T-POS Terminal

User Manual

November 2019

TT FUEL

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1. Introduction

The purpose of this document is to familiarise TPOS Operators with the system, its capabilities and also to provide practical operating instructions for daily use.

1.1 Referenced Documents

The T-POS **Operator's Manual** should be read in conjunction with the following documents, thus offering a complete coverage of the T-POS installation, functionalities and day to day operations:

- TPOS Terminal – Getting Started Guide
- TPOS Terminal – Data Sheet
- FC6000T – Installation and Configuration Guide (D00217)
- FC6000T – User Manual (D00213)

1.2 Standards and Safety

It is the responsibility of the installation staff to ensure that all relevant standards and legislation relating to the installation of this device are adhered to, for example OH&S, electrical wiring codes, and hazardous area works etc.

The following is a list of some of the Australian/New Zealand Standards (AS/NZS) and National Measurement Institute (NMI) procedures that are relevant to the installation of the FC6000T in Australia. Note that this list may be incomplete, and the installation technician is responsible for determining what other standards may apply.

- AS/NZS 3000:2007"Wiring Rules".
- AS 1940 "The storage and handling of flammable and combustible liquids".
- AS/NZS 2430.3.2 "Classification of hazardous areas" "Part 3.2: Examples of area classification – Vehicle workshops, vehicle parking, fuel dispensing stations and aircraft hangars".
- NMI V 2-1 "Uniform Test Procedures for the Verification, Certification and In-service Inspection of Fuel Dispensers - Part 1 Other than LPG Dispensers". Part 6, 7 and 8 is applicable.
- NMI V 2-2 "Uniform Test Procedures for the Verification, Certification and In-service Inspection of Fuel Dispensers - Part 2 LPG Dispensers". Part 6, 7 and 8 is applicable.

Note: The FC6000T can have incoming PSTN lines which may have dangerous voltages present on them. Care must be taken when working with these connections.

2. Operator's Basics

Covered in the following chapters are introductory concepts related to the T-POS Terminal and its peripherals as well as brief guides for day to day operations aimed to aid operators in better interacting with the system and exploit its extensive capabilities.

Important: 👆 should be interpreted as an action expected from the user or a button's status (pressed or not), depending on the syntax or context.

2.1 System Components

The T-POS Terminal can be deployed in a variety of configurations, depending on each customer's needs and requirements. The basic functionality requires a standard set of main components and peripherals, however the system can accommodate more complex scenarios and can interact with an extensive set of peripherals, depending on the purchased T-POS solution.

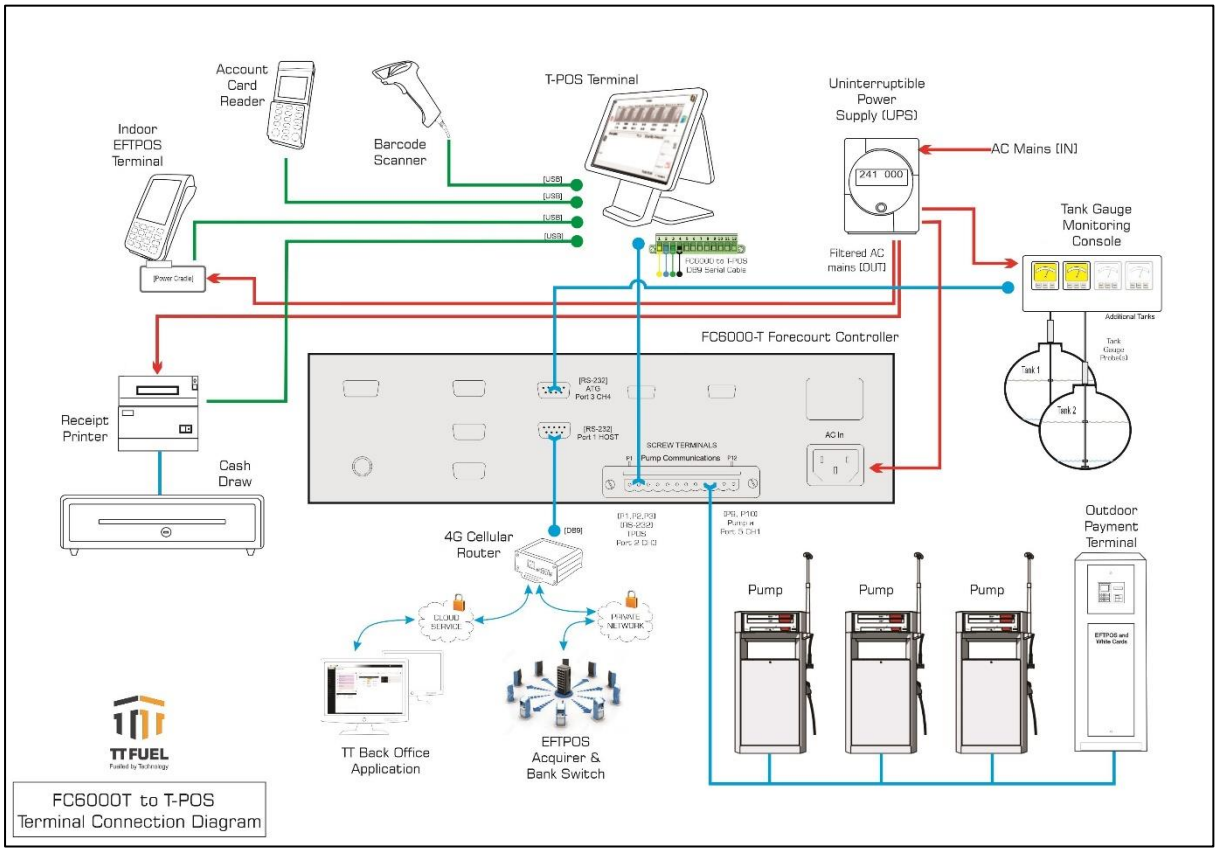


Figure 1: T-POS Terminal Wiring Connections

Note: For installing your new T-POS system, please refer to the T-POS Terminal – Getting Started Guide.

Depending on the purchased solution, T-POS is delivered with the following components:

Wet Stock Only Solution:

- T-POS Terminal
- FC6000T Forecourt Controller
- Receipt Printer
- [Optional] Cash Drawer
- [Optional] Account Payment Terminal
- [Optional] Indoor EFTPOS Terminal
- [Optional] Tank Gauge Monitoring Console
- [Optional] 4G cellular Router
- [Optional] TT8800 Outdoor Payment Terminal

Wet and Dry Stock Complete Solution:

- TPOS Terminal
- FC6000T Forecourt Controller
- Uninterruptible Power Supply (UPS)
- Barcode Scanner
- Receipt Printer
- Cash Drawer
- [Optional] Account Payment Terminal
- [Optional] Indoor EFTPOS Terminal
- [Optional] Interfaces to your:
  - Tank Gauge
  - Pumps
  - Price Sign
- [Optional] 4G cellular Router
- [Optional] TT8800 Outdoor Payment Terminal

Note: Although an Uninterruptable Power Supply (UPS) is not required, integrating one in your deployment is highly recommended.

TPOS Terminal: having a primary touch screen display which allows the T-POS Operator to manage not only the sales and tendering process but also the pumps on the forecourt. There is also a customer facing display that provides feedback on the sales process to the customer. Advertising media content can also be displayed on the screen if so desired. Unlike the primary display, the secondary customer display is not touch input as customer interaction with the screen is not required.

Cash Drawer: compartment which the cash from transactions is kept. The cash drawer connects to the printer and not to the T-POS Terminal.

Receipt Printer: used for printing receipts.

Barcode Scanner: used to scan barcodes on dry stock goods, adding the items to the current sale and displayed to both the T-POS Operator and the customer.

EFTPOS Payment Terminal: used for payments with a debit or credit card.

Account Payment Terminal: used for payments with non-EFTPOS account cards issued and managed by the merchant.

FC6000T Forecourt Controller: unlike any other components covered here, there is no human interaction with the Forecourt Controller, however this is one of the central components of the system, making the interaction between the T-POS Terminal and the dispensers possible.

2.2 Getting Started

After unpacking the T-POS System, making all the necessary connections (covered in chapter 2.1 System Components) and powering it on for the very first time, it's time to get familiarised with the system and take the first steps to customising it to your requirements.

While this chapter will help give you an overview of the steps, there are chapters dedicated to specific topics to assist you, however some of these steps may have already been done for you in the factory prior to shipment, if the T-POS system was staged for your specific deployment:

- Licensing
- Configuration.
    - General.
    - Forecourt.
    - Receipt.
- Establish Product Catalogue & Inventory.
- Start T-POS Day.

Licensing: Although TPOS should have been licensed for you when the system was staged in the factory prior to shipment, if however, a license is absent, the Operator is advised of this on starting the TPOS Terminal. Please be warned that without a license, while most operations are allowed with the exception of tendering sales, the TPOS Terminal is rendered to no practical use. A TPOS Operator will need to provide the installation key (found in the License Properties dialog) to TT Fuel who in return, will provide a license key and which should be entered there also.

