

CUSTOMER-FACING TRANSACTIONS



ENTERING ITEMS (ALTERNATIVES TO SCANNING)

MANUAL ENTRY – UPC/SKU/Description

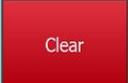
- › Select .
- › Enter UPC, SKU or description in “Item” field .
- › Select desired item from list in popup window.
- › Continue to process transaction.

USE HOT KEYS

- › Hot keys allow entry of multiples of the same item.
- › Select desired number HOT KEY.

- › Select item.
- › Continue to process transaction.

CORRECT AN ERROR

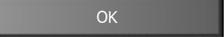
- › Select  to clear last item.
- OR
- › Select  to clear transaction/screen.

SCAN ITEM NOT IN SYSTEM

- › Scan item.
- › Select department from list in popup window.
- › Enter price (if no price appears).
- › Select .
- › Continue to process transaction.

PROCESSING PAYMENT

PRICE CHECK

- › Select .
- › Enter item.
- › Select .

CASH PAYMENT

- › Enter item(s) and/or fuel.
- › Select .
- › Select  on loyalty message.
- › Enter dollar amount received.
- › Select . Provide change if necessary.
- › Select  on points message.

CARD PAYMENT – Debit, Credit, Fleet, Gift Card

- › Enter item(s) and/or fuel.
- › Select .
- › Select  on loyalty message.
- › Customer follow pin pad prompts.
- › “Transaction Complete” will display.
- › Select  on points message.

CUSTOMER-FACING TRANSACTIONS



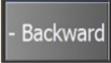
PROCESSING PAYMENT

SPLIT PAYMENT

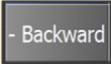
- › Process cash and gift cards first. Then, proceed with credit, debit or fleet card.
- › Example transaction, customer presents cash and a debit card:

- Process cash first: select .
- Select  on loyalty msg.
- Enter dollar amount received. Select .
- Process debit next: select . Follow prompts.
- Select  on points message.

REPRINT RECEIPT – Current Shift

- › Select .
- › Select  to find transaction.
- › When transaction is found, select  .
- › Select receipt language.

VOID TRANSACTION – Current Shift

- › Select .
- › Select  to find transaction.
- › When transaction is found, select .
- › Select  to confirm void.
- › Original payment by:
 - Card – customer follow pin pad prompts (original card must be used).
 - Cash – transaction complete.

***After voiding fuel, amount is held at screen bottom right. To resell, select the held amount.**

REFUND AN ITEM – Sales Outside Current Shift

- › Select .
- › Enter number of units in “Quantity” field .
- › Select .
- › Enter item(s) to be refunded.
- › Select repayment method.
- › Select  on loyalty msg.
- › Process refund payment.

***When processing a refund by card, any credit card can be used.**

CUSTOMER-FACING TRANSACTIONS



SELLING FUEL

AUTHORIZE A PUMP

› Pump is idle.



› Customer lifts nozzle.
Select flashing PUMP key.



› Pump is authorized.



› Customer selects fuel grade. Pump key turns green.



› Customer replaces nozzle. Pump key turns purple and beeps twice. "Pay Inside" and sale amount are displayed.



› Select purple PUMP key to process payment.

* Authorization process is the same for pay at pump and pay inside.

PREPAID FUEL SALE



- › Select .
- › Select desired PUMP key.
- › Select fuel grade.
- › Enter dollar amount of fuel.
- › Select method of payment.

- › Select .
- › Process payment.

› Pump will display amount and a yellow outline.



› Customer lifts nozzle. Select flashing PUMP key.

› Pump key will display gold (authorized) and then green (fueling).

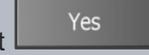
› If pump displays purple with dollar amount, change is due to customer.

CANCEL PREPAID FUEL SALE



- › Select .
- › Select prepaid PUMP key.



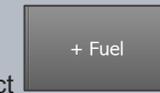
- › Select  on void message. Pump returns to normal state.

* If paid in cash, return "Change Due". If paid by card, system will cancel sale (no card necessary).

COMBINING FUEL SALES – Different Pumps

- › Select first PUMP key.



- › Select .

- › Select second PUMP key.



- › Process payment.

MANUAL FUEL SALE

› Customer/attendant pumps fuel.

› Select manual PUMP key .

› Select fuel grade.

› Enter dollar amount of fuel sold.

› Select .

› Process payment.

STACKED FUEL SALES – Same Pump

› Pump key will display purple with two dollar amounts. Select PUMP key.



› Select  on popup window message.

› Process payment.

CUSTOMER-FACING TRANSACTIONS



SELLING FUEL

HALT A PUMP

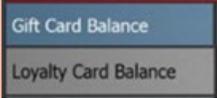
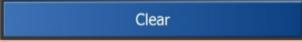
- › Select .
- › Select desired PUMP key. An H will appear. 
- › When ready to unhalt, select .
- › Select halted PUMP key.
- › Pump key returns to normal state.

PUMP ERROR

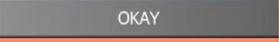
- › Pump displays yellow. 
- › Customer must replace nozzle before error can be cleared.
- › Select yellow flashing PUMP key.
- › Process payment if due.
- › Pump key returns to normal state.

PROCESSING ESSO-SPECIFIC TRANSACTIONS

CHECK CARD BALANCE – Gift Card

- › Select .
- › Select “Gift Card Balance.” 
- › Swipe card.
- › Balance displays. Receipt will print.
- › Select .

PURCHASE – PRICE PRIVILEGES Card and PURCHASE/ACTIVATE – Gift Card

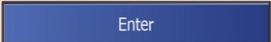
- › Select desired card push key.
 - › Swipe Gift Card/PRICE PRIVILEGES card being purchased.
 - › Select payment method.
 - › Select .
 - › Continue to process transaction.
- *Customer must activate PRICE PRIVILEGES card online.

PROCESSING ESSO-SPECIFIC TRANSACTIONS

LOYALTY EARN – PC Optimum™

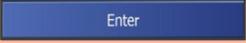
- › Enter item(s) and/or fuel.
- › Swipe loyalty card.
- › Card number will appear.
- › Select payment method.
- › Continue to process transaction.
- › Select  on points message.

COMBINE – PRICE PRIVILEGES and PC Optimum™

- › Enter item(s) and/or fuel.
- › If fuel present swipe PRICE PRIVILEGES card.
- › Swipe PC Optimum™ card.
- › Select payment method.
- › Continue to process transaction.
- › Select  on points message.

*When processing redemptions, a maximum of one item can be redeemed per

PC Optimum™ REDEMPTION – Fuel Purchase or Car Wash

- › Select fuel to be sold.
- › Select desired Reward by toggling “NO” to “YES”.
- › Select “Continue”.
- › Process payment.
- › Select  on points message.

*If the consumer is eligible for PC Optimum™ redemption, the redemption prompt will display.

SITE MANAGEMENT

REPRINT RECEIPT – Outside Current Shift

- › From Cashier screen select .
- › Select .
- › Select .
- › Enter password.
- › Select shift from list.
- › Select  or  to find transaction.
- › Select . Select .