

COMPAC



MADE TO MEASURE

COMMANDER USER MANUAL

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1 INTRODUCTION

The COMMANDER comes as a base unit called **PUMPAC**. The modules of CASHPAC, ACCOUNTPAC, NETPAC are added if required. The accessories of Receipt Printer, Cash Draw, Scanner, Card Reader on the Speed Key Board and Retail Authorisation Station are added if required in conjunction with the appropriate software modules.

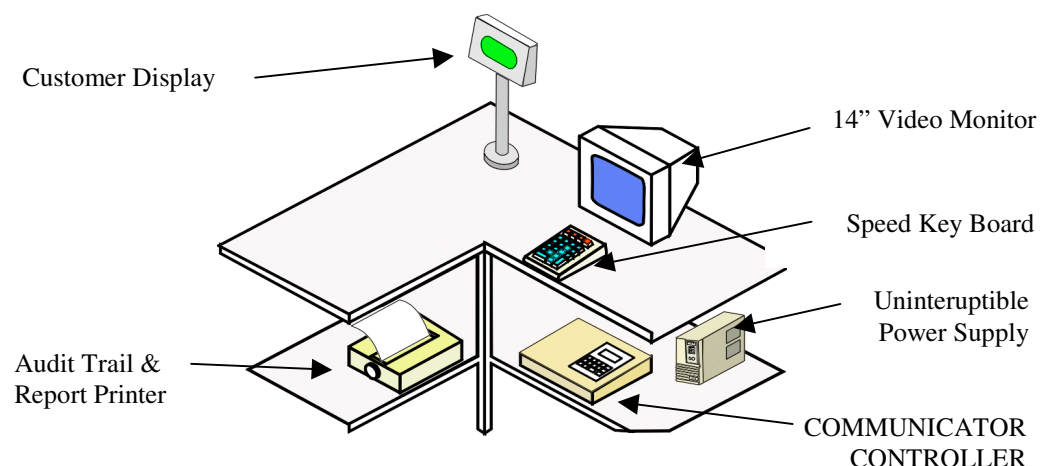
The COMMANDER starts as a Pump Controller. It has Pump Control, Theoretical Tank Gauging and Reporting Functionality.

There are Modules added to give Point of Sale functionality.

The modules are:

- **CASHPAC**
CASHPAC software makes the COMMANDER like a Cash Register that controls the pumps. Dry stock is added to the wet stock sale functionality. A receipt printer, cash draw and scanners are hardware options.
- **ACCOUNTPAC**
This adds a Card reader to the Speed Keypad and allows up to 300 in house accounts to operate in Prepay and credit limit mode. A Retail Authorisation Station [RAS] can be installed at the fuel pumps to give unattended fuel sales by account card customer's 24 hours per day.
- **NETPAC**
This allows Nation-wide Cards such as Oil Company Cards to be used at the Speed Keyboard for fuel and dry goods while the service station is open or at the Retail Authorisation Station for fuel, 24 hours per day. The NETPAC transactions are down-loaded by the card issuing head office, independent of the service station operation.
- **RAS (RETAIL AUTHORISATION STATION)**
This is a Driveway Card Acceptor unit (DCA) that is located on the forecourt near the fuel pumps. ACCOUNTPAC and/or NETPAC card customers can obtain fuel unattended 24 hours per day from the RAS.

PUMPAC BASE UNIT



2 ABOUT THIS MANUAL

Many Compac Commander functions overlap with those of Compac's Communicator Controller.

This manual is specific to the Commander PUMPAC system and includes CASHPAC, ACCOUNTPAC and NETPAC module explanations. In particular, it is written to help anyone with relatively limited experience of computers or the technical aspects of the site's operation to use Commander.

It is not intended to explain Controller functions. We suggest that you refer to the Controller manual if you need an overview of how all the elements on the site relate.

Section 1 **Basics** provides an introduction to Commander and gives a simple explanation of basic concepts.

Section 2 **Function Menu** explains how to use Commander.

Section 3 **Basic Functions** explains more on transactions, sale codes, pre-pay etc.

Section 4 **NETBASE EXPLORER** functionality explained.

3 BASICS

3.1. What Commander does

Commander is part of the Communicator Controller system. The Communicator Controller runs the electronic network that manages the service station pumps and tanks. It also controls and records fuel transactions.

Commander is a computer software package that gives extra functions to the Communicator Controller. You can manually control the fuel pumps, enter transactions and issue receipts.

You also use Commander to monitor fuel tanks, change prices, and print out reports on transaction history and fuel movements (reconciling deliveries with sales).

3.2. Commander Hardware

Commander uses the following equipment:

- Essential: video monitor; speed keyboard.
- Optional: receipt printer; customer display screen; barcode scanner;
- UPS (Uninterruptible Power Supply);
- Audit trail/report printer.

These are all plugged into the back of the Communicator Controller console. The Controller has a keypad for Communicator Controller functions on its top surface, but you don't use this in normal Commander operation.

3.3. Turning Commander On.

You turn Commander on by turning the Communicator Controller on. If your service station has automatic 'card pay' pumps operating, or if the pumps are left on while the station is unattended, the Communicator Controller must be kept on. If all pumps are turned off, the Communicator Controller can be left switched on or off as you wish.

If the Communicator Controller is on but Commander's video monitor is dead, turn on the monitor with the button under the screen. The monitor should come alive in a few seconds.

When you turn on the power to the Communicator Controller, if there is an audit trail/report printer connected, it will print out a summary of the Communicator Controller's set up, plus a list of which pumps it can communicate with.

3.3.1. The U.P.S.

The important thing to know when turning the system on is whether there is a UPS connected.

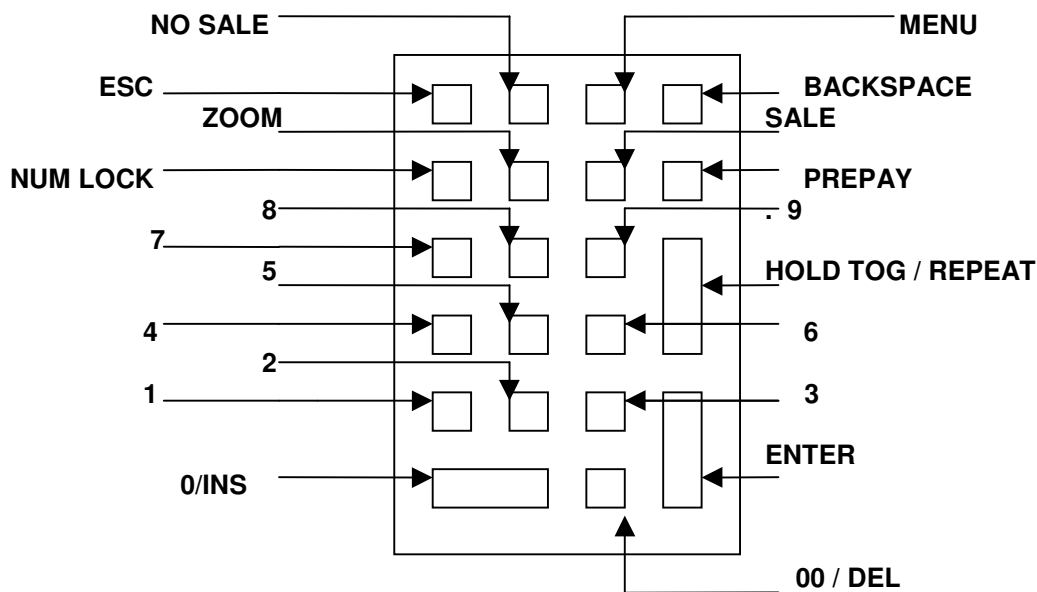
If there is, it must be turned on first. (As well as being the **first** thing on, it must be the **last** thing turned off if you turn the Communicator Controller off.)

3.4. MOVING AROUND IN THE COMMANDER

This section outlines some basic concepts and **speed keyboard** functions of the Commander. It will be especially useful for those who aren't familiar with computers.

3.4.1. SPEED KEYBOARD

One of the features of the COMMANDER is the small simple Speed Key Board. The keyboard has minimum buttons. Excess keystrokes have been removed to make the operation as intuitive as possible. Particular attention has been paid to the system operation so new staff can be easily trained and operating the system within minutes.



3.4.2. BASIC COMMAND KEYS

Almost all commands and options that you need to run Commander are entered with the Commander speed keyboard. You may have noticed that the Commander speed keyboard does not include letter keys. A standard IBM-compatible computer keyboard may be plugged into the top of the Commander keyboard. You can make all letter and numerical entries (especially with Accountpac) and perform all command functions, using the computer keyboard.

In this manual the '< >' symbols are used to indicate a key or keys to be pressed - e.g. <ENTER>, or <1> <2> <3> etc.

Key Descriptions follow:

<Hold Toggle / Repeat>

This key is Multi-functional; in this manual it is called either <HOLD TOGGLE> or <REPEAT> according to the function being referred to.

The following keys have standard functions in all Commander operations.

<Enter>

Any numerical 'entry' must be followed by pushing <ENTER>.

<Num Lock>

If funny beeps occur when trying to enter numbers, it may be because of this key.

Most of the numeral keys on the Commander keyboard have two functions: e.g. <1> can also move the cursor to the <END> of the line. When the green light is showing on the <NUM LOCK> key it means that only the numeral function activates when the key is pressed.

