

**G-SITE® POS System Quick Reference Guide**  
**ExxonMobil® Version 3**  
**May 2002**

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**Assistance**

**BEFORE CALLING FOR ASSISTANCE**

1. Seek help from your station manager.
2. Refer to this guide, MDE-4020 G-SITE POS System Operator/Cashier Manual, and MDE-3381 POS System Printer Quick Reference Guide.
3. Call for assistance.
  - EXXON® HELP DESK:  
1-800-231-0817
  - MOBIL® HELP DESK:  
1-800-231-1122Be prepared to provide:
  - Station telephone number
  - Cluster/TID number (from Cashier screen, press HELP, then press 8)
  - Your name
  - Problem description (include any message or authorizing code displayed on your screen)

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**“NOT ACTIVATED” Message at CRIND® Device**

Customer must call 1-877-MY-MOBIL (1-877-696-6245) to have Speedpass<sup>SM</sup> keytag activated.

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**General Information**

**TO ENTER CASHIER MODE**

With PAY POINT OPEN:

- Insert green key OR enter password.
- Enter Operator ID (if required).
- Press X key.

**ENTRY ERROR - ERROR TONE**

- Press CLEAR to continue.

**REFERENCE/PASSWORD NUMBER ENTRY**

- Enter digits of Reference or Password Number.
- Press #.

**HELP KEY**

Press HELP if you need to refer to certain cashier mode operations, display network information, or PLU information.

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## Pump Information



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### PUMP STATUS LIGHTS

- Fast Blink - pump calling
- Steady Light - pump in use
- Slow Blink - collect payment

### AUTHORIZE A PUMP

Note: You cannot authorize a Kiosk.

- Press Pump Select key
- Press AUTHORIZE

### RELEASE ALL STOP

Special Function 0

- Press 0
- Press #

### STOP ALL PUMPS

- Press ALL STOP \*

### STOP INDIVIDUAL PUMP

- Press Pump Select key
- Press PUMP STOP \*

### RELEASE INDIVIDUAL PUMP STOP

- Press Pump Select key
- Press AUTHORIZE

### A/B MEMORY

(If pump is holding a completed fuel sale)

- Press A/B MEMORY key



\* Warning: Do not use E-STOP (outside), ALL-STOP, or PUMP STOP (on Gilbarco console) to shut off pump/dispenser power. These keys do not remove AC Power and do not always stop product flow.

## Non-Fuel Sales and Corrections



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### DEPARTMENT (NOT PRESET)

A. One Item:

- Enter price
- Press Department key
- Press payment key

B. Multiple Items:

- Enter quantity
- Press X
- Enter price
- Press Department key
- Press payment key

### DEPARTMENT (PRESET)

A. One Item:

- Press Department key
- Press payment key

B. Multiple Items:

- Enter quantity
- Press X
- Press Department key
- Press payment key

### MINIMUM AGE REQUIREMENTS

A. System prompts BORN BEFORE MMDDYY?

- Press YES or NO
  - YES - Purchase is allowed
  - NO - Purchase is not allowed

B. System prompts ENTER B-DAY

- Enter customer's date of birth from valid ID (or # to bypass if allowed)
- Press the # key

### CORRECTIONS

#### VOID LAST ITEM ENTERED

- Press ERR CORR

#### VOID ENTIRE TRANSACTION

Special Function 7

- Press 7, then #

#### PLU

A. One Item:

- Enter PLU number (PLU Key, scan, or manually enter)
- If manually entered, press PLU key
- Enter Package Quantity, Press #
- Enter UPC Digits, Press #
- Press Payment Key

B. Multiple Items:

- Enter quantity
- Press X
- Enter PLU number (PLU Key, scan or manually enter)
- If manually entered, press PLU key
- Press payment key

#### INTERRUPTED TRANSACTION - ONE SALE ONLY

- Press SUSPEND
- Process second transaction
- Press SUSPEND (recalls first transaction)

## Notes:



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## Notes:

## Fuel Transactions

### COMPLETING FUEL TRANSACTION

- Press Pump Select
  - Press FUEL
  - Press payment key
- Second Transaction, same pump
- Press A/B MEMORY
  - Press FUEL
  - Press payment key

