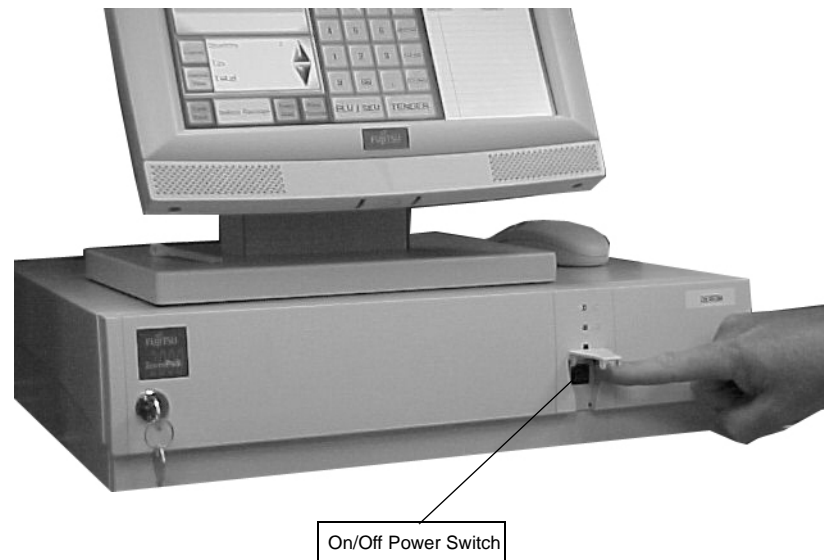
On/Off Power Switch

Figure 2-1 On/Off Power Switch

When the Nucleus IPT Switchboard window (also known as the Nucleus Splash Screen) opens, four selections are displayed. See Figure 2-2. The **Sales** button in the upper left hand corner is used to bring up the Nucleus logon screen which is used to log a user on to the Nucleus system. The **EULA** button in the middle is used to display the End User License Agreement which contains the Terms and Conditions of the License for the use of the Nucleus software. See Figure 2-3. The **About** button is used to display version information about the Nucleus software. The **Shutdown** button is used to initiate a Nucleus system shutdown.

Touch the Sales button to bring up the Nucleus Logon screen

Touch the Shutdown button to begin the system shutdown sequence

Touch the About button to display system software version information

Touch the EULA button to display the End User License Agreement
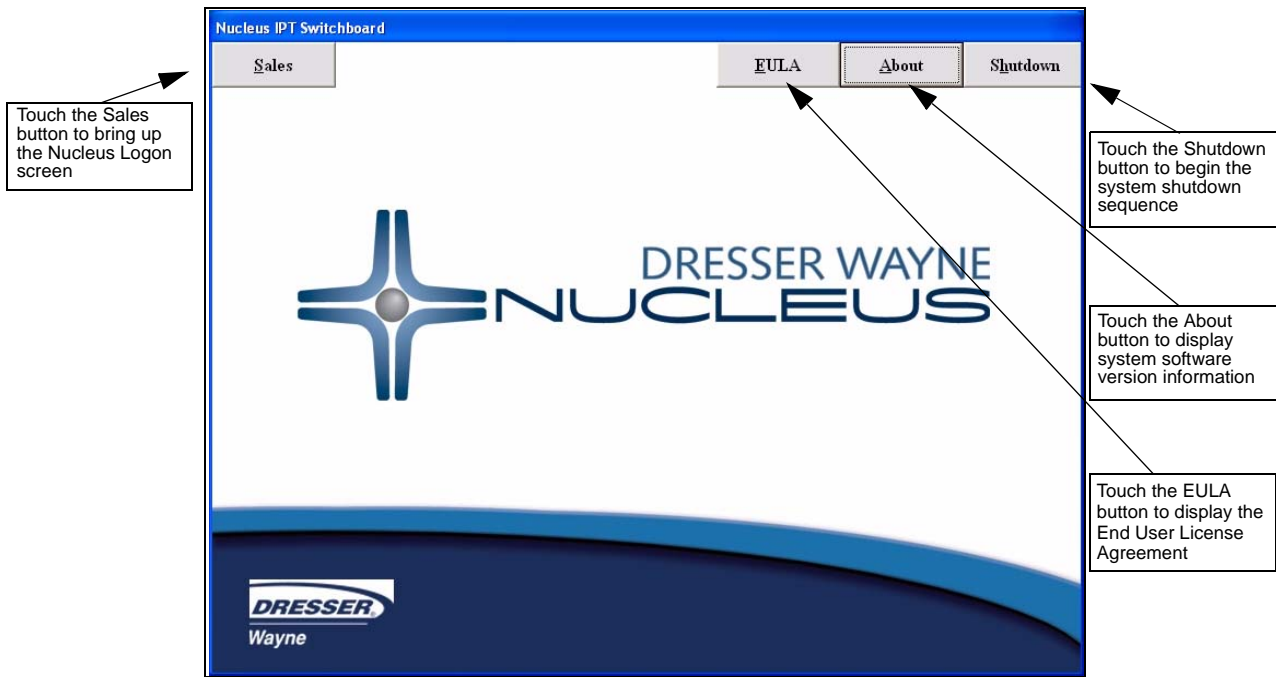
Figure 2-2 Nucleus IPT Switchboard Window
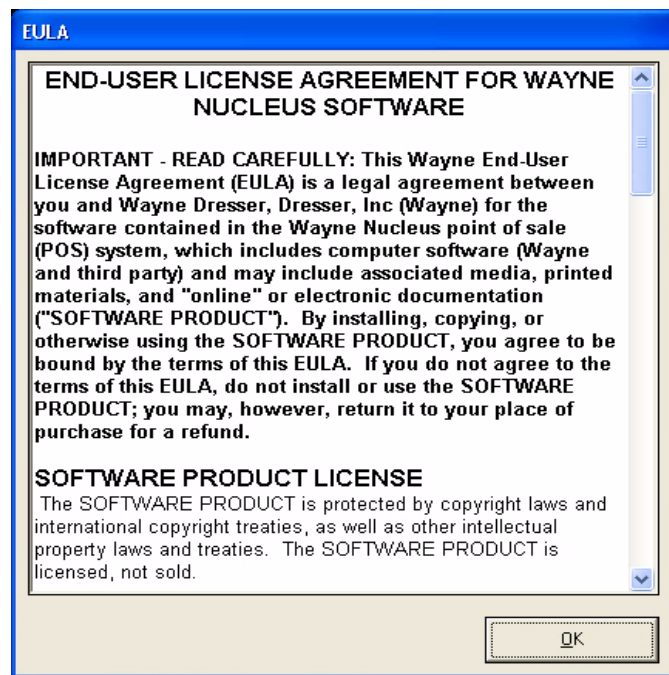
Figure 2-3 End-User License Agreement

2. After touching the **Sales** button the Nucleus Logon screen appears. (shown in Figure 2-4) Use the **Name** pull-down to select the user to log on. If you accidentally touch the wrong name, use the **Name** pull-down again to select the correct user.

6

All Stop button is used to halt the flow of fuel to all the dispensers at the site

The IPT Reset button is used to either refresh the IPT display or to reset the IPT

Name pull-down - This is used to select a user from the list that you want to log on

Keyboard - This is the Nucleus keyboard that is used to input logon passwords

Help button - Touch This button and then touch an item on the screen to obtain help about that item

Task Help button Touch this button to open a window where you can choose help for different topics

Password - This is where you enter a user password to log onto the system

Enter button - Press this button after entering your password

Figure 2-4 Nucleus Logon Screen

3. Enter the User Password in the Password field of the Nucleus Logon Screen then touch the **ENTER** button.

NOTE: **Every employee that signs on once software version 5.0 is installed will have to re-create a password at sign-on.**

4. If the current Employee password has expired then the following window is displayed which prompts the user to change his or her password. In order for the new password to be CISP compliant, the new Change Password screen is used which allows the input of complex alpha-numeric passwords. See the following example.
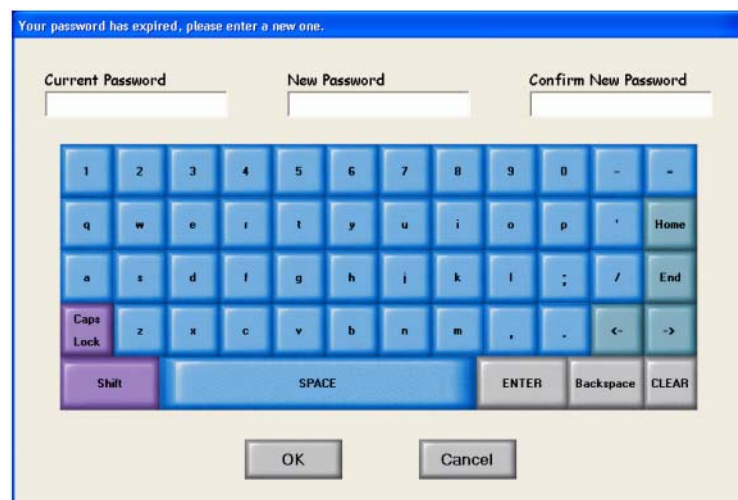
Figure 2-5 Change Password Screen

2.2 Shutting Down the Nucleus System

The following steps explain how to shut down the Nucleus system due to programming changes or power loss. The system has a battery to keep it running long enough for you to shut it down in the event of a power loss. Remember, when you shut down gently you prevent damage from occurring.

When the power fails for any reason, the system alerts you by beeping loudly and displaying the message **"*SYSTEM SHUT DOWN WARNING.*"**

1. Touch the **Nucleus** button.

2. Select **Logoff**.

3. Touch the **Logoff** button.

NOTE: If you receive the following message then you must return to the programming screen and select **File > Close** to close the programming window.

> You must quit Programming before performing this operation

4. Enter the **Closing Balance** if programmed to do so.

5. Touch the **Clear** button.

6. Touch the **Exit** button.

7. Touch the **Shutdown** button.

8. Touch **Yes** at the warning window.

9. You are then presented with three choices, Power Down, Restart, or Cancel. Select **Power Down**.

10. When the Shutdown Computer pop-up displays, you may turn power **OFF** to the Nucleus by pressing the On/Off button on the front of the Nucleus System. See Figure 2-1.

3   USING THE NUCLEUS TOUCHSCREEN

The touchscreen is a major component of the Nucleus system. You should take care when using the touchscreen to operate the Nucleus system. Some tips for using the touchscreen:

● Touch the screen lightly

● Use your fingertip or knuckle to touch the screen. If you have long fingernails, you will probably find that touching the screen with your knuckles works best.

● Do not use foreign objects (pens, pencils, or other sharp objects) to touch the Nucleus touchscreen.

● To clean the screen, spray a non-ammonia-based glass cleaner on a soft cloth and gently wipe the screen clean. Allow the glass and screen edges to completely dry before using the screen.

⚠ **WARNING**

Do not use any cleaners other than non-ammonia-based glass cleaner. Vinegar, solvents, and degreasers can damage the screen.

3.1 Nucleus Display Viewing Angle

The pictures below indicate how to adjust the touchscreen display to a more comfortable position. The display may be tilted forwards or backwards to make the screen easier to use. Grasp the display by the top and bottom edge and gently tilt forwards or backwards to achieve the correct adjustment.

Figure 3-1 Nucleus Display Adjustment

3.2 Nucleus Display Adjustments

The Nucleus display has audio volume and display brightness adjustments that can be modified using the controls located on the left side of the display as shown in the examples below.

Display Brightness

Audio Volume

D12 Display

Volume / Adjust +

Adjust -

Power On/Off

Menu / Scroll Up

Brightness / Scroll Down
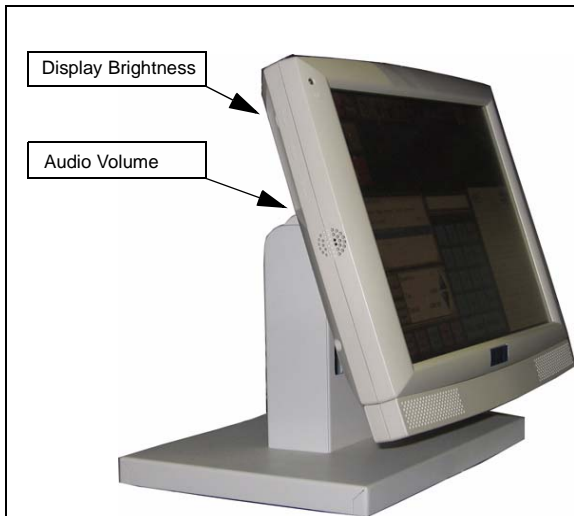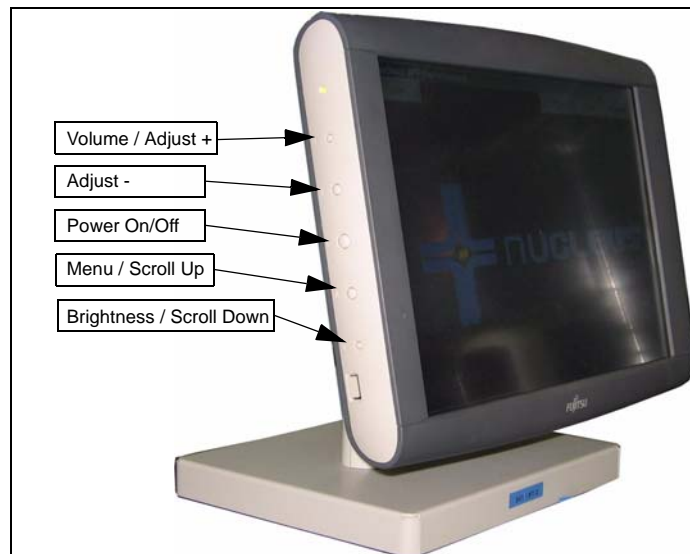
D15 Display

The D15 display has the capability of locking the display controls to prevent the operator from making adjustments to the display such as brightness, contrast, volume, or position. To lock or unlock the display controls, the bottom button (Brightness/ScrollDown) must be depressed while the power button is turned off and then back on again.

3.3 Logging On and Off the System

At system power–up, the Nucleus Indoor Payment Terminal (IPT) Switchboard screen (Figure 2-2) will be displayed on the Nucleus terminal. From this screen touch the **Sales** button and the Nucleus Logon screen will then be displayed. You can now sign on to begin sales transactions from the Sales/Operation screen.

The following sections describe how to log on and off the system.

3.3.1 Log-On

To log on to the system, do the following steps:

1. Touch your name, which is shown in the ScratchPad area of the login screen. All other names are blanked out, and the numeric KeyPad becomes active.

   NOTE: If your name is not listed on the ScratchPad, or if you don't know your logon password, you must contact your station manager.

2. Type in your logon password. The Nucleus Sales/Operation screen appears, shown in Figure 3-2.

3. If your system is programmed to do so, a message appears in the ECR display, prompting you to enter the opening balance. You can enter the opening balance in one of the following three ways:

   * You can enter the grand total amount. For instance, if your total opening balance is $150.52, you would enter **1 5 0 5 2** on the KeyPad.

   * You can use the calculator function to enter the dollar amount. For instance, if you had 10 one dollar bills, you would enter **10 @ 1**, then touch **Enter**.

   * You can bypass the opening balance by touching **Cancel** then the **Cancel Sale** confirmation button.

4. Once you have entered your opening balance, touch **Enter** to close the transaction.
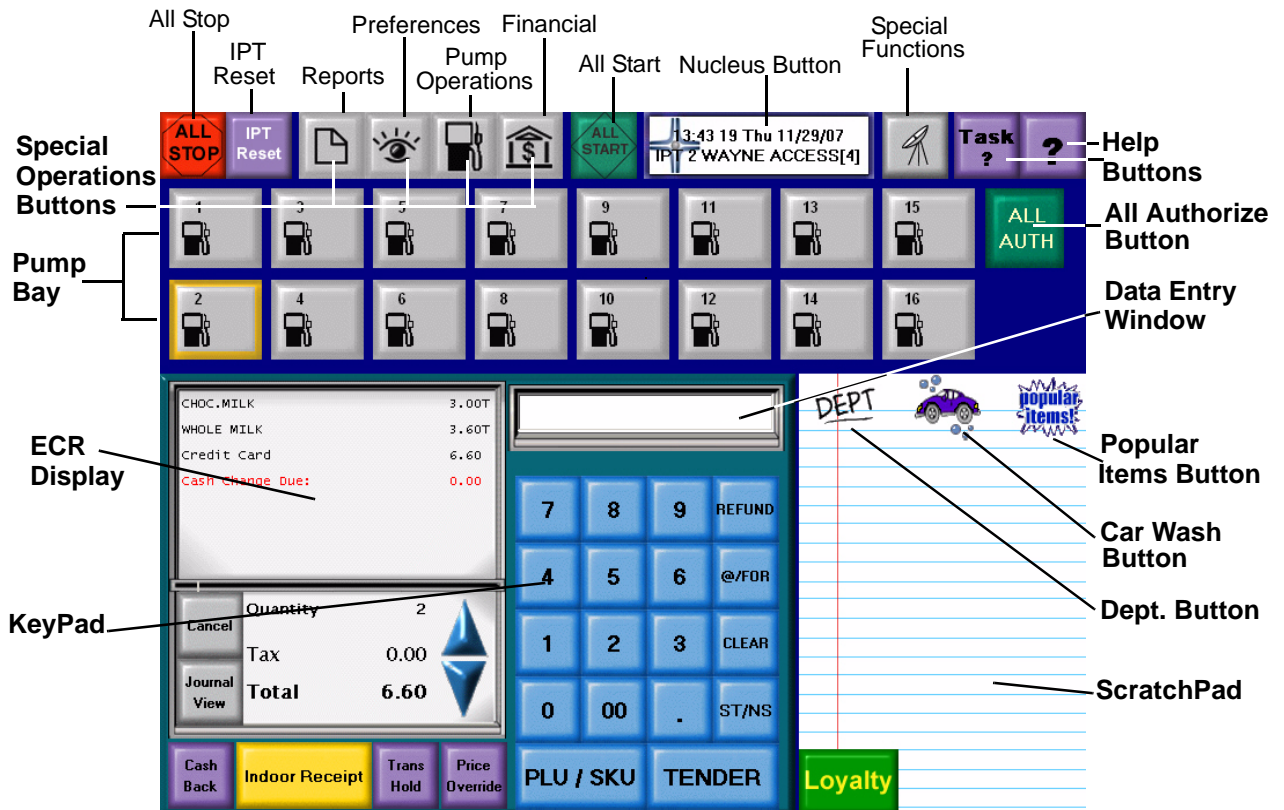
Figure 3-2 Nucleus Sales/Operation Screen

3.3.2 Log-Off

To log off the Nucleus system, perform the following steps:

1. Touch the **Nucleus** button. Refer to Figure 3-2 above for the location of the Nucleus button. The Nucleus menu appears.

2. Touch **Logoff** from the drop down menu. The Logoff/Pause window opens.

3. Touch the **Logoff** button.

NOTE: If you receive the following message then you must return to the programming screen and select **File > Close** to close the programming window.

> You must quit Programming before performing this operation

4. If your system is programmed to require a closing balance then you will be prompted to enter the balance and then press **ENTER**.

5. If your system is programmed to require a yes/no response to "Would you like to close your cashier report?" then you should select Yes or No.

6. The display returns to the Nucleus Logon Screen.

3.4 Pause Sales Session

You should pause your Nucleus session if you are going to be away from the IPT for any amount of time. To pause a sales session, do the following:

1. Finish all transactions in progress.

2. Touch the **Nucleus** button. The Nucleus menu appears.

3. Touch **Logoff** from the Nucleus menu. The Logoff/Pause window opens.

4. Touch the **Pause Session** button.

IMPORTANT: While the system is paused, only the cashier who paused the sales session or an employee with a higher security level can log back into the session.

3.5 Resume Sales Session

To resume a paused Nucleus session, enter your Password on the Keyboard, then touch **ENTER.**

3.6 To Sign-On with a Higher Security Level

1. Press the **Nucleus** button.

2. Select **Security Override**.

3. Select the name from the list that has a higher security level.

4. Type in the Log-On password and press **ENTER**.

3.7 Expired Password

The User Account passwords on the Nucleus system are set to expire after a pre-defined period of time for the system to be CISP/PABP compliant. To further be CISP/PABP compliant, "Strong" passwords must be used. A "Strong" password is defined as consisting of:

- minimum of 8 alpha-numeric characters

- cannot contain more than 3 consecutive characters from the employee id
- must contain elements from the two criteria listed below:
  - * lowercase letters (a through z)
  - * numbers (0 through 9)

NOTE: Full-serve outdoor attendants will continue to have only numeric passwords and can have as few as two characters.

4 ENTERING SALES ITEMS INTO THE ECR

The Electronic Cash Register (ECR) is the part of the Indoor Payment Terminal (IPT) that manages the retail portion of Nucleus. You enter items into the ECR with a bar code scanner or the Nucleus ScratchPad.

4.1 Entering Non-Fuel Items Using the Nucleus Screen

There are several ways to enter an item into the Nucleus system.To enter an item into Nucleus without a scanner, you will use the Nucleus ScratchPad or use the KeyPad to enter the products' assigned PLU number. Items may also be rung up using the PLU screen.

4.1.1 Department Button

The department entries which appear on the Scratchpad are shown with blue lettering while department entries on the Scratchpad which appear as underlined text will display a list of products when selected.

1. Touch the **Department** icon which is located on the ScratchPad to show a list of departments that are programmed into the Nucleus System database.
2. Each Department name is designated by blue text.
3. Touch the Department name which is underlined to display a list of products linked to each department on the ScratchPad. The products with prices already programmed or pre-sets are designated by black text.
4. To record a sale in the open department, enter the dollar amount of the product and touch the department name.
5. To ring up a product or pre-set, touch the name of the item.
6. If the product name does not appear in the list, use the KeyPad to enter the price of the item, then touch the department name.

NOTE: To enter more than one item of the same type, enter the number of items on the KeyPad, then touch the **@/for** button before touching the item's name or department name on the ScratchPad.

4.1.2 Car Wash

 Car Wash Online
Indicator

 Car Wash Offline
Indicator

NOTE: The Car Wash controller option must be set to anything other than "None" for the Car Wash icon to appear on the ScratchPad.

NOTE: The Car Wash icon examples shown above illustrate the Car Wash Controller Online and Offline states.

NOTE: Car Washes can be sold even if the Car Wash controller is off line. This is useful for selling car washes for use at a future date if the car wash happens to be down for maintenance.

To enter a car wash sale, touch the Car Wash icon at the top of the Nucleus ScratchPad. The different car wash products appear on the ScratchPad. Select the appropriate car wash product by touching it on the ScratchPad.

Unitec and Ryko standalone car wash terminals are supported by Nucleus. Car Wash codes and credit card authorizations for the standalone car wash terminals will be processed by Nucleus for use at the car wash controller. Car Washes may be purchased either indoors, outdoors at the CAT, or outdoors at the car wash terminal.

4.1.3 Popular Items

Use the Popular Items icon on the ScratchPad to ring up frequently purchased retail items. Popular Items can be a combination of open departments or products.

1. If you know that an item is listed in the Popular Items list, touch the **Popular Items** icon on the Nucleus ScratchPad.

2. Touch the name of the item.

3. The item appears in the ECR display.

4. If a department name appears in the Popular Items section of the ScratchPad, enter the dollar amount of the item, then touch the department name.

NOTE: To enter more than one item of the same type, enter the number of items on the KeyPad, then touch the **@/for** button before touching the item's name on the ScratchPad.

4.1.4 PLU Number

You can enter an item into the ECR by entering the item's PLU number or by touching the item name in the PLU lookup window.

If you know the item's PLU number:

1. Enter the PLU number on the KeyPad.

2. Touch the **PLU/SKU** button.

3. The item's name and price appear in the ECR display.

If you don't know the PLU number:

1. Touch **0** then the **PLU/SKU** button. The Products window appears on the Nucleus screen.

2. Select the item from the product list, then touch the **Ring Up** button.

3. Touch the **Close** button and the Products window closes then the item appears in the ECR display.

4.2 Entering Non-Fuel Items Using the Scanner

To enter items into the ECR using a bar code scanner, pass the item in front of the scanner, with the bar code facing the scanner. If you are entering multiple items of the same type, enter the number of items on the KeyPad, then touch the **@/for** key before scanning the item. An example of a bar code is shown in Figure 4-1.

920367

Figure 4-1 Bar Code

5   USING THE NUCLEUS SYSTEM

All sales on the Nucleus system are perfomed through the touchscreen and an optional scanner. This section describes the components of the user screen.

5.1 Special Operations Buttons

The Special Operations buttons provide an easy means of performing tasks that you will need to perform on an occasional basis. They are located at the upper left hand of the screen so that they are visible, yet not in the way of the main functional buttons.

Figure 5-1 Special Operations Buttons

5.2 All Stop and All Start Buttons

Touch the **All Stop** button to immediately stop all pumps from dispensing fuel. Pumps that are dispensing fuel are put into a suspended state. This button is available from all views at all times. To restart the pumps, touch the **All Start** button.

Figure 5-2 All Stop and All Start Buttons

5.3 IPT Reset Button

The IPT Reset button is used to recover from situations where the terminal is locked up. Touch the IPT Reset button to force the system to reset the terminal, return to the IPT Switchboard screen and if programmed to do so, print a Cashier report. The user will need to log in again and then sales can continue. Outside sales will not be affected but any indoor sales that haven't been tendered will be cleared.

Figure 5-3 IPT Reset Button

1. Press the **IPT Reset** button and the following screen will be displayed.
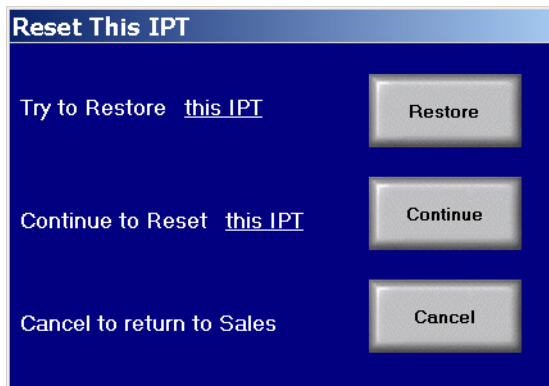
Figure 5-4 Reset This IPT Window

2. Press **Restore** to refresh the sales screen on the IPT. If that doesn't work then proceed to the next step.

3. Press **Continue** to reset the sales screen on the IPT.

4. Press **Cancel** to exit without performing any action.

5.4 Report Operations Button

Touch the **Report** button to open the Report Operations window. This window displays in the lower right hand corner of the screen, and covers up the ScratchPad. Available access to report functions is controlled by the security level of the logged-on cashier. If the cashier does not have the correct access level, an error message appears in the message box.

Report Button
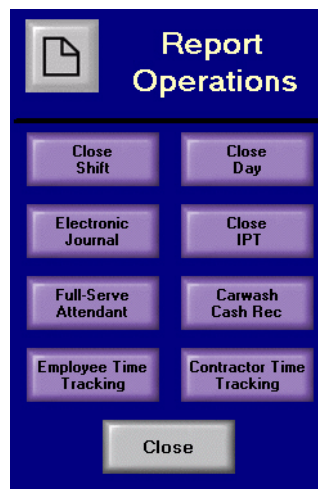
Figure 5-5 Report Operations Window

The available report functions are as follows:

- Close Shift
- Close Day
- Electronic Journal
- Close IPT
- Full-Serve Attendant
- Carwash Cash Rec
- Employee Time Tracking
- Contractor Time Tracking

5.4.1 Close Shift

When you touch the **Close Shift** button in the Report Operations window, the following actions occur:

1. The Close Shift button toggles to the **Confirm Close Shift** button. You must touch this button to close out your shift.

NOTE: If you receive the following message then you must return to the programming screen and select **File > Close** to close the programming window.

> You must quit Programming before performing this operation

2. The ECR Display shows a message prompting you to enter the closing balance, if your system is configured to do so.
3. The system closes and prints your Cashier Report and the Shift Report, if your system is configured to do so.
4. The system sends Batch Summary reports to the host.
5. The system automatically logs you off and returns the system back to the Nucleus Log-on Screen.

5.4.2 Close Day

When you touch the **Close Day** button, the button face changes to **Confirm Close Day** which displays in yellow. When you touch the button again, the following events occur:

1. The ECR Display shows a message prompting you to enter the closing balance, if your system is configured to do so.
2. The system closes and prints your Cashier Report, Shift Report, and the Day Report if programmed to do so.
3. The system sends Batch Summary reports to the host.
4. The system automatically logs you off and returns the system back to the Nucleus Log-On Screen.

5.4.3 Electronic Journal

Touch the **Electronic Journal** button to view a log of all sales transactions and system events that are logged to the sales journal. When you touch the Electronic Journal button, the sales log opens and displays a log of all transaction occurrences, both indoors and outdoors. Each Sales Log contains:

- A log of all successful sales at the indoor payment terminals (IPT) and customer activated terminals (CAT).
- Significant system events like log on/off, opening cash drawer by touching subtotal/no sale, and fuel price changes with time stamp.
- Unsuccessful card transactions at IPTs and CATs.

The system keeps a seven year archive of Sales Logs. Transactions logged to the Electronic journal can be viewed or printed in their entirety, or just specific transaction detail. See "Sales Report" on page 209. for information on printing or viewing the sales data.

5.4.4 Close IPT

Touch the **Close IPT** button to log the current cashier off of the terminal and to print a Cashier Report and a Terminal Cash Reconciliation Report. If the cashier is logged on at any other terminal then the system will not print a Cashier Report. This function is useful for those sites that do not have separate drawers for each cashier and want to be able to keep track of the cash in the drawer on an individual terminal basis.

5.4.5 Full-Serve Attendant

Touch the **Full-Serve Attendant Report** button when a full serve attendant would like to close his/her shift and print the Outdoor Attendant Report. Be sure that the full serve attendant has logged off of all of the outdoor terminals prior to attempting to close the Outdoor Attendant Report. If an attendant attempts to close the Outdoor Attendant Report before logging off of all of the outdoor terminals then a message will pop up on the Nucleus terminal reminding the user that he must log off of all outdoor terminals. When the Full-Serve Attendant button is pressed the user will be presented with a screen showing the current outdoor attendants. Select the attendant from the Name pull-down and enter the attendant password to close and print the report. See 'Full Serve Operation" on page 141.

Figure 5-6 Close Full Serve Attendant Reports Window

5.4.6 Car Wash Cash Rec

The Carwash Cash Reconciliation report is used to account for revenue from the carwash controller. When the report is requested either from the Report Operations button or from the Reports Menu in Programming, the user will be asked if the money will be retrieved from the Carwash controller. If the user answers "no" then an X report will be printed but if the user answers "yes" then a Z report will be printed. The Car Wash Cash Rec report can also be added to the shift or the day report.

5.4.7 Employee Time Tracking

The Employee Time Tracking feature is used by the employees at the site to Clock In or Clock Out which will keep a record of the employees time and function as an employee time card. To use this feature the system must be set up by programming all employees with the appropriate **Employee Type** and enabling the **Prompt Cashier to Clock In/Out at Logon** flag on the **System > IPT > Site** screen. Once this is done, whenever an employee or cashier logs onto the Nucleus system, they will be asked to either Clock In or Clock Out. A new component will now be available to the Day or Shift report which will detail the employee time records.

Employees who are programmed as Outdoor Attendants can now use the Nucleus system to clock in and out. An outdoor attendant can clock in to and out of the Nucleus system by going to the Nucleus screen and touching the Report button then selecting the Employee Time Tracking button. The attendant next selects his or her name from the list and then selects Clock In or Clock Out to complete the process.
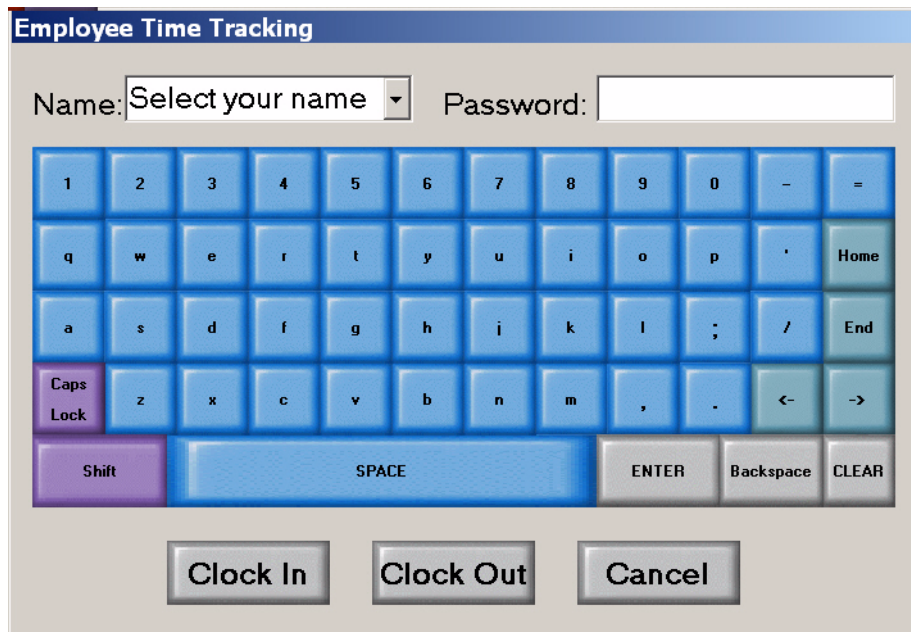
Figure 5-7 Employee Time Tracking

5.4.8 Contractor Time Tracking

The Contractor Time Tracking feature is used to allow contractors to clock in and clock out at the Point of Sale. This feature will be utilized to record the Job Numbers, associated Contractor IDs, and Log-On/Log-Off times for contractors doing maintenance work at the station, thereby allowing the system to calculate the Time On the Job and to print a Maintenance Voucher for each Contractor. To initiate this function the cashier selects the Report Operations Button then the **Contractor Time Tracking** button. The following screen will then be displayed.
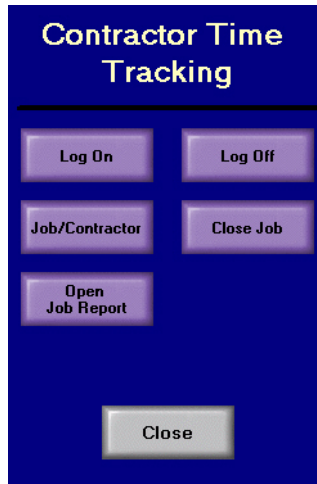
Figure 5-8 Contractor Time Tracking

The options available from the Contractor Time Tracking window are:

- Log On - Use this option to bring up a screen with all open jobs. Once the contractor selects his job number, a list of all contractors will be displayed. The contractor can then select his assigned contractor ID and press the Log On button. Pressing Log On will cause the system to record the logon time of the contractor.

- Log Off - Use this option to bring up a similar screen to the Log On screen. Once the contractor selects his Job number and assigned contractor ID, he will press the Log Off button. Pressing Log Off will cause the system to record the logoff time of the contractor. If a contractor fails to log off when leaving the job and later returns and logs on, the system will record a missed logoff. Conversely, if a contractor logs off and later returns and forgets to log on and then logs off at the end of day, the system will record a missed logon. Missed logons and logoffs will be recorded in the maintenance voucher. The system will be unable to accurately calculate hours worked in these instances.

- Job/Contractor - Using the Job/Contractor button will bring up a screen with entry fields for Job Number and Number of Contractors. This screen is used to create a new job with one or more contractors or add contractors to an existing job. The number of contractors cannot be decreased to a situation where a contractor ID has working time associated with it but it has been deleted from the system. A logon chit will automatically be printed for each contractor. There will be no reprint capability, however this information will be logged to the sales journal.

- Close Job - Use this option to bring up a screen with a list of all open jobs. The user will select the correct Job ID and touch the Close Job button. This will cause the system to record the logoff time of all the contractors belonging to that job. A maintenance voucher will be printed for each contractor.

- Open Job Report - Use this option to bring up a screen with a list of all open jobs. The user will select the desired job and press the Print button. This will cause the system to print a report with the Job Number, Number of Contractors, Contractor IDs, and logon/logoff times for all the contractors.

1. If this option is being used for the first time then select the **Job/Contractor** button.

2. Enter the Contractor provided Job Number (up to 20 characters) and the number of contractors, then press **Add**. The Contractor Job Number will be saved, a Contractor ID created and the Contractor automatically logged on.

3. Use Log Off to log the contractor off the system when they have finished for the day.

4. Use the Close Job to close out and remove the job from the system.

5.5 Preferences Operations Button

Touch the **Preferences** button to open the Preferences window.
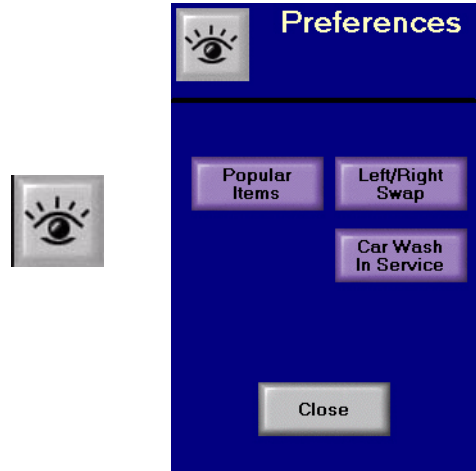
Figure 5-9 Preferences Button and Window

The following options are available from the preferences window:

● Popular Items
● Left/Right Swap
● Car Wash In Service

5.5.1 Popular Items

When you touch the **Popular Items** button, you open the ScratchPad Configurator. Programmable selections are Department, Dry Product, and Car Wash.

● **Department** provides a list of all departments programmed into the database.
● **Dry Product** provides a list of the products listed in a specific department.
● **Car Wash** identifies the Car Wash products programmed into the system.
● **Clear** clears the ScratchPad template.
● **Copy Configuration** allows you to copy the Popular Items ScratchPad to another terminal.
● **Close** closes the ScratchPad Configurator.

NOTE: The Popular Items ScratchPad can be a combination of open departments and products. In a multiple IPT site, each IPT can be programmed identically or may be configured differently. As an example, IPT1 could be configured with frequently sold products and IPT2 could be programmed with Deli items.

Figure 5-10 shows the Dry Product view of the ScratchPad Configurator.

Department   Dry Product   Car Wash   Clear
Button   Button   Button   Button
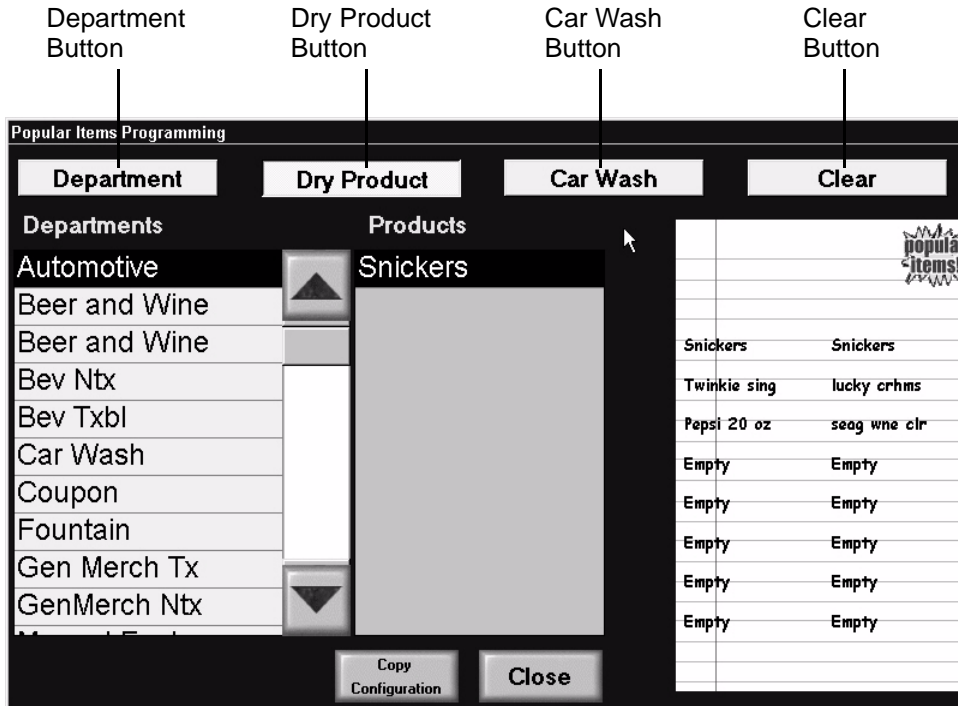
Figure 5-10 ScratchPad Configurator

5.5.1.1 Setting Up the ScratchPad

● **Department**

Touch the Department button then touch the name of the department that you want to add to the Popular Items list. Touch the location on the ScratchPad where you want the department to be located.

● **Dry Product**

Touch the Dry Product button then touch the name of the product that you want to add to the Popular Items list. Touch the location on the ScratchPad where you want the product to be located.

● **Car Wash**

Touch the Car Wash button then touch the name of the car wash that you want to add to the Popular Items list. Touch the location on the ScratchPad where you want the car wash to be located.

● **Clear**

Touch the Clear button then touch the name of the item on the ScratchPad that you wish to clear. Continue touching items on the ScratchPad that you wish to clear. Touch the Close button to exit.

5.5.2 Left/Right Swap

Touch **Left/Right Swap** to establish a left-handed view of the Sales/Operations screen. The positions affected are the ECR Display and ScratchPad/Pump Information Window overlays.

With the default right-handed view, the ECR Display is on the left and the ScratchPad/Pump Information Window is on the right. For the left-handed view, they are swapped. See Figures 5-11 and 5-12.
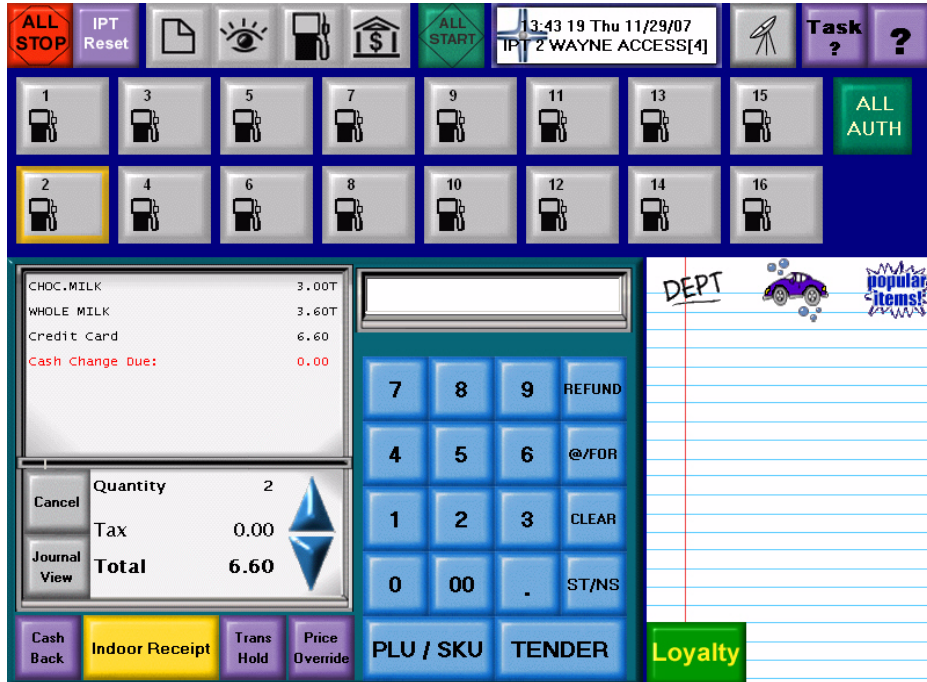
Figure 5-11 Right-Handed (Default) View
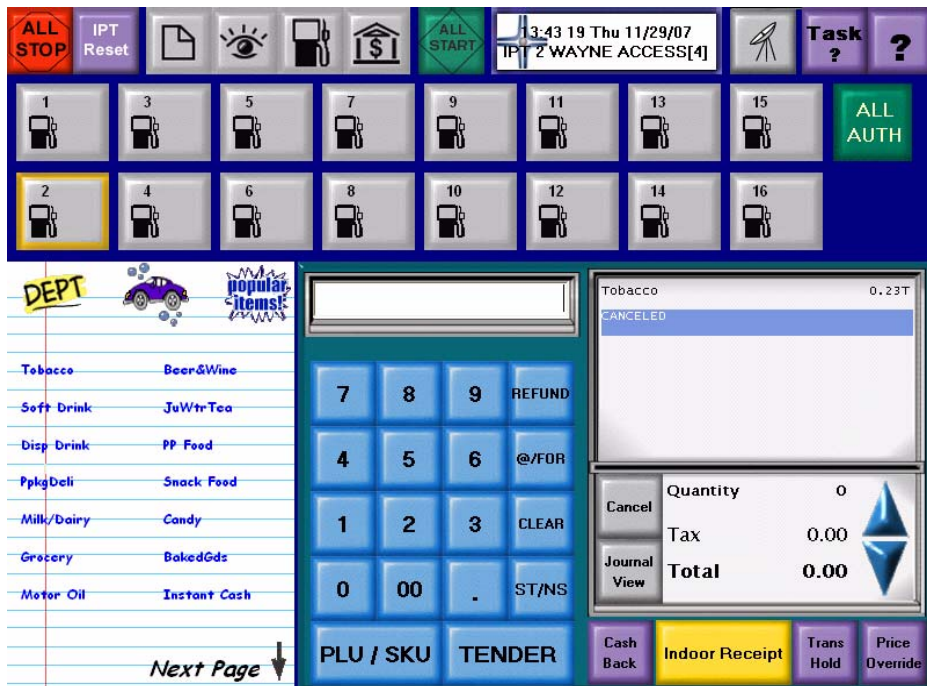
Figure 5-12 Left-Handed View

5.5.3 Car Wash In Service/Out Of Service

When you touch the Car Wash In Service/Out of Service button the system asks if you want to toggle the Car Wash function to either Out of Service or In Service depending on the current state of the Car Wash. If you select the Out of Service mode then the Car Wash becomes unavailable. If you select the In Service mode then the Car Wash becomes available.

5.6 Pump Operations Button

Touch the **Pump Operations** button to open the Pump Operations Window, which appears on top of the ScratchPad in the lower right hand corner of the Nucleus Sales/Operation Screen.
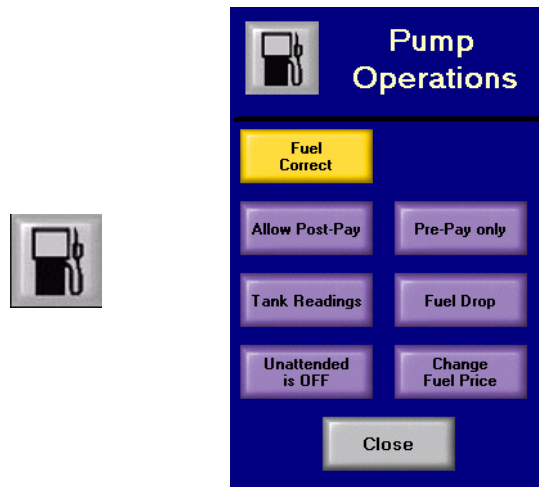
Figure 5-13 Pump Operations Window

The options in the Pump Operations Window are as follows:

- Fuel Correct
- Allow Post-Pay
- Pre-Pay Only
- Tank Readings
- Fuel Drop
- Unattended is On/Off
- Change Fuel Price
- Close

5.6.1 Fuel Correct

Use **Fuel Correct** if a fuel sale has been finalized and the sale must be cancelled.

To correct an improperly tendered fuel sale (for example, if you have finalized a fuel sale for the wrong pump):

1. Touch the **Pump Operations** button.
2. Enter the amount of the incorrectly finalized fuel sale.
3. Touch the **Refund** button.
4. Touch the **Fuel Correct** button.
5. The transaction appears in the ECR display, with the item being shown as a fuel correct transaction.
6. If prompted, enter the pump number and then the fuel grade.
7. Tender the sale.

5.6.2 Allow Post-Pay

Touch **Allow Post-Pay** to allow customers to pay after they have dispensed fuel. Post-Pay will only be enabled for those pumps that have Post-Pay enabled in the system programming while all other pumps will remain in the Pre-Pay only state. The message from the system acknowledges that Post-Pay has been enabled site-wide but only for those pumps at the site which have been programmed to allow Post-Pay.

5.6.3 Pre-Pay Only

Touch **Pre-Pay Only** when you want to make sure that customers pay before dispensing fuel. Post-Pay will be disabled for those pumps that have Post-Pay enabled in the system programming while all other pumps will remain in the Pre-Pay only state. The message from the system acknowledges that Post-Pay has been disabled site-wide. This feature helps prevent drive-offs for high-risk pumps after-hours.
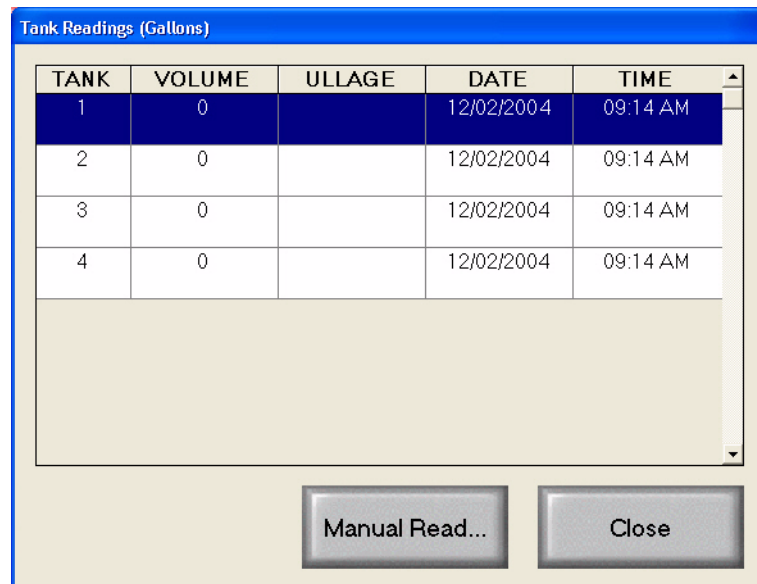
NOTE: If Allow Post Pay toggle is enabled and the **Pre-Pay Only** button in the Pump Operations window is pressed then the CAT idle prompt will show that the customer must pre-pay the fuel purchase. While in this mode if a nozzle is lifted, the pump will call the system for authorization and if the cashier authorizes the pump then the message "Postpay Not Allowed for Pump #X" will be displayed.

However, any or all pumps may be authorized while in Pre-Pay Only mode either individually or by using the All Auth button by enabling the **Allow Authorization of Prepay Only Pump** option. This setting will allow a cashier to authorize a pump while in Prepay Only mode if the cashier happens to recognize a customer and wants to allow a postpay transaction for that customer.

This option is located in the **System > IPT > Site** programming screen. See 'IPT Programming - Site" on page 36 of the Nucleus Programming manual.

5.6.4 Tank Readings

Touch **Tank Readings** to view the Tank Readings window, as shown in Figure 5-14. This information is supplied by the tank level monitoring system (Tank Gauge/TLS) if installed. Your system may show more or fewer tanks than the illustration shows.

Figure 5-14 Tank Readings Window

Initially, when no data has been sent, the level is set to zero and the time stamp is today's date. When data has been received from the tank gauge the volumes, date and time will be updated. In the example above each tank has the following has the following data available.

- Volume -Amount of product in whole gallons or liters currently in the tank

- Ullage -Amount of product in whole gallons or liters needed to fill the tank

- Date -Date of last reading

- Time -Time of last reading

If the station does not have a tank gauge installed and manual entry of tank volumes is desired then select the tank and press the **Manual Read** button. The following window will be displayed.

Figure 5-15 Manual Tank Reading Window

If manual readings are done then be sure that volume data is entered in whole gallons or liters. This will require the stick readings which are generally taken in inches be converted into gallons or liters prior to being entered into the Manual Tank Readings window. Also note that Volume, Date, and Time AM and PM entries are required while Ullage data is optional. Press the **Save** button to save data and select the next tank, or press the **Cancel** button to exit without saving.

5.6.5 Fuel Drop

Touch the **Fuel Drop** button to view information about fuel drops. This information is supplied by the tank level monitoring system if installed and supplies information on the last fuel drop. When you touch the **Fuel Drop** button, the Fuel Drops window appears, shown in figure 5-16.
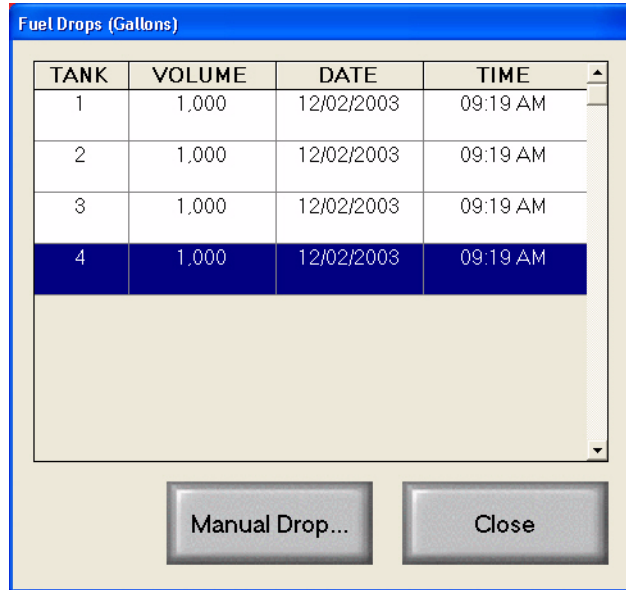
Figure 5-16 Fuel Drops Window

If the station does not have a tank gauge installed and manual entry of fuel drop information is desired then select the tank and press the **Manual Drop** button. The following window will be displayed.
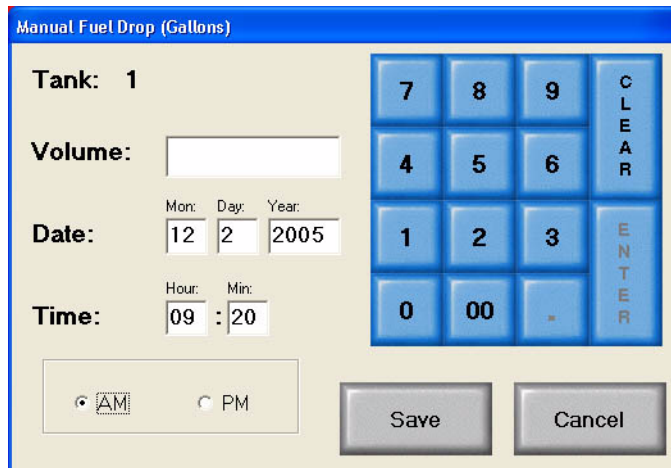
Figure 5-17 Manual Fuel Drop Window

Fuel Drop data can be entered manually from this window. The volume of the drop in whole gallons or liters as well as the date and time are required entries for this window. Press **Save** to save data and exit, or press **Cancel** to exit without saving.

5.6.6 Unattended Mode is On/Off

Using the **Unattended Mode is On/Off** button will toggle the system in and out of Unattended mode. Unattended mode is used to put all the dispensers at the site into a mode that will not require the involvement of an indoor cashier during credit/debit fuel sales. If a pump error is encountered then the pump will stop as it normally does but will revert back to it's idle state after a given period of time. When in the Unattended mode, "Auto-Auth' and 'Auth before Obtaining Network Approval' will automatically be disabled. Also if the station is running with the 'Operator Consent' flag set, then the system will not be allowed to enter Unattended Mode.

IMPORTANT: Unattended Mode is not for use at CCL (Canada) sites due to fire code regulations.

NOTE: Consult with your local Business Consultant before implementing this feature.

5.6.7 Change Fuel Price

Touch **Change Fuel Price** to open the Fuel Price window, depending on system programming one of the windows shown in Figures 5-18 through 5-21 will appear. The Fuel Price window appears in the middle of the Nucleus screen.

Figure 5-18 Fuel Price Window, Self-Serve Only

Figure 5-19 Fuel Price Window, Self-Serve and Full-Serve

Figure 5-20 Fuel Price Window, Day and Night Tier

Figure 5-21 Fuel Price Window, Day/Night Tier, Self/Full Serve

If **Price Levels** has been enabled (See Section 8.5.1 of the Nucleus Programming Manual Part Number 2-920494) then you will see two sets of prices in the Grade programming screen, one for Cash Payment and the other for Credit Payment. See the following example.

NOTE: Chevron does not support the use of dual pricing at the dispenser. Cash and Credit pricing should be the same. Consult with your local Business Consultant before implementing this feature.

NOTE: "**Some state laws governing the display of motor fuel prices on dispensers or price signs include requirements and limitations on the display of a motor fuel price discount. Users are responsible for knowing and complying with any such laws that may apply to them. Users should not use any feature that allows for discounting the price of motor fuel unless they have determined that the feature may be used without violating any such law.**"

Figure 5-22 Fuel Price Window Cash/Credit Pricing

To change a fuel price, touch the appropriate grade, then touch the **Modify** button. The fuel price modify window opens, as shown in Figures 5-23 or 5-24 depending on system programming. Touch the box for the price you want to change (for example, if you want to change the price for full serve, touch the box that has the header **Full** for the **New** price line. Enter the new price on the KeyPad, then touch the **SAVE** button then touch the **CLOSE** button.

NOTE: To change fuel prices the current user must have the proper security level otherwise the Modify button will be greyed out. Fuel prices may also be changed using the Back Office System.

NOTE: Chevron does not currently support different prices for cash and credit.

Figure 5-23 Fuel Price Change with Full/Self Service Window

Figure 5-24 Fuel Price Change with Day/Night & Full/Self Service Window

5.6.8 Pump Totalizer Report at Price Change

Nucleus now supports automatic electronic meter readings each time the fuel price is changed. This is to ensure the correct fuel inventory valuation. This feature allows a site to automatically take a Pump Totalizer report when a price change occurs at the station. The feature can be turned On or Off via programming. Go to **Programming > Reports > Setup > Pump Totalizers** and enable **Auto Close With Price Change** to turn the feature on. If the feature is turned on, a pump totalizer report will be generated every time a fuel price change is requested from Nucleus programming, NAXML Interface, or the NLink/PDI Interface. The current Pump Totalizer report will be changed so that it is archived when closed. In other words, it will be available for later viewing through the **Programming > Reports > Archived** menu. Changes to fuel prices because of a fuel discount will not generate a pump totalizer report. If the report is set to Auto Print the report will be sent to the report printer and archived. If the report is set to not Auto Print it will be archived but not printed. See the Chevron Nucleus Programming manual PN 2-920494 for more information about this feature.

5.7 Financial Operations Button

Touch the **Financial Operations** button to open the Financial Operations window. The Financial Operations window opens up in the lower right hand corner of the screen, on top of the ScratchPad.

