



# SAHARA FCS

## USER MANUAL

### Document Versioning

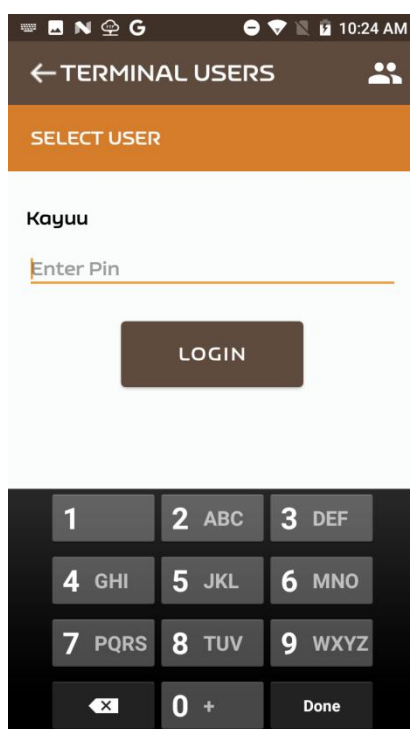
The highlighted row is the current version.

Document Version	App Version	Date Released	Author	Update
V1	V1.1.1	25/09/2023	Tovuti Group	Original Document

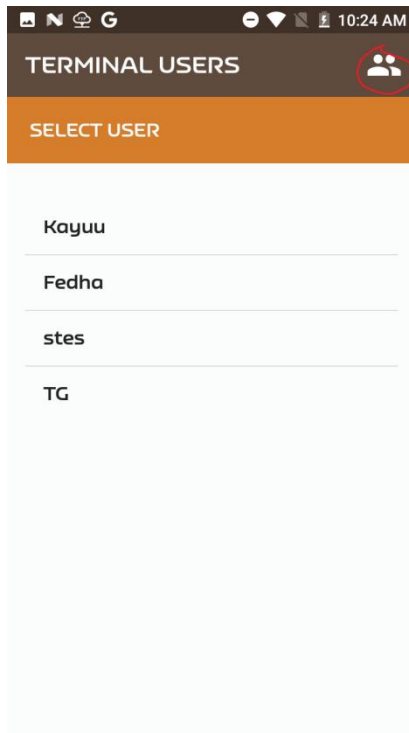
# Login



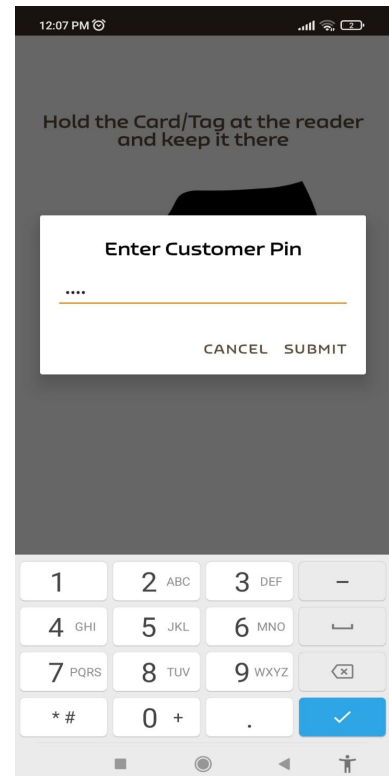
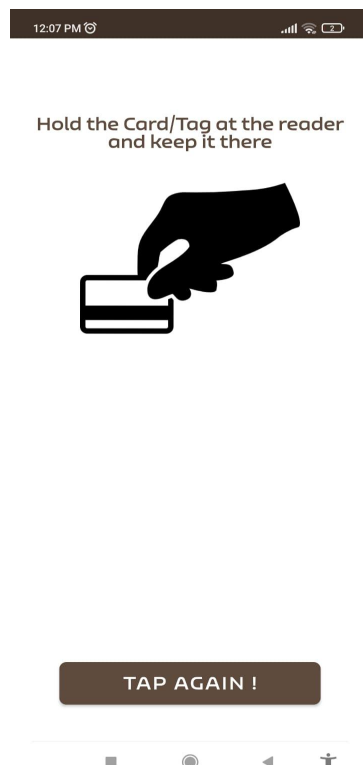
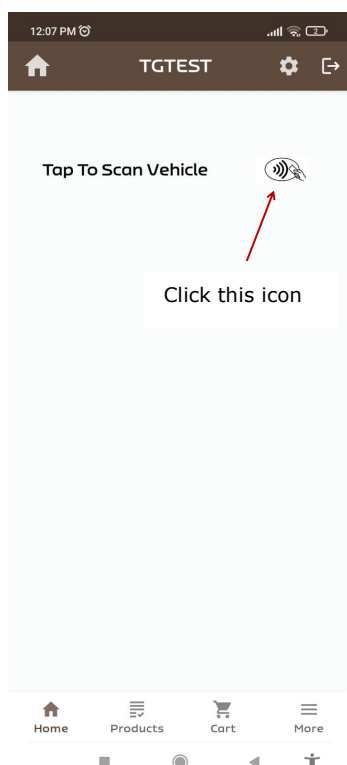
This is the first screen for the Sahara FCS App. The user selects himself from the list of users then enters the PIN Number, then click **Login**. If the pin is correct then you will be able to see the main screen if the pin is incorrect then you get a notification for **user wrong pin** . The system is now ready to use.



