



# Shell Card Merchant Operating Guide Move5000 Terminals

Shell Card Helpdesk: 13 16 18

**(For Shell Card queries only)**

ANZ Merchant Helpdesk: 1800 039 025

**(For all terminal and banking transaction queries)**

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# 1. Overview terminal features

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## 1.1 Major features

The **Move5000** terminal software is designed similar to the iCT250 series to:

- Process electronic transactions at your outlet
- Provide management reports on your outlet's transactions.

The new terminals provide the following additional features:

- A centralised Terminal Management System for banking and fuel card transactions managed by ANZ facilitating better terminal on boarding.
- Automatic communications fallback when the primary communications link fails. This terminal supports processing of banking and Shell Card transactions via Ethernet, GPRS, WIFI and PSTN.
- Capability to automatically download certain types of security keys i.e. ability to self-correct keys on MAC error reducing the need to return error terminals to base.
- Capability to remotely download software via TMS reducing the need to return terminals to base for software updates.
- Transmission of finalised Shell Card transaction immediately on completion of transaction i.e. removal of the Piggy back which sent the last completed Shell Card transaction with the next Shell Card authorisation request.
- The dealer must use the password emailed by ANZ to the dealer to perform manual entry and refunds on the terminal.
- New incoming dealer must execute terminal dealer changeover function to ensure site details are correctly printed on dockets.
- Electronic fallback for Shell Card transaction processing at the request of the dealer, subject to terms and conditions.
- Odometer validation for Shell Card transaction at the request of Shell Card customer.

**Please note that this operating guide is restricted to information on Shell Card Transaction Processing. For information on general terminal features and Non Shell Card transaction processing, please refer to the ANZ Terminal Quick Reference Guide (link provided below)- Operating Guides. Note that the Shell Card Merchant Operating Guide is also available on the same link.**

<https://www.anz.com.au/business/help-support/merchant/eftpos/>

## 1.2 Electronic transactions (including Shell Card Transactions)

When processing electronic and Shell Card transactions, the terminal is capable of:

- Reading the customer's card
- Performing some card security checks
- Selection of the type of transaction (i.e., purchase, cash out, or refund)
- Entering transaction details (i.e. purchase amount)
- Recording fleet management information (if needed)
- Printing dockets

## 1.3 Dealer functions

You use the terminal's dealer functions to:

- Change fuel prices on the terminal
- Set up the terminal to reflect the way you perform your business
- Perform settlements, shift totals and day totals
- Perform dealer changeover on the terminal

You also use the terminal's ANZ dealer functions to produce management reports on:

- The total value of the transactions during the shift
- The total value of transactions during the day
- The total value of the settlements with the bank and Viva Energy
- The fuel prices the terminal is using
- How your terminal is set up to reflect your business.

## 2. Move5000 terminal

This Operating Guide provides everything you need to know about processing Shell Card Transactions using your **Move5000** Terminal.

Please take time to read it thoroughly and ensure that your staff read it too.

### 2.1 Terminal features



## 2.2 Terminal keypad

### **SOFT-FUNCTION KEYS**

These soft-function keys (F1, F2/F3 and F4) allow you to select transaction type, select product category.

### **NUMBER KEYS**

Use the number keys to enter in the Transaction amounts, Authorisation Numbers and when the handkey function is required. For alpha values, select number and then press FUNC to toggle through the alphabets. This option is only allowed in fields which accept alpha characters.

### **MENU**

The menu key will display the ANZ EFTPOS MENU. Please select option 5 for Shell Card transaction menu.

### **ENTER (Green)**

The ENTER key will confirm values entered.

### **CANCEL (Red)**

The CANCEL key is used to cancel the current function and return the terminal to the idle state. Cancel key is also used to save terminal configuration changes.

### **CLEAR (Yellow)**

Press the CLEAR key to correct any invalid data entry.

### **Func (Black)**

Use the Func key to access the terminals function menus.

### **Feed**

Press the FEED key to progress the paper without printing.

## 2.3 Card reader

### **Magnetic Stripe Card Reader**

The card can be read via the Magnetic Stripe Card Reader located on the right hand side of the terminal. The Shell Card can be read by swiping from the top to the bottom of the terminal (or vice versa), with the magnetic stripe facing down and towards the terminal.

Use a regular movement to ensure a reliable card reading.

## 2.4 Menu system

The terminals functionality is grouped with similar functions and is accessed via the Shell Card menus or idle. Each of the menu items allows access to a function or sub-menu.

**Note:**

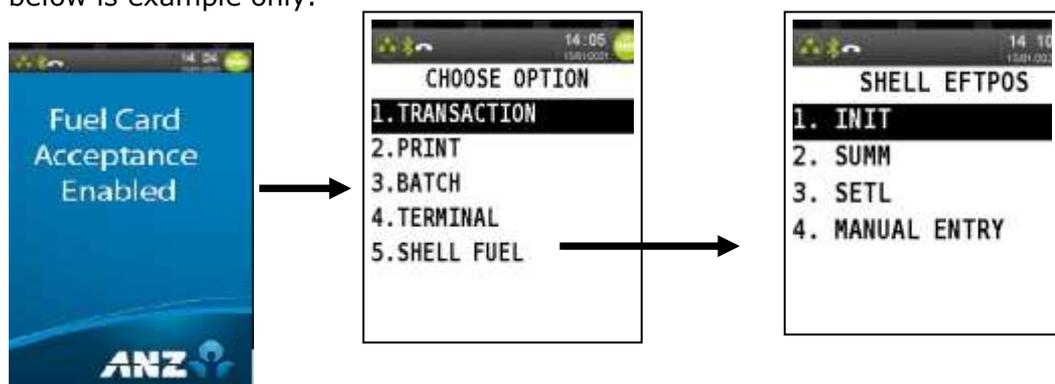
The menu always returns to idle after performing the selection function in the menu.

Key	Description
<b>CANCEL</b>	Exits the menu and returns to idle.
<b>CLEAR</b>	Returns to idle screen or displays the previous menu.
<b>ENTER</b>	Cycles clockwise through the menus.
<b>Numeric key pad</b>	Access menu options and enter values.
<b>F1, F2/F3 and F4-Touchscreen</b>	Select from available product options when processing transactions.
<b>Func</b>	Allows user to enter a function number.
<b>Feed</b>	Allows user to advance the paper.

**Note:** To enter alpha values, enter the number that has the alpha value you wish to enter, and then press the FUNC key until the alpha value you need appears. The entered numeric value will rotate to the next alpha with each FUNC key presses.

The diagram below illustrates the terminal’s menu structure for the Shell Card functions.

Note that the options available within the ANZ EFTPOS MENU can vary. The SHELL FUEL Menu is always the last menu number in the ANZ EFTPOS MENU. The diagram below is example only.



## 2.5 Terminal communications

The terminal will be configured for "Auto Comms Fallback" at time of despatch. This set up indicates that if the primary communications link at the site fails, then the terminal will automatically switch over to the next available communication channel at the site.

This Fall back is initiated by the banking application, hence a banking transaction will need to be done to automatically activate this fallback e.g. if a site's default communication is Ethernet and if this link fails, the terminal will switch to GPRS mode automatically when the next banking transaction is done. Shell Card online transactions can only be done after the banking application has initiated this auto fallback.

At PSTN sites, the default communications link is set to GPRS. If the site needs to change this to PSTN, the site should call ANZ Merchant Helpdesk to have this setting changed.

Note that each terminal has its own SIM card.

## 2.6 Software version details

The following are the software version details at time of release of terminals to sites.

#	Type of software	Version	Comments
1	Terminal software- banking application	ANZ MOD 0.10.17 VIVA	All terminals
2	Terminal software- fuel application	V1.16	All terminals
3	ANZ Terminal Management System	V15	All terminals
4	PCEFTPOS Non XP	Client Package V 5.2.2.0	Integrated Terminal
5	USB Non XP	USB 1.35	Integrated Terminal
6	PCEFTPOS XP	Client Package V4.8.5.2	Integrated Terminal
7	USB XP	USB 2.8	Integrated Terminal

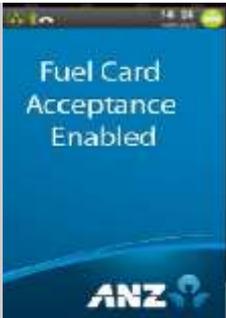
### 3. Terminal setup

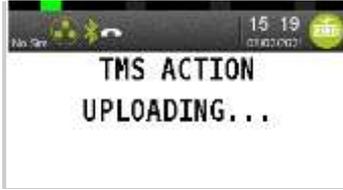
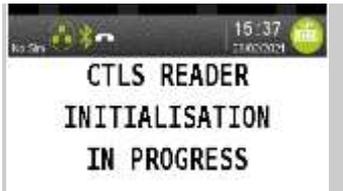
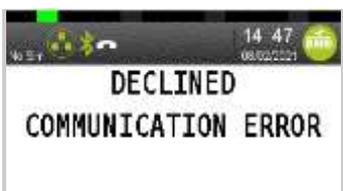
The terminal initialises with the ANZ Terminal Management System (TMS) to establish a secure link and receive the operating parameters for Shell Card. The TMS will also initialise Shell Card. The terminal requires initialisation with Viva Host and ANZ Host:

- after a power up or software boot
- when the terminal detects certain error conditions
- when a terminal configuration has been changed
- after a settlement (with the exception of a settlement that is initiated via a forced settlement during initialisation).

