

## Introduction

### Purpose

This manual provides network-specific information for Passport™ systems at stores that use the HPS-Chicago network.

### IMPORTANT INFORMATION

#### Indoor/Outdoor EMV

Advance notice to the HPS-Chicago network is required if the site is implementing indoor and/or outdoor EMV® for the first time. At least two full days before the scheduled upgrade, advise the merchant that they must contact the HPS-Chicago network and explain that the site is implementing an upgrade of Passport to enable EMV. The merchant should advise the network representative of the date the upgrade is to take place and request that the network is prepared to enable EMV with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

On the day of the scheduled upgrade, ask the merchant or store manager if they notified the HPS-Chicago network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the HPS-Chicago network, call the network on behalf of the merchant or store manager. Ask the network representative if they can expedite enabling EMV functionality for the store within four hours. If the network representative indicates they can prepare for enabling EMV on the network within the next four hours, continue with the upgrade. Otherwise, consult the merchant or store manager regarding your options:

- Upgrade without enabling EMV and return later for the Parameter Download (PDL) to enable EMV.
- Arrange a later date for the upgrade, after the network has sufficient time to enable EMV.

#### Indoor EMV Contactless

If enabling EMV Indoor Contactless, at least two business days before the upgrade, contact the HPS Maintenance team at [HeartlandPetroPay@e-hps.com](mailto:HeartlandPetroPay@e-hps.com) (for all PetroPay locations) or [ClientSupport@e-hps.com](mailto:ClientSupport@e-hps.com) (for all other locations) and request that a PDL be built to turn on Indoor EMV Contactless.

#### Ingenico PIN Pad End-of-Life

Due to the end-of-life of the Ingenico® PIN Pads (iSC250 and iPP320) they were not certified with the HPS-Chicago network for Passport V20. When upgrading to V20.04, Passport will check to see if an Ingenico PIN Pad is connected. If one is detected, an error message will be displayed and the upgrade will be aborted. For a clean install of V20.04, Ingenico will not be an option on the Register Set Up screen. Although, the iSC250 and iPP320 will still process EMV transactions on V20.01, it is recommended that a site upgrade their PIN Pads to Verifone® MX915 to remain in compliance with the approved HPS-Chicago network EMV configuration. Sites that continue using iSC250 or iPP320 after upgrading to Passport V20.01, will be at their own risk for receiving fraud liability charge-backs due to using a non-EMV certified solution.

## Intended Audience

This manual is intended for merchants, cashiers, store managers, and Passport-certified Authorized Service Contractors (ASC).

*Note: Leave this manual, at the site for the manager's reference. This manual is available for download by certified Passport ASCs on Gilbarco Online Documentation (GOLD<sup>SM</sup>).*

**REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING TO UPGRADE OR INSTALL PASSPORT V20 FOR HPS-CHICAGO.**

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## Related Documents

Document Number	Title	GOLD Library
MDE-5025	Passport V9+ POS System Reference Manual	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5382	Secure Zone Router (Acumera) Installation Instructions	Passport
MDE-5470	What's New in Passport Version 12	Passport
MDE-5519	What's New in Passport Version 20	Passport
MDE-5525	Passport EDH (Heartland Chicago) V11.20.01.* Implementation Guide for PA-DSS V3.2	Passport

## Abbreviations and Acronyms

<b>Term</b>	<b>Description</b>
AID	Application Identifiers
ASC	Authorized Service Contractor
BOS	Back Office System
CRIND®	Card Reader in Dispenser
COM	Communication
CWS	Cashier Workstation
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
GSA	General Services Administration
HPS-C	Heartland Payment Systems-Chicago
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PCI	Payment Card Industry
PDL	Parameter Data Load
PLU	Price Look Up
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SVS	Stored Value Solutions
TCP/IP	Transmission Control Protocol/Internet Protocol
TLS	Transport Layer Security
UPC	Universal Product Code
URL	Uniform Resource Locator

## Technical Support

If you are a store manager or merchant and need assistance with your Passport system, call Gilbarco at 1-800-800-7498.

If you are an ASC and need to verify RAS connection or activate a Passport feature, call Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or installation issue, call Gilbarco at 1-800-743-7501. Be prepared to provide your ASC ID.

If you are an ASC and need help with the network, use one of the following numbers:

<b>Store Category</b>	<b>Help Desk Phone Number</b>
PetroPay	1-800-578-7043
Generic	1-800-767-5258
Tesoro	1-888-702-4277
Elavon	Nova: 1-866-390-8522 Zion: 1-800-621-6890
Vantiv, 5 <sup>th</sup> - 3 <sup>rd</sup>	1-866-349-6591

## Network Data Retention

The Passport system's network database saves transaction details for 35 days. This network setting is not editable. Network data retention meets Payment Application Data Security Standard (PA-DSS) compliance requirements and allows retailers to use the Backup Journals/Reports utility to save up to one full month of Passport system data on a single CD. For more information on saving journals and reports to CD, refer to *MDE-5025 Passport V9+ POS System Reference Manual*.

## What's New in Passport V20 at HPS-Chicago Stores

Beginning with V20.01, Passport supports EMV chip card outside at the dispenser. Customers using a credit or debit card with an embedded microchip must insert the card into the card reader on the dispenser outside and leave it until the chip reader displays instructions to remove the card. Customers at the dispenser will notice new prompting beginning with this Passport version.

Enabling EMV outside at the dispenser requires Gilbarco FlexPay™ II, FlexPay IV, or FlexPay IV Retrofit Kit for Wayne® dispensers. Each of these Gilbarco platforms also require CRIND via TCP/IP.

## EMV Indoor Contactless

Beginning with V20.04, support for EMV Indoor Contactless transactions has been added.

To configure EMV Indoor Contactless, proceed as follows:

- 1 Navigate to **MWS > Set Up > Register > Register Set Up**.
- 2 Select the register where the PIN Pad is located.
- 3 In the Device Configuration section, select **EMV Capable and Contactless**.
- 4 Select **Save** to save the configuration changes and exit.
- 5 Contact HPS-Chicago at 1-800-767-5258 and request a PDL with EMV Indoor Contactless enabled.

- 6 After HPS has set the EMV Indoor Contactless flag in the PDL, initiate the PDL download by navigating to **MWS > Set Up > Network Menu > HPS Chicago** and selecting **EMV PDL Download**.

*Note: Magstripe Contactless for indoor transactions has been removed for all card brands.*

**Figure 1: Register Set Up**

Register 1	
<b>General</b>	
Register Number	1
Machine Name	POSSERVER01
Register Group	POSGroup1
Personality	Cashier Workstation
<b>Asset Information</b>	
Asset ID	
Model Number	
Serial Number	
<b>Device Configuration</b>	
Line Display	POS Line Display
PIN Pad Type	Verifone MX 915
Connection	TCP/IP
IP Address	192.168.0.27
	<input type="checkbox"/> Electronic Signature
	<input type="checkbox"/> Forward Outside Trans
	<input type="checkbox"/> GVR Mat Reader
	<input checked="" type="checkbox"/> Contactless
	<input checked="" type="checkbox"/> EMV Capable
	Reboot Pinpad At 02:00 AM

## Process Unsupported Chip Card as Magstripe Outside

Until WEX and Voyager chip cards are ready to be processed as EMV, starting with V20.04 the merchant can configure Passport to control whether these cards are processed as magstripe at outdoor terminals. “Allow Unsupported Chip Card As Magstripe Outside” is a new option on the Merchant Configuration tab (see [Figure 8](#) on [page 12](#)).

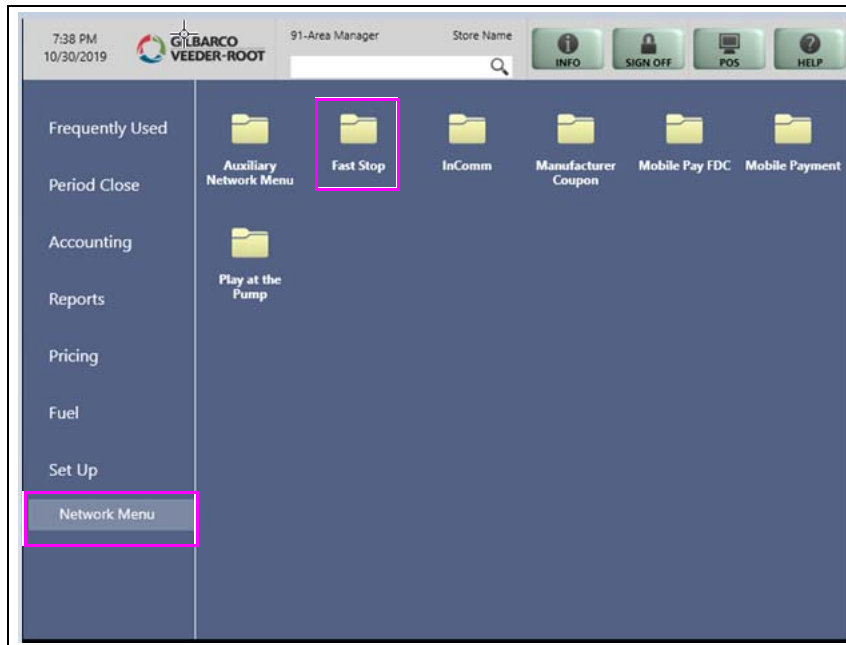
When set to **Yes** and an EMV card which has an unsupported AID is inserted at the CRIND, the customer will be prompted to remove the card. The magstripe will be read as the card is being removed, and the sale will be processed as a magstripe transaction.

When set to **No** and an unsupported chip card is inserted at the CRIND, an error message will display at the CRIND and on the cashier workstation. The default setting is **Yes**. Currently this enhancement only applies to WEX and Voyager chip cards at HPS-Chicago sites.

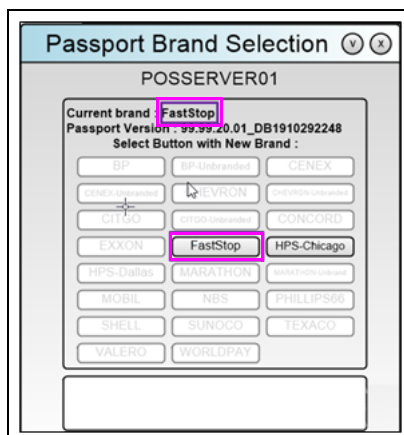
## Enhancements at Fast Stop Stores

A new brand named Fast Stop is available for sites running on the HPS-Chicago network. Fast Stop is an option under **MWS > Set Up > Network Menu > Fast Stop** to access network configuration screens (see [Figure 2](#) and [Figure 3](#)).