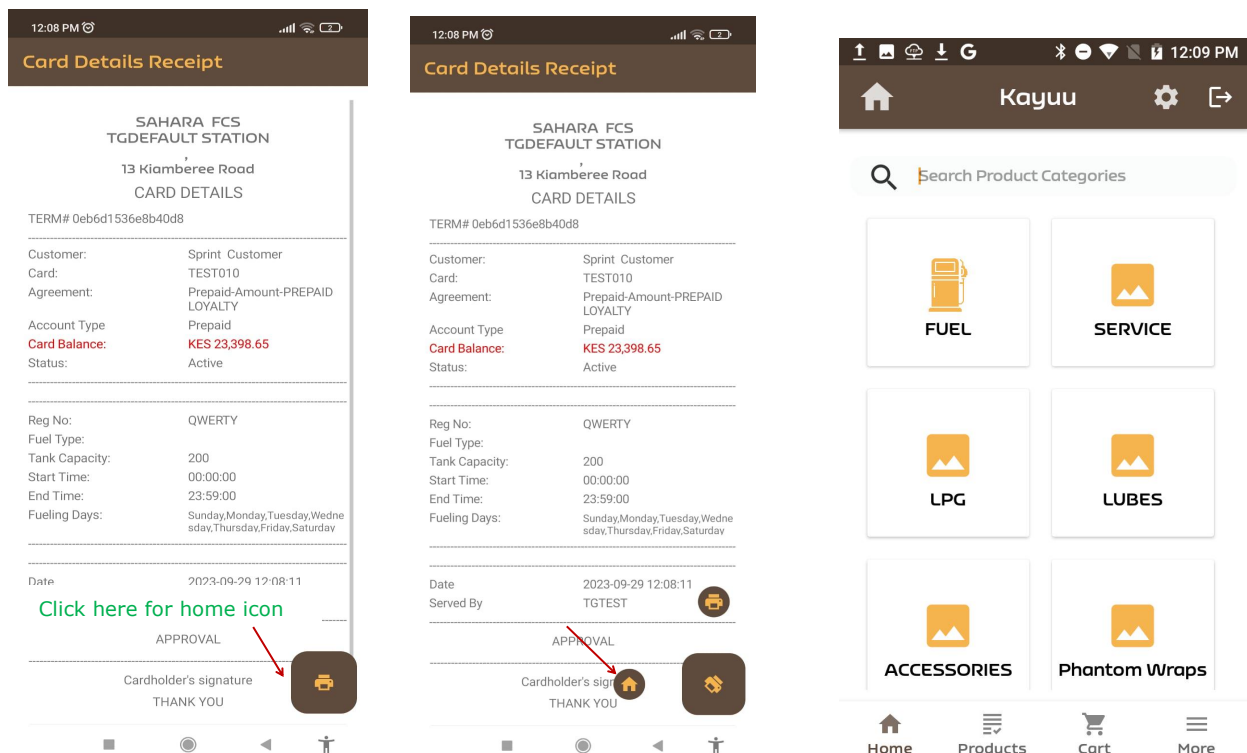
In case need To sync Users click on the icon highlighted below. This will download users set or any new user created. So that they can login. This also applies when user changes/Resets password so that they can be able to use their new password



Once you have login successful you will be requested to tap to scan Vehicle > Tap on that image for scanning > This will open the scanning screen then place the card/tag on the scanner > Let the customer input their pin > then click on submit

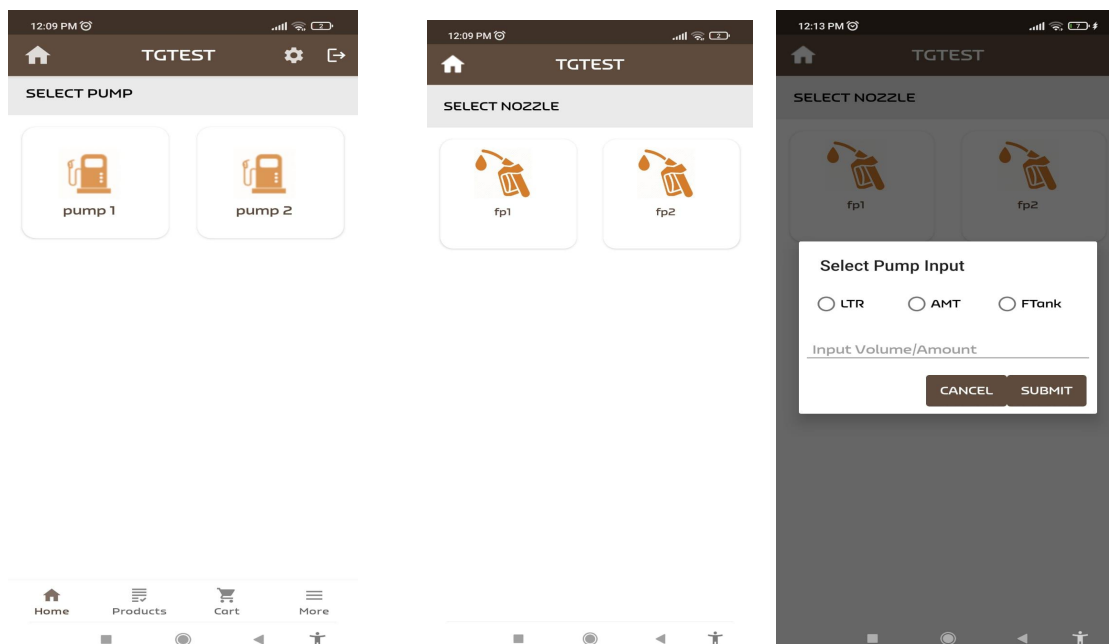


This will open the Card Details page which has customer/Card/Account details and balance > click at the print icon on the right bottom of the screen > then click on the home icon to take you to products categories. Select Service for car wash or fuel for wet stock.



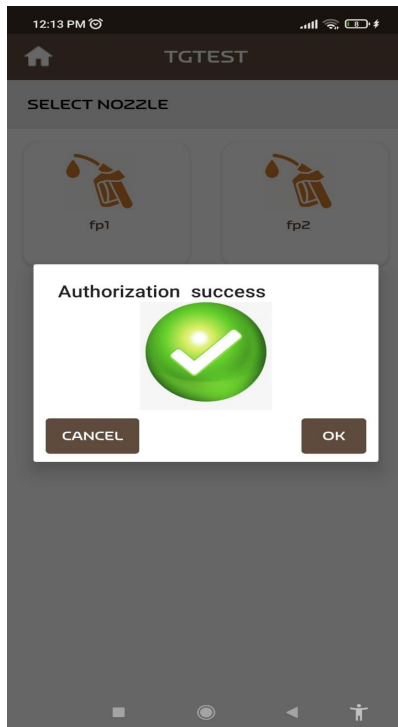
## 2. Select Pump

Select the Pump on which the fuel for that car is assigned. For cards is pump 1 which has VAT for Tags is Pump 2 which is VAT Exempt > then on clicking pump > select nozzle > which will prompt for you to select amount or volume or fulltank > then enter the volume/amount > then submit.