The following buttons appear in the Financial Operations window:

- Safe Drop
- Safe Loan (not used)
- Bill Acceptor Refund
- A/R Collect
- Paid In
- Paid Out
- Money Order Sale
- Lottery Sale
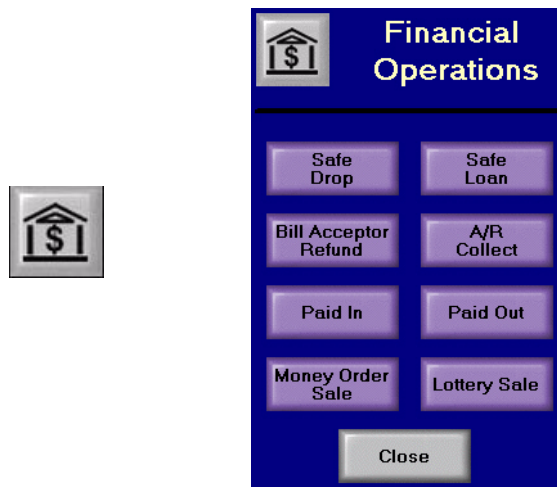
Figure 5-25 Financial Operations Button and Window

5.7.1 Safe Drop

Your system may be programmed to display a message requesting you to perform a safe drop transaction. The system is programmed with the cash drawer limits for each IPT. When your drawer exceeds the programmed cash drawer limit, the system displays a pop-up message prompting you to make a safe drop. See Figure 5-26. You must acknowledge this message by touching either the **Yes** button which will begin the safe drop procedure by opening the cash drawer or **No** which will return the system to normal operation. You are not forced to make the safe drop immediately, but each time you perform another transaction, the prompt appears on the screen.
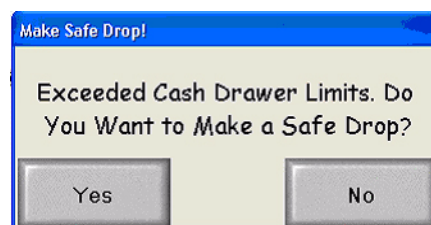
Figure 5-26 Safe Drop Prompt

Touch the **Financial Operations** button then **Safe Drop** to make a safe drop. When you touch the **Safe Drop** button, the following events occur:

1. If the system is programmed to require a reference number (such as a drop envelope number), a window opens, prompting you to enter a reference number.
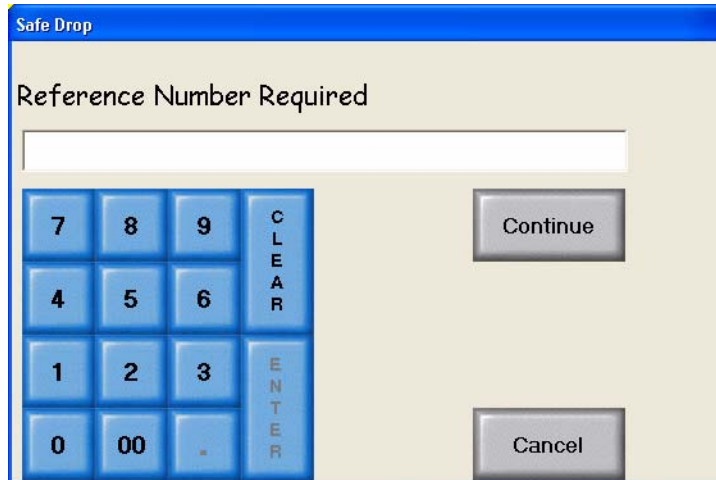
Figure 5-27 Safe Drop Window

2. The message "Enter $$$, Tender, Press <enter>" appears in the ECR display. You have the option of making a Grand Total Drop, in which case you would enter the total amount of money you are putting into the safe, or a Calculator Mode drop, where the system calculates the total drop amount.

To make a Grand Total Drop of $60, you would enter **6 0 0 0** on the KeyPad, then touch the **Cash** tender button, then touch **Enter** to complete the task. A receipt with a signature line will then print.

To make a Calculator Mode Drop of $60, you can enter one of the following combinations:

● 6, then the **@/FOR** button, then the **$10** fixed tender button.

● 12, then the **@/FOR**, then the **$5** fixed tender button.

● 60, then the **@/FOR** button, then touch the **$1** fixed tender button.

● 3, then the **@/FOR** button, then touch the **$20** fixed tender button.

3. Touch the **ENTER** button to close the transaction.

5.7.2 Safe Loan

Touch the **Safe Loan** button to record money loaned to the cash drawer from the safe. If this feature is grayed out then it is not activated at your site and cannot be used.

When you touch the **Safe Loan** button, the cash drawer opens, and the system displays the programmed tender types on the KeyPad while providing a message that says "Safe Loan, Enter $$$, Tender, Press <enter>. A receipt with a signature line will then print.You may also be required to enter a reference number using the Loan window. See Figure 5-28.
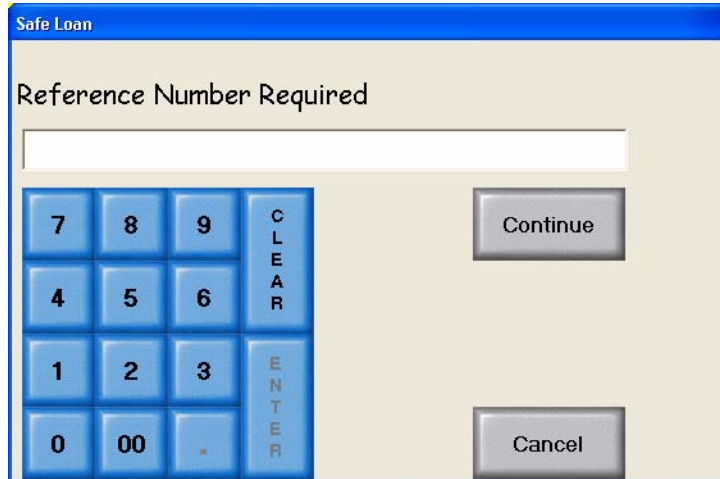
Figure 5-28 Safe Loan Window

5.7.3 Bill Acceptor Refund

Use the **Bill Acceptor Refund** button to refund customer change due from a fueling transaction where the total currency fed into the BAC exceeded the fuel dispensed. After a successful BAC transaction, the system automatically prints a receipt at the CAT when change is due. Refund information is recorded on the receipt instructing the customer to take the receipt inside for a refund.

To refund money to the customer, take the Transaction ID number from the CAT receipt and enter it on the IPT Keypad. Next, touch the **Financial Operations** button, the **Bill Acceptor Refund** button, the **Tender** button, and finally the **Cash** button or the **Exact Amount** button. See Figure 5-29.

```
05/13/04      10:29:37


Pump#:   1
  1.170 G @ $  1.459
Plus/Self   $  1.71
BILL ACCEPTOR
SALE, CHANGE DUE


Cash Inserted$**2.00         Change Due Amount
CHANGE DUE  $**0.29


Total       $  1.71



   See Cashier
    For Refund


Refund Expires:
06/12/04                     Transaction ID number


Trans ID: 148


THANK YOU
PLEASE COME AGAIN
```
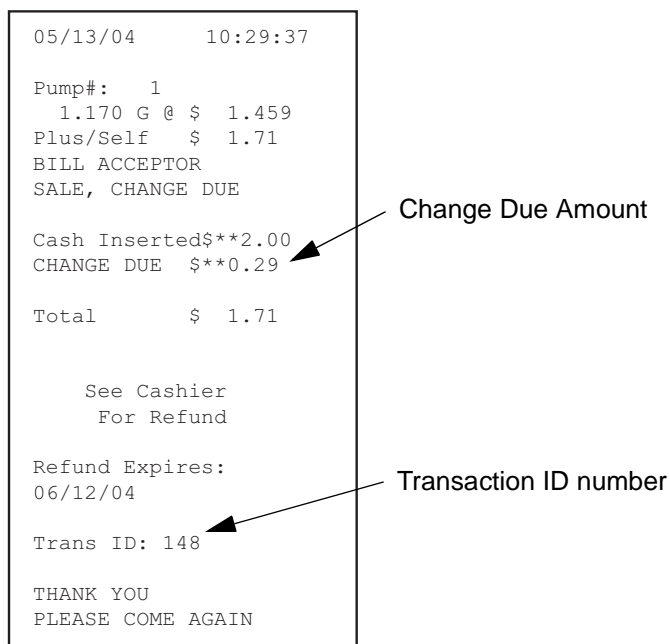
Figure 5-29 BAC Refund Receipt

5.7.4 A/R Collect

Use the **A/R Collect** button to record payments to a House Account (see page 62 for more information about House Accounts).

To post a payment to a House Account, perform the following actions:

1. Enter the amount of the payment on the IPT KeyPad then press the **A/R Collect** button.

2. Select the correct account in the Select Account window, then touch the **OK** button.

3. Press the **TENDER** key and then select the correct tender method of payment.
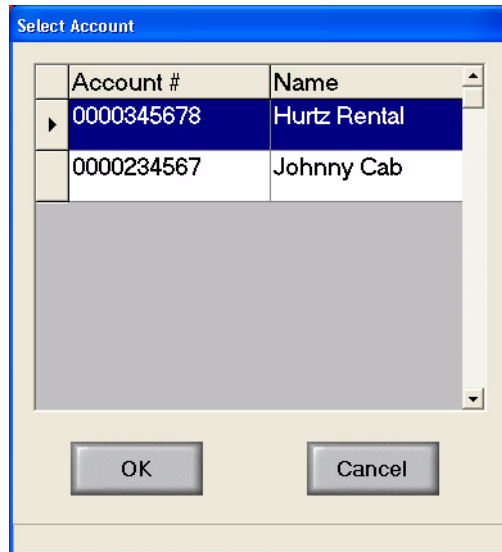
Figure 5-30 Select Account Window

5.7.5 Paid In

Use the Paid In feature to record payments to the cash drawer from vendors, such as refunds for damaged retail items. When you use the Paid In feature, the transaction is logged to the Electronic Journal, and a chit is printed and payments accounted for on your Cashier, Shift and/or Day reports. If your system is programmed to do so, you may be prompted to enter a reference number and choose from a list of Vendors in the Select Account window.

To use the Paid In feature:

1. Touch the **Paid In** button.

2. Select the Account from the Select Account window.

3. Enter the amount that you are receiving from the transaction.

4. Touch the **TENDER** button for the type of tender you are receiving.

5. Touch the **ENTER** button.

5.7.6 Paid Out

Use the Paid Out feature to record payments from the cash drawer to vendors, such as for purchase of retail items. When you use the Paid Out feature, the transaction is logged to the Electronic Journal, and a chit is printed and payments accounted for on your Cashier, Shift and/or Day report. If your system is programmed to do so, you may be prompted to enter a reference number and choose from a list of Vendors in the Select Account window.
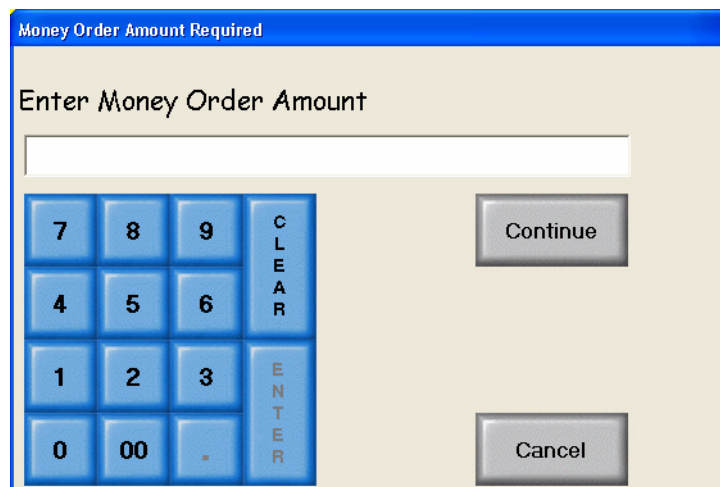
To use the Paid Out feature:

1. Touch the **Paid Out** button.
2. Select the Account from the Select Account window.
3. Enter the amount that you are disbursing.
4. Touch the **TENDER** button for the type of tender you are paying out.
5. Touch the **ENTER** button.

5.7.7 Money Order Sales

The Money Order Sales button is located under the Financial Special Operations Button. Use this button when you want to sell Money Orders.

1. To sell a Money order, touch the Money Order Sale button and the following window will appear.

Figure 5-31 Enter Money Order Amount Window

2. Enter the amount of the Money Order that the customer would like then press **Continue**.
3. The following window will then be displayed where the Purchaser information is entered.
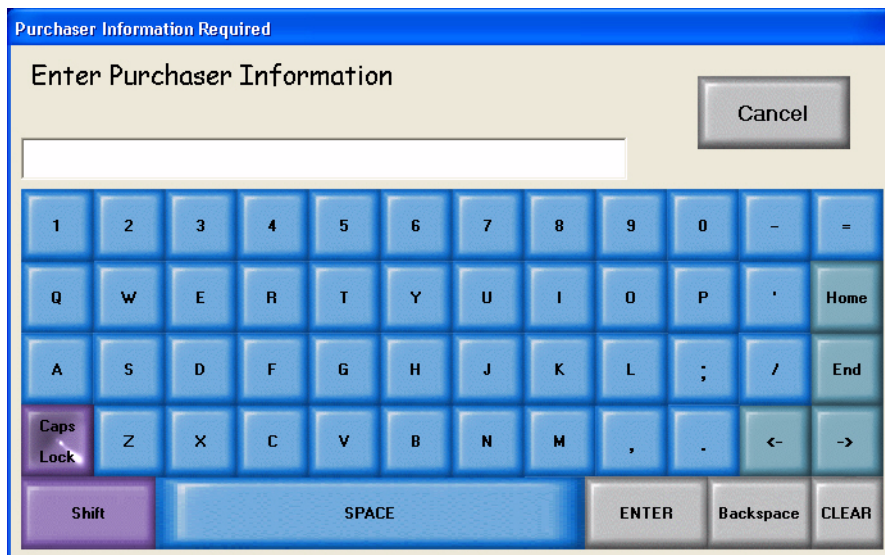
Figure 5-32 Enter Purchaser Information Window

4. Enter the Purchaser information and then press **Enter**, and the following window will be displayed.
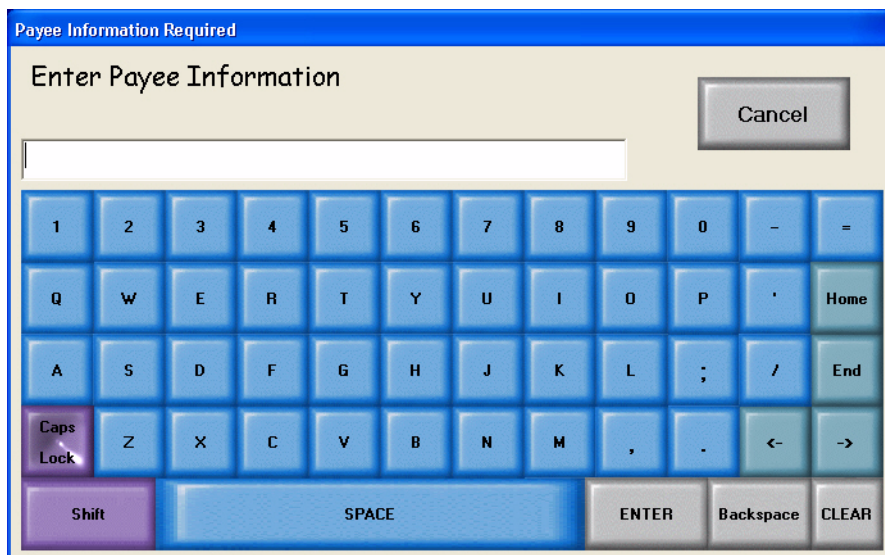
Figure 5-33 Enter Payee Information Window

5. Enter the Payee Information and then press **Enter**.

6. Tender the sale and the Money Order will automatically print at the Money Order machine.

5.7.8 Lottery Sale

Touch the Lottery Sale button to invoke the GTECH Lottery Machine interface. From this interface you can create lottery wagers, cancel lottery wagers, and validate lottery wagers.

5.8 Nucleus Button

Touch the **Nucleus** Button to invoke the User Menu.
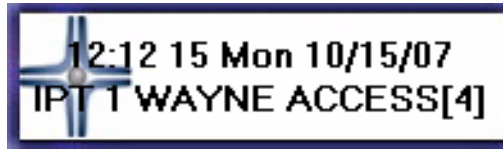
The User Menu has the following options:

- Logoff
- Security Override
- One Shot
- Programming
- Save Logs
- Change Password
- Calibrate Touchscreen

5.8.1 Logoff

Touch the Logoff menu option to pause or quit your session. For more details, see Log-off on page 2-12.

5.8.2 Security Override

The Security Override menu option enables a user to override the security level of another user without having to log off the originally sign-on user.

To perform a security override:

1. Touch the **Nucleus** button.
2. Touch **Security Override** from the menu. The logon screen appears.
3. Touch the name with the desired level and enter the logon ID number.
4. The system retains the higher security level until the Nucleus button is once again pressed and **Restore Security** is selected.

5.8.3 One Shot

The One Shot feature enables you to obtain a one-time security override to access options for which you do not have the proper security level.

When you need assistance with the Nucleus system, such as rebooting or programming changes, and a manager with a higher security access level is not present, you can call the Retail Technology Support Center (RTSC) at 1-800-435-7277 where an RTSC specialist can provide One Shot Access privileges. All employees programmed into the system have access to the One Shot Access window. One Shot Access requires an operational Nucleus system, a cashier or manager with a valid logon and a telephone located near the Nucleus system.

5.8.4 Programming

You must have the appropriate security level to perform system programming tasks. To enter the programming access menu, touch the **Programming** option from the user menu. For details on how to program the system, see Chevron Nucleus Programming Manual, Part Number 2-920494.

5.8.5 Save Logs

The Save Logs option allows you to save all of the log files on the Nucleus system in the event that you detect a problem with the Nucleus system or with the Network. The log files allow the Help Desk to quickly diagnose and correct the file. To save the log files, touch the **Save Logs** option from the Nucleus menu. You will then be asked to confirm that you want to save log files by pressing **OK**. The system automatically saves all of the log files to backup and gives you a reference number as to where the file is located. Record the log file number and call the Help Desk. Provide the Help Desk with the log file number and a brief description of the operation you were performing.

5.8.6 Change Password

The Change Password menu option opens up a screen where the user who is currently logged on can change his or her logon password. See Figure 5-34. The user types in the current password using the keyboard then types in the new password then confirms the new password. The user then touches **ENTER** to enter the data, **Backspace** to clear the last character, or **Clear** to erase the last entry. Touch **OK** to save or **Cancel** to quit without saving.

NOTE: Refer to Section 4 of the Nucleus Programming manual Part No. 2-920494 for details on CISP/PABP compliance, employee passwords and information on password length and number of days that the password will be valid.
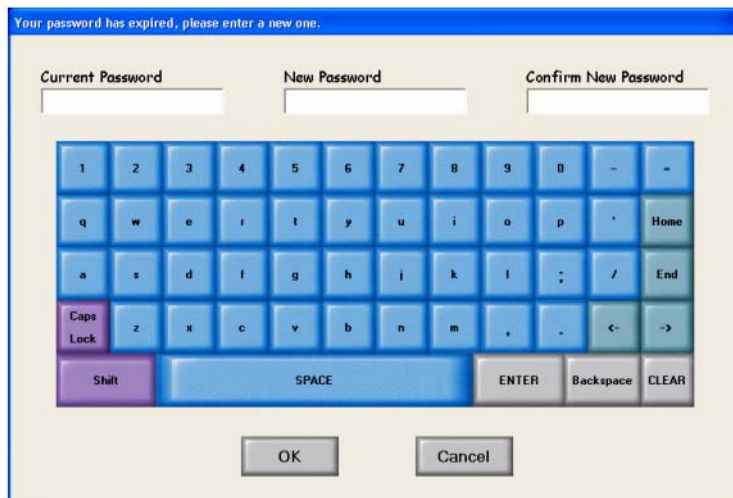
Figure 5-34 Enter Password Screen

NOTE: For a site to be CISP/PABP compliant, employees must have complex passwords. A complex password consists of 8 characters using elements from three of the four criteria listed below:

- lowercase letters (a through z)
- numbers (0 through 9)

5.8.7 Calibrate Touchscreen

The touchscreen is calibrated at the factory and normally should not need to be re-calibrated. However, use the following procedure to perform a touchscreen calibration if needed.

1. Touch the **Nucleus** button.
2. Select **Calibrate Touchscreen**. The following notice will be displayed.

Figure 5-35 Calibration Notice

3. Touch **Continue** to acknowledge that the All Stop button will be disabled and to continue with the calibration procedure. Touch **Cancel** to quit the calibration procedure.

4. Follow the calibration prompts to complete the calibration procedure.

5. The Fujitsu M platform requires you to click the green check mark to finish. See Figure 5-36. The Fujitsu A platform requires you to click the Update button to finish. See Figure 5-37.

Click this button to finish
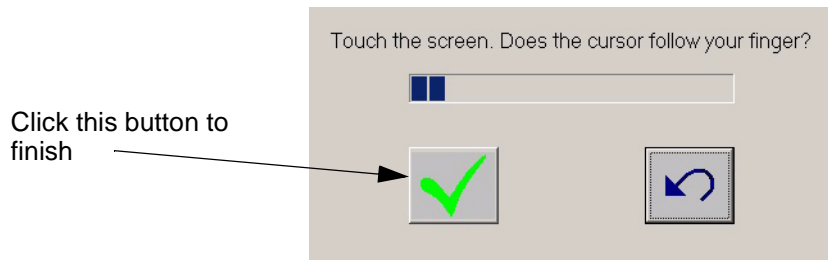
Figure 5-36 Complete Calibration - M Platform

Click this button to finish
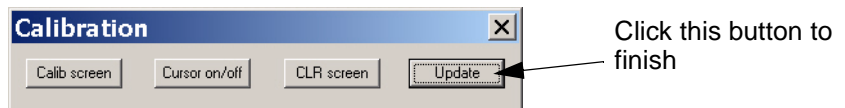
Figure 5-37 Complete Calibration - A Platform

5.9 Special Functions Button

The Special Functions button has special functions that are relative to running a Chevron station.

Touch the Special Functions button to access the following options:

● Close Batch
● Unsecure Mail
● Secure Mail
● Copy CD for Later
● Gift Cards
● Loyalty
● Enter EMS Mode

5.9.1 Close Batch

Based on system programming, when prompted by the system, the CLOSE BATCH key automatically closes and prints the oldest electronic credit, debit, special handling and EMS batches.

5.9.2 Unsecure Mail

Select Unsecure Mail to view, print or delete Unsecure Mail that has been sent by the Host network. Refer to 'Mail From the Host" on page 233.

To access Unsecure Mail:

1. Touch the **Special Functions** button.
2. Select **Unsecure Mail**.
3. Select the mail message you wish to access from the Archived Mail Report window.
4. Touch **View**, **Print** or **Delete** to perform that action on the mail message selected.
5. Touch the **Close** button to exit.
6. Touch **File > Close**.

5.9.3 Secure Mail

Select Secure Mail to view, print or delete Secure Mail that has been sent by the Host network. Refer to 'Mail From the Host" on page 233.

To access Secure Mail:

1. Touch the **Special Functions** button.
2. Select **Secure Mail**.
3. Select the mail message you wish to access from the Archived Mail Report window.
4. Touch **View**, **Print** or **Delete** to perform that action on the mail message selected.
5. Touch the **Close** button to exit.
6. Touch **File > Close**.

5.9.4 Copy CD for Later

Select Copy CD for Later to initiate a software update to the Nucleus system. Nucleus will copy the software from the CD to a directory on the PC. The update will not complete until Nucleus runs it's next End of Day.

NOTE: The user must have the proper Security level to access this feature.

1. Touch the **Special Functions** button.
2. Select **Copy CD for Later**.
3. Insert the Nucleus update CD into the drive and touch **OK**.
4. After the system completes the copy operation it will display a "Copy Successful" message.
5. Touch **OK** then remove the CD from the drive and store in a safe place.
6. Run an End-of-Day and the system will complete the software update.

NOTE: The station should not be running any sales transactions while doing the "Copy CD for Later" Procedure. This can cause system lock ups and is not recommended.

5.9.5 Gift Cards

Chevron Gift Cards or Prepaid Cards are sold exclusively by Chevron dealers and are considered to be just like a credit card as far as what can be purchased and how it is used to tender a transaction. Chevron Gift Cards must be activated when they are purchased to give them value. They also can be reloaded when there is not enough money left on the card to purchase items. Select Gift Cards to open the Gift Cards operations screen where you can choose to either purchase a Chevron Gift Card, reload a previously purchased card or run a balance inquiry on a card.

NOTE: If during the activation or the reload of a Gift Card an error is received with the following message: "Gift Card Activation/Reload Failed" then check the journal. If a journal entry is found that reads: "Gift Card Amount not Valid" then an error has occurred where the network card table high and low amount limits do not agree with the department high and low amount limits. Call the Retail Technology Support Center (RTSC) at 1-800-435-7277 and ask for the Gift Card high and low amount lockout values. Program the Gift Card department high and low amount lockout values the same as the network card table values to avoid this error.
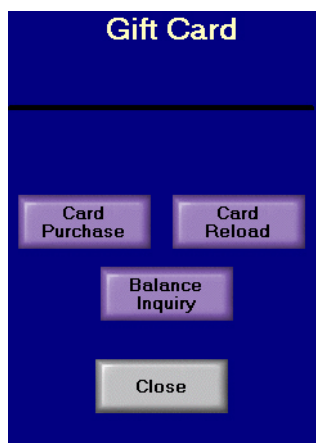
Figure 5-38 Gift Card Operations Screen

NOTE: The user must have the proper Security level to access this feature.

To purchase a Gift Card:

1. Touch the **Special Functions** button.
2. Select **Gift Cards**.
3. Select **Card Purchase**.
4. Enter the amount to purchase/activate the card then touch **Continue**.
5. Swipe the Chevron Gift Card to be purchased at the ICAT.
6. Tender the Sale.

To reload a Gift Card:

1. Touch the **Special Functions** button.
2. Select **Gift Cards**.
3. Select **Card Reload**.
4. Enter the amount to reload then touch **Continue**.

5. Swipe the Chevron Gift Card to be reloaded at the ICAT.

6. Tender the Sale.

<u>To check the remaining balance on the Gift Card:</u>

1. Touch the **Special Functions** button.

2. Select **Gift Cards**.

3. Select **Balance Inquiry**.

4. Swipe the Chevron Gift Card at the ICAT.

5. The amount remaining on the Chevron Gift Card displayed on the Nucleus terminal and on the ICAT.

5.9.5.1 Third Party Gift Cards

Chevron 5.x supports the selling and activation of 3rd party gift cards.

Third Party Gift Cards are considered to be just like a credit card as far as what can be purchased and how it is used to tender a transaction. Third Party Gift Cards are activated during the purchase when the SKU is scanned during ring up. Third Party Gift Cards are not swiped during purchase as are Chevron Gift Cards.

NOTE: **The third party gift card must be defined by the Back Office System and must be contained in the price book which is then uploaded to Nucleus. Once the Nucleus price book contains the 3rd Party Gift Cards, Nucleus can then process these cards correctly.**

Balance Inquiry and Reloads of Third Party Gift cards are not supported functions at this time.

Third Party gift cards cannot be sold or activated when the Chevron Host is offline.

The default Nucleus Chevron database will add a new gift card department to track the purchase of 3rd party gift cards. If a department with the 532 Host Product Code does not exist, 3rd party gift card activations will not be allowed. That department if it does not exist, will need to be added to the existing database before 3rd party gift cards can be supported.

3rd Party Gift Card Ring Up

To sell and activate a 3rd party gift card, the cashier scans the card to read the SKU. If the 3rd party gift card has been defined by the Back Office System and is contained in the price book that has been loaded into Nucleus then the transaction will complete normally and the card will be automatically activated. Nucleus will know the value of the gift card by the information obtained when the gift card gets scanned.

Sales of multiple 3rd party gift cards in one transaction is supported. But, anytime that a 3rd party gift card is in a transaction, no other items will be allowed for purchase except additional gift cards.

Only one activation receipt is generated upon successful activation. See the following example. No expiration date or signature line will print on the activation receipt.
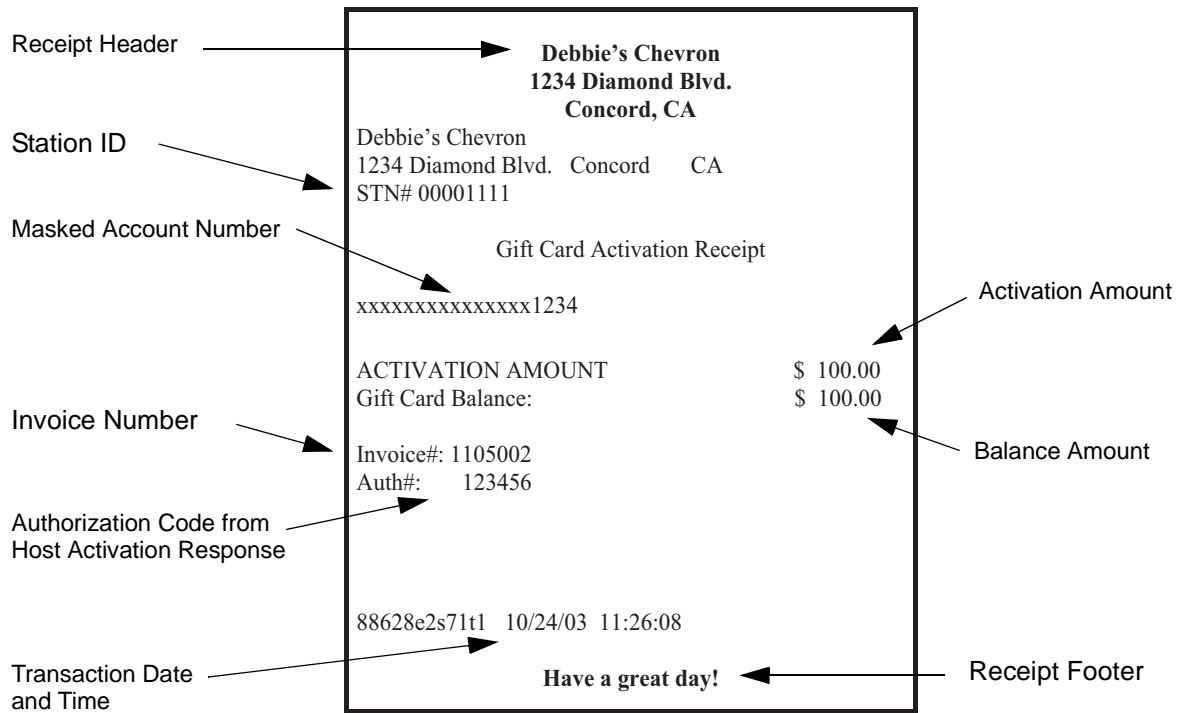
Figure 5-39 3rd Party Gift Card Activation Receipt

5.9.6 Loyalty

Nucleus provides the ability to accept a loyalty card or account, and provide a loyalty fuel discount. The fuel discount with the loyalty card/account will be available on outside sales, postpay sales, and prepays - regardless of payment method. Once the Loyalty card setup is done in programming, a cashier can add a loyalty account by pressing the Special Functions button (just to the left of the Task ? button), and select **Loyalty**. A window will be displayed with a buttons marked **Account Activation**, **Account Status**, **Network Test** and **Close**.
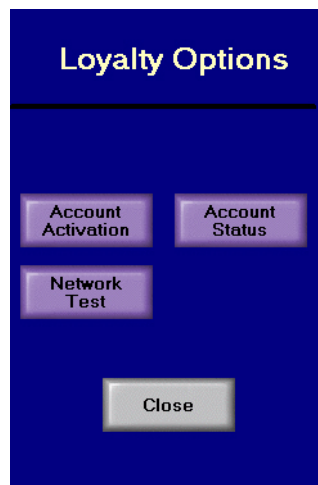
Figure 5-40 Loyalty Options Screen

5.9.6.1 Account Activation Button

When the **Account Activation** button is pressed a screen will come up asking for Account number, customer name and phone number. There will be a Cancel button on the Account Activation screen.

The minimum length for account number will be 5 digits, the maximum length will be 16 - regardless of the Unique Identifier

On this screen the cashier enters an account manually or swipes a loyalty card.

If the account number entered is a duplicate, the cashier will receive a message 'Loyalty Account Number already exists' Any updates to an account (e.g. change phone number) must be done through programming.

5.9.6.2 Account Status Button

When the **Account Status** button is pressed, a screen will come up to allow the customer to swipe the loyalty card at the ICAT or for the cashier to either enter manually/scan/swipe the loyalty card/ account. If the customer presses Clear at the ICAT or the cashier presses Cancel on the Account Status screen, the system will go back to Idle. There will be a Cancel button on the Account Status screen.

The system will keep asking for the Account number until successful or Clear or Cancel is used. Once the valid account is swiped/entered the system will display the Account Status (Good, Bad, amount owed) for the local system.

The cashier presses the **Close** button to close the Loyalty window.

5.9.6.3 Network Test Button

When the **Network Test** button is pressed, the system will send a message to the loyalty Host and Nucleus will wait for a response. If a response is returned, "Host Communication Successful" will be displayed to the cashier. If no response or an error response is returned, "Host Communication Failed" will be displayed to the cashier.

If the Loyalty type has been set to **Local** then the network test will always be successful.

5.9.7 EMS Mode (List Mode)

Select Enter EMS Mode to activate the EMS (Electronic Manual Sale) function. EMS is the feature that allows a station manager to electronically process card transactions that were previously manually "imprinted" on S28's. When the Host is unavailable a credit card sale can be documented "offline" by manually imprinting the credit card and keeping a copy of the Nucleus-generated, electronic S28 "special handled" receipt. When the network comes back online, the station manager will go into EMS mode, "key" in the sale again using the information from the electronic S28 Nucleus-generated receipt.

NOTE: Entering EMS mode requires that the manager be at the proper security level and this option is only available on IPT1. The option will be greyed out on all other IPTs.

To Use EMS in List Mode:

1. Touch **Special Functions** and select **Enter EMS Mode**. The following screen will be displayed.

Figure 5-41 EMS Mode Window

2. Touch the **EMS List** icon shown above to open the **Select EMS Transaction to Send** window shown below.
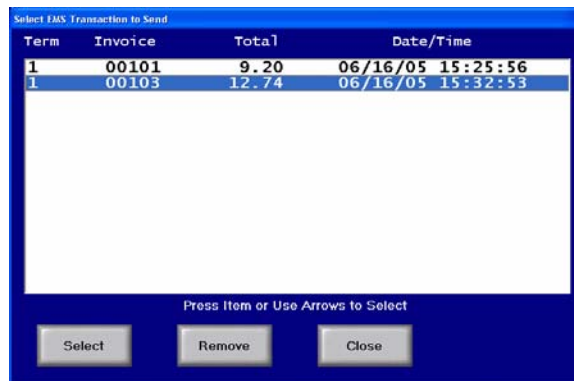
Figure 5-42 Select EMS Transaction to Send Window

3. Select a transaction to process from the list shown by touching it and then pressing **Select**. The EMS transaction will appear in the ECR window shown next.
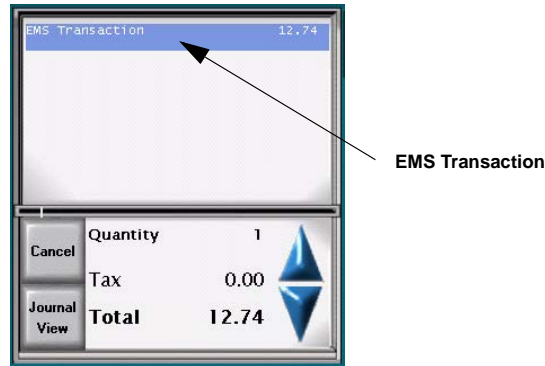
Figure 5-43 ECR Window with the EMS Transaction

4. Press the red [TENDER] key.

5. Select **CREDIT** to complete the transaction or **CANCEL** to close the tender keys.

6. The Credit Card data entry window below will be displayed. Enter the credit card account number and the expiration date from the manually imprinted S28 then press **Continue**.
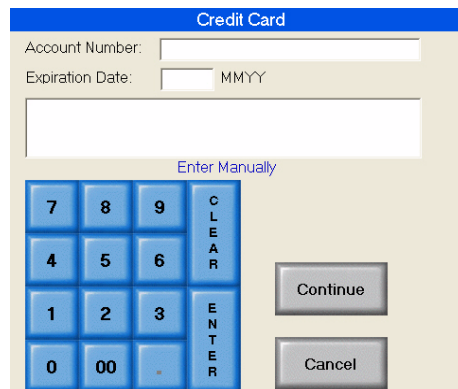
7. If a Valid Authorization is required, the following window will be displayed.

8. Enter the Authorization number shown on the receipt from when the transaction was first processed. If the Authorization is denied then press Cancel, otherwise press **Continue**.

9. Enter the manually imprinted S28 number in the following window then press **Continue**.
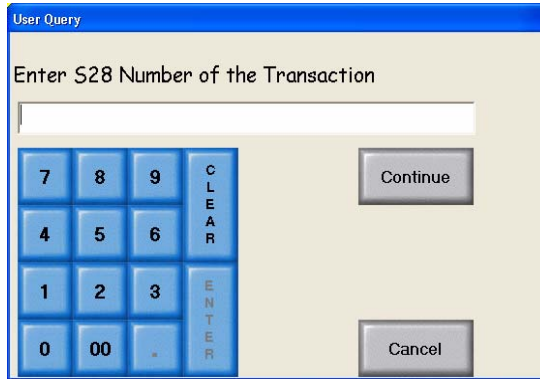
Figure 5-44 Enter S28 Number Window

10. The transaction will be sent up to the network and an EMS Receipt will be printed which verifies the transaction. Staple the EMS receipt to the manually imprinted S-28 receipt and the Nucleus S-28 receipt and retain for your records.

11. Repeat from step 2 for more transactions, or touch **Special Functions** then **Exit EMS Mode** to exit.

5.10 Help Buttons

There are two types of online help - Task-Oriented and Context-Sensitive.

Task Help ———— ———— Context Help

Figure 5-45 Help Buttons

5.10.1 Task Oriented Help Button

Task Oriented Help is a list of tasks that users perform in their daily operations. To use the Task Oriented Help, touch the **Task Help** button. A scrollable list of tasks appears. To find the task that you want more information about, use the scroll bar located on the right side of the help window. Links to the glossary appear in the help topics. You can also scroll to the end of the help topic list to find a list of all glossary links.
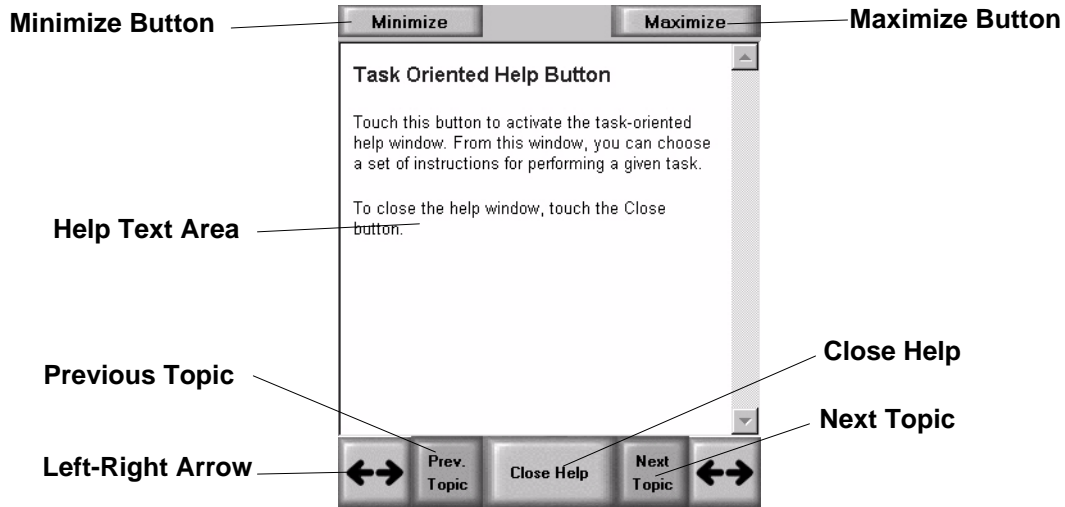
Figure 5-46 Help Window

5.10.1.1 Minimize Button

Touch the **Minimize** button to make the help window smaller without actually closing the window. Touch the **Normalize** button to restore the window. If you close the help window and need to see the same help screen, you will have to open it again.

5.10.1.2 Maximize Button

Touch the **Maximize** button to make the help window larger. The help window will cover the Nucleus screen.

5.10.1.3 Close Help Button

Touch the **Close Help** button to close the help window.

5.10.1.4 Next Topic Button

Touch the **Next Topic** button to go to the next help topic window if you have already used the Previous Topic button.

5.10.1.5 Left-Right Arrow Buttons

Use the **Left-Right Arrow** button to drag the help window back and forth between the left and right hand side of the screen. You will find this option helpful if you need to view the ScratchPad at the same time you are viewing a help card.

5.10.1.6 Previous Topic Button

Touch the **Previous Topic** button if you want to go back to the last topic you read.

5.10.1.7 Help Text Area

This is where the actual help is written.

5.10.2 Context Sensitive Help Button

Context Sensitive Help is also known as What's This? Help or Button Help. Use Context Sensitive Help button to find out information about a Nucleus Screen element. Touch the **Context Help** button, then touch the button on the Nucleus Screen for which you need information. The Help Window opens in the lower right hand corner of the Nucleus Screen, on top of the ScratchPad. Links to the glossary appear in the help topics.

5.11 Pump Bay

The Pump Bay contains icons for individual pump control. Each pump is represented by a pump icon, which contains a number, a border, an inner icon, a background, and up to three stacked sale labels. The Pump Bay displays up to 16 pump icons without scrolling to the next bank. If there are more than 16 pumps at your site, an arrow button is located at the far right side of the Pump Bay to enable you to switch between the first 16 pumps and the next row of pumps. Refer to the figure below for the following sections.
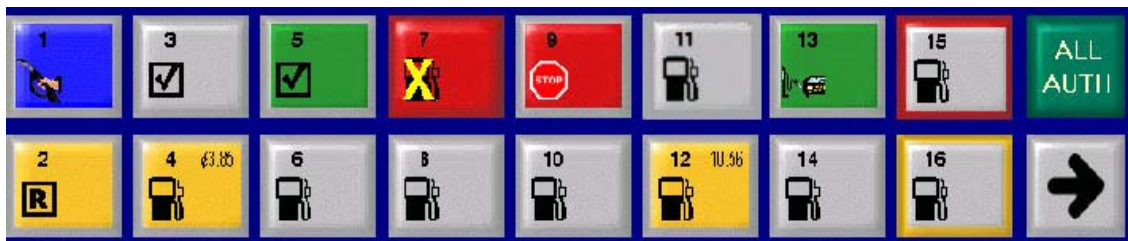
Figure 5-47 Pump Bay

5.11.1 Number

The pump number shown in each individual pump icon shows which actual pump number it corresponds to. See Figure 3-2.

5.11.2 Borders

An icon border changes color based on the attention required for the payment terminals attached to the pump:

Red - The pump is at a serious attention level. There is a serious condition on one of the payment terminals associated with this pump. Some causes can be: BAC offline, CAT offline, BAC cassette is full, or there is no cassette in the BAC, or when the customer has pressed the Help key at the card reader.

Yellow - The pump is at a mild attention level. A payment terminal associated with the pump requires attention. This can be caused by: CAT closed, BAC closed, BAC door open, a warning message pending.

Gray - The pump needs no attention when the pump icon border is gray.

5.11.3 Inner Icons

The inner icons of a pump icon identify the status of each pump.

Figure 5-48 Pump Icons

5.11.3.1 Idle

An idle pump does not require any intervention from you.

5.11.3.2 Authorized

An authorized pump is ready for a customer to begin fueling. You should be aware that a customer can begin fueling, even though you do not have to perform any action on an authorized pump.

5.11.3.3 Calling Attendant

A pump that is calling for authorization requires your attention, as you must authorize fueling from inside the store.

5.11.3.4 Fueling

A pump that is fueling a Pre-Pay sale requires less attention than one fueling for a pre-set or post-pay sale. A pump fueling for a pre-set or post-pay sale requires the cashier to collect money from the customer, and it is important that you pay attention to make sure the customer comes inside to pay. A pump that has been authorized with a credit card does not require action by the cashier.

5.11.3.5 Refund Due

A pump that has a refund due state requires your attention, as the customer paid for more fuel than was dispensed. The refund can be from a pre-pay sale or BAC.

5.11.3.6 Payment Due

A pump that has a payment due will need to be paid off by a customer coming inside the store.

5.11.3.7 Outdoor Terminal Sale

When a pump has an Outdoor Terminal Sale, the cashier doesn't have to do anything with the Nucleus system; however, the icon shows up as an Outdoor Terminal Sale icon so that the cashier is aware that the fuel being dispensed is already paid for.

5.11.3.8 Reserved for Authorization

A pump that is reserved for authorization is a pump in the process of being authorized for a Pre-Pay sale.

5.11.3.9 Offline

When a pump is offline, it is unable to dispense fuel because it is not able to communicate with the system.

5.11.3.10 Stopped

When a pump is in the stopped mode, no fuel can be dispensed from it until it is restarted by pressing the **Start** button in the Pump Information window.

5.11.4 CAT Message Alert

Whenever the CAT generates an error message such as a host decline, a notifier will be displayed on the pump icon in the pump bay of the Nucleus screen. This message is available to be read by the cashier until the beginning of the next sale. As soon as another transaction has begun at that particular pump then the error will no longer be visible.

If you see the message indicator on a pump in the pump bay,

Then double-click the icon in the Pump Information Window to display the message.
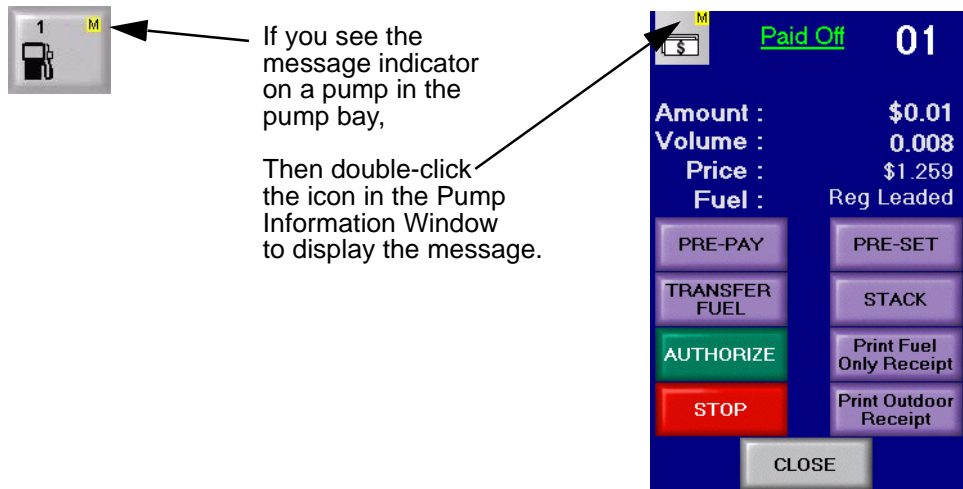
Figure 5-49 CAT Message in the PIW

5.11.5 Backgrounds

The background color of an icon gives more information about a pump.

5.11.5.1 Green

A pump icon with a green background color indicates a Post-Pay fuel sale.

5.11.5.2 Blue

A pump icon with a blue background color indicates that the pump is waiting for authorization.

5.11.5.3 Yellow

A pump icon with a yellow background indicates that the pump has a pending transaction, or is reserved.

5.11.5.4 Red

A pump icon with a red background color indicates that the pump is stopped.

5.11.5.5 Gray

A pump icon with a gray background color indicates that the pump is idle, or that fuel is being dispensed that was already paid for (Pre-Pay sale) or the customer is using the CAT or BAC.

5.12 Pump Information Window

When you touch a pump icon in the Pump Bay, the Pump Information Window opens, covering the ScratchPad. You can obtain further information about the status of a pump by reading the information in the Pump Information Window.
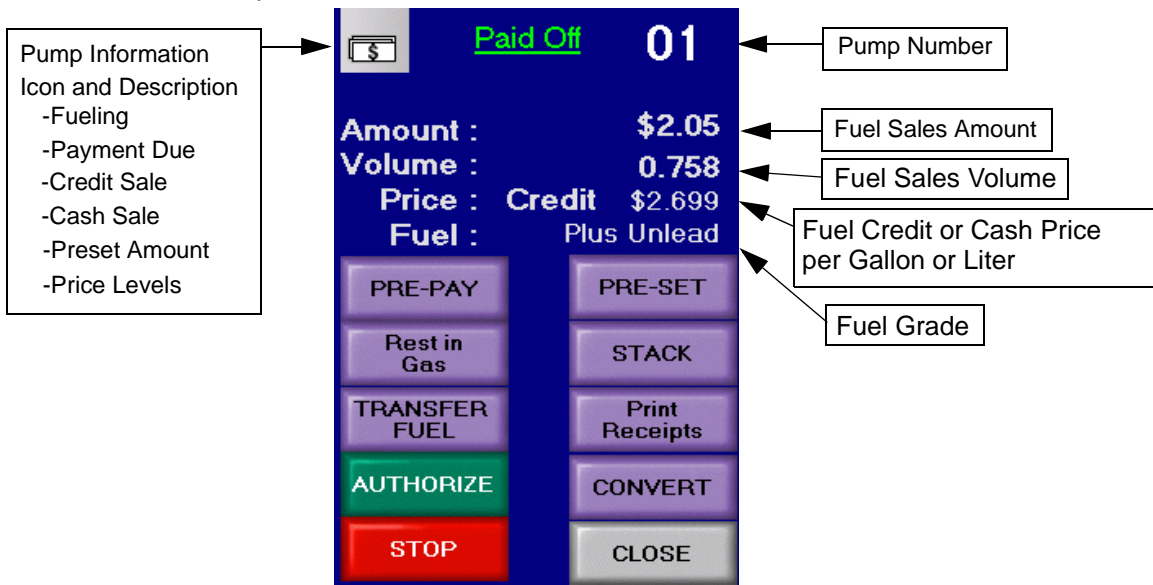
Figure 5-50 Pump Information Window

5.12.1 Pump Information Icon and Description

The Pump Information Icon and Description, located in the upper portion of the Pump Information Window, gives you information in the form of an icon and a description on the current status of the pump. These icons are the same as the icons that appear in the Pump Icon in the Pump Bay window.

5.12.2 Pump Number

The Pump Number, located in the upper right hand corner of the Pump Information Window, displays the number of the pump for which you are viewing information.

5.12.3 Amount

This is the dollar amount of fuel dispensed.

5.12.4 Volume

The Volume section of the Pump Information Window shows the volume of product in gallons or liters.

5.12.5 Price

The Price section of the Pump Information Window shows price level per tender type used and the cost per unit of fuel dispensed.

5.12.6 Fuel

The Fuel section of the Pump Information Window shows the grade of fuel dispensed.

5.12.7 Pre-Pay Button

Use the **PRE-PAY** button when a customer is paying for a sale before dispensing the fuel. To enter a pre-pay sale, perform the following tasks:

1. Touch the icon for the pump from which the customer is dispensing fuel.
2. Use the KeyPad to enter the dollar amount for the fuel that the customer is dispensing.
3. Touch the **PRE-PAY** button.
4. Enter any additional sale items into the ECR.
5. Tender the sale.

5.12.8 Move Pre-Pay Button

Use the **MOVE PRE-PAY** button when the wrong pump has been pre-paid and you want to move the transaction to the correct pump. To move the Pre-Pay, perform the following tasks:

1. Touch the icon for the pump that has been incorrectly pre-paid.
2. Press the **Move Pre-Pay** button. The following window will be displayed.
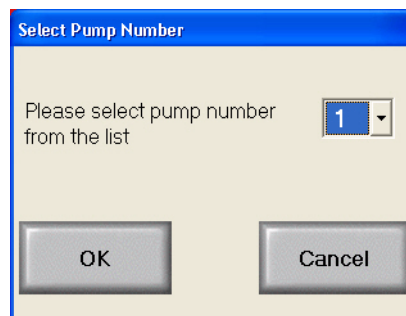
Figure 5-51 Select Pump Number Window

3. Using the pull-down, select the pump number where you would like to move the transaction.
4. Click **OK** to proceed or **Cancel** to quit.
5. The prepay sale will then be transferred to the new pump.
6. The customer completes the prepay sale from the new pump as normal.

5.12.9 Pre-Set Button

Use the **PRE-SET** button when a customer asks you to authorize a pump but does not pay for the fuel until after he dispenses it. To authorize and tender a Pre-Set sale, perform the following tasks:

1. Touch the icon for the pump from which the customer is dispensing fuel.

2. Use the KeyPad to enter the dollar amount for the fuel that the customer is dispensing.

3. Touch the **PRE-SET** button, The pump status will change and show **PreSet $x.xx** in the Pump Information Window to indicate that the pump is in a PreSet state.

4. When the customer is finished dispensing fuel and pays for it, touch the **TRANSFER FUEL** button to transfer the fuel sale to the ECR.

5. Enter any additional sale items into the ECR.

6. Tender the sale.

5.12.10 Rest in Gas

Use the **Rest in Gas** function when a customer makes an indoor cash purchase of in-store item(s) and wants to use the change from that transaction to purchase gas. Example: Customers buys a Twinkie @ $0.79, pays with a $20.00 bill and asks for the change ($19.21) in gas.

1. Ring up store item(s).

2. Touch the icon for the pump that the customers wants to use.

3. Press the **Rest in Gas** button.

4. Press the **TENDER** button.

5. Press the Quick Key representing the dollar amount that the customer wants to use.

6. The pump is then pre-paid for the dollar amount of the customer's change.

5.12.11 Stack Button

Use the **STACK** button to move between multiple sales on the same pump. For example, if customer A has finished dispensing fuel but has not paid for it, customer B can begin fueling at the pump and the first sale will be stacked. The system stores the information from the first sale until customer A has a chance to pay for the sale. Stack labels or sales amounts displayed on the pump icon indicate if the pump has a stacked sale on it. The stack button can be touched and the system will page through the sales in the stack that are pending on that pump. Nucleus can be programmed to have up to three unpaid sales in the stack per fueling point.

5.12.12 Transfer Fuel Button

Use the **TRANSFER FUEL** button when a customer pays for a fuel sale after dispensing the fuel. Touch this button to transfer the amount owed from the pump to the ECR so that you can tender the sale.

5.12.13 Print Receipts Button

Touch the Print Receipts button to open the Print Receipts window where you can select from **Print Fuel Only Receipts** or **Print Outdoor Receipts**.
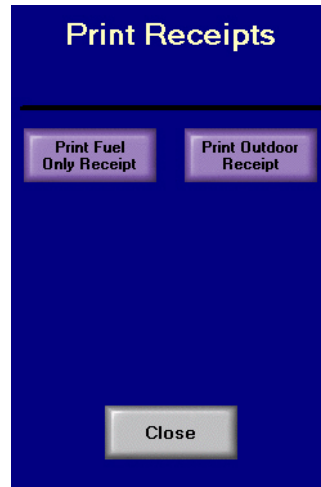
Figure 5-52 Print Receipts Window

5.12.13.1 Print Fuel Only Receipt Button

Touch the pump number icon and then the **Print Fuel Only Receipt** button to print a receipt for the last fuel transaction at the selected pump.

5.12.13.2 Print Outdoor Receipt Button

If a receipt did not print at the outdoor CAT, you can print a receipt for the customer by touching the **Print Outdoor Receipt** button and selecting which receipt from the list to print. The system retains the last five receipts for each dispenser beginning with the most recent.

5.12.14 Authorize Button

Touch the **AUTHORIZE** button to authorize a sale at a pump unless the pump has been set to Pre-Pay only.

5.12.15 Start Button

Touch the **START** button to start a pump that has been previously stopped.

5.12.16 Convert Button

Use the **Convert** button if multiple price levels have been enabled and you wish to toggle between the different price levels prior to using the **Transfer Fuel** button to move the transaction to the ECR. Use this function if a customer pumps gas at the cash price, comes inside and discovers that he/she doesn't have enough cash and must use a credit card.

5.12.17 Stop Button

Touch the **STOP** button to stop a single pump. If you need to stop all pumps at the same time, touch the **ALL STOP** button.

5.12.18 Close Button

Touch the **CLOSE** button to close the Pump Information window and return to the ScratchPad.

5.13 Electronic Cash Register

The electronic cash register (ECR) has two main components: The ECR Display, which shows transactions as they are happening, and the ECR control buttons.
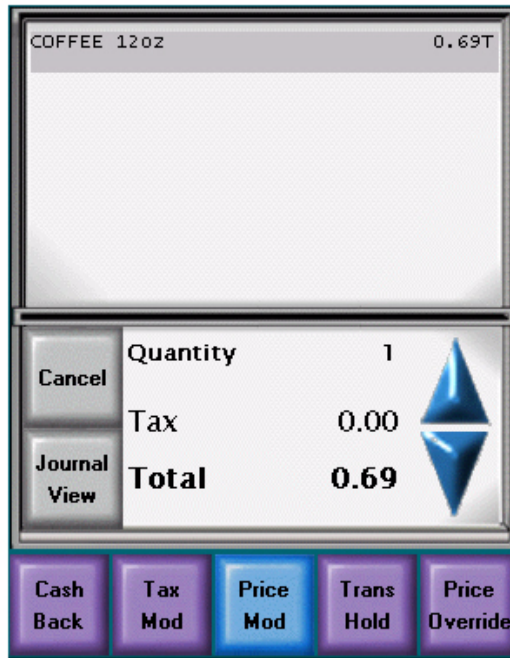
Figure 5-53 ECR Display and Control Buttons

The following buttons are in the ECR window of the Nucleus Screen:

5.13.1 Tax Mod Button

Touching the Tax Mod button will open three sub functions which are defined below.

5.13.1.1 No Tax Button

The **NO TAX** button causes the entire sale to be rung up with no tax applied. To apply a no tax status to a sale, perform the following:

1. Enter the items into the ECR.

2. Touch the **NO TAX** button.

3. Finalize the sale.

5.13.1.2 Sales Tax Exempt Button

Touch the **Sales Tax Exempt** button when an item is normally taxed, but the customer is exempt from paying sales tax.

5.13.1.3 Sales Tax Apply Button

Touch the **Sales Tax Apply** button when an item that is supposed to be taxed does not ring up with sales tax added to it.

5.13.1.4 Close Button

Touch the **Close** button if you do not need to modify the sales tax for a sale.

5.13.2 Indoor Receipt Button

The Indoor Receipt button is visible when there are no sales pending. To reprint a receipt from the ECR, touch the **Indoor Receipt** button then select the receipt you wish to print from the list. The system displays 13 available receipts on each page. If the receipt you are looking for is not displayed you can use the arrow buttons on the right side of the screen to scroll through the list. An example of when you might want to reprint an indoor receipt is when autoprint is disabled.