**Figure 2: Network Menu - Fast Stop Stores**



**Figure 3: Passport Brand Selection Screen**

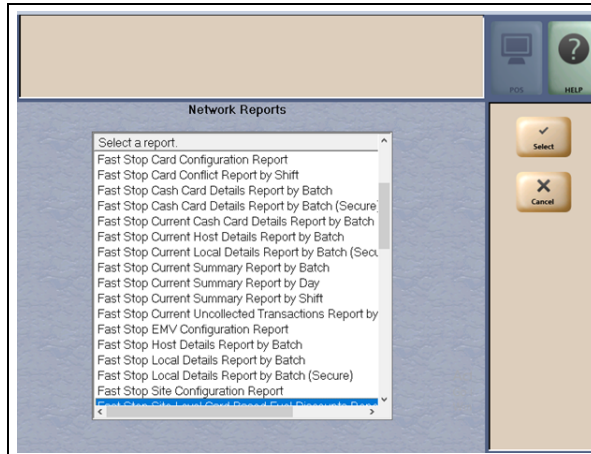


*Note: FastStop appears on all Passport screens where a brand is displayed.*

## Fast Stop Reports

The names of network reports reflect the Fast Stop brand. For more information, see “[Network Reports](#)” on page 26.

**Figure 4: Fast Stop Network Reports**

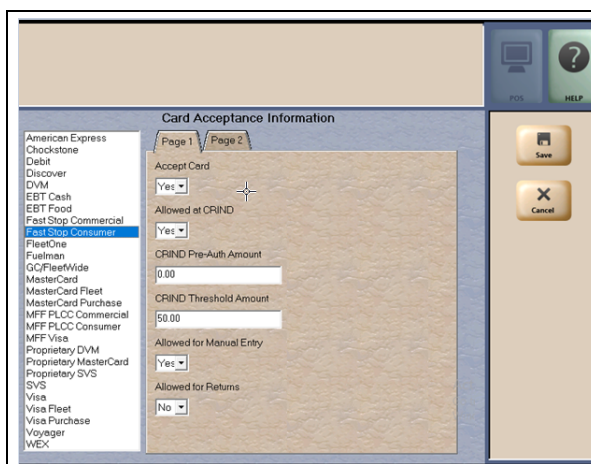


## Fast Stop Fleet Cards

In addition to the standard cards accepted at all HPS-Chicago stores, Fast Stop fleet cards are also accepted.

- Fast Stop cards exist for both commercial and consumer users.
- Fast Stop cards cannot be used to purchase lottery tickets or money orders.
- Alcohol and tobacco products can be purchased with a Fast Stop card if the card is enabled for merchandise.
- Acceptance criteria for Fast Stop cards can be configured by the merchant on the Card Acceptance Information screen (**MWS > Set Up > Network Menu > Fast Stop > Network Card Configuration**).

**Figure 5: Card Acceptance Information**



## EMV Card Acceptance at Dispensers

Beginning with V20.01, Passport supports EMV chip card outside at the dispenser. Customers using a credit or debit card with an embedded microchip must insert the card into the card reader on the dispenser outside and leave it until the chip reader displays instructions to remove the card. Customers at the dispenser will notice new prompting beginning with this Passport version.

Enabling EMV outside at the dispenser requires Gilbarco FlexPay™ II, FlexPay IV, or FlexPay IV Retrofit Kit for Wayne® dispensers. Each of these Gilbarco platforms also require CRIND via TCP/IP.

## V20 Core Feature Enhancements

For more information on new features, refer to *MDE-5519 What's New in Passport Version 20*.

# What's New in Passport V12 at HPS-Chicago Stores

## Merchant Control Over the Printing of Inside Receipts

Beginning with V12.02, the merchant can control when receipts are printed for inside sales. Two new fields have been added to Page 2 of the Merchant Configuration screen (**MWS > Set Up > Network Menu > HPS-Chicago > Network Site Configuration > Merchant Configuration > Page 2**): “Print store copy of the receipt inside” and “Print customer copy of the receipt inside.”

### **WEX Merchant Bulletin No. 20171001-2**

Starting with V12, Passport enables support of the Technical Specification Compliance Policy, effective January 1, 2019. The year 2020 compliance requirements of this notice will be part of a future release. Sites that are not compliant will face penalties via an increase in interchange rates. For more information on merchant requirements and penalties, contact [MerchantInquiry@wexinc.com](mailto:MerchantInquiry@wexinc.com).



## Forecourt Installation

After configuring products or grades, exercise care in assigning network codes to fuel products or grades. Assigning an incorrect product code to a fuel product or grade may cause the HPS-Chicago network to decline transactions, especially for those tendered with a fleet card, as fleet cards often apply fuel restrictions to the transaction. The Passport system and HPS-Chicago network use Conexus Payment System Product Codes.

### Fuel Products and Grades

Match the fuel products or grades configured in Forecourt Installation with the product code mapping table. The following are more frequent fuel product codes along with their description:

Fuel Grade Description	Code	Fuel Grade Description	Code
Unleaded Regular	001	Diesel Off-road (#1 and #2 Non-taxable)	032
Unleaded Plus	002	Ultra Low Sulfur Diesel Off-road (Non-taxable)	033
Unleaded Super	003	Biodiesel Blend Off-road (Non-taxable)	034
Unleaded 4	004	Ultra Low Sulfur Biodiesel Blend Off-road (Non-taxable)	035
Unleaded 5	005	Racing Fuel	036
Unleaded Methanol (5.7% blend)	006	Super Unleaded Methanol (7.7% Blend)	037
Unleaded Plus Methanol (5.7% blend)	007	Unleaded Methanol (10% Blend)	038
Super Unleaded Methanol (5.7% blend)	008	Unleaded Plus Methanol (10% Blend)	039
Unleaded Methanol (7.7% blend)	009	Super Unleaded Methanol (10% Blend)	040
Unleaded Plus Methanol (7.7% blend)	010	Super Unleaded Ethanol (7.7% Blend)	041
Unleaded Ethanol (5.7% blend)	011	Unleaded Ethanol (10% Blend)	042
Unleaded Plus Ethanol (5.7% blend)	012	Unleaded Plus Ethanol (10% Blend)	043
Super Unleaded Ethanol (5.7% blend)	013	Super Unleaded Ethanol (10% Blend)	044
Unleaded Ethanol (7.7% blend)	014	B2 Diesel Blend 2% Biodiesel	045
Unleaded Plus Ethanol (7.7% blend)	015	B5 Diesel Blend 5% Biodiesel	046
Methanol/Leaded	016	B10 Diesel Blend 10% Biodiesel	047
Ethanol/Leaded	017	B11 Diesel Blend 11% Biodiesel	048
Leaded	018	B15 Diesel Blend 15% Biodiesel	049
Regular Diesel #2	019	B20 Diesel Blend 20% Biodiesel	050
Premium Diesel #2	020	B100 Diesel Blend 100% Biodiesel	051
Diesel #1	021	Ultra Low Sulfur #1	052
Compressed Natural Gas	022	Ultra Low Sulfur #2	053
Liquid Propane Gas	023	Ultra Low Sulfur Premium Diesel #2	054
Liquid Natural Gas	024	Ultra Low Sulfur Biodiesel Blend 2%	055
M-85	025	Ultra Low Sulfur Biodiesel Blend 5%	056
E-85	026	Ultra Low Sulfur Biodiesel Blend 10%	057
Unleaded - Reformulated 1	027	Ultra Low Sulfur Biodiesel Blend 11%	058
Unleaded - Reformulated 2	028	Ultra Low Sulfur Biodiesel Blend 15%	059
Unleaded - Reformulated 3	029	Ultra Low Sulfur Biodiesel Blend 20%	060
Unleaded - Reformulated 4	030	Ultra Low Sulfur Biodiesel Blend 100%	061
Unleaded - Reformulated 5	031		

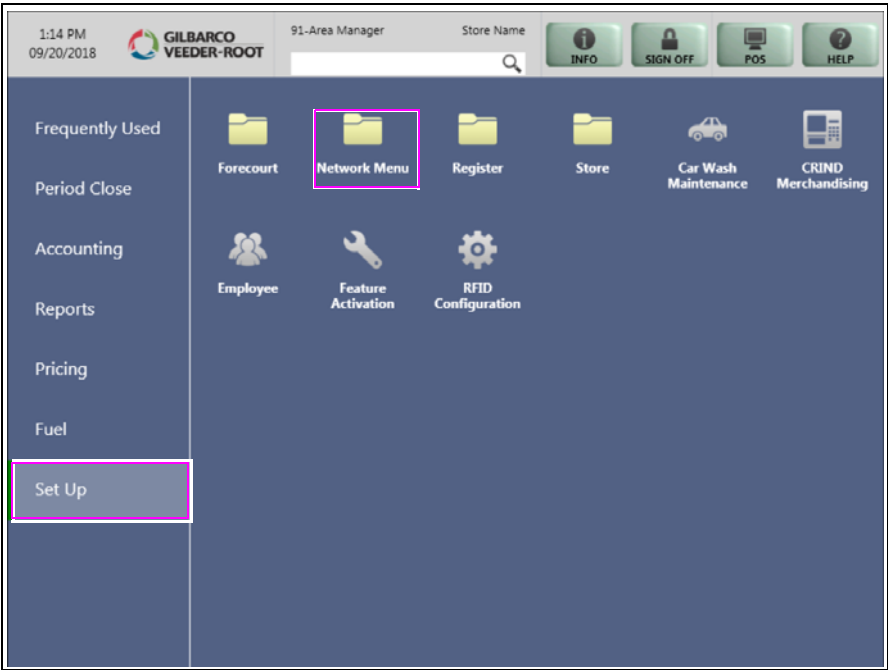
Do not use other fuel product codes. If you have questions or concerns about fuel product codes, contact the HPS-Chicago Help Desk at 1-800-767-5258.

# HPS-Chicago Network Programming

<b>IMPORTANT INFORMATION</b>
<p>The Enhanced Dispenser Hub (EDH) must be installed and running before programming in <b>MWS &gt; Set Up &gt; Network Menu</b>.</p> <p>Always test Passport communication with the HPS-Chicago network as part of any upgrade or fresh installation to ensure the network settings are working as expected. Refer to “<a href="#">Comm Test</a>” on <a href="#">page 38</a> for instructions on performing this test.</p>

- 1 From the Manager Workstation (MWS) main menu, select **Set Up > Network Menu**.