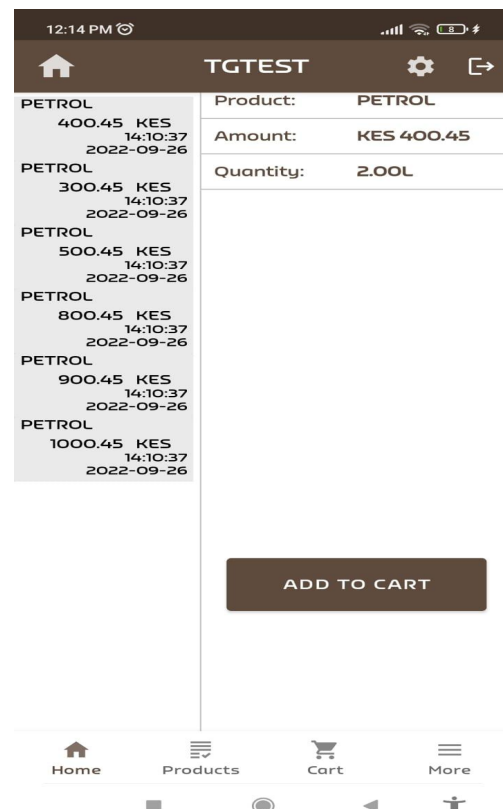
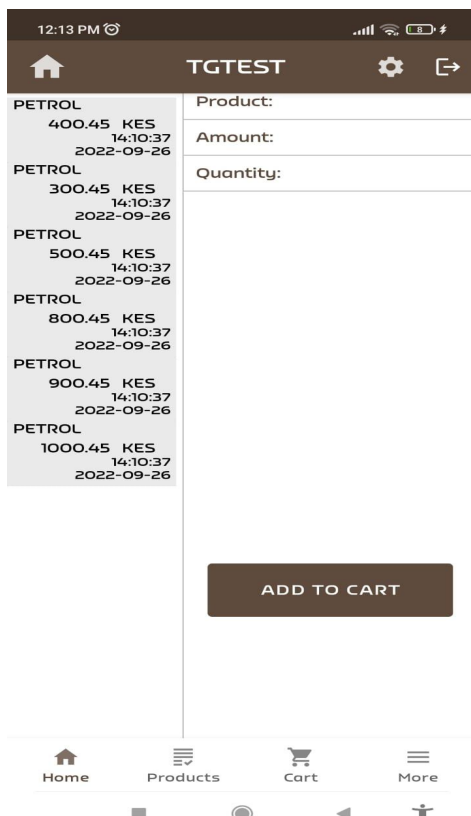
### 3. Authorize pump

On Submit the pos will communicate with the controller to command pump to dispense the required fuel. If the connection is successful the below dialog is displayed. Then put the pos aside, lift the nozzle and start dispensing fuel. After dispensing return the nozzle to the dispenser then from the app click ok.

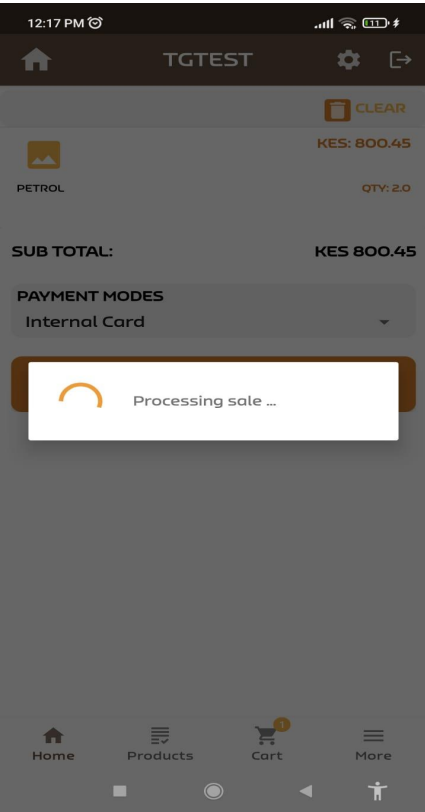
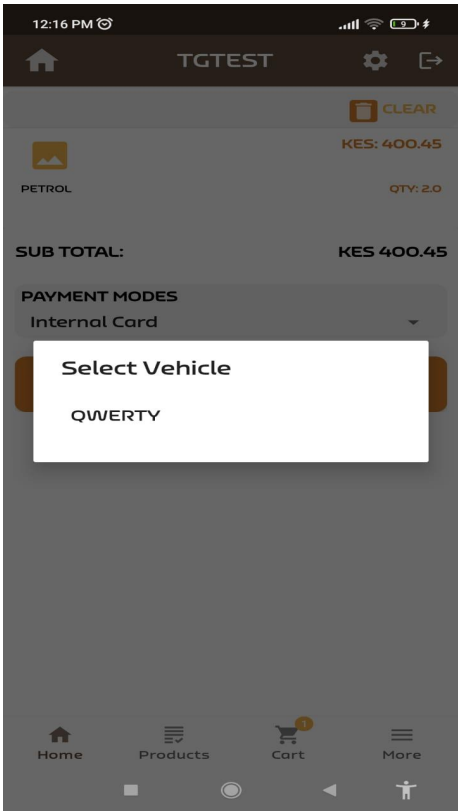
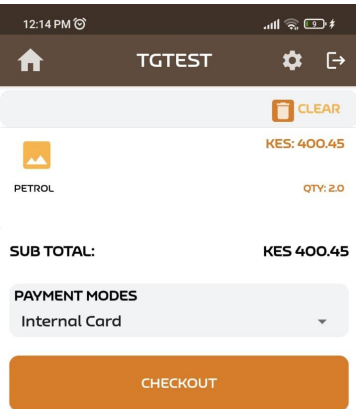
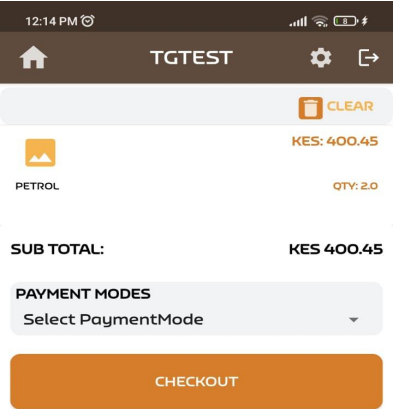