To receive a valid license key, make sure you first provide TT Fuel with the installation key then proceed unlocking the full T-POS functionality by entering it in the License dialogue: Menu → Settings → License.

Configuration: There are three aspects to configuration that need addressing and it does not matter in which order these are tackled. For simplicity and to quickly get acquainted with the touch screen and the user interface's look and feel, start with the Receipt Settings. Once all 3 aspects of the Receipt Settings have been addressed, move on to the next configuration steps: General & Forecourt.

The Product Catalogue: The T-POS admin needs to create a list and establish an inventory of all the dry stock products intended to be sold. An initial list can be first created, while dry stock product maintenance can be resumed and completed at a later stage, if necessary. There is no need to worry about the wet-stock products, the T-POS automatically created this after the Forecourt configuration has been addressed and all the grades have been defined.

The T-POS Day: One final operation that needs to be completed before beginning trading is to start the T-POS Day, thus clearly defining the shifts.

2.3 General Settings

The General Settings menu provides configuration for a variety of behaviours or settings and usually once they have been set, there is no need to change them again. And like other configuration functions, it is accessed from Menu → Settings → General and requires an admin passcode to proceed.

Note: Some of the settings found here are mentioned in other chapters as well, where they play an important role.

Timestamp Format: every T-POS Report or export which utilises a date and time will use this format.

Currency Symbol: Represents the currency in which sales are expressed and can accommodate any currency available.

Volume Symbol: Represents the symbol for wet-stock volume, almost always expressed in litres (L) but can be configured for gallons, if required.

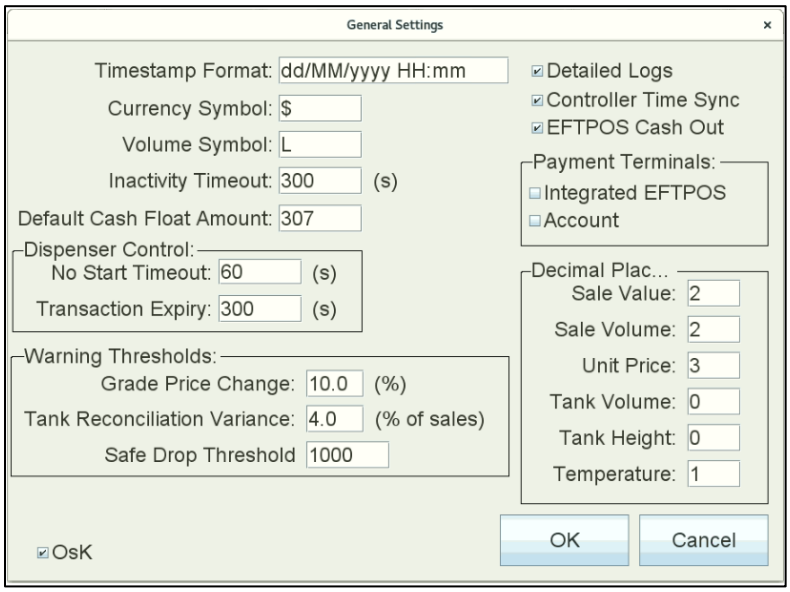


Figure 2: T-POS Terminal General Settings

Inactivity Timeout: Represents the amount of time which the T-POS sits idle for before requiring a passcode validation to resume operations.

Default Cash Float Amount: Represents the value amount present in the cash register when starting a new T-POS Day or shift. This amount can be overwritten by the T-POS Operator, if it's not correct at the time.

No Start Timeout: This value (expressed in seconds) determines how long after a dispenser is readied by a T-POS Operator, where by if it sits idle and the hose is not lifted, and fuel does not flow, that it automatically returns to the held state.

Transaction Expiry: This value (expressed in seconds) represents the amount of time the system should wait after the dispenser operation completes for processing and finalising the sale. If exceeded, an audible alert is raised thus indicating a possible drive off. Sale buffer background colour also changes at this time and even in this state, it can still be processed as a regular sale if required.

Grade Price Change: Used for warning the Operators in case of a wet-stock price change exceeds the current price by the percentage value declared in this field, hence helping to protect against accidental price change.

Tank Reconciliation Variance: Tank Reconciliation Variance values exceeding the total sales percentage declared in this field, will appear on the T-POS day summary reports.

Safe Drop Threshold: Represents the threshold (expressed in the current Currency) at which the T-POS Operators are prompted to deposit cash from the Cash Register into the Safe.

Detailed Logs: This checkbox determines the level of information captured by the routine logging.

Controller Time Sync: This option is always enabled, except when an Outdoor Payment Terminal (OPT) is present on the premises.

EFTPOS Cash Out: This checkbox determines whether EFTPOS tendering allows cash out, as many merchants don't want to extend this service to their customers.

Payment Terminals: Indicates which countertop payment terminals are to be used with the T-POS Terminal.

Decimal Places: These values almost never need to be changed, however allowances for different values have been accommodated here, in case requirements dictate a different configuration.

2.4 Receipt Settings

The T-POS system allows the merchant to customise or personalise the receipt, accessible from Menu → Settings → Receipt and like many other configuration functions it requires an admin passcode to proceed. Once authorised, the system allows Operators to customise the receipt in 3 tabs, General, Header and Footer.

There should be no need to change most of the fields in the General tab, as they should be the right values for the default T-POS Terminal printer. However, the Business Identifier required for tax purposes should be filled in.

The Header and Footer tabs allow a generous degree of customisation for the receipt, however the following situations should be taken into consideration:

1. Filing-in less lines than configured in the Count field will result in displaying blanks in the receipt.

   Example: If only the first 3 header lines are supplied but the Count value is set to 9, every receipt will contain the first 3 supplied header lines, followed by 6 blank lines.

2. Conversely, filling in more lines than configured in the Count field will result in only displaying the first [Count] supplied header lines.

   Example: If all 9 header lines are supplied but the Count value is set to 2, every receipt will contain only the first 2 supplied header lines, completely ignoring the rest of 7 header lines.

   Additionally, there are 3 fields that can be specified together with or without other text on any Header or Footer line. Appropriate values maintained by the application are substituted for these fields when the receipt is printed.

3. Final step is to experiment the changes, using the Test button, so you have the receipt looking exactly the way intended.

2.5 Forecourt Settings

Because the FC6000T forecourt controller is delivered with a default forecourt configuration, it will need to be configured for the specific deployment (pump types, interfaces etc) remotely with the assistance of TT Support (please contact the helpdesk at ✉ support@ttfuel.com or ☎ +61 8 8215 5000 to initiate this process). Once completed, the forecourt settings are read directly from the controller every time TPOS starts up and can be maintained (should the need arise) in the Forecourt Settings going forward.

Like other configuration aspects, the customization is accessible from Menu → Settings → Forecourt and requires an admin passcode to proceed.

The Forecourt Settings are organised in 3 tabs: Grades, Tanks and Dispensers. The recommended order in which to start configuring these settings is from left to right, as each new tab is dependent on the previous one. Each of the 3 tabs is essentially the same, where the familiar list is displayed together with the familiar + - and Open buttons to facilitate the Add, Delete and Open operations.

Grades: Apart from the fact that every grade must have a unique number, the rest of the fields can be customised as desired.

Tanks: After you have established all the grades intended for sale, advance to the Tanks tab. Here you need to define each of the tanks you have on site and in doing so, specify the grades of fuel previously defined each tank holds. There is also a capacity property together with one that indicates whether it is manifolded or not.

Important: You should only manifold tanks of the same grade while manifolded tanks must be associated with a single manifold master tank and not just daisy chained together.

The various alarm threshold values are used to capture the Operator's attention in case the declared values are exceeded. The rest of the values have already been configured for the particular installation and should not be changed without consulting TT Fuel first.

Dispensers: The graphical representation makes it easier to identify which hoses are connected to what tanks previously defined. Of course, for single product dispensers there is only one hose, so the remaining hoses are simply not defined.

There are also several additional configuration fields that can be used to tailor the properties of each dispenser, however again these settings most likely have been already configured for each merchant prior to shipping.

Note: If changes are made to any of the forecourt properties, the T-POS Terminal will shut down and will need to be manually restarted for changes to take effect.

2.6 Product Management

When the T-POS Terminal starts and first communicates with the forecourt controller (FC6000) it automatically creates all the wet stock fuel grade products it finds configured in the controller while the product catalogue will reflect this, however Product Catalogue will be devoid of any dry-stock products and these will need to be created or established before they could be sold suing the T-POS Terminal.

As a result, only wet and dry-stock products already in the T-POS Product Catalogue can be sold using the T-POS interface and there is no facility to create these products on the fly in the routine sales operations.

The Product Catalogue can be accessed from Menu → Settings → Products and requires the admin passcode validation to proceed.