**Figure 6: MWS Set Up Menu**

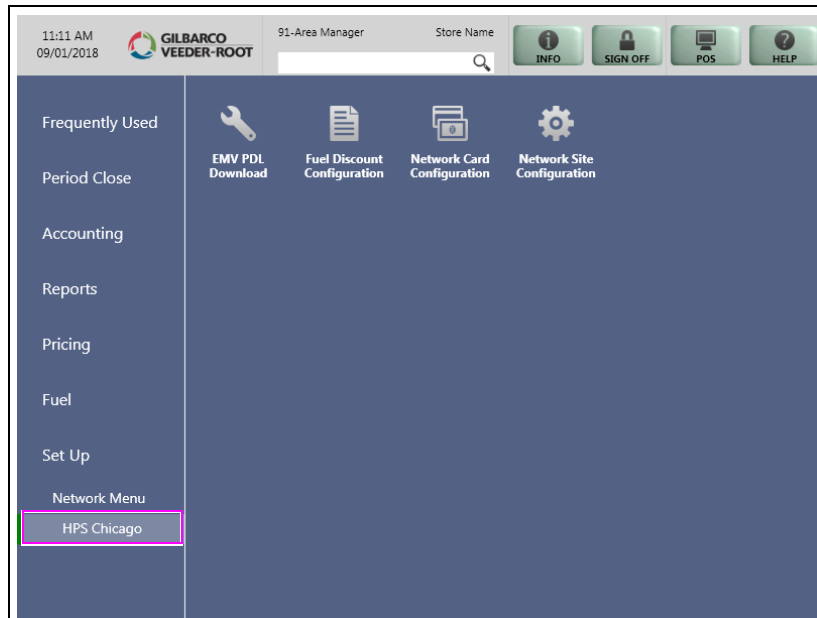


2 Select **HPS-Chicago** and the following options display:

- EMV PDL Download
- Fuel Discount Configuration
- Network Card Configuration
- Network Site Configuration

*Note: Although this document refers to the “HPS-Chicago” Network Menu option, “Fast Stop” will appear instead of “HPS-Chicago” at Fast Stop stores.*

**Figure 7: HPS-Chicago Menu**

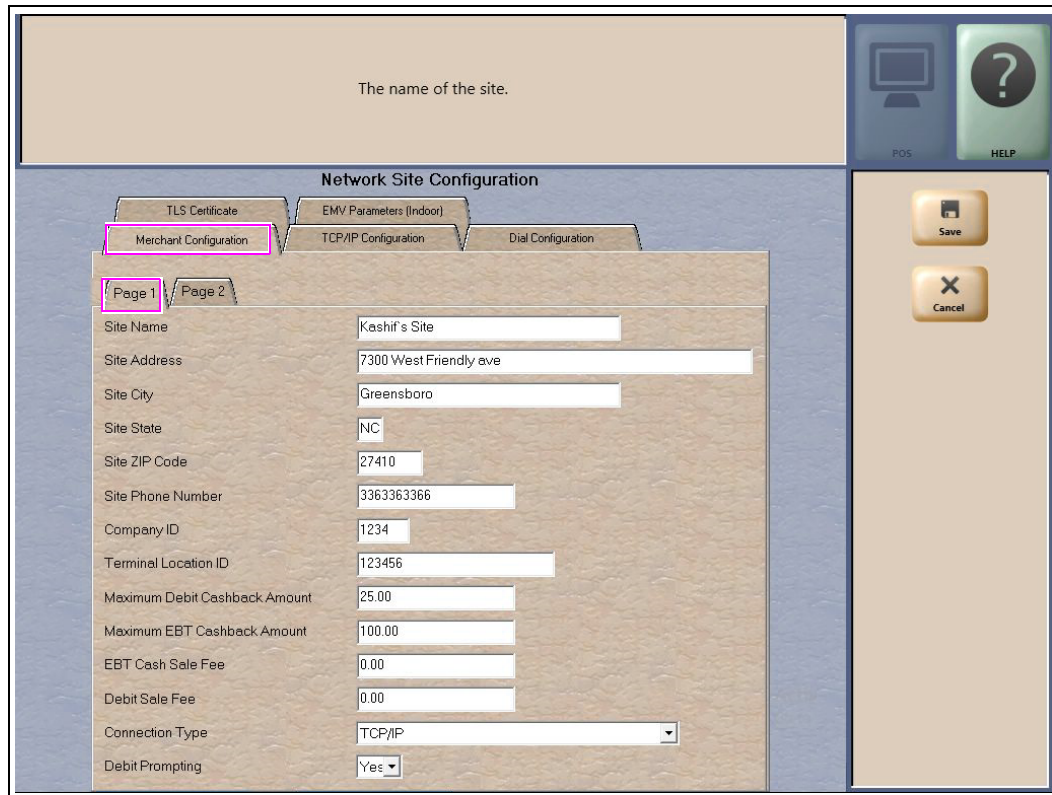


## Network Site Configuration

To program network configuration for the store, proceed as follows:

- 1 From the **HPS-Chicago Network Configuration** menu, select **Network Site Configuration**. The **Network Site Configuration** screen opens.

**Figure 8: Merchant Configuration - Page 1 Tab**



- 2 Select the **Merchant Configuration - Page 1** tab. The following table describes the fields on the **Merchant Configuration - Page 1** tab:

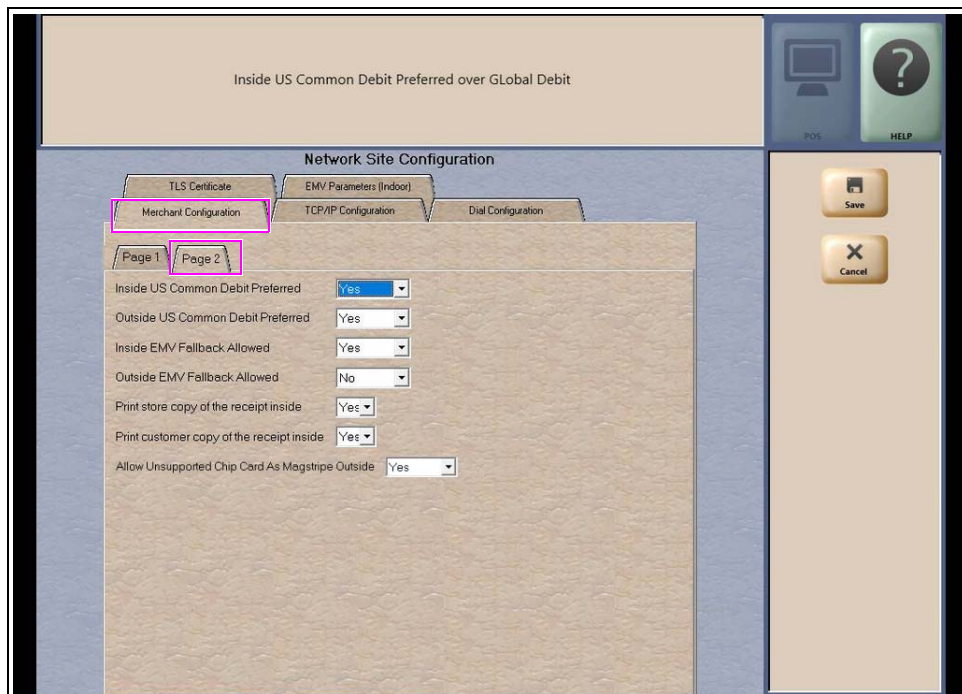
### Fields on the Merchant Configuration - Page 1 Tab

Field	Description
Site Name	The store name, which prints on all inside receipts for network transactions. The field is editable and accepts up to 20 alphanumeric characters. <i>Note: Outside transaction receipts use the information stores in the POS site configuration.</i>
Street Address	The street address of the store, which prints on all receipts for network transactions. The field is editable and accepts up to 20 alphanumeric characters.
Site City	The city in which the store is located, which prints on all receipts for network transactions. The field is editable and accepts up to 20 alphanumeric characters.
Site State	The state in which the store is located, which prints on all receipts for network transactions. The field is editable and accepts up to two alphanumeric characters.
Site ZIP Code	The ZIP Code in which the store is located, which prints on all receipts for network transactions. The field is editable and accepts up to five digits.
Site Phone Number	The phone number for the store, which prints on all receipts for network transactions. This field is editable and accepts up to 12 alphanumeric characters.

Field	Description
Company ID	The value in this field is assigned by the HPS-Chicago network to identify the merchant within the network. The Company ID prints on receipts for network-authorized payment transactions. The field is editable and accepts up to four characters (capital letters only). <i>Note: Obtain the Company ID from the HPS-Chicago Help Desk. Key the value in exactly as instructed by the HPS-Chicago Help Desk agent.</i>
Terminal Location ID	This field uniquely identifies the store with the HPS-Chicago network. The Terminal Location ID prints on receipts for network-authorized payment transactions. The field is editable and accepts up to 15 characters (capital letters and digits). <i>Note: Obtain the Terminal Location ID from the HPS-Chicago Help Desk. Key the value exactly as instructed by the HPS-Chicago Help Desk agent.</i>
Maximum Debit Cashback Amount	The maximum dollar amount allowed as cash back on a debit transaction. Valid range is 0 through 100.
Maximum EBT Cashback Amount	The maximum dollar amount allowed as cash back on an EBT transaction. Valid range is 0 through 100.
EBT Cash Sale Fee	The dollar amount charged to the customer who tenders a transaction with an EBT Cash card. Passport prompts the customer to accept the fee. If the customer accepts the fee, Passport adds the fee to the transaction and reports the fee total in the Department Sales Report.
Debit Sale Fee	The dollar amount charged to the customer who tenders a transaction with a Debit card. Passport prompts the customer to accept the fee. If the customer accepts the fee, Passport adds the fee to the transaction and reports the fee total in the Department Sales Report.
Connection Type	Drop-down menu to select the network connection type to use, to connect Passport to the HPS-Chicago payment network. Selections are: <ul style="list-style-type: none"> <li>• TCP/IP</li> <li>• TCP/IP with Dial Backup</li> <li>• Dial</li> </ul> <p>The ASC need not stop and start Passport when changing this selection. The change takes place immediately.</p> <p>If selecting <b>TCP/IP with Dial Backup</b>, the primary connection type is TCP/IP. If TCP/IP fails (and Dial Configuration is completed), Passport switches to Dial automatically.</p>
Debit Prompting	When set to <b>Yes</b> , if the customer swipes a dual use card at the PIN Pad or CRIND, the customer is prompted for Debit.

- 3 After completing all fields on the **Merchant Configuration - Page 1** tab, select the **Merchant Configuration - Page 2** tab.

**Figure 9: Merchant Configuration - Page 2 Tab**



The following table describes the fields on the **Merchant Configuration - Page 2** tab:

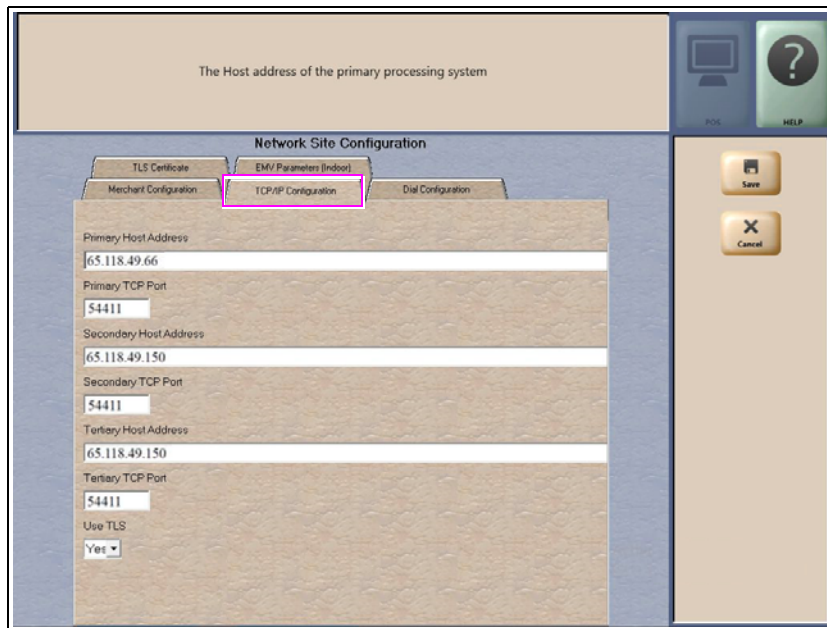
**Fields on the Merchant Configuration - Page 2 Tab**

Field	Description
Inside US Common Debit Preferred and Outside US Common Debit Preferred	When set to <b>Yes</b> , if the customer presents an EMV chip card that contains both US Common and International Debit Application Identifiers (AID), Passport uses the US Common Debit AID.  When set to <b>No</b> , if the customer presents an EMV chip card that contains both US Common Debit and International Debit AID, Passport uses the International Debit AID.  If the card contains only one Debit AID, Passport uses it regardless of this setting.
Inside EMV Fallback Allowed	When set to <b>Yes</b> , if the customer inserts an EMV chip card into the inside PIN Pad chip reader and the PIN Pad detects the card AID but fails to read the chip, Passport prompts the customer to swipe the card.  When set to <b>No</b> , if the customer inserts an EMV chip card into the inside PIN Pad chip reader and a chip error occurs, Passport declines the card.
Outside EMV Fallback Allowed	This field behaves the same as "Inside EMV Fallback Allowed" but for outside transactions.
Print store copy of the receipt inside	When set to <b>Yes</b> , a store copy of the receipt will print automatically for inside sales
Print customer copy of the receipt inside	When set to <b>Yes</b> , a customer copy of the receipt will print automatically for inside sales.

