

BULLOCH FAQs

SOLUTIONS TO SOME OF THE MOST COMMON
TRANSACTION ISSUES

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1. FLEET CARD NOT WORKING

Contact Help Desk for assistance.

2. ADD AN ITEM

Refer to the Common Transactions and Functions Guide:

Site Management

- › Add a Store Item

NOTE:

- › To scan new items into the system:
 1. Click on **UPC** in the item screen
 2. Click **Add UPC** on the bottom of the screen
 3. Scan the item
 4. Repeat steps 2-3 to continue scanning other items
 5. Once complete, Activate Store Data and perform a Site Data Verification
 6. Scan the items to ensure they display correctly
- › Multiple UPC codes can be added for one item number. For example, there could be multiple flavours of one brand that are all the same price.

3. NETWORK OFFLINE

If there is a  on the Exchange Solutions **and** on the status indicators (at the top of the screen), follow these Cybera router (SCA-315) troubleshooting steps:

1. Ensure Internet connection is up, e.g. check this using another computer or phone
2. Contact Internet Service Provider (ISP) if Internet connection is down
3. If Cybera router is accessible, power-cycle the device (reset by turning device off and on)
4. If Cybera router is not accessible, power-cycle the ISP modem
5. If issue remains, contact Help Desk

NOTE:

Light indicators on Cybera:

- › Heart beat: should be blinking
- › Online: should be green
- › VPN: should be green
- › Status A: should be green (primary connection)
- › Status B: should be red if primary connection is working, otherwise green indicates the site is on the backup connection

4. SCANNER NOT WORKING

1. Unplug the scanner from the Bulloch POS, then plug it back in.
2. Restart windows (**MENU -> Utilities -> Restart Windows**). If issue remains, continue below.
3. Locate the USB key that was provided with the Bulloch POS system (it is usually plugged in on the back of the system).
4. On a different computer, access the content of the USB key.
5. There are 2 barcodes that will re-program the scanner (one for a serial scanner and one for a USB scanner). Print out the appropriate barcode at a suitable size for scanning.
6. Scan the barcode using the problematic scanner. If issue remains, continue below.
7. If your site has dual paypoint setup:
 - o Switch the scanners between the 2 paypoints to determine if the issue is with the scanner or the POS configuration

Once all troubleshooting steps have been done and issue remains, contact Help Desk for further assistance.

5. REPRINT RECEIPTS FROM SAME SHIFT

Refer to the Common Transactions and Functions Guide:

- Processing Payment
 - › Reprint Receipt – Current Shift

6. REPRINT RECEIPT FROM DIFFERENT SHIFT

Refer to the Common Transactions and Functions Guide:

- Site Management
 - › Reprint Receipt – Outside Current Shift

7. CHANGE FUEL PRICE

CHANGE THE FUEL PRICE

Refer to the Common Transactions and Functions Guide:

Site Management

> Change Fuel Price

NOTE: Once all prices have been configured, Select **Activate** and a confirmation receipt will print.

CHANGE THE OFFSETS

1. Select **MENU**
2. Select **Gasoline Prices**
3. Click on **Change Offsets** and enter password
4. Select a fuel grade and enter an offset amount. Make sure to select another offset field to save. (To disable the Offset, set the grade to -1.0)
5. Click **Exit**

NOTE: Gasoline Price Offsets help facilitate the price change for the fuel by having to change only the price for Regular. If you set an offset of 7.0 for Extra and 15.0 for Supreme, that means when you change the price of Regular to 100.0, it will automatically set the price of Extra to 107.0 and Supreme to 115.0.

ACTIVATE PUMP AND SIGN PRICES

Fuel price activation can take place immediately after a price change or by returning to the Gasoline Prices screen to activate prices at later time.

1. Select **Activate**.
 - For sites without a price sign, the prices will be activated on the pumps and a price change report will print immediately.
 - For sites with a price sign connected to the system, a popup window will appear. There will be the options of activating prices for the pumps, the price sign, or both. If you chose pumps only, you will have to later activate the price sign, and vice versa.

8. BULLOCH MEMORY LOW

Reboot the BT9000 and restart windows.

9. PINPAD TROUBLESHOOTING

GENERAL TROUBLESHOOTING

1. For iPP320 and iWL220 pinpads only - Hold the **#** and **Correction** (yellow) key at the same time until the pinpad reboots.
2. Click **Function** -> **Initialize pinpad** to try to initialize the pinpad.
3. Check for a good key exchange and force one using **Function** -> **Pinpad Key Exchange**.

BLANK OR CPX MESSAGE TROUBLESHOOTING

1. If pinpad screen is still blank after general troubleshooting, verify that the pinpad has power connected to the cable.

If issue remains, contact the Help Desk for further assistance.

10. BULLOCH REFUND

REFUNDS USING DEBIT CARDS

NOTE: Debit refunds do not go through. Cashier is given an option to refund to cash.

1. Select the **Review** button.
2. Locate the transaction by using the - **Backward** and + **Forward** keys (only transactions from the current shift are available).
3. Once transaction to be refunded is found, touch the **VOID** button.
4. Swipe/tap/enter the method of payment as prompted.
5. To provide a receipt for Cash Refunds, touch the **Printer** Icon at the top of the screen.