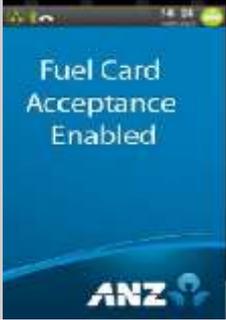
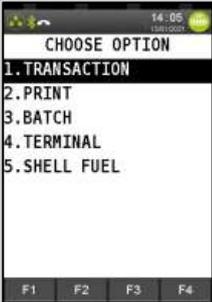
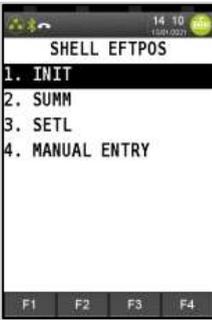
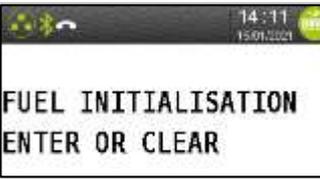
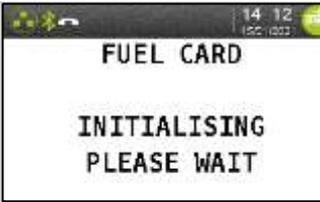
#### 3.1 TMS logon from idle

TMS logon is required to download Terminal Shell Card and Banking Parameters from the TMS.

Terminal Display	Description
	Terminal Idle Display.
	User presses FUNC key and enters FUNC 102.
	Displays while waiting for parameters to be downloaded.
	Terminal connects to the TMS.

Terminal Display	Description
	Terminal downloads Parameters from the TMS.
	Terminal is being configured with the parameters.
	Terminal is being configured with the parameters.
	The terminal environment is being configured.
	Parameter Download is Successful. The docket will start printing the terminal parameters. TMS INIT SUCCESS printed at the end of the docket will indicate a successful TMS connection.
	Displayed briefly after the TMS has been downloaded successfully.
	Displayed briefly before the IDLE screen is displayed.
	<p>If this message is displayed it means that the connection link may be down. Please check the terminal is connected correctly and your connection indicator is showing in green.</p> <p>Call the ANZ Merchant Helpdesk if this error persists.</p>

### 3.2 Shell Card initialisation from menu

Terminal Display	Description
	<p>From Idle press MENU key.</p>
	<p>Press menu number where <b>SHELL FUEL</b> is assigned to go to the Shell Card Menu.</p> <p>Note: Some menu functions maybe enabled/disabled in the ANZ app. I.e. CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into <b>SHELL FUEL</b>.</p>
	<p>Press <b>[1]</b> to perform initialisation.</p>
	<p>Press</p> <ul style="list-style-type: none"> <li>• <b>[ENTER]</b> to perform an initialisation.</li> <li>• <b>[CLEAR]</b> or <b>[CANCEL]</b> to cancel the function and return to Idle.</li> </ul>
	<p>TMS performs initialisation of terminal.</p> <p>APPROVED - Displays after a successful initialisation. The PIN pad returns to idle. Prints the initialisation docket</p>
	<p>Displays after a successful initialisation. The PIN pad returns to idle.</p> <p>The terminal prints the initialisation docket.</p>

**For unsuccessful initialisation, please contact ANZ Merchant Helpdesk.**

### 3.3 Shell Card initialisation docket

#### 3.3.1 Successful

##### No operating parameters

```

MERCHANT_NAME
MERCHANT_ADDRESS_1
MERCHANT_ADDRESS_2

SHELL INITIALISATION

TERMINAL ID  tttttttttt
DEALER      9999999
OUTLET      A999

DD/MM/YY    HH:MM

APPROVED    xx
    
```

##### With operating parameters

```

MERCHANT_NAME
MERCHANT_ADDRESS_1
MERCHANT_ADDRESS_2

SHELL INITIALISATION

TERMINAL ID  tttttttttt
DEALER      9999999
OUTLET      A999

DOCKET_FOOTER_1
DOCKET_FOOTER_2

HIGH LIMIT AMT  $9999.99

PUMP PRICE TOL.    99

ACCEPTED VIVA COMPANIES
COMPANY_NAME
DEALER A/C aaa99999aa

ACCEPTED CATEGORIES
CATEGORY_NAME

DD/MM/YY    HH:MM

APPROVED    xx
    
```

Small font to fit 30 bytes of data

Repeat for each accepted company identified in the Shell Card operating parameter table

Repeat for each accepted category identified in the Shell Card operating parameter table

#### 3.3.2 Unsuccessful Shell Card initialisation

```
MERCHANT_NAME  
MERCHANT_ADDRESS_1  
MERCHANT_ADDRESS_2  
  
SHELL INITIALISATION  
  
TERMINAL ID tttttttttt  
DEALER      9999999  
OUTLET      A999  
  
DD/MM/YY    HH:MM  
  
TRANSACTION CANCELLED xx  
ERROR_MESSAGE_TEXT
```

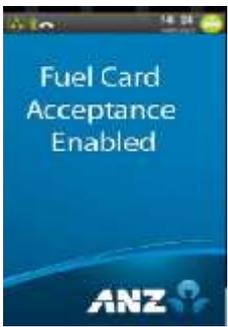
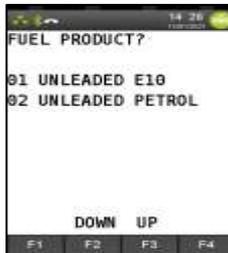
## 4. Processing Shell Card transactions

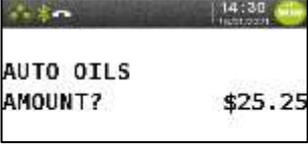
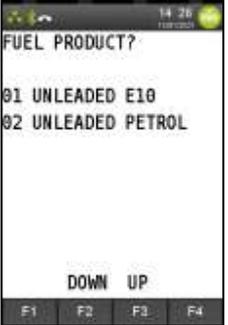
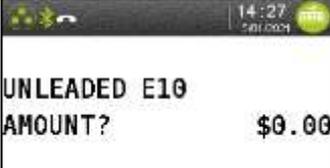
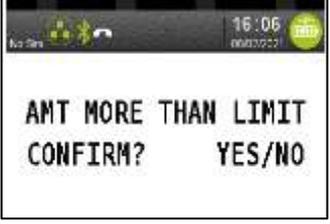
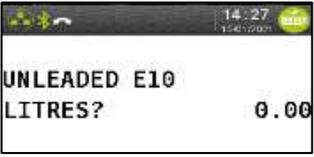
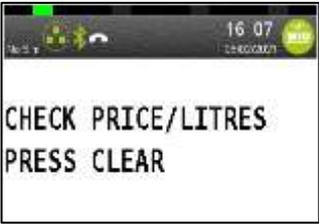
This section describes the steps involved in processing a Shell Card transaction. The transactions available are:

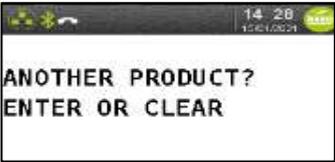
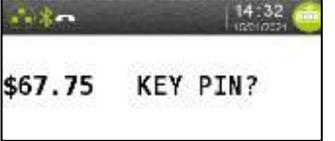
- **Purchase**  
allows the customer to pay for goods and services electronically.
- **Refund**  
allows the operator to correct an incorrect transaction or repay funds to a cardholder’s account.

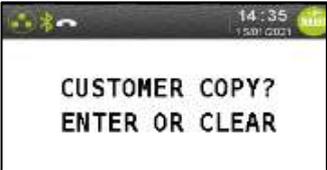
### 4.1 Shell Card purchase transaction

The operator performs a purchase transaction to allow the Shell Card cardholder to pay for goods and services electronically.

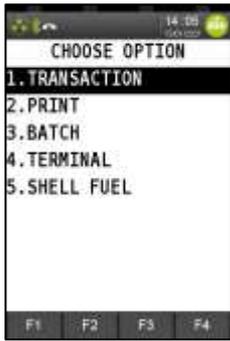
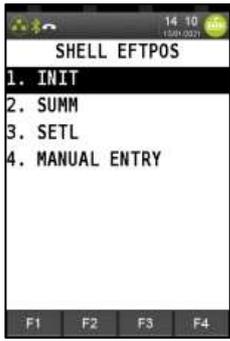
Terminal Display	Description
	Shell Card is swiped from Idle.
	Displays if the card swiped is a Shell Card. Press [F1] to initiate a purchase transaction.
	Press <ul style="list-style-type: none"> <li>• [F1] to select a product from the fuel category.</li> <li>• [F2 or F3] to select oil.</li> <li>• [F4] to select a product from the franchise category.</li> </ul>
	Displays if F1 is selected from the Product menu.

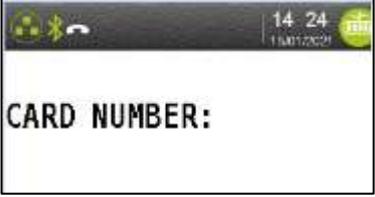
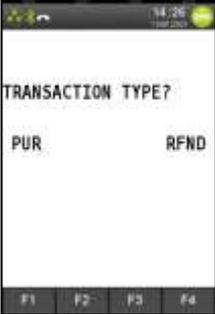
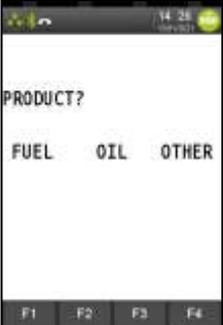
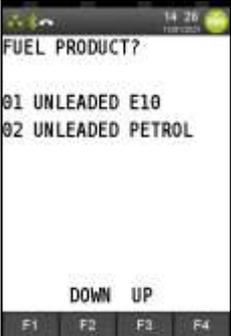
Terminal Display	Description
	<p>Displays if F2 or F3 is selected from the Product menu.</p>
	<p>Displays if F4 is selected from the Product menu.</p>
	<p>Displays when the fuel category is selected.</p> <ul style="list-style-type: none"> <li>• Press [F3] to scroll up the selected product list.</li> <li>• Press [F2] to scroll down the selected product list.</li> <li>• Using the keypad, enter the product ID and press [ENTER].</li> </ul>
	<p>Enter the 'purchase amount' for the selected product and press [ENTER].</p>
	<p>If the message is displayed, press [ENTER] to continue processing the transaction.</p>
	<p>Enter the 'litres volume' for the selected product and press [ENTER].</p>
	<p>Displays if the entered value and volume fail to match the pump price stored in the terminal.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [CLEAR] to clear the entry and continue processing from selecting the category.</li> </ul>

