

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.

4. What hours does the Help Desk operate in Australia? Can I get after-hours support?

The Help Desk operates on standard weekdays between the hours of 6:30am and 5:00pm AEDST (Australian Eastern Daylight Savings Time).

Should assistance be required outside those times, a paid after-hours support service is available. Please enquire via our Contacts tab and we will come back to you with the relevant information.

5. 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.

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.

6. 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.

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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.

9. Why does my SIM Card need to be with Telstra? Why does it have to be Extranet enabled?

SIM cards are used to connect Compac online equipment to the Internet via the Telstra 3G and 4G networks. SIM cards are required to be with Telstra due to the reliability of the service and security measures in place. By having the Telstra Extranet Product Code GTP-EXB3 feature enabled, these benefits can be achieved. All Compac equipment is tailored for the Telstra network.

10. 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.

11. 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.

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12. What to do when you receive "site offline" notification from CompacOnline or your site appears to be "Offline" on your CompacOnline website?

1. Check there is power to your site and repower the equipment including the modem.
2. If this does not bring your site back online.
 - For 3G/4G site: You should check with your internet provider that there is no internet outage in your area and your sim card is still active and has data.
 - If you have an ADSL line, check with your internet provider that there is no outage in your area and your line is working.
 - If the equipment is going through your network, check with your IT support that the traffic from the compact equipment has not been blocked from your network.
3. Contact your service agent if step 1 and 2 has not brought your site back online.

13. My pumps are showing offline or pump in use. What do I do?

1. Check that your emergency button is not activated.
2. Check that the nozzle on the pump has been hung up correctly.
3. Repowering all pumps and the fuel management system.
4. Contact your service agent if problem persists.

14. Why is my OPT not issuing receipt when it is saying "Printing"?

The paper could be jammed.

15. Why is my OPT displaying "Receipt Unavailable"?

The paper could be jammed or there is a fault with the printer. If clearing paper jam does not fix the issue, you will need to contact your service agent.

16. My OPT is saying "Insert Card" and is not responding when I swipe my card.

Try another card and if that is still not responding, repower the OPT. If multiple cards are not being read, the card reader could be faulty and you will need to contact your service agent to have it replaced.

17. Why is my customer's bank card being declined at my OPT?

Check with the customer that he/she has entered correct auth amount (sometimes customers enter their Pin number in as Auth amount by mistake). Check with the customer that he/she has selected the correct account and correct pin number. If other customer's cards are being accepted at the same OPT, it is most likely a problem with this customer's card. You can refer your customer to their bank to find out why the card is being declined.