



Shell Acquiring
**Shell Card Merchant Operating
Guide ANZ SHELL POS Turbo™ 2**

Shell Helpdesk: 13 16 18

(For Shell Card queries)

Release date: July 2013

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1. Overview of Features

1.1 Major Features

The **ANZ POS Turbo™ 2** terminal is designed to:

- Process electronic transactions at your outlet
- Provide management reports on your outlet's transactions
- Perform the transfer of all (non Shell card) electronic transactions processed in a settlement period to your bank account.

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 function 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 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 Shell
- The fuel prices the terminal is using
- How your terminal is set up to reflect your business.

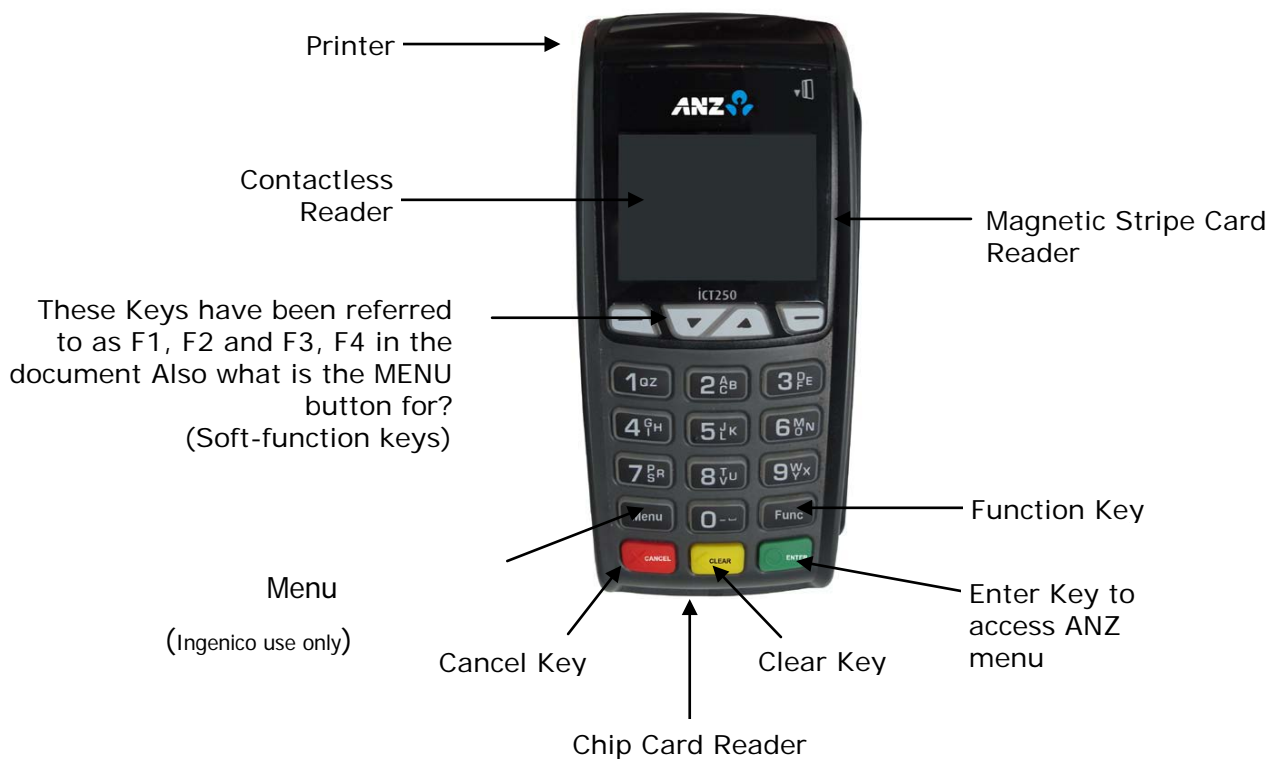
2. ANZ POS Turbo™ 2

This Operating Guide provides everything you need to know about processing debit and credit Transactions using your **ANZ POS Turbo™ 2** Terminal. This terminal is designed to accept payment using Contactless, Magnetic Stripe and Chip Cards.

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

2.1 Terminal Features

The **ANZ POS Turbo™ 2** terminal incorporates a backlit graphic screen with large graphic display, 18-key backlit keypad and thermal 'easy loading' printer.



2.2 Terminal keypad

SOFT-FUNCTION KEYS

These soft-function keys (F1, F2/F3 and F4) allow you to access the particular account type required. They are also used as function keys for navigating the ANZ EFTPOS MENU and Sub MENUs. For Shell Card transactions, these keys allow you to select transaction type, select product category, entry of alpha characters

NUMBER KEYS (Black)

Use the number keys to enter in the Transaction amounts, Authorisation Numbers and when the handkey function is required.

ENTER (Green)

The ENTER key will turn displays the ANZ EFTPOS MENU. It also confirms that all values and details (including signatures and PINs) are correct in the EFT portion of the purchase, cash-out (refer to section 12) and Refund Transactions (refer to section 13). It confirms that the Transaction can be sent to the Bank for verification and approval. The Enter key also takes you to the ANZ menu. In this menu, option 8 takes you to the Shell card menu.

CANCEL (Red)

The CANCEL key is used to cancel the current function and return the terminal to the idle state.

CLEAR (Yellow)

Press the CLEAR key to correct any invalid data entry. The CLEAR key is also used as a FEED key

Func (Black)

Use the Func key to access the terminals function menus

MENU (Black)

Use to access Terminal System Menu. This is protected by a system password. This menu is used by Ingenico Service and should only be used in production with the advice from the technical support.

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 card can be read by swiping from the top to the bottom of the terminal (or vice versa), with the magnetic stripe facing down towards the terminal.

Use a regular movement to ensure a reliable card reading.





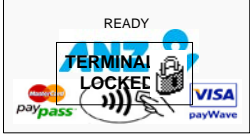

2.4 How to load Printer Paper

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal
- Insert the ANZ supplied paper roll (diameter 40mm) in the compartment
- Pull the paper up to the top of the terminal and hold in position
- Maintain the paper and close the lid
- Press the top of the lid in the centre until it clips into position

NOTE: Do not tamper with or remove the terminal housing

2.5 Terminal Status

The terminal uses the idle prompt to display its status.