1. The usual Add, Remove and Open buttons are used to add new products or to delete or change existing ones.
2. The filter control at the top is used to filter or locate products of interest in the list in preparation for applying changes or deleting them.

Note: the filter criteria are applied to all the visible columns displayed below in the table.

3. The Import (csv) button allows a dry-stock product catalogue to be quickly and efficient established using an external import source copied to an USB drive and inserted into the TPOS Terminal. Please refer to chapter 2.24 Security.
4. The Status control defines which products are the one displayed in the Product Catalogue; when products are deleted, they are not completely removed from the Product Catalogue as they are still required for downstream reporting purposes, so the deleted items can still be viewed if Deleted is selected from the Status control.
5. The Categories button is used to maintain the Product Categories or departments to which the products belong. Categories can be added, deleted or updated as necessary, although the default categories cannot be changed nor deleted. Once a category exists in this list, it can be referenced when adding or editing a product.

To create a product, follow these steps:

1. Select Menu → Settings → Products.
2. + . The Product Properties dialogue is displayed.
3. Supply the product's details. If a category is not yet suitable for the product, go back and create a category for it first.

   Note: Should a physical keyboard be connected to the T-POS Terminal, it's best to disable the on-screen keyboard by unchecking the OsK checkbox.
4. Supply the PLU code by using the barcode scanner on the product's barcode and optionally the SKU which is an arbitrary merchant specific code used to keep track of the product (can be empty if SKU codes are not used).
5. OK to save the new product.

To edit a product, follow these steps:

1. Select Menu → Settings → Products.
2. To quickly identify the product, first use the Filter functionality.
3. Once located, Open. The Product Properties dialogue is displayed.
4. Make the necessary changes.
5. OK to save the changes.

The last step necessary before an item can be sold, is to establish an inventory or effectively change its quantity from the initial value (0):

1. Select Menu → Settings → Products.
2. Select the item for which an inventory needs to be created.
3. Stock Adjustment. The Stock Adjustment Properties dialogue is displayed.
4. In case the product is new, Set Quantity in the Type field. Otherwise, Change Quantity.
5. Input the Quantity value then OK.
6. The product is now ready for sale like any other product from the Product Catalogue.

Note: The Stock Adjustment functionality can be accessed from the main T-POS user interface as well. Once a dry-stock item is in the sale ledger, you can edit its stock information by in the left bottom corner.

In case you no longer plan to sell a certain product, delete the product from the Product Catalogue, following these steps:

1. Select Menu → Settings → Products.
2. To quickly identify the product, first use the Filter functionality.
3. Once located, -.
4. The product is now removed from the Product Catalogue and can no longer be sold. However, it will remain in the Deleted inventory for downstream reporting purposes and can still be viewed if Deleted is selected from the Status control.

Note: Deleting a product from the list of deleted products will result in removing the item from the list of deleted products and in effect returning the item in the Product Catalogue making the product available for sale again.

2.7 Wet-Stock Inventory Management

Inventory Management in T-POS is for the most part, automated. As products are sold, the inventory levels are decremented, and it's incremented when the product has received additional stock, providing stock adjustments (accessed from the Products Catalogue) are created for the inwards dry-stock goods movements.

Wet-stock too is handled in the same way, except when delivery measurement capable auto tank gage or ATG is used.

Here the inwards goods receipt and measurement of wet-stock product is automated, as the ATG automatically records the tank delivery or drop in real time and increments the inventory levels accordingly.

Only when an ATG not capable of delivery measurement is used, or alternatively when no ATG is used and when logical inventory is maintained (known as theoretical gauging) does tank delivery information need to be manually entered.

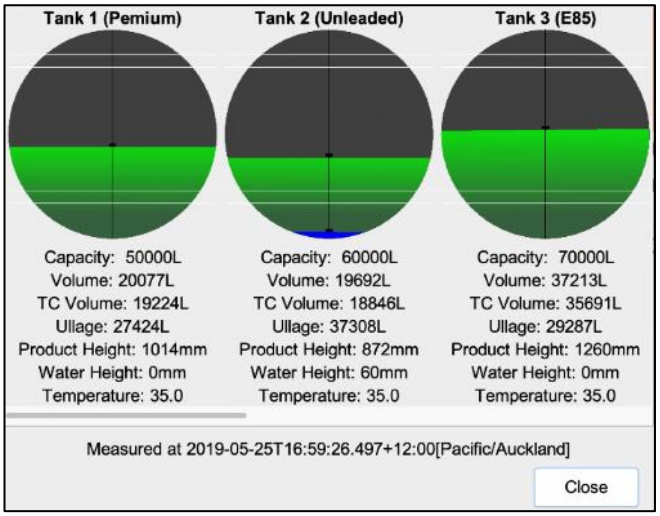


Figure 3: Wet-Stock Inventory Management

Unlike stock adjustment, that must be made for dry-stock goods, there is a special function available from the tanks menu to enter wet-stock product additions or fuel deliveries. A tank delivery entry dialogue is provided for this purpose and the Operator only needs to select the tank and enter the delivery amount, usually determined by the delivery receipt obtained from the tanker driver.

In order to avoid confusion, it is not possible to manually enter the delivery for gaged tanks for which this information is automatically captured. Of course, an ATG provides a real measured inventory snapshot at the time the inventory is queried by the T-POS Operator; the inventory levels maintained in the T-POS are synchronised to the real measured values returned at this time. Therefore, both inwards and outwards wet-stock movements in inventory are maintained for any type of tank.

The only other thing to consider is some sort of synchronisation for the theoretical or logically gaged tanks, as over time the inventory levels will drift or deviate from the actual level which

of course can be determined manually by dipping the tank using the tank's dipstick from Menu → Tank(s) → Enter Dip. Whenever this is done, the actual depth measurements should be entered in the T-POS to synchronise the theoretical tank volume with the actual measured tank volume, according to the dipstick readings.

This can be accessed only for logically gauged tanks or tanks without an ATG. The current inventory level is shown for each qualifying tank and the user need only Enter Tank Dip button and enter the dipstick reading and select a tank.

Note: While is not necessary to dip all non-gauged tanks in this manner at the same time, it is usual to do so. But having done so, it is important that there is no delay after the physical dip is done before the information is entered in the T-POS. If wet-stock products are sold before dip readings are entered, the dip reading will not be representative of the current inventory levels, so an offset will exist in the base going forward for the tank concern, until the next physical tank dip is entered in the T-POS.

There is also no fixed frequency for which dips must be entered and synchronised, although it is customary to do this as part of the routine of opening and closing day tasks.

2.8 Day & Shift Control

In order to ease reconciliation and better manage financials and stocks, the T-POS system supports day and shift operations, similar to most POS systems.

Here is an example of how day/shift changes and what exactly happens behind the scenes:

1. The day is started by selecting Menu → Start Day after which the T-POS Operator is asked to confirm the day start cash float amount. At this point, all the tanks are dipped, the dispenser meter totals are retrieved and after preparations for downstream reporting and reconciliation purposes are completed, the T-POS Operator is free to conduct routine POS sales activities, and this represents the first shift of the day.

   Note: the default cash float amount is configured in the Menu → General Settings.

2. Operator changes the shift, by selecting Menu → Shift Change. At this point, dispenser meter totals and tank dips are again acquired both for the shift that has just ended and the new shift that is about to start.

   Note: Any number of shifts can operate throughout the day, each potentially with a different T-POS Operator; the shift can be changed at any time, by selecting Menu → Shift Change and furthermore there is no need to operate the same number of shifts each day of the week. However, no sales must be in progress in the sales ledger when initiating the shift change. This ensures downstream reporting and reconciliation consistency.

3. When it's decided the T-POS operating day should end, the T-POS Operator simply selects Menu → End Day action from the menu, ending both the current shift (second shift) and day and again the dispenser meter totals and tank dips are acquired.

> Note: Once the POS operating day has ended, no further sales can be made nor dispensers controlled until the day is again started, usually the next calendar day. In this way, the T-POS operating day must be explicitly started and ended traditionally once a day. Furthermore, the T-POS Terminal does not automatically end the POS day when it is shut down.

It is possible therefore, to operate one continuous POS operating day for weeks, months or even years, routinely shutting down the T-POS each night and starting it again the following day but never explicitly ending the POS operating day and starting a new day. Operating in this manner though will not be conducive to reconciliation. Similarly, it is possible to both explicitly start and end more than one POS operating day per calendar day. However, by far the most typical operating scenario will be similar to this:

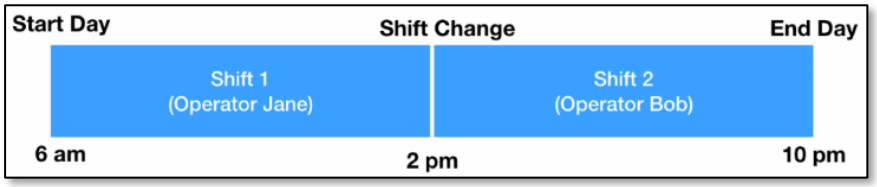


Figure 4: T-POS Typical Day Scenario

> Tip: There are no rules as to how to run the T-POS and it is up to each merchant to decide on this, but the more granular the operation schedule is chosen, the more the reports will help identify sources of financial variance and by whom.