### CONVERT CASH FUEL SALE TO CREDIT OR VICE VERSA

After fuel key is pressed:

- Press CONVERT
- Press payment key

**Note:** Will convert all fuel items in current receipt.

### FUEL SALES

#### PRESET/PREPAY

- Press Pump Select
- Press A/B Memory (if required)
- Enter \$ amount
- Press FUEL
- Press payment key

**Note:** CRIND device preset is for fuel only. Non-fuel items can be added to the transaction.

#### PRESET/POSTPAY

For a determined \$ amount:

- Press Pump Select
- Press A/B Memory
- Enter \$ amount to preset
- Press payment key

**Note:** CRIND device preset is for fuel only. Non-fuel items can be added to the transaction.

### CLEARING PRESET/POSTPAY SALES

- Press Pump Select
- Press PUMP STOP

### PRESET/PREPAY ENTRY

#### ERROR CORRECTIONS

A. If FUEL was not pressed:

- Press CLEAR

B. If FUEL was pressed:

- Press ERR CORR.

C. If payment key was pressed:

- Press Pump Select
- Press PUMP STOP
- Press REF
- Press Pump Select
- Press A/B MEMORY (if required).
- Press FUEL
- Press payment key

### VOID FUEL SALE

- Press Pump Select
- Press VOID
- Press FUEL
- Press payment key

### FUEL SALES

#### MANUAL ENTRY FUEL SALE

Special Function 15

- Enter 15, press #
- Press Pump Select
- Enter grade number, press #
- Verify grade, press #
- Enter \$ amount due, press #
- Press payment key

### POSTPAY FUEL SALE

- Press Pump Select
- Press AUTHORIZE

### PRESET/POSTPAY FILLUP

- Press Pump Select
- Press 00
- Press payment key

### VOID MANUAL FUEL ENTRY

Special Function 15

- Press VOID
- Enter 15, press #
- Press Pump Select

### REFUND MANUAL FUEL ENTRY

- Press REFUND
- Perform procedure for Manual Fuel Sale.

### TO CORRECT PRESET/PREPAY OVERRUN

*(Customer Dispenses more-than Preset \$)*

- Press Pump Select
- Press FUEL
- Press ADJUST if customer leaves without paying or press payment key

### TO CORRECT PRESET/PREPAY UNDERRUN

*(Customer Dispenses less-than Preset \$)*

- Press Pump Select
- Press FUEL
- Press payment key
- Give change, or credit/debit cancellation and new receipt

### CUSTOMER ADDS NON-FUEL ITEMS TO FUEL TRANSACTION

- Press Pump Select
- Press FUEL
- Enter non-fuel items
- Enter payment type

## Methods of Payments



### CASH OR CHECK SALE

- A. Exact amount:
- Press CASH or CHECK
- B. For Change:
- Enter amount tendered
  - Press CASH or CHECK

### CREDIT/DEBIT/SPEEDPASS SALE

See NETWORK FUNCTIONS

### NON-POS SALE

- Press CREDIT
- Press #
- Swipe card or enter account number
- Press #
- Use Imprinter

### COUPON PAYMENT

- Enter amount of coupon
- Press coupon
- Press payment key

### LOCAL CREDIT SALE

- Press LOCAL CREDIT
- Swipe card or
- Enter account number
- Press #

### PROGRAMMED NON-POS/ATTENDANT CARD

- Press CREDIT
- Swipe card OR enter account number
- Press YES
- Use imprinter

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## Auto-Pay Functions



### CUSTOMER PRESSES HELP KEY AT CRIND/CASH ACCEPTOR

- (? appears beside pump number)
- Press Pump Select
  - Message appears on screen
  - Resolve problem
  - Press CLR MSG