Field	Description
Allow Unsupported Chip Card As Magstripe Outside	<p>Controls whether unsupported chip cards are processed as magstripe at outdoor terminals.</p> <p>If set to <b>Yes</b>, and an EMV card which has an unsupported AID is inserted at the CRIND, the customer will be prompted to remove the card. The magstripe will be read as the card is removed, and the sale will be processed as a magstripe transaction.</p> <p>If set to <b>No</b>, and an unsupported chip card is inserted at the CRIND, an error message will display at the CRIND and on the cashier workstation. The default setting is <b>Yes</b>.</p>

- If the Connection Type configured on the Page 1 tab is TCP/IP or TCP/IP with Dial Backup, after completing all fields on the **Merchant Configuration - Page 2** tab, select **TCP/IP Configuration** tab (see [Figure 10](#)); otherwise, skip to step 5 on [page 17](#).

**Figure 10: TCP/IP Configuration Tab**



### IMPORTANT INFORMATION

Passport ensures a secure connection through Transport Layer Security (TLS) allowing a merchant to come directly into the HPS-Chicago TLS gateway. Contact HPS-Chicago at 1-800-767-5258 to determine the host addresses that should be configured at the site.

Also ensure that egress rules have been set up on the site's perimeter firewall for all of the host addresses that are provided by HPS-Chicago.

The following table describes the fields on the **TCP/IP Configuration** tab.

**Fields on the TCP/IP Configuration Tab (for TCP/IP or TCP/IP with Dial Backup Connection Type)**

<b>Field</b>	<b>Description</b>
Primary Host Address	The main IP Address or Uniform Resource Locator (URL) used to connect and exchange transaction messages with the HPS-Chicago network. Obtain the IP Address or URL to use for this field from HPS-Chicago. The format for this field is four sets of integers (1 through 255), each separated by a decimal point, for example 255.255.255.255.
Primary TCP Port	The main port used to connect to HPS-Chicago network. Obtain the value for this field from HPS-Chicago. The field accepts up to five digits in the range of 0 through 65535.
Secondary Host Address	The first alternate IP Address or URL used to connect and exchange messages with the HPS-Chicago network if the primary host address is unavailable. Obtain this IP Address from HPS-Chicago.
Secondary TCP Port	The first alternate port used to connect to the HPS-Chicago network if the primary port is unavailable. Obtain this port value from HPS-Chicago. The field accepts up to five digits in the range of 0 through 65535.
Tertiary Host Address	The second alternate IP Address or URL used to connect and exchange messages with the HPS-Chicago network if the primary and secondary host addresses are unavailable. Obtain this IP Address from HPS-Chicago.
Tertiary TCP Port	The second alternate port used to connect to the HPS-Chicago network if the primary and secondary ports are unavailable. Obtain this port value from HPS-Chicago. The field accepts up to five digits in the range of 0 through 65535.
Use TLS	Used to define if the connection uses TLS protocol to ensure secure data traffic between host and Passport. Default value is <b>Yes</b> .



- 5 If the Connection Type configured on the **Merchant Configuration - Page 1** tab is Dial or TCP/IP with Dial Backup, select the **Dial Configuration** tab; otherwise, skip to step 6 on [page 19](#).

**Figure 11: Dial Configuration Tab**

The following table describes the fields on the **Dial Configuration** tab:

**Fields on the Dial Configuration Tab (for Dial or TCP/IP with Dial Backup Connection Type)**

Field	Description
Primary Phone Number	The main phone number used to dial the HPS-Chicago network for transaction processing. The field accepts up to 20 characters.
Secondary Phone Number	The alternate phone number used to dial the HPS-Chicago network for transaction processing if the primary phone number is busy or not responding. This field accepts up to 20 characters.
Modem COM Port	The COM port number on the EDH to which the modem device is connected.
Baud Rate	Baud rate used by the modem and indicates the speed of communication between the modem and EDH. Options are 110, 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 38400, 56000, 57600, 115200, 128000, and 256000. <i>Note: The ASC configures the Baud Rate based on the modem type.</i>
Modem Init String	This field contains up to 40 characters that are sent to the modem for initialization each time a link is established with the modem.
Modem Registers	This field contains up to 40 characters that specify other modem commands to issue after the Modem Init String.
Dial Header	The dial command to the modem, including tone generation. Default is "DT".
Dial Trailer	Characters added to the end of the dial string. Default is blank. This field accepts up to five characters.

### IMPORTANT INFORMATION

If you have a phone system that requires you to dial **9** to reach an outside line when making a phone call, you must include **9** before the primary and secondary phone numbers when setting up the Dial connection.

### Special Considerations for Stores Using SmartLink Modem

Use the following table to configure the **Dial Configuration** tab for a store that is using a SmartLink modem.

Field	Value
Primary Phone Number	5
Secondary Phone Number	5
Modem COM Port	3*
Baud Rate	9600
Modem Init String	&F (ampersand capital F)
Modem Registers	Leave this field blank
Dial Header	DT
Dial Trailer	Leave this field blank

,\* Modem COM Port field is the EDH COM Port number in which the SmartLink device is connected. For example, if the SmartLink device is connected to COM3, configure the Modem COM Port field to 3.

### IMPORTANT INFORMATION

Obtain from the merchant the phone number for the SmartLink provider. Call the SmartLink provider and advise them to change the baud rate to 9600 on their end.

- 6 If the site will be using TCP with TLS, select the **TLS Certificate** tab; otherwise, skip to step 7 on [page 20](#).

**Figure 12: TLS Certificate Tab**

Used to validate the Primary Server Certificate CN

POS HELP

**Network Site Configuration**

Merchant Configuration TCP/IP Configuration Dial Configuration  
 TLS Certificate EMV Parameters (Indoor)

Primary TLS Certificate txns-d.secureexchange.net  
 Secondary TLS Certificate txns.secureexchange.net  
 Tertiary TLS Certificate txns.secureexchange.net

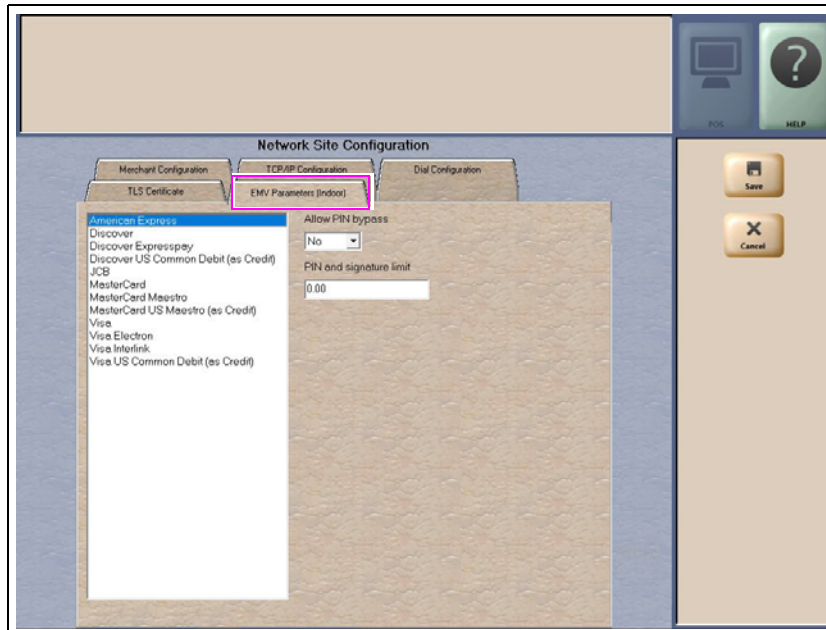
Save Cancel

#### Fields on the TLS Certificate Tab

Field	Description
Primary TLS Certificate	Primary TLS Certificate Name for validating the TLS location. Defaults to blank.
Secondary TLS Certificate	TLS Certificate Name for validating the TLS location, used if validation of the primary certificate fails. Defaults to blank.
Tertiary TLS Certificate	TLS Certificate Name for validating the TLS location, used if validation of the primary and secondary certificates fail. Defaults to blank.

- After completing all the necessary fields for **Merchant Configuration**, **TCP/IP Configuration**, **Dial Configuration** and **TLS Certificate** tabs, select the **EMV Parameters (Indoor)** tab.

**Figure 13: EMV Parameters (Indoor) Tab**



The **EMV Parameters** tab contains the list of EMV AID the HPS-Chicago network supports along with fields the merchant can configure for each AID.

### Fields on the EMV Parameters (Indoor) Tab

Field	Description
Allow PIN bypass	<p>If set to <b>Yes</b> and the EMV application requires PIN entry, Passport prompts for PIN but allows the customer to press the <b>ENTER</b> key on the PIN Pad without first entering digits for a PIN.</p> <p>If set to <b>No</b> and the EMV application requires PIN entry, Passport prompts for PIN and the customer must enter a PIN to move forward in the transaction.</p> <p><i>Note: Some debit applications set this field to Yes by default and the merchant cannot change the field value.</i></p>
PIN and signature limit	<p>The maximum transaction dollar amount for which the customer is not required to provide PIN or signature when using a chip card with this EMV AID. Default is \$0.00.</p>

## Network Card Configuration

To program the processing options for each payment card type accepted at the store, proceed as follows:

- 1 From the MWS main menu, select **Set Up > Network Menu > HPS-Chicago > Network Card Configuration**. The **Card Acceptance Information** screen opens.