### 4. Add sale to cart

On this screen you are able to View the fuel dispensed, Total Amount Used, and time > click in the sale details. This will populate the sale details to the right side of the screen

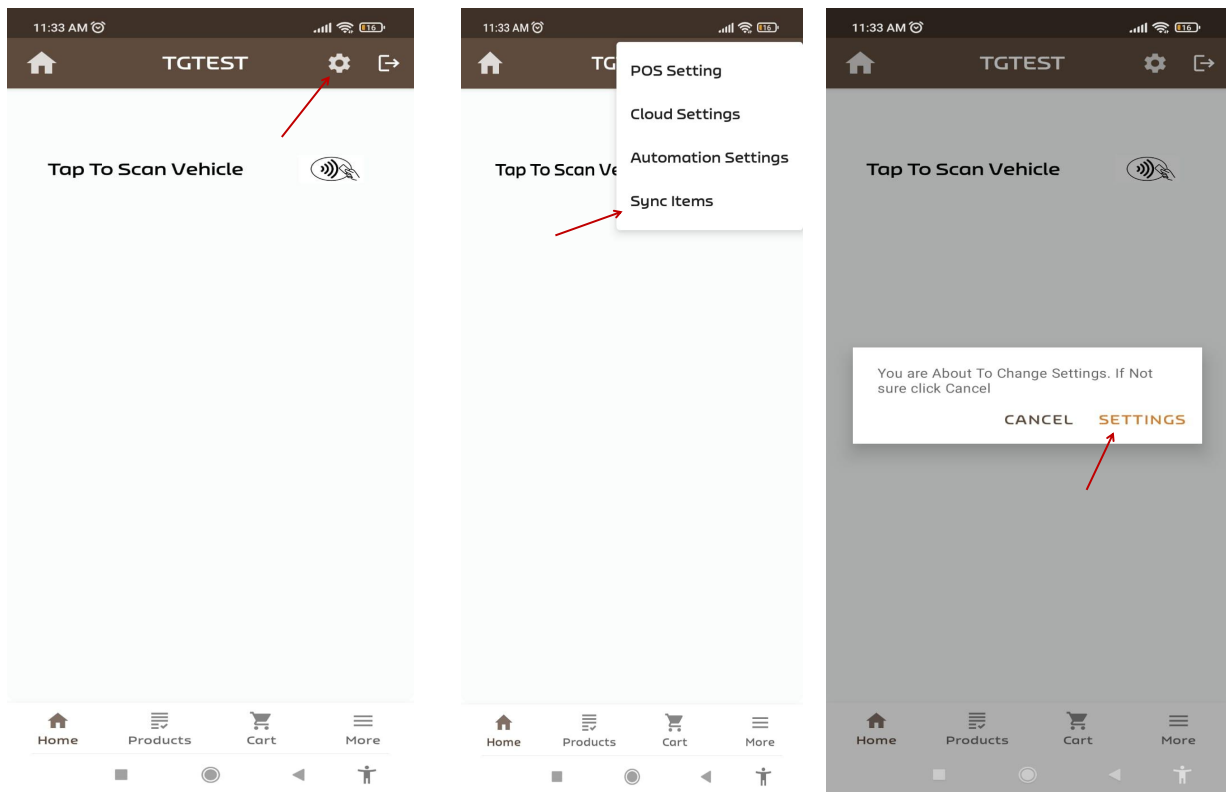


Click Add to cart. This will take you to the cart summary to select payment mode > Select internal card > then click checkout.> if the card has vehicles user will be asked to choose vehicle > then on clicking the vehicle it will show processing sale > Once that is complete it will show receipt details. From here click print icon to print or home to go home without printing