Terminal display	Comment
	<p>Displays while the terminal is idle and ready to process transactions.</p>
	<p>This Screen will remain until a ANZ EFTPOS Initialisation has been done</p>
	<p>Displays while the terminal is locked in Security mode and unable to perform transactions.</p>
	<p>To process transactions, swipe your multiPOS and EFTPOS Merchant Card. The start screen will be displayed to begin</p>

2.6 Menu system

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

Note:

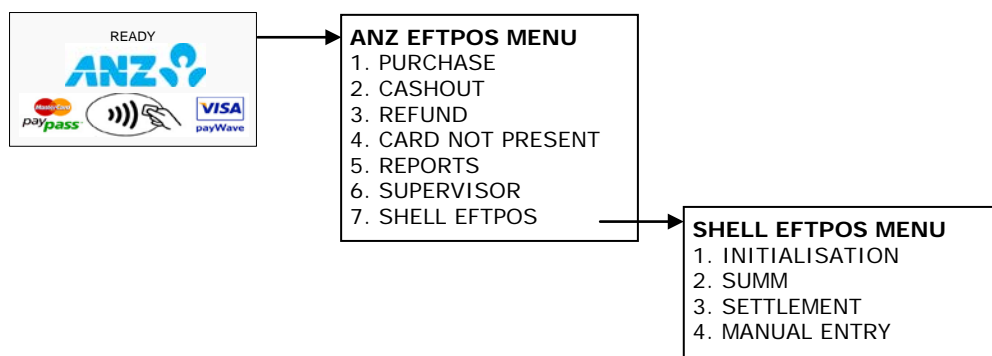
The menu always returns to idle after performing the selection function in the menu.

Key	Description
CANCEL	Exits the menu and returns to idle.
CLEAR	Cycles anti-clockwise through the menus.
ENTER	Cycles clockwise through the menus.
F1	Selects the menu item directly above the soft function key.
F2 and F3	Selects the menu item directly above the soft function key.
F4	Selects the menu item directly above the soft function key.

Note: To enter alpha values, enter the number that has the alpha value you wish to enter, and then press the F2/ F3 key until the alpha value you need appears. The entered numeric value will rotate to the next alpha with each F2/F3 key presses.

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

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



Terminal Setup

The terminal initialises with the Shell host to establish a secure link and receive the operating parameters from the Shell host. The terminal requires initialisation:


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

Before initialising Shell Application we need to make sure:

- Terminal has performed TMS Logon. Parameters are downloaded from TMS
- ANZ Application was initialised to the host. Some parameters are shared between ANZ EFTPOS Application and Shell so it is required to perform ANZ Initialisation first before Shell Initialisation of first reboot.

2.7 TMS Logon from idle



TMS logon is required to download Shell Parameters from the TMS

Terminal Display	Description
	Terminal Idle Display
FUNCTION:	Uses presses FUNC key and enters FUNC 2468
TMS LOGON? ENTER OR CLEAR?	User presses ENTER to confirm
TMS ACTION CONNECTING	Terminal connects to the TMS
TMS ACTION PLEASE WAIT	Terminal downloads Parameters from the TMS


TMS LOGON SUCCESSFUL	Parameter Download is Successful
---------------------------------	----------------------------------

2.8 ANZ EFTPOS Initialisation from idle

ANZ Initialisation is required to download parameters shared between ANZ and Shell.

Terminal Display	Description
	Terminal Idle Display
FUNCTION:	Uses presses FUNC key and enters FUNC 87
REMOTE INIT? ENTER OR CLEAR?	User presses ENTER to confirm
REMOTE INIT IN PROGRESS	Terminal performs remote initialisation
INITIALISING PLEASE WAIT	Terminal performs logon
	ANZ Initialisation Successful

2.9 Shell Initialisation from Menu

Terminal Display	Description
	From Idle press ENTER
ANZ EFTPOS MENU 5. REPORTS 6. SUPERVISOR 7. SHELL EFTPOS	Press menu number where SHELL EFTPOS is assigned to go to the Shell Menu. Note: Some menu function maybe enabled/disabled in the ANZ app. Ie CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into SHELL EFTPOS menu.
SHELL EFTPOS MENU 1. INITIALISATION 2. SUMM 3. SETTLEMENT	Press 1 to perform initialisation
SHELL INITIALISATION ENETR OR CLEAR	Press, • [ENTER] to perform an initialisation • [CLEAR] or [CANCEL] to cancel the function and return to Idle.
SHELL INITIALISATION DIALLING	The terminal dials the Shell host
SHELL INITIALISATION PROCESSING	Shell performs initialisation
SHELL INITIALISATION APPROVED	Displays after a successful initialisation. The PIN pad returns to idle. Prints the initialisation docket

For unsuccessful initialisation, please contact Shell helpdesk at 13 16 18 (SHELL CARD QUERIES ONLY).

Shell initialisation docket

Successful

No operating parameters

```
MERCHANT_NAME
MERCHANT_ADDRESS_1
MERCHANT_ADDRESS_2

SHELL INITIALISATION

TERMINAL ID tttttttttt
DEALER      dddddd
OUTLET      oooooooo

DD/MM/YY      HH: MM

APPROVED      xx
```

With operating parameters

```
MERCHANT_NAME
MERCHANT_ADDRESS_1
MERCHANT_ADDRESS_2

SHELL INITIALISATION

TERMINAL ID tttttttttt
DEALER      dddddd
OUTLET      oooooooo

DOCKET_FOOTER_1
DOCKET_FOOTER_2

HIGH LIMIT AMT $9999.99

ACCEPTED SHELL 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 operating parameter table

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

Unsuccessful