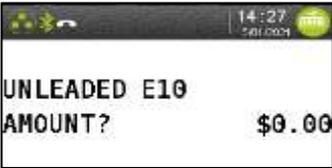
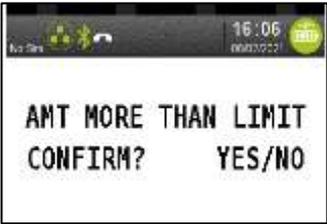
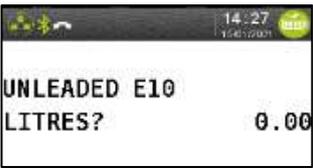
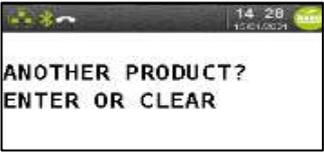
Terminal Display	Description
	<ul style="list-style-type: none"> <li>• [CANCEL] to cancel the transaction and return to idle.</li> </ul>
	<p>Press [CLEAR] to end product entry. Press [ENTER] to enter another product.</p> <p>Products not authorised are printed separately on the docket.</p>
	<p>Prompts if odometer is required for the card.</p> <ul style="list-style-type: none"> <li>• Enters the odometer number details and press [ENTER].</li> <li>• Press [ENTER] to bypass odometer number entry.</li> </ul> <p>The terminal prints the odometer number on the purchase docket if it is entered, otherwise NOT GIVEN is printed. Note that odometer validation will be performed when card is set up for this validation. A <b>warning</b> will be generated when the entered value does not meet the validation criteria. Cardholder can re-enter the correct value and proceed with the transaction.</p>
	<p>Warning is displayed if odometer reading is above the present limit</p>
	<p>Prompts if order number is required for the card. Both numeric and alpha characters can be entered. Up to 20 characters can be entered.</p> <ul style="list-style-type: none"> <li>• Enter the order number details and presses [ENTER].</li> <li>• Press [ENTER] to bypass order number entry.</li> </ul> <p>The terminal prints the order number on the purchase docket if it is entered, otherwise NOT GIVEN is printed. To enter characters, select the character on the keypad and press the FUNC key to rotate through the alpha characters.</p>
	<p>Request the cardholder to:</p> <ul style="list-style-type: none"> <li>• Enters their PIN and then press [ENTER].</li> </ul>
	<p>The terminal communicates with Shell Card host to finalise the Shell Card transaction.</p>

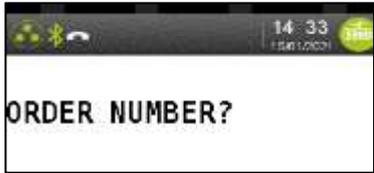
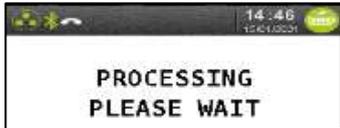
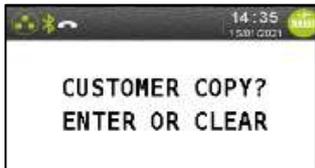
Terminal Display	Description
	<p>Terminal receives response code of 00 for approved swiped transactions.</p>
	<ul style="list-style-type: none"> <li>• [ENTER] to print customer copy of the transaction.</li> <li>• [CLEAR] to decline printing customer copy of the transaction.</li> </ul>
	<p>Displays if the customer copy of the docket is requested.</p>

## 4.2 Shell Card manual entry processing

Terminal Display	Description
	<p>From Idle press Menu button.</p>
	<p>Press menu number where <b>SHELL FUEL</b> is assigned to go to the Shell EFTPOS Menu.</p> <p>Note: Some menu function maybe enabled/disabled in the ANZ app. i.e. CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into <b>SHELL EFTPOS</b> menu.</p>
	<p>Press [4] to perform Manual Entry.</p>

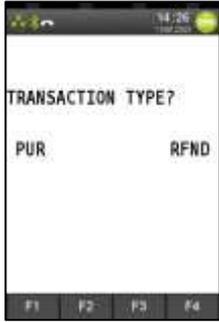
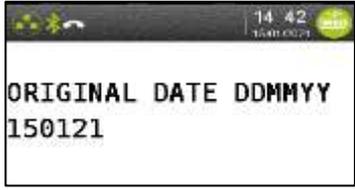
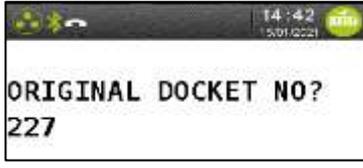
Terminal Display	Description
 <p>The terminal display shows the text "CARD NUMBER:" in a large, bold font. At the top of the screen, there is a status bar with icons for signal strength, battery, and time (14:24). The background is white with black text.</p>	<p>The terminal will accept only 19 numeric digits. The card number is displayed from left to right as it is entered.</p> <p>After the card number was entered:</p> <ul style="list-style-type: none"> <li>• [ENTER] Accept the card number entered.</li> <li>• [CLEAR] Delete the last digit entered.</li> <li>• [CANCEL] Cancel the transaction and return to Idle.</li> </ul>
 <p>The terminal display shows the text "EXPIRY &lt;MMYY&gt;:" followed by "0423" on the next line. The status bar at the top shows the time as 14:26.</p>	<p>Operator enters the Expiry Date.</p>
 <p>The terminal display shows the text "TRANSACTION TYPE?" at the top, with "PUR" and "RFND" listed below it. At the bottom of the screen, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>Transaction Type is Selected.</p> <p>Terminal will perform the transaction type selected. Please refer to the transaction flow for Purchase and Refund.</p>
 <p>The terminal display shows the text "PRODUCT?" at the top, with "FUEL", "OIL", and "OTHER" listed below it. At the bottom of the screen, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>Press</p> <ul style="list-style-type: none"> <li>• [F1] to select a product from the fuel category.</li> <li>• [F2 or F3] to select oil.</li> <li>• [F4] to select a product from the franchise category.</li> </ul>
 <p>The terminal display shows the text "FUEL PRODUCT?" at the top, followed by a list of products: "01 UNLEADED E10" and "02 UNLEADED PETROL". At the bottom of the screen, there are four function keys labeled F1, F2, F3, and F4, and the words "DOWN" and "UP" are visible above the keys.</p>	<p>Displays if a fuel or franchise category is selected.</p> <ul style="list-style-type: none"> <li>• Press [F3] to scroll up the selected product list.</li> <li>• Press [F2] to scroll down the selected product list.</li> <li>• Using the keypad, enter the product ID and press [ENTER].</li> </ul>

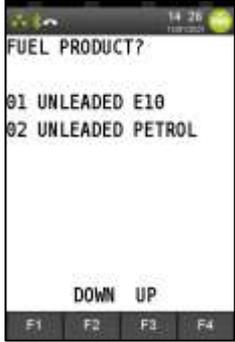
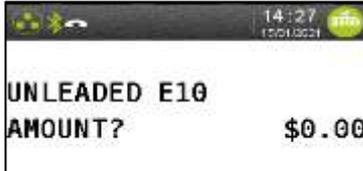
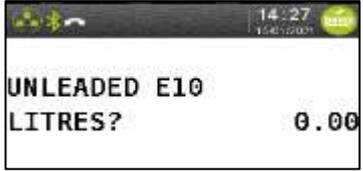
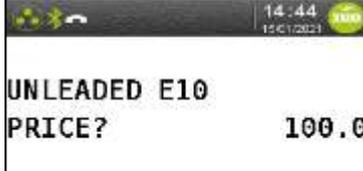
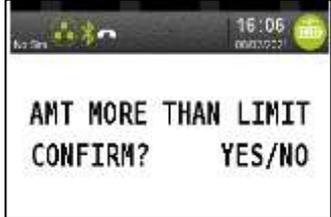
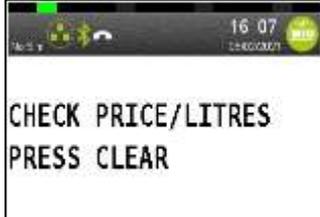
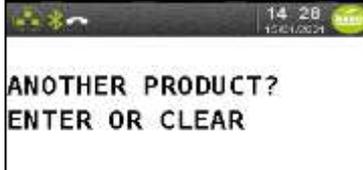
Terminal Display	Description
	Enter the 'purchase amount' for the selected product and press [ENTER].
	If the message is displayed, press [ENTER] to continue processing the transaction.
	Enter the 'litres volume' for the selected product and press [ENTER].
	<p>Displays if the entered value and volume fail to match the expected pump price stored in the terminal.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [CLEAR] to clear the entry and continue processing from selecting the category.</li> <li>• [CANCEL] to cancel the transaction and return to idle.</li> </ul>
	<p>Press [CLEAR] to end product entry. Press [ENTER] to enter another product.</p> <p>Products not authorised are printed separately on the docket.</p>
	<p>Prompts if odometer is required for the card.</p> <ul style="list-style-type: none"> <li>• Enters the odometer number details and press [ENTER].</li> <li>• Press [ENTER] to bypass odometer number entry.</li> </ul> <p>The terminal prints the odometer number on the purchase docket if it is entered, otherwise <b>NOT GIVEN</b> is printed. Note that odometer validation will be performed when card is set up for this validation. A warning will be generated when the entered value does not meet the validation criteria. Cardholder can re-enter the correct value and proceed with the transaction.</p>

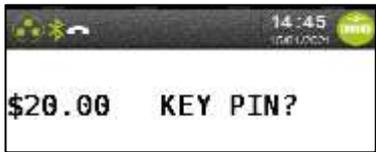
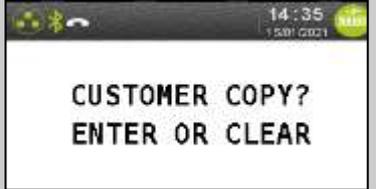
Terminal Display	Description
	<p>Prompts if order number is required for the card. Both numeric and alpha characters can be entered. Up to 20 characters can be entered.</p> <ul style="list-style-type: none"> <li>• Enter the order number details and presses [ENTER].</li> <li>• Press [ENTER] to bypass order number entry.</li> </ul> <p>The terminal prints the order number on the purchase docket if it is entered, otherwise <b>NOT GIVEN</b> is printed. To enter characters, select the character on the keypad and press the FUNC key to rotate through the alpha characters.</p>
	<p>Request the cardholder to:</p> <ul style="list-style-type: none"> <li>• Enters their PIN and then press [ENTER].</li> </ul>
	<p>The terminal communicates with Shell Card host to finalise the Shell Card transaction.</p>
	<p>Terminal receives response code of 00 for a successful swiped transaction.</p>
	<ul style="list-style-type: none"> <li>• [ENTER] to print customer copy of the transaction.</li> <li>• [CLEAR] to decline printing customer copy of the transaction.</li> </ul>
	<p>Displays if the customer copy of the docket is requested.</p>

## 4.3 Shell Card refund transaction processing

The operator performs a refund transaction to correct an incorrect transaction or repay funds to a Shell Card cardholder's account.