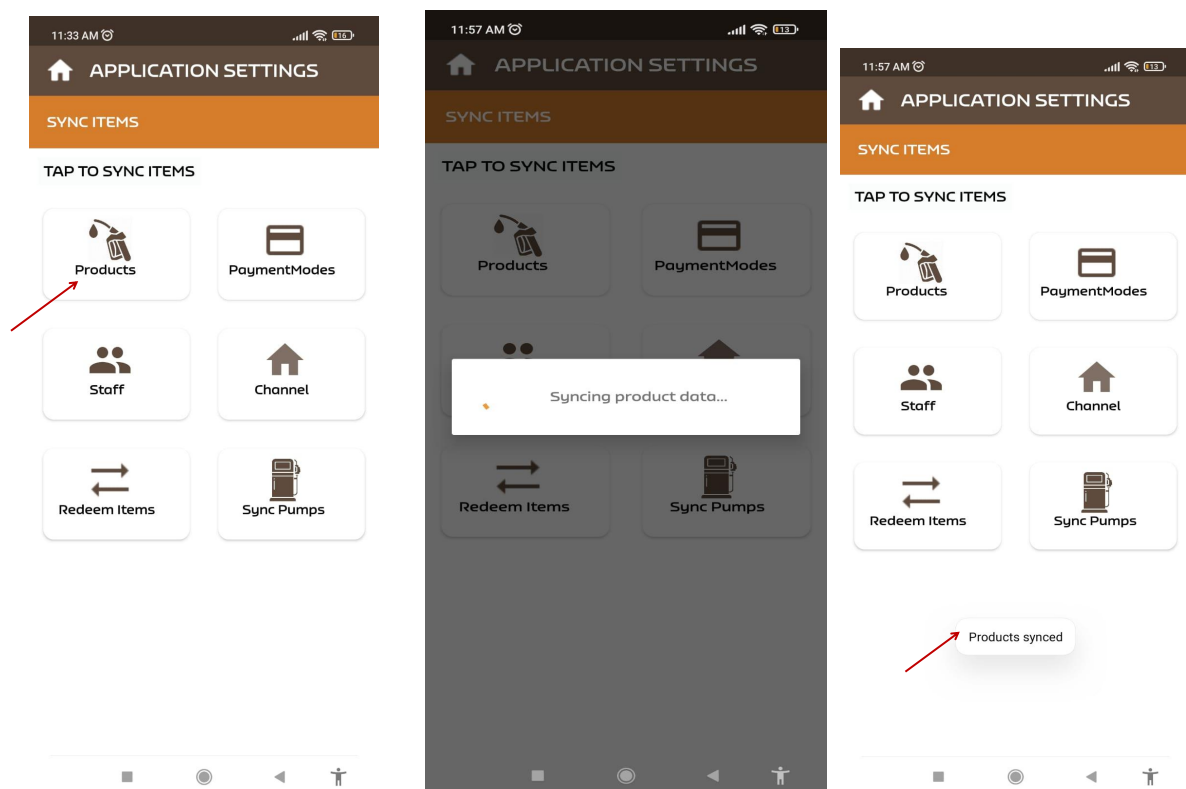


## Sync Products

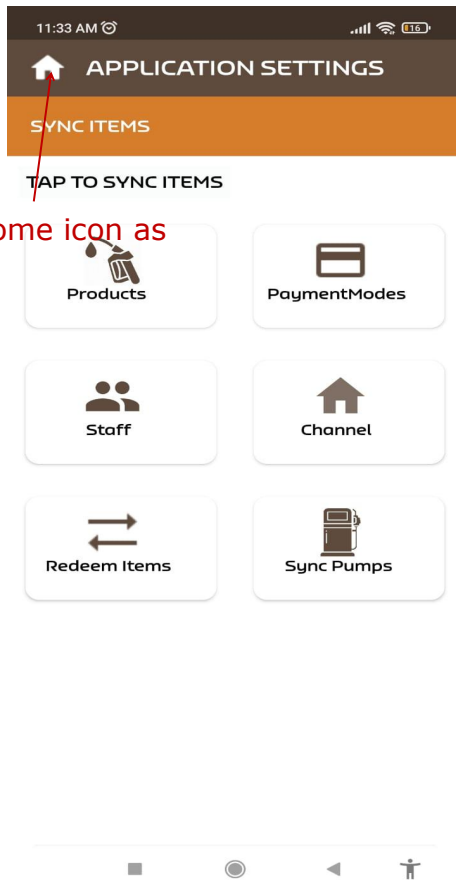
Click on the settings icon on top right of the screen > click on sync items from list of settings given > from the pop up click on settings



On the sync items screen click on products. It will showing loading then If successful you will get message '**products synced**' if not successful kindly contact Sahara support team. Then click on home icon.



Click home to go back home



Click home icon as shown

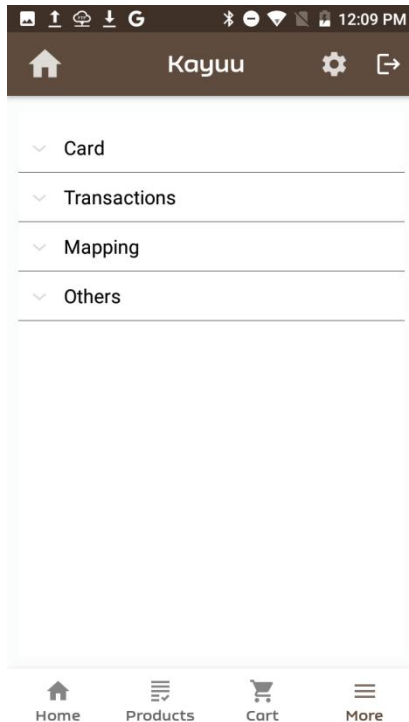


## Menu

This is accessed by clicking on more in the home screen.

This section can only be accessed by the users with relevant permission.

On click more the following screen is displayed.



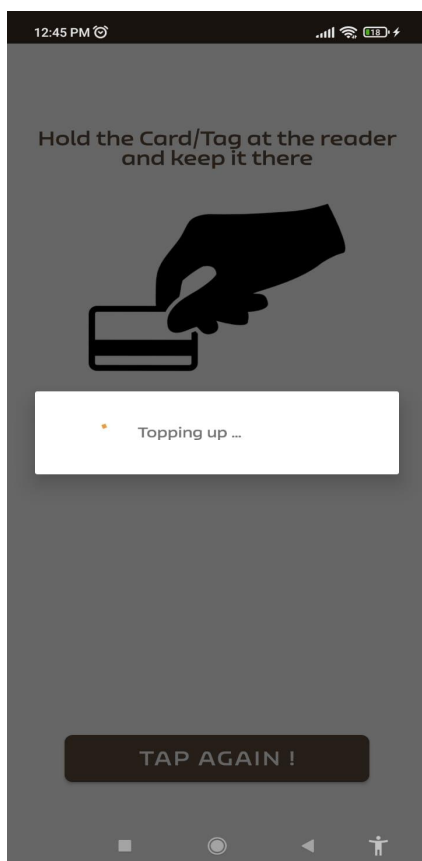
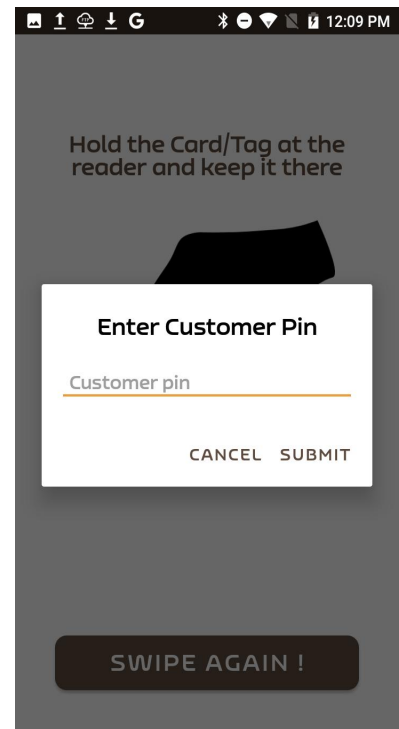
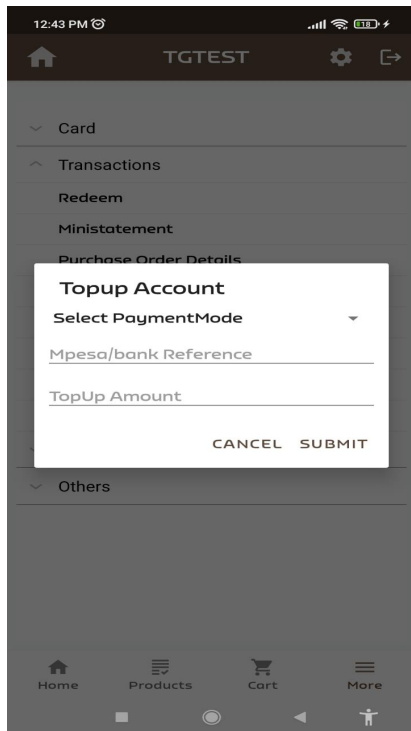
## Transactions