```
MERCHANT_NAME
MERCHANT_ADDRESS_1
MERCHANT_ADDRESS_2

SHELL INITIALISATION

TERMINAL ID tttttttttt
DEALER      dddddd
OUTLET      oooooooo

DD/MM/YY      HH: MM

TRANSACTION CANCELLED xx
ERROR_MESSAGE_TEXT
```


3. 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.

3.1 Shell Card Purchase transaction


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

Terminal Display	Description
	Shell Card is swiped from Idle.
<pre>TRANSACTION TYPE? PUR RFND</pre>	Displays if the card swiped is a Shell Card. <ul style="list-style-type: none"> • Press [F1] to initiate a purchase transaction.
<pre>PRODUCT? FUEL OIL OTHER</pre>	Press, <ul style="list-style-type: none"> • [F1] to select a product from the fuel category • [F2 or F3] to select oil • [F4] to select a product from the franchise category.
<pre>xxxxxx PRODUCT? 99 _____ _____ DOWN UP</pre>	Displays if a fuel or franchise category is selected. <ul style="list-style-type: none"> • Enter the product ID and presses [ENTER] • Press [F3] to scroll up the selected product list • Press [F2] to scroll down the selected product list. Note: xxxxx represents the category (FUEL or OTHER).
<pre>xxxxxxxxxxxxxxxxxxxxxxxxxxxxx AMOUNT? \$999999.99</pre>	Enter the 'purchase amount' for the selected product and press [ENTER]. Note: xxxxxxxxxxxxxxxxxxxxxxxxx represents the selected product.

<p>AMT MORE THAN LIMIT CONFIRM? YES/NO</p>	<p>Press [ENTER] to continue processing the transaction.</p>
<p>XXXXXXXXXXXXXXXXXXXX LITRES? 999999.99</p>	<p>Enter the 'litres volume' for the selected product and press [ENTER].</p> <p>Note: xxxxxxxxxxxxxxxxxxxxxxxx represents the selected product.</p>
<p>CHECK PRICE/LITRES PRESS CLEAR</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"> • [CLEAR] to clear the entry and continue processing from selecting the category • [CANCEL] to cancel the transaction and return to idle.
<p>ANOTHER PRODUCT? ENTER OR CLEAR</p>	<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>\$999999.99 KEY CSN? *****</p>	<p>Request the cardholder to:</p> <ul style="list-style-type: none"> • Enters their CSN and then press [ENTER]
<p>PROCESSING PLEASE WAIT</p>	<p>The terminal communicates with Shell host to finalise the Shell card transaction.</p>
<p>REGISTRATION NUMBER? XXXXXXXXXX</p>	<p>Display if the registration number flag (bit 4) of FMI info in DE60 of 110 msg is set to 1.</p> <ul style="list-style-type: none"> • Enter the registration number details and presses [ENTER] • Press [ENTER] to bypass registration number entry. <p>The terminal prints the order number on the purchase docket if it is entered, otherwise NOT GIVEN is printed. Press F2/F3 keys to get alpha characters</p>


<p>ORDER NUMBER? XXXXXXXXXX</p>	<p>Display if the order number flag (bit 2) of FMI info in DE60 of 110 msg is set to 1.</p> <ul style="list-style-type: none"> • Enter the order number details and presses [ENTER] • Press [ENTER] to bypass order number entry. <p>The terminal prints the order number on the purchase docket if it is entered, otherwise NOT GIVEN is printed. Press F2/F3 keys to get alpha characters</p>
<p>ODOMETER? XXXXXX</p>	<p>Display if the odometer number flag (bit 1) of FMI info in DE60 of 110 msg is set to 1.</p> <ul style="list-style-type: none"> • Enters the odometer number details and press [ENTER] • Press [ENTER] to bypass odometer number entry. <p>The terminal prints the odometer number on the purchase docket if it is entered, otherwise NOT GIVEN is printed</p>
<p>APPROVED</p>	<p>Terminal receives response code of 00</p>
<p>CUSTOMER COPY ENTER OR CLEAR</p>	<ul style="list-style-type: none"> • [ENTER] to print customer copy of the transaction • [CLEAR] to decline printing customer copy of the transaction
<p>APPROVED</p>	<p>Displays if the customer copy of the docket is requested</p>

3.2 Shell Card Manual Entry Processing

Terminal Display	Description
	From Idle press ENTER
<p>ANZ EFTPOS MENU</p> <p>5. REPORTS</p> <p>6. SUPERVISOR</p> <p>7. SHELL EFTPOS</p>	<p>Press menu number where SHELL EFTPOS is assigned to go to the Shell Menu.</p> <p>Note: Some menu function maybe enabled/disabled in the ANZ app. Ie CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into SHELL EFTPOS menu.</p>
<p>SHELL EFTPOS MENU</p> <p>2. SUMM</p> <p>3. SETTLEMENT</p> <p>4. MANUAL ENTRY</p>	Press 4 to perform Manual Entry
<p>CARD NUMBER:</p> <p>999999999999999999</p>	<p>The terminal accepts a minimum of 13 and a maximum of 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"> • [ENTER] Accept the card number entered • [CLEAR] Delete the last digit entered • [CANCEL] Cancel the transaction and return to Idle
<p>EXPIRY <MMYY></p> <p>9999</p>	Operator Enter the Expiry Number
<p>TRANSACTION TYPE?</p> <p>PUR RFND</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>

3.3 Shell Card Refund Transaction Processing

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

Terminal Display	Description
	Shell Card is swiped from Idle.
<pre>TRANSACTION TYPE? PUR RFND</pre>	Displays if the card swiped is a Shell Card. <ul style="list-style-type: none"> Press [F4] to initiate a refund transaction.
<pre>ORIGINAL DATE DDMMYY 999999</pre>	Enter the 'original transaction date' from the purchase docket and presses [ENTER].
<pre>ORIGINAL DOCKET NO? 999</pre>	Enter the 'original docket number' from the purchase docket and presses [ENTER].
<pre>ORIGINAL PRODUCT? FUEL OIL OTHER</pre>	Press: <ul style="list-style-type: none"> [F1] to select a product from the fuel category [F2 or F3] to select oil [F4] to select a product from the franchise category.
<pre>xxxxxx PRODUCT? 99 _____ _____ DOWN UP</pre>	Display's if a fuel or franchise category is selected. <ul style="list-style-type: none"> Enter the product ID and press [ENTER] Press [F3] to scroll up the selected product list Press [F2] to scroll down the selected product list. Note: xxxxx represents the category (FUEL or OTHER).
<pre>xxxxxxxxxxxxxxxxxxxxxxxxxxxx AMOUNT? \$999999.99</pre>	Enter the 'refund amount' for the selected product and presses [ENTER] . Note: xxxxxxxxxxxxxxxxxxxxxxx represents the selected product.