In Commander the non-numeral functions are not generally used. So, for instance, if the <7> key is used as its <HOME> function one may hear beeps instead of seeing numbers appear on screen.

This means it's best to leave the <NUM LOCK> key with its light glowing.

<Backspace> or < ← → >

This key moves one backwards over whatever has been entered in the entry field, deleting as it goes. It's the easiest way to correct any mistake one makes while entering a word or numeral. It is also used for "**Repeating**" a sale item. If more than one item is to be tendered, then this key will prompt 'edit quantity'.

<Esc>

This means 'escape'. It is useful for getting you out of trouble. It returns you to the screen or menu you were in before the one you are in currently. Eventually (you may have to press it several times to escape through several screens first) it will get you back to the *Pump Status Screen*. So if you get lost, press <ESC>.

<ESC> is also a convenient way of deleting mistakes. When in an input field you make a wrong entry, pressing <ESC> deletes the entry. It also enables you to escape from the input field you are in to the previous input field.

It is always a safe key to press.

<Zoom> In and Out

Pushing the <ZOOM> key reorganises the screen so that words and numerals change size. This manual describes things as they appear in 'Zoom Out' mode.

'Zoom In' mode increases the size of words and numerals. The pump status boxes described in the next section disappear and the symbols shown within them are different when in 'Zoom In' mode.

This manual does show the different symbols used in 'Zoom In' mode. Apart from these symbols, once you understand 'Zoom Out' mode you'll have no trouble with 'Zoom In'.

<Menu>

If you press the <MENU> key on the Commander keyboard, a *Menu Screen* listing eight functions provided by Commander appears. The functions printed in turquoise are open to you; those printed in Grey are closed. You will need to enter your pass code to open all of them. If the pass code of the Commander is left at "000000" then the functions are automatically available.

Further explanations can be read in **Function Menu** described in **section 2**.

<Sale>

This key will allow you to view and enter useful codes namely **Sales Codes** (pump

More sales codes from 01..to..32), also **Speed Codes** and **Method Of Payment** codes.
about these codes can be found in **Basic Functions** in **section 3.2**.

<No Sale>

This key will allow you to open the cash draw without any transactions entered and use of this key should be kept to a minimum.

<Pre Pay>

the This key is used when the customer pays up front for fuel and the amount is entered before fuel is issued. The pump stays on **hold** until the operator authorises it, and
3.4. upper limit is set to the amount. For more on look in **Basic Functions** in **section**

This key is useful when a sale transaction needs to be deleted. By pressing it, you will be prompted to choose a line to delete. Enter the line number and press <ENTER>. The sale must have a 'price' assigned to it.

3.5. PUMP STATUS SCREEN

This is the screen on which transactions are entered. It has one large 'office box' into which sales details are entered, and a number of smaller 'pump status boxes', one for each pump. If your screen doesn't look like this, try pushing the <ZOOM> key.

The 'office box' is where the cursor appears, and this is where all transaction commands and options details appear. It may also be called the 'Main sale' box.

You need to understand the pump status boxes before you can begin to enter transactions.

It may be useful to refer to **Section 2.5** regarding the different **pump modes**.

3.5.1. PUMP STATUS BOXES

Each pump status box displays with words and graphics the state of the pump it represents. The white writing shows the pump number and its status. The symbol also shows its status.

The type of fuel the pump issues, is written in turquoise.

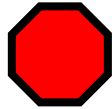
When a transaction occurs, the dollar value appears in yellow, and stays there until the transaction is cleared. Two 'dollar' values will be displayed if two transactions have been made at the pump but not yet cleared (i.e. paid for) at the Controller.

Note: In the pump status box for a MPD (Multi Product Dispenser) only one type of fuel is displayed at a time. During a transaction this will be the fuel that is being issued. However, between transactions any of the fuel types dispensed by that unit may be displayed, and no significance need be attached to the one that does appear.

3.5.2. PUMP STATUS SYMBOLS

The following pages describe the symbols that appear in the pump status boxes. They have been grouped in pairs. The symbol on the left is what appears in the pump status box when the screen is in 'Zoom Out' mode. The symbol on the right appears when in 'Zoom In' mode.

On Hold The pump is on hold. This means it cannot be used without your authorisation.

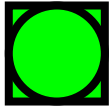


Red octagon



'Zoom in': a small red square

Ready The pump is ready for action. Keep an eye it! Anyone can now use it.

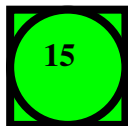


Black circle inside
a green Square



'Zoom In': a small green circle

Ready The pump is ready for action but in 'Auto-hold' mode. The nozzle must be picked up within 15 seconds or the pump will go on hold again.

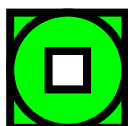


Timer in black circle
inside a green square



'Zoom in': a green hour glass

Active The nozzle has been picked up.



Black circle and box
inside a green square

'Zoom In': a green circle

Fueling

Fuel is issuing. The incrementing dollar value appears in yellow next to the symbol.



Rotating black arcs
inside a green square

'Zoom In': pulsing green circle

Nozzle - On Hold

The nozzle has been lifted while the pump is on hold. You can authorise the pump for use while it is in this state.



Flashing exclamation
mark in red octagon



'Zoom In': a pulsing red square

Other Graphics That May Appear

Offline

The pump is offline - that is, not communicating with the Communicator Controller system.

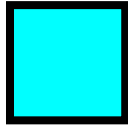


Grey cross

'Zoom In': a grey cross

Auth

The pump status box doesn't represent a pump. It represents a card-reader and keyboard. A person can 'swipe' a card there, choose which pump they will take fuel from, and can use that pump without your authorisation.



Blue square



'Zoom In': blue square



A black strip and row of grey chevrons across the top of the pump status box (this does not appear in 'Zoom In' mode).

The black strip means the pump is in 'Cardpay' mode. Someone has authorised its use by 'swiping' a card in the pump card-reader. The strip appears when the card is swiped and remains until the nozzle is hung up. This transaction has nothing to do with Commander. However, you can stop the transaction as it is taking place by keying <99> followed by <ENTER>. This is a speed code (See **Section 3.2.**) that immediately puts **all** pumps on hold.

4 THE FUNCTION MENU

This section explains the options that appear in *Main Menu*.

With the exception of the *Enter Passcode*, *Tests/Errors* and *Tank Menu/View Tanks* options, all of these functions require a password to get access to.

THE <MENU> KEY displays the following:

- 1) Enter Passcode
- 2) Tank Menu ...
- 3) Report Menu ...
- 4) Prices
- 5) Pump Mode
- 6) Dry Goods Menu ...
- 7) Test / Errors ...
- 8) Account management (only with AccountPac module supplied)
- 9) Stock Management

Explanations of this 'menu set-up' follows:

4.1. Enter Passcode <MENU> key + <1>

This option opens a sub-screen so you can enter the password and get full use of the Commander. Simply enter the number (it can be anything up to six digits) and press <ENTER>.

If you don't want to bother with passcodes, by using the Communicator Controller keyboard you can set the passcode to '0'; this gives unlimited access to all Commander functions. See your Controller manual for details on how to do this.

4.2. Tank Menu ... <MENU> key + <2>

This gets you into a sub-menu with **four options**:

- 1) View tanks
- 2) Deliveries
- 3) Dips
- 4) Tank Variance report

4.2.1. View Tanks <MENU> key + <2> + <1>

This enables you to see the status of the tanks in 'real time' (or, to be precise, as they were about ten seconds ago). The information for each tank is presented in a box. The status categories are written in yellow or grey; yellow means that category is active, grey means there is no reading because Tank Gauging is not installed or not working.

Following are the status categories and what they mean

TANK: This shows the tank number and the product contained; eg, 1, Super.

PUMPS: This identifies which pumps receive fuel from this tank.

STATUS: If all is normal, nothing will be written here. If there is a problem or an

unusual operating condition, one of the following messages will appear:

- *Offline:* Commander cannot communicate with the Tank Gauging.
- *Err:* There is a problem with the Tank Gauging - eg, the encoder has failed
- *No curve:*] These three indicate a problem with the Communicator
- *Cuer1:*] Controller's setup data for this tank. Contact Compac
- *Cuer2:*] Industries for assistance.
- *Above range:*] The Controller's setup data cannot match the current
- *Below range:*] fuel level to it's tank volume curve. Contact Compac.
- *Low:* The fuel level reported in the tank is below the set alarm level.
- *High:* The tank's reported fuel level is above the set alarm level.
- *Acal:* A tank curve (volume/height table) is being created by using sales data.
- *Drop:* Fuel is being delivered to the tank (dropped) - ie, it's fuel level is rising.
- *Theft:* The fuel level has dropped suddenly without a pump being used.
- *Leak:* The fuel level is dropping slowly without a pump being used.

VOLUME: The fuel volume as measured (in litres) without compensating for temp.,.

HEIGHT: The surface level of the fuel in the tank (in mm's).

CAPACITY: The tank's capacity (in litres).

ULLAGE: The amount of unused space in the tank (ie, tank capacity minus fuel volume).

TEMP: The tank temperature, averaged from three probes.

COMP VOL: The fuel volume compensated to allow for temperature.