Terminal Display	Description
	Shell Card is swiped from Idle.
	Displays if the card swiped is a Shell Card. <ul style="list-style-type: none"> <li>• Press [F4] to initiate a refund transaction.</li> </ul>
	Enter the 'original transaction date' from the purchase docket and presses [ENTER].
	Enter the 'original docket number' from the purchase docket and presses [ENTER].
	Press <ul style="list-style-type: none"> <li>• [F1] to select a product from the fuel category.</li> <li>• [F2 or F3] to select oil.</li> <li>• [F4] to select a product from the franchise category.</li> </ul>

Terminal Display	Description
	<p>Display's if a fuel or franchise category is selected.</p> <ul style="list-style-type: none"> <li>• Press [F3] to scroll up the selected product list.</li> <li>• Press [F2] to scroll down the selected product list.</li> </ul> <p>Enter the product ID and press [ENTER].</p>
	<p>Displays if a fuel product is selected for refund.</p> <p>Enter the 'refund amount' for the selected product and presses [ENTER].</p>
	<p>Displays if a fuel product is selected for refund.</p> <p>Enters the 'litres volume' for the selected product and presses [ENTER].</p>
	<p>Displays if a fuel product is selected for the refund.</p> <ul style="list-style-type: none"> <li>• Enter the 'fuel category price' for the selected product from the purchase docket and press [ENTER] OR</li> <li>• Press [ENTER] if the 'fuel category price' is the same as that stored in the terminal.</li> </ul>
	<p>If the amount exceeds the high sanity set limits this message is displayed. Press [ENTER] to continue processing the transaction.</p> <p>Press [CANCEL] to immediately terminate the refund..</p>
	<p>Displays if the entered value and volume fail to match the expected pump price stored in the terminal.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [CLEAR] to clear the entry and continue processing from selecting the category.</li> <li>• [CANCEL] to cancel the transaction and return to idle.</li> </ul>
	<ul style="list-style-type: none"> <li>• Press [CLEAR] to end product entry.</li> <li>• Press [ENTER] to enter another product.</li> </ul>

Terminal Display	Description
	<p>Request the cardholder to :</p> <ul style="list-style-type: none"> <li>• Enter their PIN and press [ENTER]</li> </ul>
	<ul style="list-style-type: none"> <li>• The terminal communicates with Shell Card host to finalise the Shell Card transaction.</li> </ul>
	<p>Terminal receives response code of 00 for a successful swiped transaction.</p>
	<ul style="list-style-type: none"> <li>• [ENTER] to print customer copy of the transaction.</li> <li>• [CLEAR] to decline printing customer copy of the transaction.</li> </ul>
	<p>Displays if the customer copy of the docket is requested.</p>

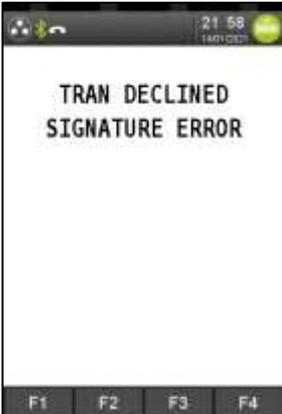
## 4.4 Electronic fallback mode

When the terminal loses connection to the host, the terminal can now process Shell Card transactions. Please note that the authorisation checks on Shell Card will not be performed either by the host or the terminal.

The finalised Shell Card transactions will be saved on the terminal and sent to Viva Energy Shell Card systems when connectivity to the Shell Card host is restored.

Each offline transactions will be limited to purchases of fuel and oil only upto a maximum value of \$800. Customers will not be able to purchase shop products even if they could under normal conditions.

To configure a terminal for electronic fallback, please call the Shell Card Helpdesk on 13 16 18. Terms and conditions apply.

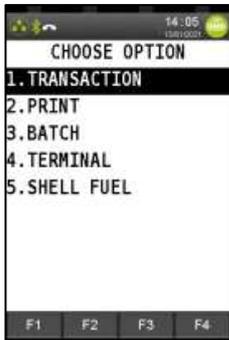
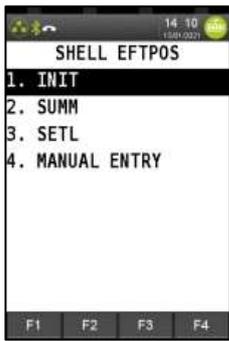
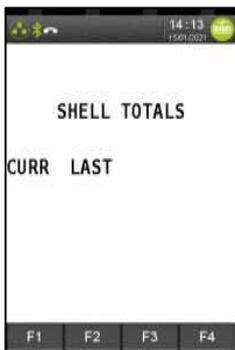
Terminal Display	Description
 <p>The terminal screen shows the time 21:52, date 14/01/2011, and a battery icon. The main text reads "EFB DISALLOWED". At the bottom, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>Briefly displayed when a customer purchases;</p> <ul style="list-style-type: none"> <li>• Shop products,</li> <li>• Oil products</li> </ul> <p>The transaction will be cancelled. The docket will indicate that the transaction is cancelled and "EFB DISALLOWED" is printed on the docket.</p> <p>Note: Only Fuel products are allowed in EFB mode.</p>
 <p>The terminal screen shows the time 13:05, date 20/01/2011, and a battery icon. The main text reads "ENTER AUTH CODE" with "123456" entered below it. At the bottom, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>User is prompted to enter the Viva Energy provided manual authorisation code when a Shell Card fuel transaction value exceeds \$800.</p>
 <p>The terminal screen shows the time 21:57, date 14/01/2011, and a battery icon. The main text reads "SIGNATURE REQUIRED". At the bottom, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>Signature will always be required when the terminal is in electronic fallback mode.</p>
 <p>The terminal screen shows the time 21:58, date 14/01/2011, and a battery icon. The main text reads "TRAN DECLINED" and "SIGNATURE ERROR". At the bottom, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>If the signature does not match the card and the dealer presses CANCEL.</p>

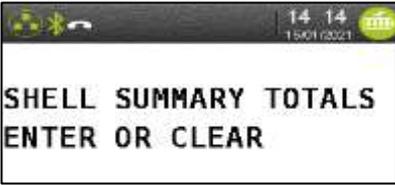
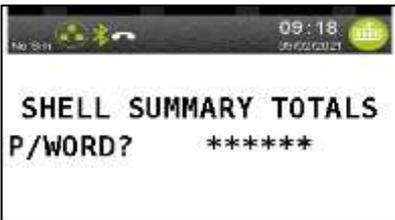
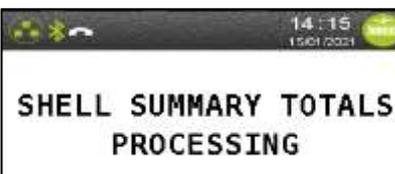
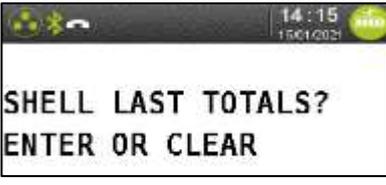
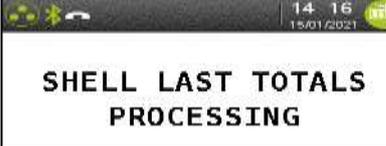
## 5. Daily procedures

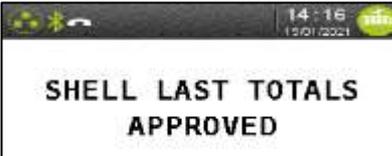
### 5.1 Summary totals

The summary totals function provides the operator with Shell Card approved transaction totals, for the current settlement period, that are grouped by company and transaction type.

Summary totals is an online function and requires connectivity to the Shell Card host.