5.13.3 Cash Back Button

Touch the **Cash Back** button to give the customer cash back on a purchase which is tendered with a debit or credit (Discover) card.

1. Enter the items to be purchased then enter the dollar amount of cash that is requested by the customer.

2. Touch the **Cash Back** key and tender the sale using the **Credit** or **Debit** button.

NOTE: The host card table must be modified to support cash back on a credit card. The Discover card is the only card that currently supports this feature.

5.13.4 Price Override Button

Use **Price Override** to override the preprogrammed price of an item, or when a the system does not recognize a scanned item. The cashier must be at the proper security level to perform this function.

To override the price of a pre-programmed item:

1. Highlight the item in the ECR that you wish to perform the price override.

2. Enter the amount and then touch **Price Override**.

To enter the price of an undefined item that the scanner does not recognize:

1. Press **Price Override** then scan the item.

2. Enter the price and then touch **Save**.

5.13.5 Trans Hold Button

Touch **Trans Hold** when a sale must be placed on hold. An example of when you might want to put a sale on hold would be if the customer forgot their wallet in the car and there are several people in line. You can put the sale on hold, help the next customer, and when the first customer returns you can complete the sale.

To use the **Trans Hold** button:

1. Enter the sales items into the ECR.

2. Touch the **Trans Hold** button. The items that you have entered into the ECR are no longer shown in the ECR display, and the Trans Hold button changes into the **Trans Restore** button. The Trans Restore button flashes until you restore the transaction.

3. When you are ready to restore the transaction, touch the **Trans Restore** button. The held sale reappears in the ECR display.

NOTE: You can only place one sale on hold at a time. If you attempt to place a second sale on hold, the Nucleus system brings up the first sale that was put on hold.

5.13.6 Price Mod Button

Touch the **Price Mod** button to enable you to modify the price of a retail item, such as when you apply a discount.

5.13.6.1 Discount Button

The discount may apply to either a line item in a transaction or to the transaction subtotal, depending on how the system was programmed. A discount may be pre-set for a dollar or percentage amount, or may require you to enter the dollar or percentage amount. The discount button is can be programmed on a site-by-site basis. Your station may or may not have the Discount button programmed. Refer to the Nucleus Programming manual, Part Number 2-920494.

When you apply a line-item discount to a specific product, the total is shown in the Shift and Day reports.

5.13.6.2 Close Button

Touch the **Close** button to close the Price Mod action without giving a discount.

5.14 KeyPad

The KeyPad consists of a primary window and several secondary windows. The secondary windows are invoked by making selections in the primary window.

The Primary KeyPad consists of the following parts:

● KeyPad display
● Number pad
● Refund button
● @/For button
● Clear button
● Subtotal/No Sale button
● PLU/SKU button
● Tender button

The KeyPad Primary window is shown below in figure 5-54.
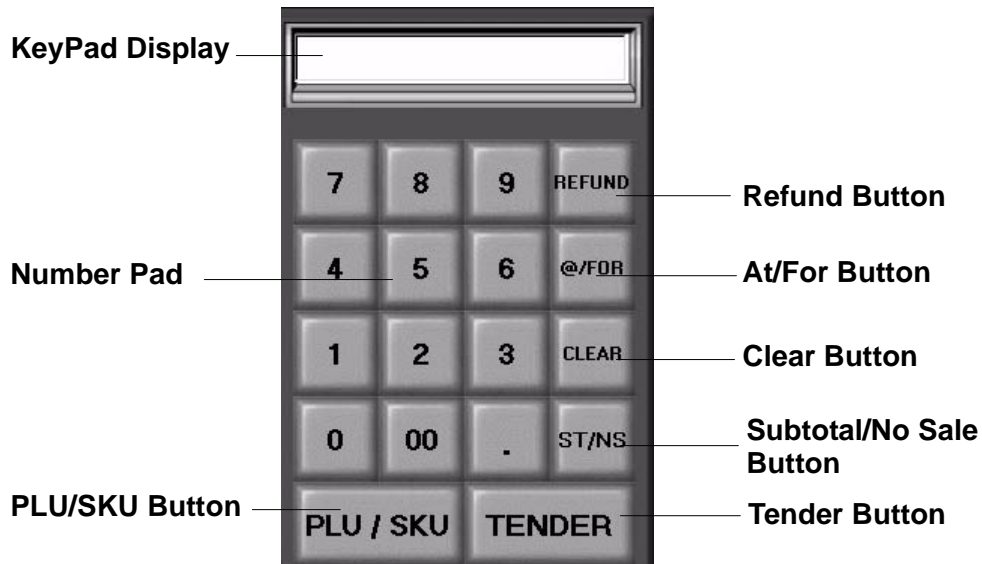
Figure 5-54 KeyPad Primary Window

5.14.1 KeyPad Display

The KeyPad display is the part of the KeyPad that shows you a response to each keystroke. When you enter a number on the KeyPad, it shows up on the KeyPad Display. You can enter up to 13 numbers on the KeyPad and they will appear in the KeyPad Display.

5.14.2 Number Pad

The number pad is a 12-key pad with an orientation similar to a regular cash register. It contains the numbers 0-9, as well as a decimal point and a '00' button.

5.14.3 Refund Button

Use the **Refund** Button to refund a sales item. You perform the same sequence of actions as you did when the customer purchased the items, except you touch the Refund button before entering each item. When you perform this task, the KeyPad display shows a number in red text with a negative (-) sign in front of it if it is a refund.

5.14.4 @/For Button (At/For)

The @/For button is used for quantity extensions. You use this button when you are entering more than one item of the same type. For example, if a customer is buying two 12 ounce cans of soda that are the same price, you enter 2 then the @/For button, then scan the item or enter it on the ScratchPad.

5.14.5 Subtotal/No Sale Button

Use the **Subtotal/No Sale** button to subtotal a sale and open the cash drawer if your system has been programmed to do so. Touch the **Subtotal** button to display the subtotal of the transaction, inclusive of tax if the retail items are taxable. When you perform the No Sale operation, the activity is logged to the Electronic Journal.

5.14.6 PLU/SKU Button

Use the **PLU/SKU** button to ring up items that have a Price Look-Up (PLU) or Stock Keeping Unit (SKU) number. PLU uses an item identification system that can be unique to your site. The PLU number assignment is set up in the product database. During a sale, you can generate a line item by entering the item number (PLU) for that item. To ring up a sale in this manner, you enter 0 on the KeyPad, then the PLU key, to view or generate a printout of the list of currently assigned PLU numbers and their corresponding PLU listing.

5.14.7 Tender Button

After you enter all of the items in a transaction, you tender the sale. You do this by touching the **TENDER** button. When you touch the **TENDER** button, the Tender Types Secondary Window appears, shown below in figure 5-55.
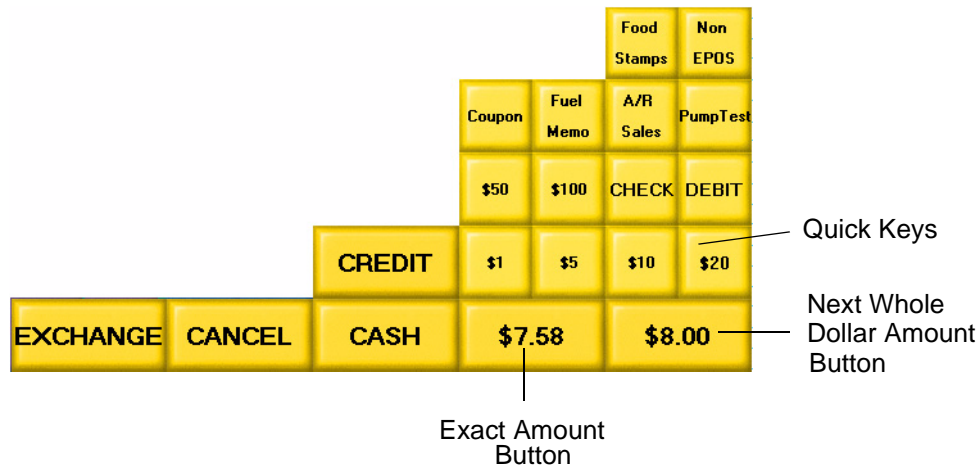
Figure 5-55 Tender Types Secondary Window

5.14.7.1 Tender Types Secondary Window

The Tender Types Secondary Window contains the following buttons:

CANCEL - Touch the **Cancel** button to cancel the tender and return the system back to the ring-up state.

CREDIT - Touch the **Credit** button when the customer is paying for the sale with a credit card.

CASH - Touch the **Cash** button when the customer is paying for the sale with cash.

Exact Change - Touch the button displaying the exact change when the customer presents the exact amount of change to you.

Next Whole Dollar - Touch the Next Whole Dollar button when the total sale is not a whole dollar amount, and the customer is paying for the sale with the next whole dollar value. For example, if the sale total is $5.57, and the customer has $6, you would use the Next Whole Dollar button. The button will automatically show a value of $6.

Quick Key Buttons - Touch a Denomination button when a customer presents a specific denomination of money for a sale. For example, if the sale total is $15.76, and the customer pays with a $20 bill, you would touch the $20 Denomination button.

CHECK - Touch the Check button when a customer pays for a sale with a check.

DEBIT - Touch the Debit button when a customer pays for a sale with a debit card.

Your system may be programmed to have additional tender buttons appear in the Tender Types Secondary window. The optional additional tender buttons are listed below. Use the Online help for more information about these buttons.

Coupon - Use the Coupon tender type to use a customers' coupon to purchase an item.

Fuel Memo - Use the Fuel Memo to cash out drive offs.

A/R Sales - Use the A/R Sales tender type for A/R Sales transactions.

Pump Test - Use the Pump Test tender type to cash out an amount of fuel pumped during a dispenser test by a technician.

Non EPOS - Use the Non EPOS tender type if the station has a separate bank card machine that must be used to process a customers' bank card. Process the transaction on the Nucleus first using the Non EPOS button to tender the sale, then run the transaction through the second bank card machine.

5.15 ScratchPad

When you are not performing a fuel pump operation, the ScratchPad shows in the bottom right hand corner of the screen. The ScratchPad contains three different buttons, each used to ring up sales:

- Department
- Car Wash (if present)
- Popular Items
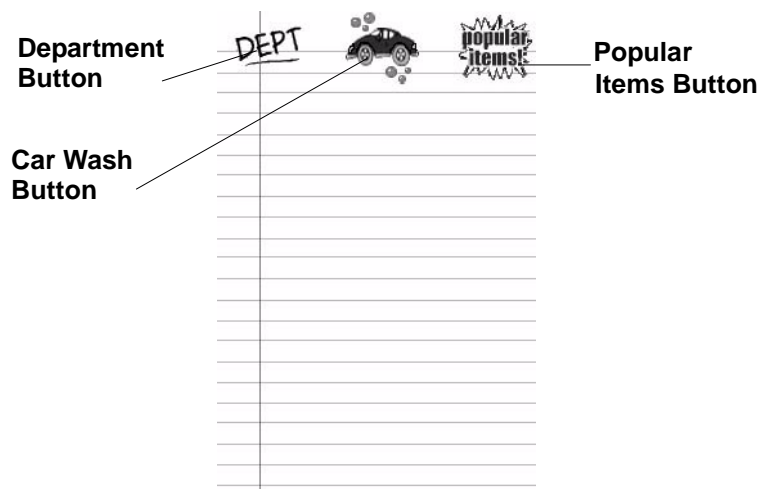
Figure 5-56 ScratchPad

5.15.1 Department Button

Touch the Department button to display a list of departments which have been set up on the Nucleus System-. To ring up an item, touch the department name for the item. A list containing all of the products within that department appears in the ScratchPad. Touch the product name to ring up the item, or enter a dollar amount and then touch the department name.

5.15.2 Car Wash Button

Touch the **Car Wash** button to list all of the car wash options that are programmed into the Nucleus system. To ring up a car wash, touch the name of the car wash option.

5.15.3 Popular Items Button

Touch the **Popular Items** button to open a list of pre-programmed items on the ScratchPad. These items are usually items that customers buy several times throughout the day. There can be up to 16 programmed Popular Items at a time on the ScratchPad.

5.16 Message Box

The message box appears to the right of the All Start button and on top of the Nucleus button, and Special Functions Button when you need to perform a special task. The message box displays messages to help guide you in your transactions. The message appears for 10 seconds, then disappears, revealing the Nucleus button once again. You can touch the Message Box to make it disappear more quickly. See Figure 5-57 below for a message example.

Invalid PLU/SKU Code

Figure 5-57 Message Box

5.17 Authorize All Calling Pumps

Press the **ALL AUTH** button (Green button in upper right of the Sales window) to authorize all calling pumps when a pump number is not entered.

5.18 Authorize a Single Pump

1. Touch the pump number.

2. Press the **AUTHORIZE** button located in the Pump information window.

5.19 De-authorize a Single Pump

1. Touch the pump number.

2. Press the **STOP** button located in the Pump information window.

6   TENDERING OPERATIONS

Tendering a sale means to pay for the items that have been rung up on the ECR. Tendering can be done using many different forms of payment including:

- Cash
- Check
- Credit Card
- Debit Card
- Combo Card (performs as either a credit or debit card)
- A/R Sales
- Split Tender Using a Prepaid Card
- Food Stamps
- Pump Test

6.1 To Tender a Sale with Cash

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. See Figure 5-55.

3. Collect the cash from the customer.

4. If the customer pays with exact change then press the tender button with the exact change amount displayed.

5. If the customer pays with a larger denomination than the sale amount then touch the button corresponding to the denomination the customer wishes to use. Nucleus will calculate the change which is due the customer.

6. If the customer wants a receipt then touch the **Indoor Receipt** button, select the correct sale and press **Print**.

6.2 To Tender a Sale with a Check

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. Touch the **CHECK** button. See Figure 5-55.

3. Collect the check from the customer.

4. If the system is not programmed to automatically generate a receipt and the customer wants a receipt, then touch the **Indoor Receipt** button, select the correct sale and press **Print**.

6.3 To Tender a Sale with a Credit Card

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. Touch the **CREDIT** button. See Figure 5-55.Customer swipes his card at the ICAT and follows prompts.

3. A receipt is generated for the customer to sign which the store retains. If the system is programmed to do so, a second receipt is generated for the customer.

6.4 To Tender a Sale with a Debit Card

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. Touch the **DEBIT** button. See Figure 5-55. Customer swipes his card at the ICAT and follows prompts. Customer enters PIN when prompted.

3. A receipt is generated for the customer.

6.5 To Tender a Sale with a Combo Card

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. Touch the **CREDIT** button. See Figure 5-55.

3. Customer swipes his card at the ICAT and follows prompts.

4. Customer is prompted to "Select Card Type". Customer presses the **Credit** or **Debit** button on the ICAT.

5. A receipt is generated for the customer to sign which the store retains. If the system is programmed to do so, a second receipt is generated for the customer.

6.6 To Tender a Sale with A/R Sales (House Accounts)

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. Touch the **A/R Sales** button. See Figure 5-55.

3. Select an account from the House Accounts window and touch **OK**.

4. Enter a Reference Number if the system is programmed to require one, then touch **OK**.

5. A receipt is generated for the customer to sign which the store retains. If the system is programmed to do so, a second receipt is generated for the customer.

6.7 To Split Tender a Sale Using a Gift Card

Nucleus will allow the use of a Gift card(s) when doing a split tender transaction as long as the second form of payment; cash, check, credit, debit, or check, is used last. Nucleus will use as much of the Gift card as it can on any given transaction and will even allow the use of multiple Gift cards during the transaction. However, if there are insufficient funds on the card(s) to finalize the transaction then the following message will be displayed.
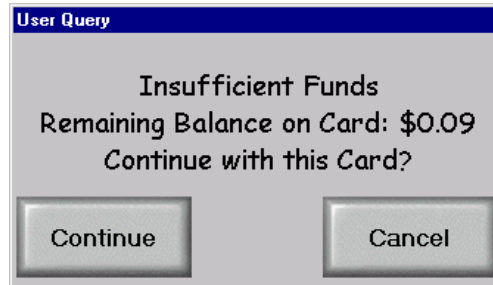
Figure 6-1 Insufficient Funds Message

1. At this point additional items can be added, another tender type used, or the tender can be cancelled. If the tender is cancelled the following message will be displayed.
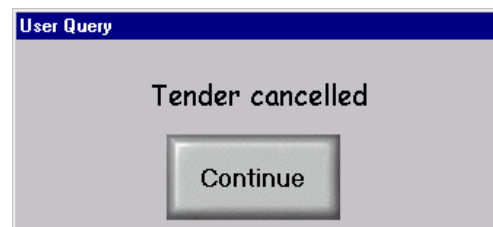
Figure 6-2 Tender Cancelled Message

2. The cashier presses the **Continue** button to cancel the tender operation and continue with the transaction using a different tender type.

3. If the cashier gets the Insufficient Funds message as in Figure 6-1 and selects the **Continue** button, another prepaid card or another tender type can be used.

NOTE: Be sure that when performing a split tender transaction using a prepaid card that the secondary tender type is used as the LAST form of payment. Nucleus will only allow one credit or debit card to be used per transaction so it must be used last. Also, Nucleus will not allow a Fuel Prepay to be split tendered using a prepaid card with insufficient funds, if such a transaction is attempted the following message will be displayed.
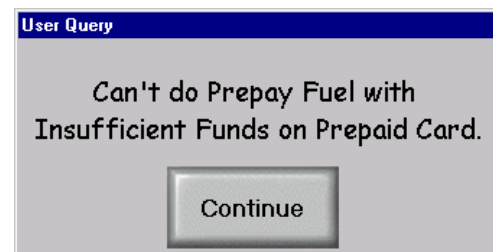
Figure 6-3 Prepaid Card Not Allowed Message

NOTE: Upon completion of a split tender transaction using multiple prepaid cards, the following is an example of the receipt that would print.

```
              Wayne

Wayne 3814 Jarrett Way
Austin, Tx 78728
Merchant#:  j113000033001

12/03/04 13:59:32

CHICKEN                 20.00

Subtotal                20.00
Sales Tax                0.00
Total                  $20.00
Credit Card(USD$ )       $2.00
Credit Card(USD$ )       $2.00
Credit Card(USD$ )      $16.00

Change                 $0.00

XXXXXXXXXXXXXXX3616
SV
Trans# 000035   Approval# xxxxxx      ◄───── 1st Prepaid Card
Card Total:  $2.00                    ◄───── Balance Remaining Message
Remaining Balance:  $0.00

XXXXXXXXXXXXXXX3617
SV
Trans# 000036   Approval# xxxxxx      ◄───── 2nd Prepaid Card
Card Total:  $2.00                    ◄───── Balance Remaining Message
Remaining Balance:  $0.00

XXXXXXXXXXXXXXX3288
DIS
Trans# 000037   Approval# xxxxxx      ◄───── Credit Card
Card Total:  $16.00                   ◄───── Amount Charged to Card

  *** Customer signature on file ***

Trans ID# 9
E7s4t1

        Thank you for
        Shopping Wayne
```

Figure 6-4 Receipt Using Multiple Prepaid Cards

6.8 Pump Test

Use the Pump Test function to perform a pump test without affecting the fuel inventory or drawer totals.

1. Have the tech perform the pump test where a test amount of fuel is dispensed.

2. Tender the sale using the Pump Test tender key.

3. The tech returns the product to the fuel tank.

6.9 To Tender a Sale with Food Stamps

To use Food Stamps as a tender type, the Food Stamp tender must be enabled and a Food Stamp tender key must be programmed. See Section 12, *Tender Programming* in the Nucleus Programming Manual PN 2-920494. . The cashier can ring up a mix of food stamp allowable items with non-allowable items, but prior to tendering, the cashier must be informed by the customer that at least part of the transaction will be tendered with Food Stamps.

NOTE: Food Stamp processing is not supported for Canadian sites.

NOTE: The Food Stamp tender must be the first tender type used in a transaction involving multiple tender types.

The following list of items are NOT allowed to be purchased with the use of Food Stamps according to the USDA Food Stamps rules and regulations:

- Beer, Wine, Liquor, Tobacco, or Cigarettes
- Foods that are hot at the point of sale
- Food to be eaten in the store
- Vitamins or Medicines
- Pet Foods

Food Stamp items will not be subject to sales tax while other non-Food Stamp items will be taxed at the normal rate. The tax portion of the ECR display shows the total tax that would be charged if the sale was tendered with something other than Food Stamps.

To perform a Food Stamp tender perform the following steps:

1. After items to purchase have been rung up, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. Touch the **Food Stamps** button. See Figure 5-55.

3. The Food Stamp Tender Processing window will be displayed where details of the transaction are shown.

Figure 6-5 Food Stamp Tender Processing Window

The **Food Stamp Total** field shows the total of all of the items in the transaction which are food stamp allowable. The **Other Total** field shows the total of all of the items in the transaction which are not food stamp allowable. The **Enter Food Stamp Amount** field is where the cashier enters the Food Stamp Amount in whole dollars only, that the customer is going to use for this transaction.

4. Enter the amount of Food Stamp coupons that the customer is going to use for the transaction and then press the **Coupons** button if the customer wants to use Food Stamp coupons. Press **Manual EBT** to tender the Food Stamp purchase using the customer's EBT card.

5. Change due for over tendering must be in food stamps for whole dollar amounts, food stamp change can only be given using single dollar coupons. Change in cash can only be given for amounts less than one dollar. The following keypad window will be displayed when change is due from a Food Stamp Coupon transaction.
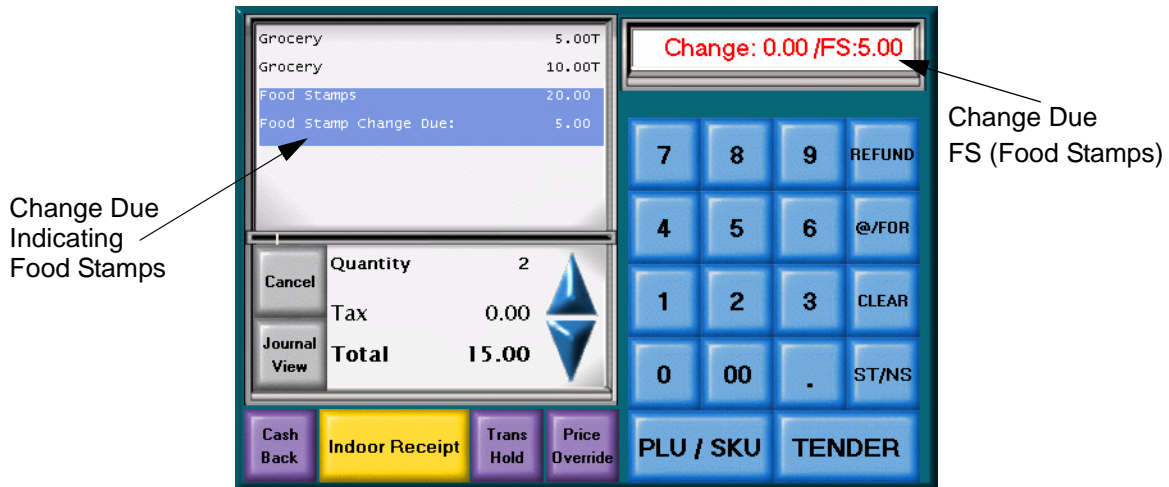
Figure 6-6 Food Stamp Change Due

6.10 Printing the Receipt

At the conclusion of the Indoor sale, if the receipt printer is not available for use because of hardware failure or paper out, then the receipt will automatically be routed to the report printer which is usually located near the SC/IPT. Additionally, if the report printer is not operational the report will automatically be directed to the receipt printer. In the case of a report or receipt starting to print and then the printer runs out of paper or jams, the print job will not be re-directed.

7 FUEL SALES

7.1 Prepay Sales

Prepay Sales are when a customer comes into the store to pay for a purchase before fueling. To perform a Prepay sale, do the following:

1. Touch the pump number icon for the corresponding pump.

2. Enter the Prepay dollar amount.

3. Press the **Prepay** button.

4. Press the **Tender** button.

5. Finalize the sale by touching the appropriate tender button depending on the tender type that the customer uses.

6. If a Pre-pay cash receipt is requested then press the **Indoor Receipt** button and select the receipt to print.

NOTE: If programmed to do so, the system will automatically print a pre-pay receipt at the CAT.

7.1.1 Incomplete Pre-Pay

An incomplete Pre-Pay occurs when a customer Pre-Pays for a fuel sale with cash or check and does not dispense all of the fuel that was paid for. To handle an incomplete Pre-Pay, do the following:

1. Touch the pump number icon for the corresponding pump.

2. If there are stacked sales on the pump, touch the **STACK** button until the correct fuel sale appears.

3. Press the **Transfer Fuel** button in the pump information window.

4. Press the **Tender** button.

5. Press the **CASH** tender button, and give the customer the change due.

7.1.2 Rest In Gas Pre-Pay

The Rest In Gas prepay sale is a <u>cash</u> prepay sale where a customer purchases in-store items and at ring up, asks the cashier to purchase gas with the change that he will receive from his cash purchase. To ring up a Rest in Gas Prepay sale, do the following:

1. Customer wants to buy a Twinkie with a $20 bill.

2. Ring up the Twinkie then press the pump number icon of the pump that the customer would like to use.

3. Press the **Rest In Gas** button.
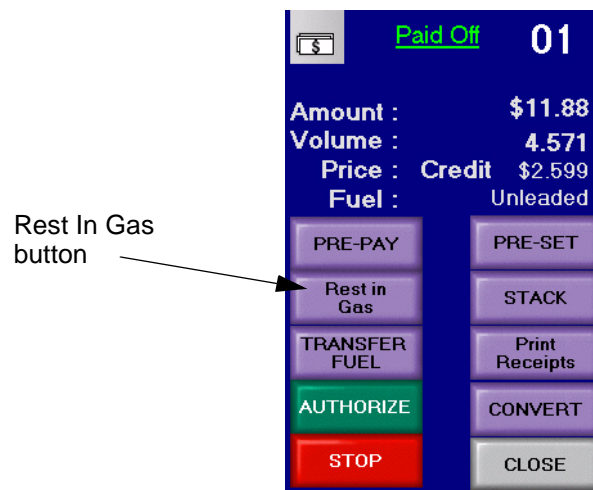
Figure 7-1 Rest In Gas Button

4. Press the **Tender** button.

5. Press the **CASH Quick Key** of the denomination of cash that the customer wants to use.

6. Tender the sale and the change will be used to prepay the pump.

7.1.3 Move a Prepay Sale

A Prepay Sale can be moved from the original pump to a different pump. This is used if the wrong pump has been prepaid and the transaction needs to be moved to the correct pump. To move a Prepay sale, do the following:

1. Touch the pump number icon for the pump where the prepay sale is pending.

2. Touch the **Move Pre-Pay** button. The following window will be displayed.
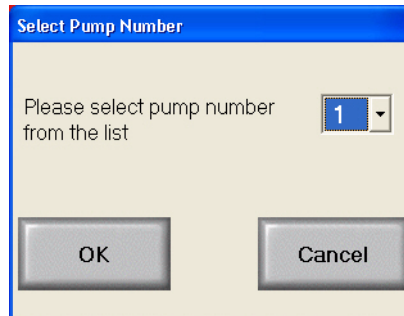
Figure 7-2 Select Pump Number Window

3. Select the pump number of the pump where you would like to move the sale to, then press **OK**.

4. The prepay sale will then be transferred to the new pump.

5. The customer completes the prepay sale from the new pump as normal.

7.2 Post-Pay Sale

A Post-Pay sale occurs when a customer dispenses the fuel first, then comes into the store to pay for the fuel purchase.

NOTE: If Auto Auth is not programmed for the site then the pump will need to be authorized prior to the customer fueling.

To tender a Post-Pay sale, do the following:

1. Touch the pump number icon for the corresponding pump.

2. If there are stacked sales on the pump, touch the **STACK** button until the correct fuel sale appears.

3. Press the **TRANSFER FUEL** button.

4. Enter any additional items into the ECR.

5. Press the **Tender** button.

6. Finalize the sale by touching the appropriate tender button depending on the tender type that the customer uses.

7.3 Pre-Set Sale

A pre-set sale occurs when the customer requests that you set a pre-set dollar amount on a pump. The customer dispenses the pre-set fuel amount and then comes in to pay for the sale.

1. Touch the pump number icon for the corresponding pump.

2. Enter the dollar amount on the keypad.

3. Press the **PRE-SET** button.

4. Customer pumps the pre-set fuel amount.

5. Touch the pump number icon of the corresponding pump.

6. Press the **Transfer Fuel** button in the pump information window.

7. Press the **TENDER** button.

8. Finalize the sale by touching the appropriate tender button depending on the tender type that the customer uses.

7.4   Transfer Fuel Button

For a Post-Pay sale or Combo sale (both fuel and non-fuel items), the **TRANSFER FUEL** button transfers the fuel sale to the ECR and puts the fueling transaction in a reserved for payment state. The key functions only in the operation mode.

1. Touch the pump number corresponding to the pump you want to pay off.

2. Press the **TRANSFER FUEL** button.

The Nucleus display shows the quantity and dollar amount of sale being transacted.

3. Touch the **TENDER** button to finalize the transaction with any valid tender method.

The Nucleus displays a pump idle icon.

7.5 Two Fuels on One Ticket

1. Customer comes inside wishing to put two fuel purchases on one ticket.

2. Touch the pump number icon for the corresponding pump.

3. If there are stacked sales on the pump, touch the **STACK** button until the correct fuel sale appears.

4. Press the **TRANSFER FUEL** button in the pump information window.

5. Touch the pump number icon for the second pump.

6. If there are stacked sales on the pump, touch the **STACK** button until the correct fuel sale appears.

7. Press the **TRANSFER FUEL** button in the pump information window.

8. Press the **TENDER** button.

9. Finalize the sale by touching the appropriate tender button depending on the tender type that the customer uses.

7.6 Stack Key

Pressing the **STACK** key lets you view a previous fuel sale in system recall memory (stacked or recall sale). Pressing the **STACK** key again allows you to toggle from the current sale being viewed to a previous sale. The system will rotate through 3 stacked sales at all times. Pay particular attention to the status in the top section of the pump information window. You will see "Payment Due" or "Paid Off". If the sale is paid off the icon will be gray. If payment is due then the icon and **Transfer fuel** button will be yellow.

NOTE: The system can stack up to 3 unpaid sales at a time, depending on system programming.

7.6.1 Collect Stacked Sale

1. Touch the pump number icon for the corresponding pump.

2. Press the **STACK** button to view stacked sale 1.

3. Press the **STACK** button again to view stacked sale 2.

4. Press the **STACK** button again to view stacked sale 3.

5. With the correct sale displayed, press the **TRANSFER FUEL** button.

6. Finalize the sale by pressing the **TENDER** button and selecting the proper tender type.

7.7 Printing a Complete Cash Pre-Pay Receipt

A complete cash Pre-Pay sale occurs when a customer gives a Pre-Pay deposit for a specific dollar amount of fuel and dispenses the full amount. If the system is not programmed to generate a pre-pay cash receipt at the pump and the customer wants a receipt showing the actual fuel grade and sale amount, perform the following steps.

1. Touch the **Indoor Receipt** button.

2. Select the appropriate receipt from the list that you wish to print and touch **Print**.

3. The receipt prints on the indoor receipt printer.

The system prints a receipt showing the Pre-Pay deposit amount and total amount of product dispensed.

7.8 De-authorize Cash Pre-Pay Fuel Sale After Tendering

The following steps describe how to de-authorize a cash Pre-Pay sale when the customer changes or cancels the Pre-Pay sale before dispensing fuel.

1. Touch the pump number icon for the corresponding pump.

2. Press the **STOP** button.

3. Press the **TRANSFER FUEL** button.

4. Press the **TENDER** button.

5. Press the **EXACT CHANGE** button representing the refund amount due.

6. Give the customer his change and the receipt.

7.9 De-authorize Cash Pre-Pay Fuel Sale Before Tendering

The following steps describe how to de-authorize a cash Pre-Pay prior to tendering.

1. Touch the pump number icon for the corresponding pump.

2. Press the **Cancel** button.

3. Press the **Cancel Sale** button.

4. Press the **Confirm Cancel** button.

7.10 De-authorize Pre-Set Fuel Sale

The following steps describe how to de-authorize a Pre-Set prior to tendering.

1. Touch the pump number icon for the corresponding pump.

2. Press the **Stop** button in the Pump Information window.

7.11 Fuel Sale Corrections

When a cashier transfers and finalizes a fuel sale in error (for the wrong customer), the totals are added to the appropriate fuel department and group and to the tender that was used to finalize the sale. See the following example.

Fuel Group	$10.00
Unleaded	$10.00
Credit Card	$10.00

To correct the error, the **REFUND** button is used with the Pump Operations Fuel Correct key to deduct the amount of an incorrectly finalized fuel sale. The return is finalized by the same tender method used in the original transaction, so that the amount of the sale is deducted from the tender totals. Reports are affected as shown in the following example.

Unleaded	$10.00	(Unaffected)
Fuel Correct	-$10.00	
Credit Card	- $10.00	
	-$10.00	(Result)

After the customer is credited for the wrong transaction, the mistake is left "holding" in the Fuel Correct department until the correct customer (for the transaction finalized in error) comes in to pay. Because the fuel sale has been finalized already, the cashier rings the amount up in the Fuel Correct department. If other items are purchased, they are also rung up and the sale is finalized with the method of tender presented by the customer. Reports are affected as shown in the following example

Unleaded	$10.00	(Unaffected)
Fuel Correct	-$10.00	
Fuel Correct	+$10.00	
	0.00	(Result)
Cash or Credit	$10.00	

The original fuel transaction was not affected by the correction. Instead, the money to be collected was deducted from the tender made in error, placed in a "holding" department and then moved to the proper tender when the correct customer came in to pay.

7.11.1 Fuel Correct - Finalized Wrong Fuel Sale

Use the following procedure to refund the fuel sale back to the customer who was incorrectly charged for the fuel transaction.

1. Touch the **REFUND** button.

2. Enter the dollar amount.

3. Touch the Pump Special Operations button.

4. Touch the **FUEL CORRECT** button.

5. The ECR will show "Fuel Correct" and the amount entered in step 2.

6. Return the other items in the transaction if necessary.

7. Finalize the sale by pressing the **TENDER** button and selecting the proper tender type.

8. Select the **pump number** of the pump being that was incorrectly paid off from the pull-down in the Select Pump Number window, then press **OK**.
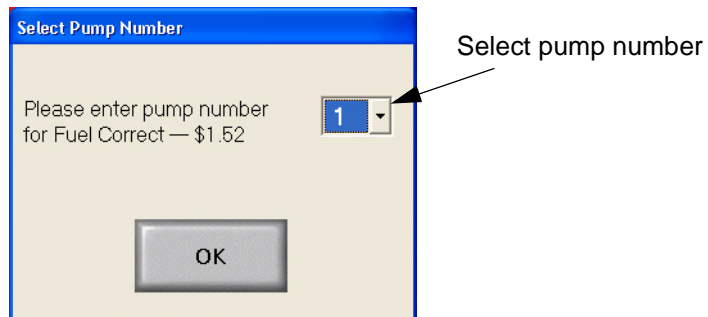
Figure 7-3 Select Pump Number Window

9. Next, Select the fuel transaction that you want to pay off from the Available Fuel Items window, then press **OK**. If the fuel sale can't be found and is not shown in the window then a press the **New Manual Fuel** button and process normally.
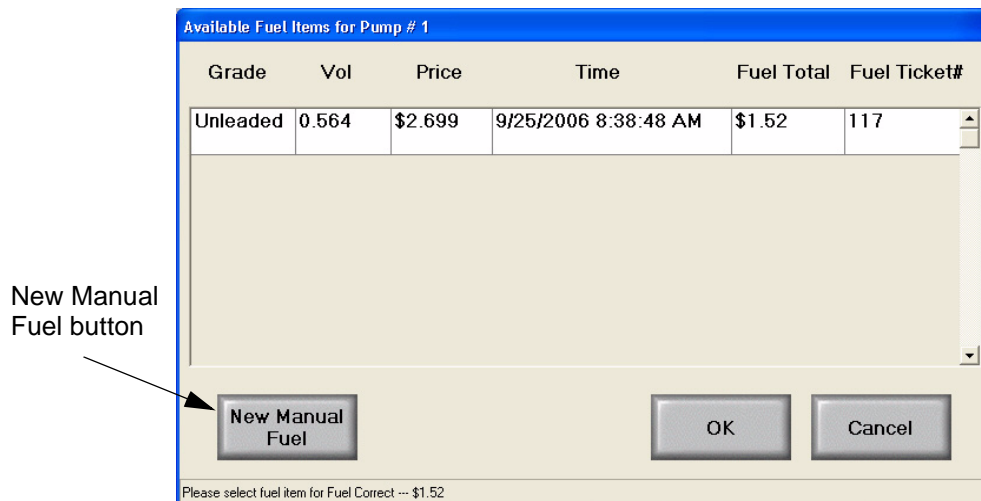
Figure 7-4 Available Fuel Items Window

7.11.2 Fuel Correct - Collecting an Incorrectly Finalized Sale

When the correct customer comes in to pay, the sale is also recorded in the Fuel Correct department.

1. Enter the dollar amount of the incorrectly finalized fuel sale.

2. Touch the Pump Special Operations button.

3. Touch the **FUEL CORRECT** button.

4. The ECR will show "Fuel Correct" and the amount entered in step 1.

5. Finalize the sale by pressing the **TENDER** button and selecting the proper tender type.

6. Select the **pump number** of the pump being paid off from the pull-down in the Select Pump Number window, then press **OK**.
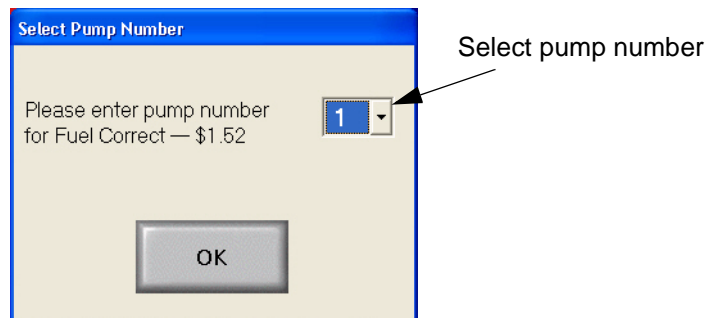
Figure 7-5 Select Pump Number Window

7. Next, Select the fuel transaction that you want to pay off from the Available Fuel Items window, then press **OK**.
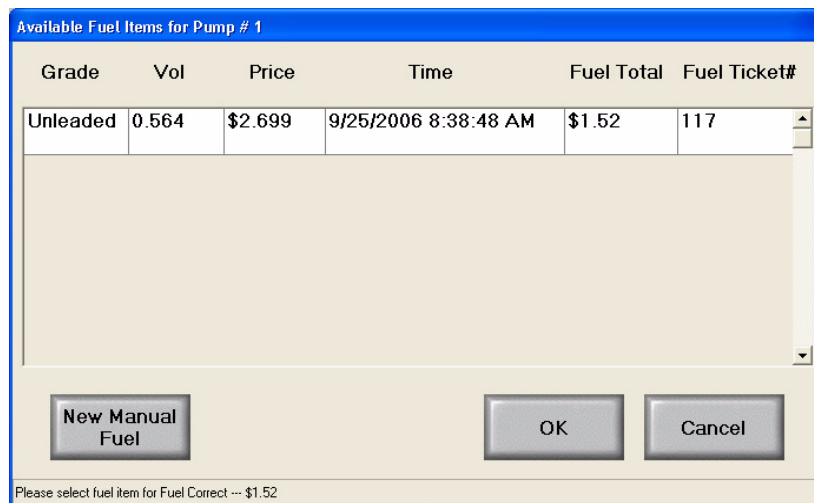
Figure 7-6 Available Fuel Items Window

7.11.3 Fuel Correct with Fuel Discounts

NOTE: Chevron does not support fuel discounting at this time.

When a discounted fuel sale has been finalized on the wrong pump, the fuel correct procedure used above will correctly account for the discounted fuel.

7.11.4 Incomplete Fuel Cash Pre-Pay Sale with Additional Sale Items

An incomplete fuel Pre-Pay occurs when the customer does not dispense the entire Pre-Pay fuel amount. Some customers may want to purchase something with the remaining amount they prepaid on the sale. The following steps explain how to use the remaining Pre-Pay amount to pay for non-fuel items or merchandise after the fuel is dispensed.

1. Touch the pump number icon for the corresponding pump.

2. Touch the **TRANSFER FUEL** button.

The system displays the Pre-Pay sale amount. Subtotal line in ECR transaction window shows the unspent amount.

3. Enter the non-fuel items.

4. Press the **TENDER** button then the **CASH** button to finalize.

7.12 Fuel Discounts (Loyalty)

The Loyalty feature is used to give a customer a discount on the unit price of fuel if the customer uses a particular tender type.

The Loyalty feature can also setup user accounts that require a customer to use a loyalty card before being granted a discount on the unit price of fuel.

NOTE: If during a loyalty transaction, the tender is denied, the loyalty information will have to be re-entered by the customer or cashier and then the transaction re-tendered with a different form of tender.

NOTE: The use of the **Trans Hold** button to put a Loyalty transaction on hold is not allowed. Loyalty transactions must be completed once begun or cancelled and then re--entered later.

7.12.1 Loyalty Accounts

Loyalty accounts are accounts that are setup either locally or at the loyalty host for a particular customer. The customer may be issued a loyalty card to be used at the dispenser or indoors to receive a discount on the unit price of fuel. See 'Loyalty Accounts" on page 75 of the Nucleus Programming manual PN 2-920494 for information on programming Loyalty Accounts.

7.12.1.1 Using Loyalty Accounts at the Pump

If Loyalty Accounts are enabled then the customer will see the Loyalty Prompt at the CAT which is prompting the customer to either insert a loyalty card or begin a normal transaction by inserting a card/lifting a nozzle/selecting grade.

Scenario # 1

1. Customer inserts a Loyalty card.
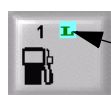
Loyalty Indicator

2. Nucleus or the Loyalty network approves or declines the card. If approved, the CAT will display a 'Loyalty Card Accepted' message and the cashier will see a loyalty indicator on the pump icon.

3. The customer is then prompted to Insert 'Payment Card or Press Debit'. At this point the customer can either insert a payment card for a credit/debit transaction or lift the nozzle for a cash transaction.

4. The customer inserts a credit or debit card then the dispenser is authorized to pump up to the limit programmed for the loyalty price.

Scenario # 2

1. Customer inserts a Loyalty card.

 Loyalty Indicator

2. Nucleus or the Loyalty network approves or declines the card. If approved, the CAT will display a 'Loyalty Card Accepted' message and the cashier will see a loyalty indicator on the pump icon.

3. The customer is then prompted to Insert 'Payment Card or Press Debit'. At this point the customer can either insert a payment card for a credit/debit transaction or lift the nozzle for a cash transaction.

4. The customer lifts a nozzle and the transaction is converted to an indoor sale. If Price Levels are enabled then a prompt is displayed at the CAT asking if the customer is going to use a card or cash for payment.

   * Card: Press 1

   * Cash: Press 2

   a. The customer presses 1 indicating that he/she intends to use a card for payment, then the credit price is enabled for the transaction.

      -or-

   b. The customer presses 2 indicating that he/she intends to use cash for payment, then the cash price is enabled for the transaction.

5. The dispenser is authorized to pump up to the limit programmed for the loyalty price.

6. The customer comes inside to pay and the cashier rings up the transaction according to the tender type that the customer selected.

Scenario # 3

1. Customer inserts a Loyalty card.

 Loyalty Indicator

2. Nucleus or the Loyalty network approves or declines the card. If approved, the CAT will display a 'Loyalty Card Accepted' message and the cashier will see a loyalty indicator on the pump icon.

3. The customer is then prompted to Insert 'Payment Card or Press Debit'. At this point the customer can either insert a payment card for a credit/debit transaction or lift the nozzle for a cash transaction.

4. The customer lifts a nozzle and the transaction is converted to an indoor sale. If Price Levels are enabled then a prompt is displayed at the CAT asking if the customer is going to use a card or cash for payment.

   * Card: Press 1

   * Cash: Press 2

   a. The customer presses 1 indicating that he/she intends to use a card for payment, then the credit price is enabled for the transaction.

   b. The customer presses 2 indicating that he/she intends to use cash for payment, then the cash price is enabled for the transaction.

5. The dispenser is authorized to pump up to the limit programmed for the loyalty price.

6. The customer comes inside to pay and decides that he/she wants to use a different tender type than the one that was previously selected.

7. The cashier presses the pump number icon for the pump that the customer was using which brings up the Pump Information window for that pump.

Total Cash Amount

Cash Price per Unit

Convert Button

Total Credit Amount

Credit Price per Unit
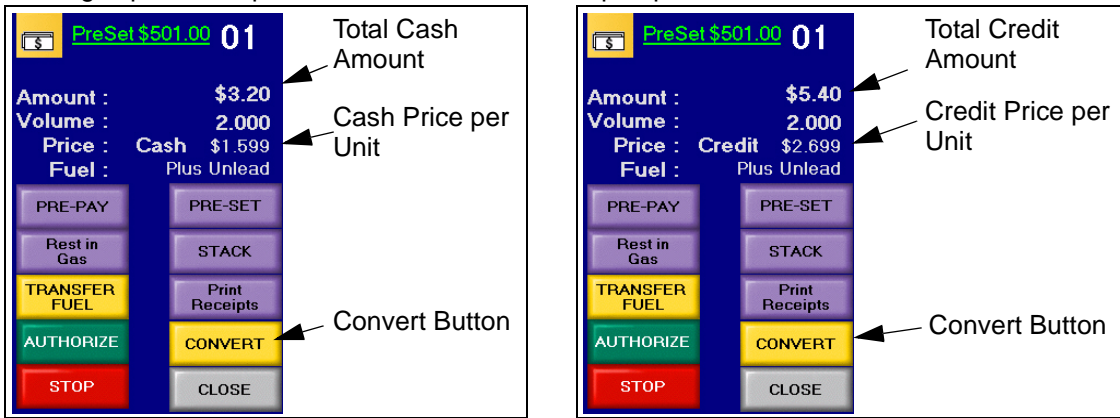
Convert Button

8. The cashier presses the **Convert** button to toggle between the cash and credit prices.

9. The cashier then presses the **Transfer Fuel** button and then tenders the transaction normally.

<u>Scenario # 4</u>

1. Customer lifts the nozzle on the pump and if Price Levels have been enabled, selects either Card or Cash pricing.

2. After the customer has completed pumping, he/she comes inside to pay.

3. If Price Levels have been enabled and the customer decides to pay using a different tender than originally selected, then the cashier presses the **Convert** button to toggle to either the Cash or Credit price.

4. The cashier presses the **Transfer Fuel** button to transfer the fuel transaction to the ECR.

5. If the customer wishes to use a loyalty card, the cashier can either:

   a. Tell the customer to swipe the card at the ICAT and follow the prompts or

   b. The cashier presses the **Loyalty** button on the Scratchpad and enters the loyalty account number and presses **Continue**.

Press Loyalty

then

Enter the Account Number
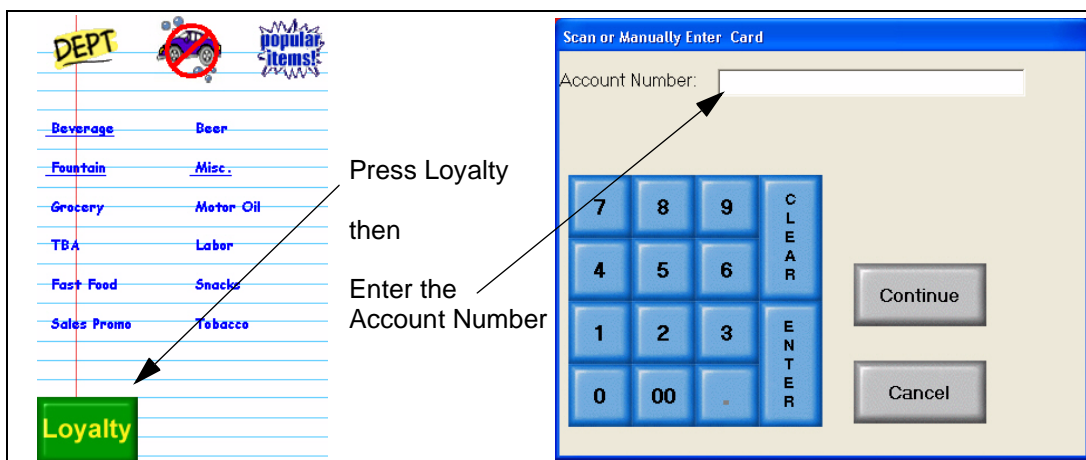
Figure 7-7 Enter the Loyalty Account Number

6. The cashier completes the transaction as usual.

7.12.1.2 Using Loyalty Accounts Indoors

If Loyalty Accounts are enabled then the customer will see the Insert Payment or Loyalty Card'
prompt at the ICAT.

1. The cashier rings up in-store items and a $5.00 Prepay.

2. The customers swipes his or her Loyalty card and the system responds with '**Loyalty Card
    Accepted**'.

3. The cashier then presses the **Tender** button and selects **Cash** or **Credit**. The following window
    is displayed which shows the amount of the sale with the discount.
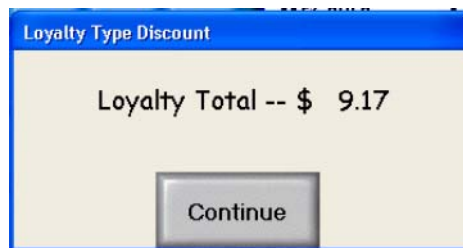
Figure 7-8 Loyalty Sale Amount

4. Press **Continue** to finalize the sale.

7.12.2 Loyalty Based on Tender Type or Card Type

The fuel price may be discounted with the use of a particular type of electronic tender such as a
credit, debit, or contactless card. The discount can also be based on the use of cash or check.
Access Loyalty Programming by going to **Programming > System > Loyalty**. See Figure 7-9.

If the discount based on electronic tender is needed then proceed with the following steps:

1. Check the **Enabled** box in the Electronic Tender area.

2. To grant a discount based on the use of a credit card, debit card, or contactless card, select
    Tender as the Discount Level type, then select credit card, debit card, or contactless from the
    Card Type pull-down.

3. To grant a discount based on the use of any particular supported credit card, select **Card Type**
    as the Discount Level type, then select the credit card brand from the Card Type pull-down.

4. To program the discount amount to be granted for all grades, check the **Apply Discount to All
    Grades** box, then enter the discount amount.

5. To program the discount amount for each individual grade, select the **Grade Name**, then enter
    the **Fuel Discount Amount**. Repeat for additional grades.

6. Select **Apply**, then **OK** to save and exit or **Cancel** to exit without saving.

If a discount based on the use of cash or check is needed then proceed with the following steps:

1. Check the **Enabled** box in the Other Tender area.

2. To grant a discount based on the use of cash or check, select **Cash** or **Check** from the Cash
    pull-down.

3. To program the discount amount to be granted for all grades, check the **Apply Discount to All
    Grades** box, then enter the discount amount**.**

4. To program the discount amount for each individual grade, select the **Grade Name**, then enter the **Fuel Discount Amount**. Repeat for additional grades.

5. Select **Apply**, then **OK** to save and exit or **Cancel** to exit without saving.electronic is feature can be enabled by increasing the Tier level or if the site does not have a Tierability contract with Dresser Wayne, then this feature will be enabled and disabled based on programming. To access this feature select **System > Loyalty** and the following window will be displayed.

Figure 7-9 Program Loyalty Amount(s) Window

NOTE: The allowable discount amount is from $0.00 to $9.99. Any amount entered which is outside of the allowable amount will generate an error message.

7.13 Fuel Discounts (Combo)

This feature is an enhancement to the current Fuel Discount and Combo features. The Fuel Discount by Carwash feature has been merged into the Combo feature. The Combo feature has been enhanced to allow the inclusion of fuel and carwash as an item in a combo offering. The Fuel Discount by Tender feature has been extended to allow fuel discounts based on card type. See Loyalty under the System Programming section of the Programming manual PN 2-920494.

NOTE: In order for the Fuel Discounts feature to work correctly, the customer/attendant at the pump must not raise the nozzle prior to the pump being authorized.

NOTE: Additional Fuel discount programming is available as Combo Discount Offerings. See the Nucleus Programming Manual Part No. 2-920494 for additional information.

7.13.1 Combo Fuel Discounts

The current Combo feature has been enhanced to allow the inclusion of fuel and carwash as items in a combo offering. Discount Offerings and Combo/Mix&Match discounts will continue to be mutually exclusive.

The types of scenarios supported are:

- Buy a "Deluxe Car Wash" and get $.03 off of Supreme, $.02 off of Plus, and $.01 off of Regular - discount does not apply to other car washes
- Buy any car wash and get $.02 off any grade
- Buy 3 snickers bars and get $.03 off of Supreme, $.02 off of Plus, and $.01 off of Regular
- # Gallons Purchased
    - Buy 20 gallons, get $.03 off of Supreme, $.02 off of Plus
    - Buy 20 gallons, get a 20% discount off fuel price
    - Buy 20 gallons, get 50 cents off of Snickers Bar
- Fuel, Car Wash, Product Combo
    - Buy 8 Gallons Fuel, A Supreme Car Wash, and get 1.00 off milk

7.13.1.1 Outdoor Sales

The combo programming will have a new check box that a user can check if the combo is to be sold outdoors. Combos that are allowed to be sold outdoors will have the following restrictions imposed on them:

- Combo items other than fuel or carwash must be specified at the product level.
- If an item list is used it must contain exactly one item.
- The combo must contain a fuel item (fuel group or individual fuel grade)
- Age restricted items will not be allowed unless the new flag allowing age restricted items to be sold outdoors, in **System > CAT > Site**, has been checked.

Validations will be performed to ensure these restrictions are met.

All CATs will be supported, processing will be similar to carwash prompting at the CAT.

7.13.1.2 Fuel Discount by Tender

The Fuel Discount by Tender feature has been expanded to include fuel discounts based on card type. Fuel Discounts based on tender or card type will be applied both indoors and outdoors. Card types available to participate in a Fuel Discount will be downloaded from the Host card table, hence this will be application specific. This release will only allow card types recognized by the Host sub-system.

The following scenarios are examples of the types of discounts that will be available:

- Customer pays with Visa and receives a $.03 off Premium, $.02 off Plus, and $.01 off Regular
- Customer pays with Application specific oil card and receives $.05 off all grades
- Customer pays with house account and receives $.02 off of all grades

In the case where a transaction is initiated outdoors at a full-serve or self-serve CAT, the unit price at the pump will be reduced if the tender/card type has a discount associated with it. Other discounts might apply if the customer buys a carwash or other item in a fuel promotion, this might cause the unit price of fuel to be further reduced before or after fueling.

7.13.1.3 Postpay Discounts

Fuel Discounts on Postpays are applied like a regular non-fuel promotion. If some of the items in a sale are participating in more than one promotion, the system will always attempt to give the customer the best deal.

In a postpay scenario, where fuel discounts by tender are enabled, the cashier transfers the fuel to the ECR view, the total sale amount is displayed. When the cashier presses the Tender key, a popup is displayed to the cashier stating what the total will be if a specific tender is used, i.e. total fuel sale is 5.00, popup might show

Cash Total - 4.75

Check Total - 4.95

The cashier must acknowledge the popup before tendering the sale. In the case of credit, debit, house accounts, and card type discounts the adjusted amount would automatically be charged to the account.

7.13.1.4 Prepay Discounts

Combo Discounts on Fuel Prepays are supported, but the site must elect to take the risk associated with giving a discount on fueling that has not yet happened. A setting in the **Programming > IPT > Site** screen allows a site to enable Combo Discounts with Fuel Prepays.

In a prepay scenario, when the cashier chooses the tender, the price of fuel at the pump will be reduced by the discount amount.

7.13.1.5 Refunds / Returns

Nucleus does not support the returning of fuel. The only instance when refunds are awarded on fuel is when a cashier pays off the wrong pump. In this case the cashier must use the Manual Fuel functionality to correct the problem. There are several possible scenarios that must be handled. In the scenarios shown below the fuel discount sometimes appears as positive and sometimes as negative. Only one negative fuel discount needs to be programmed, Nucleus will recognize when an item is being returned and automatically apply a positive discount.

Scenario 1:

First customer pumps 5.00 on pump 1; Second customer pumps 10.00 on pump 2

A combo is set up to award 2 cents off the unit price of any fuel when a coffee and doughnut are bought at regular price.

Customer 1 goes inside, buys coffee and doughnut (total amount for both items is 2.00); the cashier mistakenly rings up the fuel sale on pump number 2 and tenders the sale; customer is awarded a 10 cent discount on the fuel. Customer pays $11.90.

Plus	10.00
Coffee	1.50
Donut	0.50
Combo Disc	-0.10
Total	11.90

To correct this problem the Cashier must press Refund and ring up a fuel correct item for 10.00, ring up a manual discount of 10 cents, press Refund to ring up the coffee and the donut, and tender the sale. Customer is refunded 11.90. Then the cashier would ring up the sale from pump 1, ring up the coffee and the donut, in this case the customer is awarded a 5 cent discount, and the cashier tenders the sale. Customer pays 6.95.

Fuel Correct	-10.00	Regular	5.00
Fl Discount	.10	Coffee	1.50
Coffee	-1.50	Donut	0.50
Donut	-0.50	Combo Disc	-0.05
	--------------		-----------
Total	-11.90	Total	6.95

When customer 2 comes inside, the cashier would ring up the fuel sale as 10.00 fuel correct sale. If the customer is also buying a coffee and a donut the cashier will ring up a manual discount for 10 cents. Customer pays 11.90

Fuel Correct	10.00
Fl Discount	-0.10
Coffee	1.50
Donut	0.50

Total	11.90

Scenario 2:

First customer pumps 5.00 on pump 1; Second customer pumps 10.00 on pump 2

A fuel discount based on tender has been set up to award 2 cents off the unit price of fuel when credit is used.

Customer 1 goes inside to pay, the cashier mistakenly rings up the fuel sale on pump number 2 and tenders the sale; the customer is awarded 10 cents off because they used their credit card. 9.90 is charged to their account.

Plus	10.00
Tndr Disc	-0.10

Total	9.90

To correct this problem the cashier must ring up a Refund on a fuel correct item for 10.00, ring up a manual discount of 10 cents and tender the sale. The customer is credited 9.90 to their account. The cashier would then ring up the sale from pump 1, the customer is awarded 5 cents because they used their credit card; 4.95 is charged to their account.

Fuel Correct	-10.00	Regular	5.00
Fl Discount	.10	Tndr Disc	-0.05
	--------------		-----------

Total   - 9.90   Total   4.95

When customer 2 comes inside, the cashier would ring up the fuel sale as 10.00 fuel correct sale; ring up a manual discount for 10 cents if the customer is paying with credit. Customer is charged 9.90.