REFUND AFTER A SHIFT CHANGE

Refer to the Common Transactions and Functions Guide:

Processing Payment:

- › Refund an Item – For Sales Outside Current Shift

11. ADD A STORE ITEM

Refer to the Common Transactions and Functions Guide:

Site Management:

- › Add A Store Item

NOTE:

- › In order to sell an item, it needs to be linked to a department. A department needs to be active for validation with the Host.
- › Before activating the department, you must have an item created with that department assign to it.

12. ADD A DEPARTMENT

Contact Help Desk for assistance.

13. PROCESS TRANSACTIONS WITH COUPONS

1. Select the pump number.
2. Select the **Cash Tenders** key.
3. Select one of the fields - Gasoline Coupons, Manufacturer's CPNC, Cash Off coupons or other coupons.
4. Enter the amount of gasoline coupon(s) given by the customer.
5. If the gasoline coupon amount is lower than the transaction, and customer is paying the balance by cash:
 - Select on the **Canadian Cash** field and enter the cash amount given by the customer, followed by the **Enter** key
 - The system will calculate the change due, if any
 - The cash drawer will open - Give the customer the change
 - Select the printer icon to give customer a receipt, if required
6. If the gasoline coupon amount is lower than the transaction, and customer is paying the balance by card:
 - Select the **Cards** key and instruct the customer to follow the prompts on the pin pad

14. CHANGE TIME IN BULLOCH

If the time shown is incorrect:

- › Perform a key exchange

Contact Help Desk if issue remains

NOTE: The Bulloch time format cannot be changed from 24 hours to 12 hours.

15. ADD/MODIFY PUSH KEY

Refer to the Common Transactions and Functions Guide:

Site Management

- › Change Push Key

NOTE: A push key cannot be modified during a transaction.

16. CREATE DEAL GROUP

NOTE: Depending on the content of the Deal Group (e.g. Fuel with Car Wash), this process can be complex to setup. Contact Help Desk for assistance.

1. Select **Menu** -> **Pricebook / Deal Group**.
2. Enter password.
3. Select the **Deal Group No.** tab and enter a number.
4. Select the **Description** tab and enter a description for the Deal group.
5. Select the first tab under the **Type** column.
6. An **Item Type** window will be displayed - Arrow down and select **SKU**.
7. Select the first tab under the **Identifier** column.
8. An **Item List** window will appear - Select an item from the drop down window.
9. Under the **Item Qty** tab enter the number 1.
10. Under the **Item Price** tab, enter a discount price for the item.
11. Repeat this process again for the 2nd item.
12. Select **P10** to exit.
13. **Activate** store data.

The discount amount will appear on the transaction screen when the deal group is sold.

17. CREATE PAYOUT

SET PAYOUT CODES

Optional: Enter all the allowable types of payouts (or just the options the site needs).

1. Select **MENU**.
2. Select **Price Book** (tab the word "Price book").
3. Select **Payouts**.
4. Next to **Payout** at the top, enter a number (the number itself is not important but a number must be entered).
5. Enter the English and French descriptions.
6. Select **Save** and **Exit** if there are no other payouts to be created.
7. Select **Activate**.
8. On the main menu, the **Payouts** button will be available next to **Functions**.
 - Press **Payouts** to see the created payout on the right side
 - Select the appropriate payout to enter the amount to be paid out
 - Once amount is entered and confirmed, there will be a printout with the amount of the payout

NOTE: This is one solution to sites that ask how to setup a lotto payout.

18. CREATE PRICE GROUP

Price Group can be used to change the price of multiple items at the same time.

HOW TO CREATE A PRICE GROUP

Refer to the Common Transactions and Functions Guide:

Site Management

- › Create a Price Group

NOTE: Any updates to a Price Book requires an Activate and Verify Site Data to be run.

HOW TO USE THE PRICE GROUP

1. Select **MENU** -> **Pricebook** -> **Store Items**.
2. Select the first item that will belong in the price group.
3. Set the Price of the Item to \$0.00.
4. From the drop down menu of Price group select the appropriate price group.
5. **Save** and repeat for all items that will belong to the price group.

19. BULLOCH DAILY, WEEKLY OR MONTHLY REPORT

You can create a daily, weekly or monthly report from the sales summary screen.

Refer to the Site Management Guide:

- Managing Sales
 - > Printing Reports

NOTE:

- > Select only one day to generate a day end report.
- > Bulloch POS system keep 60 days of reports.

20. VOID A TRANSACTION

Refer to the Common Transactions and Functions Guide:

- Processing Payment
 - > Void Transaction – Current Shift

21. CARWASH CODE INCORRECT ON THE PURCHASE

To resolve the issue when the codes are getting interchanged between the carwash types (i.e., Quick Wash gives code for Luxury Wash and Luxury Wash gives code of Quick Wash)

1. Select **MENU -> Pricebook -> Store Items.**
1. Change the counters in the carwash setup:
 - o Select the carwash items
 - o Interchange the car wash counters
 - o Select **Function -> Verify Site Data** to confirm the option are properly configured

If issue remains, contact Help Desk for assistance.

22. ERROR 8000

Contact Help Desk for assistance.

23. CANNOT FIND TRANSACTION DUE TO BULLOCH POS SYSTEM FAILURE

If the sale is not in Sales Summary, the Bulloch POS system cannot print out the receipt. Contact Help Desk to check if the transaction has gone through to the Host.