<p>AMT MORE THAN LIMIT CONFIRM? YES/NO</p>	<p>Press [ENTER] to continue processing the transaction.</p>
<p>XXXXXXXXXXXXXXXXXXXX LITRES? 999999.99</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>Note: xxxxxxxxxxxxxxxxxxxxxx represents the selected product.</p>
<p>XXXXXXXXXXXXXXXXXXXX PRICE? 999999.99</p>	<p>Displays if a fuel product is selected for the refund.</p> <ul style="list-style-type: none"> • Enter the 'fuel category price' for the selected product from the purchase docket and press [ENTER] • Press [ENTER] if the 'fuel category price' is the same as that stored in the terminal. <p>Note: xxxxxxxxxxxxxxxxxxxxxx represents the selected product.</p>
<p>CHECK PRICE/LITRES PRESS CLEAR</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"> • [CLEAR] to clear the entry and continue processing from selecting the category • [CANCEL] to cancel the transaction and return to idle.
<p>ANOTHER PRODUCT? ENTER OR CLEAR</p>	<ul style="list-style-type: none"> • Press [CLEAR] to end product entry • Press [ENTER] to enter another product
<p>\$999999.99 KEY CSN? *****</p>	<p>Request the cardholder to :</p> <ul style="list-style-type: none"> • Enter their CSN and press [ENTER]

<p>PROCESSING PLEASE WAIT</p>	<ul style="list-style-type: none">• The terminal communicates with Shell host to finalise the Shell card transaction
<p>APPROVED</p>	<p>Terminal receives response code of 00</p>
<p>CUSTOMER COPY ENTER OR CLEAR</p>	<ul style="list-style-type: none">• [ENTER] to print customer copy of the transaction• [CLEAR] to decline printing customer copy of the transaction
<p>APPROVED</p>	<p>Displays if the customer copy of the docket is requested</p>

3.3.1 Capture of initial CSN and CSN reset


Terminal display	Comment
<p>CHECK VEHICLE DETAIL</p> <p>ENTER OR CANCEL</p>	<p>Press:</p> <ul style="list-style-type: none"> • [ENTER] to confirm the card vehicle details are correct • [CANCEL] to cancel the transaction if the vehicle details for a vehicle specific card do not match the vehicle. <p>Note: If the transaction is cancelled, a transaction cancelled completion record with all the original request categories is queued for delivery with the next suitable transmission.</p>
<p>ENTER INITIAL CSN?</p> <p>*****</p>	<p>Request cardholder to enter their CSN (Customer Security Number) and press [ENTER].</p>
<p>RE-ENTER CSN?</p> <p>*****</p>	<p>The cardholder re-enters their CSN and presses [ENTER].</p>
<p>SIGNATURE</p> <p>REQUIRED</p>	<p>Displays if the 1st and 2nd encrypted CSN's entered are the same.</p> <p>The terminal prints the merchant copy of the approved refund docket with the signature panel.</p>
<p>SIGNATURE</p> <p>VERIFIED?</p>	<p>Press [ENTER] to accept the signature and print the customer copy of the approved refund docket.</p>
<p>APPROVED</p>	<p>The terminal:</p> <ul style="list-style-type: none"> • prints the customer copy of the approved refund docket • updates the transaction totals if shift or day totals is configured • performs forced settlement processing if the response message indicates that the Shell host has performed settlement for the terminal returns to idle.

4. Daily Procedures

4.1 Summary totals

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

Summary totals is an online function.

Terminal Display	Description
	From Idle press ENTER
<pre>ANZ EFTPOS MENU 5. REPORTS 6. SUPERVISOR 7. SHELL EFTPOS</pre>	Press menu number where SHELL EFTPOS is assigned to go to the Shell Menu. Note: Some menu function maybe enabled/disabled in the ANZ app. Ie CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into SHELL EFTPOS menu.
<pre>SHELL EFTPOS MENU 1. INITIALISATION 2. SUMM 3. SETTLEMENT</pre>	Press [2] to display the Shell totals menu
<pre>SHELL TOTALS CURR LAST</pre>	<ul style="list-style-type: none">• Press [F1] to initiate the Shell current totals function• [CLEAR] or [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
<pre>SHELL SUMMARY TOTALS ENTER OR CLEAR</pre>	Displays if the summary totals function is not password protected. Press: <ul style="list-style-type: none">• [ENTER] to print the Shell summary totals• [CLEAR] or [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
<pre>SHELL SUMMARY TOTALS P/WORD? *****</pre>	Displays if the summary totals function is password protected. <ul style="list-style-type: none">• Enter the 'function password' and press [ENTER]• Press [CLEAR] to reset the password entry• Press [CANCEL] to cancel the function and return to the Shell EFTPOS menu.

**SHELL INITIALISATION
DIALLING**

The terminal dials the Shell host

Note: This screen is only displayed if the terminal requires initialisation to Shell Host.

**SHELL INITIALISATION
PROCESSING**

If the terminal communicates with the Shell host for initialisation.

Note: This screen is only displayed if the terminal requires initialisation to Shell Host.

**SENDING ADVICES
DIALLING**

The terminals send all pending advises on the terminal.

Note: This screen is only displayed if there are pending advises in the terminal

**SENDING ADVICES
PROCESSING**

The terminal communicates with Shell host to clear any pending completion transaction

Note: This screen is only displayed if there are pending advises in the terminal

**SHELL SUMMARY TOTALS
DIALLING**

The terminal dials the Shell host.

Note: This screen is not displayed if the terminal performed an initialisation and/or sent an outstanding advice message.

**SHELL SUMMARY TOTALS
PROCESSING**

The terminal communicates with Shell host for Summary Totals.


APPROVED

The terminal receives an approved response from the Shell host.

4.2 Last summary totals

The last summary totals function provides the operator with totals, for the previous settlement period that are grouped by company and transaction type.

Last summary totals is an online function.

Terminal Display	Description
	From Idle press ENTER
<pre> ANZ EFTPOS MENU 5. REPORTS 6. SUPERVISOR 7. SHELL EFTPOS </pre>	<p>Press menu number where SHELL EFTPOS is assigned to go to the Shell Menu.</p> <p>Note: Some menu function maybe enabled/disabled in the ANZ app. Ie CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into SHELL EFTPOS menu.</p>