Fuel Correct   10.00

Fl Discount   -0.10

Total   9.90

Scenario 3:

First customer pumps 5.00 on pump 1; Second customer pumps 10.00 on pump 2

A combo is set up to award 10 cents off a cup of coffee when a donut and any fuel are also purchased.

Customer 1 goes inside, buys coffee and doughnut; cashier mistakenly rings up the fuel sale on pump number 2 and tenders the sale; customer is awarded a 10 cent combo discount on the coffee. Customer pays 11.90

Plus   10.00

Coffee   1.50

Donut   0.50

Combo Disc   -0.10

Total   11.90

To correct this problem the Cashier must ring up a refund on a fuel correct item for 10.00, press Refund to return the coffee and the donut, ring up a manual discount of 10 cents (either subtotal or line item), and tender the sale. Customer is refunded 11.90. Then the cashier would ring up the sale from pump 1, ring up the coffee and the donut, the customer is awarded a 10 cent discount, and the cashier tenders the sale. Customer pays 6.90.

Fuel Correct	-10.00	Regular	5.00
Coffee	-1.50	Coffee	1.50
Donut	-0.50	Donut	0.50
Fl Discount	.10	Combo Disc	-0.10
--------------		-----------	
Total	-11.90	Total	6.90

When customer 2 comes inside, the cashier rings up his fuel sale as 10.00 fuel correct sale. If the customer buys a coffee and a donut the cashier will ring up a manual discount for 10 cents (either subtotal or line item). Customer pays 11.90

Fuel Correct	10.00
Coffee	1.50
Donut	0.50
Fl Discount	-0.10

Total	11.90

8   NON-FUEL SALES

A non-fuel sale is when a customer purchases retail items and no fuel.

Non-fuel sales are handled in two stages. In the first stage the cashier enters items into the ECR that records the items in the transaction. The second stage takes place when the cashier is ready to complete the transaction and is handled using the following procedure.

1. Ring up all items to be purchased, the total amount is displayed in the ECR window. Touch the **ST/NS** key to do a subtotal and update the Customer display with the transaction amount. See Figure 5-54.

2. Press the **TENDER** button. The Secondary Tender buttons appear. See Figure 5-55.

3. Select the proper tender type and finish the transaction.

9   TENDERING

Tendering takes place after all sale items have been rung up. The payment for goods or services is called tendering. The following examples show you how to complete even complex types of tendering. To complete a sale, the customer pays you for items with some form of tender.

9.1 Cash Tendering

The **CASH** button, the **Exact Amount** button and the **Next Whole Dollar Amount** button are tender buttons used to finalize a sale when the customer wants to pay with cash. See Figure 5-55.

●   The cashier can touch the **Exact Amount** button to enter the exact sales amount into the ECR.

●   The **Next Whole Dollar Amount** button can be used to enter into the ECR the next whole dollar amount up from the sales amount. When using the **Next Whole Dollar Amount** button, Nucleus will calculate and display the amount of change due.

●   Press the **CASH** button without entering an amount to finalize the sale for the exact amount due and display CHANGE $0.00.

9.1.1 Exact Amount

The ECR Display Window shows subtotal of transaction including tax.

- Press the **CASH** key or the Exact Amount key.

The Data Entry Window shows CHANGE $0.00.

9.1.2 Overtender (Next Whole Dollar Amount)

The ECR Display Window shows subtotal of transaction including tax.

- Touch the button corresponding to the next whole dollar amount that the customer presents to tender out the sale and calculate change due.

The display shows the "Change" message and the correct change to return to the customer.

9.2 Transaction Hold/Restore

The **Trans Hold** button allows the cashier to put one sale on hold and begin a new sale. Once the **Trans Hold** button has been touched it changes to read **Trans Restore**. The **Trans Restore** button is then touched to restore a transaction that was previously placed "on hold." The system does not automatically restore the sale on hold when the operator completes the current sale. You must restore the sale by pressing the **Trans Restore** button.

9.2.1 Hold/Restore Cash Transactions

1. Enter the items for the first customer.

2. Press the **Trans Hold** button to place the sale on hold.

3. Enter the items for the second customer.

4. Press the **TENDER** button and use the appropriate cash key to finalize the sale.

5. Press the **Trans Restore** button to "restore" items for first customer.

6. Enter any additional items.

7. Press the **TENDER** button and use the appropriate cash key to finalize the sale.

9.2.2 Hold/Restore Credit Transaction

1. Enter items for the first customer.

2. Customer swipes a card.

3. Press the **Trans Hold** button and the Credit Authorization is cancelled.

4. Enter the items for the second customer.

5. Press the **TENDER** button and use the appropriate tender method to finalize the sale.

6. Press the **Trans Restore** key to "restore" items for the first customer (sale restored).

7. Customer must swipe card again and select card type to finalize the transaction.

9.3 Ring-Up Modifying Keys

A ring-up modifier changes the value (for example, a discount) of a transaction item. The following are Ring-Up modifying keys and examples of their use.

9.3.1 Price Mod/Discount Key

A discount is a price reduction. The discount may apply to either a line item in a transaction, or to the transaction subtotal, depending on programming. A discount may be programmed as a dollar amount or percentage amount, or may require the operator to enter the dollar or percentage amount.

When a line-item discount is applied to a specific product, the total for the product, the linked department and the linked group on the Cashier, Shift and Day report will reflect the post-discount amount.

9.3.2 Open Line-Item Discount

1. Ring up the item.

2. Enter the dollar or percentage amount of the discount.

3. Touch the **Price Mod** button then touch **Discount**.

The dollar or percentage amount is deducted from the line item.

The Shift and Day reports for the product reflect the post-discount amount. The discount count and total are adjusted by the amount of the discount.

9.3.3 Pre-Set Line-Item Discount

1. Ring up the item.

2. Touch the **Price Mod** button then touch **Discount**.

The pre-set dollar or percentage amount is deducted from the line item.

The Cashier, Shift and Day reports for the product reflect the post-discount amount. The Discount Count and Total are adjusted by the amount of the discount.

9.3.4 Open Subtotal Discount

1. Ring up all transaction items.

2. Enter the dollar or percentage amount of the discount

3. Touch the **Price Mod** button then touch **Discount**.

The dollar or percentage amount is deducted from the transaction subtotal.

The discount count and total on the Cashier, Shift and Day reports are adjusted by the amount of the discount.

9.3.5 Pre-Set Subtotal Discount

1. Ring up all transaction items.

2. Touch the **Price Mod** button then touch **Discount**.

The dollar or percentage amount is deducted from the transaction subtotal.

The discount count and total on the Cashier, Shift and Day reports are adjusted by the amount of the discount.

9.4 Tax Modifiers

Tax modifier functions change the pre-programmed tax on an item. Nucleus supports eight tax rates. Depending on a keystroke sequence, tax modifying keys can be applied to the current line item or to the entire sale.

If the tax modifier key immediately precedes a line item entry, then it applies to the line item. If it occurs before a tender key, then it applies to the subtotal.

9.4.1 No Tax Key

The **NO TAX** button causes the sale to be rung up with no tax of any kind applied.

The ECR window shows the transaction in progress.

1. Ring up a transaction item.
2. Press the **TAX MOD** button.
3. Press the **NO TAX** button.

The ECR window shows line item entered.

4. Press the **ST/NS** button to update the ECR display.
5. Ring up another item or tender the sale.

NOTE: Pressing the **NO TAX** key before pressing a tender key exempts the entire transaction from tax.

9.4.2 Sales Tax Exempt

The **Sales Tax Exempt** button causes the item or sale to be rung up with no sales tax applied.

The ECR window shows the transaction in progress.

1. Ring up a transaction item.
2. Press the **TAX MOD** button.
3. Press the **Sales Tax Exempt** button.

The ECR window shows the line item entered as having been exempted from sales tax.

4. Press the **ST/NS** button to update the ECR display.
5. Ring up another item or tender the sale.

NOTE: Pressing the **Sales Tax Exempt** button before pressing a tender key exempts the entire transaction from sales tax.

9.4.2.1 Sales Tax Exempt - Single Item

The Sale Tax Exempt button can be used to exempt from sales tax a single item in a sales transaction.

The ECR window shows the transaction in progress.

1. Ring up a transaction item.
2. Press the **TAX MOD** button.
3. Press the **Sales Tax Exempt** button.

The ECR window shows the line item entered as having been exempted from sales tax.

4. Press the **ST/NS** button to update the ECR display.
5. Ring up other items then tender the sale.

9.4.3 Sales Tax Apply

The **Sales Tax Apply** button causes an item that normally would have no sales tax applied to it to be rung up with sales tax applied.

The ECR window shows the transaction in progress.

1. Ring up a transaction item.
2. Press the **TAX MOD** button.
3. Press the **Sales Tax Apply** button.

The ECR window shows the line item entered and the sales tax applied.

4. Press the **ST/NS** button to update the ECR display.

5. Ring up another item or tender the sale.

9.5 Sales with Popular Items Buttons

Use Popular Items buttons on the ScratchPad to enter transaction items into the ECR.

1. Touch **Popular Items** on the ScratchPad to bring up a list of popular items that have been programmed into the system.

2. Touch the name of an item to ring up the item on the ECR.

3. Enter any additional items to complete the sale.

4. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.6 Sales with Open Department Buttons

An open department button requires you to enter the price of the item before you press the open department key.

1. Enter the dollar amount of the sale item.

2. Press the appropriate blue department name on the ScratchPad, (for example FOUNTAIN) the products assigned to that department will not be displayed on the Scratchpad when entering an amount first.

3. Ring up any additional items to complete the sale.

4. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.7 Sales with the UPC Scanner

Using the UPC Scanner requires that the items to be scanned have had their UPC codes programmed into the system. Nucleus supports European Article Number (EAN) 8 and EAN-13 barcodes. the use of the new GTIN scan codes. Most older scanners can have their software updated to support EAN-8 and EAN-13 barcodes and new scanners that are currently being sold support the EAN-8 and EAN-13 barcodes.

1. Hold the UPC code of the item to be scanned in front of the scanner.

2. The scanner will beep indicating that an item with a UPC code has been detected. The item and the price will be displayed on the ECR.

3. Ring up any additional items to complete the sale.

4. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.8 Sales with Price-Look-Up (PLU) Keys

A price-look-up unit is a product identification number. The PLU number can be any combination of numeric characters ranging from one to 65,535. When you press the **PLU/SKU** key, the system displays the item and its price on the terminal screen.

To enter a sale with a PLU, perform the following steps.

1. Enter the PLU number assigned to the item.

2. Press the **PLU/SKU** key and the item will be displayed on the ECR display.

3. Ring up any additional items.

4. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.9 Multiple Non-Fuel Sales

Multiple sales can be made with any combination of items, PLU's, SKU's, Departments, Popular Items, scanned items and so on. The following examples show how to make multiple sales transactions at the Nucleus terminal.

9.9.1 Multiple Sales with Same Popular Items Button

The following examples show how to perform multiple sales with the same Popular Items button.

1. Enter the quantity.

2. Press the **@/FOR** key.

3. Press the appropriate Popular Items button (for example, **SNICKERS**).

4. Ring up any additional items to complete the sale.

5. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.9.2 Multiple Sales In an Open Department

The following examples show how to perform sales of the same item in an open department.

1. Enter the quantity of items in the transaction.

2. Press the **@/FOR** key.

3. Enter the price of the single item in the transaction.

4. Press the appropriate department name from the ScratchPad (for example, **Grocery**).

5. Ring up any additional items to complete the sale.

6. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.9.3 Multiple Sales with Same PLU Number Assignment

The following instructions provide an example of multiple sales with the same PLU.

1. Enter the appropriate quantity of items.

2. Press the **@/FOR** key.

3. Enter the appropriate PLU number.

4. Press the **PLU/SKU** button.

5. Ring up any additional items.

6. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.9.4 Multiple Sales with the UPC Scanner

The following instructions provide examples of multiple sales with the UPC Scanner.

1. Enter the appropriate quantity of items.

2. Press the **@/FOR** key.

3. Hold the item's UPC code in front of the scanner.

4. Ring up any additional items.

5. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.9.5 Sales with Split Package Pricing

The following instructions provide an example of sales with split package pricing. A customer wanting only two cans of soda from a six-pack is an example of splitting a package.

1. Enter the appropriate quantity of items.

2. Press the **@/FOR** key.

3. Enter the packaged quantity amount.

4. Press the **@/FOR** key.

5. Enter the packaged pricing (for example, 2 @/FOR 6 @/FOR $3.00).

6. Press the appropriate Department key (for example, SOFT DRINK).

7. Ring up any additional items.

8. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.9.6 Sales with Package Pricing

The following steps show how to perform a sale with package pricing.

1. Enter the number of items.

2. Press the **@/FOR** key.

3. Enter the package quantity. This value defaults to 1 item when nothing is entered.)

4. Press the **@/FOR** key.

5. Enter the packaged pricing.

6. Touch the appropriate Department from the ScratchPad (for example, **SOFT DRINK**).

7. Ring up any additional items.

8. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

9.10 Age Verification

The Age Verification feature alerts cashiers to check the customer's identification for certain restricted sales items, for example, tobacco and alcohol products, which cannot be sold to customers under a certain age. The age verification can be handled in the traditional way or a VIAGE 3500 Scanner/Card Reader can be used to scan the customers drivers license.

● When the cashier enters a restricted item (e.g., beer), as the first item in the transaction, the system displays the Age Verification window that contains the prompt, "Enter Customer Date of Birth MMDDYY." The cashier either:

    a. enters the customer birth date in the Age Verification window or

    b. the cashier scans the customer's drivers license through the VIAGE card scanner.

    c. If the customer is underage then the system displays the message "Customer Is Under Age For Product" and cancels the sale. If the customer meets the age requirement, the system returns to the sales screen and the cashier can enter any other sales items and/or finalize the transaction.

● If there are items in the transaction that are rung up prior to the restricted item and the customer fails the Age Verification test then the system will display "Customer Is Under Age For Product" and then remove the restricted item from the sale. The transaction can then continue.

- If there are multiple items in the transaction and the customer has already failed the Age Verification test and another restricted item is rung up then the system will automatically display the "Customer Is Under Age For Product." message and cancel the restricted item from the sale. The system only displays the age verification prompt once after the cashier enters the first restricted item.

- If a customer is obviously over the minimum purchase age, the cashier can select **Continue** to override the age verification screen. The system then displays the age verification override screen that contains the prompt, "Customer is over LEGAL purchase age? Continue or Cancel" If the cashier selects **Continue**, the system returns to the sales screen and the transaction can continue normally. If the cashier selects **Cancel**, the system returns to the age verification screen.

9.11 Ringing Up Linked Items

This feature allows the system to automatically ring up an item (i.e. Bottle Deposit, etc....) when another item is rung up. This feature only applies to dry product and car wash product items.

The Link Code item is rung up automatically without cashier's intervention. When one of the items in the linked association pair is cancelled, the other item will also be cancelled. When returning the original item, the linked item will also be rung up automatically. But when returning the linked item (i.e. Bottle Return), the original item will not be rung up automatically. The link association will be limited to one level, which means no checking will be done to see if the linked item itself has a link association.

See the Nucleus Programming manual PN 2-920494 for details on this programming option.

9.12 SKU Price Check

This feature allows a price check to be performed on an item without having to ring up the item and then void the transaction. When the cashier needs to do a price check and he/she is in the middle of a transaction, press the **0** then **PLU/SKU** button, or the **PLU/SKU** button can be pressed by itself if no transaction is in progress.
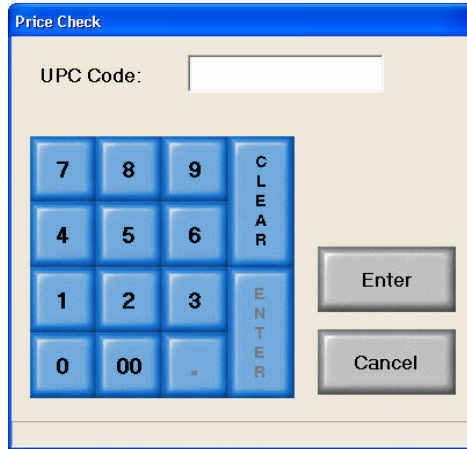
This will bring up the existing Product screen. This screen has a button labeled **Price Check**.

Figure 9-1 Product Window
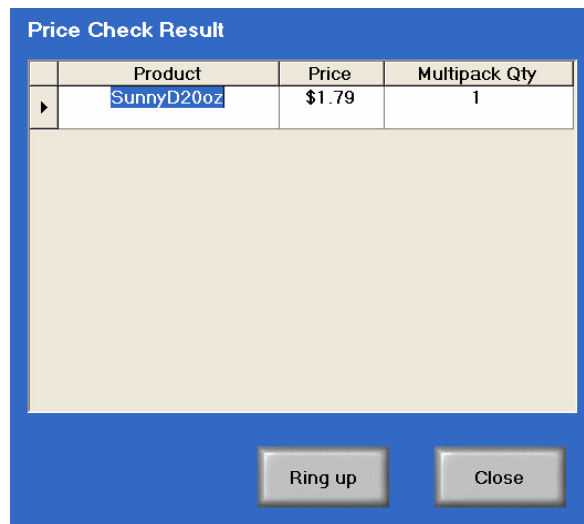
Press this button to display the **Price Check** window where the cashier can enter or scan an SKU or PLU then press the **Enter** button.

Figure 9-2 Price Check Window

The system will search the database for the entered number and then display all the products that match the PLU/SKU and their respective prices.

Figure 9-3 Price Check Result Window

From here the cashier can choose to either ring up the product or simply close the screen. If the product is not found the system will display the message 'Product Not Found'.

9.13 Open PLU

This feature allows the cashier to ring up a PLU and input the price for it. The PLU must be programmed with a $0.00 price to be treated as an Open PLU.

When ringing up a PLU that has a price of 0.00, the cashier will be required to enter the price. If the price of the PLU is truly 0.00 and not an Open PLU the cashier can enter 0.00.

Figure 9-4 Enter Open PLU Window

1. To ring up an Open PLU, enter the PLU Number and press the **PLU/SKU** button.

2. If the PLU number exists and has a price of 0.00, a pop-up will be displayed prompting the cashier to enter the price.

3. Enter the price and presses **OK**.

10 MANNATEC SALES

The Mannatec card approval system is provided for both ICAT (indoor) sales and CAT/CRIND (outdoor) sales. Mannatec cards are no longer required to be run through a separate Mannatec card authorization terminal so the steps for processing a Mannatec card are the same as for any other fleet card that is supported by Nucleus.

The Mannatec reports are available in the Day and Shift reports as components that can be assigned. The report contains totals information about approved Mannatec card sales; the card names; number of transactions, and sales totals. The report will also be available to the Back Office.

Mannatec credit card sales are not currently supported at the Unitec and Ryko car wash terminals.

11 TIME RESTRICTED SALES

The Blue Law configuration or Time Restrictions feature allows a site to restrict purchasing of products through the definition of a restriction schedule. This time restriction is a list or chain of start and end times for which the product cannot be sold. Therefore, as items are rung up, each item is checked to see if a time restriction list is defined. If so, then the list is searched to see if the current time falls within the range of the start and end times. If the current time is found in one of these ranges, then the item cannot be sold and a popup is displayed to the cashier. See the Nucleus Programming Manual Part No. 2-920494 for information on programming time restricted products.

12 COMBO SALES (FUEL & NON-FUEL SALES)

A Combo sale is a transaction involving both fuel and non-fuel items. To perform a Combo sale, do the following:

1. Transfer the fuel sale to the ECR.

2. Enter any additional items into the ECR using the scratchpad, scanner or PLU/SKU entries.

3. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

13 CANCELING A SALE

There are times that you may need to remove an item from a sale, or cancel an entire transaction.

13.1 Removing a Single Item From a Sale

1. Touch the item you want to remove from the sale in the ECR display.

2. Touch the **Cancel** button. The Cancel Item, Cancel Sale, and Close buttons appear.

3. Touch the **Cancel Item** button. The item is removed from the ECR display.

4. Finish tendering the sale.

NOTE: The receipt shows the item deleted from the sale as a void. Shift and Day reports will also show a cancelled item as a void. The total number of cancels and total dollar amounts will be reported as Total Voids on the system reports.

13.2 Canceling an Entire Sale

1. Touch the **Cancel** button. The Cancel Item, Cancel Sale, and Close buttons appear.

2. Touch the **Cancel Sale** button. The Cancel Sale button changes to the Confirm Cancel button.

3. Touch the **Confirm Cancel** button. The word "Cancelled" appears in the ECR display. You can now proceed with your next transaction.

NOTE: Cancel Sale will be reported on the Shift and Day report as TransCancel. The number of cancelled sales and the total dollar amount of the cancelled sales will be reported as Total TransCancel on the system reports.

13.3 Reports

Item voids which are made prior to the canceling of the transaction are now accounted for in the Void count in Reports. The following is an example:

1. Three items are rung up: Item 1 @ $2, Item 2 @ $3, and Item 3 @ $4, but not tendered.

2. Cashier voids each item one at a time, ending with nothing rung up. The report will read: Voids: 2 @ $5, Trans Cancels: 1 @ $4.

3. If the cashier cancels the entire sale at the beginning, the report will read: Voids: 0 @ $0, Trans Cancels: 1 @ $9.

4. If the cashier voids the second item, and then cancels the transaction, the report will read: Voids 1 @ $3, Trans Cancels: 1 @ $6.

13.4 Refunds to Credit Card

Sometimes a refund must be performed and the batch has been closed or the amount of the refund does not match the original sale amount. In this case a Manager Keyed Customer Credit aka Key Entered Customer Credit (KECC) must be performed to credit the customer's account. To perform a Manager Keyed Customer Credit or a KECC do the following:

1. Touch the **Refund** button.

2. Enter the amount to be refunded.

3. Touch the **Tender** button.

4. Touch the **Credit** button.

5. Swipe the customer's credit card (if present) or manually enter the credit card number and expiration date.

6. Select **Credit** or **Debit** at the ICAT if asked.

7. Enter the refund amount without decimals then touch **Continue**.

8. Enter the invoice number found on the original sale receipt then touch **Continue**.

9. Enter the invoice date found on the original sale receipt then touch **Continue**.

10. A Manager Keyed Customer Credit receipt will print showing the amount credited back to the customer's credit card.

14 HANDLING MERCHANDISE RETURNS

You may need to perform a merchandise return if a customer brings back merchandise after they leave the store (for instance spoiled merchandise).

To perform a merchandise return, you can scan the item, enter the item's PLU number, or use the ScratchPad.

NOTE: When returning multiple items, the **REFUND** button must be pressed before each item to be returned.

14.1 Returning an Item Using the UPC Scanner

1. Touch the **REFUND** button on the KeyPad.

2. Scan the item. The Item appears in the ECR display with a negative (-) sign before the price of the item.

3. Touch the **TENDER** button. The Secondary Tender Types appear on the Nucleus Screen.

   a. If the customer paid for the item with check or cash, touch the appropriate tender button and give the customer cash back.

   b. If the customer paid for the item with a credit card, touch the appropriate button. The system prompts the customer to swipe the card at the ICAT or you may manually enter the credit card information and follow the system prompts. Once you have performed one of these tasks, the money owed the customer is credited back to their credit card account.

14.2 Returning an Item Using the PLU Number

1. Touch the **REFUND** button on the KeyPad.

2. Enter the item's PLU number on the KeyPad

3. Touch the **PLU/SKU** button. The item appears in the ECR display with a negative (-) sign before the price of the item.

4. Touch the **TENDER** key and select the proper tender type.

    a. If the customer paid for the item with check or cash, touch the appropriate tender button and give the customer cash back.

    b. If the customer paid for the item with a credit card, touch the appropriate button. The system prompts the customer to swipe the card at the ICAT or you may manually enter the credit card information and follow the system prompts. Once you have performed one of these tasks, the money owed the customer is credited back to their credit card account.

14.3 Returning an Item Using an Open Department

The following instructions explain how to enter an open department sale item return.

1. Press the **REFUND** key.

2. Enter the amount of the sale.

3. Press the appropriate department key from the ScratchPad (for example **DAIRY**). The item appears in the ECR display with a negative (-) sign before the price of the item.

4. Finalize the sale by pressing the **TENDER** key and selecting the proper tender type.

    a. If the customer paid for the item with check or cash, touch the appropriate tender button and give the customer cash back.

    b. If the customer paid for the item with a credit card, touch the appropriate button. The system prompts the customer to swipe the card at the ICAT or you may manually enter the credit card information and follow the system prompts. Once you have performed one of these tasks, the money owed the customer is credited back to their credit card account.

14.4 Returning an Item Using the ScratchPad

1. Touch the **REFUND** button on the KeyPad.

2. Touch the item's name on the ScratchPad. The item appears in the ECR display with a negative (-) sign before the price of the item.

3. Touch the **TENDER** button. The Secondary Tender Types appear on the Nucleus screen.

    a. If the customer paid for the item with check or cash, touch the appropriate tender button and give the customer cash back.

    b. If the customer paid for the item with a credit card, touch the appropriate button. The system prompts the customer to swipe the card at the ICAT or you may manually enter the credit card information and follow the system prompts. Once you have performed one of these tasks, the money owed the customer is credited back to their credit card account.

15 PAID OUT FUNCTIONS

Use the Paid Out feature to record payments from the cash drawer to vendors, such as for purchase of retail items. When you use the Paid Out feature, the transaction is logged to the Electronic Journal, and a chit is printed and payments accounted for on your Cashier, Shift and/or Day report. If your system is programmed to do so, you may be prompted to enter a reference number and choose from a list of Vendors.

15.1 Paid Out with Reference Number

1. Touch the **Financial Operations** button to open the Financial Operations window.
2. Touch the **Paid Out** button.
3. Enter a reference number then touch **Continue** to continue or **Cancel** to quit.
4. Select a vendor from the Select Accounts window.
5. Select **OK** to continue or **Cancel** to quit.
6. Enter the amount to be paid out then select the Tender type (i.e. CASH).
7. Touch **ENTER** to complete.

15.2 Paid Out without Reference Number

1. Touch the **Financial Operations** button to open the Financial Operations window.
2. Touch the **Paid Out** button.
3. Select a vendor from the Select Accounts window.
4. Select **OK** to continue or **Cancel** to quit.
5. Enter the amount to be paid out then select the Tender type (i.e. CASH).
6. Touch **ENTER** to complete.

16 PAID IN FUNCTIONS

The following instructions explain how to process a paid in function using the Nucleus terminal. A Paid In function occurs for example when a vendor needs to refund the station for merchandise that was spoiled or defective. System programming determines whether a cashier will be prompted for a reference number. If the system requires a reference number then it will also require that a vendor be selected from the House Accounts/Vendor list for this transaction.

16.1 Paid In with Reference Number

1. Touch the **Financial Operations** button to open the Financial Operations window.
2. Touch the **Paid In** button.
3. Enter a reference number then touch **Continue** to continue or **Cancel** to quit.
4. Select a vendor from the Select Accounts window.
5. Select **OK** to continue or **Cancel** to quit.
6. Enter the amount to be paid in then select the Tender type (i.e. CASH).
7. Touch **ENTER** to complete.

16.2 Paid In without Reference Number

1. Touch the **Financial Operations** button to open the Financial Operations window.
2. Touch the **Paid In** button.
3. Select a vendor from the Select Accounts window.
4. Select **OK** to continue or **Cancel** to quit.
5. Enter the amount to be paid in then select the Tender type (i.e. CASH).
6. Touch **ENTER** to complete.

17 SAFE DROP FUNCTIONS

The following instructions describe how to make a Safe Drop from the Nucleus terminal. Whenever the system requires you to make a safe drop, it displays the Make Safe Drop window with the message, "Exceeded Cash Drawer Limits". If the cash-in-drawer limit is set at zero, the system does not display the "Exceeded Cash Drawer Limits" message. System programming determines whether a cashier will be prompted for a reference number to perform the Safe Drop function.

1. Touch the **Financial Operations** button to open the Financial Operations window.

2. Touch the **Safe Drop** button.

3. Enter the drop amount, then select the Tender type (i.e. CASH).

4. Press the **ENTER** key.

5. A chit will then print.

18 OPENING/CLOSING BALANCE

Opening and Closing cash is the term that describes recording the cashier's drawer balance at sign-on or sign-off. It's the first operation before opening the shift or day and it's the last operation before closing the shift or day.

NOTE: The Nucleus system must have "Prompt for Opening/Closing Balance" enabled for this option to be available.

1. Touch the **Nucleus** button and select **Logoff**.

2. The Logoff/Pause window will appear. Touch the **Logoff** button.

3. The system will prompt for a Closing Balance. Enter the Closing Balance and select Tender type.

4. Press **ENTER**.

5. A chit will then print if programmed to do so.

19 CLOSE SHIFT AND CLOSE DAY

The following steps explain the single terminal shift/daily close-out.

1. Touch the **Report Operations** button and select **Close Shift** to close the shift or select **Close Day** to close the day.

The system displays the "Confirm Close Shift" or the "Confirm Close Day" to confirm the operation.

2. Press the **Confirm Close Shift** or the **Confirm Close Day** to confirm the operation.

NOTE: If you receive the following message then you must return to the programming screen and select **File > Close** to close the programming window.

> You must quit Programming before performing this operation

The system displays "Enter $$$, Tender, Press <enter>" if programmed to do so.

3. Enter the closing amount and touch **ENTER** if required.

4. The system will then close the Shift/Day and logoff the cashier.

5. The shift or day report will then print.

19.1 Auto Close Day

Nucleus can be configured to automatically close the Day Report at a pre-determined time. If the IPT is being used or customers are dispensing fuel then Nucleus will wait until there is no IPT activity and then perform the automatic Close Day. The cashier will still be able to close the day manually if needed. If the cashier takes a manual Close Day within two hours prior to the automatic close day time, then the automatic close day will not happen.

With Auto Close Day enabled the cashier on the lowest numbered IPT will receive pop-up notifications beginning at 1 hour, then at 30 minutes and finally at 15 minutes prior to Auto Close beginning. The cashier may choose to close the day immediatley or let the system automatically close the day at the pre-determined time. See Figure 19-1. Any sales that are in progress on other IPTs during Auto Close Day will be assigned to the next day.
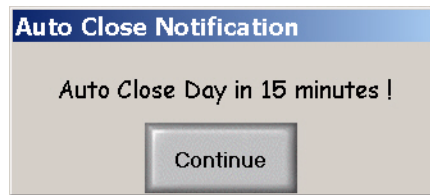
Figure 19-1 Auto Close Notification - 15 Minutes

The cashier presses **Continue** to acknowledge the pop-up. This pop-up is designed to alert the cashier that an Automatic Close Day will be happening soon and that IPT activity is discouraged during the designated time.

If a Close Day has been processed within the last 12 hours, but not within 1 hour, the cashier will get a pop-up asking if another Close Day should be taken. See Figure 19-2. If the cashier presses **Cancel**, the currently scheduled Auto Close Day will be canceled and the next Close Day will be scheduled. If the cashier presses **Yes, Take Now**, the day will be closed immediately. If the cashier presses **Yes, Take Later**, then processing will proceed as scheduled.
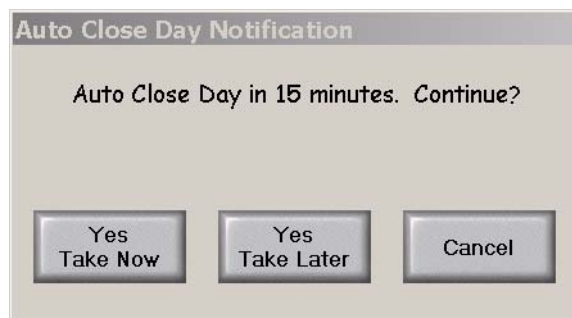
Figure 19-2 Auto Close Day Notification - 15 Minutes

20   OPERATIONS SCENARIOS

20.1 Customer Pre-Pays for Fuel Sale With Credit Card

A customer Pre-Pays the fuel purchase with a credit card. The cashier should perform the following tasks:

1. Touch the Pump number of the pump you wish to Pre-Pay.

2. Enter the dollar amount of the Pre-Pay on the Keypad.

3. Touch the Pre-Pay button.

4. Touch the Tender button.

5. Touch the Credit button.

6. Select grade of gas and touch OK

7. Customer swipes credit card at the ICAT.

8. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.2 Customer Pre-Pays for Combo Sale (Fuel And Non-fuel) With Credit Card

A customer purchases a bag of chips and a soda and wants to Pre-Pay $5.00 of gas. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to Pre-Pay.

7. Enter the dollar amount of the Pre-Pay on the Keypad.

8. Touch the Pre-Pay button.

9. Touch the Tender button.

10. Touch the Credit button.

11. Select grade of gas and touch OK
12. Customer swipes credit card at the ICAT.
13. Tear off the receipt and give it to the customer to sign. Retain receipt.
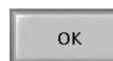
20.3 Customer Pays for Fuel Sale With Credit Card

A customer pays for fuel purchase with a credit card. The cashier should perform the following tasks:

1. Touch the Pump number of the pump you wish to pay.

2. Touch the Transfer Fuel button.

3. Touch the Tender button.

4. Touch the Credit button.
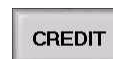
5. Customer swipes credit card at the ICAT.
6. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.4 Customer Pays Non-Fuel Items With Credit Card

A customer purchases a bag of chips and a soda and pays with a credit card. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Tender button.

7. Touch the Credit button.

8. Customer swipes credit card at the ICAT. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.5 Customer Pays for Combo Sale (Fuel And Non-fuel) With Credit Card

A customer purchases a bag of chips and a soda and wants to pay for gas already pumped using a credit card. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to Pay off.

7. Touch the Transfer Fuel button.

8. Touch the Tender button.

9. Touch the Credit button.

10. Customer swipes credit card at the ICAT.
11. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.6 Customer Pays for Fuel Sale With Debit Card

A customer pays for fuel purchase with a debit card. The cashier should perform the following tasks:

1. Touch the Pump number of the pump you wish to pay.

2. Touch the Transfer Fuel button.

3. Touch the Tender button.

4. Touch the Debit button.

5. Customer swipes debit card at the ICAT.
6. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.7 Customer Pays Non-Fuel Items With Debit Card

A customer purchases a bag of chips and a soda and pays with a debit card. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.
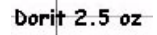
3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Tender button.

7. Touch the Debit button.

8. Customer swipes debit card at the ICAT.

9. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.8 Customer Pays for Combo Sale (Fuel And Non-fuel) With Debit Card

A customer purchases a bag of chips and a soda and wants to pay for gas already pumped using a debit card. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to Pay off.

7. Touch the Transfer Fuel button.

8. Touch the Tender button

9. Touch the Debit button.

10. Customer swipes debit card at the ICAT.

11. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.9 Customer Pays for Fuel Sale With Fleet Card

A customer pays for fuel purchase with a fleet card. The cashier should perform the following tasks:

1. Touch the Pump number of the pump you wish to pay.

2. Touch the Transfer Fuel button.

3. Touch the Tender button.

4. Touch the Credit button.

5. Customer swipes fleet card at the ICAT and follows prompts for Driver ID and Odometer reading or other similar prompts. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.10 Customer Pays Non-Fuel Items With Fleet Card

A customer purchases a bag of chips and a soda and pays using a fleet card. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Tender button.

7. Touch the Credit button.
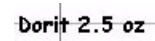
8. Customer swipes fleet card at the ICAT and follows prompts for Driver ID and Odometer reading or other similar prompts. Tear off the receipt and give it to the customer. Retain a copy of the receipt.

20.11 Customer Pays for Combo Sale (Fuel And Non-fuel) With Fleet Card

A customer purchases a bag of chips and a soda and wants to pay for gas already pumped using a fleet card. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to Pay off.

7. Touch the Transfer Fuel button.

8. Touch the Tender button.

9. Touch the Credit button.

10. Customer swipes fleet card at the ICAT and follows prompts for Driver ID and Odometer reading or other similar prompts. Tear off the receipt and give it to the customer. Retain a copy of the receipt. Retain a copy of the receipt.

20.12 Customer Pre-Pays for Fuel Sale with Cash, Next Denomination

A customer wants to Pre-Pay a gas purchase using cash. The cashier should perform the following tasks:

1. The customer tells you that she wants to pay for $9 worth of gas.

2. Touch the pump icon for the pump that she is using.

3. Enter **9 0 0** on the keypad.

4. Touch the Pre-Pay button.

5. Touch the Tender button.

6. Touch the Next Dollar Amount button. In this case, the button shows $10 on it.

7. Give the amount of change shown on the ECR back to the customer.

8. The customer can now go and dispense fuel.

20.13 Customer Pre-Pays for Fuel Sale with Cash, Exact Amount

A customer wants to Pre-Pay a gas purchase using cash. The cashier should perform the following tasks:

1. The customer tells you that she wants to pay for $9 worth of gas.

2. Touch the pump icon for the pump that she is using.

3. Enter **9 0 0** on the keypad.

4. Touch the Pre-Pay button.

5. Touch the TENDER button.

6. Touch the CASH button.

7. The customer can now go and dispense fuel.

20.14 Customer Pre-Pays for Non-fuel Sale With Cash, Next Dollar Amount

A customer purchases a bag of chips and a soda and wants to pay with cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the TENDER button.

7. Touch the Next Dollar Amount button. In this case, the button shows $10 on it.

8. Give the amount of change shown on the ECR back to the customer.

9. The customer can now go and dispense fuel.

20.15 Customer Pre-Pays for Non-fuel Sale With Cash, Exact Amount

A customer purchases a bag of chips and a soda and wants to pay with cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

Dr Pep 20 oz

6. Touch the TENDER button.

TENDER

7. Touch the CASH button.

CASH

20.16 Customer Pre-Pays for Combo Sale (Fuel And Non-fuel) Cash, Next Dollar Amount

A customer purchases a bag of chips and a soda and wants to Pre-Pay $5.00 of gas with cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

popular items!

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

Dorit 2.5 oz

3. Touch the Department button in the Scratchpad Window.

DEPT

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

Dr Pep 20 oz

6. Touch the Pump number of the pump you wish to Pre-Pay.

1

7. Enter the dollar amount of the Pre-Pay on the Keypad.

$1.00

8. Touch the Pre-Pay button.

PRE-PAY

9. Touch the Tender button.

10. Touch the Next Amount Tender button. In this case, it shows $10.00 on it. The customer's receipt prints out on the printer.

$10.00
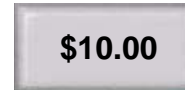
11. Tear off the receipt and give it to the customer.

12. The customer can now go and dispense fuel.

20.17 Customer Pre-Pays for Combo Sale (Fuel And Non-fuel) With Cash, Exact Amount

A customer purchases a bag of chips and a soda and wants to Pre-Pay $5.00 of gas with cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to Pre-Pay.

7. Enter the dollar amount of the Pre-Pay on the Keypad.

$1.00

8. Touch the Pre-Pay button.

9. Touch the Tender button.

10. Touch the CASH button.

11. The customer can now go and dispense fuel.

20.18 Customer Pays for Fuel Sale with Cash, Next Denomination

A customer wants to pay the gas purchase using cash of the next denomination up. The cashier should perform the following tasks:

1. The customer tells you that she wants to pay for $9 worth of gas.

2. Touch the Pump number of the pump you wish to pay off.

3. Touch the Stack button if needed to display the correct sale.

4. Touch the Transfer Fuel button.

5. Touch the Tender button.

6. Touch the Next Dollar Amount button. In this case, the button shows $10 on it.

7. Give the amount of change shown on the ECR back to the customer.
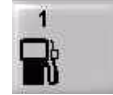
20.19 Customer Pays for Fuel Sale with Cash, Exact Amount

A customer wants to pay the gas purchase using the exact amount of cash. The cashier should perform the following tasks:

1. The customer tells you that she wants to pay for $9 worth of gas.

2. Touch the Pump number of the pump you wish to pay off.

3. Touch the Stack button if needed to display the correct sale.

4. Touch the Transfer Fuel button.

5. Touch the Tender button.

6. Touch the CASH button.

20.20 Customer Pays for Non-fuel Sale With Cash, Next Dollar Amount

A customer purchases a bag of chips and a soda using cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.
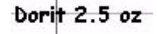
3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the TENDER button.

7. Touch the Next Dollar Amount button. In this case, the button shows $10 on it.

8. Give the amount of change shown on the ECR back to the customer.

20.21 Customer Pays for Non-fuel Sale With Cash, Exact Amount

A customer purchases a bag of chips and a soda using cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.
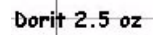
3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.
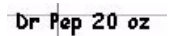
6. Touch the TENDER button.

7. Touch the CASH button.

20.22 Customer Pays for Combo Sale (Fuel And Non-fuel) With Cash, Next Dollar Amount

A customer purchases a bag of chips and a soda and wants to pay off a $5.00 gas purchase using cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to pay off.

7. Touch the Stack button if needed to display the correct sale.

8. Touch the Transfer Fuel button.

9. Touch the Tender button.

10. Touch the Next Dollar Amount button. In this case, the button shows $10 on it.

11. Give the amount of change shown on the ECR back to the customer.

20.23 Customer Pays for Combo Sale (Fuel And Non-fuel) With Cash, Exact Amount

A customer purchases a bag of chips and a soda and wants to pay off a $5.00 gas purchase using cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to pay off.

7. Touch the Stack button if needed to display the correct sale.

8. Touch the Transfer Fuel button.

9. Touch the Tender button.

10. Touch the CASH button.

20.24 Customer Pre-Pays for Fuel Sale with Check

Customer wants to Pre-pay a fuel sale and pay using a check.

1. Touch the Pump number of the pump you wish to Pre-Pay.

2. Enter the dollar amount to pre-pay on the keypad.

3. Touch the Pre-Pay button.

4. Touch the Tender button.

5. Touch the CHECK button, follow standard validation procedures for checks and place the check in the drawer.

6. The customer can now go and dispense fuel.
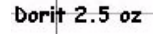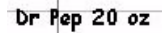
20.25 Customer Pays for Non-fuel Sale With Check

A customer purchases a bag of chips and a soda and pays with a check. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Tender button.

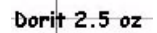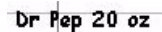7. Touch the CHECK button, follow standard validation procedures for checks and place the check in the drawer.

20.26 Customer Pre-Pays for Combo Sale (Fuel And Non-fuel) With Check

A customer purchases a bag of chips and a soda and wants to Pre-Pay $5.00 of gas with a check. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to Pre-Pay.

7. Enter the dollar amount to pre-pay on the keypad.

8. Touch the Pre-Pay button.

9. Touch the Tender button.

10. Touch the CHECK button, follow standard validation procedures for checks and place the check in the drawer.

11. The customer can now go and dispense fuel.

20.27 Customer Pays for Fuel Sale with Check

A customer wants to Pay the gas purchase using a check. The cashier should perform the following tasks:

1. The customer tells you that she wants to pay for a $9 gas purchase.

2. Touch the Pump number of the pump you wish to pay off.

3. Touch the Stack button if needed to display the correct sale.

4. Touch the Transfer Fuel button.

5. Touch the Tender button.

6. Touch the CHECK button, follow standard validation procedures for checks and place the check in the drawer.

20.28 Customer Pays for Combo Sale (Fuel And Non-fuel) With Check

A customer wants to pay for a soda, a bag of chips and a $5.00 gas purchase with a check. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

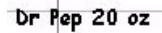2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Pump number of the pump you wish to pay off.

7. Touch the Stack button if needed to display the correct sale.

8. Touch the Transfer Fuel button.

9. Touch the Tender button.

10. Touch the CHECK button, follow standard validation procedures for checks and place the check in the drawer.

20.29 Customer Pre-Pays for Fuel Sale and Car Wash with Credit Card

A customer Pre-Pays fuel purchase and car wash with a credit card. The cashier should perform the following tasks:

1. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

2. Touch the Pump number of the pump you wish to Pre-Pay.

3. Enter the dollar amount of the Pre-Pay on the Keypad.

4. Touch the Pre-Pay button.

5. Touch the Tender button.

6. Touch the Credit button.

7. Select grade of gas and touch OK.

8. Customer swipes credit card at the ICAT.

9. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.30 Customer Pre-Pays for Combo Sale (Fuel And Non-fuel) Car Wash with Credit Card

A customer purchases a soda, a bag of chips, a car wash and wishes to Pre-Pay $5.00 of gas. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

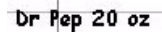2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

7. Touch the Pump number of the pump you wish to Pre-Pay.

8. Enter **5 0 0** on the keypad as the dollar amount of the Pre-Pay.

9. Touch the Pre-Pay button.

10. Touch the Tender button.

11. Touch the Credit button.

12. Select grade of gas and touch OK.

13. Customer swipes credit card at the ICAT.

14. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.31 Customer Pays for Fuel Sale and Car Wash with Credit Card

A customer pays for fuel purchase and car wash with a credit card. The cashier should perform the following tasks:

1. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

2. Touch the Pump number of the pump you wish to pay off.

3. Touch the Transfer Fuel button.

4. Touch the Tender button.

5. Touch the Credit button.

6. Customer swipes credit card at the ICAT.

7. Tear off the receipt and give it to the customer to sign. Retain receipt.
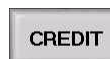
20.32 Customer Pays for Combo Sale (Fuel And Non-fuel) and Car Wash with Credit Card

A customer purchases a soda, a bag of chips, a car wash and wants to pay for gas already pumped. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

7. Touch the Pump number of the pump you wish to Pay off.

8. Touch the Transfer Fuel button.

9. Touch the Tender button.

10. Touch the Credit button.Customer swipes credit card at the ICAT.

11. Customer swipes credit card at the ICAT.

12. Tear off the receipt and give it to the customer to sign. Retain receipt.

20.33 Customer Pre-Pays for Fuel Sale and Car Wash with Cash

A customer Pre-Pays fuel purchase and car wash with cash. The cashier should perform the following tasks:

1. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

2. Touch the Pump number of the pump you wish to Pre-Pay.

3. Enter the dollar amount of the Pre-Pay on the Keypad.

4. Touch the Pre-Pay button.

5. Touch the Tender button.

6. Touch the CASH button.

20.34 Customer Pre-Pays for Combo Sale (Fuel And Non-fuel) and Car Wash with Cash

A customer purchases a soda, a bag of chips, a car wash and wishes to Pre-Pay $5.00 of gas. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

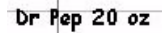2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

7. Touch the Pump number of the pump you wish to Pre-Pay.

8. Enter **5 0 0** on the keypad as the dollar amount of the Pre-Pay.

9. Touch the Pre-Pay button.

10. Touch the Tender button.

11. Touch the CASH button.

20.35 Customer Pays for Fuel Sale and Car Wash with Cash

A customer pays for fuel purchase and car wash with cash. The cashier should perform the following tasks:

1. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

2. Touch the Pump number of the pump you wish to pay off.

3. Touch the Transfer Fuel button.

4. Touch the Tender button.

5. Touch the CASH button.

20.36 Customer Pays for Combo Sale (Fuel And Non-fuel) and Car Wash with Cash

A customer purchases a soda, a bag of chips, a car wash and wants to pay for gas already pumped using cash. The bag of chips is listed in the Popular Items section of the Scratchpad. The cashier should perform the following tasks:

1. Touch the Popular Items button in the ScratchPad window.

2. Touch the name of the bag of chips in the Popular Items view of the ScratchPad.

3. Touch the Department button in the Scratchpad Window.

4. Touch the Department name that the soda is listed under (for example, Taxable Beverages).

5. Touch the name of the soda in the Scratchpad Window.

6. Touch the Car Wash Button in the ScratchPad. The car washes which have been programmed into the Nucleus System appear in the ScratchPad, then touch the car wash to purchase.

7. Touch the Pump number of the pump you wish to Pay off.

8. Touch the Transfer Fuel button.

9. Touch the Tender button.

10. Touch the CASH button.

21 SPECIAL CIRCUMSTANCES

21.1 Customer Attempts to Pay with Credit Card - Credit Card Denied

1. Enter items into the ECR.

2. Touch the Tender button then the Credit button.

3. The customer swipes a credit card at the ICAT.

4. The message box shows a credit card denial message.

5. Ask the customer to use a different tender type to pay for the sale.

6. Touch Continue and re-tender with another card or tender type.
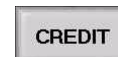
21.2 Customer Decides Not to Make Purchase After it is Rung Up.

Customer begins to purchase items but finds that he doesn't have cash or credit card and can't pay.

1. The customer approaches the register with retail items.

2. Enter the items into the ECR.

3. Touch the Tender button.

4. The customer finds that they don't have enough money to pay for the purchase.

5. Touch the Cancel Button. The Cancel Item, Cancel Sale, and Close buttons appear.

6. Touch the Cancel Sale button. The Confirm Cancel Button appears.

7. Touch the Confirm Cancel button. The sale is canceled, and you may begin the next transaction.

21.3 Customer Swipes Credit Card But Gets a Card Read Error.

1. The customer approaches the register with retail items and wants to pay with a credit card.

2. Enter the items into the ECR.

3. Touch the TENDER button.

4. Touch the Credit button.

5. Customer swipes card but gets a Card Read Error on the ICAT. Customer swipes the card two more times and the System responds with "Card Read Error - Enter Account Number Manually" displayed on the terminal.

6. Touch the Continue button.

7. Touch the Tender button.

8. Touch the Credit button and manually enter the card data.

9. Ask the customer for the card so that the card data can be manually entered.

10. Tear off the receipt and give it to the customer to sign. Retain receipt.

22 IPT SCENARIOS FOR CAT TRANSACTIONS

The following information provides examples of transactions that may be encountered during operation of a pump equipped with a CAT.

NOTE: Depending on card type, the CAT may request additional information (i.e., odometer reading, driver identification number).

NOTE: Depending on pump configuration, the CAT may display different pump start prompts than the examples shown below, however the basic operation of the IPT will be the same.

22.1 Normal Operation

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD OR REMOVE NOZZLE	
inserts card	REMOVE CARD QUICKLY	
removes card	ONE MOMENT PLEASE...	
	REMOVE NOZZLE LIFT LEVER	
removes nozzle	BEGIN FUELING	
begins fueling	REPLACE NOZZLE WHEN FINISHED	
replaces nozzle	RECEIPT? PRESS YES OR NO *	
presses **YES**	PRINTING RECEIPT PLEASE WAIT	
	RECEIPT IS READY	
	THANK YOU	
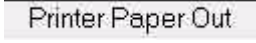
* If the customer pressed "No" or did not make a selection at the "Receipt?" prompt, the CAT displays the "See Attendant For Receipt" prompt, followed by "Thank You."

22.2 Paper Low

Customer Action	CAT Display	Nucleus Display and Pump Information window
replaces nozzle	PRINTING RECEIPT PLEASE WAIT	
	RECEIPT IS READY THANK YOU	Printer Paper Low

A "Printer Paper Low" message within a yellow box is displayed on the IPT.

22.3 Paper Out (Paper Runs Out While Printing Receipt)

Customer Action	CAT Display	Nucleus Display and Pump Information window
replaces nozzle	PRINTING RECEIPT PLEASE WAIT	
	THANK YOU	Printer Paper Out

If the paper runs out while printing a receipt, a "Printer Paper Out" message within a yellow box is displayed on the IPT. The customer can go inside and request a receipt.

22.4 Paper Out (Paper Already Out)

Customer Action	CAT Display	Nucleus Display and Pump Information window
replaces nozzle	SEE ATTENDANT FOR RECEIPT	
	THANK YOU	Printer Paper Out

If the paper has run out at the CAT, a "Printer Paper Out" message within a yellow box is displayed on the IPT. The customer can go inside and request a receipt.

22.5 Attempted CAT Use After Fueling Begins with Cash Pre-Auth

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD OR REMOVE NOZZLE	
lifts nozzle	INSERT CARD OR REMOVE NOZZLE	(cashier authorizes pump)
begins fueling	BEGIN FUELING PAY INSIDE	
squeezes nozzle and inserts card at about the same time	PUMP STOPPED, RE-PLACE NOZZLE	Message from CAT#1 — Error: Unauthorized fueling started during CAT sale. Continue *or* Message from CAT#1 — Error: Cannot reserve pump for authorize. Continue
replaces nozzle	PUMP STOPPED, RE-PLACE NOZZLE	

The CAT displays the "Pump Stopped" message until the cashier restarts the pump.

22.6 Attempted CAT Use With 3 Stacked Sales

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
inserts card	REMOVE CARD QUICKLY ONE MOMENT PLEASE PUMP STOPPED PLEASE WAIT	 (cashier Presses CONTINUE)
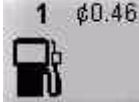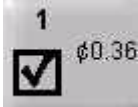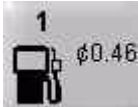
The Nucleus system can only stack up to 3 CAT sales. The cashier must pay off at least 1 stacked sale.

22.7 Attempted CAT Use After Dispenser Has Been Pre-Paid Indoors

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
prepays inside	REMOVE NOZZLE LIFT LEVER	
inserts and removes card	PUMP STOPPED	

Message from CAT#1
Card Inserted when takeover is not allowed.
Continue

(cashier presses CONTINUE
and then Restarts Pump)

	REMOVE NOZZLE LIFT LEVER	
lifts nozzle	BEGIN FUELING	
pumps prepaid amount	REPLACE NOZZLE WHEN FINISHED	
replaces nozzle	RECEIPT PRINTING PLEASE WAIT	

22.8 Attempted CAT Use After An Incomplete Prepay

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
prepays inside	REMOVE NOZZLE LIFT LEVER	
lifts nozzle	BEGIN FUELING	
begins fueling	REPLACE NOZZLE WHEN FINISHED	
replaces nozzle before prepay complete	RECEIPT PRINTING PLEASE WAIT	1 ¢0.46

Customer Action	CAT Display	Nucleus Display
idle state	INSERT CARD TO BEGIN FUELING	1 ¢0.46
2nd customer inserts card	REMOVE CARD QUICKLY	1 ¢0.46 R
	ONE MOMENT PLEASE	1 ☑ ¢0.36
	BEGIN FUELING	1 ¢0.46
	RECEIPT? PRESS YES OR NO	1 ¢0.46

Complete the transaction as a normal CAT sale. The prepay customer goes inside for a refund.

22.9 Card Swipe Delay

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
inserts card	REMOVE CARD QUICKLY	
leaves card in reader	REMOVE CARD	
	PUMP STOPPED PLEASE WAIT	
		Message from CAT#1 Pump Stopped: Card left in reader. Continue (Message only comes up on IPT#1 Cashier presses CONTINUE)
removes card *	PUMP STOPPED PLEASE WAIT	
lifts nozzle	PUMP STOPPED PLEASE WAIT	**(**cashier **Starts Pump)**
	INSERT CARD OR REMOVE NOZZLE	(cashier Authorizes Pump)
	BEGIN FUELING	
begins fueling	PLEASE PAY ATTENDANT	
replaces nozzle	PLEASE PAY CASHIER INSIDE	1 6.60

* If the customer leaves a card in the reader and removes it later, the system prompts the customer to pay inside.

NOTE: The above scenario is only valid for Wayne dispensers.

22.10 Card Not Removed

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
inserts card	REMOVE CARD QUICKLY	
leaves card in reader	REMOVE CARD	
	PUMP STOPPED PLEASE WAIT	

Message from CAT#1

Pump Stopped: Card left in reader.

Continue

(Message only comes up on IPT#1
Cashier presses CONTINUE)

If a card is inserted in the outdoor reader but not removed, an error tone is sounded at the CAT for 5 seconds. The system reserves the pump for authorization then goes to Pump Stop prevent the cashier from authorizing the terminal.

NOTE: The above scenario is only valid for Wayne dispensers.

22.11 No Card Read

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
inserts card	REMOVE CARD QUICKLY	
removes card but no read on first and second attempts	ERROR: RE-INSERT CARD	
removes card on third attempt	PUMP STOPPED PLEASE WAIT	
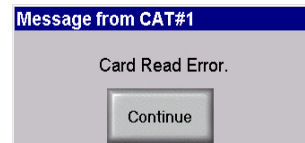
Message from CAT#1

Card Read Error.

Continue

(Message only comes up on IPT#1
Cashier presses CONTINUE)

	PUMP STOPPED PLEASE WAIT	

(cashier **Starts Pump)**

idle state	INSERT CARD OR REMOVE NOZZLE	
inserts card correctly	REMOVE CARD QUICKLY	
removes card	ONE MOMENT PLEASE...	
	REMOVE NOZZLE LIFT LEVER	
removes nozzle	BEGIN FUELING	
begins fueling	REPLACE NOZZLE WHEN FINISHED	
replaces nozzle	RECEIPT? PRESS YES OR NO	

Customer Action	CAT Display	Nucleus Display
presses yes	PRINTING RECEIPT * PLEASE WAIT	
	RECEIPT IS READY	
	THANK YOU	

* If the customer pressed "No" or did not make a selection at the Receipt?" prompt, the CAT displays the "See Attendant For Receipt" prompt, followed by "Thank You."

22.12 Expired Card

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
inserts card	REMOVE CARD QUICKLY	
removes card	EXPIRED CARD SEE CASHIER	
		Message from CAT#1 Expired card. Continue **(**cashier **Presses CONTINUE)**
	PUMP STOPPED PLEASE WAIT	**(Cashier Starts Pump)**
idle state	INSERT CARD TO BEGIN FUELING	

22.13 Attempted CAT Use During Fueling (Cashier Authorized Sale)

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD TO BEGIN FUELING	
prepays inside	REMOVE NOZZLE LIFT LEVER	
inserts and removes card	PUMP STOPPED PLEASE WAIT	
		 (cashier **Presses CONTINUE** **and then Restarts Pump)**
	REMOVE NOZZLE LIFT LEVER	
	IDLE MESSAGE	
replaces nozzle	PUMP STOPPED PLEASE WAIT	
pays inside	INSERT CARD TO BEGIN FUELING	

22.14 CAT Purchased Car Wash

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD OR REMOVE NOZZLE	
inserts card	REMOVE CARD QUICKLY	
removes card	ONE MOMENT PLEASE...	
	REMOVE NOZZLE LIFT LEVER	
removes nozzle	BEGIN FUELING	

138

Customer Action	CAT Display	Nucleus Display
begins fueling	REPLACE NOZZLE WHEN FINISHED	
replaces nozzle	BUY A CAR WASH? * PRESS YES / NO	
select **YES**	SELECT CAR WASH ** 1-3 ANYTIME 3.00 THE WORKS *** PRESS 3 2.00 DELUXE *** PRESS 2 1.00 EXPRESS *** PRESS 1	
customer presses 1	CAR WASH CODE IS ON RECEIPT PRINTING RECEIPT PLEASE WAIT RECEIPT IS READY THANK YOU	

* If the customer selects NO, the system displays the "Receipt? Press Yes or No key" prompt. If the customer does not make a selection, the system displays the "Receipt Available Inside" prompt.