### ENABLE CRIND DEVICE

- Press 2, then 1, then #
- Press Pump Select, then #

### PRINT CASH ACCEPTOR EXCEPTIONS

- Press 2, then 7, then #
- Press Pump Select, then #

### ENABLE CASH ACCEPTOR

- Press 2, then 3, then #
- Press Pump Select, then #

### DISABLE CASH ACCEPTOR

- Press 2, then 2, then #
- Press Pump Select, then #

### PRINT CASH ACCEPTOR SALE INFO

- Press 2, then 5, then #
- Press Pump Select, then #

### PRINT CASH ACCEPTOR SAFE DROP

- Press 2, then 6, then #
- Press YES
- OR
- Press NO, press Pump Select, then #

### ENABLE TRANSPONDER

- Press 3, then 7, then #
- Press pump select
- Press #

### ENABLE AUTO-PAY MERCHANDISING

- Press 3, then 0, then #
- Enter vendor number
- Press #

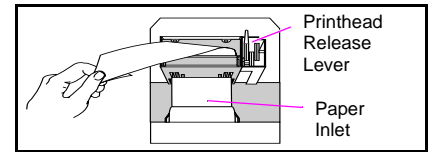
### DISABLE AUTO-PAY MERCHANDISING

- Press 2, then 9, then #
- Enter vendor number
- Press #

## CRIND Device Receipt Printer Maintenance

### CHANGING RECEIPT PAPER AT THE CRIND DEVICE

1. Remove paper roll core.
2. Remove paper from cutter.
3. Raise printhead release lever.
4. Remove paper from printer.
5. Feed new paper into inlet until paper appears between roller bars.
6. Pull paper through printer leaving 10-12 inches (25.4-30.5 cm) of paper.
7. Lower printhead release lever.
8. Feed paper into paper cutter.
9. Close and lock printer door while gently pulling paper.
10. Confirm test receipts have printed.

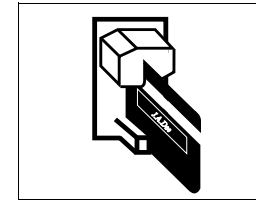


## Card Reader Maintenance

### CLEANING CARD READER

Swipe cleaning card through card reader at least once a week.

Use this method for CRIND device, console, or customer activated PIN Pad with Card Reader.



## Printer Maintenance

Refer to MDE-3381 G-SITE Printer Quick Reference Guide

## Notes:

## Electronic Journal Functions

Gilbarco® Hot Key



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### REVIEWING ELECTRONIC JOURNAL

- Press Gilbarco Hot Key
- Press 2
- Press CASH and CREDIT to scroll forward and backward
- Press SUBTOTAL to exit

### SAVING JOURNAL DATA TO FLOPPY

- Press Gilbarco Hot Key
- Press 3, 1

### PRINTING JOURNAL DATA

- Press Gilbarco Hot Key
- Press 3, 3

### LISTING JOURNAL DATA

- Press Gilbarco Hot Key
- Press 3, 4, CASH
- Press SUBTOTAL to exit

## Operator Functions



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### OPEN PAY POINT

- Press 1 from Operator Mode main menu
- Enter Beginning Cash Amount
- Press #
- Enter Operator ID
- Press X

### CLOSE FUNCTIONS

- Press 2 from Operator Mode Screen, the following displays:
  1. Automatic Shift Break
  2. Automatic Day Break
  3. Close Pay Point & Print Report
  4. Close Current Shift & Print Report
  5. Close Current Day & Print Report
- Enter a selection 1 - 5

### REPORT OPTIONS

- Press 3 from Operator Mode Screen, the following displays:
  1. Print Report
  2. Display Report Status
  3. Select Report Cancel
- Enter a selection 1 - 3 (without cash acceptors)  
OR  
Enter a selection 1 - 4 (with cash acceptors)

### STOCK DELIVERIES

- Press 7 from Operator Mode Screen
- Enter PLU Number or scan
- Enter delivery amount
- Press CASH
- Press SUBTOTAL twice to return to Operator Mode

### FUEL DELIVERIES

- Press 6 from Operator Mode screen
- Enter tank number and press CASH
- Enter delivery amount and press CASH
- Press SUBTOTAL twice to return to Operator Mode

### NETWORK FUNCTIONS

- Press 5 from Operator Mode main menu, the following displays:
  1. Request Host Report
  2. Data Entry (SF# 99)
- Enter a selection: 1,1 or 1,2 or 2
- Press SUBTOTAL to return to Operator Mode

### AUTO-PAY CONTROL

- Enter 8 from Operator Mode main selection screen, the following displays:
  1. Enable CRINDs
  2. Enable Cash Acceptors
  3. Enable Transponders
  4. Disable CRINDs
  5. Disable Cash Acceptors
  6. Disable Transponders
  7. Auto-Pay Status Report
  8. Auto-Pay Download Control
- Enter a selection (1-8)
- Press SUBTOTAL to return to Operator Mode.

