



How-To Guides

Verifone Commander

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HOW-TO: VERIFONE COMMANDER

How to open a new shift

To open a new shift in the Verifone Commander cash register:

1. In the **CR Login** page:
 - a. Enter the CR **ID** and press **OK**.
 - b. Enter the CR **Password** and press **OK**.
2. In the **Select Till** list, press the **OPEN TILL** row for your drawer.
3. Enter the amount of cash in the drawer and press **OK [Enter]**.
4. Wait until CR is initialized.

How to open a new shift

This video shows how to open a new shift in the Verifone Commander CR.

[Watch Video](#)

How to reprint a ticket

To reprint a ticket in the Verifone Commander cash register:

1. Press **Reprint**.
2. In the **Preview / Reprint Transaction** list:
 - a. Select the transaction you need to reprint.

Result: The transaction details are displayed in the right panel.
 - b. Press **Reprint** again.
3. Wait until the ticket is printed.

How to reprint a ticket

This video shows how to reprint a ticket in the Verifone Commander CR.

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How to apply a discount to a promo item

To apply discount to a promo item in the Verifone Commander cash register:

1. Press one promo item.
2. Press the same promo item again.

3. In the right panel, make sure the discount is applied.
4. Press **Total**.
5. Press **Cash**.



Please verify the steps before adding tips to the video!

[How to apply a discount to a promo item](#)

This video shows how to apply a discount to a promo item in the Verifone Commander CR.

[Watch Video](#)

How to make a Refund

To make a refund in the Verifone Commander cash register:

1. Print the transaction you need to refund.
 - a. Press **Reprint**.
 - b. Select the transaction you need to print.
 - c. Press **Reprint** again.
2. Press **Refund**.
3. Press items you need to refund.
4. Compare the total refund amount with the total amount from the printed ticket. They should be equal.
5. Press **Total**.
6. Press **Cash**.
7. Press **Print?**.
8. Wait until the **Refund** ticket is printed.



Please verify the step 7. What button is pressed after **Cash**?

[How to make a refund](#)

This video shows how to make a Refund in the Verifone Commander CR.

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How to use Suspend and Recall

To perform the Suspend and Recall operations in the Verifone Commander cash register:

1. Add the items you need to the transaction.
2. To suspend the transaction, press **Susp Trans**.
3. To recall the transaction, press **Recall**.
4. To complete the transaction, press **Total** and **Cash**.

How to use Suspend and Recall

This video shows how to use Suspend and Recall in the Verifone Commander CR.

[Watch Video](#)

How to use Void Line and change tickets quantity

To perform the Void Line operation and change the tickets quantity in the Verifone Commander cash register:

1. Add the items you need to the transaction.
2. Press the item you need to void and press **Void Line**.
Result: The voided item is added to the transaction with the negative amount.
3. Press the item you need to change the quantity for.
4. In the **Enter New Quantity** field:
 - a. Enter a new quantity value for the item.
 - b. Press **OK**.
Result: The item's quantity is changed.
5. Press **Void Ticket**.
6. Wait until the void ticket is printed.

How to use Void Line and change tickets quantity

This video shows how to use Void Line and change tickets quantity in the Verifone Commander CR.

[Watch Video](#)

How to perform Age Restricted Sale

To perform the Age Restricted sale in the Verifone Commander cash register:

1. Press the age restricted item.
2. In the **ID CHECK REQUIRED** form:
 - a. Enter the birth date of the customer.
 - b. Press **OK**.
3. Press other age restricted items, if needed, to add them to the transaction.

How to perform Age Restricted Sale

This video shows how to perform Age Restricted Sale in the Verifone Commander CR.

[Watch Video](#)

How to initialize the fuel mode

To initialize the fuel mode in the Verifone Commander cash register:

1. Press **CSR Func > 5. Configuration Manager**.
2. In the **Configuration Manager** form with the message about virtual keyboard, press **OK**.
3. Wait until the **Petroleum CStore Control Center** application is uploaded.



In case the **Security Issue** form is displayed, press **Approve**.

4. In the **Petroleum CStore Control Center** form:
 - a. In the **User Name** field, enter the user login.
 - b. In the **Password** field, enter the user password.
 - c. Press **Sign In**.
6. Wait until the **Configuration Manager** app is uploaded.



In case the **Configuration Manager** warning is displayed, press **No**.

7. In the main menu, press **Forecourt > Initialization > Fuel**.
8. Wait until the fuel mode is initialized.

How to initialize the fuel mode

This video shows how to initialize the fuel mode in the Verifone Commander CR.

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How to activate/recharge with a gift card

To activate or recharge with a gift card in the Verifone Commander cash register:

1. Press **Fuel GC**.
2. In the **DEPARTMENT** form, enter the amount.
3. In the **PREPAID** form, press **ACTIVATE** or **RECHARGE**.
4. Press **Total** and **Cash**.
5. Swipe the customer's gift card, to activate or recharge.

How to activate/recharge with a gift card

This video shows how to activate or recharge with a gift card in the Verifone Commander CR.

[Watch Video](#)

How to perform No Sale

To perform No Sale in the Verifone Commander cash register:

1. Press **No Sale**.
2. Wait until the **No Sale** ticket is printed.

How to perform No Sale

This video shows how to perform No Sale in the Verifone Commander CR.