**Figure 14: Card Acceptance Information**

The screenshot shows the 'Card Acceptance Information' configuration screen. On the left is a list of card types, with 'American Express' selected. The main area contains various configuration options for the selected card type, including 'Accept Card', 'Allowed at CRIND', 'CRIND Pre-Auth Amount', 'CRIND Threshold Amount', 'Allowed for Manual Entry', 'Prompt for ZIP Code Outside', 'Prompt for ZIP Code Inside (Manual)', 'Prompt for ZIP Code Inside (Swipe)', 'Prompt for ZIP Code Inside (Chip)', 'Prompt for Card Verification Id', 'Allowed for Returns', 'Allowed for Voice Authorization', 'Call Center Number', 'Receipt Name', 'Receipt Signature Limit', 'Preferred Track To Send To Host', and 'Debit Capable'. The right side of the screen has 'Save' and 'Cancel' buttons.

The following is a listing of the cards HPS-Chicago accepts:

Card Type	Notes
American Express®	
Chockstone	
Debit	
Discover®	Carte Blanche, Diners Club® international, JCB®, and Union Pay are recognized as Discover card type now.
DVM	
EBT Cash	
EBT Food	
FleetOne <sup>SM</sup>	
FuelMan®	
GC/FleetWide	GasCard is recognized as FleetWide now.
MasterCard	
MasterCard Fleet	
MasterCard Purchase	
MFF PLCC Commercial	
MFF PLCC Consumer	
MFF Visa	

Card Type	Notes
Proprietary DVM	The merchant can configure BIN ranges for proprietary DVM card types he wishes to accept at the store.
Proprietary MasterCard	The merchant can configure BIN ranges for proprietary MasterCard card types he wishes to accept at the store.
Proprietary SVS	The merchant can configure BIN ranges for proprietary SVS card types he wishes to accept at the store.
SVS	
Visa	
Visa Fleet	
Visa Purchase	
Voyager®	
Wright Express®	General Services Administration (GSA) is recognized as Wright Express now.

- 2 Select a Card Name from the list on the left to view its current Card Acceptance Information configuration on the right side of the screen.

### Fields on the Card Acceptance Information Screen

Field	Description
Accept Card	If set to <b>Yes</b> , this card is accepted for payment at the store. Defaults to Yes for all cards except Proprietary cards.
Allowed at CRIND	If set to <b>Yes</b> , the card is accepted for payment at CRIND and Kiosk devices. If Accept Card field is set to No, Passport ignores this field. This field is not valid for EBT cards.
CRIND Pre-Auth Amount	Dollar amount sent to the HPS-Chicago network for pre-authorizing a CRIND for fueling. This field is not valid for EBT cards. <i>Note: For a new installation, configure this field to \$999.00 for the FleetOne card type.</i>
CRIND Threshold Amount	Maximum dollar amount the CRIND can be authorized for this card. If the network pre-authorizes for a lesser dollar amount, the dispenser stops at the network pre-authorized amount. This field is not valid for EBT cards.
Allowed for Manual Entry	If set to <b>Yes</b> , the cashier can manually enter the card account number when the PIN Pad magnetic stripe reader fails. This field is not valid for Debit, SVS, and Proprietary SVS cards.
Prompt for ZIP Code Outside	If set to <b>Yes</b> , the CRIND prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt ZIP Code Inside (Manual)	If set to <b>Yes</b> , and card entry is manual, the PIN Pad prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt ZIP Code Inside (Swipe)	If set to <b>Yes</b> , and the customer swipes the card at the PIN Pad, the PIN Pad prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt ZIP Code Inside (Chip)	If set to <b>Yes</b> , and the customer inserts the card into the PIN Pad chip reader, the PIN Pad prompts the customer to enter the ZIP Code associated with this card. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.
Prompt for Card Verification Id	If set to <b>Yes</b> , Passport prompts the cashier to enter the security code from the card when the card account number is manually entered. This field is valid for Visa, MasterCard, Discover, American Express, and Proprietary MasterCard only.

Field	Description
Allowed for Returns	If set to <b>Yes</b> , the card is accepted for return or refund transactions. This field is not valid for EBT Cash, FleetWide, FuelMan, and FleetOne cards.
Allowed for Voice Authorization	If set to <b>Yes</b> , the card is accepted for voice authorizations and the cashier is prompted to <i>Call for Authorization</i> ; otherwise, Passport declines the card in voice authorization situations. This field is not valid for Debit, Stored Value, and EBT cards.
Call Center Number	The value in this field displays with the <i>Call for Authorization</i> prompt for this card. This field is not valid for Debit, Stored Value, and EBT cards. Contact your HPS-Chicago representative for Call Center phone numbers for each card type.
Receipt Name	The value in this field prints as the card name on receipts. It must not be left empty if the <i>Accept Card</i> field is set to <b>Yes</b> .
Receipt Signature Limit	The value in this field is the maximum transaction amount for which card holder's signature is not required. This field is valid for Visa, MasterCard, American Express, Discover, Proprietary MasterCard, Visa Fleet, MasterCard Fleet, Visa Purchase, and MasterCard Purchase cards.
Preferred Track to Send to Host	Selectable values are: <ul style="list-style-type: none"> <li>• Mandatory Track 1</li> <li>• Mandatory Track 2</li> <li>• Preferred Track 1</li> <li>• Preferred Track 2</li> </ul> The field is read only for Debit, Stored Value, EBT, and purchase cards.
Debit Capable	For dual use cards, defines whether card can be processed as a debit card.

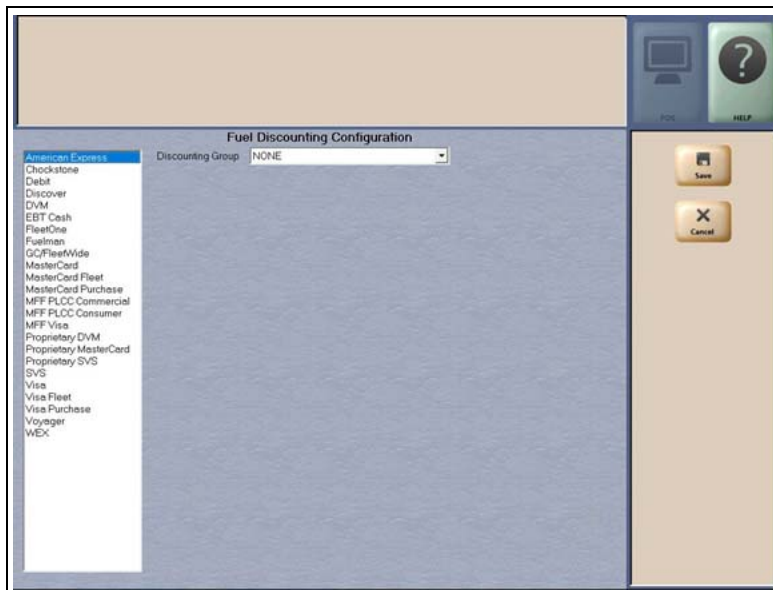
- 3 After completing all necessary programming for Card Acceptance Information, select **Save** to save changes and return to the HPS-Chicago Network Menu screen.

## Fuel Discount Configuration

To configure fuel discounts by card type, proceed as follows:

- 1 From the MWS main menu, select **Fuel > Fuel Discount Maintenance**. On the Fuel Discount Groups tab, configure PPU discounts to be applied to fuel grades available at the store.
- 2 From the MWS main menu, select **Set Up > Network Menu > HPS-Chicago > Fuel Discount Configuration**. The Fuel Discounting Configuration screen opens.

**Figure 15: Fuel Discount Configuration Screen**



- 3 Select the desired card type in the left pane. From the drop-down list, select the Discounting Group to be applied to that card type.
- 4 Select **Save** to save your changes.



## Network Journal Report

Passport provides the Network Journal Report in which the merchant can review entries for network transaction exceptions, such as network payment declines, transactions with host authorized amount larger than the requested amount, and refunds. The merchant or store manager may use the Network Journal Report as an aid in searching for disputed transactions. To obtain a Network Journal Report, go to **MWS > Reports > Journal Reports > Network Journal**.

**Figure 16: Network Journal Report Screen**

The screenshot shows the 'Network Journal Report' interface. It includes several filter sections:
 

- Date/Time:** Radio buttons for 'Current Date' (set to 07/31/2014) and 'Select'. The 'Select' section has two date-time pickers: one for 07/24/2014 at 12:08:04 AM and another for 07/30/2014 at 17:12:46 PM.
- Exception Flag:** Radio buttons for 'Exception', 'Transaction', and 'All' (selected).
- Journal Text:** A text input field with a 'Clear' button.
- Source ID (Register \ CRIND \ Other):** Radio buttons for 'All' and 'Select', with a text input field containing 'OtherSource'.
- Journal Type:** Radio buttons for 'All' and 'Select', with a list box containing 'System', 'Transaction Results', 'Settlement', 'Period Close', and 'Communications'.
- Sort By:** A dropdown menu set to 'Timestamp' and radio buttons for 'Ascending' and 'Descending'.

The following is a sample Network Journal Report.

**Figure 17: Network Journal Report Example**

Network Journal Report					
<b>Store Name</b>					
<b>Address Line 1</b> STORE # 299					
<b>Address Line 2</b>					
<b>Address Line 3</b>					
<b>City</b> ST 123456789012					
OPERATOR NAME Area Manager					
OPERATOR ID 91					
SOFTWARE VERSION eb17sp16v0_20_140529 HPS- CHICAGO					
REPORT PRINTED 07/31/2014 11:47:39AM					
CHICAGO					
DATE: 07/24/2014 0:08PM TO 07/30/2014 5:12PM					
SOURCE: All					
JOURNAL TYPE: All					
EXCEPTION: All					
SEARCH STRING:					
SORT BY: Time					
TIME	SOURCE	TYPE	EXC	NETWORK	JOURNAL TEXT
2014-07-24 12:08:04	Other	Transaction Results	No	HPS Chicago	2014-07-24 12:05 Host Authorized Amount: \$50.00 Is Biggie (Int) Requested Total Amount: \$1.00 Host replied: USC=A, SRC=00, Tin Type: 201_13_EBES, Pa#: n.a. Card: EBT Cash
2014-07-24 14:50:05	Other	Transaction Results	No	HPS Chicago	2014-07-24 14:47 Host Authorized Amount: \$50.00 Is Biggie (Int) Requested Total Amount: \$3.00 Host replied: USC=A, SRC=00, Tin Type: 201_13_EBES, Pa#: n.a. Card: EBT Cash
2014-07-24 15:14:04	Other	Transaction Results	No	HPS Chicago	2014-07-24 15:11 Host Authorized Amount: \$50.00 Is Biggie (Int) Requested Total Amount: \$3.00 Host replied: USC=A, SRC=00, Tin Type: 201_13_EBES, Pa#: n.a. Card: EBT Cash

# Network Reports

Network reports provide data on transactions transmitted to the HPS-Chicago network. Some network reports give information on the status of transactions while others list total amounts for transmitted transactions. Each report prints with a heading that includes the name of the report, the date, and time the report was printed.

The names of network reports at Fast Stop stores begin with “Fast Stop”.

