Fuel Control Terminal User Guide

Triple E Technologies, LLC

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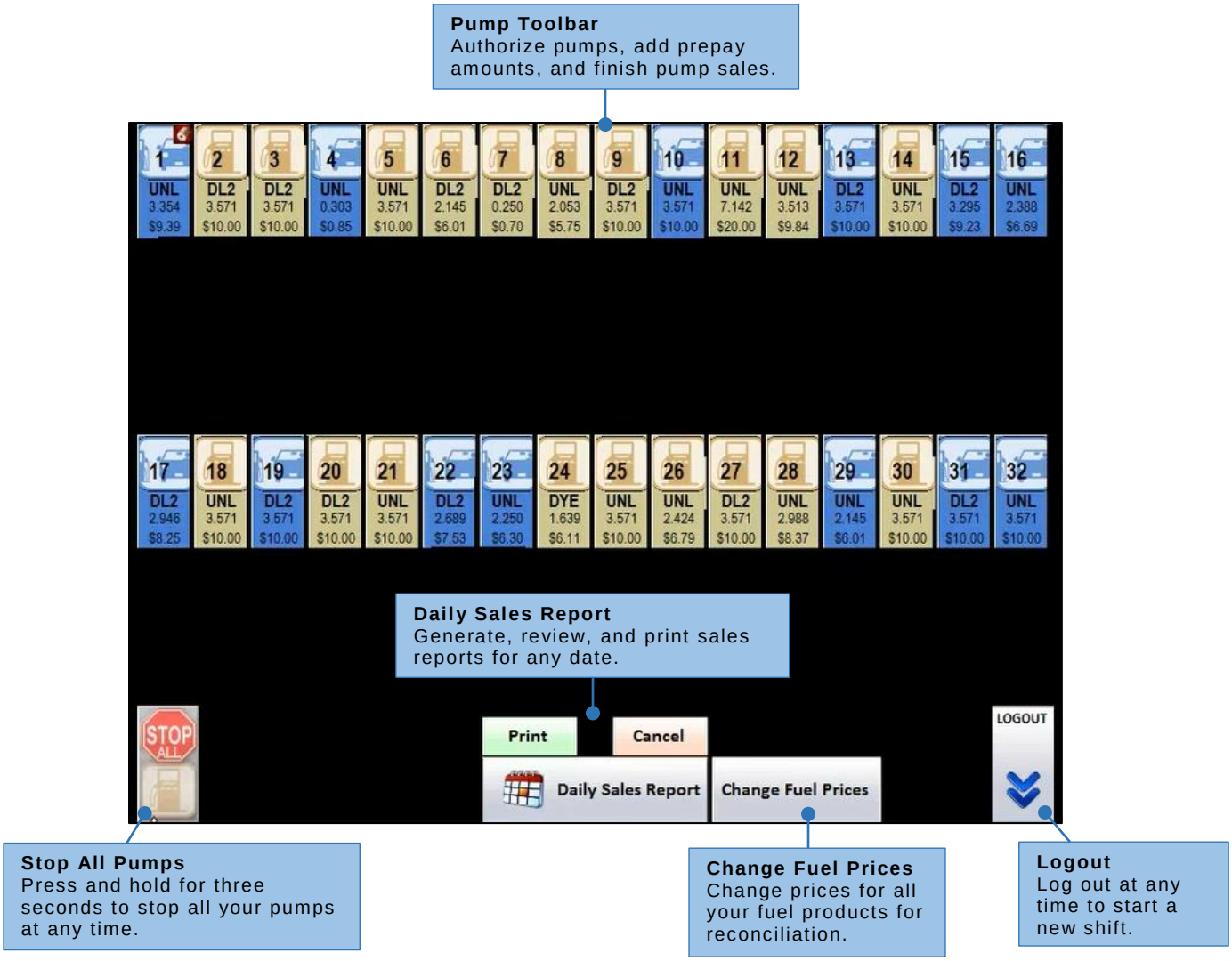
Introduction

The **Vanguard Pro Fuel Control Terminal** (FCT) is a single unit touchscreen computer loaded with our Fuel Control Terminal software and is everything you need to run your fueling locations. The FCT gives the cashier complete control over up to 32 dispensers on one large 17″ touchscreen. The following are a few Vanguard OneTouch FCT features:

- ✓ Fuel sales receipt printing and re-printing capability
- ✓ Daily and historical fuel sales reports
- ✓ Ability to authorize or pre-pay pumps
- ✓ Colorful, informative icons and audible cues
- ✓ Ability to specify payment methods for reconciliation purposes
- ✓ Cashier tracking and activity logging

FCT at a Glance

The FCT screen displays up to 32 pump icons at a time. Depending on the pump icon color, you can perform different actions, such as authorizing pumps, setting prepay amounts, reprinting receipts, and finishing sales.