** If the customer does not make a selection, the "For Car Wash See Cashier" prompt displays.

*** The price and name are programmable via Car Wash Programming.

22.15 CAT Discounted Car Wash

Customer Action	CAT Display	Nucleus Display
idle state - no customer	INSERT CARD OR REMOVE NOZZLE	
inserts card	REMOVE CARD QUICKLY	
removes card	ONE MOMENT PLEASE...	
	REMOVE NOZZLE LIFT LEVER	
removes nozzle	BEGIN FUELING	
begins fueling	REPLACE NOZZLE WHEN FINISHED	
replaces nozzle	YOU EARNED A CAR WASH DISCOUNT!	
	DO YOU WANT A CAR WASH? YES / NO	
select **YES**	SELECT CAR WASH ** 1-3 ANYTIME	
	1.00 EXPRESS *** PRESS 1	
	2.00 DELUXE *** PRESS 2	
	3.00 THE WORKS *** PRESS 3	
customer presses 1	CAR WASH CODE IS ON RECEIPT	
	PRINTING RECEIPT PLEASE WAIT	
	RECEIPT IS READY	
	THANK YOU	

* If the customer selects NO, the system displays the "Receipt? Press Yes or No key" prompt. If the customer does not make a selection, the system displays the "Receipt Available Inside" prompt.

** If the customer does not make a selection, the "For Car Wash See Cashier" prompt displays.

*** The price and name are programmable via Car Wash Programming.

23 FULL SERVE OPERATION

Full Serve or Attended Mode is when an attendant is present at the CAT and handles dispensing fuel and handles the transaction for the customer. This includes swiping a customer's credit or debit card, accepting cash for transaction payment, answering receipt and carwash prompts, and completing the sale. Sales are finalized at the CAT without assistance from an indoor cashier, except for error conditions that cannot be properly handled at the CAT.

Full Serve sales at a CAT require an attendant to sign on to the CAT as if it where an IPT. Commands are entered at the CAT keypad to control the sale and the pump. Full Serve operates in two different states or modes.

- **Session Mode** - allows an attendant to sign on, perform a sale, complete the sale, and then wait for another customer.
- **Transaction Mode -** automatically logs the attendant off of the CAT after the transaction or sale completes so that multiple CATs can be manned by one attendant.

NOTE: Full Serve functionality and selling of PLU/SKU items at the CAT/CRINDS is available with Wayne and Gilbarco dispensers. Full Serve or selling PLU/SKU items at the CAT is supported with Gilbarco Advantage and Encore dispensers. Carwash sales at the CAT will continue to be supported for all dispenser brands.

23.1 Programming

The Full Serve feature must be enabled by going to the Programming access window and selecting **System > Pump > Site Setup** and check the Full Serve Enable box and the Service Levels Enable box. See the figure below.

Figure 23-1 Pump Site Programming Window

Once the Full Serve feature is enabled, individual pumps can be switched to Full Serve operation by going into **System > Pump > Each > Modify** and selecting Self or Full service level. See the figure below.
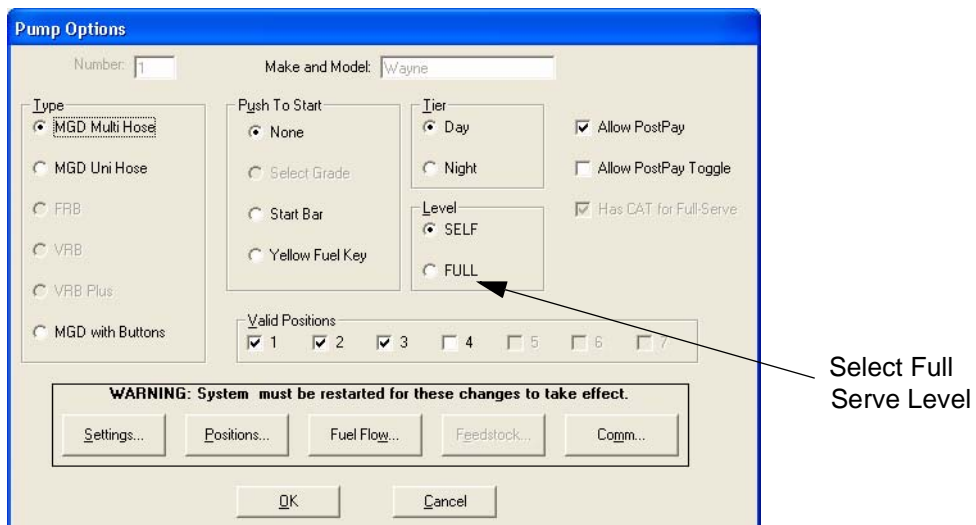
Figure 23-2 Pump Options Window

Full Serve CAT commands and Security levels can be modified by going into programming and select **System > CAT > Site > Full Serve**. This window allows the user to view and change the Full Serve Key Commands and Security levels required to perform each of the actions. Any number from 1 through 9 can be programmed for the commands. The default commands are shown below and will be used if a site does not change them. For any changes to take effect, the system must be restarted.

NOTE: For Full Serve operations to execute normally, the site must not have Auto-Auth and Auto-Pay enabled for pumps programmed as full serve.
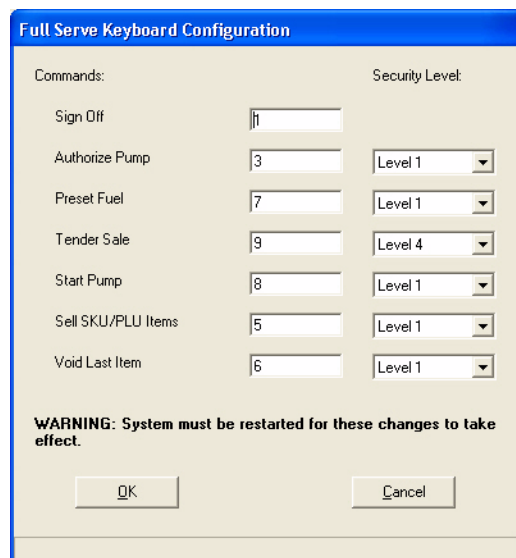
Figure 23-3 Full Serve Keypad Configuration Window

The Full Serve Attendant report can be programmed to close automatically with either the Day report or the Shift report or it can be set up so that auto close is disabled. Go to **Programming > Reports > Setup > Full-Serve Attendant** to program auto close.

23.2 Entering Commands at the Full Serve CAT

The Full Serve attendant enters commands at the CAT by pressing the key on the CAT which represents the command desired followed by the ENTER key. When entering data or commands at the CAT the ENTER key must always be pressed to enter the command. The YES and NO keys are the only keys that do not require the ENTER key to be used. In the above Full Serve Keyboard Configuration screen the commands are:

* 1 <ENTER>= Sign the attendant off of the CAT
* 3 <ENTER> = Authorize the pump and begin dispensing fuel
* 7 <ENTER> = Enter a preset dollar amount of fuel to dispense
* 9 <ENTER> = Enter the amount of cash received from the customer
* 8 <ENTER> = Starts a pump that has been previously stopped
* 5 <ENTER> = Enables the entry of a PLU or SKU number of an item for sale at the Full Serve island.
* 6 <ENTER> = Voids the last PLU or SKU item entered.

NOTE: The Full Serve Attendant report will not automatically close and generate a Z report if an attendant is still signed on at the CAT when the close shift or close day is performed. An X report will be generated instead.

23.3 Full Serve Attendant Operations

A Full Serve pump is authorized by the attendant using a key command or by inserting a payment card. After authorization, the attendant begins fueling by following the prompts. These include Remove Nozzle, Select Grade, and Push Start Bar. To complete the transaction, the attendant replaces the nozzle and answers any prompts that are displayed. This can also include prompts for selling or awarding a carwash. These are the same prompts that are displayed on a self serve pump at the same site. After fueling is complete for a cash sale, the Sale Total will be displayed and a tender is needed. After the attendant enters the "Tender" command, a tender amount will be prompted, "Change Due" is displayed, and the receipt is prompted for and printed, if selected.

Commands are always entered by typing the command number followed by pressing the **ENTER** key**.** If additional data is required for the command, the data is typed in, followed by pressing **ENTER**. All typed commands and data values are shown on the CAT display. For commands requiring a dollar amount to be entered, the display will start with "**$.**" and change as digits are typed (no decimal point entry required). The Cancel Sale and Sign Off commands will require the attendant to confirm the request by pressing the "Yes" key or the "No" key to cancel the request. Commands may be cancelled by pressing the **CANCEL** key. If "Cancel" is pressed when waiting for the tender command, confirmation will be needed to cancel the sale and turn the sale into an indoor sale.

The idle prompt will be either "Enter Command" or, if the attendant is not signed on, "Please Sign On".

```
Enter Command (or)
Please Sign On
```

If an invalid command is entered, the prompt will change to "Invalid Command", as shown below. After this prompt is displayed for several seconds, the CAT will show "Enter Command" again.

```
Invalid Command
```

23.3.1 Sign On

The first thing an attendant should do is to Sign On to the CAT. The sign on prompt is displayed immediately after the CAT and pump have been put into Full Serve mode.

The attendant will need to first:

1. Enter his/her ID at the Sign On prompt. The attendant ID will be the same as the employee ID shown at the employee programming window.

NOTE: Outdoor Attendant logon passwords are now allowed to be as few as 2 digits to speed up the log on procedure for outdoor attendants. See the Employee Programming section of the Nucleus Programming manualPN 2-920494.

2. Enter the password at the "Enter Password" prompt. The CAT display will show asterisks characters as the password is entered.

3. If the ID and password entries are correct, the attendant is signed on. Otherwise the display will show "Invalid User" for several seconds and then go back to the Sign On prompt.

```
Please Sign On
```

```
Enter Password
```

```
Invalid User
```

If the password which is entered is valid but has expired, the attendant will need to go indoors and update their password. This can be accomplished by logging on to any IPT, and selecting a new password when prompted. The following prompt will display at the CAT:

```
Password Expired
Please Go Inside
```

After an attendant has signed on to a CAT, the idle prompt is displayed as shown below and the CAT waits for full serve commands. At this point, the attendant can either swipe a card to start a card sale or enter the "Authorize Pump" or the "Fuel Preset" command to start a cash sale.

```
Enter Command Or
Start Sale:
```

23.3.2 Sign Off

If the CAT is in Transaction mode, the attendant will be automatically logged off the CAT once the transaction is complete. For session mode, the attendant must log off of the CAT for the system to allow another attendant to logon or to put the CAT in a non-sale mode. In either case, the CAT will display the "Please Sign On" prompt after a successful logoff.

To sign off in session mode:

1. The attendant must press the sign off command followed by **ENTER**. Once this is done, the following prompt will be displayed.

```
Sign Off?
Press YES or NO
```

2. The attendant must verify the action by pressing the "Yes" key to confirm or the "No" key to cancel. If the answer is "No", the prompt will go back to "Enter Command", as shown previously.

23.3.3 Authorize Pump Command

The authorize pump command authorizes the pump just as if the IPT authorized the pump. This command may fail for several reasons, including: pump is off-line, pump is in an error state, pump has reached maximum stack sales, or attendant is not signed on. If the attendant attempts to authorize the pump when it is in one of these states, an error message will be displayed for several seconds and the pump will be stopped. The CAT will then show the prompt "Pump Stopped, Enter Cmd:", the attendant will have to start the pump using the "Start Pump" command.

```
Auth Pump Failed
Pump Stopped
```

Or

```
Reserv Pump Fail
Pump Stopped
```

To Authorize a pump the attendant presses the authorize command followed by **ENTER**.

After the attendant enters the Authorize Pump Command, the pump will be authorized. The normal fueling prompts will then be displayed starting with "Lift Nozzle." Using the Authorize pump command will make the transaction a post pay sale. After fueling is complete the CAT display will show "Subtot $xxxx.xx Amount Due" as shown below.

```
Subtot$xxxx.xx
Amount Due
```

23.3.4 Preset Fuel Sale Command

Use this command to limit the dollar amount of fuel that will be dispensed during the transaction.

The attendant should:

1. Press the Preset command followed by **ENTER**. Once this is done, the next prompt is "Enter Fuel Amount" as shown below.

```
Enter Fuel
Amount $    .
```

2. The attendant enters an amount, this includes entering dollars and cents, the pump will be authorized for that dollar amount and then display the following message for the amount of time defined by the Pay Attendant Prompt Timeout:

```
Preset for $xxx.xx
```

Like the Authorize Pump Command, this command could also fail for the same reasons listed above and would display the same error messages. If an amount of 0 or an amount larger than the programmed maximum is entered, the above prompt will be displayed again.

23.3.5 Tender Sale Command

After fueling is complete on a cash or credit sale, Nucleus will wait for the tender or another command. At this point, the following prompt will be displayed:

```
Subtot$xxxx.xx
Enter Command
```

The Tender Sale Command is used to tender a cash or credit sale and the Cancel command is used to send the transaction indoors. To issue the command:

1. The attendant enters the Tender Sale Command, followed by **ENTER**. When Enter is pressed, the prompt will display the amount owed.

2. The attendant then enters the amount received from the customer, followed by **ENTER**. If the amount entered is sufficient, change due will be calculated and displayed for several seconds. The attendant will then be prompted for a receipt, or the receipt will print if a car wash has been purchased.

147

```
Change Due
$xxxx.xx
```

If the attendant types in a dollar amount less than the amount due or greater than the high limit allowed by the Cash tender programming, the CAT will display "Amount Not Valid." The attendant should then attempt to tender the sale again.

```
Amount Not Valid
```

NOTE: To tender a card sale, the attendant must swipe the payment card at the start of the sale. A card swipe is NOT allowed once fueling begins and the Tender Sale key command cannot be used to tender a card sale.

23.3.6 Cancel Sale Command

The Cancel Sale command is only used to cancel the outside sale and allow for the sale to be tendered indoors. If a carwash is purchased and the sale is canceled, the carwash purchase will be automatically canceled and will not transfer indoors.

To cancel the sale and send it indoors:

1. The attendant presses the **Cancel** key while Nucleus is waiting for fueling or waiting for the Tender Sale command. The CAT will prompt the attendant to confirm the action with the following display:

```
Cancel Sale?
Press YES or NO
```

2. If the attendant presses the YES key, the sale will be canceled if fueling has not occurred. If fueling is complete, the IPT will display an unpaid fuel sale that must be tendered indoors. The CAT will display "Sale Cancelled, Pay Inside." If the pump has been authorized but the nozzle has not been lifted, executing this command will de-authorize the pump. This will also end the transaction and allow for a new sale to begin. If the CAT is in transaction mode, canceling the sale will also sign the attendant off.

148

```
Sale Canceled
Pay Inside
```

23.3.7 Start Pump Command

If a pump has been individually stopped from an indoor command or a previously failed sale the idle prompt will change from "Enter Command" to "Pump Stopped, Enter Cmd" as shown below. At this point, the attendant can restart the pump by:

1.   Pressing the Start Pump Command, followed by **ENTER.**

2.   If this command is successful the CAT will display "Pump Started" for several seconds and then go back to the normal idle prompt "Enter Command." If the pump had been stopped from indoors via an All Stop Command, this command will fail, issuing a "Start Pump Fail, Go Inside" prompt.

```
Pump Stopped
Enter CMD:
```

```
Start Pump Fail
Go Inside
```

```
Pump Started
```

23.3.8 Sell PLU/SKU Items Command

After fueling is complete on a cash or credit sale, Nucleus will wait for an additional command. At this point, the following prompt will be displayed:

```
Subtot$xxxx.xx
Enter Command
```

The Tender Sale command, the Sell PLU/SKU Items command, the Void Last Item command, or the Cancel command can be accepted at this point. The Sell PLU/SKU Items Command is used to enter the PLU or SKU number of an item that the customer wishes to purchase. To issue the command:

1. The attendant enters the Sell PLU/SKU Items Command, followed by **ENTER**. When Enter is pressed, the prompt will display the following:

```
Enter PLU/SKU:
```

2. The attendant then enters the PLU or the SKU of the item that the customer wishes to purchase followed by **ENTER**. When Enter is pressed, the prompt will display the following:.

```
Item Amount $x.xx
Rung Up
```

followed by

```
Subtot$xxxx.xx
Enter Command
```

The attendant can tender the sale at this point or enter another item.

23.3.9 Void Last Item Command

After fueling is complete on a cash or credit sale, and PLU or SKU item(s) have been entered at the CAT, the attendant may wish to void the last item entered. At this point, the following prompt will be displayed:

```
Subtot$xxxx.xx
Enter Command
```

The Void Last Item can be used at this point to erase the last item entered at the CAT. The Void Last Item Command can also be used multiple times for multiple entries that have been made. To issue the command:

1. The attendant enters the Void Last Item Command, followed by **ENTER**. When Enter is pressed, the prompt will display the following:

```
Amount$x.xx Voided
Subtot$xxxx.xx
```

followed by

```
Subtot$xxxx.xx
Enter Command
```

2. The attendant can then Void more items or re-enter another PLU/SKU or tender the sale.

24 MONEY ORDER MACHINE

Money Order Machine support allows a site to sell money orders to customers. Nucleus also provides tools to reconcile system money order sales with the money order machine.

The Travelers Express MoneyGram (TEMG) Delta T3 money order dispensing system is the target device. The Nucleus system is programmed to be compliant with the Travelers Express MoneyGram In Store Integration Development Package, Version 4.9, dated March 1, 2004.

A device interface programming screen is provided to enable (or disable) the sale of money orders. See the Nucleus Programming Manual PN 2-920494.

Money orders sold to customers can assess a fee if configured to do so. One of three types of fees can be applied:

*   Fixed amount, flat rate fee per money order
*   Percentage assessed based upon amount of money order
*   A scaled fee calculated from a predefined table
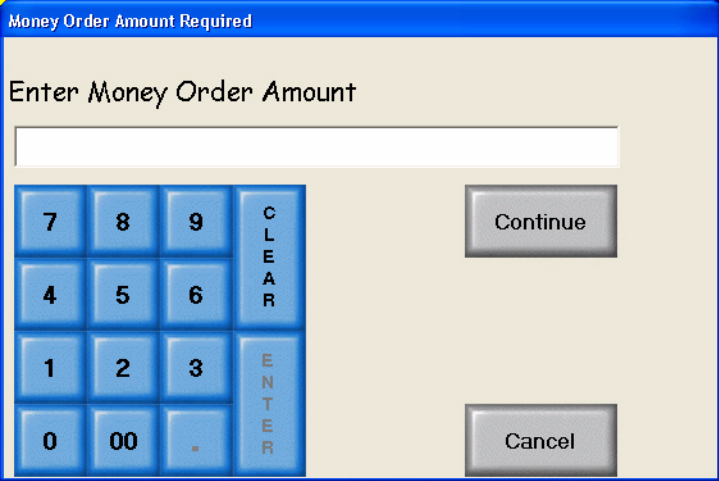
The predefined table can be entered using a new programming screen and will enable a site to charge different fixed amount fees based on the amount of the money order purchased. For example: If the money order amount is between $0.01 and $50.00, a $0.50 fee would be assessed. If it were between $50.01 and $100.00, a $0.55 fee would be assessed. If fees are charged on a percentage basis, the system will provide a minimum fee that must first be met before switching to calculated amounts. For example, if the minimum fee is set to $0.50, a 2% calculation on a $20 money order sold would only calculate a $0.40 fee. In this case, the $0.50 fee would be applied. However, a $40 money order exceeds the $0.50 fee threshold, so an $0.80 fee would be applied.

Creating and using a money order department is recommended to help distinguish this group from other items sold. The department can also be used to set up default tender restrictions and taxability rules for items associated with money orders.

However, using this as an open department is not recommended, as a special Money Order Sales button has been added to the system which is located under the Financial Special Operations Button.
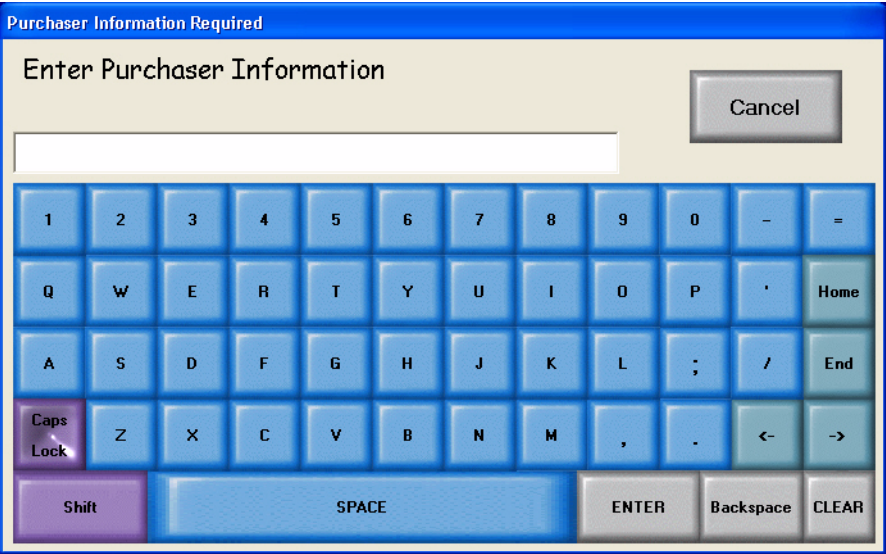
24.1 Money Order Sales

1. To sell a Money order, touch the Money Order Sale button and the following window will appear.

Figure 24-1 Enter Money Order Amount Window

2. Enter the amount of the Money Order that the customer would like then press **Continue**.

3. The following window will then be displayed where the Purchaser information is entered.

Figure 24-2 Enter Purchaser Information Window

4. Enter the Purchaser information and then press **Enter, and the following window will be displayed.**
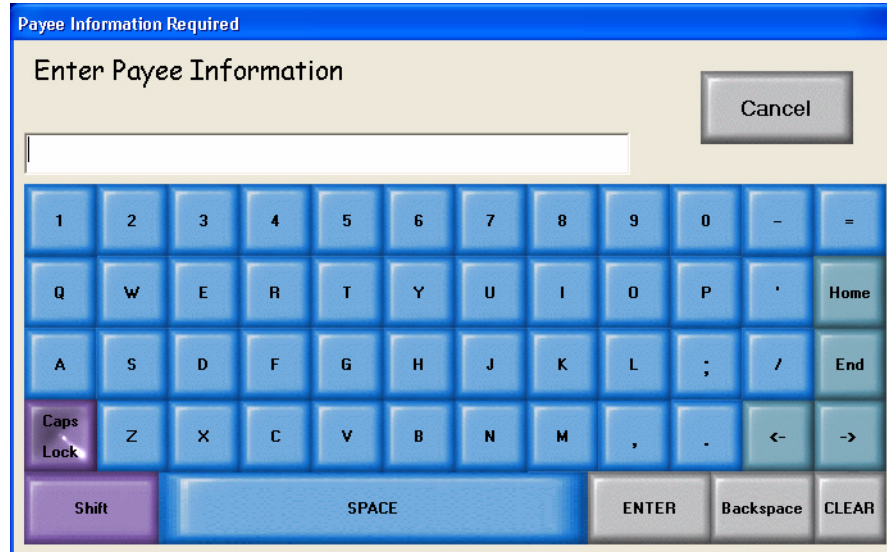
Figure 24-3 Enter Payee Information Window

5. Enter the Payee Information and then press **Enter**.

6. Tender the sale and the Money Order will automatically print at the Money Order machine.

24.2 Money Order Security

The Money Order machine incorporates a security feature designed to prevent unauthorized printing of money orders. At certain intervals, such as start up, recovery from power failure, after transmission of host totals, end of day or end of shifts, the money order device will require that the last four digits of the serial number of the next available money order document be entered into the device before it will allow any further money orders to be issued. This prevents money orders from being printed which cannot be accounted for. See the following procedure.

1. The Nucleus system will display the following error "Claim Operation Failed" indicating that the money order machine is not online. This error is an indication that the money order device requires that the next money order's serial number be verified.

2. Go to the Money Order Interface keypad and press **Money Order.** If the terminal asks for a password, enter **456**, and press <enter>.

Press **Money Order**
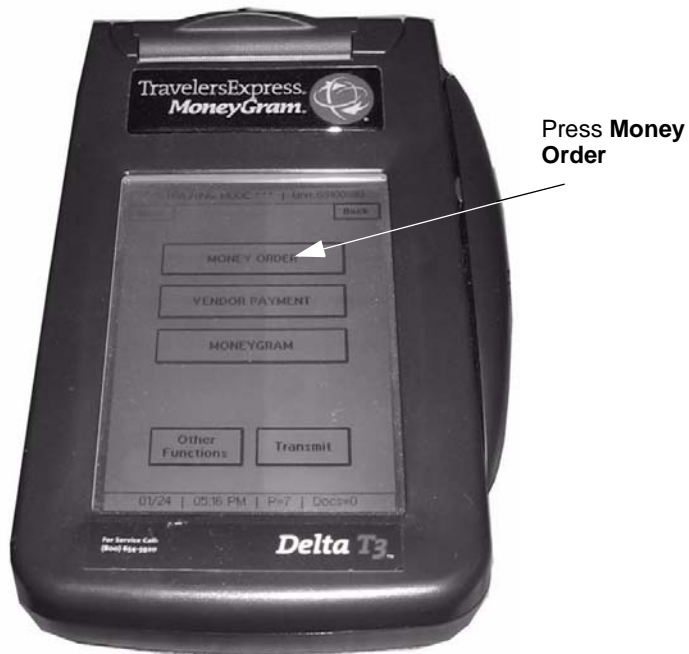
Figure 24-4 Money Order Prompt 1

3. The terminal will make the printer partially eject the next money order where you make a note of the last four digits of the serial number.

Read the last four digits
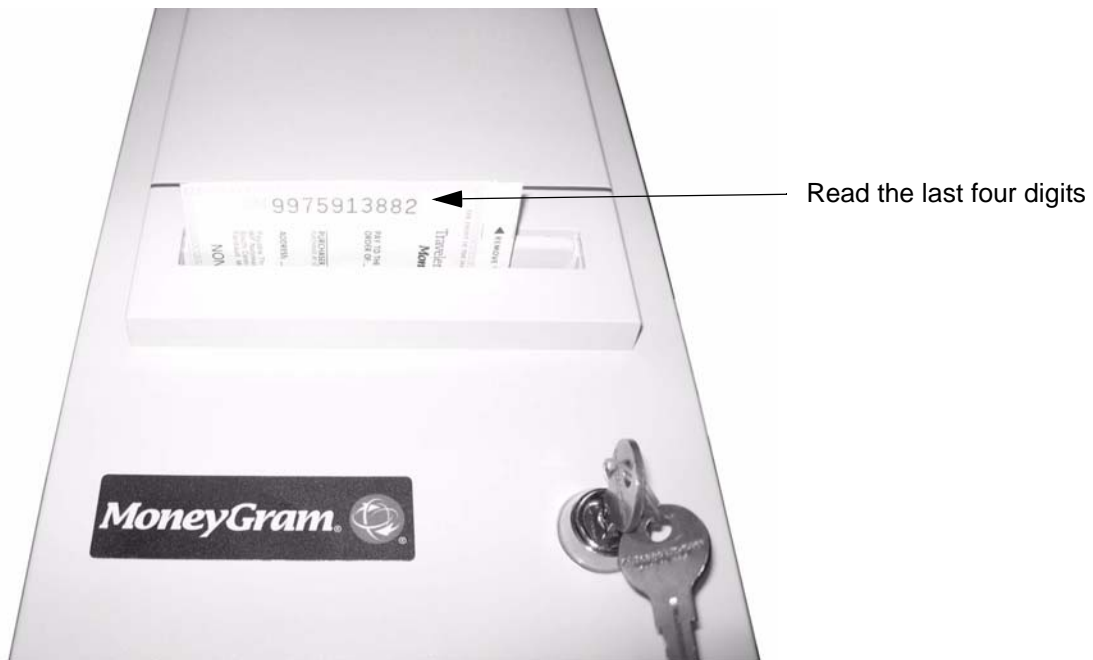
Figure 24-5 Money Order Printer

4. Follow the screen prompts to enter the last four digits at the terminal.

Enter the last four digits and then press <enter>

Figure 24-6 Money Order Prompt 2

Continue until you reach a screen where you are prompted to enter an amount for a money order. Press the **Home** button in the upper left hand corner to cancel the transaction.

25 BACKING UP THE STATION DATA

The station data can be backed up to a CD-R (Compact Disc Recordable) for safe keeping in the event of data loss. The Nucleus system will back up the sales logs, the database, and the audit file. The Nucleus system can write data out to a CD-R disc using the cd writer built into the system. Perform the following steps to save station data to a CD-R.

NOTE:CD-R's can be purchased via CTdirect web page or at any store that carries CD-R's.

NOTE: You should not be performing any sales transactions or any other activity on the secondary IPTs during station data backups because doing so can yield system lockups or other undesirable results.

1. Go to **Programming > System > Save Backup to CD.**
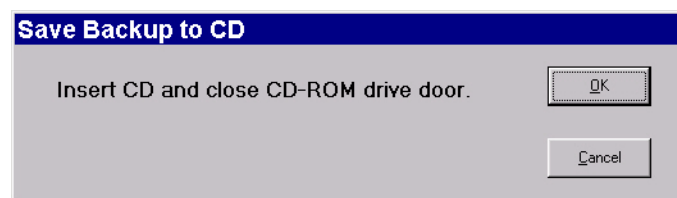
Figure 25-1 Save Backup to CD

2. Unlock the keylock on the front panel then press the three bumps on the panel to open.

Figure 25-2 Opening the Front Panel

3. Open the CD-R drive by pressing the button on the CD-R tray.

Figure 25-3 Opening the CD-R Tray

4. Put a blank CD-R in the drive with the writing facing up.

5. Push the CD-R tray back into the system until you hear a click.

6. Touch the **OK** button and the system will display the following messages.
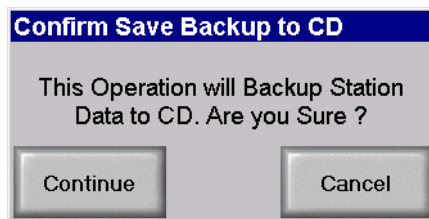
Figure 25-4 Insert CD Message

7. Touch **Continue** and the following message will be displayed.
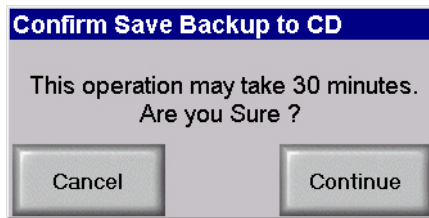
Figure 25-5 Are You Sure Message

8. Touch **Continue** and the following message will be displayed.
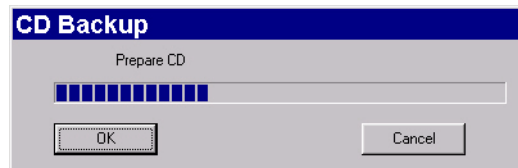
Figure 25-6 Prepare CD Message

9. Touch **OK** to begin the backup, the following message will be displayed.
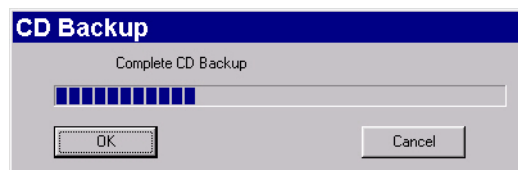
Figure 25-7 Complete CD Backup Message

10. Touch **OK** to complete the CD backup.
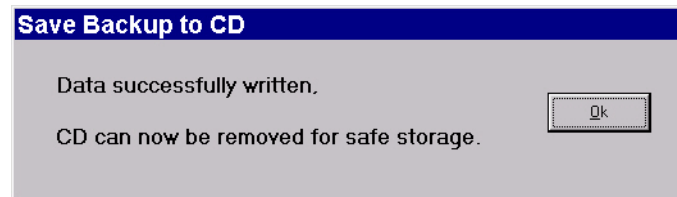
Figure 25-8 Data Backup Success Message

11. Remove the CD-R and place in the Primary Distribution Cabinet (PDC) for safe keeping. Storing the CD-R in the PDC will assure the CD-R is easily accessible to a technician in the event of a data loss.

157

26 REPORTS INTRODUCTION

The Nucleus System generates reports that cover both financial activities and system configuration. The types of reports include *Current, Sales, Configuration, Period to Date, BAC Refunds, PLU List, SKU, Hourly Sales, Tank Inventory, Mix-N-Match, PLU Z, and Full Serve Attendant Reports.* You can also access Archived reports from the Report menu.

Fuel reports show information based on grade, individual pump, and individual session (or shift). Fuel reports retain volume and monetary amounts accumulated in a given time period.

Non-fuel reports contain transaction, product, terminal and tender information. Non-fuel reports may include total, average, number of transactions canceled, overtenders and so on. Product information may include number of items sold, monetary amounts and so on. Terminal information may include transactions such as safe drops, paid-ins, paid-outs and start and end cash amounts. Tender information may include the total of all tender types. Several types of tax information may also be included in a report. All reports generated by Nucleus are identified by title and are given an identification number which can be used to locate the report in the Report Archives.

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26.1 How the System Collects Report Information

Each report is a set of information built from system activity. Examples of this information are product sales, tenderings and fuel totals. This information can be drawn into specific reports. For example, accumulated tendering information may be a part of Cashier and Shift reports. The system does this by defining what information is to be included in which report whenever a transaction is completed.

27 ACCESSING REPORTS

Closing a shift will automatically generate a Cashier report and a Shift report, while closing the day will generate a Cashier, a Shift and a Day report. To access reports without closing a shift or day, perform the following tasks:

1. Touch the **Nucleus** button. The Nucleus pull-down menu appears.

2. Select the **Programming** option. You must have a high enough security level in order to proceed.

3. Select the **Reports** option from the Programming window.

4. Select **Current** Reports and the Reports in Progress window opens.

NOTE: The System report and the Totalizer report are only available from the Current Reports section. The Cashier, Shift and Day reports are available from the Current Reports section as well as printing whenever Close Shift or a Close Day is performed. All other reports are available from the Current reports selection window or from the Reports pull-down menu under the Programming Access window.

Send to BOS button
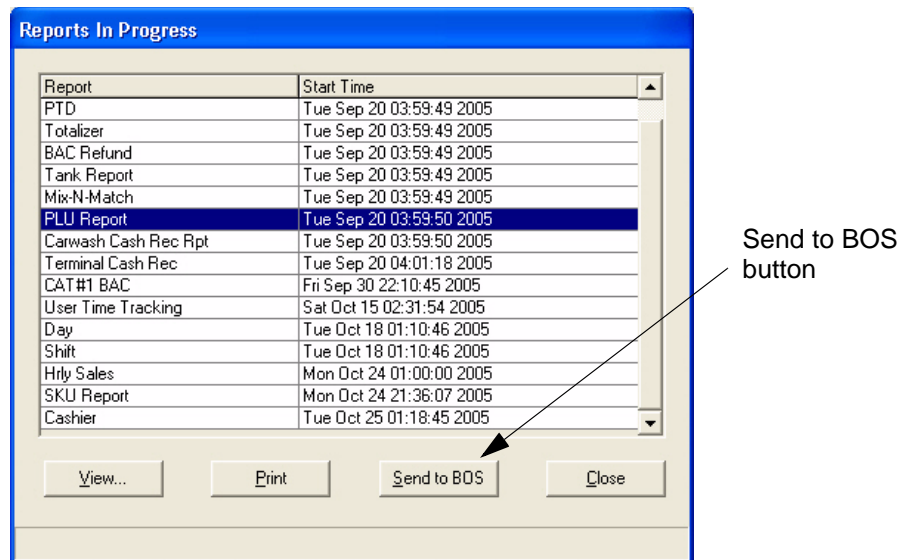
Figure 27-1 Current Reports In Progress Window

5.   Touch the name of the individual report that you want to view or print.

27.1 Reprinting Reports

Reports may be reprinted as needed by accessing the Report Archive and selecting the report to reprint. the user should touch the Nucleus button then go to **Programming > Reports > Archived** and using the search function to find the report that you want to reprint.

28   CURRENT REPORTS

Current reports are any of several reports used to track transactions and sales handled by the Nucleus system. Reports accessed or printed from the Current Reports Menu (**Programming > Reports > Current**) will be X reports which are snapshots of the current state of the reports which are currently running. Each of the reports can be configured to include or exclude certain report components that have been made available for each report type. Access the report configurator function by selecting **Programming > Reports > Setup > Components**. See the Reports Programming section of the Nucleus NT Programming Manual PN 2-920494.

28.1 Shift Report

The Nucleus Shift Report is generated whenever a Close Shift is processed. The Close Shift function is performed by touching the Report Operations button then **Close Shift** button. See Figure 2-9 in the Operations section of this manual. Nucleus will close the shift, then the system will print a Cashier report, and a Shift Report. A Shift report contains information about sales at the site during the last shift including information in Cashier reports during the last shift.

28.2 Cashier Report

A Cashier report contains sales information during the time that a cashier was logged on to the IPT. A cashier can be logged onto multiple terminals at the same time and the system will generate multiple cashier reports, one per terminal. The Nucleus Cashier Report can be set up to print automatically at the IPT if the cashier logs off or if printer redirection is enabled then the report will print at the report printer. If Nucleus is programmed to leave the cashier report open whenever a cashier logs off, then the cashier report will be closed at the End of Shift or End of Day and will print at the IPT if the cashier logs off or if printer redirection is enabled then the report will print at the report printer. The cashier report that has been left open will also automatically close and print if a different cashier logs onto an IPT that was previously being used by another cashier.

28.3 Day Report

The Nucleus Day Report is generated whenever a Close Day is processed. The Close Day function is performed by touching the Report Operations button then the **Close Day** button. See Figure 2-9 in the Operations section of this manual. Nucleus will close the shift then the day. A Day report contains information about sales at the site over the past 24 hour period or from the previous day report. This will include information in Shift reports for that day and Cashier reports for that day. It can also contain Batch reports with detailed information about credit and debit card sales at the site over the past 24 hours. A site with multiple numbers of terminals will need to logoff all terminals other than IPT1 prior to running a Day Report.

28.4 System Report

The System Report is a report of Non-Resettable totals that keep track of Grand total amounts of Indoor and Outdoor sales and Sales taxes.

28.5 Totalizer Report

The Totalizer Report is a report containing totals of fuel grades and dollar amounts sold on a per pump basis and site totals on a per grade and dollar amount sold basis.

28.6 Hourly Sales Report

The Hourly Sales Report is a report containing information on indoor and outdoor, fuel and non-fuel sales on an hourly basis covering the last 24 hour period. The Hourly Sales Report is included in the drpin.dat file that gets exported to the BOS. Since the Hourly report consists of data which covers the previous 24 hours, there will be overlapping data if the report is pulled by the BOS more frequently than once in one 24 hour period.

28.7 Tank Report

The Tank Report details individual product tank inventories. Information available is current tank fuel levels, the current balance and information on the last fuel drop.

28.8 Terminal Cash Report

The Terminal Cash report has sales data for the terminal on which the report is being run. Tender totals and tender type data is also available.

28.9 Mix-N-Match Report

The Mix-N-Match report gives data on the different Mix-N-Match discounts that have been programmed at the site.

28.10 PTD Report

The Period to Date report gives information on tenderings, groups, departments, fuel and outdoor terminal sales for a particular time period.

28.11 BAC Refund Report

The Bill Acceptor Refund report gives data on refunds issued, transaction numbers and amounts on a per CAT basis.

28.12 PLU Report

The PLU report lists all PLU sales at the site for a particular time period.

28.13 SKU Report

The SKU report lists all SKU sales at the site for a particular time period.

28.14 Mannatec Card Sales

The Mannatec Card Sales report contains totals information about approved Mannatec card sales; the card names; number of transactions, and sales totals.

28.15 Method of Payment Totals

The Method of Payment Totals report gives a listing of all customer sales (financial sales are not included) by method of payment for fuel/non-fuel indoor and outdoor sales. This includes payments by cash, check, gift cards, debit cards, and credit cards. Enable this feature by adding the new reporting component to the shift and /or day report, or disable this feature by removing the new reporting component if the new component has already been added to the shift and/or day report.

28.16 Unconfirmed Log Data

The Unconfirmed Log contains information about any card transactions which are not captured by the Chevron host. It contains the full unmasked account number and transaction details. This log is available to the Back Office System.

28.17 Exporting the Current SKU and PLU Reports to the Back Office

When an auditor tries to reconcile the inventory information for the store, the SKU and PLU reports will not list the transactions that have occurred since the previous day close. To correct this, a **Send to BOS** button has been added to the Reports in Progress window which is available from **Programming > Reports > Current** menu. See Figure 27-1.

This button is only active when the PLU Report or the SKU Report has been selected from the Reports in Progress window. When the Send to BOS button is pressed the Nucleus system will send the current PLU or SKU report to the Back Office System. Nucleus will generate the export document and send to the BOS but the report won't be closed. The operator may still either View or Print the report regardless of whether it was exported or not.

NOTE: The Send to BOS button will only be active and operate if the Back Office Type has previously been set to either NLink or PDI Standard. Refer to the Nucleus Programming manual PN 2-920494 for additional information about Back Office types.
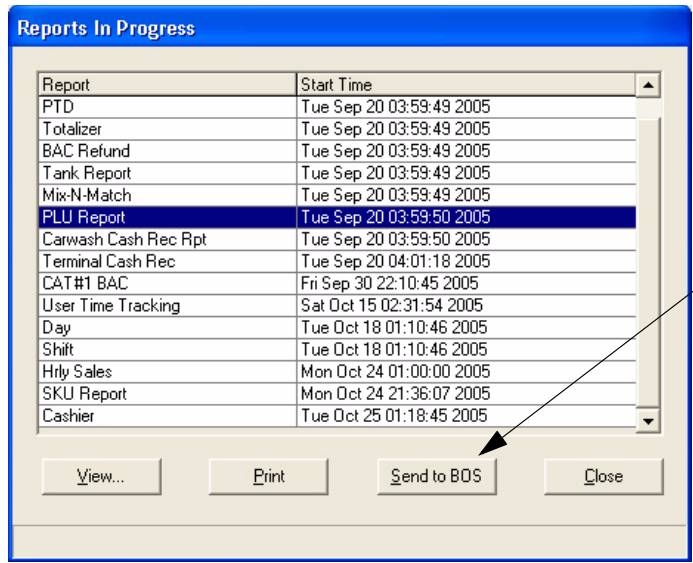
Figure 28-1 Current Reports In Progress Window

28.18 Shift Report Example

```
------------------------------------

Wayne ChevronTexaco

Austin   , TX
ID #: 00001110

Shift Report # 8
Start Time: Thu Feb 24 19:54:15 2000

End Time  : Thu Feb 24 21:43:34 2000


STATION SUMMARY
Item                        Total
Net Grand Totals
    Indoor                2930.91
    Outdoor                  0.00
Station Net Grand Total   2930.91

Grand Total Taxes
    Sales Tax              190.68


Grand Total Tax Credits
    Sales Tax                4.87

Grand Total Non-Fuel Sales
Taxed                     2256.06
Non-Taxable                121.19
Tax Exempt                   1.79

Number of System Resets    8


POS OPERATIONS SUMMARY
Item               Qty    Total
Total Fuel Sales   289.716  367.69
Total Prepaid Fuel     0    0.00
Total Non Fuel Sales      2356.00
Total Tax Received         184.36
Total Service Chg      0    0.00

Total Returns          8  -59.38
Total Tax Credit           4.81
Total Discounts        2   -1.29

NET SALES                 2842.57

Total Tax Received
    Sales Tax             184.36


Total Tax Credits
    Sales Tax               4.81
```

Report name and sequential shift number.
Shift start time corresponds to the end time of previous shift.

The STATION SUMMARY is the (non-resettable) "Summary Tracking / Summary Reference" components, which can be included in the Shift and Day reports.

Back Office sites MUST NOT delete this component from the Shift report.

Indoor Net Grand Total includes all fuel and non-fuel sales collected indoors, excluding sales. Tax.

Count of all system resets, including those done at start-up (resets are required for many configuration changes to take effect.)

See Cashier Report for explanation of "Totals" component.

Back Office stations MUST NOT delete the "Totals" component from the Shift Report.

```
Net Non-Fuel Sales
   Taxed                        2176.31
   Non-Taxable                   118.52
   Tax Exempt                      1.79

Total Voids              1      -0.60   ◄────   Number of items and the amount canceled during the
Total TransCancel        1      17.53   ◄──┐    reporting period.
Total No Sales           1                 │
Average Sales           64      44.41      └──  Number of entire sales and amounts cancelled during
                                                the reporting period.


TENDERINGS                              ◄────   This is the "Tenderings" component of the Shift Report.
Description             Qty    Total
Total Paid In            3     575.00           "Summary" print is the default for the Shift report.  It is also available
Total Tender            65    2842.57           in "Detail" print, which gives an Over/Short amount in drawer for
Indoor Tender           65    2842.57           each tender type (see the Cashier Report for an example of Detail
Outdoor Tender           0       0.00           print.
Total Safe Drop          8   -1650.00
Total Paid Out           4    -422.32           Back Office stations MUST NOT delete the "Tenderings"
Total A/R Collect        6     225.00           component from the Shift Report.
Total Loans              0       0.00
Total Cashback           0       0.00           "Network Adjustments" is not applicable for the Chevron application
Total Network Adjustments        0.00           at this time and should be zero.


Media Totals            Qty    Total   ◄────    Media Totals record sales tendered by method of payment.  BAC
   Cash                 43      29.57           Cash is the amount of cash inserted in the Bill Acceptor during this
   Credit Card           8     127.71           shift.  This line will not show if the station does not have bill
   Debit Card            0       0.00           acceptors.
   Non EPOS              0       0.00
   Check                 8     524.87           The Quantity amount shown here indicates the number
   Coupon                0       0.00           bills received from all the bill acceptors at the site since
   Fuel Memo             0       0.00           the last reporting period
   BAC Cash              0  ◄    0.00
   Trac Card             0       0.00   ◄────    The Total amount shown here indicates the cash value of the
   A/R Sales             6     888.10           bills received from all the bill acceptors at the site since
                                                the last reporting period.

Safe Drops                             ◄────    Safe Drops provide the detail of how the Sales Associates dropped
   Cash                        -1650.00          money in the safe, by currency, denomination type.
   Credit Card                     0.00
   Debit Card                      0.00
   Non EPOS                        0.00
   Check                           0.00
   Coupon                          0.00
   Fuel Memo                       0.00
   BAC Cash                        0.00
   Trac Card                       0.00
   A/R Sales                       0.00
```

```
GROUPS
Description              Qty      Total
Fuel                 289.716    367.69
A/R Collect                2     50.00
Automotive               136   1043.46
Beer                      21    151.29
Beverage                  42    123.59
Car Wash                   8     29.50
Labor                      1     25.00
Manual Fuel                1     25.00
OAP-Non_Tax                1     25.00
OAP-Taxable                0      0.00
Other                    300    506.14
Sales Promo               13     38.07
Tobacco                   16    279.57




DEPARTMENTS
Description              Qty      Total

Sp-Plus-Self         216.354    272.39
Supreme-Full           0.000      0.00
Supreme-Self          73.362     95.30
Ul-Plus-Full           0.000      0.00
Ul-Plus-Self           0.000      0.00
A/R Collect                2     50.00
Beer                      21    151.29
Beverage                  42    123.59
CarWash Dept               8     29.50
Fast Food                 55     43.47
Fountain                  66     42.94
Grocery                  113    351.13
Labor                      1     25.00
Manual Fuel                1     25.00
Misc.                     14     22.00
Motor Oil                 88    367.27
OAP-Non-Tax                1     25.00
OAP-Taxable                0      0.00
Sales Promo               13     38.07
Snacks                    52     46.60
TBA                       48    676.19
Tobacco                   16    279.57
Unknown                    0      0.00



NON-FUEL PRODUCTS
Description     Price    Qty    Total
10.99 HAT       10.99      1    10.99
100 GRAND KI     0.95      1     0.95
12 OZ CAPPUC     0.89      2     1.78
12 OZ COFFEE     0.75     11     2.25
12.99 HAT       12.99      1    12.99
14.99 HAT       14.99      1    14.99
16 OZ CAPPUC     0.99      2     1.98
16 OZ COFFEE     0.85      2     1.70
16 WINTER BL     5.58      1     5.58
```

The "Group" component of the Shift Report is optional (can be deleted) for those stations with Back Office.

Some groups used by the Wayne Plus system are no longer required for Nucleus. These totals are no longer department-based: Discount, Fuel Prepay, Cash Back, and Coupon. If they are converted over to Nucleus from Wayne Plus, the totals will also be zero.

Stations with Back Office MUST NOT delete the "Department" component from the Shift Report.

Nucleus does not require departments for the following items: Discount, Fuel Prepay, Cash Back, or Coupon. (If these items are listed on your department report, they were transferred from the Wayne Plus, and will always show zero.

The Group and Department components on this report are shown in "Detail" print, which always prints all groups and departments, even if their totals are zero.

The NON-FUEL PRODUCTS is the "Dry Product" component. Includes PLUs, SKUs, and Presets. Information includes the price of the product at the time the report was activated along with quantity and total dollars sold.

Required for stations with Back Office.

```
18 WINTER BL     5.58    1     5.58
2 GAL GAS CA     4.25    1     4.25
2% GAL MILK      2.79    6    16.74
2% QT CHUG       1.09    5     5.45
2-22  CLEANE     3.79    1     3.79
2.99 BANDANA     2.99    1     2.99
20 OZ COFFEE     0.95    2     1.90
20 WINTER BL     7.80    1     7.80
22 OZ CAPPUC     1.09    3     3.27
22 REFILLS      10.45    1    10.45
22 WINTER BL     8.33    1     8.33
3.99 HB          3.99    1     3.99
3000 OIL SUP     4.99    1     4.99
4 STAR           4.99    2     9.98
5.99 HB CUFF     5.99    1     5.99
6PK COKE         3.45    3    10.35
7-UP 2-LITER     1.29    2     2.58
7-UP DIET 2-     1.29    1     1.29
7UP NR           0.94    4     3.76
9 LIVES SEAF     0.49    6     2.94
9 LIVES SUPE     0.49    4     1.96
A&W RT BEER      1.29    1     1.29
A&WROOT BEER     0.94    1     0.94
A-1 STEAK SA     3.19    9    28.71
ACT II MICRO     0.65    6     3.90
ACT II POPCO     0.59    4     2.36
ADVIL C&S SN     0.69    3     2.07
ADVIL SNGL       0.69    5     3.45
ALKA-S PLUS      0.69    3     2.07
ALKA-SELTZ S     0.69    2     1.38
ALL SEASON 2     1.99    4     7.96
ALL SP WTRML     0.94    2     1.88
ALL SPORT CH     0.94    1     0.94
ALL SPORT FP     0.94    1     0.94
ALL SPT F PU     0.94    1     0.94
ALLSEASON 10     1.99    8    15.92
ALLSEASON 10     1.99    2     3.98
ALLSEASON 5W     1.99    4     7.96
ALMOND JOY       0.65    1     0.65
ALMOND JOY K     0.95    1     0.95
ALSPT CHSLM      1.59    1     1.59
ALSPT FRT PC     1.29    1     1.29
ALSPT LL         1.29    1     1.29
ALTOIDS          2.49    3     7.47
ALUMINUMFOIL     1.35    3     4.05
ANACIN BOTTL     5.29    4    21.16
ANACIN SNGL      0.69    2     1.38
ANBESOL          6.79    2    13.58
ANGEL FOOD       0.89    1     0.89
ANIMAL COOKI     1.15    1     1.15
APPLE JACKS      0.45    2     0.90
APPLE SWEET      0.89    1     0.89
AQUA NET REG     1.89    1     1.89
AQUAFINA 1 L     1.09    7     7.63
ATOMIC FIREB     0.05    1     0.05
AUTO TRADER      1.00    2     2.00
AUTO TRADER      1.00    1     1.00
```

```
AUTRAN TRANS    2.19     4     8.76
B LAYS 5 OZ     1.99     1     1.99
B&J BUTTER P    2.99     2     5.98
B&J CH GARC     2.99     1     2.99
B&J CHKYMKY     2.99     2     5.98
B&J CHOC FUD    2.99     2     5.98
B&J CHOFDG      2.99     2     5.98
B&J COOKDGH     2.99     2     5.98
B&J FTR FLV     2.99     2     5.98
B&J MNTCHO      2.99     2     5.98
B&J PB CUP      2.99     2     5.98
BABY RUTH       0.65    11     7.15
BABY RUTH KI    0.95     1     0.95
BACKWOODS PK    3.95     1     3.95
BACON & SWIS    2.09     1     2.09
BACON CHEDD     2.19     1     2.19
BAGEL & CREA    1.29     1     1.29
BAGGED ICE      1.19     1     1.19
BAKED LAY       0.99    17    15.43
BAKED LAYS B    0.69     1     0.69
BAKEDLAYS BB    1.99     1     1.99
BAKEN-ETS HO    0.99     1     0.99
BAND-AID 30C    3.39     1     3.39
BANQ BEEF DI    1.85     1     1.85
BANQ BEEF PO    0.95     1     0.95
BANQ CHICK P    0.95     1     0.95
BANQ CHIK DI    1.99     1     1.99
BANQ FRIED C    2.05     1     2.05
BAYER SNGL      0.69     1     0.69
BBQ RIB         2.09     1     2.09
BEECHNT .40O    1.89     1     1.89
BEECHNUT CHE    2.29     1     2.29
BEEF RAVIOLI    1.59     1     1.59
BEEFARONI CH    1.59     1     1.59
BIC MINI        0.89     1     0.89
BIC PEN         0.59     1     0.59
BIG 5 SILICO    4.99     1     4.99
BP ENERGREAS    1.49    10    14.90
BP GEAR OIL     2.89     4    11.56
BP HOLIDAY T   14.99     1    14.99
BP SPECIAL 3    1.99     4     7.96
BUD 12 PAK      7.89    17   134.13
CAMEL ULT      18.90    15   277.50
CAMEL ULT SF    1.72    10    17.20
CH CUP CAKE     0.99    10     9.90
COFFEE 12oz     0.69     9     6.21
COFFEE REFIL    0.59    10     5.90
COKE CLASSIC    1.29     5     6.45
COOLANT GAL     5.99     3    17.97
COORS LT 6P     4.29     4    17.16
CYL. PURCHAS   39.95     1    39.95
D COKE 12oz     0.59     3     1.77
D.PEPPER12oz    0.49     3     1.47
DRAGON FIRE     4.95     1     4.95
FOUNT 12oz      0.79    20    13.70
FRESH WAY       4.99     1     4.99
HOT CHOCOLAT    0.89     4     3.56
```

```
Hot Dog          1.39     54    68.06
LOTTERY $1.0     1.00      6     6.00
LOTTERY $2.0     2.00      8    16.00
MACANUDO CIG     5.99      3    17.97
MERIT ULT100     2.07      1     2.07
MORTON 25LB      2.99     12    35.88
MULCH BAGGED     2.19      1     2.19
NITREX 10W30     2.96     10    29.60
NITREX 10W40     2.96      8    23.68
NITREX 20W50     2.96      3     8.88
NITREX 2CYCL     2.96      2     5.92
NITREX 5W30      2.96      3     8.88
NOVELTY $4.9     4.99      1     4.99
PERMA COOLAN     2.29      1     2.29
PITT PENN AN     5.89      1     5.89
SHELLS           1.60      1     1.60
SPRITE 12oz      0.59      1     0.59
TEA              0.69      1     0.69
TWINKIES         0.99      2     1.98
VAN C-EXTRA      1.99      1     1.99
VANELLUS 15W     1.99      1     1.99
VANELLUS 15W     6.99      1     6.99
VANELLUS C E     6.99      1     6.99
ZPO ACE/SPAD    18.29      1    18.29
ZPO BALLOONS    23.09      5   115.45
ZPO CLEVELAN    20.19      2    40.38
ZPO COLLECTO    15.39      6    92.34
ZPO CORVETTE    18.29      1    18.29
ZPO DICE        19.29      1    19.29
ZPO FULL HOU    18.29      1    18.29
ZPO WOLF IN     21.19      1    21.19
ZPO POOL RAC    25.99      1    25.99
ZPO PROUD BU    15.39      1    15.39
ZPO ROSE        18.29      2    36.58
ZPO SKULL       22.09      1    22.09




CAR WASH PRODUCTS
Description      Pr/U    Qty   Total
Express          2.00      2     4.00
Deluxe           3.50      3    10.50
Works            5.00      3    15.00

TOTAL INDOOR CARWASH SALES:    29.50

TOTAL OUTDOOR CARWASH SALES:    0.00


No Financial Items
in this reporting period.
```

The CAR WASH PRODUCTS component is REQUIRED for stations with Back Office.

Detail on this component include the car wash name, product price, quantity and dollars sold, with a breakout of total sales both Indoors and Outdoors.

Car Wash products never print if there total is zero.

"Customer Financial Items" are Bill Acceptor Refunds Due and Bill Acceptor Refunds Paid. The "Customer Financial" component MUST be included on the Shift Report for stations with Back Office, but may be placed on the Day Report only.

```
GRADE PRODUCT DETAIL
FUEL PRICE TABLE
Grade        Price       TimeStamp
SuprPlus     1.259   00-02-20 17:50

Regular      1.089   00-02-20 17:50

Supreme      1.299   00-02-20 17:50

Diesel       1.159   00-02-20 17:50



OUTDOOR TERMINAL TOTALS
Item                 Volume    Amount
CAT 1
Total CAT 1           0.000      0.00

CAT 2
Total CAT 2           0.000      0.00

CAT 3
Total CAT 3           0.000      0.00

CAT 4
Total CAT 4           0.000      0.00

CAT 5
Total CAT 5           0.000      0.00

CAT 6
Total CAT 6           0.000      0.00

CAT 7
Total CAT 7           0.000      0.00

CAT 8
Total CAT 8           0.000      0.00

CAT 9
Total CAT 9           0.000      0.00


Total CAT Sales       0.000      0.00

PUMP TOTALIZERS
Grade                Volume    Amount
Pump 1
   SuprPlus     255107.760 871249.10
   Regular      416326.530 911133.33
   Supreme      758481.580 962434.88

Pump 2
   TOTAL             0.000      0.00

Pump 3
   TOTAL             0.000      0.00
```

The "Grade Product component MUST be included in the Shift Report for stations with Back Office.

The "Outdoor Totals" component is equivalent to the 50 – Outdoor Terminal Sales Report available from the Wayne Plus System. It provides shift volume and sales by Customer Activated Terminal (CAT).

This component is optional detail for the Shift Report.

The "Pump Totalizers" component is REQUIRED for stations with Back Office. The example shown is in Detail print by each fueling point. This information can be printed in Summary print which will combine all fueling points and give a grand total volume and dollars for all grades.

This component is equivalent to the 12 – Pump Totalizers Report available from the Wayne Plus System.