The following network reports are available:

Report Name	Shift	Store	Current	Config.
HPS-Chicago Card Configuration Report				✓
HPS-Chicago Card Conflict Report by Shift	✓	✓		
HPS-Chicago Cash Card Details Report (Secure)				
HPS-Chicago Cash Card Details Report	✓	✓		
HPS-Chicago Current Cash Card Details Report (Secure)			✓	
HPS-Chicago EMV Configuration Report				✓
HPS-Chicago Host Details Report by Batch	✓	✓		
HPS-Chicago Current Host Details Report by Batch			✓	
HPS-Chicago Local Details Report by Batch (Secure)				
HPS-Chicago Local Details Report by Batch	✓	✓		
HPS-Chicago Current Local Details Report by Batch (Secure)			✓	
HPS-Chicago Site Configuration Report				✓
HPS-Chicago Site Level Card Based Fuel Discount Report				✓
HPS-Chicago Summary Report by Batch	✓	✓		
HPS-Chicago Current Summary Report by Batch			✓	
HPS-Chicago Summary Report by Day		✓		
HPS-Chicago Current Summary Report by Day			✓	
HPS-Chicago Summary Report by Shift	✓	✓		
HPS-Chicago Current Summary Report by Shift			✓	
HPS-Chicago Uncollected Transactions Report by Batch (Secure)				
HPS-Chicago Uncollected Transactions Report by Batch	✓	✓		
HPS-Chicago Current Uncollected Transactions Report by Batch (Secure)			✓	

## IMPORTANT INFORMATION

Secure reports may contain sensitive customer data, such as card account number and expiration date. These reports are password protected and available to print on demand only. Non-secure versions of secure reports print card account numbers masked except the last four digits.

### **Batch Out of Balance**

Settlement reports assist the merchant to quickly understand if any manual reconciliation is required, either for batch out of balance condition or there are transactions not collected by the host, which means the network may not pay the merchant for these transactions.

There are some occurrences that may cause the network batch to close out of balance.

Use the HPS-Chicago Summary Report by Batch to compare the Passport totals with the HPS-Chicago host details totals. If the Passport totals and HPS-Chicago network totals do not match, you must look for the discrepancy. If the HPS-Chicago totals are greater than the Passport totals, the store may have had a duplicate transaction. Review the Host Detail Report to locate the discrepancy. If you find a duplicate transaction, call the HPS-Chicago Help Desk to cancel the duplicate transaction. If the Passport totals are greater than the HPS-Chicago totals, examine the Local Batch Details Report for the discrepancy. You must handle the missing transactions manually.

If a Shift is closed immediately after performing a sale in which the HPS-Chicago network does not respond before the transaction time out expires, the batch may close out of balance. Examine the Summary Report by Shift to determine if this situation has occurred.

## HPS-Chicago Card Configuration Report

This report provides the current card configuration settings found in **MWS > Set Up > Network Menu > HPS-Chicago > Network Card Configuration**.

*Note: "N/A" on the report means settings are not available for the particular card or do not apply to the card.*

**Figure 18: HPS-Chicago Card Configuration Report**

HPS-Chicago Card Configuration Report																
GILBARCO SITE										Terminal Location ID: GILBARCO01						
7300W Friendly Ave																
Greensboro, NC 27409																
3365475600										REPORT PRINTED: Jul 07,2016 20:34						
Name	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
American Express	Yes	Yes	\$0.00	\$50.00	Yes	No	Never	No	Yes	No		American Express	\$0.00	P1	N/A	Yes
Checkstone	Yes	Yes	\$75.00	\$75.00	No	N/A	N/A	N/A	No	N/A	N/A	Checkstone	N/A	M2	N/A	N/A
Debit	Yes	Yes	\$75.00	\$75.00	No	N/A	N/A	N/A	Yes	N/A	N/A	Debit	N/A	M2	N/A	N/A
Discover	Yes	Yes	\$0.00	\$100.00	Yes	No	Never	No	No	No		Discover	\$0.00	P2	N/A	Yes
DVM	Yes	Yes	\$75.00	\$75.00	No	N/A	N/A	N/A	No	N/A	N/A	DVM	N/A	M2	N/A	N/A
EBT Cash	Yes	No	\$0.00	\$0.00	Yes	N/A	N/A	N/A	No	N/A	N/A	EBT Cash	N/A	M2	N/A	N/A
EBT Food	Yes	No	\$0.00	\$0.00	Yes	N/A	N/A	N/A	No	N/A	N/A	EBT Food	N/A	M2	N/A	N/A
FleetOne	Yes	Yes	\$0.00	\$50.00	Yes	N/A	N/A	N/A	No	No		FleetOne	N/A	M2	N/A	N/A
Fuelman	Yes	Yes	\$0.00	\$50.00	Yes	N/A	N/A	N/A	No	No		Fuelman	N/A	M2	N/A	N/A
GC/FleetWide	Yes	Yes	\$0.00	\$50.00	Yes	N/A	N/A	N/A	No	No		GC/FleetWide	N/A	M2	N/A	N/A
MasterCard	Yes	Yes	\$0.00	\$100.00	Yes	No	Never	No	Yes	No		MasterCard	\$0.00	P2	N/A	Yes
MasterCard Fleet	Yes	Yes	\$0.00	\$150.00	Yes	N/A	N/A	N/A	No	No		MasterCard Fleet	\$0.00	M2	N/A	N/A
MasterCard Purchase	Yes	Yes	\$0.00	\$150.00	Yes	N/A	N/A	N/A	No	No		MasterCard	\$0.00	M2	N/A	Yes
MFF PLCC Commercial	No	Yes	\$0.00	\$75.00	No	N/A	N/A	N/A	No	No		MFF PLCC	N/A	P1	N/A	N/A
MFF PLCC Consumer	No	Yes	\$0.00	\$75.00	No	N/A	N/A	N/A	No	No		MFF PLCC	N/A	P1	N/A	N/A
MFF Visa	No	Yes	\$0.00	\$75.00	No	N/A	N/A	N/A	No	No		MFF Visa	N/A	P1	N/A	N/A
Proprietary DVM	No	Yes	\$75.00	\$75.00	No	N/A	N/A	N/A	No	N/A	N/A	DVM	N/A	M2	N/A	N/A
Visa	Yes	Yes	\$0.00	\$75.00	Yes	No	Never	No	Yes	No		Visa	\$0.00	P2	N/A	Yes
Visa Fleet	Yes	Yes	\$0.00	\$150.00	Yes	N/A	N/A	N/A	No	No		Visa Fleet	\$0.00	M2	N/A	N/A
Visa Purchase	Yes	Yes	\$0.00	\$75.00	Yes	N/A	N/A	N/A	No	No		Visa	\$0.00	M2	N/A	Yes
Voyager	Yes	Yes	\$0.00	\$50.00	Yes	N/A	N/A	N/A	No	No		Voyager	N/A	M2	N/A	N/A
WEX	Yes	Yes	\$0.00	\$50.00	Yes	N/A	N/A	N/A	No	No		Wright Express	N/A	M2	N/A	N/A

<b>Reference:</b>	
A:	Accept Card
B:	Allowed at CRIND
C:	CRIND Pre-Auth Amount
D:	CRIND Threshold Amount
E:	Allowed for Manual Entry
F:	Prompt for ZIP Code Outside
G:	Prompt for ZIP Code Inside
H:	Prompt for Card Verification ID
I:	Allowed for Returns
J:	Allowed for Voice Authorization
K:	Call Center Number
L:	Receipt Name
M:	Receipt Signature Limit
N:	Track Preference
O:	ISO Prefix
P:	Debit Capable
N/A:	This feature is not available for the card type
P1:	Preferred track 1
P2:	Preferred track 2
M1:	Mandatory track 1
M2:	Mandatory track 2

### HPS-Chicago Card Conflict Report by Shift

This report provides information on transactions in which Passport incorrectly recognized a secondary network card as a card that HPS-Chicago accepts or incorrectly recognized a card that HPS-Chicago accepts as a secondary network card. Use this report to identify secondary network cards incorrectly configured in **MWS > Set Up > Network Menu > HPS-Chicago > Network Card Configuration**.

**Figure 19: Card Conflict Report**

<u>HPS-Chicago Card Conflict Report by Shift</u>		
<b>Friendly Fuel Stop</b> 7300 W Friendly Ave Greensboro, NC 27410 336-547-5000		Terminal Location ID: TERMLC1D  REPORT PRINTED: Sep 16, 2016 13:47
<b>Shift ID 14</b> Open time: 09/15/2016 08:24:58 Close time: 09/16/2016 13:46:10		
<u>Issuer Name - Processing Network</u>	<u>Issuer Name - Configured Network</u>	<u>Conflict Instances (Current period)</u>
Visa HPS Chicago	Aux Network Auxiliary Network	3

### HPS-Chicago Cash Card Details Report by Batch

This report provides summary information on all transactions involving a cash card in a specific batch. The secure version of the report prints account numbers unmasked. The current version of the report is similar in appearance to the secure version, but for the current open batch.

**Figure 20: HPS-Chicago Cash Card Details Report by Batch**

<u>HPS-Chicago Cash Card Details Report by Batch</u>								
<b>Friendly Fuel Stop</b> 7300 W Friendly Ave Greensboro, NC 27410 336-547-5000						Terminal Location ID: TERMLC1D  REPORT PRINTED: Sep 16, 2016 13:47		
<b>Local Batch Id 11 (Host Batch Id: 11)</b> Open time: 09/15/2016 08:24:58 Close time: 09/16/2016 13:46:10								
<u>Reference #</u>	<u>Date/Time</u>	<u>Card</u>	<u>Transaction Type</u>	<u>Account #</u>	<u>Exp.Date</u>	<u>Invoice #</u>	<u>Auth.Code</u>	<u>Amount</u>
5028	09/16/2016 13:51:03	SVS	Zero Balance	6035XXXXXXXXXXXX	99/99	5028	8A1AAQ	\$84.22
5030	09/16/2016 13:51:03	SVS	Deactivation	6035XXXXXXXXXXXX	99/99	5030	78OR0Z	\$5.00
5031	09/16/2016 13:51:03	SVS	Recharge	6035XXXXXXXXXXXX	99/99	5031	T1UWH6	\$20.00
5036	09/16/2016 13:51:03	DVM	Recharge	7083XXXXXXXXXXXX	99/99	5036	0F6144	\$100.00

## HPS-Chicago EMV Configuration Report

This report contains the information regarding EMV chip cards that HPS-Chicago accepts along with the rules for acceptance.

**Figure 21: HPS-Chicago EMV Configuration Report**

**EMV Configuration Report**

Report created: 09/12/2016 03:55:28 PM

---

**Network Configuration Values**

US Common Debit Preferred:	True
Additional Terminal Capabilities:	F000FOA001

---

**Pinpad Configuration Values**

PinPad Id:	1	EMV Enabled:	True
------------	---	--------------	------

---

**Configuration Values**

American Express  
(AID: A0000002501)

AID Activated: 4	Term Capability: E0F8C8
Term Country:	Term Currency:
Addl Capability:	Merch Cat Code: 5311
TAC Default: 000000000	TAC Denial: 000000000
TAC Online: 000000000	Partial Select: True
Trans Curr Exp:	Trans Cat Code: R
App Ver Num 0001	PSPId:
Pri:	
Term Floor Lim: 0	Rand Sel Thresh: 0
Rand Sel 0	Rand Sel 0
Max%:	Target%:
AllowFallback: True	AllowPENBypass: False
Fallback expiry: 2099-12-31	Acquirer ID:
Default DDOL: 9F3704	Default TDOL:
Merchant 0	Is debit Card: False
stand-in floor limit:	
Application Account Selection: False	Trans Refer Currency Conv: 61000000
Terminal Risk Managment TTQ:	Transaction Types: 8000
Application Selection: True	Card Type: 03
	---- Contactless ----
CTLS Trans Limit: 15	CTLS Req CVMLim: 10

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### HPS-Chicago Host Details Report by Batch

This report shows transactions reported by the HPS-Chicago host during a closed batch period and assists the store manager in reconciling with the HPS-Chicago network. The current version of the report is for the current open batch.