<pre> SHELL EFTPOS MENU 1. INITIALISATION 2. SUMM 3. SETTLEMENT </pre>	Press [2] to display the Shell totals menu.- change menu
<pre> SHELL TOTALS CURR LAST </pre>	<ul style="list-style-type: none"> Press [F2] to initiate the Shell last totals function [CLEAR] or [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
<pre> SHELL LAST TOTALS ENTER OR CLEAR </pre>	<p>Displays if the summary totals function is not password protected.</p> <p>Press:</p> <ul style="list-style-type: none"> [ENTER] to print the Shell summary totals [CLEAR] or [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
<pre> SHELL LAST TOTALS P/WORD? ***** </pre>	<p>Displays if the summary totals function is password protected.</p> <ul style="list-style-type: none"> Enter the 'function password' and press [ENTER] Press [CLEAR] to reset the password entry Press [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
<pre> SHELL INITIALISATION DIALLING </pre>	<p>The terminal dials the Shell host</p> <p>Note: This screen is only displayed if the terminal requires initialisation to Shell Host.</p>

<p style="text-align: center;">SHELL INITIALISATION PROCESSING</p>	<p>If the terminal communicates with the Shell host for initialisation.</p>
<p style="text-align: center;">SENDING ADVICES DIALLING</p>	<p>Note: This screen is only displayed if the terminal requires initialisation to Shell Host.</p>
<p style="text-align: center;">SENDING ADVICES PROCESSING</p>	<p>The terminals send all pending advises on the terminal.</p>
<p style="text-align: center;">SHELL LAST TOTALS DIALLING</p>	<p>Note: This screen is only displayed if there are pending advises in the terminal</p>
<p style="text-align: center;">SHELL LAST TOTALS PROCESSING</p>	<p>The terminal communicates with Shell host to clear any pending completion transaction</p>
<p style="text-align: center;">SHELL LAST TOTALS APPROVED</p>	<p>Note: This screen is only displayed if there are pending advises in the terminal</p>
<p style="text-align: center;">SHELL LAST TOTALS DIALLING</p>	<p>The terminal dials the Shell host to send last totals request.</p>
<p style="text-align: center;">SHELL LAST TOTALS PROCESSING</p>	<p>The terminal communicates with Shell host for Last Summary Totals.</p>
<p style="text-align: center;">SHELL LAST TOTALS APPROVED</p>	<p>The terminal receives an approved response from the Shell host.</p>

4.3 Settlement

Settlement is an online function that initiates transfer of value from the Shell to the dealer for financial 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 for each day.


Shell terminal settlement is initiated:

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

4.3.1 Settlement after summary totals

Terminal display	Comment
SHELL SUMMARY TOTALS PROCESSING	The terminal communicates with Shell host to clear any pending completion transaction.
SHELL SUMMARY TOTALS APPROVED	The terminal: <ul style="list-style-type: none"> Prints the approved summary totals docket Performs Shell forced settlement processing (if forced settlement has occurred). Will not prompt for password or confirmation to perform settlement, if the settlement is forced by the host.
SHELL SETTLEMENT? ENTER OR CLEAR	Displays if the settlement function is not password protected. Press: <ul style="list-style-type: none"> [ENTER] to perform Shell settlement [CLEAR] or [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
SHELL SETTLEMENT P/WORD? *****	Displays if the settlement function is password protected. <ul style="list-style-type: none"> Enter the 'function password' and presses [ENTER] Press [CLEAR] to reset the password entry. Press [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
SHELL SETTLEMENT PRESS ANY KEY	Displays if the settlement is forced by the host.
SHELL SETTLEMENT PROCESSING	The terminal communicates with Shell host for settlement.

4.3.2 Manual Settlement

Terminal Display	Description
	<p>From Idle press ENTER</p>
<pre>ANZ EFTPOS MENU 5. REPORTS 6. SUPERVISOR 7. SHELL EFTPOS</pre>	<p>Press menu number where SHELL EFTPOS is assigned to go to the Shell Menu.</p> <p>Note: Some menu function maybe enabled/disabled in the ANZ app. Ie CARD NOT PRESENT, thus the numbering maybe different. To be sure please look into SHELL EFTPOS menu.</p>
<pre>SHELL EFTPOS MENU 1. INITIALISATION 2. SUMM 3. SETTLEMENT</pre>	<p>Press [3] to initiate Shell settlement function.- change menu incorrect</p>
<pre>SHELL SETTLEMENT P/WORD? *****</pre>	<p>Displays if the settlement function is password protected.</p> <p>Press:</p> <ul style="list-style-type: none"> • Enter the 'function password' and presses [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the Shell EFTPOS menu.
<pre>SHELL INITIALISATION DIALLING</pre>	<p>The terminal dials the Shell host. Does not display</p>
<pre>SHELL INITIALISATION PROCESSING</pre>	<p>If the terminal communicates with the Shell host for initialisation. Does not display</p>
<pre>SENDING ADVICES DIALLING</pre>	<p>The terminal dials the Shell host.</p> <p>Note: This screen is not displayed if the terminal performed an initialisation.</p>

**SENDING ADVICES
PROCESSING**

The terminal communicates with Shell host to clear any pending completion transaction.

**SHELL SETTLEMENT
DIALLING**

The terminal communicates with Shell host for settlement

**SHELL SUMMARY TOTALS
PROCESSING**

The terminal dials the Shell host.

Note: This screen is not displayed if the terminal performed an initialisation and/or sent an outstanding advise message.

**SHELL SUMMARY TOTALS
APPROVED**

The terminal:

- Prints the approved summary totals docket
- Performs Shell forced settlement processing (if forced settlement has occurred).

**SHELL SETTLEMENT
PROCESSING**

The terminal communicates with Shell host for settlement.

APPROVED

The terminal receives an approved response from the Shell host.

4.3.3 Settlement after Shift Totals

Terminal display	Comment
<pre>XXXXXXXXXXXXXXXXXXXXX PRINTING</pre>	The terminal prints the shift AND day totals docket (if day totals are configured).
