



| Fuel Icons | | | | | |
|------------|--|------|--|------|---|
| Icon | Description | Icon | Description | Icon | Description |
| | Idle Pump | | Authorized Credit Card/DCR Sale: DCR ready to dispense | | Sale Amount |
| | Calling Pump | | Prepaid Sale | | Stopped Pump |
| | Pump Ready | | Reserved Pump | | Network message to View or Help Requested |
| | Stacked Postpay Sale | | Offline Pump | | Fueling: DCR fuel sale in progress |
| | Authorizing: Customer has swiped card at DCR | | Fueling | | |

| Meaning of Colored Text on Fuel Icons | | | |
|---------------------------------------|-------------------------|------------------|---|
| Color | Description | Color | Description |
| Red | Underrun Fuel Sale | Black | Due Sale |
| Blue | Active sale on register | Black (Flashing) | Due sale remains uncollected for too long |
| Green | Prepaid Fuel Sale | Gray | Watched Pump |

| View Fuel Status | | | | |
|--------------------------|--|-------------------------------------|------------------|-------------------------------------|
| Fueling Point and Status | Fuel Sale Status | Fuel Grade and MOP (See note below) | Volume Dispensed | Unit Price Total Fuel Sale Messages |
| FP | Current: | PREM CASH | 8.129 G @ | 3.899 / G |
| | Due | | | \$ 31.70 |
| 3 | (Network / Help Requested Messages Display Here with Red Background) | | | |
| | Stacked: | PLUS CASH | 6.678 G @ | 3.699 @ G |
| Idle | Due | | | \$ 24.30 |

Note: "None" is displayed for Fuel Grade if grade is unknown.

Topaz Quick Reference Guide

- Functions represented in brackets (as in **[APPROVE]**) may be found either on the keyboard and/or on the touch screen depending on how your workstation is configured.
- When prompted, numerical digits may be entered on the screen followed by OK or on the keyboard followed by **[ENTER]**.
- Additional online help can be accessed via the Express button labeled "**Help**".

Fuel Control

Approve All Calling Pumps

Touch or press **[APPROVE]**.

Approve a Calling Pump

Key <**pump number**> and touch or press **[APPROVE]**.

Stop a Pump

Key <**pump number**> and touch or press **[STOP]**.

Stop All Pumps

Touch or press **[STOP]**.

Restart Stopped Pump

Key <**pump number**> and touch or press **[APPROVE]**.

Disapprove Pump

To disapprove a pump that is approved but has not started dispensing, Key <**pump number**> and touch or press **[STOP]**.

Clear Reserve and Place in Idle

1. To clear a prepaid fuel sale that will not be dispensed. Key <**pump number**>, touch or press **[PREPAY]** and **[STOP]**, and then touch **[OK]** or press **[YES]**.
2. Fuel Sale status changes to "Due" and then clear the sale.

Clear Reserve and Permit Dispensing

To clear a prepaid fuel sale which will be dispensed, key <**pump number**> and touch or press **[PREPAY]** **[APPROVE]**. Pump status changes to "Approved" so consumer can dispense.

Fuel Manager Menu

Option availability dependent on security level of user.

1. Touch the **[Fuel Manager]** menu.
2. Touch the required Fuel Manager task:
 - a. Initialize Fuel
 - b. Download Fuel Prices
 - c. Download to DCRs
 - d. Clear Pump on Hold
 - e. Reset Controller
 - f. Fuel Price Configuration
 - g. Toggle Fuel Site Pause
 - h. Initialize Site Sign

Fuel Sales

Postpay Fuel Sale

1. Touch **[Fuel]** or press <**pump number**> and **[FUEL]** to bring sale into a transaction.
2. Add merchandise or tender the transaction.

Preset Fuel Sale by Dollar Amount

1. Touch or press **[FUEL PRESET]**, key <**pump number**> and touch **[OK]** or press **[ENTER]**.
2. Key <**dollar amount**> and touch **[OK]**.
3. Pump is authorized for fueling up to the preset dollar amount.

Preset Fuel Sale by Volume

1. Touch or press **[FUEL PRESET]**, key <**pump number**> and touch **[OK]**.
2. Touch or press **[QTY]**, key <**fuel volume**> (including two decimal places), and touch **[OK]**.
3. In the Fuel Products list, touch the fuel product. The Pump is authorized for fueling up to the preset volume.