[Watch Video](#)

How to use Price Check

To use the price check in the Verifone Commander cash register:

1. Press **Price Check**.
2. In the **PRICE CHECK** form:
 - a. Enter the item code.
 - b. Press **OK**.

Result: The item price is displayed in the screen.
3. Check the item price.
4. Press **Confirm Add**.
5. Press **Total** and **Cash**.
6. In the **CASH** form, press **OK**.

How to use Price Check

This video shows how to use Price Check in the Verifone Commander CR.

[Watch Video](#)

How to use Split Tender

To use Split Tender in the Verifone Commander cash register:

1. Add items to the transaction.
2. Pay transaction partially with cash.
 - a. Press **Total** and **Cash**.
 - b. Enter the cash amount.
 - c. Press **OK**.
4. Complete the payment with the credit card.
5. Press **Credit**.
6. Ask customer to swipe or insert the credit card.

How to use Split Tender

This video shows how to use Split Tender in the Verifone Commander CR.

[Watch Video](#)

How to use Pay In and Pay Out

To use Pay In and Pay Out in the Verifone Commander cash register:

1. Press **Pay In**.
2. In the **PAY IN > IN-HOUSE ACCOUNT?** form, press **NO**.
3. In the **PAY IN** form:
 - a. In the **Enter Amount** field, enter the amount value and press **OK**.
 - b. In the **Enter Reference #** field, enter the reference number and press **OK**.
4. Wait until the **PAY IN** ticket is printed.
5. Press **Pay Out**.
6. In the **PAY OUT > IN-HOUSE ACCOUNT?** form, press **NO**.
7. In the **PAY OUT** form:
 - a. In the **Enter Amount** field, enter the amount value and press **OK**.
 - b. In the **Enter Reference #** field, enter the reference number and press **OK**.
8. Wait until the **PAY OUT** ticket is printed.

How to use Pay In and Pay Out

This video shows how to use Pay In and Pay Out in the Verifone Commander CR.

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How to use PLU sales and speed keys

To use PLU sales and speed keys in the Verifone Commander cash register:

1. Press the speed key with the item name, to add this item to the transaction.
2. Press the category name.
3. In the category folder, press the names of the items you need to add them to the transaction.
4. Press **Total** > **Cash** > **OK**, to complete the transaction.

How to use PLU sales and speed keys

This video shows how to use PLU sales and speed keys in the Verifone Commander CR.

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How to close shift

To close the shift in the Verifone Commander cash register:

1. Press **CSR Func** > **1. Reporting Menu**.
2. In the **Reporting Functions Menu**, press **6. Close Shift Report**.
3. In the **Close Shift** form, press **YES**.
4. Wait until the shift is closed.



You can track the progress in the **Close Shift** form.

5. When the shift is closed, the **Completed Successfully** message is displayed in the **Close Shift** form. Press **OK**.
6. In the **Reporting Functions Menu**, press **11. Print Shift Report**.
7. In the **Print Report** list, press the shift that has been just closed, to print the **Close Shift Report**.
8. Wait until the **Close Shift Report** is printed.

How to close shift

This video shows how to close a shift in the Verifone Commander CR.

[Watch Video](#)

How to close a day

To close a day in the Verifone Commander cash register:

1. Press **CSR Func > 1. Reporting Menu**.
2. In the **Reporting Functions Menu**, press **7. Close Day Report**.
3. In the **Close Day** form, press **YES**.
4. Wait until the day is closed. You can track the progress in the **Close Day** form.



If the **Network Host Unavailable** message is displayed, press **YES**, to continue the day closing process.

5. When the day is closed, the **Completed Successfully** message is displayed in the **Close Day** form. Press **OK**.
6. In the **Print Report** list, press the shift that has been just closed, to print the **Close Day Report**.
7. Wait until the **Close Day Report** is printed.

How to close a day

This video shows how to close a day in the Verifone Commander CR.

[Watch Video](#)

How to use Safe Drop

To use Safe Drop in the Verifone Commander cash register:

1. Press **Safe Drop**.
2. In the **Safe Drop** form:
 - a. Enter the amount value.
 - b. Press **OK**.
3. In the **SAFE DROP** page, press **CASH**.
4. In the **SAFE DROP** form:
 - a. Press **YES**, to confirm the safe drop amount.
 - b. In the **Enter Reference #** field, enter the reference number.
 - c. Press **OK**.
5. Wait until the **Safe Drop** ticket is printed.

 **How to use Safe Drop**

This video shows how to use Safe Drop in the Verifone Commander CR.

[Watch Video](#)

How to use Clock In and Clock Out

To use Clock In and Clock Out in the Verifone Commander cash register:

1. Press **Clock In/Out**.
2. In the **Payroll Functions** page, press **Clock In**.
3. In the **Clock In** form:
 - a. In the **ID** field, enter the ID value and press **OK**.
 - b. In the **Password** field, enter the password and press **OK**.
 - c. In the **Enter Job Code** field, enter the job code and press **OK**.
4. Wait until the **Clock In** ticket is printed.
5. Press **Clock In/Out**.
6. In the **Payroll Functions** page, press **Clock Out**.
7. In the **Clock Out** form:
 - a. In the **ID** field, enter the ID value and press **OK**.
 - b. In the **Password** field, enter the password and press **OK**.
8. Wait until the **Clock Out** ticket is printed.

 **How to use Clock In and Clock Out**

This video shows how to use Clock in and Clock Out in the Verifone Commander CR.

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