<pre>SHELL SUMMARY TOTALS PROCESSING</pre>	The terminal dials the Shell host.
<pre>SHELL SUMMARY TOTALS APPROVED</pre>	<p>The terminal:</p> <ul style="list-style-type: none"> Prints the approved summary totals docket Performs Shell forced settlement processing (if forced settlement has occurred).
<pre>SHELL SETTLEMENT PROCESSING</pre>	The terminal communicates with Shell host for settlement.

4.3.4 Forced Settlement


Terminal display	Comment
<pre>SHELL SETTLEMENT PRESS ANY KEY</pre>	Press any key to process the settlement.
<pre>SHELL SETTLEMENT APPROVED</pre>	<p>The terminal:</p> <ul style="list-style-type: none"> Prints the Shell forced settlement docket Returns to the transaction menu or idle. <p>Note: Any outstanding piggyback details are carried over to the next settlement period.</p>

5. Dealer Functions

5.1 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.
FUNCTION? ****	Press [8] [0] [0] [1] and [ENTER] .
PRINT FUEL PRICES? ENTER OR CLEAR	Press: <ul style="list-style-type: none"> • [ENTER] to print the fuel price docket • [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.
NO FUEL PRICES CONFIGURED	Displays for 2 seconds if there are no fuel prices configured. The terminal cancels the function and returns to the transaction menu or idle.
FUEL PRICES PRINTING	The terminal: <ul style="list-style-type: none"> • Prints the fuel price docket • Returns to the transaction menu or idle.

5.2 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 (1/10th of a cent).


Print fuel maintenance is an offline function.

Terminal display	Comment
	Press [FUNC] from idle or the transaction menu.
<pre>FUNCTION? ****</pre>	Press [8] [0] [0] [2] and [ENTER] .
<pre>FUEL PRICES CHANGE? ENTER OR CLEAR</pre>	Displays if the fuel price maintenance function is not password protected. Press: <ul style="list-style-type: none"> • [ENTER] to change the fuel prices • [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.
<pre>FUEL PRICE CHANGE P/WORD? *****</pre>	Displays if the fuel price maintenance function is password protected. <ul style="list-style-type: none"> • Enter the 'function password' and press [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the transaction menu or idle.
<pre>SELECT FUEL PRODUCT 99 _____ _____ UP DOWN</pre>	<ul style="list-style-type: none"> • Enter the product ID and presses [ENTER] • Press [F1] to scroll up the fuel product list • Press [F4] to scroll down the fuel product list • Press [CLEAR] to delete the last digit entered • Press [CANCEL] to cancel the function and return to the transaction menu or idle.
<pre>PRODUCT NOT ACCEPTED</pre>	Displays for 2 seconds if the selected product is not authorised for the outlet, as determined by the Shell Operating Parameter Table. The terminal requests re-entry of the fuel product.

Terminal display	Comment
<pre> XXXXXXXXXXXXXXXXXXXXX PRICE 999.99 NEW PRICE? 999.99 </pre>	<ul style="list-style-type: none"> • Enter the new fuel price and presses [ENTER] • 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) • Press [CLEAR] to delete the last digit entered (if data has been entered) • Press [CANCEL] to cancel the function and return to idle. <p>Note: XXXXXXXXXXXXXXXXXXXXX represents the fuel category name.</p>
<pre> FUEL PRICE NOT VALID </pre>	<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>
<pre> XXXXXXXXXXXXXXXXXXXXX 99999.9¢ OK? </pre>	<p>The operator presses:</p> <ul style="list-style-type: none"> • [ENTER] to update the fuel category price and re-display the select fuel product prompt • [CLEAR] to re-display the new fuel price entry prompt for the selected fuel category • [CANCEL] to cancel the function and return to idle without updating the fuel category price. <p>Notes:</p> <ul style="list-style-type: none"> • XXXXXXXXXXXXXXXXXXXXX represents the fuel category name • 99999.9 represent the new fuel price.
<pre> FUEL PRICE CHANGE PRINTING </pre>	<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>Note: An '*' is printed beside the fuel category price that has changed.</p>

5.3 Dealer changeover

Dealer changeover is an online function.

Terminal display	Comment
	Press [FUNC] from idle or the transaction menu.
FUNCTION? ****	Press [8] [0] [0 [3] and [ENTER] .
DEALER CHANGEOVER? ENTER OR CLEAR	Displays if the dealer changeover function is not password protected. Press: <ul style="list-style-type: none"> • [ENTER] to perform dealer changeover • [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.
DEALER CHANGEOVER P/WORD? *****	Displays if the dealer changeover function is password protected. <ul style="list-style-type: none"> • Enter the 'function password' and presses [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the transaction menu or idle.
SHELL INITIALISATION DIALLING	The terminal dials the Shell host.
SHELL INITIALISATION PROCESSING	The terminal communicates with Shell host for initialisation.
SENDING ADVICES DIALLING	The terminal dials the Shell host. Note: This screen is not displayed if the terminal performed an initialisation.
SENDING ADVICES PROCESSING	The terminal communicates with Shell host to clear any pending completion transaction.
SHELL SUMMARY TOTALS DIALLING	The terminal dials the Shell host.
SHELL SUMMARY TOTALS PROCESSING	The terminal communicates with Shell host for Summary Totals.
SHELL SUMMARY TOTALS APPROVED	The terminal prints the summary totals docket.

Terminal display	Comment
<p data-bbox="352 277 756 304">SHELL LAST TOTALS</p> <p data-bbox="352 315 756 342">PROCESSING</p>	<p data-bbox="778 277 1541 342">Displays if the Shell totals response indicates that forced settlement processing has occurred.</p> <p data-bbox="778 371 1378 398">The terminal communicates with Shell host.</p>
<p data-bbox="352 430 756 456">SHELL LAST TOTALS</p> <p data-bbox="352 468 756 495">APPROVED</p>	<p data-bbox="778 430 1541 495">Displays if forced settlement processing has been performed.</p> <p data-bbox="778 524 1481 551">The terminal prints the last summary totals docket.</p> <p data-bbox="778 584 1382 611">Note: Shell initialisation is not performed at this point.</p>