### Top-up

This process enables the customer to top up their prepaid accounts. **Go to Transactions > Top Up Transactions**

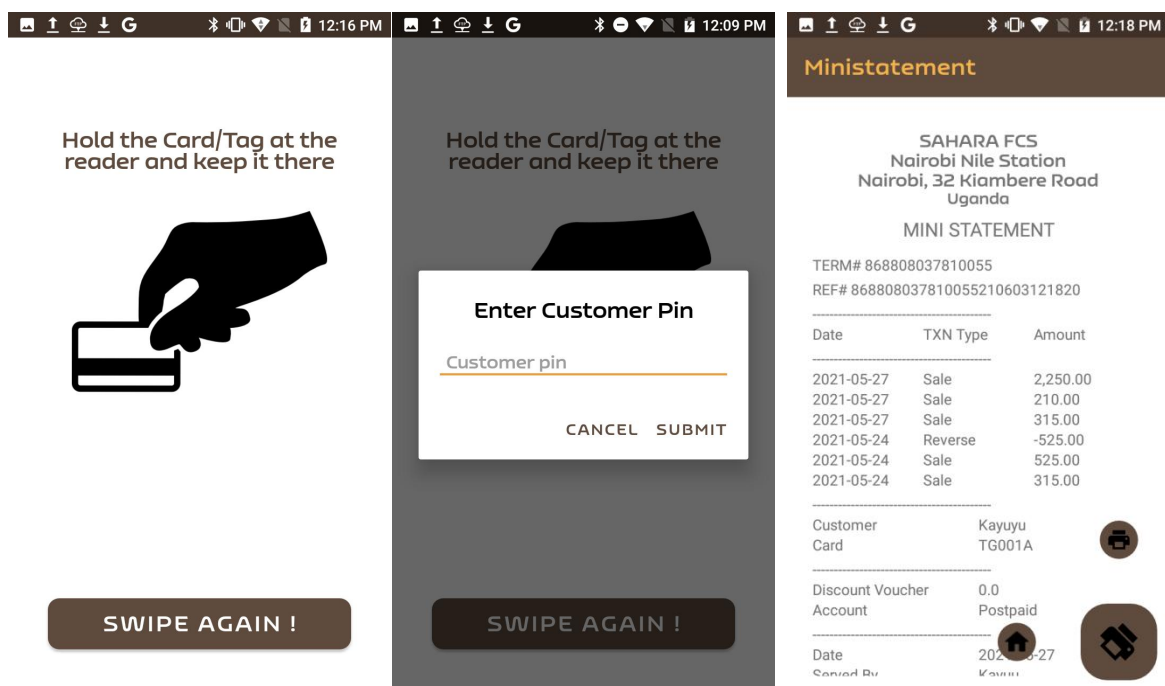
**Note:** Top up can only be done for **Prepaid** cards.

Select the top up payment mode, enter reference, enter top up amount then click submit > swipe the customer's card and let the customer enter their pin > If successful, the amount entered will be credited into the customer's account and a balance summary top-up receipt displayed on the screen.



## Mini-Statement

This process enables pump attendant to print mini-statements for customers. Go to **Others > Mini-Statements**. Swipe the customer's card against the gadget. The user is prompted to enter the PIN. A mini-statement is displayed on the screen. The user can click **Print** to print the receipt or click **Home** to return to the home screen.



## Reprint Sale

This process reprints the receipt for a sale.

Enter the reference number for the sale then click Submit. A receipt with the sale's details is displayed for printing.

## Reverse Top-up

This process enables authorized station staff to cancel/ rollback erroneous top-up transactions.

## Reverse Receipt

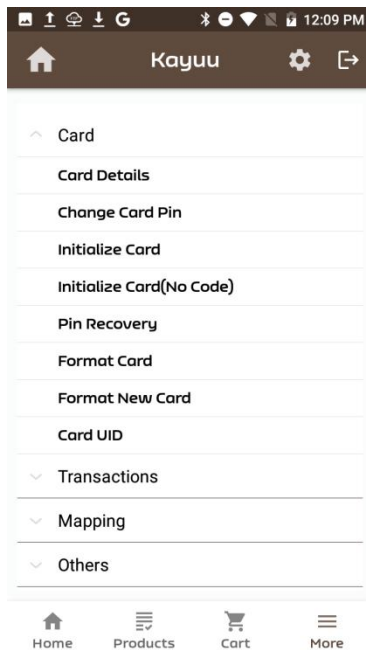
This process enables authorized station staff to cancel/ reverse wrong sale transactions. Go to **Transactions > Reverse Sale**

Click Reverse Receipt then enter the receipt number as it appears on the printed customer receipt and click **Submit**.