ALARM LO: The minimum acceptable fuel level.

ALARM HI: The maximum acceptable fuel level.

WATER: The level of water in the bottom of the tank.

4.2.2. Deliveries <MENU> key + <2> + <2>

This allows you to enter fuel deliveries to each tank (*Tank drop entry*). First you enter the number of the tank that fuel was added to, then the volume in litres. You are then asked, *Are you sure, Y(1) / N(0)?* Enter <1> if you are, and <0> or <ESC> if you've made an error.

4.2.3. Dips <MENU> key + <2> + <3>

This option allows fuel dips to be entered. It is only used when Tank Gauging is not installed.

Without Tank Gauging, the Communicator Controller cannot measure the actual quantity of fuel in the tanks. It only knows how much fuel is present when the contents are measured by dipping and the result entered in Commander. The Communicator Controller can measure the fuel that goes out through the pumps, so it decides how much fuel is in each tank by subtracting the pump outflow from the last quantity measured by dipping. It then displays the 'theoretical' fuel volume in each tank.

It is important when Tank Gauging isn't installed to dip the tanks at least once a day to find out how much fuel is actually there. There may be a lot less than the Communicator Controller believes because extra fuel is being lost through leakage, for example, which it doesn't know about because this isn't going out through the pumps.

This option shows the theoretical quantity of fuel in each tank. *No?*: prompts you to enter the number of the tank that you want to enter the measured quantity for. It then displays *Level?*: so you can enter the litre quantity measured by the dipstick. The number you enter is then displayed as the quantity of fuel in that tank.

Note: It's a good idea to regularly print out Shift Reports (see **Section 2.3.2**) which keep a record showing the difference between the amount of fuel measured by dipping and the amount the Controller displayed as present. There will always be some difference because of dipping inaccuracies. Keeping a record may only discover any loss of fuel. Look for patterns - for example, if there is always 100 litres less on Saturday, it could mean pilfering; or if the measured quantity is less than the displayed quantity by an amount that increases each week, it could mean a steadily worsening leak or pump calibration problem.

4.2.4. Tank Gauge Variance Report <MENU> key + <2> + <4>

Tank Variance reports are date-range selectable reports of daily tank levels, deliveries, litres pumped, and variance based on the midnight snapshot. A report is produced for each tank.

TANK VARIANCE REPORT

Site Name Compac Test Site
 Date Printed 02/06/2000
 Time Printed 06:04pm

Tank Number: 01 Group: 01 Grade: UNLEADED

Date	Start Level (litres)	Litres Delivered	Litres Pumped	End Level (litres)	Daily Over(+) or Short(-)
01/05/00	14730	10000	1767	22911	-52
02/05/00	22911	0	2373	20423	-115
03/05/00	20423	0	1818	18576	-29
04/05/00	18576	0	1978	16504	-94
05/05/00	16504	0	1902	14633	31
06/05/00	14633	0	2138	12596	101
07/05/00	12596	10000	2460	20065	-71
08/05/00	20065	0	2132	17842	-91
09/05/00	17842	0	1898	15904	-40
10/05/00	15904	0	2392	13397	-115
11/05/00	13397	0	2091	11369	63
12/05/00	11369	0	1449	9848	-72
13/05/00	9848	0	2397	7568	117
14/05/00	7568	10000	2159	15476	67
15/05/00	15476	0	1483	13967	-26
16/05/00	13967	0	2471	11600	104
17/05/00	11600	0	1929	9692	21
18/05/00	9692	0	1930	7704	-58
19/05/00	7704	0	1526	6204	26
20/05/00	6204	0	1363	4866	25
21/05/00	4866	15000	1479	18382	-5
22/05/00	18382	0	2526	15854	-2
23/05/00	15854	0	2402	13411	-41
24/05/00	13411	0	2444	10973	6
25/05/00	10973	0	1982	9010	19
26/05/00	9010	0	2169	6934	93
27/05/00	6934	0	1948	4898	-88
28/05/00	4898	10000	1631	13266	-1
29/05/00	13266	0	1684	11528	-54
30/05/00	11528	0	2082	9404	-42
31/05/00	9404	0	1692	7733	21
Total Litres Pumped			61695	Total Litres over or short	-302

4.3. Report Menu ... <MENU> key + <3>

This option enables you to view on screen, and print out, a history of transactions recorded by the Communicator Controller. At the bottom of each screen are instructions for how to move about within the report and how to print it out.

Nine Options are displayed and explained as follows:

- 1) Non-Re-settable
- 2) Shift Report
- 3) Date Range Report
- 4) Cash Draw Reconciliation (CASHPAC Software)
- Wet stock Reports
- 5) Print Shift End Report
- 6) Print Day End Report
- Shift start:
- Shift end:
- 7) Roll Shift
- 8) Roll Day End
- 9) Duplicate Receipts

4.3.1. Non Re-settable <MENU> key + <3> + <1>

This report records the total value of transactions since the Communicator Controller was installed. It shows the total number of litres, the type of fuel, and the total dollar value issued by each pump; plus it shows the dollar value and number of items sold for each of the other product types stocked.

NON-RESETTABLE TOTES

Compac Test Site
52 Walls Rd
Penrose
Auckland

Site #2 16/05/00 05:30pm

PUMP TOTALS

UNLEADED	P2H1	209300L	\$198,835.00
UNLEADED	P3H1	169304L	\$160,838.80
UNLEADED	P4H1	237300L	\$225,435.00
PULP	P2H2	49432L	\$50,914.96
PULP	P3H2	106172L	\$109,357.16
PULP	P4H2	128408L	\$132,260.24
DIESEL	P5H1	53424L	\$33,122.88
DIESEL	P6H1	117424L	\$72,802.88

Pumps 1070764L \$983,566.92

TOTAL SALES \$983,566.92

4.3.2. Shift (Report) <MENU> key + <3> + <2>

This report contains the same information as the non re-settable report, but only for a specific period. It is called a '**Shift Report**' because people generally use it at the end of a shift lasting less than a day (however, it can be of any time span). You can see the total value of transactions occurring since the beginning of the shift, and print them out if you want. If the system is set-up for tanks, on the bottom of the Shift report a Tank Reconciliation report is provided for each tank on site. This provides information on levels, throughput, deliveries and any product loss/gain. You can print out a 'shift report' as often as you want, but when you <7>'Roll Shift', all information recorded prior to the roll is **deleted**, so that it begins recording afresh.

SHIFT REPORT

Compac Test Site

DATE RANGE REPORT

Compac Test Site
52 Walls Rd
Penrose
Auckland

Site #2 16/05/00 05:30pm
START: 01/05/2000 12:00am
END: 01/06/2000 12:00am

PUMP TOTALS

UNLEADED	P2H1	10465.00L	\$9,941.75
UNLEADED	P3H1	8465.20L	\$8,041.94
UNLEADED	P4H1	11865.00L	\$11,271.75
PULP	P2H2	2471.60L	\$2,545.75
PULP	P3H2	5308.60L	\$5,467.86
PULP	P4H2	6420.40L	\$6,613.01
DIESEL	P5H1	2671.20L	\$1,656.14
DIESEL	P6H1	5871.20L	\$3,640.14

↑ Totals for up to 32 pumps

PRODUCT GROUP TOTALS

40 CONFEC.	480.00	\$480.70
41 DRINKS	724.00	\$1,449.00
42 GROCERIES	779.00	\$1,559.40
43 OIL	69.00	\$1,380.00
44 PIES	55.00	\$110.40
45 CHIPS	197.00	\$296.70
46 ICECREAM	363.00	\$726.80
47 FREEZER	377.00	\$3,394.80

↑ 30 Product group totals

•
•
•

69 WORKSHOP 9 \$752.39

Pumps 44995.80L \$43,882.06
Products 3053.00 \$10,150.19

TOTAL SALES \$43,882.06

4.3.4. Cash Draw Reconciliation. (CASHPAC Software). <MENU> key + <3> + <4>

The 'Cash Draw' option contains the following:

- Non-resetable and shift totals for EFTPOS cash out.
- A cash at shift start figure.
- The sum of cash added into the till (not sales) over a shift.
- The sum of safe drops over a shift.
- A theoretical 'cash in draw' level.
- An imputed 'money on hand' level, and the date/time of last entry.
- A shift over/short figure, created by any difference between 'cash in draw' and 'money on hand'.
- A running over/short figure, and the from date/time.
- A sum of cash rounds for the shift figure.

The functionality is as follows:

- EFTPOS cash out is treated like a product group total.
- EFTPOS cash out is shown on the shift and 'non-resetable totals' reports.
- If a sale includes EFTPOS cash out, the MOP selection is skipped.
- The Shift report will not roll unless it has been printed (incl. to screen).
- Cash can be added to the till.
- Safe drops can be made.

On cash sale/Safe drop/cash put in draw, both the theoretical 'cash in draw' and imputed 'money on hand' totals are affected.

When a 'money on hand' figure is imputed that differs from the 'cash in draw' an over/short is created.

On rolling a shift, the 'money on hand' figure becomes the **cash at start of shift** figure and theoretical 'cash in draw level'. The shift variance is added to the running variance and reset. The reconciliation figures appear on an input screen and on the bottom of the shift report.