<p data-bbox="352 636 756 663">SHELL SETTLEMENT</p> <p data-bbox="352 674 756 701">PROCESSING</p>	<p data-bbox="778 636 1541 701">Displays if the Shell totals response indicates that forced settlement processing has not occurred.</p> <p data-bbox="778 730 1378 757">The terminal communicates with Shell host.</p>
<p data-bbox="352 788 756 815">SHELL SETTLEMENT</p> <p data-bbox="352 826 756 853">APPROVED</p>	<p data-bbox="778 788 1541 853">Displays if forced settlement processing has not been performed.</p> <p data-bbox="778 887 963 913">The terminal:</p> <ul data-bbox="778 931 1525 1043" style="list-style-type: none"> <li data-bbox="778 931 1525 996">• Closes the current batch and opens a new batch (if shift or day totals is configured) <li data-bbox="778 1014 1347 1041">• Prints an approved settlement docket. <p data-bbox="778 1077 1382 1104">Note: Shell initialisation is not performed at this point.</p>
<p data-bbox="352 1128 756 1155">DEALER CHANGEOVER</p> <p data-bbox="352 1167 756 1193">PROCESSING</p>	<p data-bbox="778 1128 1541 1193">The terminal communicates with Shell host for dealer changeover request.</p>

5.3.1 Successful dealer changeover

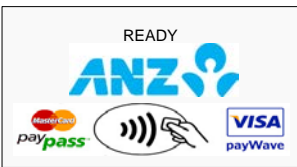
Terminal display	Comment
DEALER CHANGEOVER PROCESSING	The terminal communicates with Shell host for dealer changeover request.
DEALER CHANGEOVER ACCEPTED	Displays if a response code of 00 is received. The terminal prints the approved dealer changeover docket.
DEALER CHANGEOVER EARLY – CALL SHELL	Displays if a response code of N2 is received. The terminal prints the approved early dealer changeover docket. Note: The switch has updated the settlement records for the site to the new dealer.
SHELL INITIALISATION PROCESSING	The terminal communicates with Shell host for initialisation.

For unsuccessful dealer changeover, please contact Shell helpdesk at 13 16 18 (SHELL CARD QUERIES ONLY).

5.4 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
	Press [FUNC] from idle or the transaction menu.
FUNCTION? ****	Press [8] [0] [2] [2] and [ENTER] .
SHIFT TOTALS NOT CONFIGURED	Displays for 2 seconds if shift totals are not configured for the dealer. The terminal cancels the function and returns to the transaction menu or idle.

Terminal display	Comment
SHIFT # TOTALS? ENTER OR CLEAR	<p>Displays if the shift totals function is not password protected.</p> <p>Press:</p> <ul style="list-style-type: none"> • [ENTER] to print the shift totals docket • [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle. <p>Note: # represents the shift number.</p>
SHIFT # TOTALS P/WORD? *****	<p>Displays if the shift totals function is password protected.</p> <ul style="list-style-type: none"> • Enter the 'function password' and presses [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the transaction menu or idle. <p>Note: # represents the shift number.</p>
SHIFT # TOTALS PRINTING	<p>The terminal prints the shift totals docket.</p> <p>Note: # represents the shift number.</p>
KEEP SHIFT TOTALS? ENTER OR CLEAR	<p>Press:</p> <ul style="list-style-type: none"> • [ENTER] to retain the shift totals • [CLEAR] to reset the shift totals • [CANCEL] to cancel the function and return to the transaction menu or idle.
SHIFT TOTALS KEPT	<p>Displays if the shift totals are retained.</p> <p>The terminal prints SHIFT TOTALS KEPT on the shift totals docket.</p>
SHIFT TOTALS CLEARED	<p>Displays if the shift totals are reset.</p> <p>The terminal:</p> <ul style="list-style-type: none"> • Prints SHIFT TOTALS CLEARED on the shift totals docket • Resets the shift totals to zero • Increments the shift number.
PROCESS DAY TOTALS? ENTER OR CLEAR	<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"> • [ENTER] to process day totals • [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.

Terminal display	Comment
<p>DAY TOTALS</p> <p>PRINTING</p>	<p>Displays if:</p> <ul style="list-style-type: none"> • Day totals processing is selected; • Or, shift totals are reset and day totals are configured and linked to the shift <p>The terminal prints the day totals docket.</p>
<p>KEEP DAY TOTALS?</p> <p>ENTER OR CLEAR</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"> • [ENTER] to retain the day totals • [CLEAR] to reset the day totals • [CANCEL] to cancel the function and return to the transaction menu or idle.
<p>DAY TOTALS KEPT</p>	<p>Displays if the day totals are retained.</p> <p>The terminal prints DAY TOTALS KEPT on the day totals docket.</p>
<p>DAY TOTALS CLEARED</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"> • Prints DAY TOTALS CLEARED on the day totals docket • Resets the day totals to zero. <p>Note: 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>

5.5 Password maintenance


This function provides the operator with the ability to change, modify and remove password protection for configuration or sensitive functions.

Only **one password** is permitted and it is used to access all 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
- Dealer configuration
- 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 idle or the transaction menu.
FUNCTION? ****	Press [8] [8] [0] [1] and [ENTER] .
PASSWORD MAINTENANCE ENTER OR CLEAR	Displays if the password maintenance function is not password protected. Press: <ul style="list-style-type: none"> • [ENTER] to perform password maintenance • [CLEAR] or [CANCEL] to cancel the function and return to the transaction menu or idle.

Terminal display	Comment
PASSWORD MAINTENANCE P/WORD? *****	<p>Displays if the password maintenance function is password protected.</p> <ul style="list-style-type: none"> • Enter the 'function password' and press [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the transaction menu or idle.
PASSWORD MAINTENANCE ADD MOD DEL	<p>Press:</p> <ul style="list-style-type: none"> • [F1] to create the 'function password' if it does not exist, or to password protect a function • [F2/F3] to modify the 'function password' • [F4] to delete the 'function password', or to remove password protection from a function • [CANCEL] to cancel the function and return to the transaction menu or idle.