The information is available in a stand-alone report that can be run by itself at any time (without breaking shift, or printing a shift report). NOTE: The Auto Print option must be set to "Yes" for this report. To retrieve this stand-alone report.,

- ♦ Touch the <Nucleus> Button
- ♦ <Programming> option
- ♦ <Reports> tool bar
- ♦ <Current> to open the reports in the Current dialogue box
- ♦ <Totalizer>
- ♦ Queue to print by touching <Print>

```
Pump 4
   TOTAL                    0.000        0.00

Pump 5
   TOTAL                    0.000        0.00

Pump 6
   TOTAL                    0.000        0.00

Pump 7
   TOTAL                    0.000        0.00

Pump 8
   TOTAL                    0.000        0.00

Pump 9
   TOTAL                    0.000        0.00

Totals
   SuprPlus     255107.760 871249.10
   Regular      416326.530 911133.33
   Supreme      758481.580 962434.88
   TOTAL        429915.870 744817.31


No Price Overrides
in this reporting period.


No OneShot Access details
in this reporting period.




No Auto Pay Sales
in this reporting period.


--------------------------------------

MIX & MATCH SALES

3 PK Special  -  Enabled
Start Time: Thu Feb 24 00:00:00 2000
Stop Time:  Fri Mar 24 23:59:59 2000

          Total Promo       Total Sales
                    4            226.80

 Description             Qty  Discount
CAMEL ULT                 12     6.00

Total Discount                   6.00
--------------------
```

The Pump Totalizer component is updated immediately when the nozzle is hung up. However, the Grade Products and (Fuel) Departments components do not update until the sale has been collected.

THEREFORE, subtracting the previous pump totalizers from the current pump totalizers may not match the grade product totals or the department totals. Overages or shortages will come back, but please be aware that this is a moving target.

NOTE: Pumps will print out in the order that they send totals to the POS. Nucleus polls each dispenser in order, but goes onto the next pump if the fueling point is in use.

Nucleus can provide an Auto Paid total to reconcile the cash collected by a full serve attendant.

Any fueling points programmed as Auto Auth/Auto Pay should be manned by an attendant, who can either swipe a card or lift a nozzle to begin a sale (a nozzle lift can still be "taken over" by a card swipe until fuel is dispensed). When the nozzle is hung up, cash sales are Auto Paid. At the end of the Shift, the attendant is responsible for the Auto Paid amount. There are no provisions for multiple attendants.

To program Auto Auth/Auto Pay, <Nucleus> button, <Programming> then select: System - Pump - highlight the desired fueling point, select the Modify button. After the fueling point programming is displayed, select the Settings button - click Auto Auth and Auto Pay - select the OK button

This is the "MixNMatch Sales" component which provides detail on Discount Classifications programmed in the system. The system identifies the Discount Type by name, the status [Enabled and Disabled], start and stop time stamps, quantity and dollars sold and the discount applied.

Discount Types include:
- Product price for single unit, with a reduced price for a quantity of 2. Example "Bic Pen Disc" is the Bic Pen that sells for $.59 each or 2 for $1.00.

- Mix and Match – Selling like products. Example: 3PK Special on the purchase of 3 packs of any brand cigarettes.

- Combo – A combination of various products for a promotion or special. The discount applied can be distributed among the products linked department. Example: The Lunch Special to promote $.75 off the combo packaging of Hot Dog, Fountain Drink and Chips.

```
LunchSpecial  -  Enabled
Start Time: Thu Feb 24 00:00:00 2000
Stop Time:  Fri Mar 24 23:59:59 2000


          Total Promo      Total Sales
                   14            44.38


 Description              Qty  Discount
BAKED LAY                 14      1.40
FOUNT 12oz                14      2.10
Hot Dog                   14      7.00


Total Discount                  10.50
-------------------

BIC PEN Disc  -  Enabled
Start Time:
Stop Time:  Indefinite


No Mix & Match sales
in this reporting period.


--------------------


No discount sales
in this reporting period.
------------------------------------

02/24/00    SHIFT REPORT    21:43:40


SHIFT NO: 001



          CREDIT / DEBIT
BATCH NO:     AMT$      TIME     CNT
  003        127.71  21:43:39  0008

          SPECIAL HANDLING
 NO SPECIAL HANDLING BATCHES IN SHIFT


IPT 01            127.71  0008
IPT 02              0.00  0000
IPT 03              0.00  0000
IPT 04              0.00  0000
IPT 05              0.00  0000
IPT 06              0.00  0000
IPT 07              0.00  0000
IPT 08              0.00  0000
CAT                 0.00  0000
SHIFT_TOTAL       127.71  0008
```

Host Shift Detail

28.19 Cashier Report Example

```
--------------------------------------

WAYNE ChevronTexaco

Austin  ,    TX
ID #: 00001110

Cashier Report # 15
Cashier   : Training
Terminal  : 1
Start Time: Thu Feb 24 20:06:27 2000

End Time  : Thu Feb 24 21:03:23 2000


POS OPERATIONS SUMMARY
Item                 Qty    Total
Total Fuel Sales   167.039  213.24
Total Prepaid Fuel       0    0.00
Total Non Fuel Sales        867.28
Total Tax Received           68.20
Total Service Chg        0    0.00

Total Returns            5  -32.38
Total Tax Credit             -2.58
Total Discounts          1   -1.02

NET SALES                  1112.74


Total Tax Received
   Sales Tax                 68.20

Total Tax Credits
   Sales Tax                  2.58


Net Non-Fuel Sales
   Taxed                    795.22
   Non-Taxable               37.89
   Tax Exempt                 1.79


Total Voids              1   -0.60
Total TransCancel        0    0.00
Total No Sales           0
Average Sales           33   33.71


TENDERINGS
Description         Qty    Total
  Cash
Opening Balance              60.00
Total Tenderings        24   668.76
Indoor Tenderings       24   668.76
Outdoor Tenderings       0    0.00
```

Station Name, Location and Station I.D.

Each Type of Report maintains its own sequential numbering. This is the 15th Cashier Report to be run on the system.

Cashier reports print automatically when the cashier signs off, but can be set to Not Print.

The POS OPERATIONS SUMMARY is the "Totals" component of the report.

Components may be added or deleted from a report

The box at the left shows you how Net Sales is calculated

```
+
+
+
+
+

-
-
-

=
```

Breakdown of the "Total Tax Received" line listed above, into the various tax rates. The names of the taxes, "Sales Tax, "Tax Rate 1", or "Tax Rate 2" are programmed by the installer.

Breakdown of the "Tax Credit" line listed above. Tax Credit is the tax returned to the customer when merchandise is returned to the store for a refund.

Breakdown of the "Non Fuel Sales" line listed above into Taxed, Non-Taxable, or Exempted from tax by pressing the No Tax key when the item is run up.

Voids and Canceled transactions are not included in Net Sales. They are reported for information only.

End of the "Totals" Component.

This is the "Tenderings" component of the Cashier report.

"Detail" print was selected, which gives an Over/Short in Drawer for every tender type. (See Shift Report for example of "Summary" print type.)

```
Paid In              1      250.00
Loans                0        0.00
Safe Drops           2     -800.00
Paid Out             2     -175.99
A/R Collect          2      100.00
Cashback             0        0.00
Drawer Total                102.77
Closing Balance             102.77
Drawer Amount matches


Credit Card
Total Tenderings     4       83.44
Indoor Tenderings    4       83.44
Outdoor Tenderings   0        0.00
Drawer Total                 83.44
Closing Balance               0.00
Short Amount in Drawer       83.44


Debit Card
Total Tenderings     0        0.00
Indoor Tenderings    0        0.00
Outdoor Tenderings   0        0.00
Drawer Total                  0.00
Closing Balance               0.00
Drawer Amount matches


Non EPOS
Total Tenderings     0        0.00
Indoor Tenderings    0        0.00
Outdoor Tenderings   0        0.00
Drawer Total                  0.00
Closing Balance               0.00
Drawer Amount matches


Check
Total Tenderings     3       83.61
Indoor Tenderings    3       83.61
Outdoor Tenderings   0        0.00
A/R Collect          1       25.00
Drawer Total                108.61
Closing Balance               0.00
Short Amount in Drawer      108.61


 Fuel Memo
Total Tenderings     0        0.00
Indoor Tenderings    0        0.00
Outdoor Tenderings   0        0.00
Drawer Total                  0.00
Closing Balance               0.00
Drawer Amount matches
```

If an Opening Balance is entered, a corresponding Closing Balance should be entered – after the final Safe Drop – to produce an accurate Over/Short figure.

If no Closing Balance is entered for a tender type, the "Short Amount in Drawer" will be equal to the Tenderings (minus any Paid Outs or Safe Drops) – See Credit Card tender, below left.

When "Detail" print type is selected, the system calculates an Over/Short amount for each tender type.

See Shift Report for an example of "Summary" print, which lists only the totals for each tender, without calculating an Over/Short amount.

```
BAC Cash
Total Tenderings          0        0.00
Indoor Tenderings         0        0.00
Outdoor Tenderings        0        0.00
Drawer Total                       0.00
Closing Balance                    0.00
Drawer Amount matches


A/R Sales
Total Tenderings          3      276.93
Indoor Tenderings         3      276.93
Outdoor Tenderings        0        0.00
A/R Collect               1       50.00
Drawer Total                     326.93
Closing Balance                    0.00
Short Amount in Drawer           326.93

NET Drawer Total                 621.75
NET Closing Balance              102.77
NET Short Amount in Drawer       518.98



GROUPS
Description             Qty     Total
Fuel               167.039    213.24
A/R Collect              0       0.00
Automotive              60     459.33
Beer                    18     138.42
Beverage                30      37.89
Car Wash                 1       3.50
Labor                    0       0.00
Manual Fuel              0       0.00
OAP-Non_Tax              0       0.00
OAP-Taxable              0       0.00
Other                  140     169.61
Sales Promo              2       5.18
Tobacco                  2      20.97



DEPARTMENTS
Description             Qty     Total

Sp-Plus-Self        93.677    117.94
Supreme-Self        73.362     95.30
Ul-Plus-Full         0.000      0.00
Ul-Plus-Self         0.000      0.00
Unl-Full             0.000      0.00
Unl-Self             0.000      0.00
A/R Collect              0       0.00
Beer                    18     138.42
Beverage                30      37.89
CarWash Dept             1       3.50
Fast Food               32      41.48
Fountain                23      16.96
Grocery                 46      69.85
```

The Bill Acceptor Cash tender is for bill acceptors installed in the dispenser.

End of the "Tenderings" component

The "Groups" component gives sales totals by group. This component may be deleted from the report if group sales information by cashier is not required.

Department sales are obtained from the "Department" component.

If department sales by cashier are not desired, you may delete this component from the report

OR

Select only the departments that you require totals for by cashier (Tobacco, for example).

Departments listed here are examples only. Your report will list department names as you have them programmed in your system.

Department sales totals are updated when a sale is finalized (tendered completely). For this reason, fuel department sales may not match sales obtained from the Grade Totalizers report.

```
Labor                      0      0.00
Manual Fuel                0      0.00
Misc.                      7     11.00
Motor Oil                 37    176.15
OAP-Non-Tax                0      0.00
OAP-Taxable                0      0.00
Sales Promo                2      5.18
Snacks                    32     30.32
TBA                       23    283.18
Tobacco                    2     20.97
Unknown                    0      0.00


NON-FUEL PRODUCTS
Description     Price    Qty    Total
10.99 HAT       10.99     1     10.99
100 GRAND KI     0.95     1      0.95
12 OZ CAPPUC     0.89     1      0.89
12 OZ COFFEE     0.75     2      0.75
12.99 HAT       12.99     1     12.99
14.99 HAT       14.99     1     14.99
16 OZ CAPPUC     0.99     1      0.99
16 OZ COFFEE     0.85     1      0.85
16 WINTER BL     5.58     1      5.58
18 WINTER BL     5.58     1      5.58
2 GAL GAS CA     4.25     1      4.25
2% GAL MILK      2.79     5     13.95
2% QT CHUG       1.09     3      3.27
2-22  CLEANE     3.79     1      3.79
2.99 BANDANA     2.99     1      2.99
20 OZ COFFEE     0.95     1      0.95
20 WINTER BL     7.80     1      7.80
22 OZ CAPPUC     1.09     2      2.18
22 REFILLS      10.45     1     10.45
22 WINTER BL     8.33     1      8.33
3.99 HB          3.99     1      3.99
3000 OIL SUP     4.99     1      4.99
4 STAR           4.99     1      4.99
5.99 HB CUFF     5.99     1      5.99
6PK COKE         3.45     3     10.35
7-UP 2-LITER     1.29     2      2.58
7-UP DIET 2-     1.29     1      1.29
7UP NR           0.94     4      3.76
9 LIVES SEAF     0.49     2      0.98
9 LIVES SUPE     0.49     2      0.98
A&W RT BEER      1.29     1      1.29
A&WROOT BEER     0.94     1      0.94
A-1 STEAK SA     3.19     7     22.33
ACT II MICRO     0.65     5      3.25
ACT II POPCO     0.59     3      1.77
ADVIL C&S SN     0.69     2      1.38
ADVIL SNGL       0.69     3      2.07
ALKA-S PLUS      0.69     2      1.38
ALKA-SELTZ S     0.69     1      0.69
ALL SEASON 2     1.99     1      1.99
ALL SP WTRML     0.94     2      1.88
```

Dry Product" component.

Non-Fuel products include PLUs, SKUs, and Presets. The Dry products can be deleted from the Cashier Report if they are not desired.

```
ALL SPORT CH      0.94      1      0.94
ALL SPORT FP      0.94      1      0.94
ALL SPT F PU      0.94      1      0.94
ALLSEASON 10      1.99      7     13.93
ALLSEASON 10      1.99      1      1.99
ALLSEASON 5W      1.99      1      1.99
ALMOND JOY        0.65      1      0.65
ALMOND JOY K      0.95      1      0.95
ALSPT CHSLM       1.59      1      1.59
ALSPT FRT PC      1.29      1      1.29
ALSPT LL          1.29      1      1.29
ALTOIDS           2.49      2      4.98
ALUMINUMFOIL      1.35      2      2.70
ANACIN BOTTL      5.29      3     15.87
ANACIN SNGL       0.69      1      0.69
ANGEL FOOD        0.89      1      0.89
ANIMAL COOKI      1.15      1      1.15
APPLE SWEET       0.89      1      0.89
AQUAFINA 1 L      1.09      3      3.27
ATOMIC FIREB      0.05      1      0.05
AUTRAN TRANS      2.19      1      2.19
B LAYS 5 OZ       1.99      1      1.99
BABY RUTH         0.65      3      1.95
BABY RUTH KI      0.95      1      0.95
BAKED LAY         0.99      9      8.31
BAKED LAYS B      0.69      1      0.69
BAKEDLAYS BB      1.99      1      1.99
BAKEN-ETS HO      0.99      1      0.99
BIC MINI          0.89      1      0.89
BIC PEN           0.59      1      0.59
BP ENERGREAS      1.49      7     10.43
BP GEAR OIL       2.89      1      2.89
BP SPECIAL 3      1.99      1      1.99
BUD 12 PAK        7.89     17    134.13
CAMEL ULT        18.90      1     18.90
CAMEL ULT SF      1.72      7     12.04
CH CUP CAKE       0.99      7      6.93
COFFEE 12oz       0.69      3      2.07
COFFEE REFIL      0.59      2      1.18
COKE CLASSIC      1.29      1      1.29
COOLANT GAL       5.99      1      5.99
COORS LT 6P       4.29      1      4.29
CYL. PURCHAS     39.95      1     39.95
D COKE 12oz       0.59      2      1.18
D.PEPPER12oz      0.49      3      1.47
FOUNT 12oz        0.79      9      6.21
HOT CHOCOLAT      0.89      1      0.89
Hot Dog           1.39     32     41.48
LOTTERY $1.0      1.00      3      3.00
LOTTERY $2.0      2.00      4      8.00
MACANUDO CIG      5.99      3     17.97
MERIT ULT100      2.07      1      2.07
MORTON 25LB       2.99      1      2.99
MULCH BAGGED      2.19      1      2.19
NITREX 10W30      2.96      3      8.88
NITREX 10W40      2.96      1      2.96
NITREX 20W50      2.96      1      2.96
```

```
NITREX 2CYCL      2.96       1     2.96
NITREX 5W30       2.96       1     2.96
SHELLS            1.60       1     1.60
TWINKIES          0.99       1     0.99
ZPO BALLOONS     23.09       4    92.36
ZPO CLEVELAN     20.19       1    20.19




GRADE PRODUCT DETAIL
FUEL PRICE TABLE
Grade        Price       TimeStamp
SuprPlus     1.259  00-02-20 17:50

Regular      1.089  00-02-20 17:50

Supreme      1.299  00-02-20 17:50

Diesel       1.159  00-02-20 17:50




No Price Overrides
in this reporting period.




No OneShot Access details
in this reporting period.




CAR WASH PRODUCTS
Description        Pr/U     Qty    Total
Deluxe             3.500      1     3.50

TOTAL INDOOR CARWASH SALES:     3.50

TOTAL OUTDOOR CARWASH SALES:    0.00



REFERENCED TENDER MEDIA
Paid Out
Reference#  1       Coke
Date      Time   Reference #    Amount
2000-02-24 20:31 142563789     150.00
                 Total:        150.00

Reference#  4       TastyKake
Date      Time   Reference #    Amount
2000-02-24 20:32 987654321      25.99
                 Total:         25.99

A/R Collect
Reference#  321       Judy' Limo
Date      Time   Reference #    Amount
```

GRADE PRODUCT DETAIL or the "Grade Products" component, shown in "Summary" print.

The Price column will reflect the price per gallon, by grade, in effect at the time the report was taken.

Price Overrides are used to override the wrong price of a scanned item. Stations without Back Office may delete this component on the Cashier Report

If the Help Desk provides a temporary One Shot Access to a Sales Associate, the activity time stamp will be recorded here. The access is also logged to the Electronic Journal.

The "Carwash Product" component is required if the site has a Car Wash interface and a Back Office.

Non-Fuel and Car Wash products never print if their total is zero.

If there is no Car Wash interface at the site, this component can be deleted from the report.

The "RefMedia" component provides detail on tender, financial and departments where a reference entry was required.

The information provided is shown by Vendor pay outs and Accounts Receivable, with a summary at the bottom of the component.

```
2000-02-24 20:29 12365          100.00
2000-02-24 20:43 9789            25.00
                 Total:         125.00

Reference#  1234        ABC Auto
Date        Time  Reference #   Amount
2000-02-24 20:43 1599            50.00
                 Total:          50.00

Summary:

Paid Out                        175.99


-----------------------------------

```

28.20 Day Report Example

```
------------------------------------

Wayne ChevronTexaco

Austin, TX
ID #: 00001110


Day Report # 7
Start Time: Thu Feb 24 19:54:15 2000

End Time  : Thu Feb 24 23:18:47 2000


STATION SUMMARY
Item                         Total
Net Grand Totals
    Indoor                4584.81
    Outdoor                  0.00
Station Net Grand Total   4584.81

Grand Total Taxes
    Sales Tax              300.09

    Spare14                  0.00

Grand Total Tax Credits
    Sales Tax                5.43


Grand Total Non-Fuel Sales
Taxed                     3575.51
Non-Taxable                146.09
Tax Exempt                   1.79

Number of System Resets    9



POS OPERATIONS SUMMARY
Item                 Qty    Total
Total Fuel Sales  457.011   568.39
Total Prepaid Fuel    0     0.00
Total Non Fuel Sales      3707.13
Total Tax Received         293.77
Total Service Chg     0     0.00

Total Returns        10   -66.16
Total Tax Credit           5.37
Total Discounts       2    -1.29

NET SALES                 4496.47

Total Tax Received
    Sales Tax             293.77
```

The STATION SUMMARY is the (non-resettable) "Summary Tracking / Summary Reference" component, which can be included in the Shift and Day reports.

See Shift Report for detailed explanation of the Station Summary component.

Count of all system resets, including those done at start-up. Resets are required for many configuration changes to take place.

```
Total Tax Credits
   Sales Tax                      5.37

Net Non-Fuel Sales
   Taxed                       3495.76
   Non-Taxable                  143.42
   Tax Exempt                     1.79

Total Voids              1     -0.60   ◄——
Total TransCancel        1     17.53
Total No Sales           1
Average Sales          103     43.65
```

Number of items and the amount canceled during the reporting period.

Number of entire sales and amounts cancelled during the reporting period.

```
TENDERINGS                             ◄——
Description            Qty    Total
Total Paid In            3   575.00
Total Tender           106  4496.47
Indoor Tender          106  4496.47
Outdoor Tender           0     0.00
Total Safe Drop         16 -2875.00
Total Paid Out           6  -463.24
Total A/R Collect        6   225.00
Total Loans              0     0.00
Total Cashback           0     0.00
Total Network Adjustments      0.00

Media Totals           Qty    Total
   Cash                 75    95.93
   Credit Card           9   191.33
   Debit Card            0     0.00
   Non EPOS              0     0.00
   Check                12   622.78
   Coupon                0     0.00
   Fuel Memo             0     0.00
   BAC Cash              0     0.00
   Trac Card             0     0.00
   A/R Sales            10  1048.19

Safe Drops
   Cash                     -2875.00
   Credit Card                  0.00
   Debit Card                   0.00
   Non EPOS                     0.00
   Check                        0.00
   Coupon                       0.00
   Fuel Memo                    0.00
   BAC Cash                     0.00
   Trac Card                    0.00
   A/R Sales                    0.00
```

See Shift Report for a detailed explanation of the "Tenderings" component.

The Quantity amount shown here indicates the number of outdoor transactions performed at all of the CATs since the last reporting period

The Total amount shown here indicates the cash value of all of the outdoor transactions performed at all of the CATs since the last reporting period.

The Quantity amount shown here indicates the number bills received from all the bill acceptors at the site since the last reporting period

The Total amount shown here indicates the cash value of the bills received from all the bill acceptors at the site since the last reporting period.

```
GROUPS
Description              Qty      Total
Fuel                 457.011    568.39          ◄─────  See the Shift Report for a detailed explanation of "Groups"
A/R Collect                2     50.00                   component.
Automotive               157   1273.45
Beer                      60    431.60
Beverage                  49    155.23
Car Wash                  17     84.00
Labor                      1     25.00
Manual Fuel                1     25.00
OAP-Non_Tax                1     25.00
OAP-Taxable                0      0.00
Other                    467    988.77
Sales Promo               15     43.25
Tobacco                   30    539.67


DEPARTMENTS
Description              Qty      Total                  See the Shift Report for detailed explanation of the "Department"
                                                ◄─────   component.

Reg-Full               0.000      0.00
Reg-Self              58.423     63.62
Rg-Plus-Full           0.000      0.00
Rg-Plus-Self           0.000      0.00
Sp-Plus-Full           0.000      0.00
Sp-Plus-Self         325.226    409.47
Supreme-Full           0.000      0.00
Supreme-Self          73.362     95.30
Ul-Plus-Full           0.000      0.00
Ul-Plus-Self           0.000      0.00
A/R Collect                2     50.00
Beer                      60    431.60
Beverage                  49    155.23
CarWash Dept              17     84.00
Fast Food                 65     52.87
Fountain                 100     61.56
Grocery                  191    769.12
Labor                      1     25.00
Manual Fuel                1     25.00
Misc.                     14     22.00
Motor Oil                 97    405.92
OAP-Non-Tax                1     25.00
OAP-Taxable                0      0.00
Sales Promo               15     43.25
Snacks                    97     83.22
TBA                       60    867.53
Tobacco                   30    539.67
Unknown                    0      0.00


NON-FUEL PRODUCTS                               ◄─────   The "Dry Product" component includes PLUs, SKUs, and
Description     Price     Qty      Total                 Presets.
10.99 HAT       10.99       1     10.99
100 GRAND KI     0.95       3      2.85                  This component is REQUIRED on the Day Report for stations
12 OZ CAPPUC     0.89       3      2.67                  with Back Office.
12 OZ COFFEE     0.75      21      3.00
12.99 HAT       12.99       1     12.99
```

```
14.99 HAT        14.99      1     14.99
16 OZ CAPPUC      0.99      3      2.97
16 OZ COFFEE      0.85      3      2.55
16 WINTER BL      5.58      1      5.58
18 WINTER BL      5.58      1      5.58
2 GAL GAS CA      4.25      1      4.25
2% GAL MILK       2.79      7     19.53
2% QT CHUG        1.09      6      6.54
2-22  CLEANE      3.79      1      3.79
2.99 BANDANA      2.99      1      2.99
20 OZ COFFEE      0.95      2      1.90
20 WINTER BL      7.80      1      7.80
22 OZ CAPPUC      1.09      4      4.36
22 REFILLS       10.45      1     10.45
22 WINTER BL      8.33      1      8.33
3.99 HB           3.99      1      3.99
3/PAK SPE        -0.60      3     -1.80
3000 OIL SUP      4.99      1      4.99
4 STAR            4.99      2      9.98
5.99 HB CUFF      5.99      1      5.99
6PK COKE          3.45      3     10.35
7-UP 2-LITER      1.29      2      2.58
7-UP DIET 2-      1.29      1      1.29
7UP NR            0.94      4      3.76
9 LIVES SEAF      0.49      8      3.92
9 LIVES SUPE      0.49      6      2.94
A&W RT BEER       1.29      1      1.29
A&WROOT BEER      0.94      1      0.94
A-1 STEAK SA      3.19     11     35.09
ACT II MICRO      0.65     10      6.50
ACT II POPCO      0.59      8      4.72
ADVIL C&S SN      0.69      6      4.14
ADVIL SNGL        0.69      8      5.52
ALKA-S PLUS       0.69      8      5.52
ALKA-SELTZ S      0.69      6      4.14
ALL SEASON 2      1.99      4      7.96
ALL SP WTRML      0.94      2      1.88
ALL SPORT CH      0.94      1      0.94
ALL SPORT FP      0.94      1      0.94
ALL SPT F PU      0.94      1      0.94
ALLSEASON 10      1.99      8     15.92
ALLSEASON 10      1.99      2      3.98
ALLSEASON 5W      1.99      5      9.95
ALMOND JOY        0.65      5      3.25
ALMOND JOY K      0.95      2      1.90
ALSPT CHSLM       1.59      1      1.59
ALSPT FRT PC      1.29      1      1.29
ALSPT LL          1.29      1      1.29
ALTOIDS           2.49      6     14.94
ALUMINUMFOIL      1.35      6      8.10
ANACIN BOTTL      5.29      7     37.03
ANACIN SNGL       0.69      5      3.45
ANBESOL           6.79      3     20.37
ANGEL FOOD        0.89      2      1.78
ANIMAL COOKI      1.15      3      3.45
APPLE JACKS       0.45      3      1.35
APPLE SWEET       0.89      2      1.78
```

```
AQUA NET REG     1.89     2     3.78
AQUAFINA 1 L     1.09     9     9.81
ATOMIC FIREB     0.05     2     0.10
AUTO TRADER      1.00     3     3.00
AUTO TRADER      1.00     2     2.00
AUTRAN TRANS     2.19     5    10.95
B LAYS 5 OZ      1.99     3     5.97
B&J BUTTER P     2.99     3     8.97
B&J CH GARC      2.99     3     8.97
B&J CHKYMKY      2.99     9    26.91
B&J CHOC FUD     2.99     3     8.97
B&J CHOFDG       2.99     4    11.96
B&J COOKDGH      2.99     4    11.96
B&J FTR FLV      2.99     4    11.96
B&J MNTCHO       2.99     4    11.96
B&J PB CUP       2.99     4    11.96
BABY RUTH        0.65    16    10.40
BABY RUTH KI     0.95     2     1.90
BACKWOODS PK     3.95     3    11.85
BACON & SWIS     2.09     3     6.27
BACON CHEDD      2.19     1     2.19
BAGEL & CREA     1.29     1     1.29
BAGGED ICE       1.19     1     1.19
BAKED LAY        0.99    29    26.41
BAKED LAYS B     0.69     2     1.38
BAKEDLAYS BB     1.99     2     3.98
BAKEN-ETS HO     0.99     2     1.98
BAND-AID 30C     3.39     1     3.39
BANQ BEEF DI     1.85     1     1.85
BANQ BEEF PO     0.95     1     0.95
BANQ CHICK P     0.95     1     0.95
BANQ CHIK DI     1.99     1     1.99
BANQ FRIED C     2.05     1     2.05
BAYER SNGL       0.69     1     0.69
BBQ RIB          2.09     1     2.09
BEECHNT .40O     1.89     1     1.89
BEECHNUT CHE     2.29     1     2.29
BEEF RAVIOLI     1.59     1     1.59
BEEFARONI CH     1.59     1     1.59
BIC MINI         0.89     1     0.89
BIC PEN          0.59     1     0.59
BIG 5 SILICO     4.99     2     9.98
BP ENERGREAS     1.49    11    16.39
BP GEAR OIL      2.89     5    14.45
BP HOLIDAY T    14.99     2    29.98
BP SPECIAL 3     1.99     4     7.96
BUD 12 PAK       7.89    50   394.50
CAMEL ULT       18.90    29   537.60
CAMEL ULT SF     1.72    13    22.36
CH CUP CAKE      0.99    13    12.87
CHEETOS          0.75     1     0.75
COFFEE 12oz      0.69    12     8.28
COFFEE REFIL     0.59    11     6.49
COKE CLASSIC     1.29     8    10.32
COOLANT GAL      5.99     2    11.98
COORS LT 6P      4.29     8    34.32
CYL. PURCHAS    39.95     1    39.95
```

184

```
D COKE 12oz      0.59      4     2.36
D.PEPPER12oz     0.49      3     1.47
DRAGON FIRE      4.95      2     9.90
FOUNT 12oz       0.79     33    22.62
FRESH WAY        4.99      1     4.99
HOT CHOCOLAT     0.89      6     5.34
Hot Dog          1.39     64    77.46
LOTTERY $1.0     1.00      6     6.00
LOTTERY $2.0     2.00      8    16.00
MACANUDO CIG     5.99      3    17.97
MERIT ULT100     2.07      1     2.07
MORTON 25LB      2.99     13    38.87
MULCH BAGGED     2.19      2     4.38
NITREX 10W30     2.96     12    35.52
NITREX 10W40     2.96      8    23.68
NITREX 20W50     2.96      3     8.88
NITREX 2CYCL     2.96      2     5.92
NITREX 5W30      2.96      3     8.88
NOVELTY $4.9     4.99      1     4.99
PERMA COOLAN     2.29      1     2.29
PITT PENN AN     5.89      1     5.89
SHELLS           1.60      1     1.60
SHINER 12oz      1.39      2     2.78
SNICKERS         0.65      2     1.30
SPRITE 12oz      0.59      1     0.59
TEA              0.69      2     1.38
TWINKIES         0.99      3     2.97
VAN C-EXTRA      1.99      1     1.99
VANELLUS 15W     1.99      1     1.99
VANELLUS 15W     6.99      1     6.99
VANELLUS C E     6.99      1     6.99
ZPO ACE/SPAD    18.29      1    18.29
ZPO BALLOONS    23.09      5   115.45
ZPO CLEVELAN    20.19      3    60.57
ZPO COLLECTO    15.39      6    92.34
ZPO CORVETTE    18.29      2    36.58
ZPO DART BOA    15.39      2    30.78
ZPO DICE        19.29      2    38.58
ZPO FULL HOU    18.29      1    18.29
ZPO WOLF IN     21.19      1    21.19
ZPO POOL RAC    25.99      1    25.99
ZPO PROUD BU    15.39      2    30.78
ZPO ROSE        18.29      3    54.87
ZPO SKULL       22.09      2    44.18




CAR WASH PRODUCTS
Description      Pr/U    Qty    Total
Express          2.00      5    10.00
Deluxe           3.50      4    14.00
Works            5.00      7    35.00

TOTAL INDOOR CARWASH SALES:      59.00

TOTAL OUTDOOR CARWASH SALES:      0.00
```

The "Carwash Product" component is REQUIRED for stations with Back Office. The detail provided will show the product name and price at the time the report was activated, quantity and dollars sold and a breakout of Indoor and Outdoor sales.

```
No Financial Items
in this reporting period.

GRADE PRODUCT DETAIL
FUEL PRICE TABLE
Grade       Price       TimeStamp
SuprPlus    1.259   00-02-20 17:50

Regular     1.089   00-02-20 17:50

Supreme     1.299   00-02-20 17:50

Diesel      1.159   00-02-20 17:50


OUTDOOR TERMINAL TOTALS
Item                Volume    Amount
CAT 1
Total CAT 1          0.000     0.00

CAT 2
Total CAT 2          0.000     0.00

CAT 3
Total CAT 3          0.000     0.00

CAT 4
Total CAT 4          0.000     0.00

CAT 5
Total CAT 5          0.000     0.00

CAT 6
Total CAT 6          0.000     0.00

CAT 7
Total CAT 7          0.000     0.00

CAT 8
Total CAT 8          0.000     0.00

CAT 9
Total CAT 9          0.000     0.00


Total CAT Sales      0.000     0.00


No Price Overrides
in this reporting period.


No OneShot Access details
in this reporting period.
```

"Customer Financial Items" are Bill Acceptor Refunds Due and Refunds Paid. The "Customer Financial" component MUST be included on the Shift Report for stations with Back Office, but may be included in the Day Report. Stations without bill acceptors may delete the component from their reports.

The "Grade Product" component is REQUIRED on the Shift Report for stations with Back Office.

Non-Back Office sites will typically include this component on the Day Report.

You can select "Detail" print which breakout sales by pump, by Indoor/Outdoor, by Service Level (Self, Full, Mini, and Other), and by Tier.

OR

"Summary" which prints only combined totals for all grades.

This component is equivalent to the 10 – Fuel Totals Z Report available from the Wayne Plus System.

```
No Auto Pay Sales
in this reporting period

HOURLY SALES REPORT          ◄─────   This is the "Hourly Sales" component in the Day Report.  This report
Date/Time      In/Out  #Trans   $Amt         provides the number of transactions and dollars sold, both Indoors
02/24/00                                      and Outdoors, Fuel and Non-Fuel in 60 minute increments.
00:00-00:59        I      1     1.34
                Fuel      0     0.00          Nucleus provides a stand-alone Hourly Sales Report that can be
            NON-Fuel      1     1.34          viewed and printed without executing or printing on your Shift or Day.
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
01:00-01:59        I      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
02:00-02:59        I      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
03:00-03:59        I      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
04:00-04:59        I      1     2.36
                Fuel      0     0.00
            NON-Fuel      1     2.36
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
05:00-05:59        I      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
06:00-06:59        I      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
                   O      0     0.00
                Fuel      0     0.00
            NON-Fuel      0     0.00
02/24/00
07:00-07:59        I      0     0.00
```

```
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
08:00-08:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
09:00-09:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
10:00-10:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
11:00-11:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
12:00-12:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
13:00-13:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
14:00-14:59           I        0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
                       O       0      0.00
                    Fuel       0      0.00
             NON-Fuel          0      0.00
02/24/00
15:00-15:59           I        0      0.00
                    Fuel       0      0.00
```

```
                NON-Fuel    0      0.00
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
16:00-16:59            I    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
17:00-17:59            I    1     13.68
                    Fuel    0      0.00
                NON-Fuel    1     13.68
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
18:00-18:59            I    6     58.41
                    Fuel    1      0.18
                NON-Fuel    5     58.23
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
19:00-19:59            I    3      6.81
                    Fuel    0      0.00
                NON-Fuel    3      6.81
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
20:00-20:59            I   34   1047.12
                    Fuel    6    213.24
                NON-Fuel   28    833.88
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
21:00-21:59            I   33   1615.90
                    Fuel    5    154.45
                NON-Fuel   28   1461.45
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
22:00-22:59            I   36   1472.58
                    Fuel    5    175.66
                NON-Fuel   31   1296.92
                       O    0      0.00
                    Fuel    0      0.00
                NON-Fuel    0      0.00
02/24/00
23:00-23:59            I    4     72.47
                    Fuel    1     25.04
                NON-Fuel    3     47.43
```

```
                    O       0      0.00
             Fuel       0      0.00
        NON-Fuel        0      0.00


MIX & MATCH SALES                         ◄──────

3 PK Special  - Enabled
Start Time: Thu Feb 24 00:00:00 2000
Stop Time:  Fri Mar 24 23:59:59 2000


          Total Promo        Total Sales
                  7              396.90

 Description            Qty  Discount
CAMEL ULT               21     10.50

Total Discount                 10.50
--------------------

LunchSpecial  - Enabled
Start Time: Thu Feb 24 00:00:00 2000
Stop Time:  Fri Mar 24 23:59:59 2000


          Total Promo        Total Sales
                 23               72.91

 Description            Qty  Discount
FOUNT 12oz              23      3.45
BAKED LAY              23      2.30
Hot Dog                23     11.50

Total Discount                 17.25
--------------------

BIC PEN Disc  - Enabled
Start Time:
Stop Time:  Indefinite


No Mix & Match sales
in this reporting period.

--------------------

No discount sales
in this reporting period.


REFERENCED TENDER MEDIA                   ◄──────
Paid Out
Reference#  1        Coke
Date      Time  Reference #    Amount
                142563789      150.00
2000-02-24 22:25 87777965       25.47
                Total:         175.47
```

This is the "MixNMatch Sales" component which provides detail on Discount Classifications programmed in the system. The system identifies the Discount Type by name, the status [Enabled and Disabled], start and stop time stamps, quantity and dollars sold and the discount applied.

Discount Types include:
♦ Prodict price for single unit, with a reduced price for a quantity of 2. Example "Bic Pen Disc" is the Bic Pen that sells for $.59 each or 2 for $1.00.

♦ Mix and Match – Selling like products. Esxample: 3PK Special on the purchase of 3 packs of any brand cigarettes.

♦ Combo – A combination of various products for a promotion or special. The discount applied can be distributed among the products linked department. Example: The Lunch Special to promote $.75 off the combo packaging of a Hot Dog, Fountain Drink and Chips.

The "RefMedia" component provides detail grouped by like media, with Vendor name, Invoice Number, amount and timestamp of disbursement.

A Summary by media is provided at the end of the component.

```
Reference#  3       Pepsi
Date      Time  Reference #    Amount
                 754968         50.00
                 979800033     196.33
                 Total:        246.33


Reference#  4       TastyKake
Date      Time  Reference #    Amount
                 987654321      25.99
2000-02-24 22:25 9999789       15.45
                 Total:         41.44


A/R Collect
Reference#  321        Judy' Limo
Date      Time  Reference #    Amount
                 12365         100.00
                 9789           25.00
                 Total:        125.00


Reference#  1234       ABC Auto
Date      Time  Reference #    Amount
                 1599           50.00
                 96993546       50.00
                 Total:        100.00


Summary:


Paid Out                       463.24


PUMP TOTALIZERS
Grade              Volume      Amount
Pump 1
   SuprPlus     255216.630  871386.18
   Regular      416384.950  911196.95
   Supreme      758481.580  962434.88


Pump 2
   TOTAL             0.000       0.00

Pump 3
   TOTAL             0.000       0.00

Pump 4
   TOTAL             0.000       0.00

Pump 5
   TOTAL             0.000       0.00

Pump 6
   TOTAL             0.000       0.00

Pump 7
   TOTAL             0.000       0.00

Pump 8
   TOTAL             0.000       0.00
```

The "Pump Totalizers" component is REQUIRED for stations with Back Office. The example shown is in Detail print by each fueling point. This information can be printed in Summary print which will combine all fueling points and give a grand total volume and dollars for all grades.

This component is equivalent to the 12 – Pump Totalizers Report available from the Wayne Plus System.

The information is available in a stand-alone report that can be run by itself at any time (without breaking day, or printing a day report). NOTE: The Auto Print option must be set to "Yes" for this report. To retrieve this stand-alone report.,

- ♦ Touch the <Nucleus> Button
- ♦ <Programming> option
- ♦ <Reports> tool bar
- ♦ <Current> to open the reports in the Current dialogue box
- ♦ <Totalizer>
- ♦ Queue to print by touching <Print>

The Pump Totalizer component is updated immediately when the nozzle is hung up. However, the Grade Products and (Fuel) Departments components do not update until the sale has been collected.

THEREFORE, subtracting the previous pump totalizers from the current pump totalizers may not match the grade product totals or the department totals. Overages or shortages will come back, but please be aware that this is a moving target.

NOTE: Pumps will print out in the order that they send totals to the POS. Nucleus polls each dispenser in order, but goes onto the next pump if the fueling point is in use.

```
Pump 9
   TOTAL             0.000      0.00

Totals
   SuprPlus      255216.630 871386.18
   Regular       416384.950 911196.95
   Supreme       758481.580 962434.88
   TOTAL         430083.160 745018.01

-------------------------------------



02/24/00     DAY REPORT      23:18:49                    Host Day Report

SHIFT NO.     AMT$     TIME      CNT
  001        127.71  21:43:40   0008
  002         63.62  23:15:15   0001
DAY TOTAL    191.33             0009



-------------------------------------

```

28.21 System Report Example

```
---------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Non-Resettables Report
Start Time: Thu May 04 11:47:29 2000
Print Time: Thu Jun 01 13:02:41 2000



STATION SUMMARY
 Item                         Total
Net Grand Totals
Indoor                       352.11
 Outdoor                      34.98
Station Net GrandTotal       387.09

Grand Total Taxes
   Sales Tax                   0.00

Grand Total Tax Credits
   Sales Tax                   0.00

Grand Total Non-Fuel Sales
Taxed                        359.70
Non-Taxable                    0.00
Tax Exempt                     0.00

Number of System Resets    7


-----------------------------------
```

Grand Total of indoor sales

Grand Total of outdoor sales

Grand Total of indoor and outdoor sales

Grand Total of Sales tax paid

Grand Total of Sales tax exemptions

28.22 Totalizer Report Example

```
Report Taker  : James
----------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Totalizer Report
Print Time: Thu Jun 01 13:02:41 2000

PUMP TOTALIZERS
Grade              Volume      Amount
Pump 1 (Self)
   SuprPlus        4424.250    7034.56
   Regular         6695.350    9976.07
   Supreme         3151.920    5326.74

Pump 2 (Self)
 SuprPlus          3247.250    5163.13
   Regular         6298.350    9384.54
   Supreme         3768.920    6369.47

Pump 3 (Self)
 SuprPlus          4582.250    7285.78
   Regular         6511.350    9701.91
   Supreme         2861.920    2860.23

Pump 4 (Self)
 SuprPlus          5977.250    5903.83
   Regular         8311.350   12383.91
   Supreme         3329.920    5627.56

Totals
   SuprPlus       18231.000   25387.30
   Regular        27817.400   41446.43
   Supreme        13112.680   20184.00

----------------------------------------
```

Station Name, Location and Station I.D.

Grade volume and dollar amount sold per pump

Site total volume and dollar amount per grade

28.23 Hourly Sales Report Example

```
--------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID 0: 00001100

Hourly Sales X Report # 1
Start Time: Thu May 04 11:47:29 2000

Print Time: Thu May 04 13:02:41 2000

HOURLY SALES REPORT
Date/Time      In/Out   #Trans    $Amt
05/04/00
00:00-00:59    Indoor      0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
              0utdoor       0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
05/04/00
01:00-01:59    Indoor      5     11.68
               Fuel         1      2.42
             NON-Fuel       4      9.26
              0utdoor       1      1.97
               Fuel         1      1.97
             NON-Fuel       0      0.00
05/04/00
02:00-02:59    Indoor      0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
              0utdoor       0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
```

Total number of indoor transactions per hour

Total dollar amount of indoor transaction per hour.

Dollar amount of indoor fuel transactions per hour.

Dollar amount of indoor non-fuel transactions per hour.

Total dollar amount of outdoor transactions.

Dollar amount of outdoor fuel transactions per hour.

Number of outdoor fuel transaction per hour.

```
05/04/00
22:00-22:59    Indoor      0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
              0utdoor       0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
05/04/00
23:00-23:59    Indoor      0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00
              0utdoor       0      0.00
               Fuel         0      0.00
             NON-Fuel       0      0.00

------------------------------------
```

Date and hour of reporting period

Number of indoor non-fuel transactions.

28.24 Tank Report Example

```
-----------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Fuel Inventory Report

Print Time: Thu Jun 01 13:02:41 2000

TANK 1                  Tank Inventory
-----------------------------------
Grade                   PlusUnlead
Current Fuel Level      54.80
Current Fuel Balance    5899.000
Drop Amount             550.000
Drop Time               05/10/2000 07:35:00

TANK 2                  Tank Inventory
-----------------------------------
Grade                   Unleaded
Current Fuel Level      54.80
Current Fuel Balance    5899.000
Drop Amount             550.000
Drop Time               05/10/2000 07:35:00

TANK 3                  Tank Inventory
-----------------------------------
Grade                   Supreme
Current Fuel Level      54.80
Current Fuel Balance    5899.000
Drop Amount             550.000
Drop Time               05/10/2000 07:35:00

TANK 4                  Tank Inventory
-----------------------------------
Grade                   Diesel
Current Fuel Level      54.80
Current Fuel Balance    5899.000
Drop Amount             550.000
Drop Time               05/10/2000 07:35:00
```

Station Name, Location and Station I.D.

Current tank level in inches

Current tank level in gallons

Fuel drop amount in gallons

28.25 Terminal Cash Report Example

```
Report Taker : James
-------------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Cash Reconciliation Rpt
Terminal: 1
Start Time: Thu May 04 11:49:53 2000

End Time  : Thu May 04 13:00:43 2000



STATION SUMMARY
Item                         Total
Net Grand Totals
    Indoor                  353.79
    Outdoor                  34.98
Station Net Grand Total     388.77

Grand Total Taxes
    Sales Tax                 0.00

Grand Total Tax Credits
    Sales Tax                 0.00

Grand Total Non-Fuel Sales
Taxed                       361.38
Non-Taxable                   0.00
Tax Exempt                    0.00

Number of System Resets 2


POS OPERATIONS SUMMARY
Item                  Qty    Total
Total Fuel Sales     2.667    3.47
Total Prepaid Fuel     1      1.00
Total Non Fuel Sales        262.10
Total Tax Received            0.00
Total Service Chg      0      0.00

Total Returns          0      0.00
Total Tax Credit              0.00
Total Discounts        2     -0.83

NET SALES                   265.74

Total Tax Received
    Sales Tax                 0.00

Total Tax Credits
    Sales Tax                 0.00
```

```
Net Non-Fuel Sales
    Taxed                   262.10
    Non-Taxable               0.00
    Tax Exempt               0.00

Total Voids            0      0.00
Total TransCancel      7     41.90
Total No Sales         1
Average Sales         51      5.21


TENDERINGS
Description           Qty    Total
  Cash
Opening Balance              700.00
Total Tenderings      40     214.47
Indoor Tenderings     40     214.47
Outdoor Tenderings     0      0.00
Paid In                0      0.00
Loans                  1      0.10
Safe Drops             0      0.00
Paid Out               0      0.00
A/R Collect            0      0.00
Cashback               0      0.00
Drawer Total                 914.57
Closing Balance              700.00
Short Amount in Drawer       214.57

  Credit Card
Total Tenderings       0      0.00
Indoor Tenderings      0      0.00
Outdoor Tenderings     0      0.00
Drawer Total                  0.00
Closing Balance               0.00
Short Amount i n Drawer       0.00

  Debit Card
Total Tenderings       1      1.04
Indoor Tenderings      1      1.04
Outdoor Tenderings     0      0.00
Drawer Total                  1.04
Closing Balance               0.00
Short Amount in Drawer        1.04

  Non EPOS
Total Tenderings       0      0.00
Indoor Tenderings      0      0.00
Outdoor Tenderings     0      0.00
Drawer Total                  0.00
Closing Balance               0.00
Drawer Amount matches

  Check
Total Tenderings       0      0.00
Indoor Tenderings      0      0.00
Outdoor Tenderings     0      0.00
Drawer Total                  0.00
```

```
Closing Balance              0.00
Drawer Amount matches

  Coupon
Total Tenderings       12    15.32
Indoor Tenderings      12    15.32
Outdoor Tenderings      0     0.00
Drawer Total                 15.32
Closing Balance               0.00
Short Amount in Drawer       15.32

  Fuel Memo
Total Tenderings        3     2.55
Indoor Tenderings       3     2.55
Outdoor Tenderings      0     0.00
Drawer Total                  2.55
Closing Balance               0.00
Short Amount in Drawer        2.55

  BAC Cash
Total Tenderings        0     0.00
Indoor Tenderings       0     0.00
Outdoor Tenderings      0     0.00
Drawer Total                  0.00
Closing Balance               0.00
Drawer Amount matches

  Trac Card
Total Tenderings        0     0.00
Indoor Tenderings       0     0.00
Outdoor Tenderings      0     0.00
Drawer Total                  0.00
Closing Balance               0.00
Drawer Amount matches

  A/R Sales
Total Tenderings        3    21.18
Indoor Tenderings       3    21.18
Outdoor Tenderings      0     0.00
Drawer Total                 21.18
Closing Balance               0.00
Short Amount in Drawer       21.18

NET Drawer Total            956.05
NET Closing Balance        700.00
NET Short Amount in Drawer  256.05

---------------------------------
```

28.26 Mix-N-Match Report Example

```
Report Taker : James
-------------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Mix-N-Match Report # 1          ◄──── Number of times this report has been run
Start Time: Thu May 04 11:47:30 2000

End Time  : Thu May 04 13:02:00 2000


MIX & MATCH SALES                     Status of Mix-N-Match offer (on or off)

BIC lig Disc - Enabled    ◄────
Start Time:               ◄────       Programmable start and stop time for
Stop Time: Indefinite                 Mix-N-Match promotion

          Total Promo    Total Sales      Total sales amount for this Mix-N-Match
               1            3.57  ◄──────   promotion during this reporting period

                                           Total number of times this Mix-N-Match
 Description          Qty   Discount        promotion has been used during this
BIC lighter           3      0.32           reporting period

Total Discount                0.32
------------------

Snak Special - Enabled
Start Time:
Stop Time: Indefinite

      Total Promo      Total Sales
           6              15.10

 Description          Qty   Discount      Total amount discounted for this product
TWINKIES              10     0.98  ◄────   in this Mix-N-Match promotion. This is the
SNICKERS               8     0.55         discount for this reporting period.

Total Discount                1.53  ◄──── Total discount amount for all products in
-------------------                       this Mix-N-Match promotion.


Smoke Spec. - Enabled
Start Time:
Stop Time: Indefinite

No Mix 8 Match sales in this reporting period.
Beer & Cigs  -  Enabled
Start Time:
Stop Time: Indefinite

        Total Promo    Total Sales
             2            40.58
```

28.27 Period to Date Report Example

```
-------------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Period to Date x Report
Start Time: Thu May 04 11:47:27 2000

End Time : Thu May 04 13:09:58 2000

STATION SUMMARY
Item                        Total
Net Grand Totals
   Indoor                   88.05
   Outdoor                  30.77
Station Net Grand Total    118.82

Grand Total Taxes
   Sales Tax                 0.00

Grand Total Tax Credits
   Sales Tax                 0.00

Grand Total Non-Fuel Sales
Taxed                       97.33
Non-Taxable                  0.00
Tax Exempt                   0.00

Number of System Resets     2


POS  OPERATIONS SUMMARY
Item              Qty      Total
Total Fuel Sales  17.446   21.49
Total Prepaid Fuel   0      0.00
Total Non Fuel Sales        97.33
Total Tax Received           0.00
Total Service Chg    0       0.00

Total Returns        0       0.00
Total Tax Credit             0.00
Total Discounts      0       0.00

NET SALES                  118.82

Total Tax Received
   Sales Tax                 0.00

Total Tax Credits
   Sales Tax                 0.00

Net Non-Fuel Sales
   Taxed                    97.33
   Non-Taxable               0.00
   Tax Exempt                0.00

Total Voids          0       0.00
Total TransCancel    0       0.00
Total No Sales       0
Average Sales       24       4.95

TENDERINGS
Description       Qty      Total
   Cash
Opening Balance            300.00
Total Tenderings    11      83.60
Indoor Tenderings   11      83.60
Outdoor Tenderings   0       0.00
Paid In              0       0.00
Loans                0       0.00
Safe Drops           0       0.00
Paid Out             0       0.00
A/R Collect          0       0.00
```

```
   Credit Card
Total Tenderings    6       17.84
Indoor Tenderings   2        3.07
Outdoor Tenderings  4       14.77
Drawer Total                17.84
Closing Balance              0.00
Short Amount in Drawer      17.84

   Debit Card
Total Tenderings    1        1.38
Indoor Tenderings   1        1.38
Outdoor Tenderings  0        0.00
Drawer Total                 1.38
Closing Balance              0.00
Short Amount in Drawer       1.38

   Non EPOS
Total Tenderings    0        0.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  0        0.00
Drawer Total                 0.00
Closing Balance              0.00
Drawer Amount matches

   Check
Total Tenderings    0        0.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  0        0.00
Drawer Total                 0.00
Closing Balance              0.00
Drawer Amount matches

   Coupon
Total Tenderings    0        0.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  0        0.00
Drawer Total                 0.00
Closing Balance              0.00
Drawer Amount matches

   Fuel Memo
Total Tenderings    0        0.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  0        0.00
Drawer Total                 0.00
Closing Balance              0.00
Drawer Amount matches

   BAC Cash
Total Tenderings    3       16.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  3       16.00
Drawer Total                16.00
Closing Balance              0.00
Short Amount in Drawer      16.00

   Trac Card
Total Tenderings    0        0.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  0        0.00
Drawer Total                 0.00
Closing Balance              0.00
Drawer Amount matches

   A/R Sales
Total Tenderings    0        0.00
Indoor Tenderings   0        0.00
Outdoor Tenderings  0        0.00
Drawer Total                 0.00
Closing Balance              0.00
Drawer Amount matches

NET Drawer Total           418.82
NET Closing Balance        200.00
```

```
GROUPS
Description        Qty       Total
Fuel              17.446     21.49
Beverage          4          2.36
Beer              3          2.13
Tobacco           4          73.56
Automotive        0          0.06
Car Wash          3          5.89
Labor             0          0.06
Sales Promo       0          0.00
A/R Collect       0          0.06
Other             15         13.37
Manual Fuel       0          0.06
Fuel Prepay       0          0.06
Cashback          0          0.00

DEPARTMENTS
Description        Qty       Total
Avgas-Full         0.000     0.00
Avgas-Self         0.000     0.00
Diesel-Full        0.000     0.00
Diesel-Self        0.000     0.00
Gasahol-Full       0.000     0.00
Gasahol-Self       0.000     0.00
Jet-Full           0.000     0.00
Jet-Self           0.000     0.00
Marine-Full        0.000     0.00
Marine-Self        0.000     0.00
NatGas-Full        0.000     0.00
NatGas-Self        0.000     0.00
Propane-Full       0.000     0.00
Propane-Self       0.000     0.00
Reg-Full           0.000     0.00
Reg-Self           3.495     3.80
Rg-Plus-Full       0.000     0.00
Rg-Plus-Self       0.000     0.00
Sp-Plus-Full       0.000     0.00
Sp-Plus-Self       10.786    13.58
Supreme-Full       0.000     0.00
Supreme-Self       3.165     4.11
Ul-Plus-Full       0.000     0.00
Ul-Plus-Self       0.000     0.00
Unl-Full           0.000     0.00
Unl-Self           0.000     0.00
A/R Collect        0         0.00
Beer               3         2.13
Beverage           4         2.36
CarWash Dept       3         5.89
Fast Food          0         0.00
Fountain           5         3.65
Grocery            0         0.00
Labor              0         0.00
Manual Fuel        0         0.00
Misc.              3         3.57
Motor Oil          0         0.00
OAP-Non-Tax        0         0.00
OAP-Taxable        0         0.00
Sales Promo        0         0.00
Snacks             7         6.15
TBA                0         0.00
Tobacco            4         73.58
Unknown            0         0.00

NON-FUEL PRODUCTS
Description    Price    Qty    Total
BIC lighter    1.19     3      3.57
CAMEL ULT      18.90    4      73.58
CHEETOS        0.75     2      1.50
COFFEE 12oz    0.69     3      2.07
D COKE 12oz    0.59     2      1.18
FOUNT 12oz     0.79     2      1.58
SHINER 12oz    1.39     3      2.13
SPRITE 12oz    0.59     2      1.18
TWINKIES       0.99     5      4.65
```

```
CAR WASH PRODUCTS
Description    Pr/U    Qty    Total
Car Wash1      1.95    1      1.95
Car Wash3      1.97    2      3.94

TOTAL INDOOR CARWASH SALES:      1.95

TOTAL OUTDOOR CARWASH SALES:     3.94

GRADE PRODUCT DETAIL
FUEL PRICE TABLE
Grade      SvcLvl  Tier   Price   TimeStamp
SuprPlus   Self    Day    1.259   04-30-00
                                  12:57
SuprPlus   Self    Night  1.259   04-30-00
                                  12:57
SuprPlus   Full    Day    1.259   04-30-00
                                  12:57
SuprPlus   Full    Night  1.259   04-30-00
                                  12:57

Regular    Self    Day    1.089   04-30-00
                                  12:57
Regular    Self    Night  1.089   04-30-00
                                  12:57
Regular    Full    Day    1.089   04-30-00
                                  12:57
Regular    Full    Night  1.089   04-30-00
                                  12:57

Supreme    Self    Day    1.299   04-30-00
                                  12:57
Supreme    Self    Night  1.299   04-30-00
                                  12:57
Supreme    Full    Day    1.299   04-30-00
                                  12:57
Supreme    Full    Night  1.299   04-30-00
                                  12:57

Diesel     Self    Day    1.159   04-30-00
                                  12:57
Diesel     Self    Night  1.159   04-30-00
                                  12:57
Diesel     Full    Day    1.159   04-30-00
                                  12:57
Diesel     Full    Night  1.159   04-30-00
                                  12:57

PER PUMP FUEL TOTALS
Grade           Volume    Amount
Pump 1 (Self)
  SuprPlus      10.786    13.58
  Regular       3.495     3.80
  Supreme       3.165     4.11
  TOTAL         17.446    21.49

Pump 2 (Self)
TOTAL           0.000     0.00

Pump 3 (Self)
TOTAL           0.000     0.00

Pump 4 (Self)
TOTAL           0.000     0.00

Pump 5 (Self)
TOTAL           0.000     0.00

Pump 6 (Self)
TOTAL           0.000     0.00
```

```
GRAND TOTAL ALL PUMPS
   SuprPlus   10.786   61%   13.58
   Regular     3.495   20%    3.80
   Supreme     3.165   18%    4.11
   Diesel      0.000    0%    0.00
      TOTAL   17.446         21.49

PER TIER FUEL TOTALS
Grade               Volume    Amount
Day
   SuprPlus         10.786     13.58
   Regular           3.495      3.80
   Supreme           3.165      4.11
      TOTAL         17.446     21.49

Night
TOTAL                0.000      0.00

GRAND TOTAL ALL TIERS
   SuprPlus   10.786   61%   13.58
   Regular     3.495   20%    3.80
   Supreme     3.165   18%    4.11
   Diesel      0.000    0%    0.00
      TOTAL   17.446         21.49

PER GRADE FUEL TOTALS
Grade               Volume    Amount
Indoor
   SuprPlus          1.431      1.80
   Regular           1.169      1.27
   Supreme           1.064      1.38
      TOTAL          3.664      4.45

Outdoor
   SuprPlus          9.355     11.78
   Regular           2.326      2.53
   Supreme           2.101      2.73
      TOTAL         13.782     17.04

GRAND TOTAL ALL – INDOOR/OUTDOOR
   SuprPlus   10.786   61%   13.58
   Regular     3.495   20%    3.80
   Supreme     3.165   18%    4.11
   Diesel      0.000    0%    0.00
      TOTAL   17.446         17.04

PER SERVICE LEVEL FUEL TOTALS
Grade               Volume    Amount
Self
   SuprPlus         10.786     13.58
   Regular           3.495      3.80
   Supreme           3.165      4.11
      TOTAL         17.446     21.49

Full
TOTAL                0.000      0.00

GRAND TOTAL ALL SERVICE LEVELS
   SuprPlus   10.786   61%   13.58
   Regular     3.495   20%    3.80
   Supreme     3.165   18%    4.11
   Diesel      0.000    0%    0.00
TOTAL        17.446         21.49

OUTDOOR TERMINAL TOTALS
Item                Volume    Amount
CAT 1
   Credit Card      10.230     12.80
Total CAT 1         10.230     12.80

CAT 2
Total CAT          2 0.000      0.00
```

```
Total-Credit Card     10.230     12.80

Total CAT Sales       10.230     12.80


****** CONFIGURATION REPORT ************


*** SC CONFIGURATION ***

Release Information
   BASE: N0800BP
   APPLICATION: CHO100BK

Security Camera
   Disabled

SC Report Printer
   MODEL: AXIOHM 7193

BOS SPEC VERSION
   Revision   : M
   DATE       : Jan 28, 2000
   BOS TYPE : NONE

CC Board( 01 ) information:
   VERSION: 3.00
   SERIAL NUMBER:  #00000001


*** IPTN1 CONFIGURATION ***
PINPAD N1 Configuration Report
   Encryption: ENABLED
   Firmware Version: EV0205USPPTRFOIU
   Display Type: ALPHA NUMERIC
   Display Columns: 16
   Display Lines: 2
   Key Pad size: 3x6
   TRAC: DISABLED


*** FUELING POINTS***

Fueling Point 1
   TYPE: Sc82
   REVISION: 29

***CATS CONFIGURATION***

CAT #1 Configuration Report
   Encryption: ENABLED
   Firmware Version: 13.0
   Firmware Date: 07/15/1994
   Display Type: ALPHA NUMERIC
   Display Columns: 16
   Display Lines: 2
   Printer Type: ROTARY
   Printer Columns: 21
   Key Pad size: 45

*** BILL ACCEPTOR CONFIGURATION ***

BAC Information on CAT#1
 Model No       : 1
 CodeVersion    : 5
 Enabled        : YES
```

28.28 BAC Refund Report Example

```
Report Taker   : James
-------------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

Bill Acceptor Refund Report

Print Time: Thu May 04 13:09:42 2000


CAT #1

PAID OUT
Trans      Paid Date    Refund
17         5/4/2000       0.26
20         5/4/2000       1.35
23         5/4/2000       8.18
```

Designates which CAT the BAC Report is assigned to

Transaction Number which is assigned to a Bill Accepter transaction and is printed on the CAT receipt

Refund is the amount of money that was refunded to the customer after he pumped less gas than was paid for at the Bill Acceptor

Paid Date is the date on which the Refund was paid to the customer

28.29 PLU Report Example

```
Report Taker : James
-----------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

PLU Report # 1
Start Time: Thu May 04 11:47:30 2000

End Time  : Thu May 04 13:00:11 2000


STATION SUMMARY
Item                         Total
Net Grand Totals
    Indoor                  352.11
    Outdoor                  34.98
Station Net Grand Total     387.09

Grand Total Taxes
    Sales Tax                 0.00

Grand Total Tax Credits
    Sales Tax                 0.00

Grand Total Non-Fuel Sales
Taxed                       359.70
Non-Taxable                   0.00
Tax Exempt                    0.00

Number of System Resets 7


BIC lighter        #11
      2 @        1.19         2.38

TOTAL PLU SALES LESS TAX    2.38
-----------------------------------
```

Item and PLU number

Quantity of PLU items purchased and the purchase price. This line also includes total dollar amount of the PLU item purchased during the reporting period.