Cash Draw Reconciliation Explanation

The 'Cash Draw Reconciliation' report is always printed automatically at the end of the 'Shift Report' page. It is an option used to keep the movement of cash through the Point of Sale (POS) reconciled.

The 'Cash Draw Reconciliation' screen can be accessed through the Menu Option called "3) Report menu..." and under this option choose "4) Cash Draw Reconciliation".

The 'Cash Draw Reconciliation' screen should now be visible and at the bottom of this screen the following options are available: -

- | | |
|--------------|---------------------|
| 1) ADD CASH | 3) ENTER CASH COUNT |
| 2) SAFE DROP | 4) RESET VARIANCE |

Function... 1) ADD CASH.....Is used when a 'Float' is added to the draw and can be done at any time.

Function... 2) SAFE DROP.....Is used to record the cash removed from the draw for Banking purposes etc., and can be done at any time.

Function... 3) ENTER CASH COUNT.....Is used to reconcile the cash in the draw at the end of a shift or at the end of the day.

Function... 4) RESET VARIANCE.....Is an option to reset the discrepancies between the CASH COUNTED and the TOTAL TO BE IN THE DRAW once the discrepancy has been corrected and the shift has been 'Rolled'.

4.3.5. Print Shift End Report (Wet Stock Reports) <MENU> key + <3> + <5>

(SITE TOTALS MONITORING SHIFT END REPORT)

At the end of every shift, a <7>'Roll Shift' must be executed so that a 'Shift End Report' can be produced for that shift. Remember that the totals for the 'Shift Report' will be zeroed.

This report provides a detailed breakdown of pump/hose sales. It shows the pump/hose totals for each price that is used over a shift period.

SHIFT END REPORT

```

REPORT NUMBER      0097
Site Name          Compac Test Site
Shift Operator
Shift Number       02
Shift Date         Start 12/04/2000      Finish 12/04/2000
Shift Time         Start 06:02am        Finish 02:05pm
Date Printed       12/04/2000
Time Printed       02:06pm
    
```

Product	Pump	Hose	Price	Start Date/Time	Quantity	Amount
SUPER	01	01	@0.965	12/04/2000 06:02am	1321.03L	\$1,274.79
	01	01	@0.958	12/04/2000 11:37am	430.49L	\$412.41
SUPER	02	01	@0.965	12/04/2000 06:02am	1167.93L	\$1,127.05
	02	01	@0.958	12/04/2000 11:37am	150.11L	\$143.81
SUPER	03	01	@0.965	12/04/2000 06:02am	51.49L	\$49.69
	03	01	@0.958	12/04/2000 11:37am	564.60L	\$540.89

SUPER	Total					3685.65L	\$3,548.64
UNLEADED		01	02	@0.935	12/04/2000 06:02am	1312.60L	\$1,227.28
		01	02	@0.933	12/04/2000 11:37am	1417.93L	\$1,322.93
UNLEADED		02	02	@0.935	12/04/2000 06:02am	1492.16L	\$1,395.17
		02	02	@0.933	12/04/2000 11:37am	1434.90L	\$1,338.76
UNLEADED		03	02	@0.935	12/04/2000 06:02am	1116.44L	\$1,043.87
		03	02	@0.933	12/04/2000 11:37am	915.41L	\$854.08
UNLEADED	Total					7689.44L	\$7,182.09
DIESEL		04	01	@0.659	12/04/2000 06:02am	415.80L	\$274.01
		04	01	@0.669	12/04/2000 11:37am	1444.72L	\$966.52
		04	01	@0.679	12/04/2000 01:15pm	1404.65L	\$953.76
DIESEL		05	01	@0.659	12/04/2000 06:02am	886.27L	\$584.05
		05	01	@0.669	12/04/2000 11:37am	683.23L	\$457.08
		05	01	@0.679	12/04/2000 01:15pm	836.56L	\$568.02
DIESEL	Total					5671.23L	\$3,803.44
SHIFT TOTAL (ALL GRADES)						17046.32L	\$14,534.17

4.3.6. Print Day End Report (Wet Stock Reports) <MENU> key + <3> + <6>
(SITE TOTALS MONITORING DAY END REPORT)

At the end of every day, an<8>'Roll Day End' is executed so that a <6>'Print Day End Report' can be produced which will include all of the 'Shift End Reports' that have been rolled. Remember that the totals for the 'Shift Report' will be zeroed.

This report provides pump sales by price summary for all the shifts in a day.

DAY END REPORT

REPORT NUMBER	0019
Site Name	Compac Test Site
Dealer	
Report Start Date	11/04/2000
Report Start Time	10:04pm
Date Printed	12/04/2000
Time Printed	10:25pm
Number Of Shifts	03

Product	Price	Quantity	Amount
SUPER	@0.965	2699.08L	\$2,604.61
	@0.958	2621.48L	\$2,511.38
	@0.979	2017.54L	\$1,975.17
SUPER	Total	7338.10L	\$7,091.16
	Average Price		\$0.9663
UNLEADED	@0.935	2670.21L	\$2,496.65
	@0.933	3220.06L	\$3,004.32
	@0.949	3282.84L	\$3,115.42
UNLEADED	Total	9173.11L	\$8,616.38
	Average Price		\$0.9393
DIESEL	@0.659	3876.67L	\$2,554.73
	@0.669	3467.61L	\$2,319.83
	@0.679	3265.96L	\$2,217.59
	@0.689	3397.49L	\$2,340.87
DIESEL	Total	10131.06L	\$6,878.29
	Average Price		\$0.6789

4.3.7. Roll Shift <MENU> key + <3> + <7>

From the standpoint of transaction recording, the 'Roll Shift' option **ends** one shift and **begins** a new one. For a <5> 'Print End of Shift Report' (wet stock) this option must be executed.

Above this option in the Report Menu is the *Shift start* date and time and *Shift end* date and time. *Shift start* is the last time someone used the 'Roll Shift' option, while *Shift end* is the last time anyone looked at and/or printed out the report.

If you select this option you are told that Yes (1) will reset shift totals
Reset now?

NB. If you 'Roll Shift' and enter <1> all the pump/product/cash draw totals displayed in the 'Shift Report' will **reset to zero**. So you may want to print out the 'Shift Report' first in order to record what happened in the shift you are about to end.

If you go into this option and change your mind about resetting the shift totals, just hit <ESC> to return to the Report Menu.

4.3.8. **Roll Day End** <MENU> key + <3> + <8>

The 'Roll Day End' option **ends** one day of shifts and **begins** a new one. This option reconciles the 'shift ends' and is done to allow you to do a <6> 'Print Day End Report' and it will include all the 'End of Shift Reports' that have had the 'Roll Shift' option executed.

If you go into this option and change your mind about rolling the day end, just hit <ESC> to return to the Report Menu.

4.3.9. **Duplicate Receipts** <MENU> key + <3> + <9>

The COMMANDER stores a history of past Cash Transactions in the order that they occurred and this is accessed with the 'quick code' <35>. It tells you what was purchased, at what time, and how it was paid for. It preserves about 200 transactions, and as new ones are added the oldest are displaced. This is useful if a receipt is declined at the time of purchase, but then required later or a receipt has been lost. Using the history a duplicate receipt can be printed as long as the transaction is with the last 200 transactions.

To print when viewing the record, push <ENTER> . This brings up the message at the bottom of the screen: *Enter sequence no.*

Enter?: Enter the reference number for the transaction you want to print and hit <ENTER>. It will print out from the receipt printer.

4.4. **Prices** <MENU> key + <4>

This option lists the prices for each fuel grade stocked at your site. Up to 20 different kinds of fuel and fuel grade can be accommodated.

There are three columns of prices for each fuel, labelled *Active Prices*, *Schedule 1 Prices*, and *Schedule 2 Prices*. This enables you to set two different prices for each fuel - for example, a peak price and off-peak price, or day and night prices. The '*Active Prices*' column shows which one is currently active.

Of the five input options shown below the chart, the first two enable you to change the Schedule prices.

- | | |
|---------------------|--------------------------------------|
| 1) Edit Schedule 1 | 3) Set Schedule 1 Active |
| 2) Edit Schedule 2 | 4) Set Schedule 2 Active |
| Esc Return to pumps | 5) Auto-activate Schedule 2 at FF:FF |

To change a price in the Schedule 2 column, for example, enter <2> . The screen then displays under the chart: *Grade no/Esc*

Grade?: Enter the product number (from the chart's left column) of the fuel grade whose price you wish to change and push <ENTER>. Now you can enter the price.

Enter the price in tenths of a cent - that is, multiply the price by ten and enter this figure. For example, 98 cents would be entered as <980>; or \$1.09.8 as <1098>.

Changing the 'active' Price

You can change the Schedule price that is currently active either manually or automatically. There is no problem in changing the price while a pump is dispensing fuel, but the transaction will be completed at the price that was set when it started.

Manually

Go into the Prices option at the time you wish to make the change and enter <3> or <4> from the input options shown below the chart.

Automatically

1. Make the Schedule 1 price the active price (the price will only change automatically from Schedule 1 to Schedule 2, not vice versa).
2. Key <5> for 5) *Auto-activate Schedule 2 at FF: FF*. This brings up *Time?* You can now set the time when the active Schedule 1 price changes to Schedule 2.