2.9 Navigating the User Interface

The T-POS Terminal uses a touch screen and there is no need for a keyboard or a mouse for the routine T-POS activities although one can be temporarily connected to assist with the initial setup and configuration if desired.

Having a similar interface to other POS systems, the central position is used for the sales ledger containing the sale items added during the sale process.

On the left side of the ledger, there are 2 buttons:

- Clear, used to remove unwanted items from the sale list by first selecting the item then Clear.
- Refund, used to refund an item that has been already paid, if it so deemed appropriate by first selecting the item then Refund. Depending on the refund method selected, the refund can be either in cash or by EFTPOS.

On the right side of the ledger, there are 3 buttons used in the tendering process to pay or finalise the goods purchase:

- EFTPOS: selecting this method will initiate the EFTPOS terminal to wait for payment by card for the wet-stock and dry-stock items displayed on the ledger.
- CASH: selecting this method will open the cash drawer, allowing the Operator to deposit the cash payment for the items displayed in the ledger and dispense change if necessary.
- CARD: selecting this method will initiate the Account Payment Terminal to wait for payment by card for the wet-stock and dry-stock items displayed on the ledger.

On the right side of the payment method area, there are 2 buttons:

Re Print: allows the Operator to reprint a previous sale, selectable from a dropdown list.

Search: allows the Operator to search for an item from the product catalogue, if perhaps the barcode is damaged and cannot be scanned.

Unlike any other POS systems, the display top area is dedicated to the management of the dispensers on the forecourt. Each dispenser has its own icon reflecting the current operating mode or status.

To the left of the dispenser's management panel there is a STOP ALL DISPENSERS button which will cease all dispensing activity on the forecourt when . This button should be used in emergency situations only.

To the right of the dispenser's management panel there is a button used to pre-pay a dispenser, commonly used to prevent drive-offs by accepting the customer's payment upfront before dispensing the fuel. Pre-payment can only be made using either cash or EFTPOS bank cards.

Most of the routine operations are done using the controls previously described but there is also a menu accessible on the top left corner of the display, for less frequently used operations.

There is also an area in the top right corner of the display, sometimes flashing an icon [ALERT] alerting the Operator on conditions that need immediate addressing, such as a tank low level.

2.10 Basic Dispenser Control

By default, all dispensers are stopped or held, indicated by the red colour status icon in the T-POS interface dispenser's management panel. Without operator's intervention, no fuel can be dispensed even if the nozzle were to be lifted and trigger squeezed.

To ready or enable a dispenser to be used in dispensing operations, the T-POS Operator only needs to the dispenser's status icon. When the dispenser has been enabled, its status icon turns green and dispensing operations can proceed.

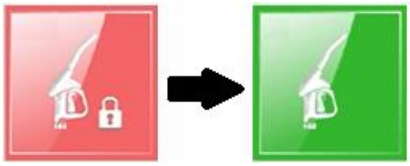


Figure 5: T-POS Terminal – Readying a Dispenser

Multiple dispensers can be enabled at a time, accommodating refuelling to multiple customers. Similarly, multiple dispensers can be stopped, by simply their ready status icon.

It is common for POS Operators to only ready the dispenser after the customer has arrived on the forecourt and only after having ascertained there are no hazards in the vicinity that would prevent safe dispensing.

If the T-POS Operator has been distracted and the customer lifts the nozzle before the T-POS Operator has had a chance to ready the dispenser, the interface alerts the T-POS Operator by changing the dispenser's status icon in orange and emitting the audible alert sound.

At this point, the T-POS Operator can ready the dispenser by its status icon, after having checked it is safe to do so. When a calling dispenser is readied by the Operator or the nozzle of a dispenser previously readied by the Operator is lifted, the dispenser status icon turns light blue to indicate fuel is ready to be dispensed.

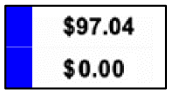
When the customer pulls the trigger on a nozzle and fuel starts to flow, the dispenser status icon turns dark blue and the sale progress information is displayed in one of the two dispensing sale buffers bellow.

If while refuelling, the T-POS Operator identifies a minor hazard, he can temporarily put a hold or pause on the dispenser by simply the dispenser icon. Fuel will stop flowing and the dispenser icon will change to a brown colour. Once the hazard has been removed, the POS Operator can allow refuelling to resume by the dispenser's status icon again. When the customer finishes dispensing and hangs up the nozzle, the dispenser status icon reverts back to the held (stop) state and the final dispense value is displayed, awaiting payment.

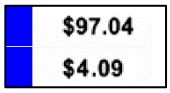
If while refuelling, the T-POS Operator identifies a serios hazard on the forecourt, the STOP ALL DISPENSERS button to the left of the dispenser's management panel can be used to immediately cease and suspend all refuelling activities on all dispensers. Contrary to the pause action, in this situation refuelling cannot be resumed without first hanging up the nozzle.

2.11 Basic Dispenser Sale Control

As previously covered in chapter 2.10 Basic Dispenser Control when on a sale buffer on a completed dispenser sale, its colour turns red signalling it is part of an active sale in progress while the amount is transferred into the sales ledger where it can be combined with other sale items and used in a sale. The sale is completed after paying in full using the preferred method of payment or even by split payments.



At this stage, the sale ledger is cleared of the sale items and ready for the next sale, while the sale buffer for the sale just completed reverts to the value 0.00 and the default black colour.



The second buffer however allows the sale to be held or stacked and the dispenser used again before the first sale has been paid for. This might happen for example to someone who dispensed some fuel then moved their vehicle making way for someone else to refuel, then progressed inside the kiosk selecting various dry-stock goods to purchase. The dispenser sale having been stacked is able to be used a second time.

Having been successfully stacked, the dispenser can again be readied by the T-POS Operator while the receipt printer prints the details of the stacked sale amount in the event of a power failure.

Note: If the receipt printer is disconnected or turned off, the sale can't be stacked neither the dispenser can be readied again until the current sale buffer is finalised in sale.

In case the sale is successfully stacked and fuel starts flowing, it is displayed in the second sale buffer.

Depending on the amount dispensed in the second stacked dispensing operation or the amount of time the first customer takes selecting various dry-stock goods, it could be possible that it may be 2 completed sales awaiting payment or finalisation.

When one of the customers of these 2 sales approaches the T-POS Operator and advise on the dispenser they wish to pay for, the T-POS Operator may inadvertently the wrong sale buffer and transfer the wrong sale amount to the sale ledger.

At this point, the colour of the sale buffer amount turns red. When the customer sees this on the customer display and alerts the T-POS Operator to this, the T-POS Operator can then VOID SALE to return the selected sale item to the dispenser (note the colour of the sale buffer amount reverts to black) and instead select the other sale buffer for inclusion in the sale.

Once the dispenser has 2 sales, neither of which have been finalised, it can't be used again until at least one of the sale buffers is used in a sale that is finalised then cleared.

Note: The order in which the sale buffers are paid has no relevance as long as they are eventually paid and finalised.

The T-POS system provides a mechanism to manage long expired sales, covered more in depth in chapter 2.21 Recovering a Dispenser Transaction.

2.12 Using Prepay

Prepay has become increasingly more popular as the price of fuel has creeped up in recent times and because of this so too the number of drive-offs.

Fuel is a high volume, low margin game and losses due to theft have a significant impact on profitability. Debt recovery is often not possible or at best costly in relation to the amount involved so any tool to help minimise this by accepting payment for the fuel upfront and before the refuelling process begins can be very helpful.

The centre of the Prepay method of payment is the button to the right of the dispenser management panel and the process usually follows these steps:

1. The customer having arrived at the refuelling station approaches the T-POS Operator in the kiosk and usually indicates the amount, the dispenser and in case of a multi-product dispenser, the grade as well.
2. The T-POS Operator enters the details into the dialog provided, accepts the payment with the preferred method and if required, a provisional receipt (provisional because the fuel has not been yet dispensed) is optionally printed. At this point, the indicated dispenser status icon will change into green, awaiting the customer to lift the nozzle and commence refuelling.
3. The dispenser is pre-set for the amount indicated and the customer is expected to return to the vehicle, dispense the fuel and drive away when finished.
4. The value paid and pre-set is displayed on the dispenser icon for future reference.

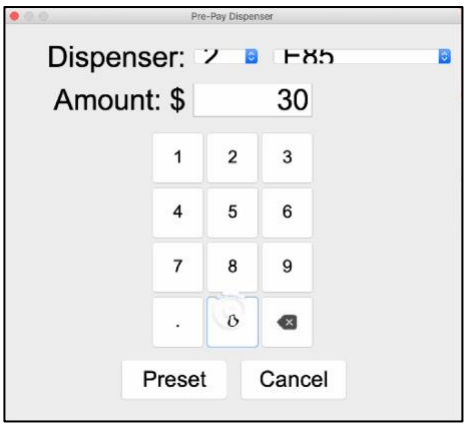


Figure 6: T-POS Prepay Dialogue

Figure 7: T-POS Prepay Example

Note: Because the dispenser is pre-set, the customer cannot take any more fuel than they paid for.

