

FAQ's

Commonly Asked Questions about Compac's Products and Services

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1. What is pre-authorisation and why is it required on an OPT?

Pre-authorisation is when the bank places a hold on a predetermined amount of money on your credit card. This is to make sure you have the funds available to pay for the fuel you are about to dispense.

See technical doc "CTB1063 Pre-authorisation Explained" under Resources on website for further details.

2. What is CompacOnline?

CompacOnline (COL) is a Compac developed FMS (Fuel Management System). Using your web browser you are able to connect to your site from a remote location. In the same way, you would view a personal bank account, you can login to the website and view all your site data, any time of day or night. You are able to view up to the minute data such as transactions and tank levels, change pricing and print reports.

CompacOnline is 100% secure and meets current industry standards for security.

3. What does Compac's Help Desk offer?

Compac's Help Desk provides after sales support and advice to approved installers and maintenance technicians. The Help Desk can be consulted on possible causes and solutions that may occur with Compac equipment, including the use of CompacOnline.

The advice given is based information the Help Desk have at the time of the call, and any information that can be gathered from the equipment in the field (if accessible remotely). The advice that is supplied by Compac is for guidance only, and support personal are to treat it as such.

The Help Desk is available Monday to Friday from 8.30am – 7.00pm NZST

4. What is the difference between a pump and a dispenser?

A fuel pump has the motor and suction system inside every unit. This means the unit can work independently of other pumps. If something goes wrong with one suction pump, other pumps will not be affected.

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A dispenser does not have a suction pump; rather it is dependent on a submersible pump in the tank. This is a pressure system. This means the dispenser does not work independently and all dispensers will be affected if there is a problem with the submersible pump.

5. How does a Credit Card DCA work? Why are credit cards not always accepted?

The Credit Card DCA allows the pre-authorisation of White Cards through CompacOnline. It does not communicate with the bank but can accept Credit Cards. A Credit Card transaction is treated as a "card not present transaction" (much the same as an internet transaction). In New Zealand banks are very risk adverse to this type of transaction, so charge a premium interest rate to these transactions. This makes the unit very costly to operate. Some banks in New Zealand will not even accept transactions from these units. However, in Australia it is different, and these transactions are more universally accepted (the difference is due to different bank regulations.)

When a white card is swiped in a CC DCA, the validity of the card through COL. If it is a valid card, fuel can be dispensed.

6. What is the advantage of CompacOnline over USB download?

CompacOnline DCA:

- Able to view live data at site, remotely
- Can make changes to pricing or card validation remotely
- Modem connection needed
- Tank levels can be checked remotely
- Data is secure with backups available if the unit shuts down

USB DCA:

- Must download the data from the USB unit to be able to view on a computer
- Prices changes and card validation must be made in Excel file and then uploaded to the
- No modem connection needed
- Must be on site to view all data (incl. tank levels)
- Data is the responsibility of the end user

7. Can you please explain the acronyms Compac uses?

FMS: Fuel Management System

DCA: Driveway Card Acceptor

CC DCA: Credit Card Driveway Card Acceptor

OPT: Outdoor Payment Terminal

COL: CompacOnline

BMR: Bulk Meter Register

AVI: Automatic Vehicle Identification

8. Who is DPS? What are DPS charges and overages on my Credit Card DCA?

DPS (Direct Payment Solutions), now known as Payment Express, is the clearinghouse for all credit card payments made through Compac credit card terminals. DPS monthly charges are for the provision of this service and are applicable for any Compac credit card terminal such as an OPT or CC DCA. Overages are incurred when the number of included free transactions on a given monthly DPS plan is exceeded. Overages are applicable only when a credit card is processed through a CC DCA terminal.

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9. What are the differences between a DCA, Credit Card DCA and an OPT?

A DCA is used to process local cards through a terminal connected to fuel equipment.

A Credit Card DCA is used to process credit cards as well as local cards through a terminal connected to fuel equipment. When a credit card is used, the transaction is processed as a "card not present" transaction. It does not prompt for, or check, the PIN number of the card. The CC DCA does not accept debit cards.

An OPT is also used to process credit and eftpos/debit cards as well as local cards through a terminal connected to fuel equipment. The online authorisation of these cards is a live process. Compac can also activate Shell cards and Online Auth cards including Motorpass, United, Mckeowns and Farmland cards for OPTs.

10. Where can I find equipment footing dimensions/diagrams?

These can all be found in the installation manuals on this website under the Resources tab and then either:

- Product Manuals and Specification Guides or;
- Installation Instructions.