**Figure 22: HPS-Chicago Host Details Report by Batch**

<u>HPS-Chicago Host Details Report by Batch</u>			
<b>Friendly Fuel Stop</b> 7300 W Friendly Ave Greensboro, NC 27410 336-547-5000		<b>Terminal Location ID: TERML0CID</b>  REPORT PRINTED: Sep 16, 2016 13:47	
<b>Local Batch Id 12</b>  <b>Open time:</b> 09/16/2016 13:49:10  <b>Close time:</b> 09/16/2016 18:12:34			
<b>Transaction Details:</b>			
<u>Reference #</u>	<u>Card</u>	<u>Transaction Type</u>	<u>Amount</u>
0001	MC	Voided Sale	\$0.00
0002	AX	Sale	\$15.00
0003	MC	Sale	\$20.00
0004	AX	Sale	\$32.54
0006	DS	Sale	\$20.00

### HPS-Chicago Local Details Report by Batch

This report provides transaction batch details based on Passport information, as opposed to information provided by the HPS-Chicago network. The secure version is available on demand only and shows account and expiration date unmasked.

**Figure 23: HPS-Chicago Local Details Report by Batch**

<u>HPS-Chicago Local Details Report by Batch</u>								
<b>Friendly Fuel Stop</b> 7300 W Friendly Ave Greensboro, NC 27410 336-547-5000					<b>Terminal Location ID: TERML0CID</b>  REPORT PRINTED: Sep 16, 2016 14:28			
<b>Local Batch Id 12 (Host Batch Id: 0) closed OUT OF BALANCE</b>  <b>Open time:</b> 09/16/2016 14:12:36  <b>Close time:</b> 09/16/2016 14:16:36								
<b>Transaction Details:</b>								
<u>Reference #</u>	<u>Date/Time</u>	<u>Card</u>	<u>Transaction Type</u>	<u>Account#</u>	<u>Exp.Date</u>	<u>Invoice#</u>	<u>Auth.Code</u>	<u>Amount</u>
0001	09/16/2016 14:12:36	SVS	Voided Sale	XXXXXXXXXXXXXXXX0154	99/99	5038	0F6144	\$10.00
0002	09/16/2016 14:13:03	Visa	Sale	XXXXXXXXXXXXXXXX1007	12/16	5039	82J1VH	\$15.00
0003	09/16/2016 14:13:55	Debit	Sale	XXXXXXXXXXXXXXXX8000	12/18	5041	8A1AAQ	\$20.00
0004	09/16/2016 14:14:39	MasterCard	Sale	XXXXXXXXXXXXXXXX0016	10/16	5043	78OR0Z	\$32.54
0006	09/16/2016 14:14:41	FleetOne	Sale	XXXXXXXXXXXXXXXX3504	12/99	5045	LM8D01	\$20.00

## HPS-Chicago Site Configuration Report

This report provides a printed version of information programmed in **MWS > Set Up > Network Menu > HPS-Chicago > Network Site Configuration**.

**Figure 24: HPS-Chicago Site Configuration Report**

HPS-Chicago Site Configuration Report	
Gilberts Fuel Depot W Friendly Ave Greensboro, NC 27410 336-547-5000	Terminal Location ID: TermLocID  REPORT PRINTED: Sep 16, 2016 14:07
<b>Merchant Configuration</b>	
Site Name:	Gilberts Fuel Depot
Site Address:	W Friendly Ave
Site City:	Greensboro
Site State:	NC
Site ZIP Code:	27410
Site Phone Number:	336-547-5000
Company ID:	CoID
Terminal Location ID:	TermLocID
Maximum Debit Cashback Amount:	\$10.00
Maximum EBT Cashback Amount:	\$10.00
EBT Cash Sale Fee:	\$0.50
Debit Sale Fee:	\$0.50
Connection Type:	TCP/IP with Dial Backup
<b>TCP/IP Configuration</b>	
Primary IP Address:	10.5.48.6
Primary TCP Port:	5001
Secondary IP Address:	
Secondary TCP Port:	0
Tertiary IP Address:	
Tertiary TCP Port:	0
Use SSL:	False
<b>Dial Configuration</b>	
Primary Phone Number:	1223334444
Secondary Phone Number:	5555666666
Modem COM Port:	5
Baud Rate:	2400
Modem Init String:	&F+A&E=,,,0V1EX4&K&Q6M0%C+MS=2
Modem Registers:	S7=30S9=1S11=50S25=0S10=2
Dial Header:	DT
Dial Trailer:	



## HPS-Chicago Site Level Card Based Fuel Discount Report

This report provides information on the programming in **MWS > Set Up > Network Menu > HPS-Chicago > Fuel Discount Configuration.**

**Figure 25: HPS-Chicago Site Level Card Based Fuel Discounts Report**

HPS-Chicago Site Level Card Based Fuel Discounts Report	
Gilberts Fuel Depot W Friendly Ave Greensboro, NC 27410 336-547-5000	Terminal Location ID: TermLocID  REPORT PRINTED: Sep 16, 2016 14:11
Card Record	Discount Group
American Express	NONE
Chockstone	NONE
Debit	DebitDiscount
Discover	NONE
DVM	NONE
EBT Cash	NONE
FleetOne	NONE
FleetWide	NONE
Fuelman	NONE
MasterCard	NONE
MasterCard Fleet	NONE
MasterCard Purchase	NONE
Proprietary DVM	StoreDiscount
Proprietary MasterCard	NONE
Proprietary SVS	StoreDiscount
SVS	NONE
Visa	VisaBenefit
Visa Fleet	VisaBenefit
Visa Purchase	VisaBenefit
Voyager	NONE
WEX	NONE

### HPS-Chicago Summary Report by Batch

This report compares local and host transaction totals for a specific batch. The information includes:

- Transaction count and total dollar amount for each card type category found in the local and host batch
- Transaction count and total dollar amount for all currently uncollected transactions that occurred in the batch
- Special information or instructions regarding certain entries in the report
- If a batch was closed when the shift was closed, the host batch number from the batch close response

In addition, Passport also provides similar information by shift and day.

**Figure 26: HPS-Chicago Summary Report by Batch**

<b>HPS-Chicago Summary Report by Batch</b>					
Gilberts Fuel Depot W Friendly Ave Greensboro, NC 27410 336-547-5000			Terminal Location ID: TermLocID  REPORT PRINTED: Sep 16, 2016 14:19		
Local Batch Id 12 (Host Batch Id: 0) closed OUT OF BALANCE.					
Open time: 09/16/2016 14:12:36					
Close time: 09/16/2016 14:16:36					
<b><u>CREDIT TOTALS</u></b>					
	<b>Local Count</b>	<b>Host Count</b>	<b>Local Amount</b>	<b>Host Amount</b>	<b>Difference Amount</b>
Proprietary Credit Sales	0	0	\$0.00	\$0.00	\$0.00
Visa Sales	1	0	\$200.00	\$0.00	(\$200.00)
Mastercard Sales	1	0	\$1.52	\$0.00	(\$1.52)
Other Credit Sales	3	1	\$4.12	\$0.01	(\$4.11)
<b>Total Credit Sales</b>	<b>5</b>	<b>1</b>	<b>\$205.64</b>	<b>\$0.01</b>	<b>(\$205.63)</b>
Total Credit Voids	0	0	\$0.00	\$0.00	\$0.00
Total Credit Returns	0	0	\$0.00	\$0.00	\$0.00
<b><u>DEBIT TOTALS</u></b>					
	<b>Local Count</b>	<b>Host Count</b>	<b>Local Amount</b>	<b>Host Amount</b>	<b>Difference Amount</b>
Total Debit Sales	1	1	\$11.50	\$11.50	\$0.00
Total Debit Voids	0	0	\$0.00	\$0.00	\$0.00
Total Debit Returns	0	0	\$0.00	\$0.00	\$0.00
<b><u>OUTSTANDING TRANSACTIONS</u></b>					
	<b>Uncollected(*) Count</b>		<b>Uncollected(*) Amount</b>		
Sales	0		\$0.00		
Voids	0		\$0.00		
Reversals	0		\$0.00		
(*) Uncollected transactions in this period were not approved by the host, are not going to be forwarded again, and require manual processing. To retrieve information on these transactions, print the Uncollected Transactions: By Batch Report.					

## HPS-Chicago Uncollected Transactions Report by Batch

This report provides information on all uncollected transactions in a batch, including information on why the transaction is uncollected. The secure version of the report shows account number and expiration date unmasked and the current version contains information on the current open batch.

**Figure 27: HPS-Chicago Uncollected Transactions Report by Batch**

<u>HPS-Chicago Uncollected Transactions Report by Batch</u>									
Friendly Fuel Stop 7300 W Friendly Ave Greensboro, NC 27410 336-547-5000					Terminal Location ID: TERMLCID  REPORT PRINTED: Sep 16, 2016 14:47				
Network Batch # 7									
Uncollected Sales									
<u>Date/Time</u>	<u>Invoice#</u>	<u>Reference#</u>	<u>Auth Code</u>	<u>Account#</u>	<u>Exp.Date</u>	<u>Card</u>	<u>Amount</u>	<u>Reason</u>	
09/16/2016 13:51:03	5194	5194	78OR0Z	6035XXXXXXXXXXXX	12/18	MasterCardFleet	\$84.22	Declined W/U8	
09/16/2016 13:51:47	5193	5193	8A1AAQ	3718XXXXXXXXXXXX	11/19	American Express	\$5.00	Abandoned	
Uncollected Voids									
<u>Date/Time</u>	<u>Invoice#</u>	<u>Reference#</u>	<u>Auth Code</u>	<u>Account#</u>	<u>Exp.Date</u>	<u>Card</u>	<u>Amount</u>	<u>Reason</u>	
09/16/2016 14:42:49	5188	5188	QF6144	4098XXXXXXXXXXXX	12/17	Visa	\$10.37	Declined 9/99	
Uncollected Reversals									
<u>Date/Time</u>	<u>Reference#</u>	<u>Account#</u>	<u>Exp.Date</u>	<u>Card</u>	<u>Amount</u>	<u>Reason</u>			
09/16/2016 13:45:11	5192	7083XXXXXXXXXXXX	07/18	Debit	\$10.00	Abandoned			

## HPS-Chicago Network Batch Size Limitations

HPS-Chicago has limitations on network batches and how Passport performs when the batch size limits are met. The following is an overview of these batch size limitations:

- Transaction count exceeds 2,000: Passport displays a message on the Network Status screen, “Batch is almost full. Shift or Day Close recommended.” Passport continues to display this message at each subsequent network transaction until the current batch is closed.
- Transaction count exceeds 9,000:
  - Passport rejects the network transaction.
  - Passport displays a message on the Network Status screen, “Batch is full. Card transactions not accepted. Check Network is Online and perform a Shift or Store Close.”
- Effects of batch limits on Summary Report by Shift:
  - Report shows all batches that closed in the Shift and status of the last batch.
  - Each reported closed batch indicates whether the batch closed in balance.