5. After the fuel has been dispensed, a purchase receipt can be printed if the customer so chooses and return to the kiosk to request one.

While financial risk for the merchant is minimised, it can sometimes be a little more inconvenient for the customer. When the sale completes, if the customer has taken the full amount prepaid, the sale is automatically cleared on the dispenser along with the value originally prepaid and pre-set.

If for some reason the customer does not take all the fuel that was prepaid, then the final amount dispensed, and the original prepaid value are not automatically cleared from the dispenser in question, requiring the customer to return to the kiosk for a refund. This procedure is called a prepaid refund.

Figure 8: T-POS Prepay and Refund Example

Unlike traditional post pay sales, when the appropriate sales buffer is selected the prepay refund (not the final sale dispensed, or amount displayed) is transferred to the sales ledger, which can be returned to the customer using either the cash or the EFTPOS methods of payment. For more information, please see chapter 2.17 Refunds.

Note: Cash and EFTPOS refunds are similar to regular sales, except they result in a transfer of money from the merchant to the customer displayed as a negative amount in the sales ledger.

2.13 Using Cash as Method of Payment

Although the most common method of payment for any transaction made through the T-POS Terminal is by either customer account cards or bank cards such as Visa, Mastercard or Amex, the system fully supports cash transactions as well.

The sale process using cash as the preferred method pf payment usually follows these steps:

1. Having multiple sale items on the sale ledger, the T-POS Operator simply CASH when the customer is ready to complete the sale.
2. A dialog is presented in which the Operator enters the amount tendered by the customer. By default, this is the total outstanding amount of the sale and initially the full sale amount; However, the system will round the sale total to the nearest coin denomination.
3. If the exact amount for the sale is provided by the customer, the sale is completed, the cash drawer is triggered by the T-POS so the funds can be added to the contents of the drawer and a receipt can be printed.

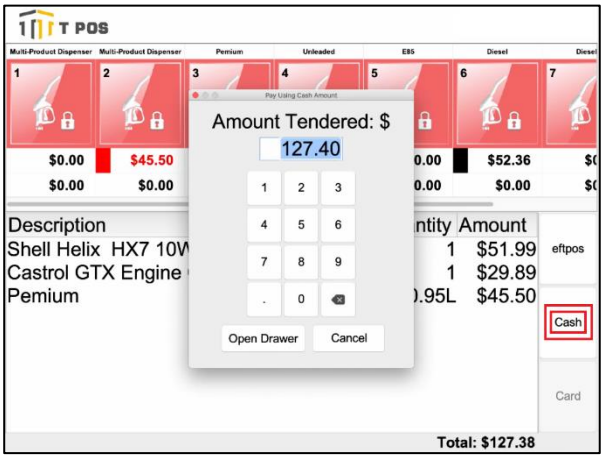


Figure 9: T-POS Returning Change

4. If the customer presents more money than is required, which is usually quite typical, then as well as the cash drawer opening, a dialogue is presented to the T-POS Operator, advising on the amount of change that has to be returned to the customer.
5. If the customer provides less funds than the total outstanding amount of the sale, than the total shown on the bottom of the screen is reduced by the amount paid, while other form of payment or alternatively another cash payment is required to finalise the sale. This procedure is known as a split payment and its covered in detail in chapter 2.16 Making Split Payments.
6. Like all payment methods, once the cash payment funds have been accepted by the T-POS Operator, and any change returned to the customer and the sale has been paid for in full, a dialogue appears confirming if a receipt is required.

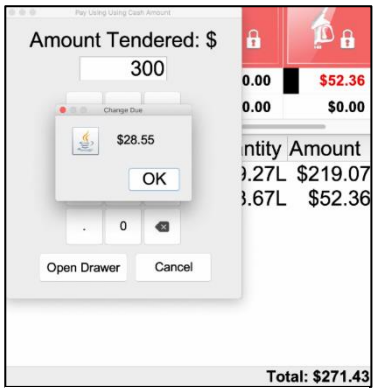


Figure 10: T-POS Paying with Cash

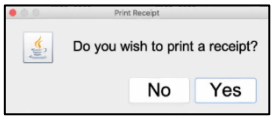


Figure 11: T-POS Receipt Printing Dialogue

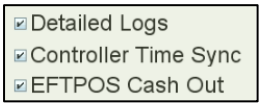
> Note: The T-POS Operator should ask this of the customer before answering the dialogue on the screen, however receipts can be printed afterwards (using the Re-Print button) in case customers change their minds after initially decline having a receipt printed. This action is covered in more detail in chapter 2.20 Reprinting a Sale Receipt.

7. After the full sale amount, considering any rounding, has finally been paid in full, the sale ledger clears of all the items of the sale, ready for the next sale.

2.14 Using the EFTPOS Method of Payment [Non-Integrated Mode]

This chapter covers tendering sales using the EFTPOS method of payment, specifically using independent and non-integrated EFTPOS terminals, meaning those not driven by the T-POS Terminal.

Having a sale item in the sales ledger, the T-POS Operator EFTPOS payment button on the right when the customer is ready to complete the sale and has indicated they wish to pay with EFTPOS. A dialogue is presented in which the amount due is displayed and any cash out the customer may also request.



There is also a global setting which configures whether the cash out option is enabled or not (as many merchants understandably choose not to extend this service to their customers) at Menu → Settings → General.

> Note: The Admin passcode is required to access the General Settings section.

Usually the customer chooses to pay the full amount of the sale using EFTPOS and the same amount and any cash out amount must be manually entered in the T-POS Terminal before it is handed over to the customer to complete the payment.

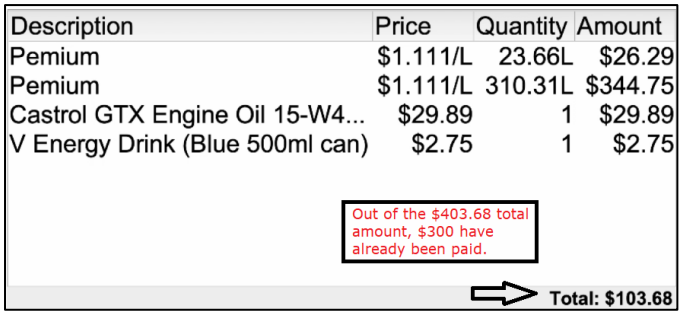
When completed and the terminal is returned to the T-POS Operator, the result of this payment should be noted. If the payment is successful, OK If not, Cancel while an

alternative payment method should be requested of the customer. If the cash out facility was requested by the customer and providing the payment was successful and OK has been , then the cash drawer is triggered and a dialogue is presented reminding the T-POS Operator of the cash amount to be redrawn from the cash drawer and given to the customer.

Note: Like the cash payment method, when the total sale payment amount is being acknowledged by the T-POS Operator as having been successfully transacted by the TPSO Terminal, a dialogue is provided offering a receipt. The FPOS Terminal receipt will automatically be printed and handed to the customer.

It's important to understand the non-integrated mode of operation, meaning that it is up to the T-POS Operator to correctly transcribe the sale information from the T-POS Terminal into the EFTPOS Terminal, the process being entirely the T-POS Operator's sole responsibility. For this reason, it is quite common for the merchant to require the T-POS Operator to keep a copy of the EFTPOS receipts for downstream reconciliation purposes which can be placed either in the cash drawer or on a counter top spike.

Like the cash method of payment, the customer can choose to pay less than the total sale amount using EFTPOS with the T-POS Operator entering the advised amount in both the T-POS Terminal tendering dialogue and the EFTPOS Terminal. At the end of the EFTPOS payment though, if successful, the amount paid is deducted from the total sale amount and additional or alternate methods of payment are required to complete the sale. This procedure is known as a split payment and its covered in detail in chapter 2.16 Making Split Payments.



Description	Price	Quantity	Amount
Pemium	$1.111/L	23.66L	$26.29
Pemium	$1.111/L	310.31L	$344.75
Castrol GTX Engine Oil 15-W4...	$29.89	1	$29.89
V Energy Drink (Blue 500ml can)	$2.75	1	$2.75

Out of the $403.68 total amount, $300 have already been paid.

Total: $103.68

Figure 12: T-POS Split Payments

Important: Only when the full sale amount has been fully paid is the sale ledger cleared of the sale items and ready for the next sale.

2.15 Making Split Payments

Split payments refer to the process of tendering a sale using more than one payment type or alternatively two or more payments of the same type.

Cash payments:

1. Starting with one or more sale items in the sale ledger awaiting payment, the T-POS Operator Cash payment method button as usual but instead of accepting the full sale amount, they only accept a partial payment from the customer.
2. At this point, the amount paid is deducted from the total sale amount and additional or alternate methods of payment are required to complete the sale. See example in Figure 12.
3. The T-POS Operator will again Cash payment method button, accepting the remaining standing amount, displayed on the bottom of the screen.