Accessing the FCT

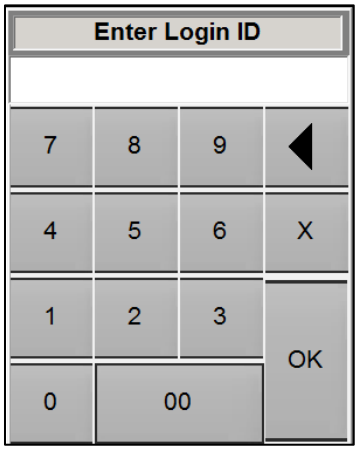
Logging In

Before you can use any of the FCT's features, you need to log in. Logging in to the FCT requires a Login ID, which is created in DataManager. If you don't know your Login ID, check with your manager.

Your Login ID is used to track sales and activities on the FCT. It is important to keep your Login ID private and to not share it with anyone to prevent misuse.

To log in to the FCT:

- Enter your Login ID, then touch **OK**.



As a security precaution, a series of placeholder characters is displayed instead of your Login ID. If you incorrectly enter your Login ID before touching **OK**, you can press the back arrow icon to delete your entry. If you incorrectly enter your Login ID and touch **OK**, the screen will display a login error message.

Logging Out

Check with your manager for specific procedures about when to log out. It is recommended to log out anytime you are away from the FCT.

To log out of the FCT:

- Touch the **Logout** button.

You can also use the Logout button to exit the FCT application and return to the Windows desktop at any time.

To exit the FCT Application:

1. Touch the **Logout** button, if still logged in.

2. On the **Enter Login ID** screen, enter **9999**, then touch **OK**.

Pump Toolbar

The **Pump Toolbar** allows you to control fuel transactions for up to 32 pumps. Touching any one of the pump icons shows a list of commands that can be performed on that particular pump. The list of available commands will change depending on the status of the pump. See below for more information on the individual pump commands and status changes.

Pump Colors

The pump icons are color coded to allow you to easily distinguish between the different statuses of each individual pump. Depending on the pump color, the list of available pump commands will change.

TAN	**RED**	**PURPLE**	**ORANGE**	**GREEN**	**BLUE**	**YELLOW**
Pump idle	Customer lifted handle	Card being authorized	Card authorized	Customer fueling	Sale needs to be finished	Pump offline

Idle dispenser with prepay refund available	Idle dispenser with receipt printer error (low on paper, out of paper, printer jam, or printer failure)	Stop all pumps – press and hold for three seconds to activate

Pump Sounds

When a customer lifts a pump handle, the corresponding pump icon turns red, and the FCT plays a pump calling sound. When the customer puts the pump handle back down, signaling that the sale needs to be authorized, the FCT plays a different sound. These sounds allow you to monitor pump status changes without always looking at the FCT. If needed, you can silence these sounds using the **Silence** function.

To silence the pump sounds:

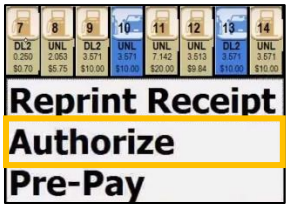
1. Touch the pump icon.
2. Select **Silence**.

Authorizing Pumps

Authorizing a pump will turn on the dispenser and allow the customer to begin fueling. You can authorize a pump when it is idle (**tan**) or when a customer has lifted the handle (**red**). The pump icon will turn orange before the customer begins fueling and will then turn green while the customer is actively fueling.

To authorize a pump:

1. Touch the pump icon.
2. Select **Authorize**.



Setting Pre-Pay Amounts

You can use prepay amounts to require cash customers to pay before filling up at the pump. This is particularly useful when drive-offs are a concern.

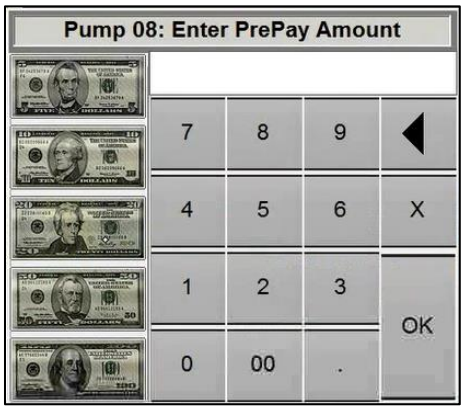
You can set prepay amounts when the pump is idle (**tan**).

To set a prepay amount:

1. Touch the pump icon.

2. Select **Pre-Pay**. **Select Method of Payment** screen displays.

3. Select the method of payment. **Enter PrePay Amount** screen displays.



4. Enter the prepay amount, then touch **OK**.

After receiving the prepay payment on your point of sale, the amount paid will display underneath the appropriate FCT pump icon.