1. Hold the Quick Reference with the Verifone logo up so that you can read Page 1.
2. Lift the front of the Topaz about an inch off the counter.
3. Slide the Quick Reference under the Topaz so that the black stopper bar is behind the front legs.
4. Slowly let the Topaz down.
5. The Quick Reference should slide smoothly under the Topaz.

Topaz Quick Reference Instructions:



Prepay Fuel Sale by Amount

Touch or press **[PREPAY]**, key **<pump number>**, touch **[OK]** or press **[ENTER]**.

OR

1. Key **<pump number>**, touch or press **[PREPAY]**, key **<amount>**, and touch **[OK]** or press **[ENTER]**.
2. Add merchandise or tender transaction. After payment is tendered, pump is authorized to dispense up to the prepaid dollar amount.

Prepay Fuel Sale by Volume

1. Touch or press **[PREPAY]**, key the **<pump number>**, and touch **[OK]** or press **[ENTER]**.
2. Press **[QTY]**, key the volume (including two decimal points), and touch **[OK]** or press **[ENTER]**.
3. In the Fuel Products list, touch **<fuel product>**.
4. Add merchandise or tender transaction. After payment is tendered, pump is authorized to dispense up to the prepaid volume.

Manual Fuel Sale

1. Key **<fuel sale price>** and touch or press **[MANUAL FUEL]**.
2. Key the **<pump number>** and touch **[OK]** or press **[ENTER]** and touch the fuel grade in the fuel products list or key the entry number and press **[ENTER]**. Fuel sale will be added to ticket with a calculated volume based on the unit price of grade selected.

Postpay Fuel Tax Exemption or Addition

1. Bring the fuel sale into the transaction.
2. Touch or press **[FUEL TAX EXEMPTION]** or **[FUEL TAX ADDITION]** and select the appropriate exemption or addition from the list displayed.
3. Add merchandise or tender the transaction. After payment is tendered, receipt indicates the amount of tax adjustment.

Prepay Fuel Sale with Fast Credit

If configured, merchandise can be added to prepay fuel receipts on indoor fast credit transactions before sending the pre-authorization to the network.

1. Touch or press **[PREPAY]**, key the **<pump number>** and touch **[OK]**.
2. Key **<dollar amount>** and touch **[OK]**.
3. Press **[TOTAL]** and touch **[Credit]**.
4. Ask customer to swipe their card at the PINpad and follow the prompts.
5. In the Fuel Products list, touch the product. Receipt reprints from DCR or inside after fuel is dispensed.

Note: If the network returns an authorization for less than the prepay requested, the DCR adjusts the receipt for the actual volume allowed to be dispensed.

Fuel Discount with Fuel Disc Key

1. Bring fuel sale into the transaction. Discount applies to total fuel dispensed.
2. Touch or press **[FUEL DISC]**, key discounted gallons, and touch **[OK]** or press **[ENTER]** to apply discount.

Note: Fuel dispensed at a POP discount rate is not eligible to receive a discount using the **[FUEL DISC]** key.

Pump Test (postpay fuel sales only)

Key the **<pump number>**, touch or press **[TOTAL]**, **[PUMP TEST]** or press **[OTHER MOP]** and touch **Pump Test**.

More Fuel Functions

Reprint DCR Transaction

1. View Pump and touch **Reprint DCR Tran**. Available DCR transactions for reprint will be displayed (most recent is highlighted and always at the top).
2. Touch the desired transaction or key the **<entry number>** and touch **[OK]** or press **[ENTER]**. If desired transaction is most recent, just press **[ENTER]**.

[More Fuel Functions] Options

Many fuel functions are also available through the menu accessed from the **[VIEW]** function.

1. Key **<pump number>** and touch or press **[VIEW]**.
2. Touch **More Fuel Functions** to display available fuel functions.
3. Key the number of desired option plus **[ENTER]** or touch desired function, and then follow the prompts.

PLU Sales

Basic PLU Sales

1. Enter the PLU item using one of the following methods:
 - a. Scan the barcode.
 - b. Touch the button or press the key.
 - c. Select the appropriate menu, then select the item from that menu.
 - d. Manually enter the PLU# or bar code (without the leading zeros) and press **[ENTER]**.
Item is added to the transaction.

Quantity PLU Sale

Key **<quantity>**, press **[QTY]** and enter PLU using any of the methods described in "Basic PLU Sales" section or use "Touch to Modify" at any time.

PLU Sale with Modifier

Modifiers are typically used to reflect different quantities sold of same or similar product.