Mixed payments:

1. Starting with one or more sale items in the sale ledger awaiting payment, the T-POS Operator Cash payment method button as usual but instead of accepting the full sale amount, they only accept a partial payment from the customer.
2. At this point, the amount paid is deducted from the total sale amount and additional or alternate methods of payment are required to complete the sale. See example in Figure 12.
3. The T-POS Operator EFTPOS method of payment button this time and enters either the full standing amount or again a partial sale amount. A Cash Out amount can be entered as well, if required.
4. After the customer has paid using the EFTPOS terminal, depending on the amount paid, the sale ledger either clears of the sale items awaiting a new sale, or alternate methods of payment are still required to complete the sale.

Important: Only when the full sale amount has been fully paid (in two or more cash payments) is the sale ledger cleared of the sale items and ready for the next sale.

2.16 Refunds

The T-POS Terminal fully supports refunds either due to customers not dispensing all the fuel that was prepaid or changing their mind about purchasing one or more dry-stock items.

The refund policy is at the discretion of the store owner or merchant and it's already been covered in chapter 2.12 Using Prepay how a refund was paid back to the customer due to prepaid underfill, using the built-in refund functionality.

A refund can also be carried out in a different manner:

1. An item first needs to be acquired and listed in the sales ledger by either scanning it or selecting it from the dry-stock product catalogue.
2. Once in the sales ledger, if the item is selected and REFUND has been , both the quantity and amount values are made negative to indicate refund or money to be paid back to the customer.
3. The rest of the sale and payment process is like any other purchase, except that if the complete sale amount results in money needing to be paid from the merchant back to the customer, both the EFTPOS and cash tendering dialogues used in the refund payment process mark the amount as a refund.

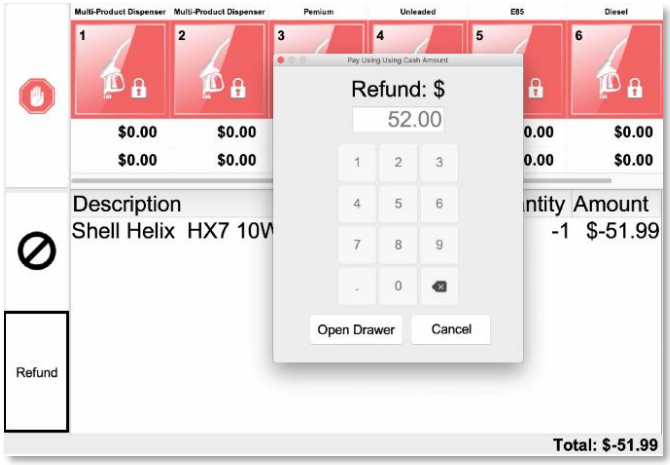


Figure 13: T-POS Terminal Refunds Screen

Note: Refunds do not have to be conducted singularly as described above but can be combined with other sale items such as refunding one oil pack previously purchased because it's the wrong sort of oil and choosing instead to purchase the correct one.

2.17 Changing Wet-Stock [Grade] Pricing

This chapter covers grade price changes. While prices for the dry-stock items are maintained in the product catalogue, wet-stock grade pricing is handled in a different manner due to potentially long running sales process, that is the time when the nozzle is first lifted from the dispenser to the time when the sale is finalised and paid for.

During this time, it's important that the customer gets no surprises relating to price. This time, the heavy lifting is handled by the Forecourt Controller (FC6000) and the T-POS Operator is free to change the prices of the fuel grades at any time.

There is no need to wait for downtime while every dispenser of a given grade is not currently being used as price changes do not affect sales in progress, either in the dispenser or in the sales ledger.

Let's assume we have a dispenser sale in progress while another completed sale awaits payment. To initiate a grade price change as the T-POS Operator, follow these steps:

1. Select Menu → Grade Price Change.
2. To prevent unauthorised access, enter the Administrator passcode. (brief price increases are a known type of fraud performed by POS Operators).
3. From the next dialogue, select the grade for which the price is being changed and the new price. For convenience, the current price for the selected grade is displayed.

   Note: To help protect against accidental pricing, if the T-POS Operator specifies a price beyond the threshold specified in the settings (Menu → General Settings → Grade Price Change %) a warning is displayed.

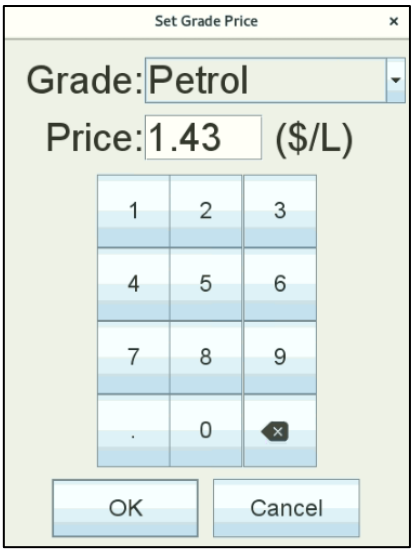


Figure 14: T-POS Grade Price Change

4. After OK, the new price is instantly applied to the affected dispensers on the forecourt, provided they are not currently dispensing.

   Important: In case there are some dispensers affected by the price change currently dispensing fuel, the price change will be applied after the current sale is finalised and paid for.

5. None of the two sales in progress used in this example are affected by the price change, not even if both would be the exact same grade for which the price change has been applied for.

2.18 Testing Dispensers

Periodic calibration and testing of measurement equipment are a routine necessity of most markets and with regards to dispensers, this means performing dispenser tests.

Fuel is dispensed into a precisely calibrated measurement vessel and volume dispensed indicated by the display is verified against the measured volume in the vessel. Because the fuel is only used for equipment checking, it is returned to the tank.

The T-POS system supports this calibration with the built-in dispenser test functionality. Once the fuel is being dispensed in this manner, the payment typical routine can be bypassed by simply invoking the Dispenser Test (Menu → Dispensers(s) → Dispenser Test) option from the menu.

Once the administrator password validation has been accepted, the selected dispenser sale can simply be cleared without requiring the usual payment.

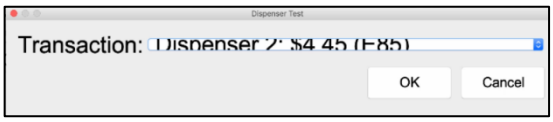


Figure 15: T-POS Dispenser Test

There is no need to take the dispenser offline from the controller for this purpose while dispenser tests done in this manner will be correctly accounted for in downstream tank and dispenser reconciliation.

2.19 Reprinting a Sales Receipt

Each time a sale is finalised and paid for, the option to print a receipt is provided. Usually the T-POS Operator will ask the customer whether they want the receipt. It is not a problem that most often the customers answer no in the first instance then later change their mind.

The Reprint Receipt button to the right side of the sales ledger can be used to recall the sales of the current POS day and reprint the associated receipt. The most recent sale is displayed on the top of the list. And although the T-POS Operator is shown only the two most identifiable features of the receipt – the time stamp and the amount – the individual sale items are displayed on the customer display to help the customer confirm that the selected sale is indeed the one for which the receipt is requested.

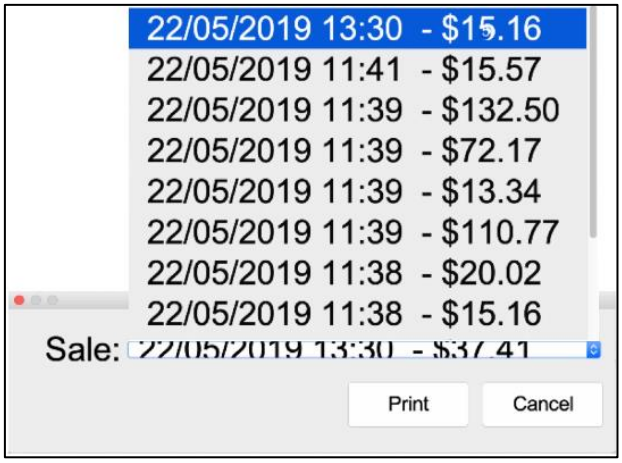


Figure 16: T-POS Reprinting a Receipt

Once the sale in question has been located, the receipt can be printed by simply Print.

2.20 Recovering a Dispenser Transaction

While a current transaction is actively in the sales ledger, it is owned by the T-POS Terminal, meaning that if the terminal is closed for any reason, before the payment has been completed, the sale item is simply discarded. This can be a problem for dispenser sale items which effectively have never been paid for.