Terminal Display	Description
	<p>From Idle press Menu key.</p>
	<p>Press menu number where <b>SHELL FUEL</b> is assigned to go to the Shell EFTPOS Menu.</p>
	<p>Press [2] to display the Shell Card Summary Totals menu.</p>
	<p>Select F1 for CURR (Current summary total).</p>

Terminal Display	Description
	<p>Displays if CURR F1 is selected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to print the Shell Card summary totals.</li> <li>• [CLEAR] or [CANCEL] to return to the IDLE menu.</li> </ul>
	<p>Displays if the summary totals function is password protected.</p> <ul style="list-style-type: none"> <li>• Enter the password and press [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to return to the IDLE menu.</li> </ul>
 	<p>Displays when [ENTER] is selected.</p> <p>Summary totals are printed on the docket titled "Summary Totals" showing separate sums for all approved Purchases and Refunds for the current day.</p> <p>The total amount will only include the transactions as specified in the docket number range e.g. FROM DOCKET 100 to 399.</p>
	<p>Select F2 for LAST SUMMARY TOTAL. This is the summary total for the last settlement.</p>
	<p>Displays if F2 is selected.</p> <ul style="list-style-type: none"> <li>• Press [ENTER] to print the Shell Card summary totals.</li> <li>• Press [CLEAR] or [CANCEL] to return to the IDLE menu.</li> </ul>
	<p>Displays when ENTER is selected.</p>

Terminal Display	Description
	<p>Last totals are printed and approved when successful. The terminal prints a docket with the heading "LAST SUMMARY TOTALS".</p> <p>The docket will show:</p> <ul style="list-style-type: none"> <li>• The date and time of the last settlement e.g. AS AT DD/MM/YY HH:MM.</li> <li>• The docket number range included in the calculations. e.g. FROM DOCKET 100 to 399</li> <li>• Totals- amount and number of dockets- of all PURCHASES and all REFUNDS since the last settlement occurred.</li> <li>• Total figure: which is the sum of Purchases less the sum of Refunds.</li> </ul>
	<p>The terminal communicates with Shell Card host for Summary Totals.</p>
	<p>The terminal receives an approved response from the Shell Card host.</p>

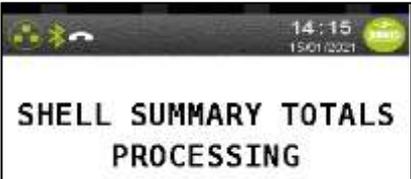
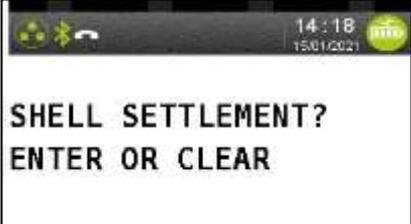
## 5.2 Settlement

Settlement is an online function that initiates transfer of value from Viva Energy to the dealer for the Shell Card transactions performed on the terminal within the current settlement period. Settlement closes the current settlement period and starts a new one. There can only be one settlement per terminal in a period of 24 hours. If no manual settlement is initiated by the dealer, then a forced settlement will occur each day at 7pm AEST/AEDT.

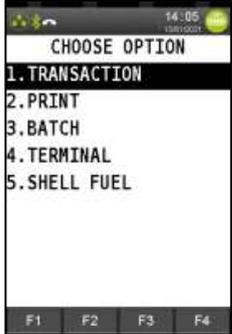
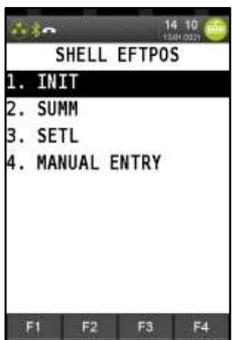
Shell Card terminal settlement is initiated:

- After summary totals at the option of dealer
- Upon selection of the Shell Card settlement function
- After shift totals (if configured).

### 5.2.1 Settlement after summary totals

Terminal display	Comment
 <p>The terminal display shows the time 14:15 and date 15/01/2021. The main text reads "SHELL SUMMARY TOTALS PROCESSING".</p>	<p>The terminal communicates with host to clear any pending completion transaction.</p>
 <p>The terminal display shows the time 10:49 and date 05/02/2021. The main text reads "SHELL SUMMARY TOTALS APPROVED".</p>	<p>The terminal:</p> <ul style="list-style-type: none"> <li>• Prints the approved summary totals docket.</li> <li>• Performs Shell Card forced settlement processing (if forced settlement has not occurred).</li> <li>• Will not prompt for password or confirmation to perform settlement, if the settlement is forced by the host.</li> </ul>
 <p>The terminal display shows the time 14:18 and date 15/01/2021. The main text reads "SHELL SETTLEMENT? ENTER OR CLEAR".</p>	<p>Displays if the settlement function is not password protected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to perform Shell Card settlement</li> <li>• [CLEAR] or [CANCEL] to cancel the function and return to the Shell EFTPOS menu.</li> </ul>
 <p>The terminal display shows the time 09:21 and date 03/02/2021. The main text reads "SHELL SETTLEMENT? P/WORD? *****".</p>	<p>Displays if the settlement function is password protected.</p> <ul style="list-style-type: none"> <li>• Enter the 'function password' and presses [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the Shell EFTPOS menu.</li> </ul>
<p><b>SHELL SETTLEMENT PRESS ANY KEY</b></p>	<p>Displays if the settlement is forced by the host.</p>
 <p>The terminal display shows the time 10:23 and date 05/02/2021. The main text reads "FUEL SETTLEMENT PROCESSING".</p>	<p>The terminal communicates with Shell Card host for settlement.</p>

## 5.2.2 Manual settlement

Terminal Display	Description
	<p>From Idle screen, press the MENU key.</p>
	<p>Press menu number where <b>SHELL FUEL</b> is assigned to go to the Shell EFTPOS Menu.</p>
	<p>Press [3] to initiate Shell Card settlement function.</p>
	<p>Displays if the settlement function is password protected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• Enter the 'function password' and presses [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to return to the IDLE menu.</li> </ul>
	<p>Displays when the user selects option [3]. If the user selects [CLEAR] or [CANCEL] the user is returned to the IDLE screen.</p>
	<p>Displays if ENTER is selected.</p>

Terminal Display	Description
	<p>The terminal:</p> <ul style="list-style-type: none"> <li>• Prints the approved summary totals docket.</li> <li>• Performs Shell Card forced settlement processing (if forced settlement has occurred).</li> </ul>
	<p>The terminal communicates with Shell Card host for settlement.</p>
	<p>The terminal receives an approved response from the host. The following dockets are printed by the terminal.</p> <ul style="list-style-type: none"> <li>• Summary Totals and</li> <li>• Shell Card Settlement.</li> </ul> <p>The docket titled "Summary Totals" shows:</p> <ul style="list-style-type: none"> <li>• The docket number range used for the summary calculations e.g. FROM DOCKET 100 to 399.</li> <li>• Totals- amount and number of dockets- of all PURCHASES and all REFUNDS for the current date.</li> <li>• Total figure: which is the sum of Purchases less the sum of Refunds.</li> </ul> <p>Shell Card Settlement shows the date and time that the settlement occurred.</p>

### 5.2.3 Settlement after shift totals

Terminal display	Comment
	<p>The terminal prints the shift AND day totals docket (if day totals are configured).</p>
	<p>The terminal dials the Shell Card host.</p>
	<p>The terminal:</p> <ul style="list-style-type: none"> <li>• Prints the approved summary totals docket.</li> <li>• Performs Shell Card settlement processing (if forced settlement has not occurred).</li> </ul>
	<p>The terminal communicates with Shell Card host for settlement.</p>

### 5.2.4 Forced settlement

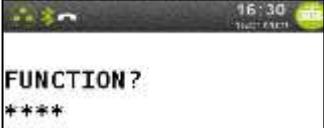
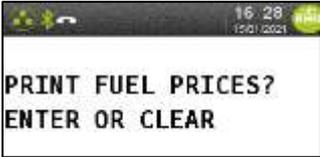
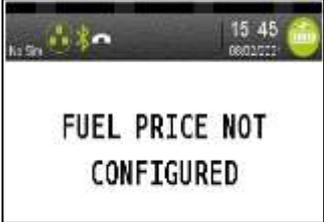
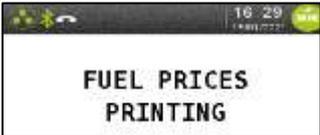
Terminal display	Comment
<p style="text-align: center;"><b>SHELL SETTLEMENT PRESS ANY KEY</b></p>	<p>Press any key to process Shell Card settlement.</p>
	<p>The terminal:</p> <ul style="list-style-type: none"> <li>• Prints the Shell Card forced settlement docket.</li> <li>• Returns to the transaction menu or idle.</li> </ul> <p><b>Note:</b> Any outstanding electronic fallback transactions are carried over to the next settlement period.</p>

## 6. Dealer functions

### 6.1 Print fuel price

This function prints a report listing the current fuel prices stored in the terminal for all valid fuel products for the site.

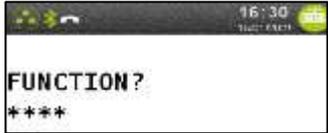
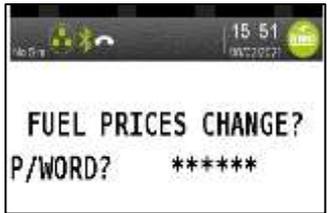
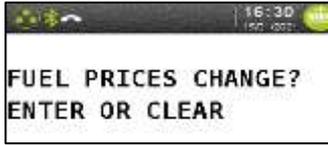
Print fuel price is an offline function.

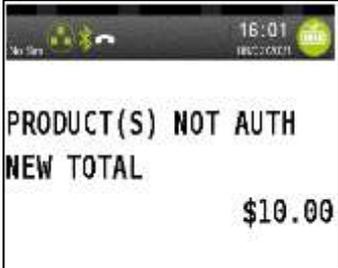
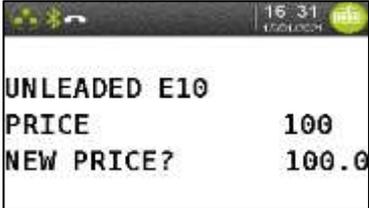
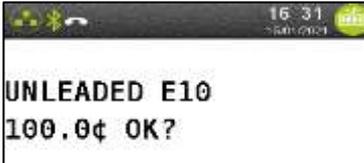
Terminal display	Comment
	Press [FUNC] from idle or the transaction menu.
	Press [8] [0] [0] [1] and [ENTER].
	Press <ul style="list-style-type: none"> <li>[ENTER] to print the fuel price docket.</li> <li>[CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	Displays if there are no fuel prices configured.  The terminal cancels the function and returns to the transaction menu or idle.
	The terminal: <ul style="list-style-type: none"> <li>Prints the fuel price docket.</li> <li>Returns to the transaction menu or idle.</li> </ul>

## 6.2 Fuel price maintenance

This function provides the operator with the ability to change the pump price (in cents per litre) for each fuel product. The maximum value allowed for the fuel price is 99999.9 cents per litre (\$\$\$cc.c). The terminal caters for one decimal point place (1/10<sup>th</sup> of a cent).

Print fuel maintenance is an offline function.