1. Enter the PLU using any of the methods described in "Basic PLU Sales" section.
2. If scanned and configured to display Modifier menu, select the appropriate entry for the menu displayed. If not configured to display Modifier Menu, touch or press **[MODIFY]** until the appropriate entry is displayed as the most recent item in the ticket window. Continue with sales or tender transaction.

Fractional Quantity Sale

1. Key the **<fractional quantity>** to be sold to two decimals, for example:
[5][0] = 1/2 pound.
2. Press **[QTY]**.
3. Enter PLU using any of the methods described in "PLU Sales" section or use "Touch to Modify" at any time.

Change Quantity

Touch the line item to be changed, key the **<new quantity>**, for example: **[3]**, touch **[Change Qty]**, and then the price changes automatically.

Open PLU

1. Enter the PLU using any of the methods described in PLU Sales. Touch **[OK]** or press **[ENTER]**.
2. Key the **<item price>** and touch **[OK]** or press **[ENTER]**.

Change PLU Price (Price Override)

After item is entered in the transaction, key **<new price>** and touch or press **[PRICE OVERRIDE]** or use "Touch to Modify" at any time.

PLU Not Found

1. When a PLU has been entered that is not found in the system's PLU file, the system prompts for a price entry.
2. Key the **<item price>** and touch **[OK]** or press **[ENTER]**.
3. If a department list is displayed, touch the appropriate department entry or key the **<entry number>** and press **[ENTER]**.
4. At completion, write a description of the item on the PLU Not Found receipt that will automatically print. Include size, flavor and any other relevant information on this receipt. Then include with paperwork or submit according to store policies and procedures so that it can be added to the PLU File afterwards.

Department Sales

Basic Department Sale

Enter the Department item using one of the following methods:

- Key <dollar amount> and touch or press the appropriate department key or button.
- Key the <dollar amount>, touch or press [OTHER DEPT] and select the appropriate department from the Department List. Item is added to the transaction.

At-For Pricing

1. Key the <quantity> actually sold and touch or press [QTY].
2. Key the <quantity> on which the price is based and touch or press [QTY] a second time.
3. Key the <base price> and select the appropriate Department key or button. Item is added to the transaction.

Quantity Sale

1. Key <quantity>, touch or press [QTY], and key the <dollar amount> of the item.
2. Enter department using any of the methods described in “Basic Department Sales” section.

Money Order Sale

Money Order devices integrated with the POS may require additional steps:

1. Key the <face value amount> and touch or press [MONEY ORDER].
2. If prompted for Payee Name, key Payee Name or touch [OK] to leave name blank.

Note: One to five money orders may be sold during a single transaction. Use [QTY] function to print multiple Money Orders for same amount.

More Sales Functions

Item Sale with ID Check

Age restrictions may apply to items entered as PLUs and/or Open Department sales.

1. When first item with age restrictions is entered, system will prompt for customer’s birth date.
2. After checking ID according to store policies and procedures, enter <birth date> and touch [OK] or press [ENTER].
3. If customer is old enough for purchase, item is added to transaction. If customer is not old enough for purchase, system displays error message, sale is refused and is not added to transaction.

Note: Prompt for birth date occurs once per transaction. Subsequent age restricted items added to the same transaction use the information entered at step 2 to determine whether or not a purchase is permitted.

Touch to Modify

This feature allows non-fuel items already entered in the transaction to be modified at any time before payment is tendered:

1. Touch the line item to be changed.
2. Select the function desired from the menu displayed.
3. Enter additional information that may be required (new price, new quantity, etc) and touch [OK] or press [ENTER]. Line item in ticket window reflects the change made.

Repeat Last Item

Touch or press [Repeat Last] to duplicate the last non-fuel item entered into the transaction.

VeriFone Technical Support Center

Helpdesk Phone Number _____

Your Service ID _____

Important information our VeriFone Technical Support Center will need from you:

- Service ID.
- Description of the issue (include error message if applicable).
- What part of business is affected (POS, Pumps, DCRs, etc).
- If it is an issue outside, what type of pump/DCR is installed.
- Whether issue is ongoing or first occurrence.
- What was happening when the issue arose (do you know how to make it happen again)?
- Any steps already taken to resolve the issue before calling VeriFone Technical Support Center.
- Local weather conditions during the issue and any recent power outages.

Ideally, person making the call to the VeriFone Technical Support Center:

- Is on site and prepared to work with agent.
- Has checked that all components of system are powered up.
- Can identify and locate VeriFone hardware for troubleshooting.

Note: Visit our support website at support.verifone.com for manuals and general support materials. Also engage our support staff from this website via e-mail or online chat through the Petro and Convenience Support Channel.