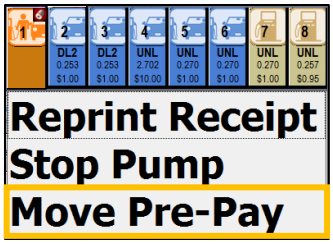
If the customer did not use all of their prepay amount, this number will remain below the pump icon until you issue the refund. A prompt will also display informing you of the refund amount due back to the customer.

Moving Pre-Pay Amounts

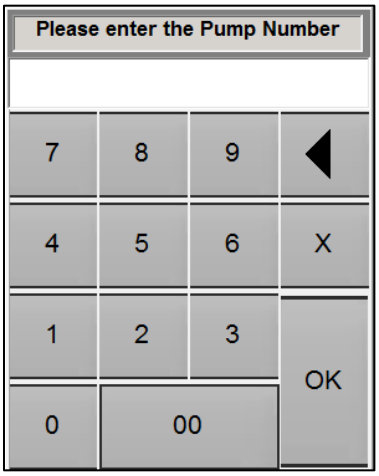
If a customer needs to switch pumps after you accept a prepay payment, you can move the prepay balance to a different pump as long as the customer hasn't begun fueling yet.

To move prepay amounts:

1. Touch the pump with prepay balance available.



2. Touch **Move Pre-Pay**. **Pump Number** screen displays.



3. Enter the pump number, then touch **OK**.

Finishing the Sale

After a customer finishes fueling, the pump icon will turn blue, indicating that you need to finish the sale. Finishing the sale clears the pump, allowing other customers to begin fueling.

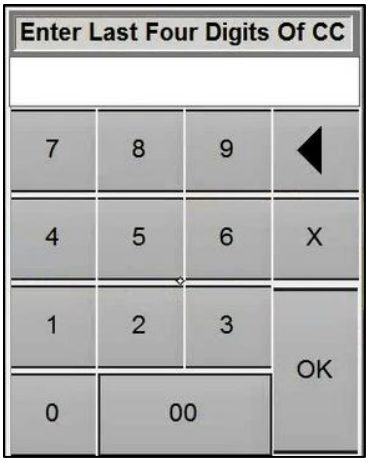
To finish a sale:

1. Touch the pump icon.

2. Touch **Finish Sale**. Transaction prompt displays.

3. Do one of the following:
   - For cash payments, touch **Cash**.

     OR
   - For credit payments, touch **Credit**. Enter last four digits of the card on the prompt, then touch **OK**.



Reprint Receipt

You can reprint a receipt from any fuel transaction within the last 48 hours by using the **Reprint Receipt** function.

To reprint a receipt:

1. Touch the pump icon.

2. Touch **Reprint Receipt**. The list of pump transactions displays.

3. Search for and select the appropriate receipt.

Other FCT Functions

In addition to controlling pumps and fuel transactions, you can also use the FCT to generate daily sales reports and to change fuel prices.

Daily Sales Report

You can generate a sales report for any previous date by using the **Daily Sales Report** function. Sales reports will print from your local retail printer.

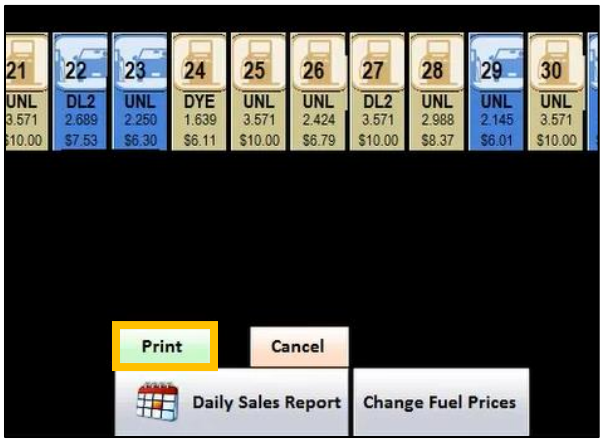
You can also create these reports by using the DataManager reports table. See the DataManager User's Guide for more information.

To run a daily sales report:

1. Touch **Daily Sales Report**. Calendar displays.

2. Select the date you want to run the report for.

3. Touch **Print**. This prints the report on your retail printer.

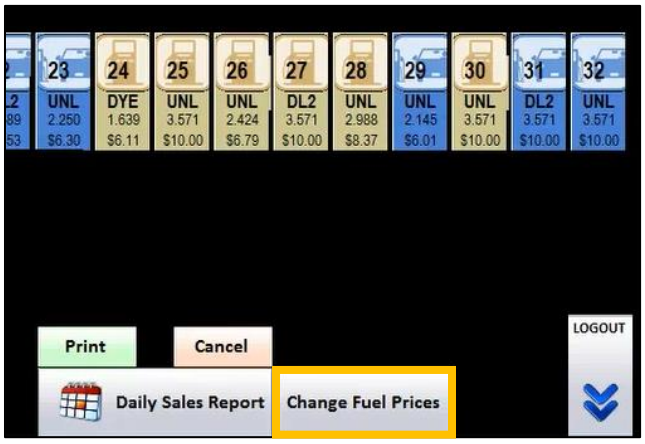


Change Fuel Prices

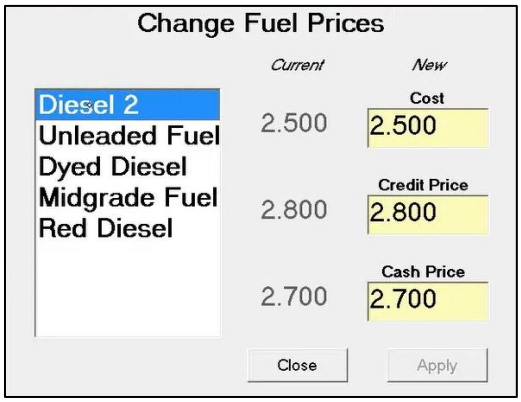
The **Change Fuel Prices** function allows you to update the prices displayed on the FCT. This function is for reconciliation purposes only and will not change the prices your customers pay at the pump. To change the prices customers pay, you will need to use the **Inventory Pricing** function in DataManager. After making your changes in DataManager, you can use the Change Fuel Prices button to ensure your FCT prices are accurate for reporting.

To change fuel prices:

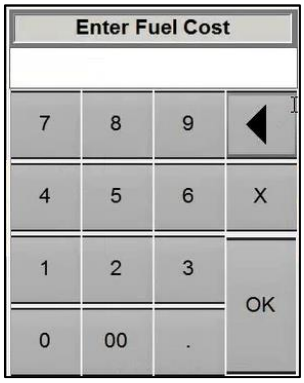
1. Touch **Change Fuel Prices**.



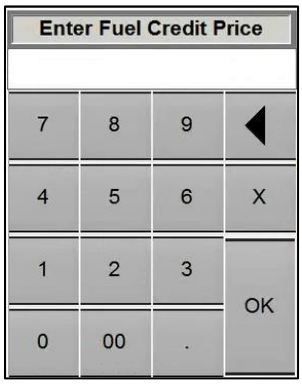
2. Select the fuel type you want to change. **Cost**, **Credit Price**, and **Cash Price** fields display.



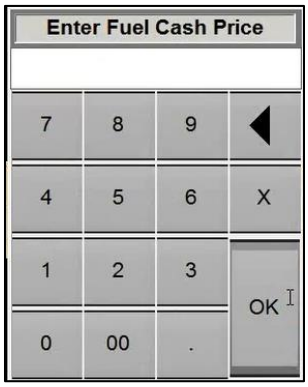
3. Touch **Cost**, if applicable. **Enter Fuel Cost** screen displays.



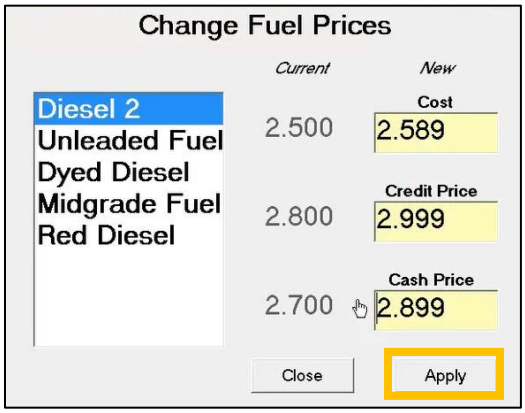
4. Enter the new fuel cost, then touch **OK**.
5. Touch **Credit Price**, if applicable. **Enter Fuel Credit Price** screen displays.

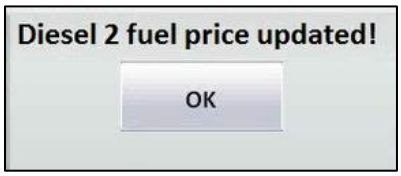


6. Enter the new credit price, then touch **OK**.
7. Touch **Cash Price**, if applicable. **Enter Fuel Cash Price** screen displays.



8. Enter the new cash price, then touch **OK**.
9. Touch **Apply** to save your changes. A prompt will display notifying you that your prices have been updated.





10. Repeat steps 2-9 for each additional fuel type you would like to update.

General Troubleshooting

Loss of Communication

Communication between the FCT and the SiteController may be interrupted if the SiteController is off or if the tPortController application on the SiteController is terminated.

If this popup displays for more than 30 seconds, verify the following:

- SiteController is powered on
- tPortController is running on the SiteController
- SiteController and FCT are connected to the same internal network
- Allied Electronics Forecourt Controller is powered on

If loss of communication cannot be resolved by performing the steps above, contact Triple E Technologies, LLC at helpdesk@e3tek.com.