If the reversal is successful, an on-screen reverse transaction receipt will be displayed summarizing the receipt reversal details.

## Card

In this section, the user can perform card-related processes.



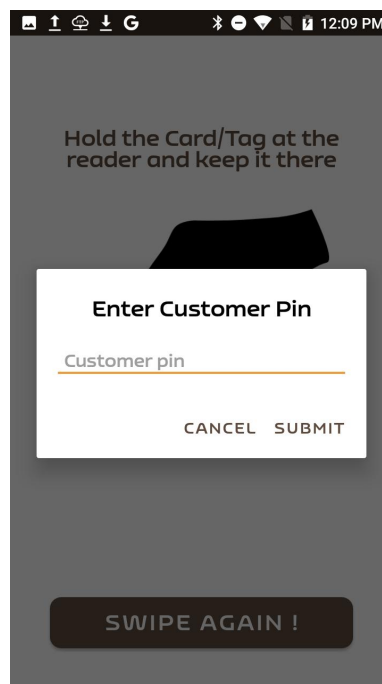
## Card Details

This process enables the customers to view a summary of their account details. Go to **Card > Card Details**

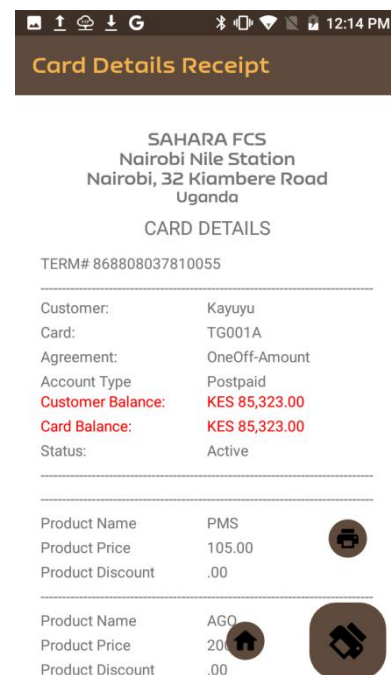
### Swipe Card



### Input Pin



### Print or go to home



## NOTE:

If Card Has Not been initialized you get error that Card Reading Failed.



Hold the Card/Tag at the  
reader and keep it there



Card reading failed kindly try  
again

SWIPE AGAIN !

If card swiped but there is an error a dialog will show that error message.  
Click on Home to go back to Home Screen.



Hold the Card/Tag at the  
reader and keep it there



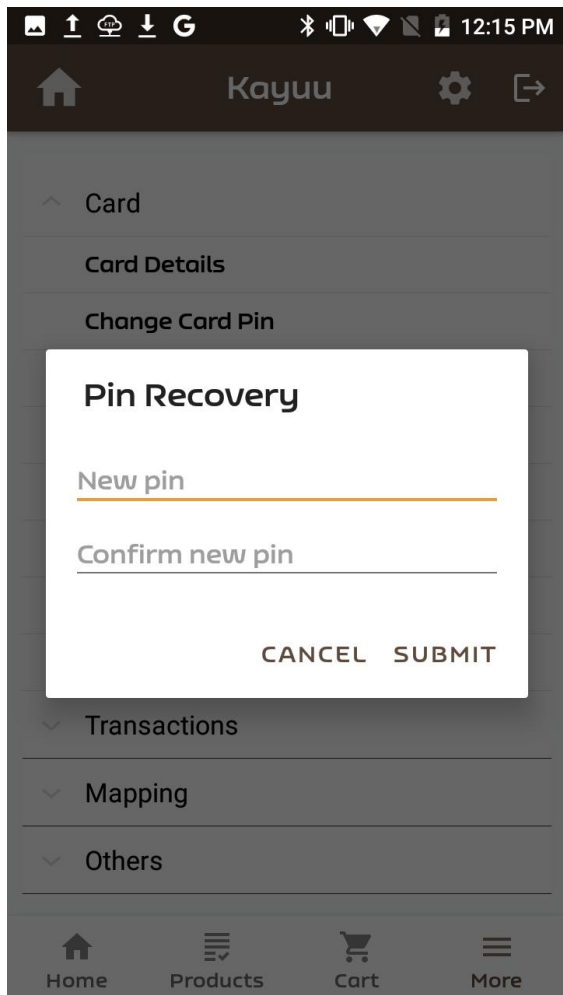
No Data Found

HOME

SWIPE AGAIN !

## Change Card PIN

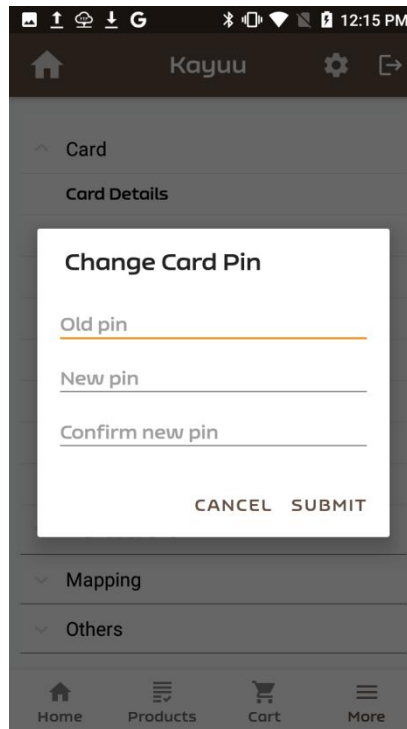
This process enables the customer to change their card PIN. Click the link then enter the user's **Old PIN**, **New PIN** then Confirm the New Pin. Click **Submit** to save the changes. If successful, a success message will be displayed.



## Initialize card (no code)

This process activates the card for use immediately after issuance. This option doesn't send a code to a customer's contact. Go to **Card > Initialize Card (No Code)**

Swipe the customer's card. The customer will be prompted to enter a new pin, then confirm. If the two PINs match, the card will be initialized. A success message is displayed on the screen.