5.5.1 Adding a password

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

Terminal display	Comment
PASSWORD MAINTENANCE ADD MOD DEL	Press [CHQ] to create a 'function password'.
1=ADD PASSWORD 2=ADD FUNCTION	Press: <ul style="list-style-type: none"> • [1] to create the 'function password' • [CANCEL] to cancel the function and return to the transaction menu or idle.
PASSWORD ALREADY SET	Displays for 2 seconds if the 'function password' already exists. The terminal cancels the add password function and returns to the password maintenance menu.
ADD PASSWORD P/WORD? *****	Displays if the 'function password' does not exist. <ul style="list-style-type: none"> • Enter the 'function password' and presses [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the transaction menu or idle.
RE-ENTER PASSWORD P/WORD? *****	<ul style="list-style-type: none"> • Re-enter the 'function password' and press [ENTER] • Press [CLEAR] to reset the password entry • Press [CANCEL] to cancel the function and return to the transaction menu or idle. The terminal checks if the passwords match.
PASSWORD MISMATCH	Displays for 2 seconds if the passwords do not match. The terminal requests re-entry of the initial password.
PASSWORD ACCEPTED	Displays for 2 seconds while the terminal saves the new 'function password' if the passwords match. The terminal returns to the password maintenance menu.

6. Processing Shell Card Manual Transactions

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

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.

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.

Manual vouchers

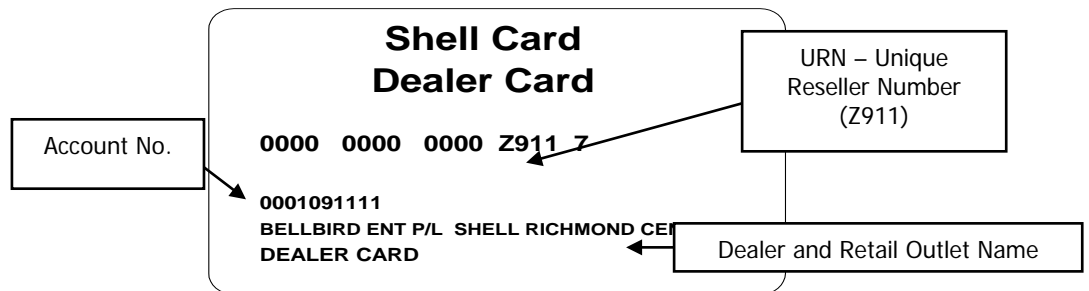
Manual transaction vouchers must be batched and forwarded to Shell for processing. In order to ensure successful and timely processing, vouchers must be consolidated into batches which must:

- Contain vouchers with the same pump price for each grade (ie. each time the pump price is changed a new Shell Card batch must be started);
- 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.
- The Shell Dealer Card imprint 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.

Shell may reject manual sales vouchers or batches if they are not completed correctly and will return these to the dealer for completion and resubmission. Shell 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.



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 and Authorisation Number.
5. Ensure the customer enters their full name in block letters and signs in the Signature field.

The form is a 'Dealer Copy' of a Shell Card Manual Sales Voucher. It includes the following fields and callouts:

- 1:** Points to the Date and Time fields at the top right.
- 2:** Points to the Products table.
- 3:** Points to the TOTAL field at the bottom right.
- 4:** Points to the Odometer Reading, Authorisation Number, and Vehicle Registration Number fields.
- 5:** Points to the Signature field at the bottom right.

Products	Thds	Hun	Tens	Units	¢	¢	Qty./Litres
Unleaded E10	1	/	/	/	/	/	/
Unleaded	2	/	/	/	/	/	/
Unleaded 95	9	/	/	/	/	/	/
V-Power	8	/	/	/	/	/	/
V-Power Racing	7	/	/	/	/	/	/
Prem. Unleaded	3	/	/	/	/	/	/
Auto Oils	55	/	/	/	/	/	/
Diesel	4	/	/	/	/	/	/
AutoGas LPG	5	/	/	/	/	/	/
Other (Non-Shell Gas) LPG	97	/	/	/	/	/	/
Off Road Diesel Excise	96	/	/	/	/	/	/
TOTAL					\$		

Completing the Shell Card Batch Header:

Manual transaction vouchers must be batched and forwarded to Shell 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'.

Shell Card

Shell Card Batch Header

Note:
1. Start a new batch each time the pump price changes.
2. Place batched vouchers loosely in "Shell Card envelope" — do not use paper clips, pins or staples.

Form No. 70/3425 10/06

5744_70-3425-1006.indd 1

DOCUMENT No. XXXXXXXX

Day Day Mth Mth Year Year

Pump Price per Litre \$ c c

Products		\$	c	c
Unleaded E10	1			
Unleaded	2			
Unleaded 95	9			
V-Power	8			
V-Power Racing	7			
Prem. Unleaded	3			
Auto Oils	55			
Diesel	4			
AutoGas LPG	5			
Other (Non-Shell Gas) LPG	97			
Total Amount of Other Products		\$	\$	\$ c c

Dealer Copy

Total amount of vouchers attached \$

Amount This Month Tens Units c c

18/10/08 11:30:09 AM

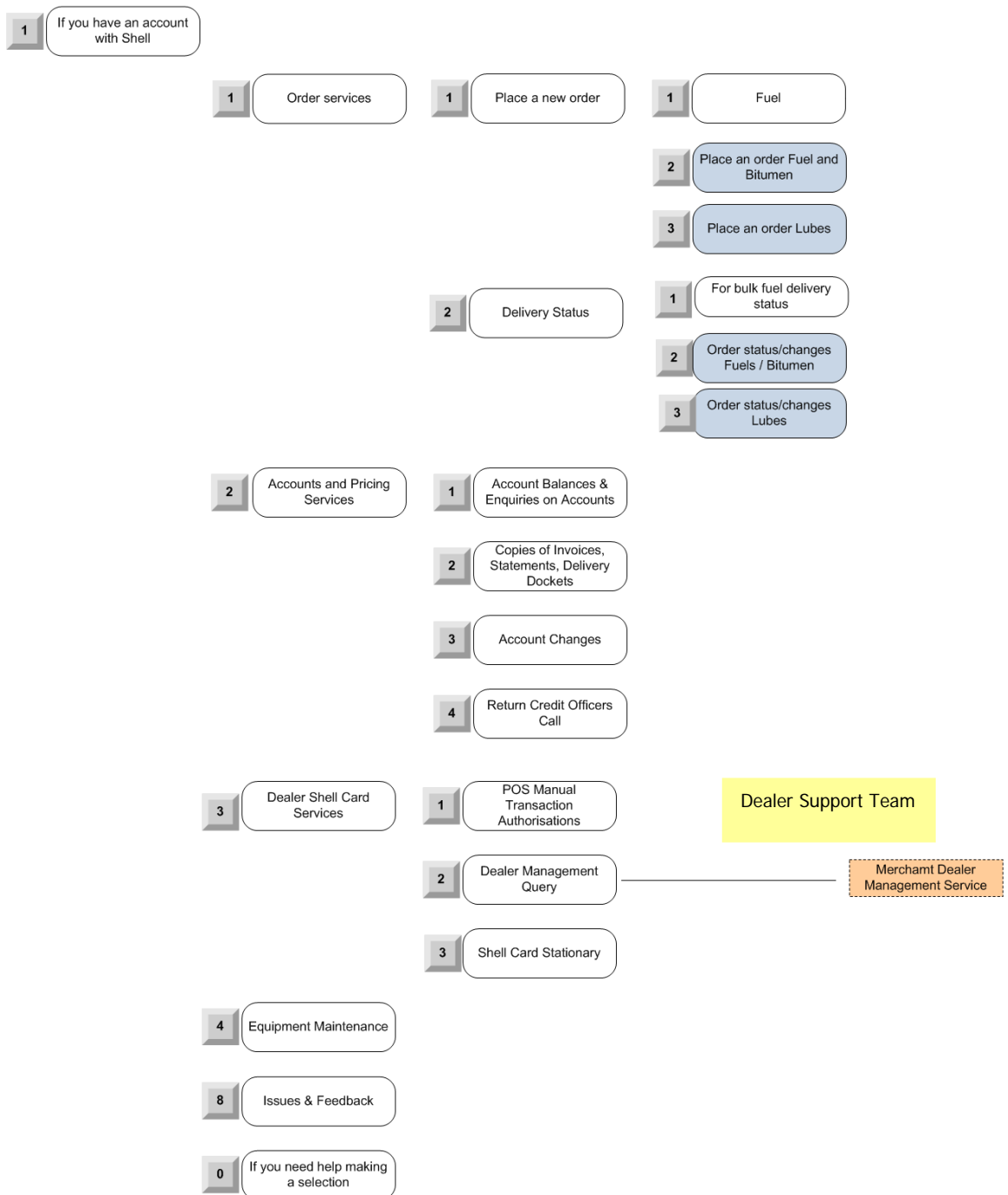
Annotations: 1 points to the date field; 2 points to the pump price per litre field; 3 points to the total amount of vouchers attached field.

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 Shell or the customers can request access to these receipts.

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

7. Retail Outlet Phone Directory – 13 16 18



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

Generally, all Shell Card related issues should be directed to the ShellDealer Management Service as highlighted above including:

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

8. Quick Tips

8.1 Things to do BEFORE new ANZ POS Turbo™ 2 Installation

Dealers to perform Shell Summary Total on Old ANZ Terminals before disconnecting (refer Shell menu).

8.2 Things to do AFTER new ANZ POS Turbo™ 2 Terminal Installation

Dealers to perform the following functions during **ANZ POS Turbo™ 2** Terminal installation:

- Perform Shell Initialisation on new **ANZ POS Turbo™ 2** (refer to section 2.9)
- Set-up the prices for products in new **ANZ POS Turbo™ 2** (Function 8002)
- Configure new **ANZ POS Turbo™ 2** terminal for your requirement (Function 8030)
- If required, configure new **ANZ POS Turbo™ 2** terminal for Shift (Function 8031)
- If required, configure new **ANZ POS Turbo™ 2** terminal for Day Totals (Function 8032)
- If required, set-up password (Function 8801).

8.3 Shell Terminal Function List

Number	Function
8001	Print fuel price
8002	Fuel price maintenance
8011	Print Shell configuration
8021	Reprint last EFTPOS 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
8802	Memory reset

8.4 ANZ Terminal Function List

Number	Function
74	Software version numbers
86	Terminal restart
87	ANZ RSA Init
2468	TMS Logon
9904	Self test
9905	ANZ Configuration