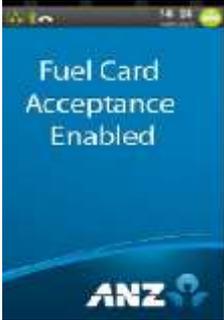
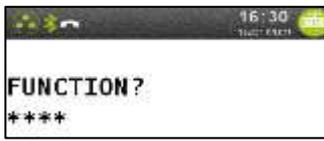
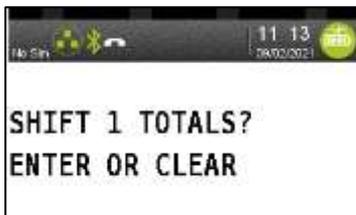
Terminal display	Comment
	<p>Press [8] [0] [0] [2] and [ENTER].</p>
	<p>Displays if the fuel price maintenance function is password protected.</p> <ul style="list-style-type: none"> <li>• Enter the 'function password' and press [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<p>Displays if the fuel price maintenance function is not password protected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to change the fuel prices.</li> <li>• [CLEAR] or [CANCEL] to cancel the function and return to the IDLE screen.</li> </ul>
	<ul style="list-style-type: none"> <li>• Press [F3] to scroll up the fuel product list.</li> <li>• Press [F2] to scroll down the fuel product list.</li> <li>• Enter the product ID and presses [ENTER].</li> <li>• Press [CLEAR] to cancel the fuel price change for the selected fuel product and return to the select fuel product prompt (if no data has been entered).</li> <li>• Press [CLEAR] to delete the last digit entered (if data has been entered).</li> <li>• Press [CANCEL] to cancel the function and return to the IDLE screen.</li> </ul>

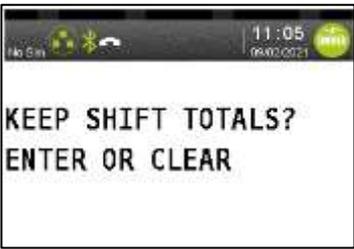
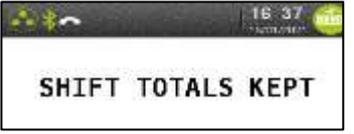
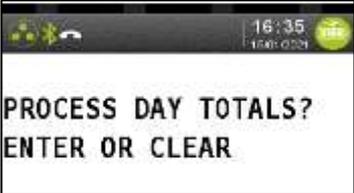
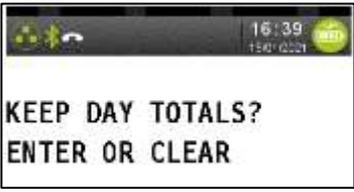
Terminal display	Comment
	<p>Displays if the selected product is not authorised for the outlet, as determined by the Shell Card Operating Parameter Table.</p> <p>The terminal requests re-entry of the fuel product.</p>
	<ul style="list-style-type: none"> <li>• Enter the new fuel price and presses [ENTER].</li> <li>• Press [CLEAR] to cancel the fuel price change for the selected fuel product and return to the select fuel product prompt (if no data has been entered).</li> <li>• Press [CLEAR] to delete the last digit entered (if data has been entered).</li> <li>• Press [CANCEL] to cancel the function and return to idle.</li> </ul>
	<p>Displays for 2 seconds if the new fuel price is zero.</p> <p>The terminal requests re-entry of the new fuel price.</p>
	<p>The operator presses:</p> <ul style="list-style-type: none"> <li>• [ENTER] to update the fuel category price and re-display the select fuel product prompt.</li> <li>• [CLEAR] to re-display the new fuel price entry prompt for the selected fuel category.</li> <li>• [CANCEL] to cancel the function and return to idle without updating the fuel category price.</li> </ul>
	<p>Displays if a fuel category prices has changed. Press Enter to print.</p> <p>The terminal prints a fuel category price docket at the completion of fuel price maintenance.</p> <p>An '*' is printed beside the fuel category price that has changed.</p>

## 6.3 Shift totals

This function prints the report listing the current shift totals and gives the operator the ability to reset the shift totals.

Shift total is an offline function.

Terminal display	Comment
	<p>Press [FUNC] from idle or the transaction menu.</p>
	<p>Press [8] [0] [2] [2] and [ENTER].</p>
	<p>Displays if shift totals are not configured for the dealer. The terminal cancels the function and returns to the transaction menu or idle.</p>
	<p>Displays if the shift totals function is not password protected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to print the shift totals docket.</li> <li>• [CLEAR] or [CANCEL] to cancel the function and return to the idle screen.</li> </ul> <p>Note: # represents the shift number.</p>
	<p>Displays if the shift totals function is password protected.</p> <ul style="list-style-type: none"> <li>• Enter the 'function password' and presses [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul> <p>Note: # represents the shift number.</p>

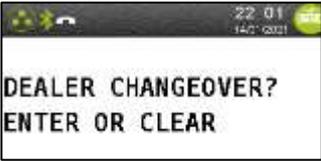
	<p>The terminal prints the shift totals docket.</p> <p><b>Note:</b> # represents the shift number.</p>
	<p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to retain the shift totals.</li> <li>• [CLEAR] to reset and print the current shift totals and to move to the next shift.</li> <li>• [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<p>Displays if the shift totals are retained.</p> <p>The terminal prints <b>SHIFT TOTALS KEPT</b> on the shift totals docket.</p>
	<p>Displays if the shift totals are reset.</p> <p>The terminal:</p> <ul style="list-style-type: none"> <li>• Prints <b>SHIFT TOTALS CLEARED</b> on the shift totals docket;</li> <li>• Resets the shift totals to zero;</li> <li>• Increments the shift number.</li> </ul>
	<p>Displays if day totals are configured and shift totals were not cleared and shift is not linked to Day Totals.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to process day totals.</li> <li>• [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<p>Displays if:</p> <ul style="list-style-type: none"> <li>• Day totals processing is selected;</li> <li>• Or, shift totals are reset and day totals are configured and linked to the shift.</li> </ul> <p>The terminal prints the day totals docket.</p>
	<p>Displays if day totals processing is performed and shift totals were not cleared and shift is not linked to Day Totals.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to retain the day totals.</li> <li>• [CLEAR] to reset the day totals.</li> <li>• [CANCEL] to cancel the function and return to the idle screen.</li> </ul>

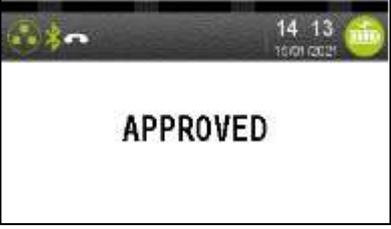
	<p>Displays if the day totals are retained.</p> <p>The terminal prints <b>DAY TOTALS KEPT</b> on the day totals docket.</p>
	<p>Displays if the day totals are reset. Day Totals are always reset if the shift totals were cleared and the shift is linked to Day Totals.</p> <p>The terminal:</p> <ul style="list-style-type: none"> <li>• Prints <b>DAY TOTALS CLEARED</b> on the day totals docket;</li> <li>• Resets the day totals to zero.</li> </ul> <p><b>Note:</b> Shift number and totals are not affected.</p>
	<p>If Shell settlement is linked to the shift, determined by the dealer configuration, and the shift totals are cleared the terminal performs settlement processing, refer to section 4.3.3.</p>
	<p>The terminal returns to the Shell EFTPOS menu or idle.</p>

## 6.4 Dealer changeover

This function enables the download of the new dealer details to the terminal. New Shell Card dealer name and number will be printed on the docket on successful completion of this function. Additionally, this function will ensure that the outgoing dealer has successfully settled all the transactions before handing over to the incoming dealer. Dealer changeover is an online function.

Terminal display	Comment
	<p>Press [FUNC] from the IDLE screen.</p>
	<p>Press [8] [0] [0] [3] and [ENTER].</p>

	<p>Displays if the dealer changeover function is not password protected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to perform dealer changeover .</li> <li>• [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<p>Displays if the dealer changeover function is password protected.</p> <ul style="list-style-type: none"> <li>• Enter the 'function password' and presses [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<p>The terminal dials TMS.</p>
	<p>Terminal connects to the TMS.</p>
	<p>Terminal connects to the TMS.</p>
	<p>Terminal connects to the TMS.</p>
	<p>Displays if the Shell Card totals response indicates that forced settlement processing has not occurred.</p> <p>The terminal communicates with Shell Card host.</p>

	<p>If forced settlement processing has not been performed, the terminal:</p> <ul style="list-style-type: none"> <li>• Closes the current batch and opens a new batch (if shift or day totals is configured)</li> <li>• Prints an approved settlement docket.</li> </ul> <p><b>Note:</b> Shell initialisation is not performed at this point.</p>
<p><b>DEALER CHANGEOVER PROCESSING</b></p>	<p>The terminal communicates with Shell host for dealer changeover request.</p>

### 6.4.1 Unsuccessful dealer changeover

For unsuccessful dealer changeover, please contact the Shell Card Helpdesk at 13 16 18.

## 6.5 Password maintenance

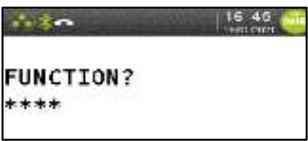
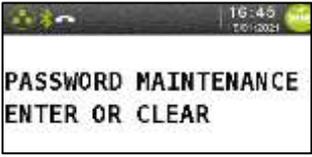
This function provides the operator with the ability to change, modify and remove password protection for Shell Card configuration for sensitive terminal functions. Note ANZ has provided a separate password and must be used per ANZ provided instructions.

Only **one password** is permitted for Shell Card functions and it is used to access all Shell Card functions that are password protected. The password is referred to as the 'function password' throughout the document.

The Shell functions that can be password protected are:

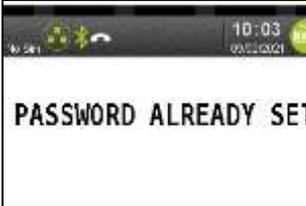
- Dealer changeover
- Summary totals
- Last summary totals
- Shift totals
- Day totals
- Settlement
- Shift configuration
- Day totals configuration
- Initialisation docket configuration
- Link settlement to shift
- Fuel price maintenance
- Password maintenance.