### CHANGE PRIMARY/SECONDARY PUMP OPTIONS

- From Operator Mode Screen, press 4
- Press 1 from Product Data Control Screen

### CHANGE PRIMARY/SECONDARY MERCHANDISE SUBMENU

- From Operator Mode Screen, press 4
- Press 2 from Product Data Control Screen

## Network Functions



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### POS CREDIT SALE

- Press CREDIT
- Swipe card  
OR
- Enter card number manually and press #

### POS DEBIT SALE

- Press debit
- Swipe card
- Have customer enter PIN

### INSTANT CASH (DEBIT ONLY)

- Enter \$ amount requested (up to Manager preset limit)
- Press \$\$\$\$ key
- Press DEBIT
- Swipe card
- Have customer enter PIN

### CREDIT/DEBIT CARD VERIFICATION

- Special Function 31
- Press 3, then 1, then #
- Swipe card  
OR
- Enter account number and press #
- Enter total of purchase
- Press #

### KEY IN CREDIT

- Special Function 44 (Cashier Mode Only)
- Press 4, then 4, then #
- Enter Password, then press #
- Enter items from the original sale
- Fuel items must be entered using MANUAL FUEL ENTRY (Special Function 15)
- Press CREDIT when all items are entered
- Manually enter card number
- Press #
- Follow screen prompts

### PRINT CO-490 REPORT

- Special Function 49
- Press 4, then 9, then #
- Follow screen prompts

Note: If the CO-490 report is not printed, the print process is automatically started just after midnight. The process must be finished before the POS position can resume service. Once the CO-490 report has been printed, it cannot be reprinted

### FLEET CARD SALE

- Press CREDIT
- Swipe card or
- Enter card manually
- If prompted, enter the information (e.g., driver ID, odometer, PIN number)
- Press #

### GENERIC DATA ENTRY

- Special Function 99
- Press 9, then 9, then #
- Enter two digit option number (See MDE-4020)
- Press CASH
- Wait for data from Host to be displayed on screen
- Key in data if prompted (See MDE-4020)
- Follow screen prompts

### ENABLE CONSOLE STORE & FORWARD

- Special Function 60
- Press 6, then 0, then #
- Enter password, then press #

### ENABLE CRIND STORE & FORWARD

- Special Function 61
- Press 6, then 1, then #
- Enter password, then press #

### SPEEDPASS TRANSACTIONS

- The Speedpass transponder allows the customer to authorize the dispenser without the assistance of the cashier.
- Hand Held Tag Authorization
  - Customer stands close enough to the dispenser to remove the nozzle.
  - Customer waves a transponder device in front of the CRIND device.
- Car Mounted Transponder Authorization
  - Customer drives up to the dispenser to activate.
- Once transponder is read, the Speedpass light on the pump will illuminate and remain lit until nozzle is hung-up at the dispenser.
- If transponder fails, authorization light will go off and customer can not use that transponder device at the site for another 2 minutes. Alert message will display on pump & G-SITE system screen.

## Network Payment Problems



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### CREDIT/DEBIT PREPAY UNDERRUN

Cash refund not allowed:

- Press Pump Select
- Press FUEL
- Press CREDIT or DEBIT

If CREDIT is selected:

- Cancel prints for full amount
- Press # for new receipt

If DEBIT is selected:

- Enter PIN number on PIN pad
- Cancel prints for full amount
- Enter PIN number on PIN pad again
- Press # for new receipt

If network is down, use CREDIT sequence and refund can be documented to:

NON POS:

- Press Pump Select
- Press FUEL
- Press CREDIT
- Press #

Cash refund allowed:

- Press Pump Select
- Press FUEL
- Press CASH

### HOST DOES NOT RESPOND

- Console Prompts:  
ACCEPT CARD Y/N
- Press YES (0)  
Sale is recorded as non-electronic sale
- OR
- Press NO (00) or CLEAR
- Request another form of payment