This is done using the 24-hour clock code. You enter a 4-digit number -

eg, <1830> for 6.30pm. You may choose any time from 0000 to 2359. If you enter <2400> you turn off the auto-activate option so the price won't change automatically.

NB. The automatic option only covers the following **24** hours. In other words, the price will automatically change once - at the time you have set. If you want this to be ongoing you will need to set it **daily**.

4.5. Pump Mode <MENU> key + <5>

Standalone

After its initial authorising, the pump is free to issue fuel whenever the nozzle is lifted. After it has issued fuel, it is automatically authorised for use again.

Hold

The pump cannot be used until you authorise its' use through Commander. After it has issued fuel it goes back on hold.

Auto-Hold

This is the same as for Hold, except that once you've authorised the pump's use, the nozzle must be lifted within 15 seconds or it will go back on hold. After use it returns to hold.

Prepay (preset)

A pump may be designated for 'prepay' mode by following the 'Pump Mode' setup described below and will be on 'Hold' until the fuel is paid for at Commander before it is issued. To do this the 'prepay' pump number is entered followed by the <prepay> key and then you enter the dollar amount which will then authorise the pump in question. (See section 3.4.)

The **Pump Mode**, option (5), displays a chart showing 32 pump numbers in the left column with three columns to the left, headed *Active Setup*, *Setup 1* and *Setup 2*. This means you can allot **two** different setups (modes) to each pump, and decide which will be the currently **active** mode. You do this through the four input options shown below, which is below the chart.

- | | |
|-----------------|-----------------------|
| 1) Edit Setup 1 | 3) Set Setup 1 Active |
| 2) Edit Setup 2 | 4) Set Setup 2 Active |

4.5.1. To change a Setup

Enter <1> for Setup 1 or <2> for Setup 2. At the prompt, *Pump no?:* you have two options:

1. If you want to change the setup for all pumps, enter one of the options shown in blue above the yellow prompt - eg, <96> for *all Standalone*.
2. To change only one pump, key that pump number and <ENTER>. You can now enter a second number representing the option you want, as shown above the prompt.

The prompt, *Pump no?:* now reappears. You can now either change the same Setup on another pump, or by pushing <ESC> return to the previous menu which enables you to change to the other Setup.

4.5.2. To make a Setup Active

This menu also enables you to choose which Setup (pump mode) you want active. If you press <3> Setup 1 will be active for all pumps; pressing <4> will put all pumps into Setup 2.

Note It may be best to put a pump **on hold** before you change its active setup. If a pump is ready for action (ie, with a green square graphic in the pump status box) and you change the setup to 'Hold' or 'Auto-hold' the pump will remain ready for action. You will have to put it on hold (by keying the pump number followed by <HOLD TOGGLE>) either before or after you change the active setup before its mode can change.

4.6. Dry Goods Menu <MENU> key + <6>

This menu is viewed as follows:

Product group range:

- 1) Start Group: xx
- 2) End Group: xx

For the above product group range:

3) Print Sales Total 1

4) Print Sales Total 2

For all product groups:

5) Reset Sales Total 1

6) Reset Sales Total 2

Explanation of Sales Reports

Each item/PLU has two resettable totals. One would normally be reset at the end of each shift and the other at the end of each day/week/month depending on the managers requirements.

Two sales reports are available

Report One itemises each PLU by product group for resettable total one. (For the last shift). PLU/Bar Code, Description, Price, quantity sold, value of the quantity sold.

Report Two itemises each PLU by product group for resettable total two. This may be a day/week/month depending on the site managers' requirements. PLU/Bar Code, Description, Price, quantity sold, value of the quantity sold.

PLU SALES REPORT ONE <MENU> key + <6> + <3> (Print Sales Total 1)

The CASHPAC PLU sales report one shows PLU/Barcode, description, price, quantity sold one, and sales total one. The quantity and sales totals are incremented every sale. The user can reset the totals at any time. All PLU's are printed by their product group. The user can select a range of product groups to report on.

SALES TOTAL ONE REPORT

Site Name Compac Test Site
Date Start 07/05/200
Time Start 10.30am
Date Printed 14/05/2000
Time Printed 11:07am

Product Group 40,Drinks

PLU/Barcode	Description	Price	Quantity	Sales Total One
000000000000040	Drinks	\$0.00	0057	\$87.63
9415767222663000	Fresh-up 500ml	\$2.50	0028	\$73.86
9458410359492500	Coca-cola 600ml	\$1.50	0187	\$284.13
9229551384252460	Coca-cola 1.5l	\$2.50	0012	\$28.38
9394228551892050	Coca-cola 1.0l	\$1.90	0035	\$67.32
9477364940313670	Coca-cola 300ml	\$1.30	0207	\$264.90
9748508629035730	e2 Fruit Drink 600ml	\$2.25	0015	\$32.15
9439348568388790	e2 Fruit Drink 300ml	\$1.85	0036	\$71.55
8967065954786540	V energy drink 300ml	\$2.95	0097	\$283.32
8468190767021780	Lucosade 300ml	\$2.10	0024	\$52.41
8803644729390940	Gatorade 600ml	\$3.50	0012	\$37.74
9085682156838540	Gatorade 300ml	\$1.95	0008	\$17.47
9053506953130500	PowerAde 1l	\$4.00	0068	\$269.81
8865189379534720	PowerAde 500ml	\$2.50	0087	\$219.53



For Selected Product Groups

PLU SALES REPORT TWO <MENU> key + <6> + <4> (Print Sales Total 2)

The CASHPAC PLU sales report two shows PLU/Barcode, description, price, quantity sold two, and sales total two. The quantity and sales totals are incremented every sale. The user can reset the totals at any time. All PLU's are printed by their product group. The user can select a range of product groups to report on.

SALES TOTAL TWO REPORT

Site Name Compac Test Site
Date Start 14/05/2000
Time Start 09.30am
Date Printed 14/05/2000
Time Printed 11:07am

Product Group 40,Drinks

PLU/Barcode	Description	Price	Quantity	Sales Total Two
000000000000040	Drinks	\$0.00	0054	\$57.68
9415767222663000	Fresh-up 500ml	\$2.50	0035	\$73.86
9458410359492500	Coca-cola 600ml	\$1.50	0192	\$284.13
9229551384252460	Coca-cola 1.5l	\$2.50	0015	\$28.38
9394228551892050	Coca-cola 1.0l	\$1.90	0042	\$67.32
9477364940313670	Coca-cola 300ml	\$1.30	0210	\$264.90
9748508629035730	e2 Fruit Drink 600ml	\$2.25	0008	\$32.15
9439348568388790	e2 Fruit Drink 300ml	\$1.85	0039	\$71.55
8967065954786540	V energy drink 300ml	\$2.95	0082	\$283.32
8468190767021780	Lucosade 300ml	\$2.10	0016	\$52.41
8803644729390940	Gatorade 600ml	\$3.50	0009	\$37.74
9085682156838540	Gatorade 300ml	\$1.95	0026	\$17.47
9053506953130500	PowerAde 1l	\$4.00	0060	\$269.81
8865189379534720	PowerAde 500ml	\$2.50	0079	\$219.53

For Selected Product Groups



4.7. Test / errors... <MENU> key + <7>

This option when selected will display the software version currently loaded onto the Commander and also 4 test options:

The test options are for the 'Receipt printer', 'Customer Display', 'UPS' and 'Video'.

Selecting either one of these will test to see if the hardware is present and also reset if just recently installed.

4.8. Account management... <MENU> key + <8> (Cashpac Software)

The COMMANDER has memory for up to 300 in house accounts and from 1,300 – 4,100 transactions depending on the size of each transaction [i.e. number of dry goods items purchased]. Each card number is stored with its site identifier and credit limit. Each card is unique to the site and cannot be used on other sites. (For more detail see the Sales Manual). For networked cards please see "NETPAC Functionality" at the end of this manual.

The site manager individually validates each card number. A card can easily be invalidated if lost. It can be reactivated or reallocated. A card number has 5 digits.

The account card ISO and ACCESS details are entered under the Controller menu name "Cards". See Communicator Manual.

Menu options are viewed as follows:

1) Edit account details

Account range

2) Start: 00/00/00

3) End: 00/00/00

Date range

4) Start: 00/00/00

5) End: 00/00/00

6) List accounts and balances

For above ranges

7) Print invoice to screen

8) Print invoice to printer

9) Delete to end date

Explanation of this menu follows:

4.8.1. **Edit account details** <MENU> key + <8> + <1>

This option is where new accounts (card numbers) will be added and where existing accounts will be edited.

New Account to be added:

IMPORTANT The green light on the NUMLOCK key on the keyboard must be ON

If not, Press the NUMLOCK key to turn the light ON

To add a new account

1. <MENU>
2. <8> (Account management)
3. <1> (Edit account details)
4. Enter new account number next to "Number" (there may already be a number there but type over it)
5. <ENTER> Nothing will happen for two seconds
6. The display will then show "Create card XX?"
7. <1> to accept new account number
8. When the new card details appear on the screen use the <ENTER> key to move around the screen and enter Account owner details

The field 'Account Held? []' is the option to suspend an account when the box is "checked". Account is re-activated when box un-checked.

The field 'Signature? []' is to remind the operator to ask for a signature.

The 'limit' field is the credit limit given to the customer and if it is \$0.00 then the customer must put his account into credit. The operator must check the 'limit' before clearing a transaction.