**Note:** If a function is executed automatically as a result of being linked to another function (i.e. settlement, totals, day totals, etc), no password validation or function confirmation is required.

Terminal display	Comment
	Press [FUNC] from the IDLE screen.
	Press [8] [8] [0] [1] and [ENTER].
	<p>Displays if the password maintenance function is not password protected.</p> <p>Press</p> <ul style="list-style-type: none"> <li>• [ENTER] to perform password maintenance.</li> <li>• [CLEAR] or [CANCEL] to cancel the function and return to the idle screen.</li> </ul>
	<p>Displays if the password maintenance function is password protected.</p> <ul style="list-style-type: none"> <li>• Enter the 'function password' and press [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<p>Press</p> <ul style="list-style-type: none"> <li>• [F1] to create the 'function password' if it does not exist, or to password protect a function.</li> <li>• [F2/F3] to modify the 'function password'.</li> <li>• [F4] to delete the 'function password', or to remove password protection from a function.</li> <li>• [CANCEL] to cancel the function and return to the idle screen.</li> </ul>

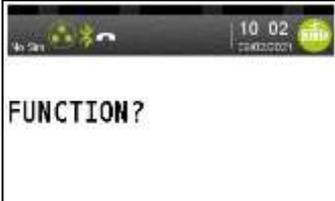
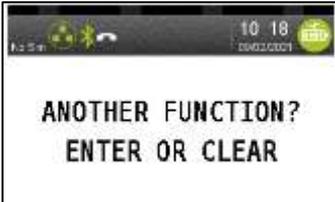
### 6.5.1 Creating a password

This function provides the operator with the ability create a 'function password'.

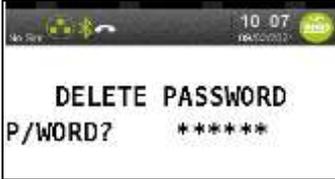
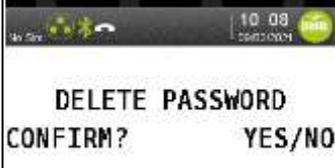
Terminal display	Comment
	<p>Press [F1] to ADD a password.</p>
	<p>Press</p> <ul style="list-style-type: none"> <li>• [1] to create the new password.</li> <li>• [CANCEL] to cancel the function and return to the idle screen.</li> </ul>
	<p>Displays if a password already exists.</p> <p>The terminal cancels the add password function and returns to the password maintenance menu.</p>
	<p>Displays if a password' has not been set.</p> <ul style="list-style-type: none"> <li>• Enter the password and press [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul>
	<ul style="list-style-type: none"> <li>• Re-enter the password and press [ENTER].</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul> <p>The terminal checks if the passwords match.</p>
	<p>Displays if the passwords do not match.</p> <p>The terminal requests re-entry of the initial password.</p>

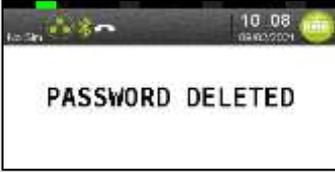
Terminal display	Comment
	<p>Displays while the terminal saves the new password if the passwords match.</p> <p>The terminal returns to the password maintenance menu.</p>

## 6.5.2 Adding a password to a function

Terminal display	Comment
	<p>Press [F1] to ADD a 'function password'.</p>
	<p>Press</p> <ul style="list-style-type: none"> <li>• [2] to create the password protect a function.</li> <li>• [CANCEL] to cancel the function and return to the idle screen.</li> </ul>
	<p>Displays a list of functions that can be password protected. Press F2 and F3 to scroll up and down through the list.</p> <ul style="list-style-type: none"> <li>• Using the keypad, enter the number of the function you want to password protect and press Enter.</li> <li>• If you choose a function that is already password protected, the message "<b>PASSWORD ALREADY SET FOR THIS FUNCTION</b>" is displayed and then returns to the Function? Menu</li> <li>• Select another function or Clear / Cancel to exit.</li> </ul>
	<p>Displayed when the function has been successfully entered.</p> <ul style="list-style-type: none"> <li>• Choose Enter to select more functions.</li> <li>• Select clear to return to the Password Maintenance screen.</li> </ul>

### 6.5.3 Deleting a password

Terminal display	Comment
	<p>Press [F4] to Delete a password.</p>
	<p>Press</p> <ul style="list-style-type: none"> <li>• [2] to select from a list of functions to delete the password.</li> <li>• Use F2 and F3 to scroll the list.</li> <li>• Use the keypad to enter the number of the function.</li> <li>• If the function does not have a password the message <b>"PASSWORD NOT SET FOR THIS FUNCTION"</b> is displayed and the Function? Menu is displayed.</li> <li>• If the user selects a function with a password, the message <b>"ANOTHER FUNCTION? ENTER OR CLEAR"</b> is displayed.</li> <li>• Select Clear will return the user to the PASSWORD MAINTENANCE screen.</li> </ul>
	<p>Press</p> <ul style="list-style-type: none"> <li>• [1] to select from a list of functions to delete the password.</li> </ul>
	<p>Displays when user chooses to DELETE PASSWORD.</p> <ul style="list-style-type: none"> <li>• Enter password number which is to be deleted and press enter;</li> <li>• Choose clear / cancel to exit.</li> </ul>
	<p>Displays when user confirms a password deletion.</p> <ul style="list-style-type: none"> <li>• Choose Enter to confirm;</li> <li>• Choose clear/ cancel to exit.</li> </ul>

Terminal display	Comment
	<p>Displays when a user successfully deletes a password. If the user enters the incorrect password the message <b>"INCORRECT PASSWORD"</b> is displayed and the screen returns to the DELETE PASSWORD screen.</p>

### 6.5.4 Changing a password

This function provides the operator with the ability to modify a password.

Terminal display	Comment
	<p>Press [F2] or [F3] to MODIFY a password.</p>
	<p>Displayed after F2 or F3 is selected.</p> <ul style="list-style-type: none"> <li>• Enter the current password.</li> <li>• If the incorrect password is entered, the message <b>"INCORRECT PASSWORD"</b> is briefly displayed and the user is returned to the Current Password screen.</li> <li>• Re-enter the password or press Clear or Cancel.</li> </ul>
	<p>Displayed after the correct password is entered.</p> <ul style="list-style-type: none"> <li>• Enter the new password;</li> <li>• Press enter.</li> </ul>
	<p>Displayed after the user enters the new password.</p> <ul style="list-style-type: none"> <li>• RE-ENTER the password and press [ENTER]. If the password is the same as the existing password or if the re-entered password does not match the new password the message <b>"Password Mismatch"</b> is displayed and the screen returns to the New Password screen.</li> <li>• Press [CLEAR] to reset the password entry.</li> <li>• Press [CANCEL] to cancel the function and return to the transaction menu or idle.</li> </ul> <p>The terminal checks if the passwords match.</p>

Terminal display	Comment
	<p>Displays while the terminal saves the new 'function password' if the passwords match.</p> <p>The terminal returns to the password maintenance menu.</p>

## 7. Processing Shell Card manual transactions

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In some circumstances Site Staff may process a Shell Card manually using a Shell Card manual sales voucher.

It is extremely important the correct dealer card and customer Shell Card is used to ensure payment details are correct. To process a Shell Card manual voucher batch Site Staff must use a:

- Shell Card Merchant batch header form/individual sales voucher
- Customer Shell Card
- Dealer Shell Card

### 7.1 Merchant floor limit

For electronic Shell Card transactions the customer transaction limit is electronically checked, however, for manual transactions a merchant floor limit applies for Fuels only. For any transactions above this limit a phone authorisation must be conducted by Site Staff.

### 7.2 Phone authorisations

A phone authorisation is required for any manual transactions, which exceed the merchant floor limit and for any manual transactions for purchases other than motor fuels.

If Site Staff need to process a transaction for a product which is not permitted by the Shell Card (either because the customer is demanding it or because fuel has already been pumped), Site Staff may seek an authorisation to process that transaction calling the Shell Card Service Centre on 13 16 18.

### 7.3 Manual vouchers

Manual transaction vouchers must be batched and forwarded to Viva Energy for processing. In order to ensure successful and timely processing, vouchers must be consolidated into batches which must:

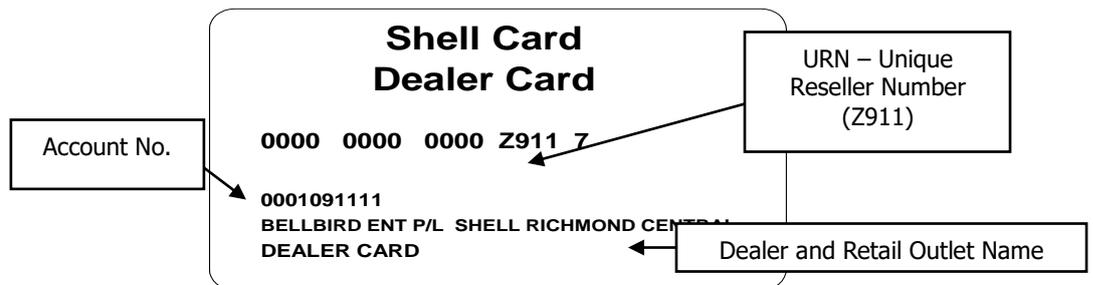
- Contain vouchers with the same pump price for each grade (i.e. each time the pump price is changed a new Shell Card batch must be started);
- Submit the vouchers within 7 days of the latest date in the batch
- Failure to submit the voucher within a 30 day period of the transaction may result in non-payment.
- The imprint of the Site details is clear on the batch header
- The processing copies of manual sales vouchers are attached.
- The batch contains not more than 20 manual sales vouchers.
- All manual sales vouchers have the litres, pump price and total value entered, and [litres\* pump price = total] for each.