Total dollar amount of all PLU purchases during the reporting period.

28.30 SKU Report Example

```
------------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100

SKU X Report # 1
Start Time: Thu May 04 11:47:30 2000

End Time  : Thu May 04 13:00:11 2000


STATION SUMMARY
Item                          Total
Net Grand Totals
    Indoor                   352.11
    Outdoor                   34.98
Station Net Grand Total      387.09

Grand Total Taxes
    Sales Tax                  0.00

Grand Total Tax Credits
    Sales Tax                  0.00

Grand Total Non-Fuel Sales
Taxed                        359.70
Non-Taxable                    0.00
Tax Exempt                     0.00

Number of System Resets 7


Milky Way             #04000000101
     6 @      0.89       5.34

Post It               #02120015577
     5 @      0.79       3.95

TOTAL SKU SALES LESS TAX   9.29
------------------------------------
```

SKU unit price

Item and SKU number

Quantity of SKU item sold during the reporting period

Total dollar amount of SKU item sold during the reporting period

Total dollar amount of all SKU items sold during the reporting period

28.31 Mannatec Card Sales Report Example

```
MANNATEC COMPLETED CARD SALES

Card Number                  Total
Ref #: 00000000302
1020 2221202                  1.95
Ref #: 00000000303
2221 2221222 2221218          2.61
Ref #: 00000000304
1020 2221202                  5.89
Ref #: 00000000305
1050 2221211                 10.77

TOTAL CARD SALES        4    21.22

No Mannatec Exception Records
in this reporting period
```

Mannatec Card Number

Transaction Reference Number

Transaction Sales Total

Number of Mannatec Card Sales in This Reporting Period

Total Mannatec Card Sales in This Reporting Period

28.32 Method of Payment Report Example

```
Method of Payment Totals

Non-Fuel
 Tender      Indoor   Outdoor      Total
 Cash       2456.24    109.45    2565.69
 Check       387.40      0.00     387.40
 Debit      1680.95    134.16    1815.11
 Credit     1179.96    256.20    1436.16
 Total      5704.55    499.81    6204.36

Fuel
 Tender      Indoor   Outdoor      Total
 Cash       1456.24    209.45    1665.69
 Debit       680.95   1134.16    1815.11
 Credit     1879.96   2032.52    3912.48
 Total      4017.15   3376.13    7393.28

Grand Ttl  9721.70   3875.94   13597.64


Non-Fuel Credit Detail
 Tender      Indoor   Outdoor      Total
 VISA        589.98    128.10     718.08
 AMEX        589.98    128.10     718.08
 Total      1179.96    256.20    1436.16

Fuel Credit Detail
 Tender      Indoor   Outdoor      Total
 VISA        589.98    843.48    1433.46
 MC          589.98    843.48    1433.46
 DISCOVER    700.00    345.56    1045.56
 Total      1879.96   2032.52    3912.48

Grand Ttl  3059.92   2288.72    5348.64

Number of Tenderings Credit Detail
 Tender              Qty
 VISA
 Indoor Tenderings     30
 Outdoor Tenderings    40
 Total Tenderings      70
 MC
 Indoor Tenderings     23
 Outdoor Tenderings    62
 Total Tenderings      85
 DISCOVER
 Indoor Tenderings     50
 Outdoor Tenderings    65
 Total Tenderings     105

Indoor Tenderings     103
Outdoor Tenderings    167
Total Tenderings      260
```

28.33 Manually Keyed Transaction Report Example

```
MANUAL ENTRY DETAIL


Cashier:       Employee 1              ←———— Cashier on duty
Date/Account #            Amount       ←———— Date and Time of transaction
07/10/2007 11:11          ←————
XXXXXXXXXXXXXX0057    ←    10.50        ←———— Amount of transaction
07/10/2007 11:15
XXXXXXXXXX1006            17.50         ←———— Credit Card used for transaction
Total            2  ←     28.00

                                       ←———— Total number of Manually Keyed Transactions by
GRAND TOTAL      2  ←     28.00              employee
                                       ←———— Total number of Manually Keyed Transactions by
                                             reporting period
```

28.34 Average Transaction Report Example

```
AVERAGE TRANSACTION DETAIL             ←———— Cashier on duty

User Name          Qty    Amount
WAYNE ACCESS        5  ←   9.24 ←       ←———— Average Transaction Amount per cashier

GRAND TOTAL         5      9.24         ←———— Number of Transactions per cashier

                                       ←———— Average Transaction Amount all cashiers

                                       ←———— Number of Transactions all cashiers
```

28.35 Fuel Price Change Report Example

```
Fuel Price Changes                              ──────  Cashier on duty

Cashier: WAYNE ACCESS     ◄───────────────────  Time and date of the price change
Timestamp:  07-10-07 10:07  ◄─────────────────  Price by tender
Tender Type CREDIT        ◄─────
Grade                 Old Price New Price  ──────  Old/New Price
Diesel/SELF/DAY            1.159     1.169  ◄───
Diesel/FULL/DAY            1.259     1.269
Diesel/SELF/NIGHT          1.259     1.269
Diesel/FULL/NIGHT ◄────    1.359     1.369
                                            ──────  Grade/Level/Tier
Cashier: WAYNE ACCESS
Timestamp:  07-10-07 10:08
Tender Type CREDIT
Grade                 Old Price New Price
Supreme/SELF/DAY           1.359     1.369
Supreme/FULL/DAY           1.459     1.469
Supreme/SELF/NIGHT         1.459     1.469
Supreme/FULL/NIGHT         1.559     1.569

Cashier: WAYNE ACCESS
Timestamp:  07-10-07 10:09
Tender Type CREDIT
Grade                 Old Price New Price
Plus Unlead/SELF/DAY       1.259     1.269
Plus Unlead/FULL/DAY       1.359     1.369
Plus Unlead/SELF/NIGHT     1.359     1.369
Plus Unlead/FULL/NIGHT     1.459     1.469
```

29 SALES REPORT

Sales Report is the sales log activity that is logged which includes Host messages, cashier log on/off activity, Opening and closing shift balance information, sales item information and bill acceptor sales information. The log also contains information about credit card transactions including transactions numbers, credit card authorization numbers, the card holder's name, and credit transaction amounts. The Nucleus system's sales data is archived for up to 7 years.

The sales log can be accessed by touching the **Report Operations** special functions button and then selecting the **Electronic Journal** button.

29.1 Selecting a Sales Log

The Sales Log calender is displayed when the user selects Sales from the reports menu. This calender can be used to select the current day or any previous days sales log to review data and sales information. See Figure 29-1 below.
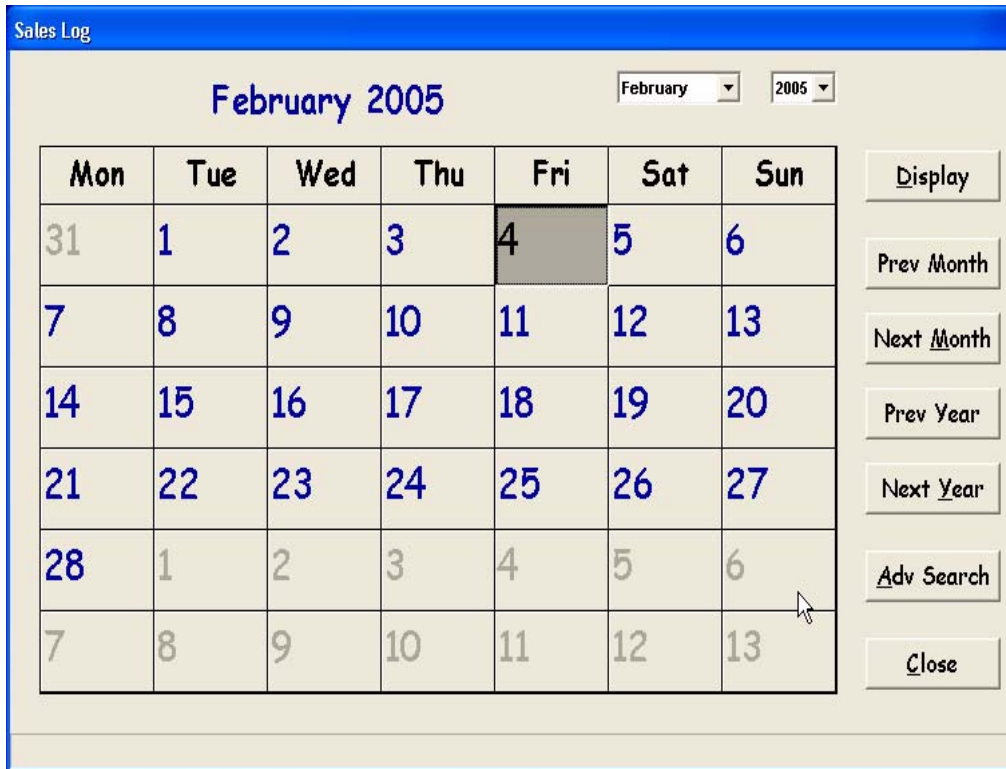
Figure 29-1 Sales Log Window

The cashier selects the day that he wishes to review by touching **Prev Month** or **Next Month** to select the proper month and then select the appropriate day of the month on the calender. Next touch **Display** to show the Sales log for the day selected. See Figure 29-2 for the Sales Log Viewer.
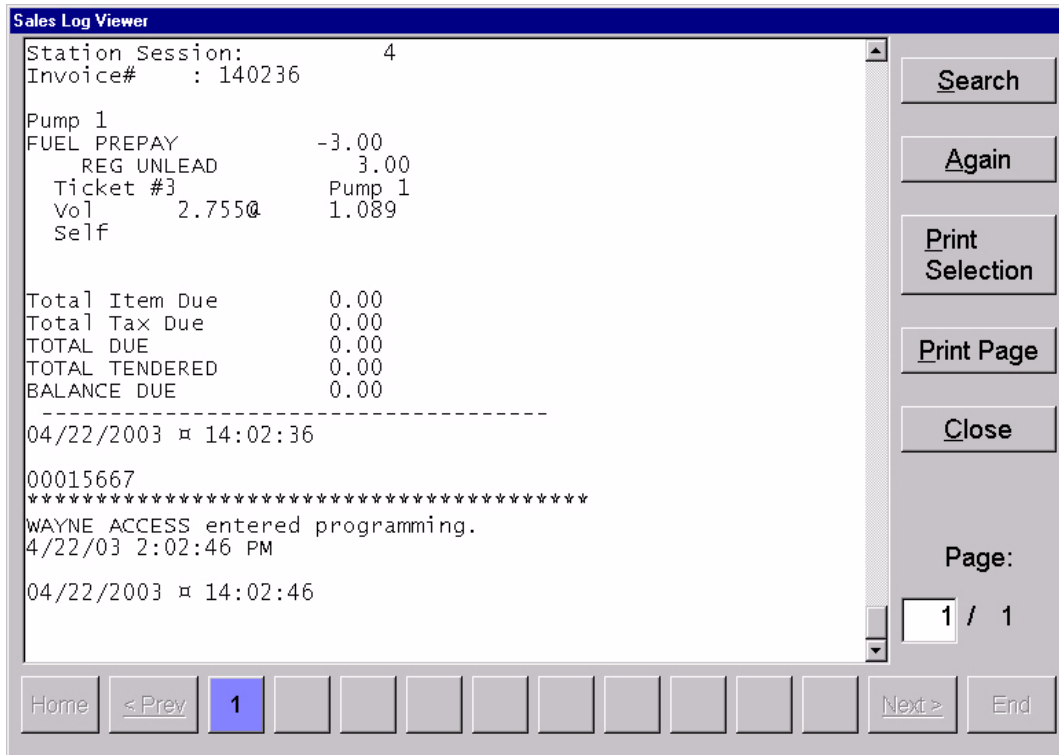
Figure 29-2 Sales Log Viewer

The cashier can scroll up or down through the sales log by touching the up or down elevator buttons on the right side of the display. A particular section can be printed if the cashier touches the beginning of a section and drags their finger to the end of the desired section. This will highlight the chosen area then the **Print Selection** button can be pressed to print the desired section.

29.1.1 Printing the Sales Log

If a printout of a particular section of the sales log is desired then the user should touch the beginning of the area desired and drag his finger to the end of the desired area. This will highlight the desired area by giving it white lettering on a black background. Touch **Print Selection** to print the selected area to the printer. The entire page of the Sales Log can also be printed by selecting the **Print** Page button.

NOTE: If an all inclusive search or print of the sales log is desired, such as a search or print of data for a year, then a **Save Backup to CD** should be performed, then the data can be searched, viewed, or printed from a different PC. Running a search or print of a large portion of the sales log can slow down system response time and adversely affect system performance while the action is being performed.

29.1.2 Searching the Sales Log

The sales log can be searched for a particular item to make finding data easier for the user. Touch the Search button to bring up the following window.
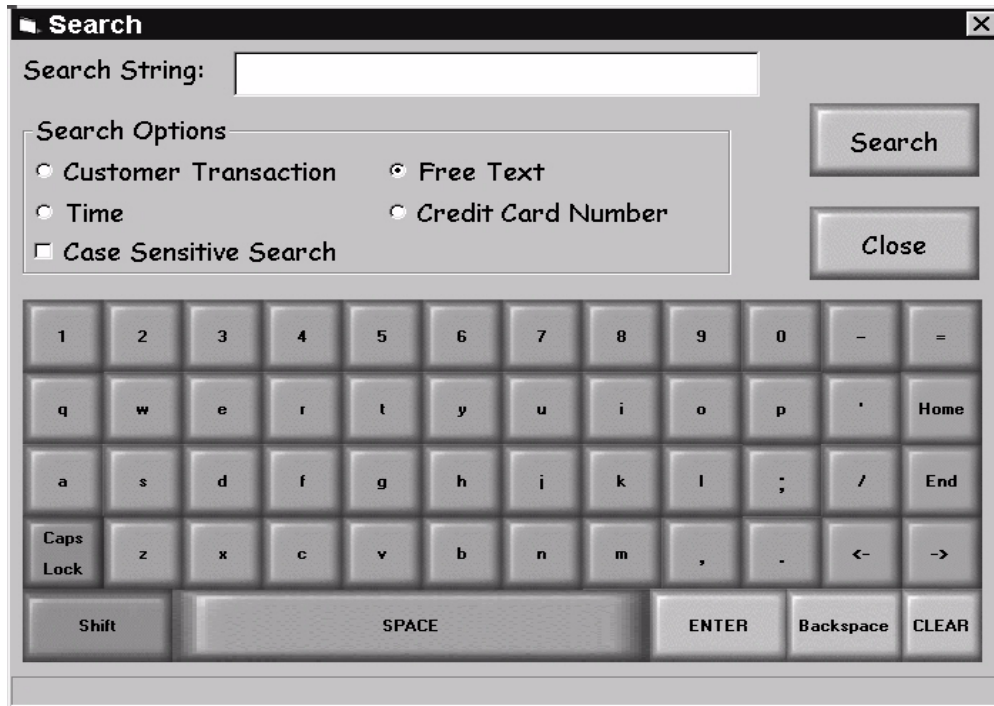
Figure 29-3 Sales Log Search Window

The search criteria can be entered using the keyboard in the example above. Select the search option to specify the type of search to be carried out and then type in the text or number to be found. Touch **Search** to begin searching the sales log or **Close** to exit. Select the search type from the options below.

- **Customer transaction number** - This is useful when the transaction number is known but additional data such as credit card number, the customer name or the time of the transaction is needed.

- **Time** - A time can be entered to search for information about transactions during a specified time period or to locate a specific transaction number.

- **Free Text** - Searching for free text is useful when searching for a particular card holder's name or credit card type.

- **Credit Card Number** - Searching for credit card number is useful when looking for a particular transaction amount or time and the credit card number is known.

- **Case Sensitive Search** - Select this box to specify whether or not the search is restricted to exact text.

29.2 Advanced Search

Select **Advanced Search** from the Sales Log window (Figure 29-1) to access the Advanced Search function.

Filter Card Detail Box
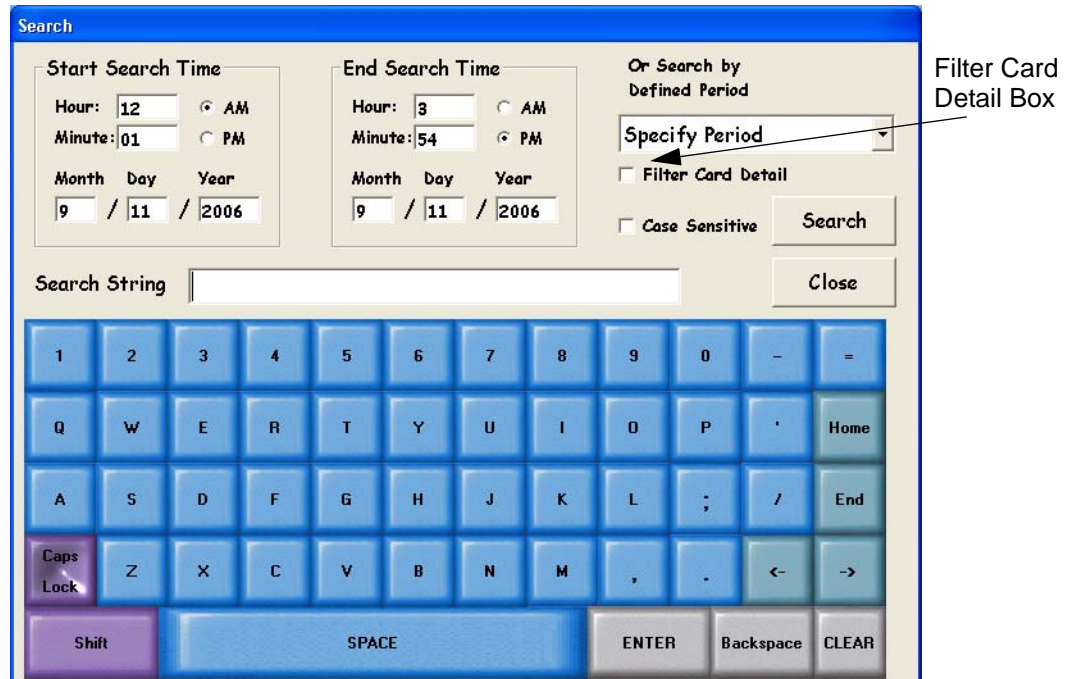
Figure 29-4 Advanced Search Window

The advanced search function can be used to easily locate transactions using more detailed search parameters. A search string is entered for the system to look for within the desired time period and the user can search the database using a start and end date or specify a previous time period from the choices below:

- Previous Year
- Previous Two Months
- Previous Month
- Previous Two Weeks
- Previous Week
- Previous Three Days
- Previous Two Days
- Previous Day

Touch the **Search** button to begin the search or **Close** to exit this window.

### 29.2.1 Credit Detail Log Search

Click the Filter Card Detail box to modify the search criteria to append "HOST:" to the search string, then click the Search button. This will search for all credit/debit transactions within the specified time period.

29.2.2 Product Database Search

The Product database can be searched to locate specific products when performing product updates like price changes.

1. Access the Product Programming window by selecting **Cash Register** > **Non-Fuel > Product**. See Figure 29-5.

2. To do a search of the database for a product you can

    *   Select **Search on Product Number** then enter the product number of the item in the window.

* Or select **Search on Product Name** then enter the name of the item in the window or **Search on PLU/UPC** and scan the product at the scanner.
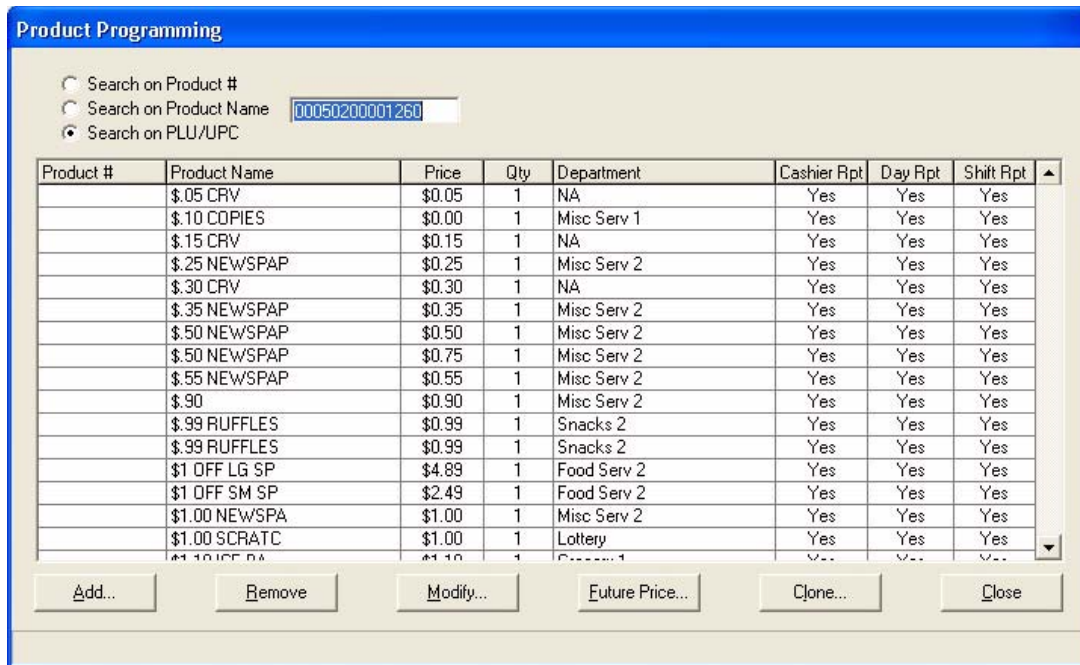
Figure 29-5 Product Programming Window

3. The product database listing can also be sorted by department by clicking on the **Department** heading.

29.3 Configuration Report

Access the Configuration Report from **Programming > Reports > Configuration** for information about the Nucleus system. The report details the hardware present at the site for both the indoor equipment and the dispensers. The system polls all the devices that are connected to Nucleus and reports information on software revisions, firmware and current state of the device.

```
****** CONFIGURATION REPORT ************

*** SC CONFIGURATION ***          ◄────────  Store Controller configuration section

Release Information
     BASE: N0800BP              ◄────────  Nucleus Software version information
     APPLICATION: CHO100BK

Security Camera   ◄────────────────────  Security camera device status
     Enabled



TANK LEVEL SENSING SYSTEM: TLS350  ◄──────  Tank level monitor model

BOS SPEC VERSION
     Revision   : O             ◄────────  Back office version and interface type
     DATE        : April 10, 2000
     BOS TYPE  : N-LINK
     BOS FREQUENCY: DAY

CC Board( 01 ) information:       ◄────────  CC board type and firmware revision
     VERSION: 3.00
     SERIAL NUMBER:  #00000001

Tier/Feature Information          ◄────────  Tier/Feature Information
     Current Tier:       1
     Feature: Programmable Car Wash Prompting
     Tier:           3
     Available:          YES

     Feature: Discount Fuel Price - Carwash
     Tier:           3
     Available:          YES

     Feature: Discount Fuel Price - Tender
     Tier:           3
     Available:          YES

*** IPT#1 CONFIGURATION ***       ◄────────  IPT configuration section

PINPAD #1 Configuration Report    ◄────────  ICAT configuration section
     Encryption: ENABLED
     Firmware Version: EV0205USPPTRFOIU
     Display Type: ALPHA NUMERIC
     Display Columns: 16
     Display Lines: 2
     Key Pad size: 3x6
     TRAC: DISABLED


*** FUELING POINTS CONFIGURATION***  ◄─────  Fueling point configuration section

Fueling Point 1
     TYPE: DUPLEX   ◄────────────────────  Dispenser computer base type and
     REVISION: 255                         firmware revision



***CATS CONFIGURATION***
```

```
CAT #1 Configuration Report
    Encryption: ENABLED                          ◄─────────  CAT configuration section
    Firmware Version: 13.0
    Firmware Date: 07/15/1994
    Display Type: ALPHA NUMERIC                              CAT configuration information
    Display Columns: 16                                      - CAT firmware revision
    Display Lines: 2                             ◄─────────  - Cat printer type
    Printer Type: ROTARY                                     - Display type
    Printer Columns: 21                                      - Keypad type
    Key Pad size: 45



*** BILL ACCEPTOR CONFIGURATION ***            ◄─────────  Bill Acceptor configuration section

BAC Information on CAT#1
  Model No       : 1
  CodeVersion    : 5                           ◄─────────  BAC model information, firmware
  Enabled        : YES                                     revision number and device status
```

29.4 Period to Date Report (Z)

The Period to Date report which is accessed from **Programming > Reports > Period to Date** is a Z report and has the same format as the Period to Date X report example on page **200.**

29.5 BAC Refund Report

The BAC Refund report which is accessed from **Programming > Reports > Bill Acceptor Refund** has the same format as the BAC Refund report example on page **203.**

29.6 PLU List

Access the PLU List Report from **Programming > Reports > PLU List** for a report giving a listing of all the PLUs programmed at the site and includes the product description, unit price, quantity price and PLU number.

```
PLU Listing on IPT: #1
Date & Time: 05/04/00 13:03:35

PLU UntPrice Qty QtyPrice Product
   1     0.79   1     0.79 FOUNT 12oz
   2     0.69   1     0.69 COFFEE 12oz
   3    18.90   1    18.90 CAMEL ULT
   4     0.59   1     0.59 SPRITE 12oz
   5     0.59   1     0.59 D COKE 12oz
   6     1.39   1     1.39 SHINER 12oz
   7     0.99   1     0.99 TWINKIES          ◄──── Product name
   8     0.75   1     0.75 CHEETOS
   9     0.65   1     0.65 SNICKERS
  10     1.19   1     1.19 BIC lighter
  11     1.19   3     3.25 BIC lighter

                                              Product price

                                              Product PLU
```

29.7 SKU (Z)

The SKU report which is accessed from **Programming > Reports > SKU** is a Z report and has the same format as the SKU Report example on page **205.**

29.8 Hourly Sales

The Hourly Sales report is an X report which is accessed from **Programming > Reports > Hourly Sales** and has the same format as the Hourly Sales X report example on page **195.**

29.9 Tank Inventory

The Tank Inventory report is an X report which is accessed from **Programming > Reports > Tank Inventory** and has the same format as the Tank Report example on page **196.** The Tank Inventory report can now be added to the Day or Shift report as a component.

29.10 Mix-N-Match

The Mix-N-Match report which is accessed from **Programming > Reports > Mix-N-Match** has the same format as the Mix-N-Match X report example on page **199.**

29.11 PLUZ

The PLUZ report which is accessed from **Programming > Reports > PLUZ** is a Z report that has the same format as the PLU Report X report example on page **204.**

30   ITEM SALES QUERY

Access the Item Sales Query Report from **Programming > Reports > Item Sales Query** which allows the user to query for the number and dollar amount of sales for a product or range of products within the specified time frame. The search can be based on PLU number, SKU number, Product Description, Mix-N-Match specials, Combo specials or Department Name. The search can only be performed for data within the past sixteen days.

Figure 30-1 Item Sales Query Window

Figure 30-2 Item Sales Query Report

31 MAIL

The Chevron host sends both Secure Mail and Unsecure Mail to the Nucleus POS. Mail can be accessed in two ways, one is from the **Programming > Reports > Mail** menu selection and the other is from the **Special Functions** button on the Sales/Operations screen. The host network will at times send mail to the station at which time the station will be notified by means of a pop-up on the IPT screen. The Mail notification messages look like the following examples.

Figure 31-1 Mail Message

If additional mail arrives from the host the following message will be displayed.

Figure 31-2 More Mail Message

The mail notification message for Secure and Unsecure mail will look the same. The cashier should touch the **Continue** button to acknowledge the message. After the system has received Secure Mail the Special Functions button will appear with a yellow border around it indicating that the host has sent Secure Mail to the site and it has not yet been read. See Figure 31-3 below. When all of the Secure Mail has been read then the yellow border around the Special Functions button will return to normal.
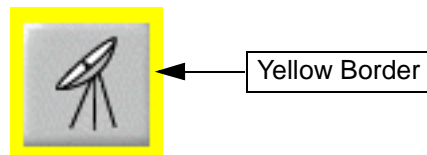
Figure 31-3 Mail Notification

31.1 Unsecure Mail

Unsecure Mail is printed on the printer and saved in the Archive. To retrieve Unsecure mail that has been sent from the host do the following.

1. Touch the **Special Functions** button.

2. Touch the **Unsecure Mail** field and the following window will be displayed.
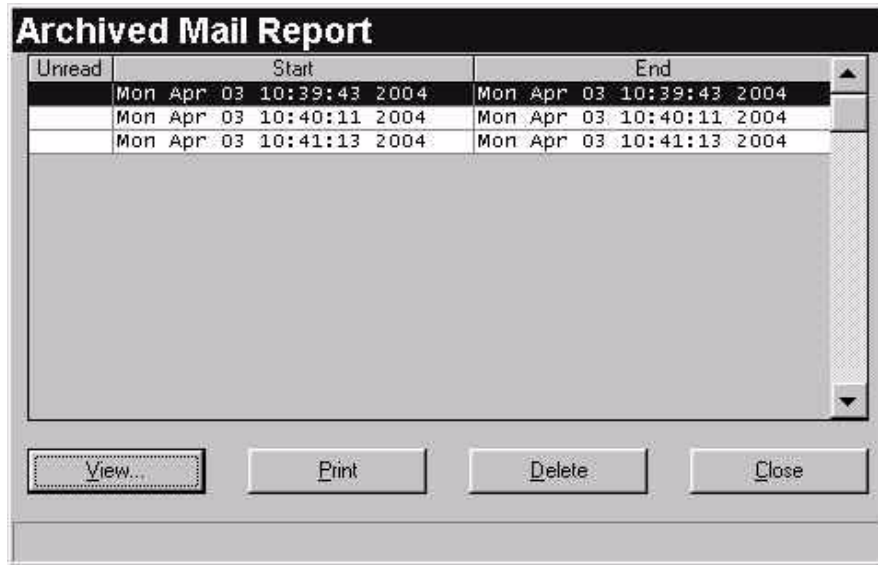
Figure 31-4 Unsecure Mail Archive

3. Select one of the mail messages on the screen by touching it.

4. Select **View** to view the message or **Print** to print the message.

5. Touch the **Delete** button to remove the highlighted mail message.

31.2 Secure Mail

Secure Mail is saved in the Archive and not printed on the printer. To retrieve Secure mail that has been sent from the host do the following.

1. Touch the **Special Functions** button.

2. Touch the **Secure Mail** field and the following window will be displayed.
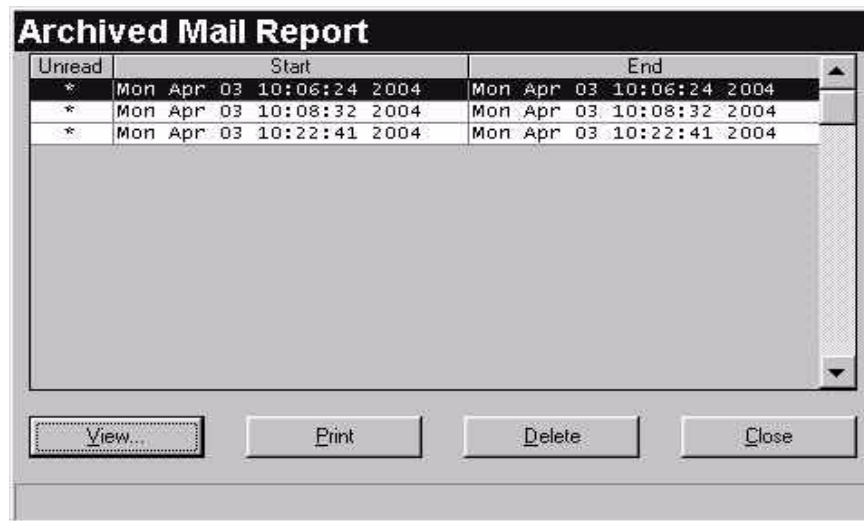
Figure 31-5 Secure Mail Archive

3. Select one of the mail messages on the screen by touching it.

4. Select **View** to view the message or **Print** to print the message.

5. Touch the **Delete** button to remove the highlighted mail message.

32 FULL-SERVE ATTENDANT REPORT

The Full-Serve attendant report consists of a log of all sales data generated by a full serve attendant. The report begins when an attendant logs on to a full serve CAT for the first time and will continue to accumulate data until the report is closed by the attendant or his manager taking the report. An attendant will be able to be logged onto multiple CATS at the same time and the report will condense all activity by that attendant into one Full-Serve Attendant report.

Access the Full Serve Attendant report by pressing the **Reports Button** then the **Full-Serve Attendant** button. This window displays in the lower right hand corner of the screen, and covers up the ScratchPad. Access to report functions is controlled by the security level of the logged-on cashier. If the cashier does not have the correct access level, an error message appears in the message box.
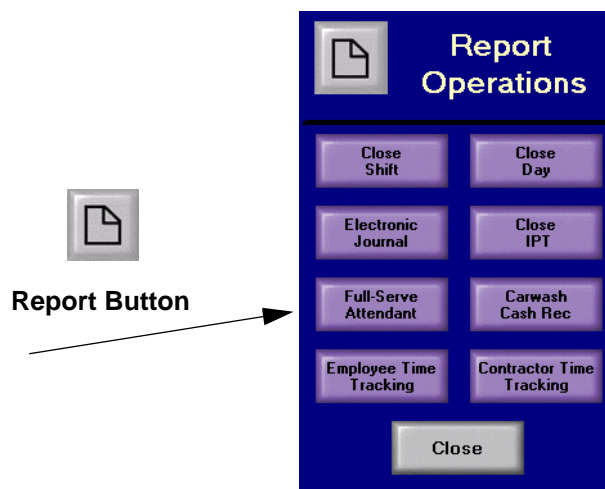
Figure 32-1 Report Operations Window

Touch the **Full-Serve Attendant** button when a full serve attendant would like to close his/her shift and print the Outdoor Attendant Report. Be sure that the full serve attendant has logged off of all of the outdoor terminals prior to attempting to close the Outdoor Attendant Report. If an attendant attempts to close the Outdoor Attendant Report before logging off of all of the outdoor terminals a message will pop up on the Nucleus terminal reminding the user that he must log off of all outdoor terminals. When the Full-Serve Attendant button is pressed the user will be presented with a screen showing the current outdoor attendants. Select the attendant from the list and enter the attendant password to close and print the report.
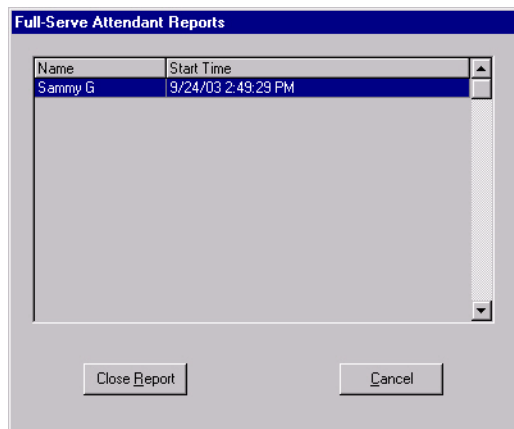
The Full-Serve Attendant report can also be generated through the following procedure.

1. Press the Nucleus Button then **Programming > Reports > Full-Serve Attendant Reports** and the following menu will be displayed.
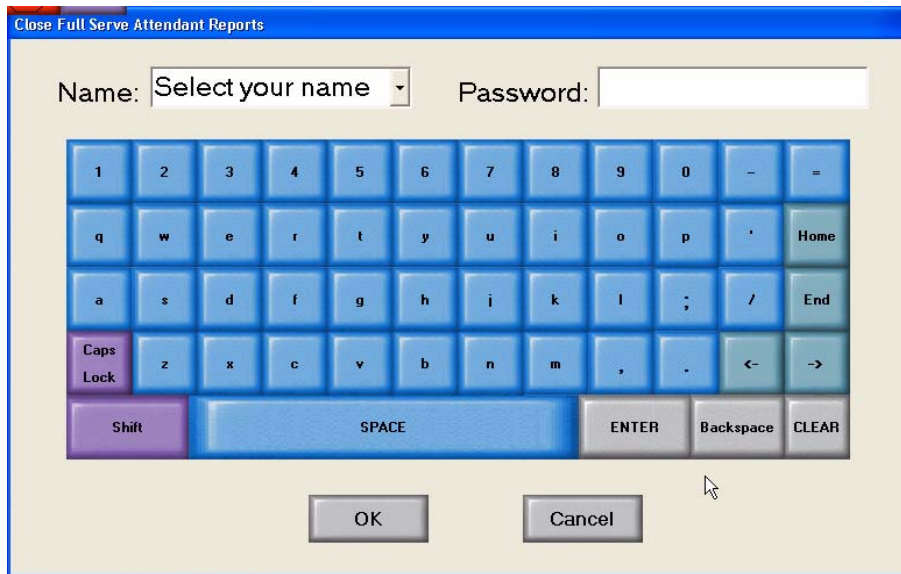
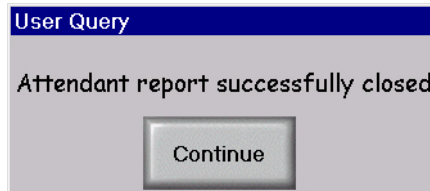**Figure 32-2 Full-Serve Attendant Report Logon Window**

2. Select a User Name from the list and then enter the attendant password using the keypad. Select **OK** to continue or **Cancel** to exit.


Figure 32-3 Full-Serve Report Selection Window

3. Make sure that the attendant has logged off of all the CATs which he/she may have logged onto then select **Close Report** to close the report and generate a Full-Serve Attendant report.

4. The following pop-up will be displayed if the session has been successfully closed and the report has printed.

5. Touch **Continue** to close the Full-Serve Attendant Report Window.

Figure 32-4 Close Attendant Report Window

The Full-Serve Attendant Report can be programmed to automatically close at End of Day or End of Shift if desired. If auto close is enabled the system will close any Full Serve Attendant reports that are currently running. Be sure that all outdoor attendants have signed off of all outdoor terminals prior to End of Day or End of Shift for the auto close function to work. To access Full-Serve Attendant Report setup, select **Reports > Setup > Full-Serve Attendant** from the Programming Access window. See Figure 32-5.
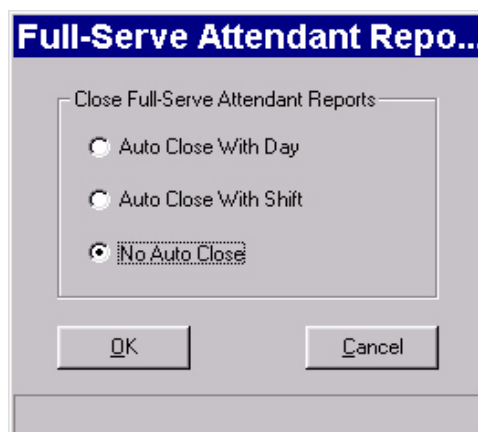
Figure 32-5 Full-Serve Attendant Report Window

- **Auto Close with Day** - Instructs the system to close the Full-Serve Attendant Report at the close of a Day. To have the system print the report at the close of day then the Auto Print option must be set to "Yes" in **Reports > Setup > Components.**

- **Auto Close with Shift** - Instructs the system to close the Full-Serve Attendant at the close of a Shift. To have the system print the report at the close of shift then the Auto Print option must be set to "Yes" in **Reports > Setup > Components.**

- **No Auto Close** - Instructs the system not to close the Full-Serve Attendant at Close Shift or Close Day.

33 CARWASH CASH RECONCILIATION

The Carwash Cash Reconciliation report is used to account for revenue from the carwash controller. When the report is requested either from the Report Operations button or from the Reports Menu in Programming the user will be asked if the money will be retrieved from the Carwash controller. If the user answers **NO** then an X report will be printed but if the user answers **YES** then a Z report will be printed. The Car Wash Cash Rec report can also be added to the shift or the day report.

You can also access the Carwash Cash Reconciliation report by going to **Programming > Reports**. Access to the Carwash Cash Reconciliation report functions is controlled by the security level of the logged-on cashier. If the cashier does not have the correct access level, an error message appears in the message box.
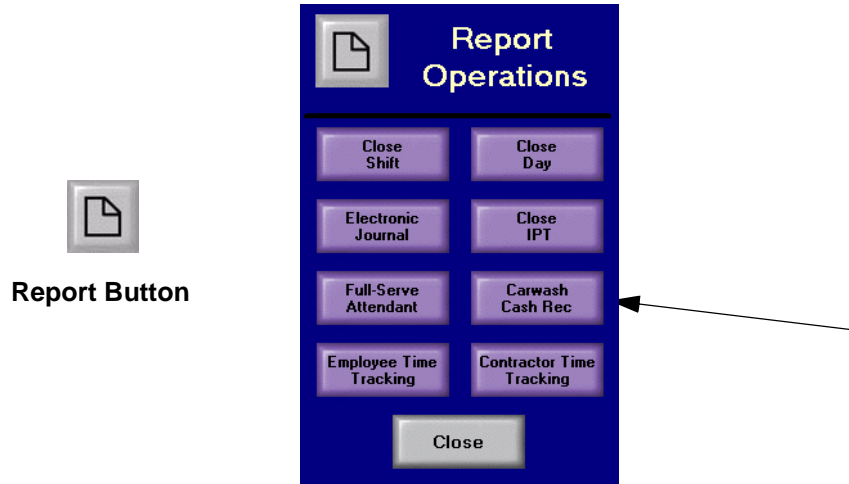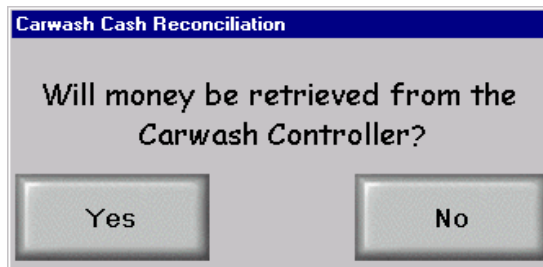
Report Button

Figure 33-1 Report Operations Window

Figure 33-2 Carwash Cash Reconciliation Prompt

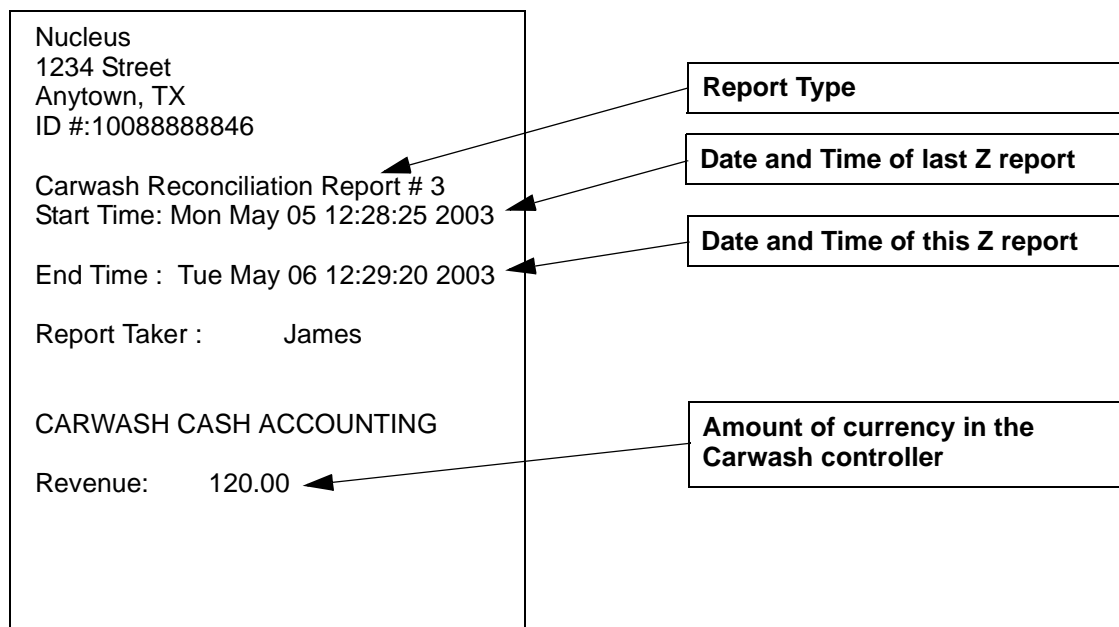The following is an example of what the Carwash Cash Reconciliation report looks like.

Nucleus
1234 Street
Anytown, TX
ID #:10088888846

Carwash Reconciliation Report # 3
Start Time: Mon May 05 12:28:25 2003

End Time : Tue May 06 12:29:20 2003

Report Taker :   James

CARWASH CASH ACCOUNTING

Revenue: 120.00

Report Type

Date and Time of last Z report

Date and Time of this Z report

Amount of currency in the Carwash controller

Figure 33-3 Carwash Cash Reconciliation Report Example

34 EMPLOYEE TIME TRACKING

The Employee Time Tracking Reports are reports that will keep track of each of the site's individual employees and the times that they have been logged into and out of the Nucleus system. Access the Employee Time Tracking reports by going to **Programming > Reports > Employee Time Tracking**. The following window will be displayed.
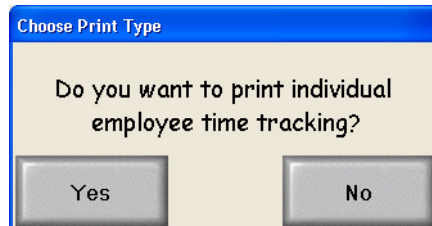
Figure 34-1 Employee Time Tracking Choose Print Window

1. Select **Yes** to open the following window, otherwise select **No** and an 'X' report will print of the currect cashier's Start and Stop time.
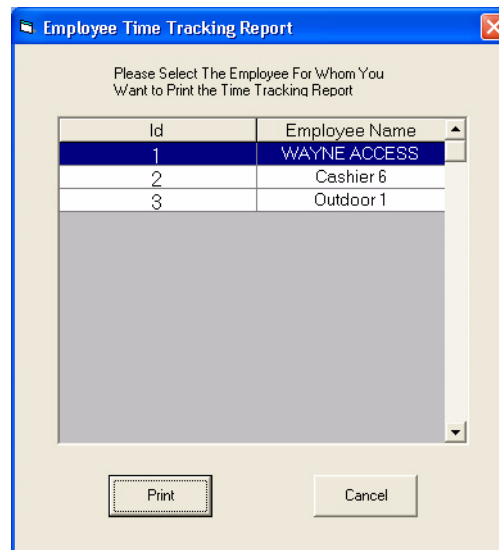
Figure 34-2 Select Employee Time Tracking Report Window

2. Select an employee and then touch **Print** to print the report, or select **Cancel** to quit.

35 ARCHIVED REPORTS

Archived reports contain stored reports (previously Z'd) for the following areas: Cashier, Shift, Day, Batch, Mail, BAC, PTD, SKU, Hourly, Mix-N-Match, Terminal, PLU, Full-Serve Attendant, and Carwash Reconciliation. Archived reports are maintained for 365 calendar days. Reports for the past 365 days are maintained in the archived reports log unless deleted by the user. Reports older than 365 days are purged from the system so that at the end of the initial 365 day cycle, the first report is automatically deleted (first in, first out).

Archived reports are available from the Programming Access window. Select **Reports** > **Archived** and select the report archive you wish to view. See Figure 35-1 below.

1. Select the report you wish to view by selecting it from the **Select Report Type** pull-down.

2. Enter the report number to search for, then enter a start and end time for the search. You can also use the **Search by Defined Period** pull-down to select a known period of time within the archives that you wish to search. Select from the following choices:

   * Previous Year

   * Previous Two Months

   * Previous Month

   * Previous Two Weeks

   * Previous Week

   * Previous Three Days

   * Previous Two Days

   * Previous Day

3. Touch the **Search** button to begin the search or **Close** to exit this window.

Figure 35-1 Archived Report Window

4. When the search has completed, the following window with the search results will be displayed.
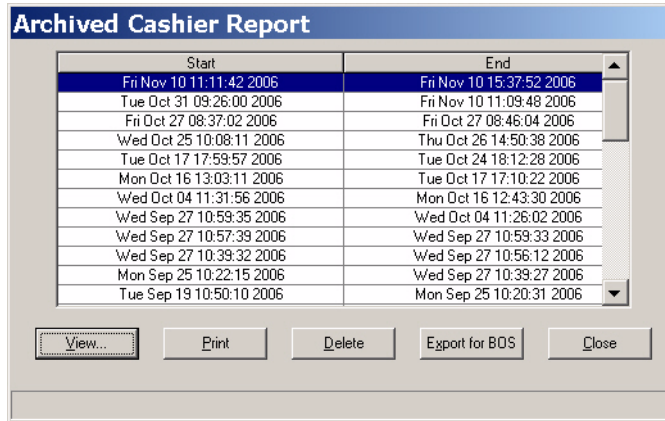
Figure 35-2 Archived Report Search Results

5. The following options are available to perform on the search results window.

   *   **View** - Displays the selected report.

   *   **Print** - Prints the selected report.

   *   **Delete** - Deletes the selected report.

   *   **Export to BOS** - Exports the selected report to the **D:\Wayne\BOS\Report** directory for the Back Office system to access.

   *   **Close** - Closes the window.

36   BATCH REPORT

The Nucleus batch report is generated by touching the **Special Functions** button and selecting **Close Batch**.

```
----------------------------------
Tom's Chevron
100 Anystreet
Anytown, TX
ID #: 00001100


        Credit Batch 003 Summary
#  Account Number      Amount Status
00 xxxxxxxxxxxx8183      1.78 AP
01 xxxxxxxxxxxx8183      3.21 AP    R
02 xxxxxxxxxxxx8183      1.97 AP D R
03 xxxxxxxxxxxx8183      3.16 AP    R
04 xxxxxxxxxxxx8183      1.78 AP    R


              --------------

Total Approved 0005       11.90
   Memo:       Count    Amount
   Declines    0000      0.00
   Pickups     0000      0.00
   Cancels     0000      0.00
   Reversals   0000      0.00

CAT Total                 1.97
Pre-Approved Total        0.00
Signed Receipt Total      9.93


         Processing Fee Report
Card Count    Gross    Fees     Net
VI    005     11.90    0.39    11.51
              --------- -------- --------
Totals        11.90    0.39    11.51

THIS REPORT IS MERELY AN APPROXIMATION
OF PROCESSING FEES AND MAY VARY
SLIGHTLY FROM THE ACTUAL EFT REPORT.
```

```
        Electronic MS-31 Form

STA #00001100   Batch/Date 003  06/06/00
Host Total        11.90 Host Date 06/05/00
Credit Total        11.90        In Bal
        Tom's Chevron
        100 Anystreet

        Electronic MS-31 Form

STA #00001100   Batch/Date 003  06/06/00
Host Total        11.90 Host Date 06/05/00
Credit Total        11.90        In Bal
        Tom's Chevron
        100 Anystreet



   Manager Keyed Customer Credits
06/06/00      14:22:55     STN# 00001100
Account#                        Amount
   NO INFORMATION TO REPORT
```

Prepaid card sales will be recorded in the Chevron Credit Batch Report. As with any other card, any fees associated with the Prepaid card activation/reload or redemption will be listed in the processing fee report.

There will also be a separate Activation/Reload Batch report printed giving more details as to the activation and reload transactions mentioned in the Credit Batch report.

Prepaid activations and reloads will be listed in the Credit Batch report with the existing format of sequence number, masked card account #, dashes as the amount and a status indicating an Activation or Reload. See the example below.

```
        Credit Batch 248          Comments –(not on actual report)
Inv#   Account Number        Amount     Stat
00     Xxxxxxxxxxxxx6789      20.00      AP-D    Approved at Dispenser
01     Xxxxxxxxxxxxxxx3333    -----      AP-A    Gift Card Activation see below
02     Xxxxxxxxxxxxxxx3334    -----      RV-A    Gift Card Activation Reversal see
                                                 below
03     Xxxxxxxxxxxxxxx3335    -----      AP-A    Gift Card Activation see below
04     Xxxxxxxxxxxxxxx3333    32.50      AP-G    Gift Card Redemption Sale –COS
                                                 wants to know it was a GiftCard
05     Xxxxxxxxxxxxxxx3334    13.45      DE-G    Gift Card Redemption Denial –a Gift
                                                 card denial
06     Xxxxxxxxxxxxxxx3333    -----      AP-L    Gift Card Reload see below
07     Xxxxxxxxxxxxxxx6638    -----      RV-L    Gift Card Reload Reversal see below
08     Xxxxxxxxxxxxxxx3333    21.22      RV-G    Gift Card Redemption Reversal – just
                                                 another card reversal
09     Xxxxxxxxxxxxxxx1111    -----      DE-A    Gift Card Activation Denial see
                                                 below
10     Xxxxxxxxxxxxxxx1111    -----      RV-A    Gift Card Activation Reversal see
                                                 below
                             --------
       Total Approved    02    52.50            Total of all approved sales
         Memo:         Count   Amount
           Declines      01    13.45
           Pickups       00     0.00
           Cancels       00     0.00
           Reversals     01    21.22
       CAT Total               20.00            Sub-total of CAT sales
       Pre-Approved Total       0.00            Sub-total of Prepay'd Credit
       Signed Receipt Total     0.00            Sub-total of signed receipts
       Activation Total  05  -200.00            Gift Card Activations detailed below
       Reload Total      02  -100.00            Gift Card Reload detailed below
```

Figure 37 Credit Batch

Prepaid activations and reloads will be detailed in the Activation/Reload Batch report of their own showing date/time of report, with the existing format of sequence number, masked card account #, activation/reload amount as a negative amount and time the activation occurred and a status. A Total Activations line with total amount and total number of activations and recharges will also be printed. This report will print out with the rest of the EOD reports.

The credit card account number masking method is controlled by the Card Table which is sent from the host network. Canadian account number masking may be different than the examples shown.

```
      Activation/Reload                              Comments –(not  on  actual
      Batch 248                                      report)
 Inv  Account  Number            Amount    Payme
 #                                          nt
                                            Type
 01   xxxxxxxxxxxxxxx3333 AP-A   -100.00    D         Went through
 02   xxxxxxxxxxxxxxx3334 RV-A    100.00    K         Didn't get through
 03   xxxxxxxxxxxxxxx3335 AP-A   -100.00    K         Went through
 06   xxxxxxxxxxxxxxx3333 AP-L   -100.00    C         Went through
 07   xxxxxxxxxxxxxxx6638 RV-L     25.00    C         Didn't get through
 09   Xxxxxxxxxxxxxxx1111 DE-A     50.00    C         Went through, denied
 10   xxxxxxxxxxxxxxx1111 RVA     15.00    C         Prepaid Activation Reversal –
                                                     see unconfirmed below
                                 -------
      Total Activations 02       -200.00
      Total Reloads     01       -100.00
                                 -------
       Total Approved   03       -300.00
       Memo:       Count        Amount
         Declines        01       50.00
         Pickups         00        0.00
         Cancels         00        0.00
         Reversals       03      140.00
```

Figure 38 New Activation/Reload Batch Report

A Status and Payment Type code Cross Reference is shown below which defines the different response codes that may be seen on a report.