9. When you have entered all the account owner details <ESC> TWICE to get back to the previous menu

4.8.2. **Start:** (Account range) <MENU> key + <8> + <2>

4.8.3. **End:** (Account range) <MENU> key + <8> + <3>

These two fields are self-explanatory and must be filled in otherwise the selection will default to the entire 'account range' and commence searching for all. If this happens unintentionally, powering down and back up can reset the system, but make sure that all transactions are ended before doing this.

4.8.4. **Start:** (Enter a date range) <MENU> key + <8> + <4>

4.8.5. **End:** (Enter a date range) <MENU> key + <8> + <5>

The date range must not be too large. A report 'Monthly' is a good range to use. If the end of the date range is required for today's date, then the 'end' date should be tomorrow's date.

4.8.6. **List Accounts and balances** <MENU> key + <8> + <6>

This option is actually a **Card Status Report**.

The ACCOUNTPAC card status report lists all valid account numbers and provides a total of all account balances. Up to 300 accounts can be used.

4.8.7. Print Invoices to Screen <MENU> key + <8> + <7>

The ACCOUNTPAC account Invoice lists all account transactions for an account over a user definable date-range period setup in sections **2.8.4.** and **2.8.5.** If an 'invoice' range is required which includes today's date, then the 'end date' **2.8.5.** must be entered as tomorrow's date.

It includes the name and address of the account holder, opening and closing balances, and the tax content of purchases. The Account Invoices can be viewed on the COMMANDER screen with this option before printing to 'audit prt'.

4.8.8. Print Invoices to Printer <MENU> key + <8> + <8>

Same as above but prints directly to 'Audit Trial Printer'. Make sure that all the ranges (account numbers **2.8.2** & **2.8.3** and **2.8.4** & **2.8.5**) are filled in.

4.8.9. Delete to end date <MENU> key + <8> + <9>

This is only available in 'Accountpac' and is an option to "FLAG" the transactions stored in the accountpac transaction file as being 'read' so that they become over-writable. It ensures that the buffer does not become too full but does not actually delete the transactions.

4.9. Stock Management <MENU> key + <9>

Menu options for the Stock Management selection are as follows:

- 1) Add PLU
- 2) Edit PLU
- 3) PLU file status
- 4) Edit Product Groups
- 5) Stock delivery
- 6) Print Stock take form
- 7) Enter Stock take
- 8) Print Stock take variance report
- 9) Roll Stock Take

There are 30 product groups and 2,000 PLU's [Price Look-Ups] available. A PLU can be a number assigned to a product (which must be remembered) or the Bar Code number of a product which is 'scanned' in using a Bar Code Scanner.

Each product group has its own GST rate.

Each PLU has up to a 16 digit number, a 20 character description, a 6 digit price, two 4 digit stock levels, two quantity sold fields (max = 60,000), and two 7 digit [\$99,999.99] money amount sold levels.

Each PLU is assigned to a product group. (See the Sales Manual for more detail).

Before attempting to add new PLU's, the option <4> 'Edit Product Groups' must first be edited and Product Groups entered with tax rates if any.

4.9.1. Add PLU <MENU> key + <9> + <1>

This option is self-explanatory as long as the above description is adhered to. Be careful to assign the PLU to be entered, to the correct PG (product group).

4.9.2. **Add a PLU without a price** <MENU> key + <9> + <1>

If you want to be able to enter the price manually at the time of sale, press enter when prompted to enter a price when adding a PLU. Then when you scan the item, it will prompt for a price (press ← if more than one of the same item)

4.9.3. **Add a PLU for items without a barcode**

This is for any items without a barcode. You can set up a PLU with an easy to remember number (must be 41 or higher)

To sell the item,

Simply type in the number and the item will appear in the pump status box the same as if it was scanned (it will also prompt you for a price if set to zero in the PLU)

Remember, You can use the <BACKSPACE> key to multiply quantity sold

<Menu>	
<9>	Stock Management
<1>	Add PLU
Enter a number	Must be greater than 40
Enter name	(up to 20 characters)
Enter group number	(as set up above)
Enter item price	Enter price or press <ENTER> to leave price as 0 (this will then prompt for a price when processing the sale)
Enter PLU stock level	May be left as zero

Note When using the large QWERTY keyboard the shift key is used as a caps lock. Don't hold the shift key down while typing.

4.9.4. **Edit a PLU** <MENU> key + <9> + <2>

This option is available so that any PLU may be 're-named' – 'price changed' – 'product group changed' – 'deleted'.

4.9.5. **Delete a PLU**

You must have an Audit trail printer connected and on line for the PLU to be successfully deleted.

If the printer is not connected or not on line, the PLU will not delete after execution of this procedure.

Press MENU button on Commander keypad and select the following menus

- 9 Stock Management
2. Edit PLU

'ENTER PLU/SCAN ITEM' appears

1. Edit NAME:
2. Edit PRICE:
3. Edit GROUP:
4. Delete PLU?

Above four options appear after item is scanned or PLU entered.

- 4 Delete PLU

Are you sure, Y(1)/N(0): (prompt appears after selecting 4)

Confirmation prints out on audit trail printer in the following format. e.g.

PLU DELETED : 6931005260002000 gum 27/02/0209:00am

4.9.6. **PLU File status** <MENU> key + <9> + <3>

This option allows the operator to check up on how many PLU's have been entered and how many PLU slots are still available.

There are 2,000 PLU's [Price Look-Ups] available. See Edit Product groups below of you use all 2000 PLUs. you will then need to delete to make room for new ones

4.9.7. **Edit Product Groups** <MENU> key + <9> + <4>

This should be performed **first** so that PLU's can be assigned to PG's already created.

There are 30 product groups and each product group has its own GST rate. The service station manager assigns the product groups and an example of some product groups can be found on the 'shift report' on page.

4.9.8. **Stock delivery** <MENU> key + <9> + <5>

If 'stock takes' are to be performed, the 'stock delivery' option must be used to ensure accurate records. The option is self-explanatory.

4.9.9. **Print Stock Take form** <MENU> key + <9> + <6>

Each PG (product group) or a range of PG's can have a form printed out for stocktaking.

The stock take sheet prints PLU/Barcode, description, price, theoretical stock level, and a space for the actual stock level to be entered. All PLU's are printed by product group, and all product groups are printed. A large font is used to allow more space for recording the actual stock level.

STOCK TAKE SHEET

Site Name Compac Test Site
Date Printed 15/05/2000
Time Printed 05:13pm

Product Group = 40, Drinks

PLU/Barcode	Description	Price	Stock	Stock Count
0000000000000040	Drinks	\$0.00	0000	[]
9415767222663000	Fresh-up 500ml	\$2.50	0535	[]
9458410359492500	Coca-cola 600ml	\$1.50	0178	[]
9229551384252460	Coca-cola 1.5l	\$2.50	0483	[]
9394228551892050	Coca-cola 1.0l	\$1.90	0455	[]
9477364940313670	Coca-cola 300ml	\$1.30	0207	[]
9748508629035730	e2 Fruit Drink 600ml	\$2.25	0962	[]
8468190767021780	Lucosade 300ml	\$2.10	0207	[]
8803644729390940	Gatorade 600ml	\$3.50	0388	[]
9085682156838540	Gatorade 300ml	\$1.95	0070	[]
9053506953130500	PowerAde 1l	\$4.00	0652	[]
8865189379534720	PowerAde 500ml	\$2.50	0139	[]

For all Product group products

4.9.10. Enter Stock Take <MENU> key + <9> + <7>

The data recorded from the stock take is entered under this option for each PG in turn. When the PG number is entered, the PLU's are listed under this PG number and the 'count' for each PLU can be entered.

4.9.11. Print Stock Variance Report <MENU> key + <9> + <8>

The stock variance report prints PLU/Barcode, description, price, theoretical stock level, last stock take level, the difference in stock level, and sales value of that difference. All PLU's are printed by product group range, and all product groups are printed. The sales values of each product group's stock variance are totalled.

STOCK VARIANCE REPORT

Site Name Compac Test Site
Date Printed 14/05/2000
Time Printed 01:37pm

Product Group 40,Drinks

PLU/Barcode	Description	Price	Stock Level	Stock Take	Diff.	Sales Value
0000000000000040	Drinks	\$0.00	0000	0000	+0000	\$0.00
9415767222663000	Fresh-up 500ml	\$2.50	0535	0530	-0005	-\$12.50
9458410359492500	Coca-cola 600ml	\$1.50	0178	0170	-0008	-\$12.00
9229551384252460	Coca-cola 1.5l	\$2.50	0483	0483	+0000	\$0.00
9394228551892050	Coca-cola 1.0l	\$1.90	0455	0454	-0001	-\$1.90
9477364940313670	Coca-cola 300ml	\$1.30	0207	0208	+0001	\$1.30
9748508629035730	e2 Fruit Drink 600ml	\$2.25	0962	0962	+0000	\$0.00
9439348568388790	e2 Fruit Drink 300ml	\$1.85	0440	0435	-0005	-\$9.25
8967065954786540	V energy drink 300ml	\$2.95	0006	0000	-0006	-\$17.70
8468190767021780	Lucosade 300ml	\$2.10	0207	0210	+0003	\$6.30
8803644729390940	Gatorade 600ml	\$3.50	0388	0385	-0003	-\$10.50
9085682156838540	Gatorade 300ml	\$1.95	0070	0072	+0002	\$3.90
9053506953130500	PowerAde 1l	\$4.00	0652	0650	-0002	-\$8.00
8865189379534720	PowerAde 500ml	\$2.50	0139	0140	+0001	\$2.50
Group Sales Value of Variances						-\$57.85

For all Product groups

4.9.12. Roll Stock Take <MENU> key + <9> + <9>

This option is used to reset the Stock take for the next Stock take and rolls the totals forward. Stock level totals are not affected.