*Note: HPS-Chicago closes a batch if the host has not received a Batch Close Request from Passport within four days of the first transaction in the batch; however, the host does not communicate back to Passport that it closed the batch. Passport continues to process transactions and the batch will show as out of balance when Passport closes the batch.*

# Cashier Workstation (CWS) Network Functions

## IMPORTANT INFORMATION

Handling sensitive customer information is an exclusive responsibility of the merchant and must be done in a Payment Card Industry (PCI) compliant manner when performing card imprints and when the network is not communicating with Passport.

## Checking Network Status

The Network key allows you to view a record of network events such as communication errors that occurred. Each network event is assigned a severity rating (low, medium, or high). The color of the Network Status button indicates the severity of the rating of the event:

Color	Severity	Impact
Blue	Low	Not critical, operations are not stopped, but the cashier should report the event to the manager.
Yellow	Medium	Not yet critical, some operations may be affected. Cashier should report the event to the manager and take required action.
Red	High	Critical issue that affects network transaction processing. Take immediate action.

If multiple events occurred, the color of the Network button indicates the highest severity rating of the events. The Network button color changes when an event is corrected or after a pre-determined time.

## Accessing Network Functions

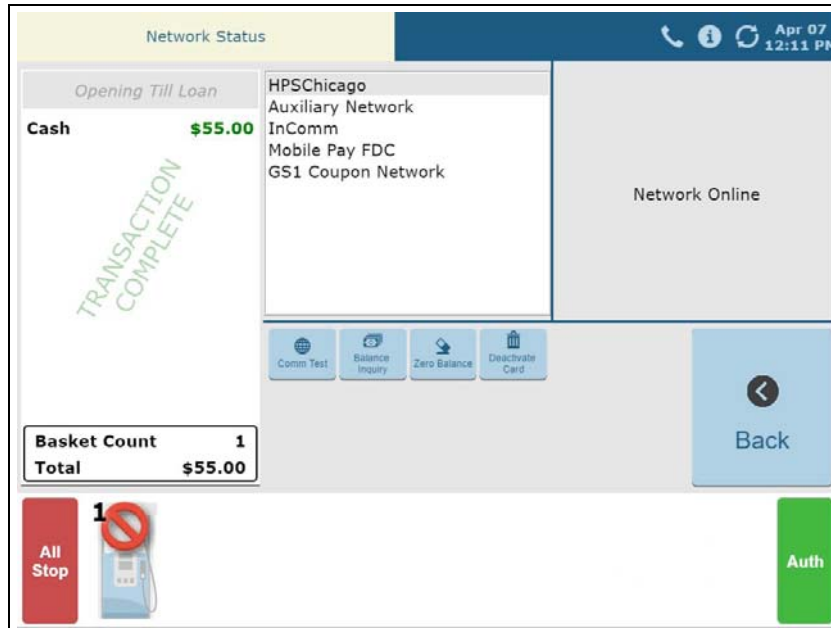
You can access this screen by selecting the Network button on the Cashier screen.

Figure 28: Network Key



The **Network Status** screen opens.

Figure 29: CWS Network Status Screen



The **Network Status** screen provides information on all networks connected to the Passport system. Select a network in the middle pane and its status is displayed in the right pane.

The **Network Status** screen contains following buttons:

- Comm Test
- Balance Inquiry
- Zero Balance
- Deactivate Card

### **Balance Inquiry**

The cashier can use the **Balance Inquiry** button on the Network Status screen to obtain the remaining balance on cash cards as well as EBT cards. After the card is swiped, if Passport cannot identify the card as a cash card, Passport prompts the cashier if the card is an EBT Cash card. If the cashier responds with **Yes**, Passport makes an EBT Cash card balance request; otherwise, Passport makes an EBT Food card balance inquiry.

### **Deactivate Card and Zero Balance**

To deactivate a cash card purchased in the current batch, the cashier performs the following:

- 1** Perform a balance inquiry to obtain the remaining balance of the cash card.
- 2** Select the **Deactivate Card** key. The CWS prompts the cashier to enter the amount of the cash card. The cashier enters the remaining balance from the Balance Inquiry.
- 3** The CWS prompts the cashier to enter the Activation Invoice Number. The cashier enters this from the original receipt and then swipes the cash card at the PIN Pad.
- 4** If Passport finds the activation transaction that matches the information the cashier entered, Passport voids the original transaction; otherwise, Passport displays the error message “No Activation found in the batch.”

### **Comm Test**

When the cashier selects the **Comm Test** key, Passport indicates whether the HPS-Chicago network is online in the right pane of the **Network Status** screen.

## Activate and Recharge Cash Cards

All cash card PLU and UPC items in the price book may be configured in **MWS > Pricing > Item** using an Item Type of *Cash Card* or imported from the Back Office using the Item Type “gift”. If cash card items are not configured with the **Cash Card** Item Type, you cannot activate or recharge the cards after selling them.

Figure 30: Cash Card Item Type

The screenshot displays the 'Cash Card' item type configuration window. The window is titled 'Tender Restrictions' and has tabs for 'General', 'Scan Codes', 'Linked Items', 'Options', and 'Qualifiers'. The 'General' tab is active. The form contains the following fields and options:

- PLU/UPC: [Text Field]
- Description: [Text Field]
- Department: [Dropdown Menu]
- Receipt Desc.: [Text Field]
- Item Type: [Dropdown Menu] (Current selection: Regular Item)
- Price Requires: [Radio Button]
- This item sells: [Radio Button] (Selected)
  - InComm Fast PIN
  - InComm Fast PIN BDP
  - InComm RTR
  - InComm Gift Card
- Buy: [Radio Button] @ [Text Field] per free.
- This item sells for: [Text Field] per unit for the first [Text Field] items, every item afterwards @ [Text Field]
- This item's price is: [Text Field] for [Text Field]
- This item sells for: [Text Field] per unit or [Text Field] for [Text Field]

The 'Cash Card' option is highlighted in blue, and a pink box is drawn around it. The interface also features a 'POS' icon, a 'HELP' icon, a 'Save' button, and a 'Cancel' button.

Passport performs a cash card sale and activation within a single transaction. After the cashier rings an item with Item Type of Cash Card and the customer pays for the transaction, the CWS automatically begins the cash card activation process, prompting the cashier to swipe each cash card from the original purchase. Then the CWS prompts the cashier if the action is for activation or recharge.

Figure 31: Activation or Recharge Prompt



## EBT Card Transactions

Passport allows EBT transactions inside only. EBT cards are not accepted outside at the dispenser or inside for prepay fuel. EBT Cash and EBT Food transactions also require customer PIN entry.

Passport applies a transaction fee (similar to debit transactions) based on the amount configured as the "EBT Cash Sale Fee" (MWS > Set Up > Network Menu > HPS-Chicago > Network Site Configuration > Merchant Configuration > Page 1 tab).

If the customer requests cash back with EBT Cash tender, Passport does not allow split tender. The EBT Cash card must cover the entire amount of the transaction, including cash back. If Passport receives partial approval for EBT Cash in which the customer requested cash back, the CWS prompts the cashier to perform a manual refund of the partially approved EBT Cash tender. The manual refund is necessary because of the PIN entry requirement on the sale transaction.

For split tender with EBT Food, the customer must present the EBT Food card as first payment.



## Appendix A: Upgrading to Passport V20

This section provides HPS-Chicago specific information to the ASC when upgrading from a Passport version which has been defined as an approved upgrade path.

### IMPORTANT INFORMATION

Due to the end-of-life of the Ingenico PIN Pads (iSC250 and iPP320) they were not certified with the HPS-Chicago network for Passport V20. When upgrading to V20.04, Passport will check to see if an Ingenico PIN Pad is connected. If one is detected, an error message will be displayed and the upgrade will be aborted. For a clean install of V20.04, Ingenico will not be an option on the Register Set Up screen. Although, the iSC250 and iPP320 will still process EMV transactions on V20.01, it is recommended that a site upgrade their PIN Pads to Verifone MX915 to remain in compliance with the approved HPS-Chicago network EMV configuration. Sites that continue using iSC250 or iPP320 after upgrading to Passport V20.01, will be at their own risk for receiving fraud liability charge-backs due to using a non-EMV certified solution.

#### Before beginning the upgrade:

The ASC must perform the following steps before the upgrade:

Step	Task Description
1	Ensure all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of \$0.000 PPU).
2	Print the <b>Network Configuration Report</b> . This will be helpful if a clean install is required and to confirm all network settings.
3	Perform Store Close and ensure all network transactions have completed by checking the Store and Forward Transactions Report for fallback transaction information.
4	Contact the HPS-Chicago network: <ul style="list-style-type: none"> <li>• If enabling EMV (inside and/or outside) and/or indoor EMV Contactless for the first time, verify that they are ready to proceed with the upgrade.</li> <li>• Verify that all batches are closed and settlement is complete on their end.</li> </ul>
5	Assist the merchant or store manager to print additional accounting and network reports as needed.
6	Ensure all file transfers from Passport to the BOS have completed.

**After the upgrade:**

The ASC must perform the following steps after the upgrade:

Step	Task Description
1	If applicable, configure the site to accept indoor EMV contactless cards. Refer to “EMV Indoor Contactless” on page 4 for details.
2	Request a PDL Download by going to <b>MWS &gt; Set Up &gt; Network Menu &gt; HPS-Chicago &gt; EMV PDL Download</b> .
3	If enabling EMV for the first time, review the parameters on <b>MWS &gt; Set Up &gt; Network Menu &gt; HPS-Chicago &gt; Network Configuration</b> on the EMV Parameters (Indoor) and Merchant Configuration Page 2 tabs with the store owner or store manager. Advise him to contact HPS-Chicago to discuss the financial implications and suggested settings on these screens.
4	If installing a VeriFone MX915 or Ingenico iSC250 PIN Pad after the upgrade, ensure the EMV Capable field is selected in <b>MWS &gt; Set Up &gt; Register &gt; Register Set Up &gt; Device Configuration</b> .
5	Print a new Site Level Card Based Fuel Discounts Report. If some card types no longer have their fuel discount or if the manager wishes to target new card types with fuel discounts, go to <b>MWS &gt; Set Up &gt; Network Menu &gt; HPS-Chicago &gt; Fuel Discount Configuration</b> and update the fuel discounts accordingly. Select Save to save the changes to the Passport database and exit.
6	Ensure the HPS-Chicago network is online by performing <b>Comm Test</b> on the CWS.

If the store manager or owner has operational questions outside Passport behavior, refer them to the HPS-Chicago representative.

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