Upon restarting the T-POS Terminal, the sale value will be placed in the sale buffer and marked in red but will not appear in the sale ledger or in the Total value on the bottom of the page. To move forward and finalise the outstanding sale in a payment process, follow these steps:

1. While having no sale items in the sale ledger, CLEAR on the left side of the sale ledger, that in this case acts as a recovery for any hold unfinalised transactions.
2. The Transaction Recovery dialogue is displayed, showing all the sales currently owned, that are unfinalised with a payment.
3. Choose the one needed to recover and OK.
4. The sale item is now returned in the sale ledger.
5. Proceed with the sale normally by selecting the payment method buttons and receiving the payment.

Note: Transactions are left unfinished and need to be manually recovered (added to the sale ledger and paid for in full) only when the sale process has not yet been started. If for a transaction in the sale ledger, a payment method has been initiated (by one of the payment method buttons) but immediately after the T-POS has been shut down, upon restarting, the transaction is usually recovered automatically and placed in the sales ledger, awaiting payment.

2.21 Acquiring Individual Dry-Stock Sale Items

The most straight forward method of acquiring dry-stock items is by using the scanner. However, in deployments where a scanner has not been provided, there is another simple way of adding dry-stock items in the sale ledger as part of an active transaction:

1. After a customer presents the dry-stock item(s), SEARCH in the bottom right corner of the display.
2. A search dialogue is displayed, containing the dry-stock product catalogue.
3. anywhere in the search field to bring up the virtual keyboard and type the name of the dry-stock item or a partial of its name.
4. CLOSE to close the virtual keyboard and display those dry stock items best matching your input.
5. Select the desired dry stock item.
6. anywhere in the Quantity field to bring up the virtual numeric keypad and select the quantity for the desired dry-stock item, then CLOSE.
7. OK.
8. At this point, the selected product is added to the sale ledger, for inclusion in the current sale.
9. The process can be repeated to add additional dry-stock items into the sale ledger.
10. Proceed with the normal payment process for the current sale.

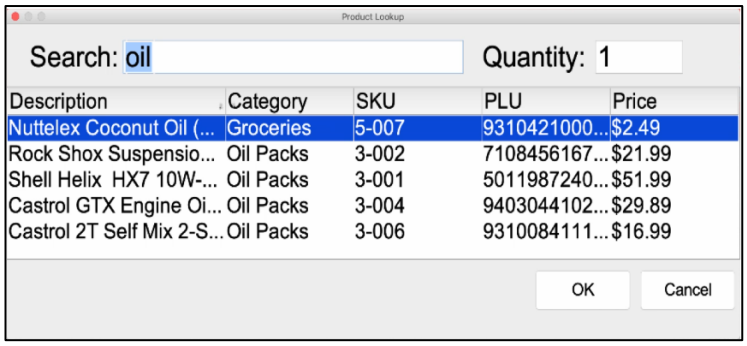


Figure 17: T-POS Product Searching

2.22 Importing a Dry-Stock Catalogue

Establishing a product Catalogue from scratch can be a tedious process using the method previously covered in chapter 2.22 Acquiring Individual Dry-Stock Sale Items and could potentially consume valuable POS terminal resource printing routine operations. A much quicker and smarter method of creating a Product Catalogue is by leveraging its Dry-Stock import functionality.

Provided a previous Product Catalogue has been created, it can then be imported into T-POS, merging the information found in the import file with existing product(s) already present in the database. The merge process has the following rules:

- New products found in the import file are always added to the local database.
- Products found in the import file that already exist in the local database are ignored.

Consequently, the catalogue import functionality can be used repeatedly, as the dry-stock catalogue is dynamic and its contents will change over time.

To import a dry-stock catalogue:

Menu → Settings → Products→ Import → Select File from USB Drive→ OK.

The catalogue file uses a .csv format. Should a new dry-stock catalogue be created in a spreadsheet application of your choosing, use the following file structure:

Field #	Field Name	Field Tyre	Mandatory	Notes
1	Description	alphanumeric	Yes	Case-insensitive lookup
2	Price	numeric (decimal)	Yes	Without currency symbol
3	Unit	alphanumeric	No	kg (kilogrammes) l (litres) m (metres) blank/empty (each)
4	PLU	numeric	No	
5	SKU	alphanumeric	No	
6	Tax	alphanumeric	No	get (GST) blank/empty (GST exempt
7	CategoryName	alphanumeric	Yes	Case-insensitive lookup

Figure 18: T-POS Dry-Stock Catalogue File Structure

2.23 Security

The T-POS Terminal and its software has been developed from ground up with simplicity in mind, maintaining security and reducing misuse by limiting the T-POS passcode authentication to only certain key events or functions. As a result, the T-POS uses a very simple two-tier security profile: the administrator (limited to one administrator) and everyone else or standard T-POS Operator and Forecourt attendants.

To simplify the process even further, all T-POS Operators are identified only by their unique 4-digit passcodes, eliminating the need to remember both a username and a password for the authentication process, as used in most POS systems. In this way, merchants only need a single administrator passcode throughout the entire T-POS interface for all operations while in a deployment where several T-POS Operators are employed can use individual T-POS Operator validation, granting limited functionality.

To create a new T-POS Operator, follow these steps:

1. Select Menu → Security → Operators.
2. Use the administrator operator passcode validation.
3. +.
4. Configure the details for the new T-POS Operator, then OK.
5. At this point, the new T-POS Operator is created, having the default passcode 0000.

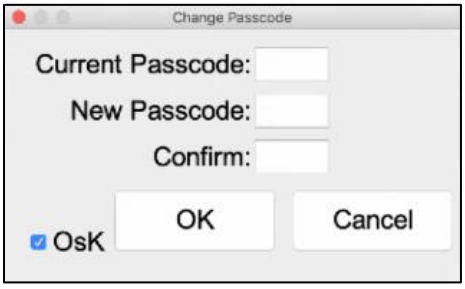


Figure 19: T-POS Terminal Password Change Screen

> Important: It is paramount the newly created Operator selects Menu → Settings → Change Passcode, enters 0000 as the current passcode (to authenticate as the new Operator) and then enters and confirms a new 4-digit passcode.

The other place which only Administrator Operators (admin) passcode validation facilitates is defining which T-POS functions require admin passcode validation.

For example, to grant standard T-POS Operators the ability to write dispensers sales offs as drive offs, simply uncheck the Drive Off option in the Admin Privileged Operations menu. In this case, performing cash payments still requires an admin passcode validation (a standard T-POS Operator passcode is not accepted in this case) however a standard T-POS Operator passcode can now be used to write dispenser transactions offs ass drive offs.

> Important: Granting maximum privileges to everyone can lead to misuses, however restricting certain operations from Standard T-POS Operators means these functions cannot be performed without the assistance from an Administrator T-POS Operator, which may or may not always be present on site.

2.24 Reports

The T-POS system provides an array of reports or data use, accessible from Menu → Reports.

- The Dispenser Transactions Journal simply lists details of dispenser transactions.
- The Sales Journal lists sales totals and payment details, however the individual sales items constituting the sale are not included in this report.
- The POS Day Summary displays key aspects of the POS operating **day** and/or **shift**, including payment totals, stock adjustments, variance in cash and top 10 sales by quantity. The report is automatically displayed at the end of any shift (change) or day and can optionally printed to the receipt printer so that it can be potentially added to the cash drawer for downstream reconciliation purposes.
- The Dispenser Reconciliation report which highlights variances of each hose and can be used to identify dispensers being used in stand-alone mode, which shouldn't normally be the case, but it is a common cause of fraud.

- The Tank Reconciliation report is used to highlight variances between expected and actual tank inventory, usual losses due to leaks or theft due to siphoning but it also shows loss and gains due to changes in temperature.
- The Tank Delivery Journal report lists the deliveries or drops into the tanks, either ATG measured or using the theoretical gauging.
- The Product Inventory report shows the stock on hand of every product and its value at the current price.

All reports, with the exception of the Product Inventory report, require the specification of a time frame, a selection that can be provided in a dialogue.

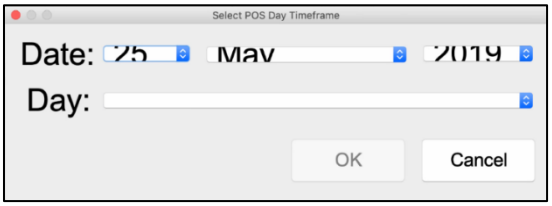


Figure 20: T-POS Terminal Reports Time Frame

- For the Reconciliation reports and the POS Summary report, the time frame requirements need to be very accurate, and for these the T-POS Operator needs to select a POS operating day for the chosen calendar day.

> Note: Usually, there is only a single POS operating day per each calendar day to choose from.

- The Dispenser Transactions, Sales and Tank Delivery reports allow the T-POS Operator to choose either a specific T-POS operating day or alternatively, a calendar day.
- All the reports allow the information displayed to be saved to an external USB drive in .csv format for subsequent reference or analysis, using tools such as Microsoft© Excel®.

2.25 Database Backup and Restore

All the product and sales data acquired by the T-POS through routine operations is stored in a database. Like most computer systems, it is important to perform periodic backups of the information in the unlikely event of a failure.