5 BASIC FUNCTIONS EXPLAINED.

- 1) MOP's (Method of payment explanations)
- 2) Speed Codes
- 3) Entering a Fuel Sale (also Multiple-Item Sale)
- 4) Prepay
- 5) Security Menu

5.1. MOP's

There are 5 basic Methods of Payment and they are prompted when a 'Sale' is to be finalised by pushing the <enter> key (see 3.3. 'Entering a Fuel Sale (Multiple- Item)' starting with the following:

0 = Cash - When this method of payment is used, after the <enter> key has been pressed, the system prompts *Tendered?*: and the sale can now be completed. The amount tendered must be entered with the last two digits as 'cents' followed by the <enter> key again. Pushing the <enter> key will confirm the transaction, open the cash draw and ask if a receipt is needed.

1 = Eftpos - Eftpos card transaction will require the amount to be entered first. This method of payment prompts *Accepted? / Esc*: and the sale is recorded as an Eftpos sale once the <enter> key is pressed after the actual eftpos transaction is done. Pushing the <enter> key will confirm the transaction and ask if a receipt is needed.

2 = Card / Acc - This MOP will require the 'account card' to be swiped or the 'account number' to be entered which will bring up the 'account' for confirmation. If the account is valid the details of the account will appear, ready to be verified by entering a <1> for yes and a <0> for no. Pushing one of these keys will confirm the transaction and ask if a receipt is needed. (This will only be an option when **accountpac** is activated).

3 = Cheque - Selecting this option will prompt the operator *Tendered?*: and once the cheque has been accepted, pushing the <enter> key will confirm the transaction, open the cash draw and ask if a receipt is needed.

4 = More... - Further MOP's can be used i.e. 'Visa' – 'Mastercard' – 'Amex' etc. These MOP's are edited under the Security Menu (see section 3.5.). These MOP's are code numbered from 50 to 61 and at the prompt *Custom MOP?*: one of these numbers/codes must be entered to select the method of payment. Amount to be tendered must then be entered and pushing the <enter> key will confirm the transaction, open the cash draw and ask if a receipt is needed.

5.2. Speed Codes

The speed codes can be found by hitting the <SALE> key. The codes are explained as follows:

5.2.1. 33 Manual Sale

If a pump was used while offline, or if normal control of a pump has been lost through malfunction while a transaction was underway, this function enables you to enter the transaction manually by entering the code number at the sale screen.

5.2.2. 34 Refund

This enables the operator to process the transaction as a refund and will update the Reports accordingly. This action cannot be done for Fuel.

1. Scan item
2. Type in 34
3. Press <ENTER>
4. Enter Method of payment
5. Select <1> for receipt (if required otherwise <0>) (Transaction will be shown as a negative amount)

5.2.3. 35 Old Receipt

There are two circumstances where you may require a delayed receipt:

- a) The customer makes a purchase, declines a receipt, but some time later comes back in to say they need a receipt after all.
- b) Two receipts are needed - for example, in the case of an account requiring a signed receipt.

Entering 'speed code' <35> will bring a list of approximately the last 200 transactions in the order they occurred. If the transaction has just occurred it will be at the bottom of the list. Otherwise, hopefully the customer remembers the time they made the purchase, because the column showing the time of transaction offers your best chance of finding it. If days have passed since the transaction or you've made more than 200 since, they will be out of luck.

If you find the receipt, note the sequence number and push <ENTER>. You are prompted with *No?*: Key in the four-digit sequence number and push <ENTER>.

5.2.4. 38 Acc Payment

This code is used when an 'Account Customer' comes in to make a payment on their account.

Entering 'speed code' <38> will prompt the operator for the *amount?: xxxx* (remember the last two digits are the cents). Once the amount is entered press <enter> and then the prompt *Method of payment?:* will appear and an MOP will have to be entered (see section 3.1.) The system will then ask for confirmation *Tendered?:* and once the <enter> key has been pressed, the prompt *Card/Acnt?:* will ask for the 'account card to be swiped or the account number to be entered. The account to be processed will appear for confirmation and once confirmed, a prompt for a receipt will appear.

5.2.5. 39 Cash Out

This code is used when a customer needs cash. The option is only available with an EFTPOS card transaction.

5.2.6. **98 Auth all**

This quick code makes all pumps ready for use.

5.2.7. **99 Stop all**

This quick code puts all pumps on hold.

5.3. **Entering a Fuel Sale** (and multiple Item-Sale)

When a customer fronts up to pay for a Fuel transaction the 'amount' pumped will be displayed in the 'pump status' box, of the pump he used, and to transfer the figure to the 'main sale' box, the pump number needs to be keyed in followed by the <enter> key.

At this point the customer may make other 'Dry Goods' transactions and add it to the 'main sale' box. If the transactions are complete, the <enter> key must be pressed to finalise the sales and a Method of Payment chosen (see MOP's section **3.1.**)

Non- Fuel Items

You should be facing a blank ledger in the 'Main sale' box (if you haven't already entered a fuel sale), with the yellow arrow prompt under *Pump/Sale/Enter*.

1. There are two methods for entering a 'Dry Goods' sale and that is either buy PLU (entered manually or scanned) or by 'Product Group Number'. If you are not using a scanner and you know the Product Group Code of the item, simply key it in - eg, <40> - and press <ENTER>. You are then prompted for the item price and after entering it the sale can be finalized. Remember the <Backspace> key
2. *Product Group Sale Codes* (Nos. 40 – 59) are a convenient way of entering sales of other items that do not have a PLU assigned to them yet. *Product Group Sale Codes* are groups decided by the service station manager. See section **2.9.4.**

Please note that 'Non – Fuel Items' may be entered to the 'Main Sale' box before or after the 'Fuel' sale has been entered.

5.4. **Prepay** (PRESET)

If a pump is in 'Prepay' mode (see section **2.5.**) the customer must give you money before fuel is issued. The pump stays on hold until you authorise it by setting an upper limit on the amount of fuel that can be issued. If the customer gives you, for example \$20, it doesn't mean they have to take \$20 worth of fuel, only that they can't take more than \$20, as the pump will shut when 'prepay' is reached.

The amount that is prepaid may be any whole dollar amount up to \$99.

When a pump is in 'Prepay' mode its status box shows the 'On Hold' symbol (red octagon) with \$\$\$\$ signs down the side of the box, and if you try to authorise it by keying the pump number and <HOLD TOGGLE> it will just beep at you.

The pump does not need to be in 'Prepay' mode for a prepaid transaction to be made. The procedure for making a prepaid transaction is the same regardless of whether or not the pump is in 'Prepay' mode or not.

To change the dollar value if a mistake was made:

You enter \$20 as the prepaid amount, but the customer then decides to pay \$30. Press <pump number>, <PREPAY> and <30> for \$30.00

To cancel a 'Prepay' sale:

Once a 'prepay' amount has been entered, you re-entered the pump number then the <PREPAY> key followed by the <ENTER> key.

To change the pump number:

After you've entered Pump 01, it is decided to issue the fuel from Pump 03 instead. Press <1>, <PREPAY> and <ENTER> to cancel the first entry, then re-enter the transaction for Pump 03.

NB: If the pump is in 'Prepay' mode it will stay in this mode after the transaction. If the pump is in another mode, it will stay in that mode after you have completed the prepaid transaction.

5.5. Security Menu <MENU> + <MENU> + (passcode)

This Menu contains selections that are only available to the 'Manager' using a passcode and is accessed by pressing the <MENU> key twice followed by a passcode.

The POS screen appearances, Colour file, All Totals reset, customer display message, receipt layout, customer 'method of payment' (50 – 61) and fuel totals initialisations are edited under this menu.

The options under this menu are listed and described below:

- 1) Select Pump
- 2) Move Pump xx
- 3) Reset Colour file
- 4) Reset all Totals
- 6) Edit Cust disp msg
- 7) Edit Receipt Layout...
- 8) Edit Custom MOP names
- 9) Initialise Pump / Hose Totals

5.5.1. Select Pump <MENU> + <MENU> + <1>

The Main Sale Screen that is viewed with the 'pumps' and the 'Main Sale' box can be setup to the garage owners' specifications.

The pump boxes and main sale box can be moved into any position on the screen. This is achieved by selecting a number from 1 to 34 and then moving to the next option 'Move Pump'.

Numbers 1 to 32 are pump numbers to be moved, number 33 is the 'Main Sale' box to move and number 34 is the 'Date' line to move around the screen.

5.5.2. Move Pump <MENU> + <MENU> + <2>

Once the 'pump' number to be moved, has been selected in option <1>, then the number will appear next to this option. Selecting this option will cause the 'arrow' keys to move the selected 'pump' around the screen until it is in the correct position. The position is finalised when the <enter> key is pressed.