### WRONG CARD TYPE

- Selected incorrect payment mode
- Press CLEAR
- Select correct card type or convert fuel sale

### REFUNDING DRYSTOCK

- Press REFUND
- Press appropriate department key/PLU
- Press CREDIT/DEBIT
- Enter last four or seven digits of POS number on the sales ticket
- Press #
- Follow screen prompts

### CARD NOT READ

- Re-enter card, after three tries:
- Enter account number manually
- Press #
- OR
- Press CLEAR and re-enter card

### UNPAID CRIND DEVICE

If customer drives off without paying for fuel due to Network Failure:

- Press Pump Select
- Press FUEL
- Press CREDIT/DEBIT
- Press #
- Prepare manual ticket - key in for credit
- Check Unpaid CRIND Sales Report

### PRINT CRIND RECEIPT BY PUMP

Special Function 71

- Press 7, then 1, then #
- Press Pump Key
- The CRIND receipt prints at the console receipt printer

## CASHIER FUNCTIONS



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## Other Cashier Functions

### AGE-RESTRICTED PURCHASE

A. Confirm Birth Date Method

- Enter price of item
- Press Department key
- Ask customer for proof of age
- Press YES if customer born before MM/DD/YY

OR

Press NO and CLEAR if customer born after MM/DD/YY

B. Enter Birth Date Method

- Enter price of item
- Press Department key
- Enter customer's date of birth from valid ID
- Press # key
- Press CLEAR if customer's date of birth does not meet age-restriction requirements

## Other Cashier Functions (continued)



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### REFUND - GENERAL

- Press REFUND
- Enter amount
- Press payment key

### REFUND - DEPARTMENT/ITEM

- Press REFUND
- Enter number of items
- Press X
- Enter price
- Press department key
- Press payment key

### SAFE DROP

- Enter \$ amount to deposit
- Press SAFE
- Enter your operator ID
- Press #
- Press payment key
- Place Safe Drop Receipt in safe with Money Drop

### PAID IN

- Enter \$ amount paid
- Press PAID IN
- Enter reference number (if required)
- Press #
- Press payment key

### PAID OUT

- Enter \$ amount from invoice
- Press PAID OUT
- Enter invoice number (if required)
- Press #
- Press payment key

### WORK ORDER NUMBER (WO#) ENTRY

- Press W/O
- Enter Work Order digits
- Press #

### FUEL INVENTORY REPORT

- Special Function 1
- Press 1, then #
- Press RECT

### FUEL DELIVERY

A. With Tank Monitor™ system  
To start delivery process

- Press DLVRY
- To complete process
- Press DLVRY again
- Press YES

B. Without Tank Monitor system  
Enter number of gallons delivered

- Press DLVRY
- Enter tank number
- Press #

### CURRENT PUMP TOTALS

Special Function 2

- Press 2, then #

### PRINT PREPAID RECEIPTS

Special Function 6

- Press Pump Select key
- Press 6, then #
- Press Receipt key

### MOVE PREPAID FUEL

Special Function 19

- Press Pump Select key used for prepay
- Press Pump Stop
- Press 1, then 9
- Press #
- Press Pump Select key used for prepay
- Press #
- Press Pump Select key to which prepaid sale should be moved
- Press #

### PRICE VERIFICATION

Special Function 70

- Press 7, then 0
- Press #
- Enter item by department PLU or scanned UPC

### REPRINT PREVIOUS TRANSACTION

Roll Receipt Printer

- Press RECT key for cashier receipt
- Press 8, then # for invoice

### CHECK WASH CODE

Special Function 77

- Press 7, then 7
- Press #
- Check wash code information

### DISABLE CODE ENTRY

Special Function 78

- Press 7, then 8
- Press #
- If more than one kiosk configured, then
- Press Pump Select
- Press #

### ENABLE CODE ENTRY

Special Function 79

- Press 7, then 9
- Press #
- If more than one kiosk configured, then
- Press Pump Select
- Press #

### ATTENDANT CARD FLASH REPORT

Special Function 88

- Press 8, then 8
- Press #
- Retrieve report from receipt printer