> Note: The frequency of backup operations is up to each merchant to decide, however in the event of a failure and a previous backup needs to be restored, the information acquired by the system after the backup used in the restoration, can never be recovered.

The database backup functionality is not accessed from the T-POS interface but from the Tools Utility instead, using the Backup Database button.

The backup once completed it is saved locally and can optionally and it is recommended to be saved on an external USB drive, to reduce the risk of both the live system and the backup being destroyed in the event of an accident.

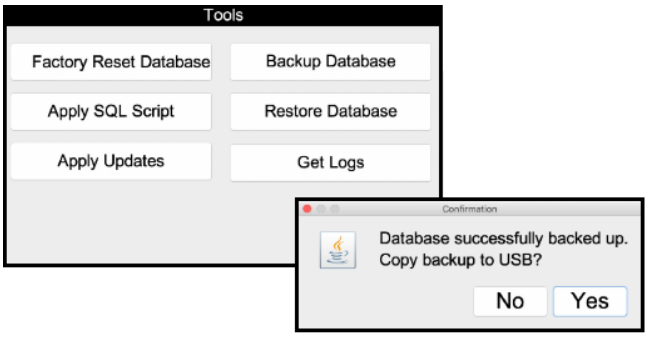


Figure 21: T-POS Terminal Database Backup

Restoring a previous backup is similar to creating one, this time using the Restore Database button.

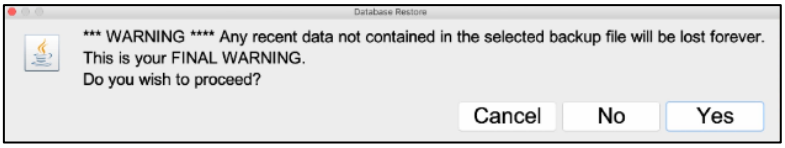


Figure 22: T-POS Terminal Database Restore

The T-POS Operator is warned twice that any information acquired after the backup used, will be lost once the restoration is complete. The T-POS Operator can then choose to backup from an external USB drive, otherwise the last local backup is used in the restoration process.

Note: When complete, normal POS operations can be resumed, by simply restarting the T-POS application.

2.26 Factory Reset

Although T-POS comes equipped with robust software that covers all day to day operation basics, merchants can opt for a bit of customisation to get it to work optimally for their specific deployment. There are however times when customisations and configurations grow too complicated need to be reverted to a known, default state and this is where the factory reset comes in.

Warning: Performing a Factory Reset results in completely wiping any changes that have been made to the system since factory delivery, including the acquisition of all historic sales data, the product catalogue and even the Product License.

It is highly recommended this action to be performed under direct TT Support supervision who will also need to reissue a new license to allow normal POS functions to resume once the factory reset operation has been completed.

To access this functionality, follow these steps:

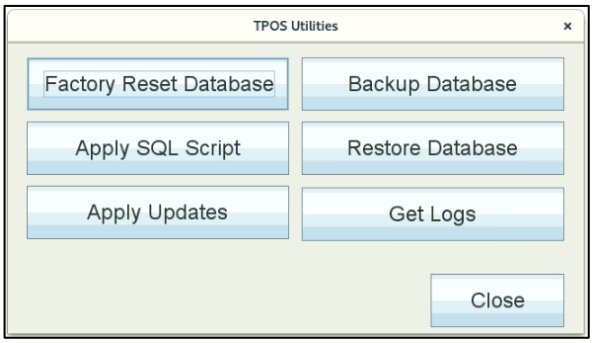


Figure 23: T-POS Terminal Factory Reset

1. First, close the T-POS main application.
2. Select T-POS Utilities → Factory Reset.
3. Confirm your intention to reset to factory defaults, twice.
4. Wait for the reset to complete.
5. Restart the T-POS main application. (the default passcode is 1964)
6. A warning message will be displayed, advising no valid license is present.
7. Provide the automatically generated installation key to TT Support who in turn, will issue a new license key.
8. Enter the new license key in the T-POS license dialogue box.
9. Close and reopen the T-POS main application, resuming normal operations.

Remember: T-POS is now in its default factory state so it will be necessary to reconfigure the system for your specific requirements and start the POS day.

2.27 Applying SQL Scripts

The T-POS system is a highly modular and programable system, allowing support technicians to sometimes address problems remotely by supplying an executable file, known as a SQL script, for T-POS Operators to run on their T-POS unit. Not only SQL scripts can address issues, but they can perform other actions, for example populating the Product Catalogue with items or changing the list of Operators.

To apply or execute an SQL script, follow these steps:

1. Copy the provided SQL scripts on a USB flash drive, then connect it to the T-POS.
2. Close the T-POS main application.
3. Select T-POS Utilities → Apply SQL Script. See Figure 22.
4. Select the SQL script issued by TT Support from the USB flash drive.
5. After the script has been applied, restart the T-POS main application.
6. The results can be seen immediately.

2.28 Log Retrieval

For TT Support to assist T-POS Operators in dealing with issues, besides context, additional detailed information is required and can only come from logs the T-POS system creates for all operations.

Note: The level of log detail the T-POS system generates can be adjusted from Menu → General Settings. It is highly recommended this to be established ahead of time, and changed accordingly to TT Support advice, as more detailed logs require more disk space.

TPOS automatically maintains the log files generated for the last 2 days, discarding older logs so they do not consume unnecessary disk space. For this reason, it is critical important to request TT Support's attention as soon as a problem is identified, to allow these logs to be collected.

To provide logs to TT Support, follow these steps:

1. Connect an USB flash drive to the T-POS system.
2. Select T-POS Utilities → Get Logs. See Figure 23.
3. Select the files you want to be copied to the USB flash drive (usually, all of them) and OK.
4. The selected files are copied to the USB drive, which can then be safely disconnected, and the files forwarded to TT Support for analysis.

Note: Log file collection is a one-way operation and there is no need to copy log files back to the T-POS system.

The only files ever copied to the T-POS system, will be the customer display media & logo, as well as T-POS Updates (covered in chapter 2.29 Applying T-POS Updates), which may be issued by TT, as a result of diagnostics from the log files obtained in this manner.

2.29 Applying T-POS Updates

Occasionally, an update package is created for the T-POS systems, addressing issues and adding new features and functionality. Once an update is provided by the TT Support, it is T-POS Operator's turn to apply this update package.

To apply an update, follow these steps:

1. Copy the T-POS update package on an USB flash drive, then connect it to the T-POS.
2. Close the T-POS main application.
3. Select T-POS Utilities → Apply Updates. See Figure 22.
4. Select the T-POS Update package from the USB flash drive.
5. Once the update package file has been verified & then processed, restart the T-POS main application and resume normal operations.

Note: Prior to commence updating, the current system is archived and a backup of the database is stored locally so in the unlikely event of a failure, the current system can be restored.

2.30 Attendant Tagging

Attendant tagging is a procedure T-POS Operators need to get acquainted to in markets where the concept of service in petrol station has not been completely lost yet.

In these scenarios, there is no need for customers to leave the safety & air-conditioned comfort of their vehicle to refuel. Instead, forecourt attendants greet the customs on the forecourt, still in their vehicles, perform the refuelling operations for them, then finally help facilitate the payment process.

To better understand the concept and the T-POS procedure behind it, follow the example narrative below:

1. Firstly, forecourt attendants are issued with tags that are used in the dispenser authorisation process and to link or associate them with the sale.
2. Unlike traditional dispenser sales where the dispensers are authorised by the T-POS Operator from inside the kiosk using the T-POS interface, the forecourt attendant authorises the dispenser by simply tagging it and then dispenses the fuel as normal.
3. When the T-POS receives notification of the presentation of an attendant tag at a dispenser, it first validates the tag.

   Note: The validation includes a rule-based automated check to ensure the associated attendant doesn't have significant amounts of money from pervious sales in his possession, that might be a flight risk.

4. If the forecourt attendant in question is allowed to initiate refuelling activities, then the dispensers automatically authorised. If not, the attendant must approach the POS operator directly. They are required to surrender the proceeds or payment of previous sales so they can be entered into T-POS interface and cleared by the POS Operator as usual, thus allowing refuelling operations to resume for the respective forecourt attendant.

> Note: Whenever a dispenser has been authorised using an attendant tag, the dispenser icon in question is overlaid with an attendant icon to indicate this and keep track of the sale. This is only cleared when the attendant in question surrenders the payment to POS Operator who then finalises the payment as usual.

5. At the end of the refuelling process, the forecourt attendant helps the customer facilitate the payment process by whatever means necessary - usually providing change for cash payments.

The list of attendants and POS operators is maintained by the T-POS system and can be accessed from the menu. Whenever an attendant tag NOT previously known to the system is identified for the first time by tagging a dispenser, it is automatically registered in T-POS (and added to the list) but the dispenser is NOT authorised.

The T-POS Operator having identified the tag in question can then choose to authorise it for subsequent tagging operation and may also at this time, record the attendant name for downstream reporting purposes.

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