Table 1: Payment Type Code

D	CAT (Customer Activated Terminal)
P	Pre-approved for prepay
U	Unsigned receipt (used for low-end terminals which do not have a slip printer)
K	Manually keyed account
F	Sale originated at a full-service CAT
R	Repeated card use
G	Gift Card Redemption Inside Sale
A	Gift Card Activation
L	Gift Card Reload
O	Gift Card Redemption Outdoor Sale
S	Gift Card Pre-approved Prepay Redemption Sale

Table 1: Payment Type Code

X	Gift Card Manually Entered Activation
Y	Gift Card Manually Entered Reload
Z	Gift Card Manually Entered Redemption Inside Sale

Table 2: Status Code

AP	Approved
DE	Denied
PU	Pick-up
CN	Canceled
RV	Reversed
SH	Transaction was special handled after an invoice was assigned
NC	Not confirmed/unconfirmed

39 SPECIAL FUNCTIONS OVERVIEW

Special Function options are accessed by touching the Special Functions button. The Special Functions button is located on the Operations screen and looks similar to the example below:

Figure 39-1 Special Functions Button

Touch the Special Functions button and the following options will be displayed.

- Close Batch
- Unsecure Mail
- Secure Mail
- Copy CD for Later
- Gift Cards
- Loyalty
- Enter EMS Mode

39.1 Close Batch

The Close Batch function manually closes the Electronic batch once all the sales in progress have been completed and the Nucleus batch report is generated.

39.2 Mail From the Host

The host network will at times send mail to the station at which time the station will be notified by means of a pop-up on the IPT screen. The Mail notification messages look like the following examples.

Figure 39-2 Mail Message

If additional mail arrives from the host the following message will be displayed.

Figure 39-3 More Mail Message

The mail notification message for Secure and Unsecure mail will look the same. The cashier should touch the **Continue** button to acknowledge the message. After the system has received Secure Mail the Special Functions button will appear with a yellow border around it indicating that the host has sent Secure Mail to the site and it has not yet been read. When all of the Secure Mail has been read then the yellow border around the Special Functions button will return to normal. See Figure 39-4 below.

Yellow Border
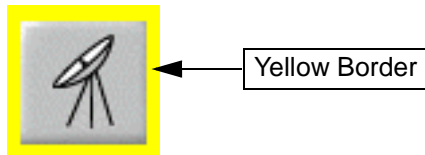
Figure 39-4 Mail Notification

39.2.1 Unsecure Mail

Unsecure Mail is printed on the printer and saved in the Archive. To retrieve Unsecure mail that has been sent from the host do the following.

1. Touch the **Special Functions** button.

2. Touch the **Unsecure Mail** field and the following window will be displayed.
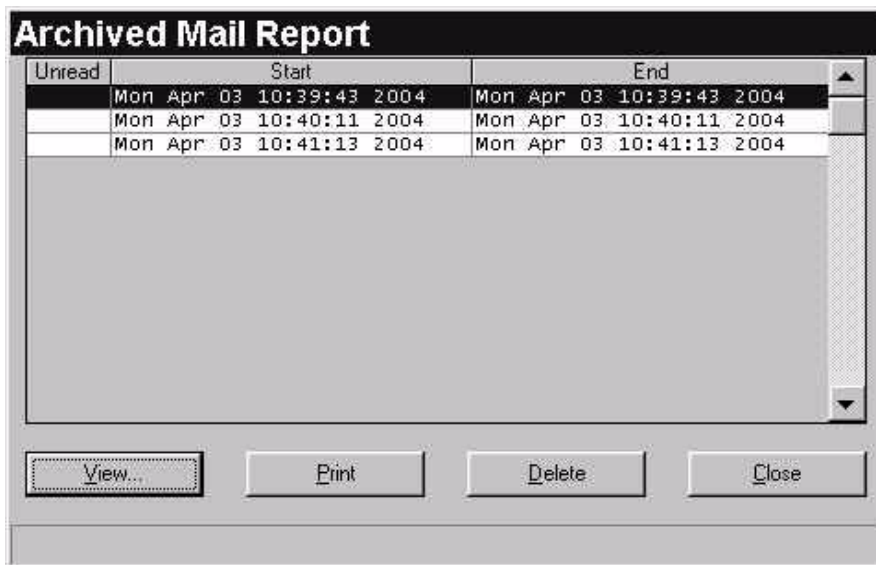
Figure 39-5 Unsecure Mail Archive

3. Select one of the mail messages on the screen by touching it.

4. Select **View** to view the message or **Print** to print the message.

5. Touch the **Delete** button to remove the highlighted mail message.

39.2.2 Secure Mail

Secure Mail is saved in the Archive and not printed on the printer. To retrieve Secure mail that has been sent from the host do the following.

1. Touch the **Special Functions** button.

2. Touch the **Secure Mail** field and the following window will be displayed.
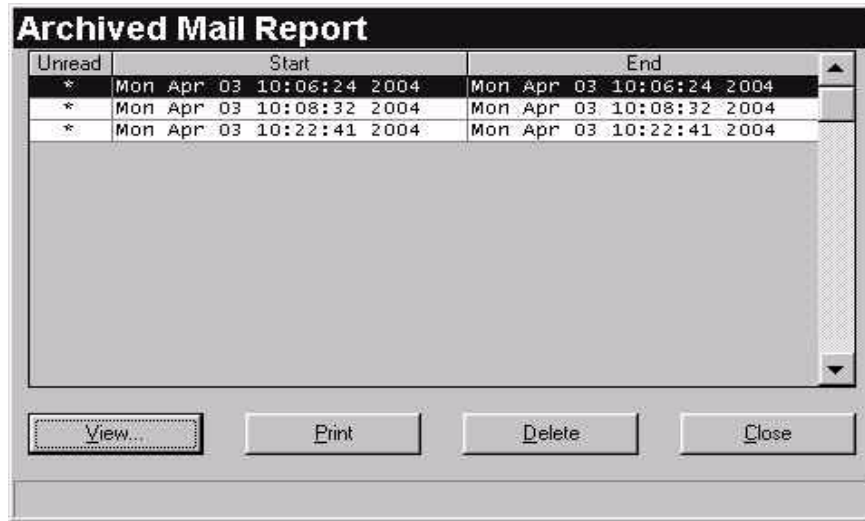
Figure 39-6 Secure Mail Archive

3. Select one of the mail messages on the screen by touching it.

4. Select **View** to view the message or **Print** to print the message.

5. Touch the **Delete** button to remove the highlighted mail message.

39.3 Loyalty

Nucleus provides the ability to accept a loyalty card or account, and provide a loyalty fuel discount. The fuel discount with the loyalty card/account will be available on outside sales, postpay sales, and prepays - regardless of payment method. Once the Loyalty card setup is done in programming, a cashier can add a loyalty account by pressing the Special Functions button (just to the left of the Task ? button), and select **Loyalty**. A window will be displayed with a buttons marked **Account Activation**, **Account Status**, **Network Test** and **Close**.
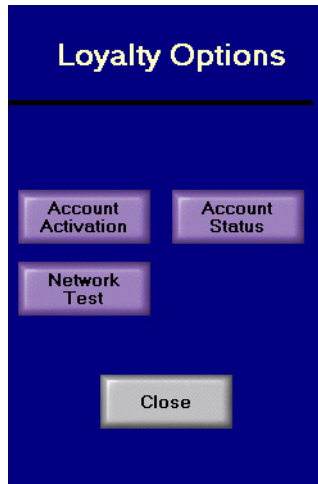
Figure 39-7 Loyalty Options Screen

39.3.1 Account Activation Button

When the **Account Activation** button is pressed a screen will come up asking for Account number, customer name and phone number. There will be a Cancel button on the Account Activation screen.

The minimum length for account number will be 5 digits, the maximum length will be 16 - regardless of the Unique Identifier

On this screen the cashier enters an account manually or swipes a loyalty card.

If the account number entered is a duplicate, the cashier will receive a message 'Loyalty Account Number already exists' Any updates to an account (e.g. change phone number) must be done through programming.

39.3.2 Account Status Button

When the **Account Status** button is pressed, a screen will come up to allow the customer to swipe the loyalty card at the ICAT or for the cashier to either enter manually/scan/swipe the loyalty card/account. If the customer presses Clear at the ICAT or the cashier presses Cancel on the Account Status screen, the system will go back to Idle. There will be a Cancel button on the Account Status screen.

The system will keep asking for the Account number until successful or Clear or Cancel is used. Once the valid account is swiped/entered the system will display the Account Status (Good, Bad, amount owed) for the local system.

The cashier presses the **Close** button to close the Loyalty window.

39.3.3 Network Test Button

When the **Network Test** button is pressed, the system will send a message to the loyalty Host and Nucleus will wait for a response. If a response is returned, "Host Communication Successful" will be displayed to the cashier. If no response or an error response is returned, "Host Communication Failed" will be displayed to the cashier.

If the Loyalty type has been set to **Local** then the network test will always be successful.

39.4 Copy CD for Later

Select Copy CD for Later to begin a software upgrade to the Nucleus system. Copy CD for Later will copy the new Nucleus application from the CD to a location on the PC for use at a later time. The new software will be activated when Nucleus runs the next End of Day.

NOTE: This option is only available on IPT1 to users with the proper Security level. The option will be greyed out on all other IPTs.

NOTE: The station should not be running any sales transactions or have any outstanding fuel transactions waiting to be processed while doing the "Copy CD for Later" procedure. This can cause system lock ups and is not recommended.

To perform a Nucleus system upgrade using Copy CD for Later do the following:

1. Log onto the Nucleus system with a user Security Level 3 or better which will allow access to the Copy CD for Later function.

2. Press the Special Functions Icon and from the drop down menu then Select "**Copy CD for Later**". See the figure below.
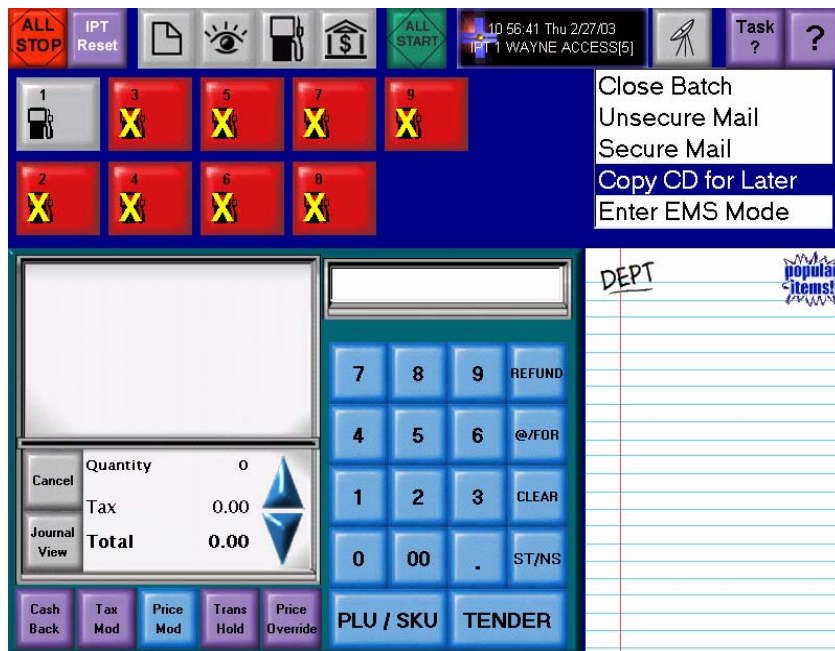
Figure 39-8 Nucleus Operations Screen

You will be prompted to insert the new application CD into the CD ROM. See the Figure below.
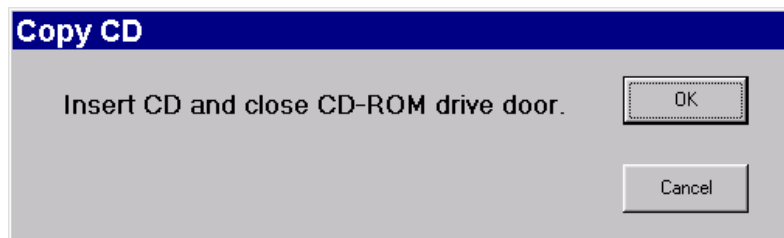
Figure 39-9 Insert CD Dialog Box

3. Open the cover housing the CD ROM and floppy drive by inserting the key in the lock assembly and turning the key clockwise to release the lock, then push on the center of the door assembly to release and open it.

Figure 39-10 Open CD Drive Cover

4. Push the "open" button on the CD ROM drive so the tray comes out. Place the Nucleus upgrade CD in the tray with the writing on the CD facing up. Close the CD ROM tray by gently pushing it in. Press the "OK" button once CD has been inserted.

Figure 39-11 Open CD ROM Tray Button

5. Next you will get a message stating "**Copying Nucleus Upgrade Files from CD. This operation will take about 1 minute**".

NOTE: It may take any where from 2 to 4 minutes to complete this step.
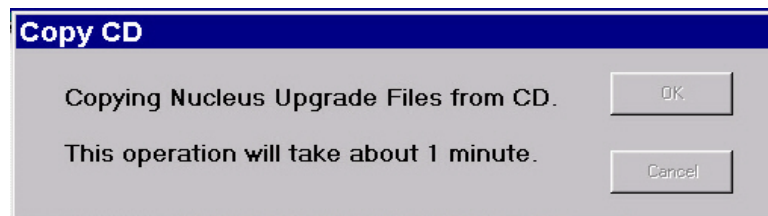
Figure 39-12 Copy CD Message 1

6. Once the file copy is complete you will get a message stating "**Copy successful. The CD can now be removed for safe storage**." See the Figure below. Remove the CD from the CD ROM drive by pressing the "open" button. Once the CD is removed, close the CD ROM tray by gently pushing it in.

Figure 39-13 Copy CD Message 2

7. Press the "**OK**" button once the CD has been removed and the tray closed.

8. Close the front panel door assembly which covers the CD ROM drive and lock the door.

9. Remove the key and place in the Primary Distribution Cabinet or store in a safe place.

10. Remove the CD from the system and store in a safe place then press **OK** to resume normal operations.

39.5 Gift Cards

See Section 'Gift Cards" on page 43 for information about Chevron Gift Cards.

39.6 EMS Mode (Standard Mode)

EMS (Electronic Manual Sale) is the feature that allows a station manager/cashier to electronically process card transactions that were previously manually "imprinted" on S28's. When the Host is unavailable a credit card sale can be documented "offline" by manually imprinting the credit card and keeping a copy of the Nucleus-generated, electronic S28 "special handled" receipt. When the network comes back online, the station manager will enter EMS mode and "key" in the sale using the information from the electronic S28 Nucleus-generated receipt.

NOTE: This option is only available on IPT1 to users with the proper Security level. The option will be greyed out on all other IPTs.

To Use EMS:

1. Touch **Special Functions** and select **Enter EMS Mode**. The following screen will be displayed.
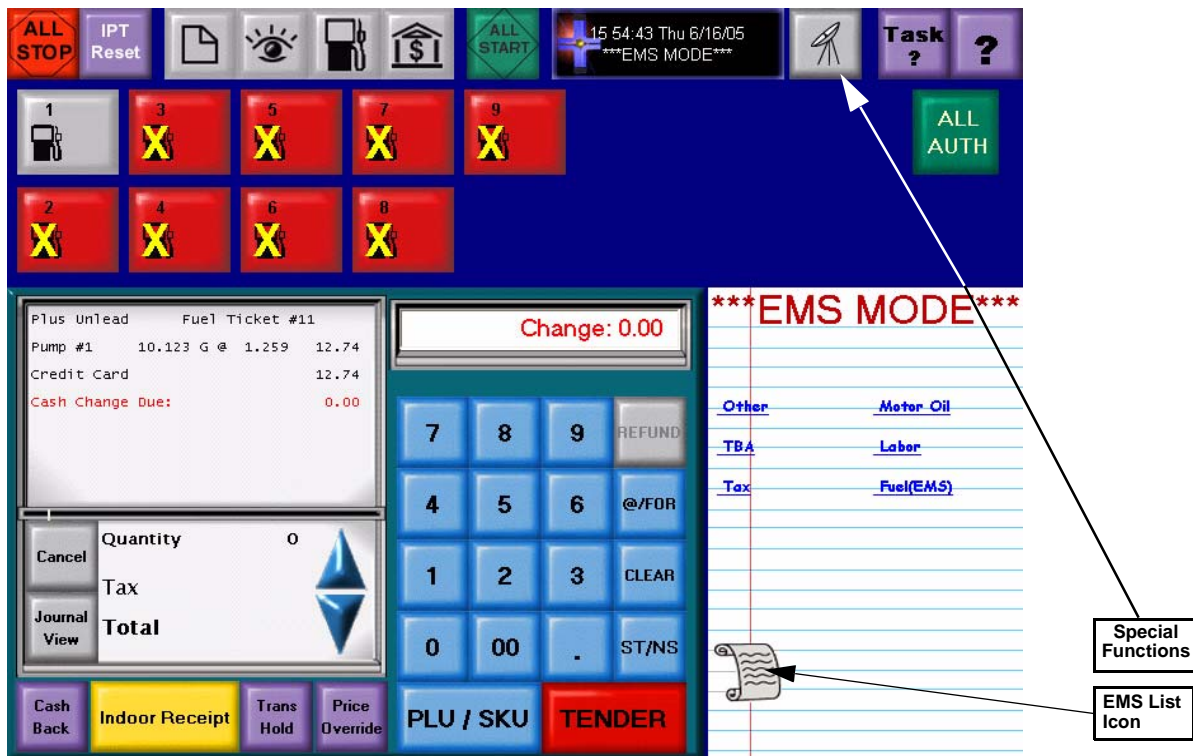
Figure 39-14 Operations Screen in EMS Mode

2. Touch the EMS List icon shown above to open the Select EMS Transaction to Send window shown below.

3. Once all of the items and the tax have been entered, press the red **TENDER** key.

4. Select **CREDIT** to complete the transaction or **CANCEL** to cancel the entire EMS transaction.

5. If any fuel items were entered from the S28 then the following window will be displayed, otherwise proceed to step 10.
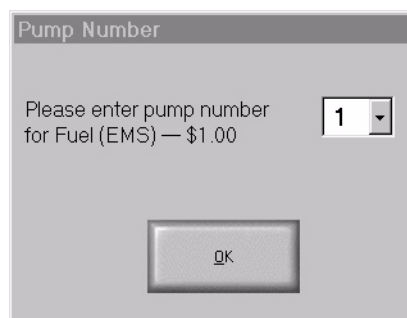
Figure 39-15 EMS Pump Number Entry Window

Enter the pump number from the fuel transaction on the S28 and press **OK**.

6. The following Grade Selection window will be displayed. Select the grade that was purchased from the S28 and verify that the price is correct.
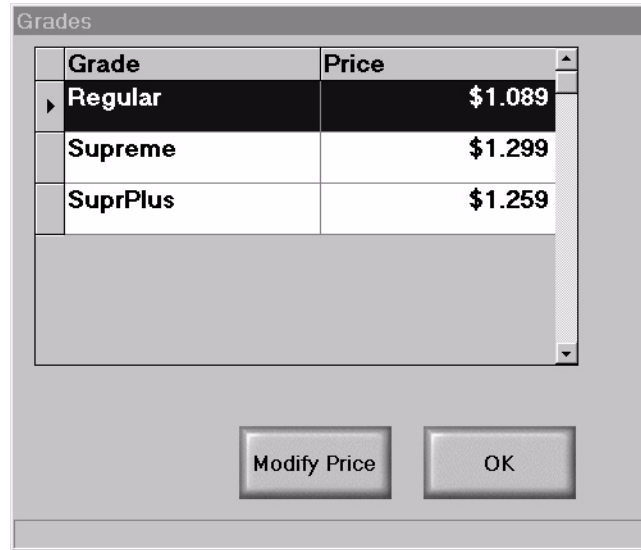
Figure 39-16 EMS Grade Select Window

7. If the price on the S28 is different from that displayed in the above window then press **Modify Price** and the following EMS Modify Price Window will open, otherwise press **OK** and go to step 10.
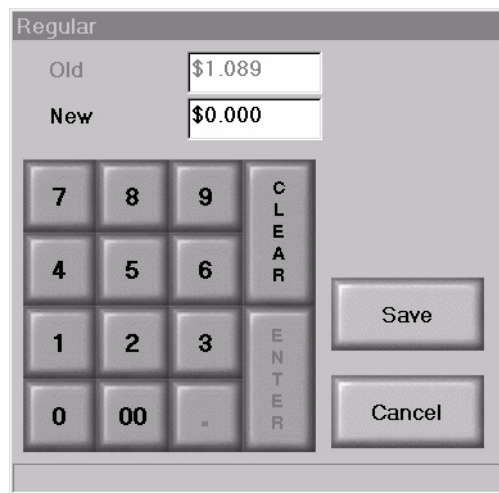
Figure 39-17 EMS Price Change Window

8. Enter the fuel price from the S28 and press **Save** to modify the fuel price for this transaction or press **Cancel** to exit this screen without making any modifications.

NOTE: This will only modify the price for the present transaction and will have no effect on the current prices at the station.

9. Press **OK** at the EMS Grade Select Window.

10. The following Credit Card data entry window will be displayed.

Figure 39-18 EMS Credit Card Data Entry Window

Enter the credit card account number and the expiration date from the imprinted S28 then press **Continue**.

11. If a Voice Authorization is required, the following window will be displayed.


Figure 39-19 EMS Voice Authorization Entry Window

Call the phone number listed on the screen and enter the Authorization number that you are given. If the Authorization is denied then press **Cancel**, otherwise press **Continue**.

12. Enter the S28 number of the transaction in the following window then press **Continue**.
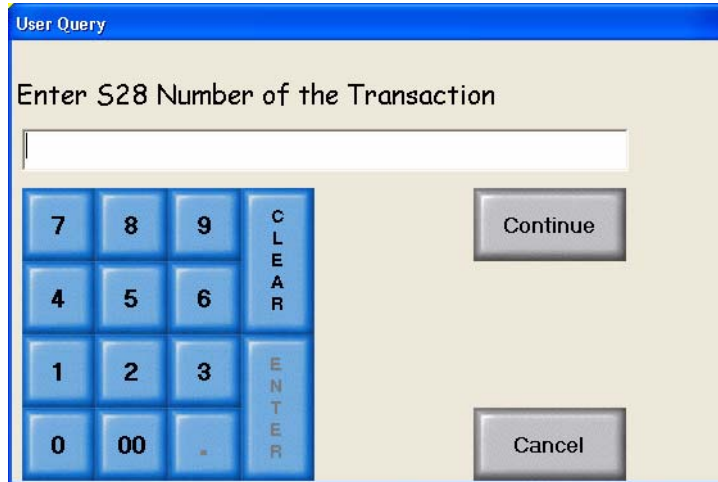
Figure 39-20 EMS S28 Number Entry Window

13. Enter the date of the original transaction from the S28 in the following window.
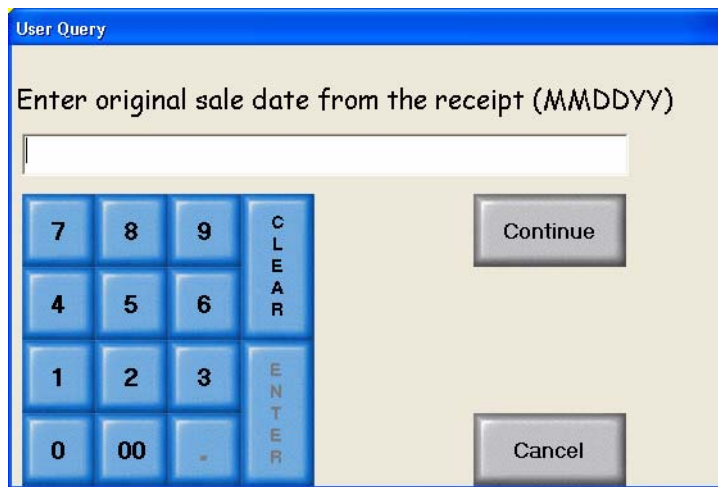
Figure 39-21 EMS Date Entry Window

The transaction will be sent up to the network and an EMS Receipt will be printed which verifies the transaction. Staple the EMS receipt to the manually imprinted S-28 receipt and the Nucleus generated S-28 receipt and retain for your records.

14. To exit EMS mode touch **Special Functions** and select **Exit EMS Mode**.

39.7 EMS Mode (List Mode)

Select Enter EMS Mode to activate the EMS (Electronic Manual Sale) function. EMS is the feature that allows a station manager to electronically process card transactions that were previously manually "imprinted" on S28's. When the Host is unavailable a credit card sale can be documented "offline" by manually imprinting the credit card and keeping a copy of the Nucleus-generated, electronic S28 "special handled" receipt. When the network comes back online, the station manager will go into EMS mode, "key" in the sale again using the information from the electronic S28 Nucleus-generated receipt.

NOTE: Entering EMS mode requires that the manager be at the proper security level and this option is only available on IPT1. The option will be greyed out on all other IPTs.

To Use EMS in List Mode:

1. Touch **Special Functions** and select **Enter EMS Mode**. The following screen will be displayed.
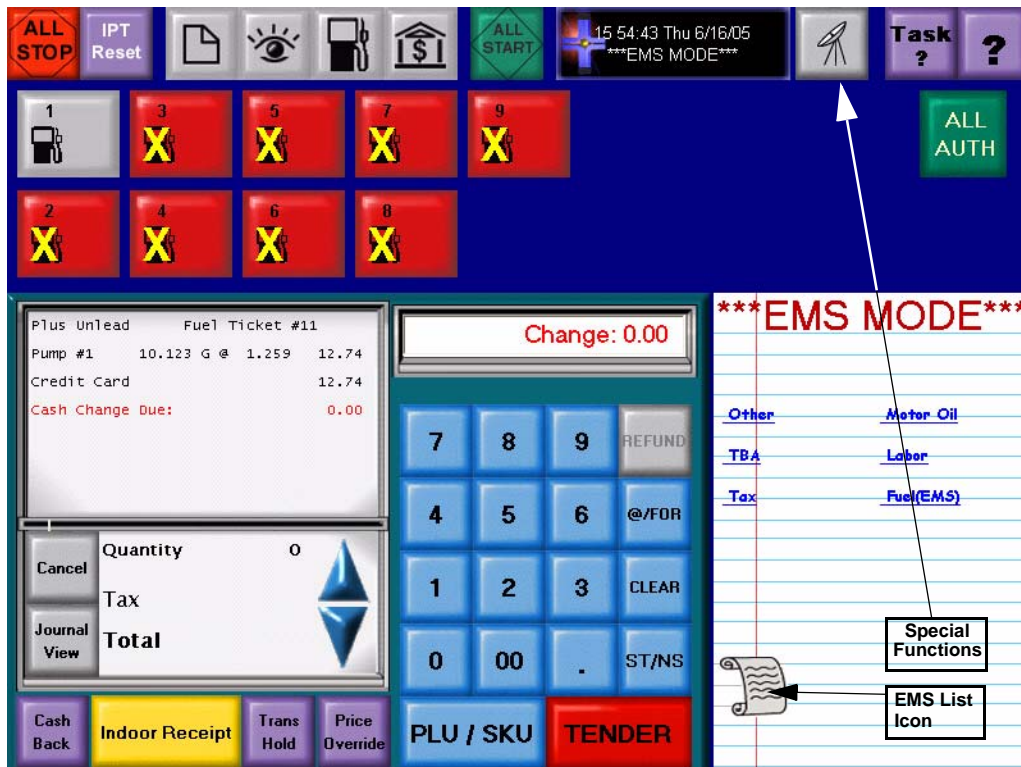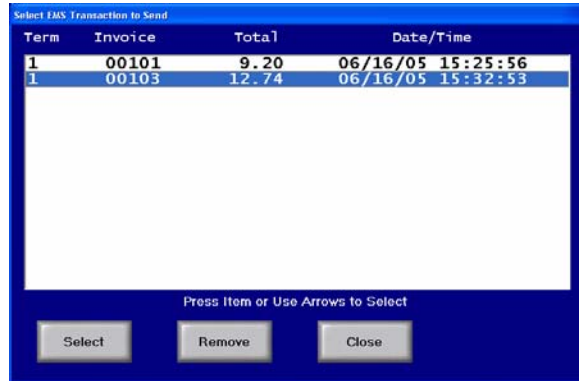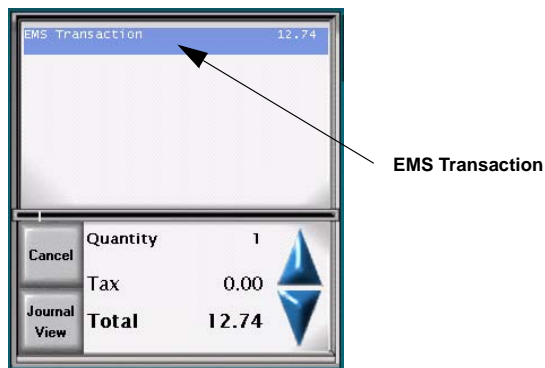

Figure 39-22 EMS Mode Window

2. Touch the **EMS List** icon shown above to open the **Select EMS Transaction to Send** window shown below.
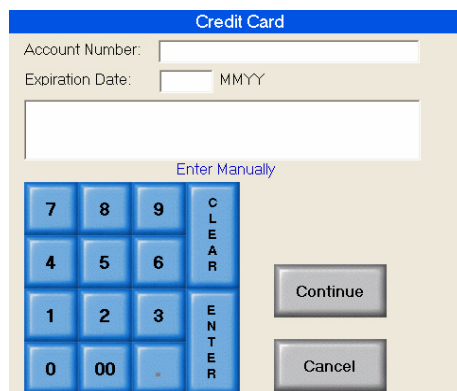
Figure 39-23 Select EMS Transaction to Send Window

3. Select a transaction to process from the list shown by touching it and then pressing **Select**. The EMS transaction will appear in the ECR window shown next.


Figure 39-24 ECR Window with the EMS Transaction

4. Press the red [TENDER] key.

5. Select **CREDIT** to complete the transaction or **CANCEL** to close the tender keys.

6. The Credit Card data entry window below will be displayed. Enter the credit card account number and the expiration date from the manually imprinted S28 then press **Continue**.
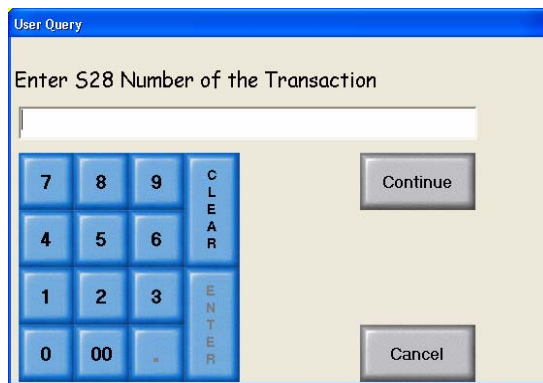

7. If a Voice Authorization is required, the following window will be displayed.

245

User Query

ENTER VALID AUTH NUMBER   [Cancel]
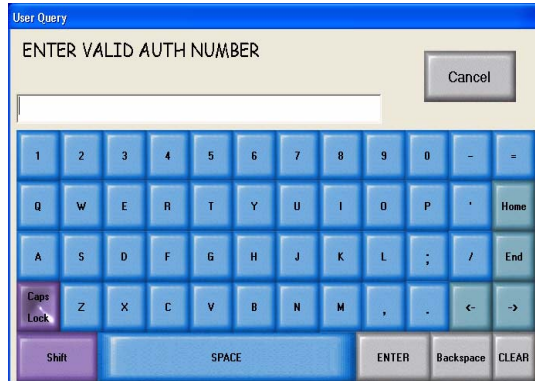
8. Enter the Authorization number. If the Authorization is denied then press Cancel, otherwise press **Continue**.

9. Enter the manually imprinted S28 number in the following window then press **Continue**.

Figure 39-25 Enter S28 Number Window

10. Select **CREDIT** to complete the transaction or **CANCEL** to cancel the entire EMS transaction.

11. Enter the date of the original transaction from the Nucleus printed S28 in the next window and press **Continue**.
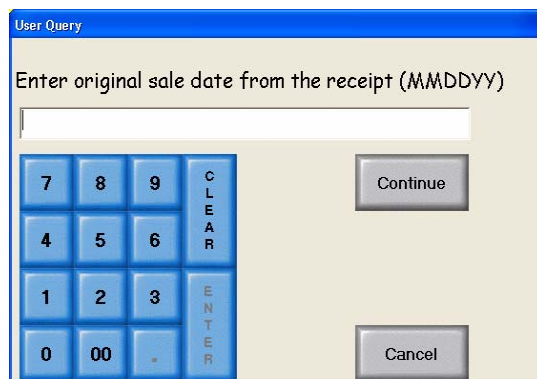
Figure 39-26 Enter Original Sale Date Window

12. The transaction will be sent up to the network and an EMS Receipt will be printed which verifies the transaction. Staple the EMS receipt to the manually imprinted S-28 receipt and the Nucleus S-28 receipt and retain for your records.

13. Repeat from step 2 for more transactions, or touch **Special Functions** then **Exit EMS Mode** to exit.

39.7.1 Processing Manual Receipts/Special Handling Using Electronic Manual Sale Feature

Electronic Manual Sales (EMS) is a function available on your Nucleus Electronic Point of Sale (EPOS). This feature enables you to:

● Receive credit for special handling transactions within a few days!

● Eliminate mailing special handling receipts (S-28's) to Chevron for processing!

NOTE: The instructions below are limited to preparation of manually-imprinted receipts (S-28 forms) for credit card transactions only and do not include card acceptance guidelines, merchandise limitations, etc. All instructions set forth in Chevron's Card Guide Acceptance Policies and Procedures (MS-218 Guide) and Marketing Bulletins must be followed.

> CAUTION: ATM-Debit cards that do NOT have the M/C or Visa logo can only be processed electroni-
> cally, as these cards require the customer's pin# at the time of the transaction. If you imprint an
> ATM-Debit card that does NOT have the M/C or Visa logo you will NOT receive payment for these.
> ATM-Debit cards can NOT be processed as a special handling transaction to be processed later
> through the EMS feature!

39.7.1.1 Chevron Consumer Cards, Other Authorized Competitor Cards, Bank Credit Cards, and Travel & Entertainment Cards

On manual receipt (S-28 form), handwrite the following:

● Legible sale detail, including:

  * Product description

  * Quantity

  * Unit Price

  * Total item amount

  * Total sale amount

● Valid authorization number, as required per Chevron policies

● Make sure imprinter is set for correct date and sale total

● Manually imprint card

● Have customer sign manual receipt (S-28 form)

39.7.1.2 Chevron Business Cards

On manual receipt (S-28 form), handwrite the following:

- Legible sale detail, including:
  - *   Product description
  - *   Quantity
  - *   Unit Price
  - *   Total item amount
  - *   Total sale amount
- Valid authorization number as required per Chevron policies
- Make sure imprinter is set for correct date and sale total
- Manually imprint card
- Have customer sign manual receipt (S-28 form)

If applicable, have customer write down odometer reading:

- If RC code (above the "Good Through" date) is 20, 21, 22, 30, 31, or 32, customer must write down odometer reading above signature. Using the following format:

  Format: ODO=xx,xxx. Example: "ODO=23,200"

39.7.1.3 Universal Customer Cards

Universal Credit Cards begin with number range 005- and require no authorization. See Chevron's Card Guide Acceptance policies and Procedures (MS-218 Guide) for list of accepted Universal Cards.

Follow card issuer's specific terms and conditions on back of card. Unless card instructions differ, prepare manual receipt (S-28 form), per the instructions below.

On manual receipt (S-28 form), handwrite the following:

- Legible sale detail, including:
  - *   Product description
  - *   Quantity
  - *   Unit Price
  - *   Total item amount
  - *   Total sale amount
- Make sure imprinter is set for correct date and sale total
- Manually imprint card
- Have customer sign manual receipt (S-28 form)

39.7.1.4 Fleet Cards - Wright Express, Voyager, Ford Voyager, Visa Fleet, MasterCard Fleet, IA Visa (COMCHEK) Fleet

On manual receipt (S-28 form), handwrite the following:

- Legible sale detail, including:
  - *   Product description
  - *   Quantity
  - *   Unit Price
  - *   Total item amount

* Total sale amount
- Valid authorization number
- Make sure imprinter is set for correct date and sale total
- Manually imprint card
- Have customer sign the manual receipt (S-28 form) (required for both cards assigned to drivers and card assigned to vehicles)
- Have customer write fleet data: driver ID, vehicle ID, and odometer, on manual receipt (S-28 form) above signature

39.7.1.5 Entering Manual Receipts and Special Handle Sales using the Electronic Manual Sales Feature

Previously, the manager was required to mail in the special handling receipts (S-28's) with the batch total report (MS-31 form). Now, when the network communication is unavailable, a credit card sale can be documented "offline" by manually imprinting the credit card and:

  * Documenting the sales information
  * Documenting any necessary information, depending on the card type
  * Stapling the manual receipt (S-28 form) to the Nucleus automatically printed S-28 receipt

Then, when the network is online and at a time convenient for the manager, the manager enters the EMS mode by pressing the Satellite icon and selecting EMS Mode. The manager keys in the sale(s) using the information from the manual receipt (S-28 form). Refer to 'EMS Mode (Standard Mode)" on page 239.

39.7.1.6 If You are Unable to Enter the Transaction Using the EMS Feature
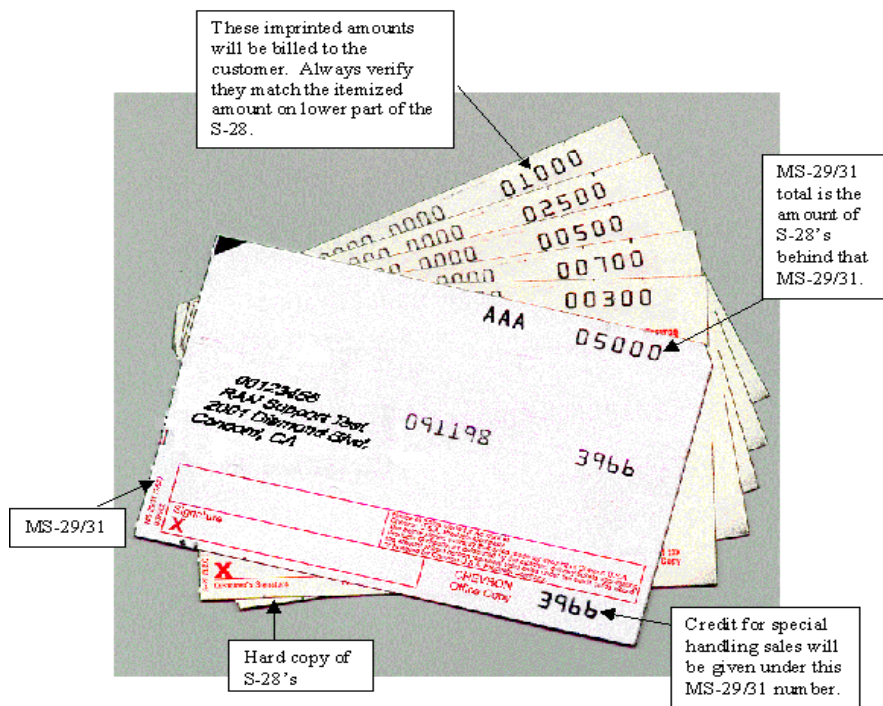
If for some reason you are unable to enter the transaction through the EMS feature, you will need to:

1. Add up all the S-28's for a grand total for the S-28's you will be mailing in for processing.
2. Imprint the MS-29/31 with the grand total of the S-28s that were NOT able to be processed through the EMS feature.
3. Separate the "Dealer Copy" from the "Hard Copy" and retain the Dealer Copy for your records.
4. Place the Hard Copy of the MS-29/31 in front of the Hard Copy of the S-28 special handling invoices and RUBBER BAND THEM TOGETHER; TOP TO TOP and SIDE TO SIDE.
5. Place the MS-29/31 with the S-28 special handling invoices in the turn-in envelope and mail as soon as possible to receive credit. The ONLY items that go into the turn-in envelope are the MS-29/31 and the corresponding S-28 special handling invoices.

Important instructions to remember:

  * DO NOT send in carbons or tissue copies. Retain those for your records
  * DO NOT send in the add tapes
  * DO NOT staple the MS-29/31 or the S28's
  * Only send in S-28 special handled invoices that are manually imprinted on the manual imprinter with full credit card account numbers-without the credit card number the customer will not be billed and you will not receive credit
  * ALL transactions must be itemized otherwise they are subject to charge-back

The figure below is an example of the MS-29/31 with the S-28 invoices:

These imprinted amounts will be billed to the customer. Always verify they match the itemized amount on lower part of the S-28.

MS-29/31 total is the amount of S-28's behind that MS-29/31.

MS-29/31

Hard copy of S-28's

Credit for special handling sales will be given under this MS-29/31 number.

Figure 39-27 Example of MS-29/31 with the S-28 Invoices

Company Operated Station (COCO) sends the manual receipts and the batch total report to:

Chevron

PO Box 619914

Dallas, TX 75261-9937

All other Chevron facilities sends the manual receipts and the batch total report to:

Chevron

PO Box 619913

Dallas, TX 75261-8913

250

40 AUDIT BACKUP CD - SAVE BACKUP TO CD

The station data can be backed up to a Compact Disc (CD) for safe keeping in the event of data loss. The Nucleus system will backup the database and optionally back up the sales logs, reports, and the audit file. The Nucleus system can write data out to a CD-R disc using the cd writer built into the system. Access this function by going to **Programming > System > Audit Backup CD > Save Backup to CD**. Perform the following steps to save station data to a CD.

NOTE: When an auditor tries to reconcile the inventory information for the store, the SKU and PLU reports will not list the transactions that have occurred since the previous day close. To correct this, press the Send to BOS button on the Reports in Progress window which is available from Programming > Reports > Current menu. This button is only active when the PLU Report or the SKU Report has been selected from the Reports in Progress window and the Back Office Type is either NLink or PDI Standard.

1. Configure the Backup options. See Section 8.19, *Audit Backup CD - Backup Configuration* in the Chevron Programming Manual PN 2-920494.

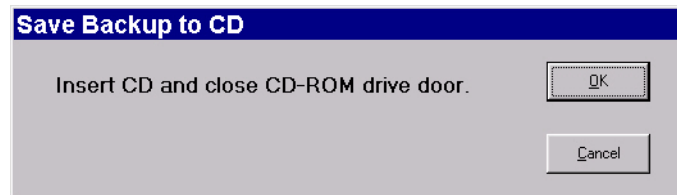2. Go to **Programming > System > Audit Backup CD > Save Backup to CD.**

Figure 40-1 Save Backup to CD

3. Unlock the keylock on the front panel then press the three bumps on the panel to open.
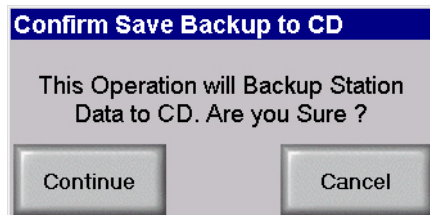

Figure 40-2 Opening the Front Panel

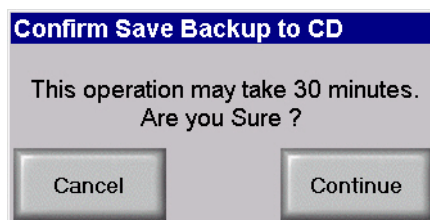4. Open the CD-R by pressing the button on the CD-R tray.

Figure 40-3 Opening the CD-R Tray

5. Put a blank CD in the drive with the writing facing up.

6. Push the CD-R tray back into the system until you hear a click.

7. Touch the **OK** button and the system will display the following messages.

Figure 40-4 Insert CD Message

8. Touch **Continue** and the following message will be displayed.

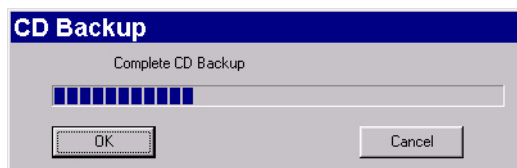**Figure 40-5 Are You Sure Message**

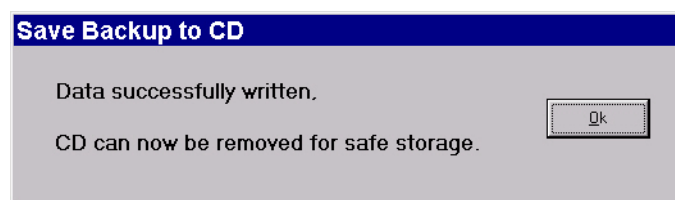9. Touch **Continue** and the following message will be displayed.
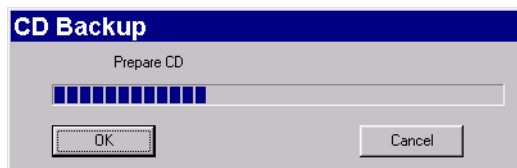
Figure 40-6 Prepare CD Message

10. Touch **OK** to begin the backup, the following message will be displayed.

Figure 40-7 Complete CD Backup Message

11. Touch **OK** to complete the CD backup.

Figure 40-8 Data Backup Success Message

12. Remove the CD and put in a safe place.

41 PRINTER INFORMATION

This section identifies the paper suppliers for the receipt and report printer that ships with the Nucleus system.

41.1 Thermal Printer Paper Suppliers

Company Operated Stores:

To order replacement thermal paper rolls for the Epson printer, contact McLane. The **required** product is "P-390 High Sensitivity Fade Resistant Thermal Paper," (15-year paper) Item # 566786, (50 rolls per case).

Chevron 3-Party stations:

The required product is "Fade-Resistant-15". To order replacement thermal paper rolls for the Epson printer, contact Maxwell Paper Products Co. at 1-800-683-5550 Part # 884116-Fade (25 rolls per case) or K/P Corporation at 1-800-542-3766 Item # SP-334-FR (50 rolls per case).

All Other Chevron stations:

When ordering replacement thermal paper rolls for the Epson printer it is recommended that you use a 15-year paper.

41.2 Thermal Paper Storage Suggestions

According to Maxwell Paper Products Co., "Fade-Resistant-15" paper has a high "archive-ability" and will remain human readable up to fifteen (15) years, if stored under the proper conditions.

The proper conditions for the storage of thermal paper from Maxwell are:

- Storage in a dark environment,
- At temperatures less than 75 degrees Fahrenheit (25 degrees Centigrade),
- With a relative humidity of less than 70%, and
- Avoiding contact with chemicals such as plasticizers, oils, solvents, adhesives and water.

For stations which do **not** use thermal paper from Maxwell Paper Products Co., the manufacturer of "Fade-Resistant-15," please consult the manufacturer's specifications for proper storage instructions.

42 GLOSSARY

Amount
Amount refers to a monetary amount. The currency units will depend on the application/country.

Attendant
A store employee who conducts fuel sales transactions outdoors at the pumps. If outdoor terminals are present, the attendant is the terminal operator, and may also perform non-fuel transactions. The attendant may or may not actually perform the fueling.

Authorize
An operation that enables a pump to dispense fuel. After a successful authorization, no further input is necessary to the pump for dispensing (though the pump itself may require local actions to take place, like nozzle out and push-to-start).

Bill Acceptor (BAC)
An outdoor terminal element that can accept and recognize paper currency.

Batch
Batches are collections of credit and debit sales to be sent to the host.

Card Handling System

The subsystem within Nucleus that reads and interprets magnetic cards, validates them via internal structures and card processing host communications, and sends transaction information to the Chevron host.

Cashier
A store employee who conducts sales and non-sales transactions at an indoor terminal.

Customer Activated

Terminal (CAT)
An outdoor terminal containing a card reader. Transactions can be initiated by using a magnetic card at the terminal.

Customer Display Unit(CDU)
An indoor display unit visible to the customer, used to display sales transaction data including item names and prices, fuel sale data, amount due, tendered, and change due data.

De-authorize
Cancellation of a pump authorization command.

Department
A categorization unit for all items and services sold at a store. All line items in an ECR transaction are attributed to exactly one department in the set of departments. Each department has its own name and programmable characteristics.

Discount
A line item in an ECR transaction representing a discount to the customer. Discounts may apply to specific items or a sales transaction in general.

Electronic Cash

Register (ECR)
The system within Nucleus responsible for conducting sales and non-sales transactions. May be controlled by a cashier indoors or an attendant outdoors.

Expiration Date (card) A 4-digit date after which the card is no longer valid. It is embossed or printed on the plastic card and encoded on the magnetic stripe. It is usually expressed as MMYY.

Fallback Limit
If the network is unavailable and a sale is less than this amount, the card can be authorized locally. Typically, processing is disallowed if this value is 0.

Financial Operations

Keys
Keys on an indoor payment terminal used by the ECR for non-sales transactions. Examples are safe drop, paid in, paid out, and safe loan.

Floor Limit If a sale is less than this amount, the card can be authorized locally. No attempts are made to contact the network for authorization. Typically, all card accounts are sent to the host for authorization if this value is 0,

Fueling Point See Pump.

Fueling Position See Pump.

Full Service Terminal An outdoor payment terminal configured for operation by store attendants. At a full service terminal an attendant may conduct fuel and/or non-fuel transactions.

Full-Serve See Full Service Terminal.

Grade (fuel) A categorization of fuel types available at a store. Grades may come straight from tanks or may be generated by blending two "pure" grades. Fuels that are treated in more than one way are also considered separate grades; e.g., filtered and un-filtered diesel fuel.

Group A categorization unit for all items and services sold at a store. All line items in an ECR transaction can be attributed to exactly one group in the set of groups. Each department in the system reports to one group. Groups are a more aggregate categorization of items. See Department.

Header A logo that is printed at the top of a customer receipt, typically used for station identification and advertising messages.

High Amount Lockout

(HALO) An amount programmed independently for each department which puts an upper limit on the amount of any line item attributed to that department. HALOs may also be programmed for tendering and non-sales operations.

Host Limit If a sale is greater than this amount, a voice authorization is required. Also called a purchase limit.

ICAT Indoor Card Authorization Terminal - The in-store unit that a customer uses to swipe a credit card.

Inclusive Tax A type of taxation in which one tax rate must be applied to a sale prior to the calculation of any other tax. It is used in some Canadian provinces.

Incomplete Prepay A state of a fuel operation in which the customer has begun a prepay fuel sale, but dispensing has stopped prior to dispensing the total amount and the customer is due a refund. See Prepay Fuel Sales.

Indoor Payment

Terminal (IPT) An industry-standard computer that acts as a cashier terminal to process transactions. The Primary IPT acts both as a cashier terminal and as Store Controller. Other IPTs are necessary if more than one cashier terminal is needed.

Issuer An organization in charge of distribution and billing of cards; e.g., Visa, American Express, Maestro, etc.

Journal A printed copy of all transactions. Journals may represent single or multiple terminal activities.

Level In the context of fuel pricing, levels represent degrees of service, which may reflect distinctive unit pricing. Each tier in Nucleus contains four price levels: Self, Mini, Full-Serve, and Other.

Line Item A single entry for a sales transactions. Each line item has at least a description and a price extension associated with it. Example of line items are open department sales, PLU sales, fuel sales, and discounts.

Logos	Generic term used for store-specific alphanumeric text descriptions programmed into the system. For example, header logos are programmable text lines that are printed at the top of each receipt.
Low Amount Lockout (LALO)	An amount programmed independently for each department which puts a lower limit on the amount of any line item attributed to that department.
Master Security Module	That part of the network host that decrypts Personal Identification Numbers upon receiving them from Point of Sale terminals.
Mini-Serve	A dispenser configuration in which an attendant performs the fueling operation and the customer pays for the sale either at an outdoor or indoor payment terminal.
Negative Department	A negative department causes the system to subtract an amount from the total of the transaction. An example of a negative department would be bottle returns paid out during the course of the day.
Nozzle In	This is the state in which the nozzle and any slide or lever has been placed in its resting position at a dispenser.
Nozzle	The physical device on a dispenser through which the operator dispenses fuel.
Nozzle Out	This is the state in which the nozzle has been removed from its resting position at a dispenser and all slides or levers have been set to the "on" position.
Off-line	A non-communicating state of a Nucleus device or peripheral. The off-line state may be due to device problems or due to intentional programming or disconnection of the device. See On-line.
On-line	The normal and communicating state of a Nucleus device or peripheral. See Off-line.
Operator	In Nucleus context, an operator is the person in control of a Nucleus payment terminal (indoor or outdoor) or dispenser. Operators may be cashiers, attendants, or customers; other lower frequency operators may be store vendors, tank truck drivers, and inspectors.
Paid In	An ECR non-sales transaction in which funds are transferred into the system. An example is a customer making a payment on a store account.
Paid Out	An ECR non-sales transaction in which funds are transferred out of the system. An example is a payment to a vendor (e.g., "bread man").
Personal Identification Number (PIN)	A 4 to 12 digit number known only to a customer for use in validating debit card transactions.
Personal Account Number	In card processing, the number that identifies the cardholder account to the Issuer. It is embossed or printed on the plastic card and encoded on the magnetic stripe. The maximum length is 19 digits.
PIN Keypad	Numeric keyboard used for entry of Personal Identification Numbers
Point of Sale (POS)	A terminal or other device at which sales transactions can take place. For example, indoor payment terminals and outdoor payment terminals are considered a Point of Sale.
Postpay Fuel Sales	A fueling operation in which fuel is dispensed prior to tendering the corresponding sale.

Pre-Authorization   In card processing at indoor terminals, a method of inputting card data (usually by card swipe) prior to the tendering phase, in order to allow time overlap between host card authorization and the sales transaction.

Pre-Cutoff   Same as Slowdown Point. A volume amount remaining to be pumped at which fuel flow is reduced at the fueling point.

Prefix   The first "N" digits of a credit card number. Typically, N ranges from 4 to 11. Note that these first digits of a card number may or may not be embossed on the card (but always appear on the magnetic strip).

Prepay Fuel Sales   A fueling operation in which the customer tenders a deposit prior to fueling. After fueling, the customer may be due a partial refund. See Incomplete Prepay.

Preset Key   A key on an indoor payment terminal used by the ECR subsystem for allowing the cashier to perform a one-key selection of a specific item for use as a line item in a sales transaction.

Preset Fuel Sales   A postpay fuel sale on which a volume or amount limit has been placed that is lower than the default.

Price Lookup (PLU)   A system used at a site for numeric identification of merchandise. An ECR can use Price Lookup for determining pricing and restrictions for items.

Price Extension   The total contribution of a line item to a sales transaction. For example, if a line item represents the sale of 2 items, the price extension is 2 times the item's unit price.

Primary Account

Number   See Personal Account Number.

Pulser   The unit in a dispenser responsible for measuring fuel delivery in units of pre-defined pulses. The pulse count in US pumps is used by Nucleus along with a calibration factor from the pump to determine the volume of fuel delivered in a fueling operation.

Pump   Pump refers to an independently controllable fueling point. Two or more dispensers may be physically housed together.

Pump Positions   The possible ways in which one or more nozzles can dispense fuel. For multi-grade dispensers, each position corresponds to a nozzle. For blending dispensers that have a single nozzle, each position corresponds to an available blend selection.

Push to Start (PTS)   A type of pump configuration and operation in which a button must be pushed on the pump in order for fueling to commence. Used primarily with US Vista pumps.

QWERTY Keyboard   In this document, a PC-compatible alphanumeric keyboard.

Security Access Levels

A system of protection that allows the system to restrict access to various programming, reporting, and operational features depending on the access rights given to specific personnel.

Self-Serve   A dispenser configuration in which the customer himself performs the fueling operation and pays for the sale either at an indoor or outdoor payment terminal.

Slowdown Point   See Pre-Cutoff.

Stock Keeping Unit (SKU)

An inventory classification number assigned to a product for price lookup and tracking purposes.

Subtotal   The sum of all line items within a sales transaction. This includes all discounts or service charges but not applied taxes.

Tank	A tank is an individual container for fuel to which the dispensers are connected. If multiple tanks are plumbed together they are considered a single tank.
Tax Shift	An ECR sales transaction feature in which an individual item's taxability is altered; if the item is normally taxable then tax is exempted for that item. If the item is not taxable, tax is applied. Used mainly by the cashier for open department sales in which almost all items reporting to the department are taxed (or all are not), and a non-taxed (or taxed) item must be rung up to the department.
Tax Exempt	An ECR sales transaction feature in which either individual items or the entire sale can be excused from taxation that would normally apply.
Tax Breakpoint Table	A schedule of tax amounts created by a taxing entity (usually in hard copy form), and programmed into the ECR database. Each entry in the table has a "from" amount, a "to" amount, and the tax amount to be applied for sales subtotals that fall within the "from" and "to."
Tendering	The ECR sales transaction phase in which all line items have been created and money is now received from the customer.
Tier	Tiers reflect fuel product unit pricing. Typically tiers would be used for day/night pricing and/or altered mode of operation for a dispenser (e.g., full service during the day and self service during the night).
Trailer	A logo that is printed at the bottom of a customer receipt; usually used for advertising messages.
Unit Price	For fuel, Unit Price is the price per unit volume; e.g., dollars per gallon or liter. For non-fuel items, unit price is the price per single item.
Universal Product Code (UPC)	
	The standard bar code symbol for retail food (and non-food) packages in the United States.
Volume	Volume usually denotes a quantity of fuel dispensed from a pump. Units of volume are either liters, gallons, or imperial gallons.
Wayne Plus/3	The previous Wayne Dresser USA product family which includes pump control, ECR, and card processing capabilities.
Weights & Measures (W&M)	
	Weights & Measures refer to the governing regulators for fuel dispensing equipment; e.g., the National Institute of Standards and Technology in USA, and Physikalisch-Technische Bundesanstalt (PTB) in Germany.

43 LIST OF ACRONYMS

ANSI	American National Standards Institute.
BAC	Bill Acceptor
CHS	See Card Handling System.
CAT	See Customer Activated Terminal.
CDU	See Customer Display Unit.
CPS	See Card Processing System.
DEA	Data Encryption Algorithm.
DES	Data Encryption Standard. Adopted by the National Bureau of Standards for unclassified applications.

DSC Discount / Service Charge. See Discount or Service Charge.

ECR See Electronic Cash Register.

HALO See High Amount Lockout.

IPT See Indoor Payment Terminal.

LALO See Low Amount Lockout.

PC Personal Computer. Usually refers to an IBM PC or compatible computer system.

PIN See Personal Identification Number.

PLU See Price Lookup.

POS See Point of Sale.

PTS See Push to Start.

SKU See Stock Keeping Unit.

OPERATIONS MANUAL

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P/N 1-920494

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