5.5.3. **Reset Colour file**

This option will reset the video card if a fault has occurred with the appearance of the screen.

<ESC> + <ESC> + <MENU> + <MENU> + 536095 + <ENTER> + <3> + <ZOOM> + <ZOOM>

5.5.4. **Reset all Totals** <MENU> + <MENU> + <4>

This option should be considered very carefully, as it will reset **ALL** totals, wet stock fuels and product groups. It is usually only performed at Commissioning.

5.5.5. **Not used**

5.5.6. **Edit Cust Disp msg** <MENU> + <MENU> + <6>

The "Customer Display" screen's welcome message is edited under this option. A full PC keyboard will be needed to edit a new message at the prompt. Editing must be followed by the <enter> key.

5.5.7. **Edit Receipt Layout...** <MENU> + <MENU> + <7>

Selecting this option will bring up a screen that will require the editing of the GST number followed by 2 Header lines and 4 Footer lines that will appear on the receipts.

5.5.8. **Edit Custom MOP Names** <MENU> + <MENU> + <8>

The MOP's that appear when the <SALE> key is pressed (MOP's from 50 to 61) are edited here. Any 'method of payments' can be edited to the site owners' discretion but examples of these would be:- 'Visa Card' – 'Master Card' – 'Amex' etc. The editing is done through the full PC Keyboard.

5.5.9. **Initialise Pump / Hose Totals** <MENU> + <MENU> + <9>

This option is used at the Commissioning of the site to set the 'pump' and 'hose' totals to that of the actual pumps on site. The prompts are easy to follow and the pump numbers, hose number, tote figure on the pump/hose and dollar amount are requested under this option.

6 NETPAC FUNCTIONALITY

NETPAC is the software and hardware that allows nation-wide cards to be used at the site. Nearly all the major oil and gas company cards can be accepted by NETPAC. When NETPAC is installed the network card can be used at the 'Speed Keyboard Card Reader' for wet and dry goods purchases or at the Retail Authorisation Station (RAS) twenty four hours per day for fuel. NETPAC Cards and ACCOUNTPAC Cards can be used together at a site but are two totally different accounting systems.

The NETPAC card transactions and card numbers are stored in a secure part of the COMMUNICATOR CONTROLLER memory and are accessed and downloaded by the card issuer using NETBASE EXPLORER, a Compac PC program. The service station does not have access to the stored transactions but they are recorded on the Audit Trail and Report Printer and the totals are recorded and printed on the 'shift reports' for reconciliation.

The NETPAC card numbers are normally not individually memorised [extended validation]. Only the hot cards are memorised. This allows an infinite number of cards to be issued for the network. Each time the card issuer dials up the site and downloads the transactions, the hot card list can be updated as well.

There is no limit to the number of sites on a Card Network.

NETPAC memory can be configured for either standard or big card file. Standard Card file allows 1,000 hot cards and 4,500 wet stock transactions. Big Card File allows 8,000 hot cards and 1,000 wet stock transactions. The aforementioned transactions will decrease if dry goods purchases are made as the transaction file length increases. Normally the card issuer wants to invoice the customer as soon as possible for their purchases' and dials into each site every day.

PIN security is available for NETPAC type cards in 'limited validation' mode. This means that all the cards allowed to use the site must be memorised in the COMMUNICATOR CONTROLLER memory. This limits the size of the card base to 8,000 cards.

6.1. NETPAC REPORTS

The addition of the NETPAC feature expands the methods of payment section of both the 'shift report', and the 'non-resetable totals' reports to include network card totals. The network 'card totals' report contains a summary of network card fuel purchases grouped by product, and a total for dry stock sales.

NETWORK CARD TOTALS

UNLEADED	470.40L	\$456.95
DIESEL	7952.68L	\$5,229.08
PULP	121.07L	\$120.00
NETWORK FUEL TOTAL		<hr/> \$5,806.03
Dry Stock Sales	127.00	\$286.00
NETWORK CARD TOTAL		<hr/> \$6,092.03

7 COMMANDER OPERATING PROCEDURE

Notes

1. It is important that the steps in this procedure are carried out in the correct order. If not, the totals on the reports may be difficult to follow and the Date Range reports may be wrong.
2. If you only run one shift per day leave out step #1
3. It is fine to print shift reports during a shift but do NOT use the "Roll Shift" option. Only roll the shift at the end - not part way through.
4. Always retain and file paper copies of reports as backups

Procedure

1. At the end of a shift

1. Print "Shift End Report" (<MENU>, <3>,<5>)
2. "Roll Shift" (<MENU>, <3>,<7>)

2. At the end of the last shift

1. Print "Shift End Report" (<MENU>, <3>,<5>)
2. "Roll Shift" (<MENU>, <3>,<7>)

3. At the end of the day

1. Print "Day End Report" (<MENU>, <3>,<6>)
2. "Roll Day End" (<MENU>, <3>,<8>)
3. Print "Non-Resettable totals" (<MENU>, <3>,<1>)
4. Retain above reports and file as backups
5. Optional - Record the electro-mechanical tote readings on pumps
6. Optional - Dip tanks and record levels

4. At the end of each month

1. Ensure that the above Shift End and Day End procedure is carried out for the last day before printing the Date Range Report.
2. Print "Date range report" (<MENU>, <3>,<3>) (Note The end date has to be the first day of the next month) eg 01/01/03 to 01/02/03 will cover the period 1/01/03 to 31/01/03

8 COMMANDER COMMISSIONING PROCEDURE

After all testing has been completed

Note: Rolling the shift and day end is the most important part of this procedure

1. Roll shift

3. Print "Shift End Report" (<MENU>, <3>,<5>)
4. "Roll Shift" (<MENU>, <3>,<7>)

5. Print "Day End Report" (<MENU>, <3>,<6>)
6. "Roll Day End" (<MENU>, <3>,<8>)

2. Non-Resetable Totals

Note:This part of the procedure is optional. In theory all product dispensed prior during testing will have been put back in the tanks. This will appear in the Non-resetable totals. If desired, the non-resetable totals can be zeroed with the following procedure.

1. Go into the security menu (<MENU>,<MENU>)
2. When prompted "Setup code required" , enter <536095> (Note the user settable passcode in the Communicator menu will not work here)
3. Reset ALL totals <4>
4. When "Setup code required" prompted for again, enter <536095>
5. View "Non-Resetable totals" (<MENU>, <3>,<1>) and confirm that all the totals are now zeroed.

3. Record totals

1. Record the electro-mechanical tote readings on all pumps
2. Record the electronic totals on all pumps (Accessed by rapidly pressing the nozzle switch plunger 6 times)
3. Dip tanks and record levels

9 SETTING THE CLOCK

If you need to change the clock (eg to adjust for Day-light saving) this is changed in the Communicator Controller on the keyboard. This is the cream coloured metal enclosure usually located under the counter.

Follow this procedure carefully as changing the wrong numbers may disable the system

< > means push that key

Keyboard entry	Message on Display
Type in the 6 digit passcode*	ENTER PASSCODE
<1>	Menu (1 selects System)
<3>	System Menu (3 selects Clock)
Type in Day (2 digits) **	ENTER DD/MM/YY HH mm
Type in Month (2 digits)**	
Type in Year (last 2 digits)	
Type in Hour (enter in 24 Hour time)	
Type in minutes (2 digits)**	
<ENTER>	
<CLEAR>	
<CLEAR>	

*The factory set passcode is 000000 refer to the system administrator if different
The factory passcode may be entered as 0, all other passwords must be entered as 6 digit numbers



** Single digit numbers have to be entered with a preceding 0 ie 01, 02 etc.

If you make a mistake as you are entering the date push <CLEAR> to start again

10 QWERTY KEYBOARD

In the event of a failure in the Commander keyboard all the functions are available on the full size QWERTY keyboard.

Most of the functions are available on the keys on the right hand side of the QWERTY keyboard
The key layout is the same as on the Commander Keyboard.
These are the key equivalents

Commander Keyboard	Full size QWERTY keyboard
Esc	Esc
No Sale	Ctrl (left side one only)
Menu	Alt
	
Num lock	Num lock
Zoom	/
Sale	*
Prepay	—
Hold / Toggle	+
00 Delete	Del
Enter	Enter
Numbers 0 to 9	Numbers 0 to 9 (either set)

11 FAULTFINDING

Symptom	Problem	Solution
One or more keys not working on the Compac speed keyboard	The speed keypad has accidentally been re-programmed by a combination of key entries	Press the NUM-LOCK, PREPAY and ENTER keys together. This will reset the keypad to factory defaults Note: All functions on the speed keyboard are available on the QWERTY keyboard so it can be used if unable to use the speed keyboard
Monitor blank but has power and is connected correctly	Video card needs to be reset	Press keys exactly in the following order <ESC> + <ESC> + <MENU> + <MENU> + 536095 + <ENTER> + <3> + <ZOOM> + <ZOOM> to reset the monitor

11.1. Operating the pumps standalone

To operate the pumps standalone In the event of the Commander system failing

1. Turn off power to the Commander system
2. On the rear panel of the Communicator Controller there is a black plug labelled "Pump Comms 1"
3. Twist plug anti-clockwise and pull out
4. Re-power the pumps to work in standalone mode