- The sum of the manual sales vouchers equals the batch total.

Viva Energy may reject manual sales vouchers or batches if they are not completed correctly and will return these to the dealer for completion and resubmission. Viva Energy will not be responsible for any delays caused by manual sales vouchers having been incorrectly completed by Site Staff.

Shell Card Dealer Card:

A Dealer card shows a sites Ship To Number (Account No.), URN and Account Name. They are used to imprint the sites details onto a batch header for the bundling together of manual vouchers. This enables transactions on manual sales vouchers to be processed and therefore reimbursed to the correct site.



## 7.4 Completing the Shell Card manual sales voucher:

When using the card imprinting machine, ensure the Shell Card customer details have printed clearly on the sales voucher.

Remember to complete:

1. The Date and Time.
2. All purchases against the correct Product codes. For any fuel purchases, you should always enter the Pump Price, and the Quantity/ Litres next to the appropriate product. Refer to the "Instructions to Dealer" on Sales Voucher for further detail.
3. The Total field.
4. The Name, Vehicle Registration Number, Odometer and Authorisation Number.
5. Ensure the customer enters their full name in block letters and signs in the Signature field.

The image shows a 'Shell Card' manual sales voucher with the following details:
 

- 1:** Date and Time fields at the top right.
- 2:** Product selection table with columns for 'This', 'Hun', 'Tens', 'Units', 'c', and 'Qu./Litres'.
- 3:** 'TOTAL' field at the bottom of the product table.
- 4:** Customer information fields including 'Odometer Reading', 'Authorisation Number', 'Vehicle Registration Number', and 'Name in block letters'.
- 5:** 'Signature' field at the bottom right.

## 7.5 Completing the Shell Card batch header:

Manual transaction vouchers must be batched and forwarded to Viva Energy for processing. In order to ensure successful and timely processing vouchers must be consolidated into batches. Each batch must:

- Contain vouchers with the same pump price for each grade. Each time the pump price is changed a new Shell Card batch must be started.
- Contain no more than 20 vouchers per batch
- Submit the vouchers within 30 days of the transaction. Failure to submit the voucher within a 90 day period of the transaction may result in non-payment.

When using the card imprinting machine, ensure your Dealer details have printed clearly on the batch header.

Please remember to complete:

1. The Date.
2. The 'Pump Price Per Litre'.
3. The 'Total value of your vouchers attached'.

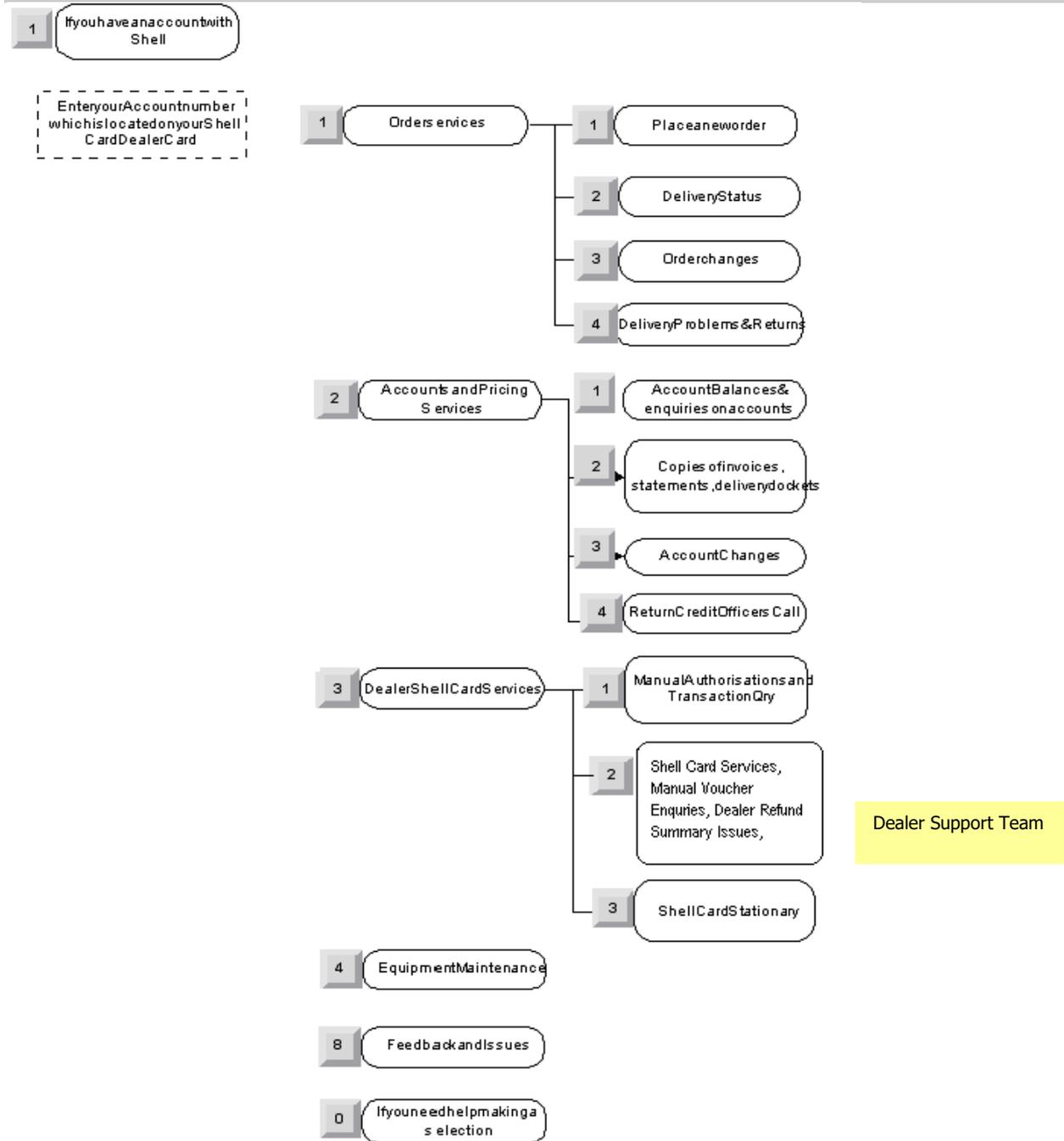
The image shows a 'Shell Card Batch Header' form. On the left, it says 'Shell Card' vertically. The form includes a 'DOCUMENT No.' field with 'XXXXXXXX' and a date selection grid (Day, Day, Mth, Mth, Year, Year). Below this is a 'Pump Price per Litre' field with columns for \$, c, c. A table lists products and their quantities: Unleaded E10 (1), Unleaded (2), Unleaded 95 (9), V-Power (8), V-Power Diesel (10), PULP 98 (7), Premium Unleaded (3), Auto Oils (55), Diesel (4), AutoGas LPG (5), and AdBlue (6). There is a 'Total Amount of Other Products' row. At the bottom right, there is a 'Total amount of vouchers attached' field with a dollar sign and a grid for cents. Three callout boxes are present: '1' points to the date grid, '2' points to the pump price per litre field, and '3' points to the total amount of vouchers attached field. The Viva Energy Australia logo is in the top right. The form number 'Form No. 709425 05/18' is at the bottom left, and 'SHEZZFOR0004.indd 2' and '6/5/18 11:58 pm' are at the bottom.

Do not staple the manual sales vouchers together. Use a rubber band or a paper clip to hold them together.

Dealer copies of the sales vouchers should be filed by the Dealer. Both Viva Energy and / or the customers can request access to these receipts.

Viva Energy may reject manual sales vouchers or batches if they are not completed correctly and will return these to the dealer for completion and resubmission. Viva Energy will not be responsible for any delays caused by manual sales vouchers having been incorrectly completed by Site Staff.

## 8. Retail outlet phone directory – 13 16 18



Customer Service Centre is open from Monday to Friday 8:00am to 6:00pm Local Standard Time. Closed: Sunday and All National Public Holidays. 24\*7 Helpdesk available for manual authorisations and card cancellation.

Generally, all Shell Card related issues should be directed to the Shell Card Dealer Support Team as highlighted above including:

- Manual Voucher Enquiries
- Dealer Refund Summary Issues
- Shell Card Terminal errors
- Reimbursement Enquiries

## 9. Quick tips

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### 9.1 Things to do **BEFORE** new Move5000 installation

Dealers must perform a manual Shell Card Settlement on the legacy terminal or if settlement has already been taken in the last 24 hours, perform Shell Card Summary Total on legacy\_terminals before disconnecting (refer Shell Card menu).

### 9.2 Things to do **AFTER** new Move5000 Terminal installation

Dealers to perform the following functions during Move5000 terminal installation:

- If not done, perform TMS download on Move5000 terminal.
- Confirm that the correct site details- Entity name, address, dealer number, local date and time and the site identifier (URN)- are printed on the docket.
- Set-up the prices for products in new Move5000 terminal (Function 8002).
- If required, set-up the shift and link settlement to the shift using (Function 8034).
- Configure new Move5000 terminal for your requirements (Function 8030).
- If required, configure the number of shifts in new Move5000 terminal (Function 8031).
- If required, configure new Move5000 terminal for Day Totals (Function 8032).
- If required, set-up password for terminal functions (Function 8801).

### 9.3 Shell Card terminal function list

Number	Function
8001	Print fuel price
8002	Fuel price maintenance
8003	Dealer changeover
8011	Print Shell configuration
8021	Reprint last docket
8022	Shift totals
8023	Day totals
8024	Print dealer configuration
8025	Print Shell terminal configuration
8026	Print terminal status log
8027	Print terminal checkpoint status
8028	Print password status
8030	Dealer configuration
8031	Shift configuration
8032	Day totals configuration
8033	Initialisation configuration
8034	Link settlement to shift
8801	Password maintenance

### 9.4 General terminal function list

Number	Function
102	TMS download
103	Software download
110	ANZ logon
6	Communications setting
3	ANZ Configuration
87	Fuel intialisation

**End of Document**