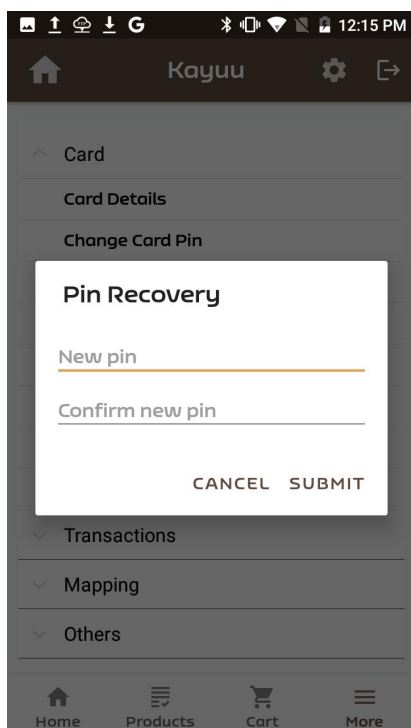
## Pin recovery

This process changes the PIN credentials for the particular card. Go to

### Card > Pin Recovery

The user is prompted to enter a New PIN, then Confirm New PIN. If successful, a success message will be displayed.

If successful, the user is required to swipe the card on the gadget and the new password is set.



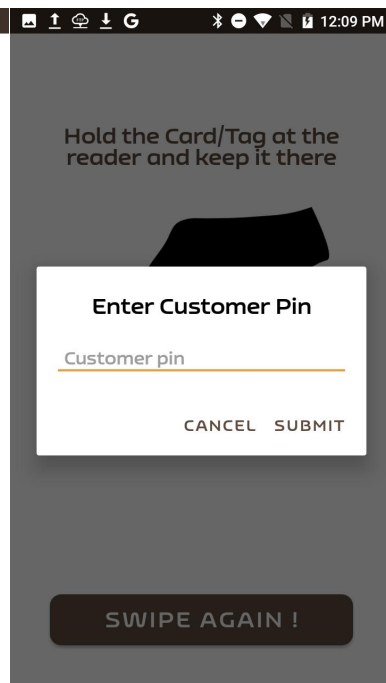
## Card Formatting And Formatting New

Formatting Card erases all user data on the card, and removes the card mask from the account assigned in the portal. While Formatting new Removes only data from the card only. If Success A message will Show Card Successfully Formatted.

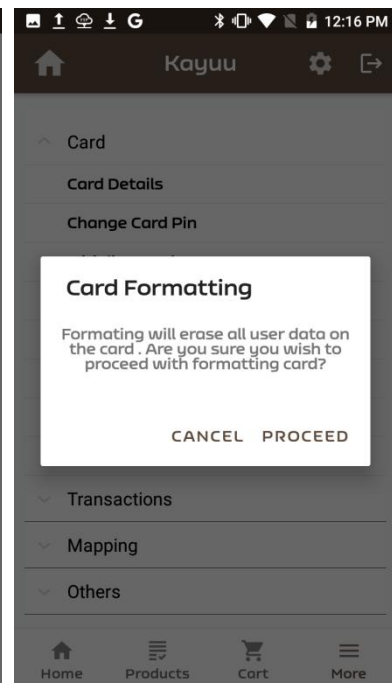
### Swipe Card



### Enter PIN



### Click Proceed





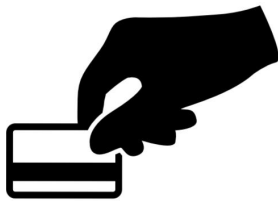
## Card UID

This process identifies a card by its unique identifier. Go to **Card > Card UID**

### Swipe Card



Hold the Card/Tag at the  
reader and keep it there



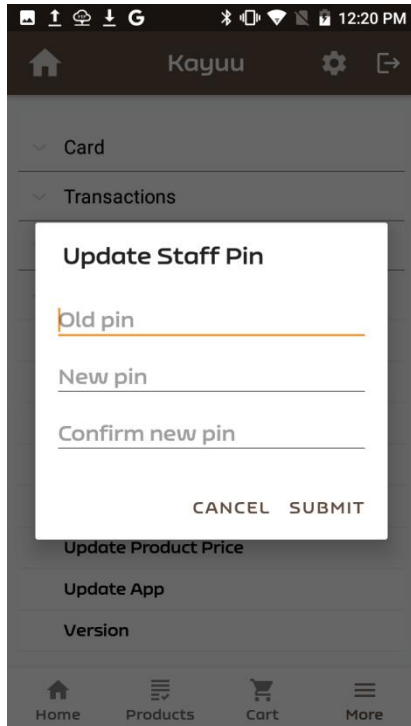
SWIPE AGAIN !

## Others

### Change Staff Pin

Go to **Others > Change Staff PIN**.

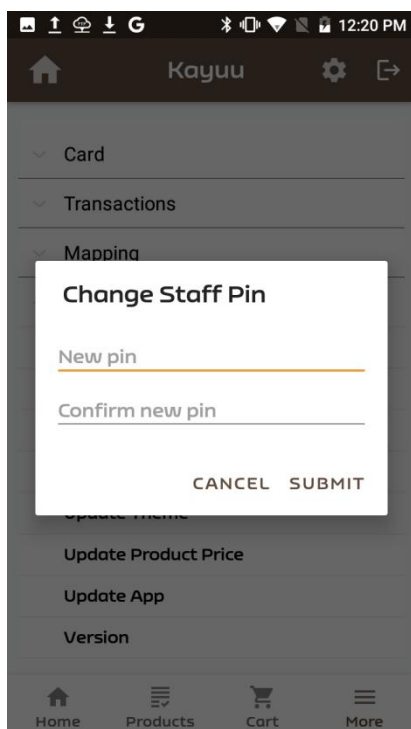
Enter old staff pin, new staff's PIN, then confirm the new PIN. Click Submit to save changes.



### Update Staff Pin

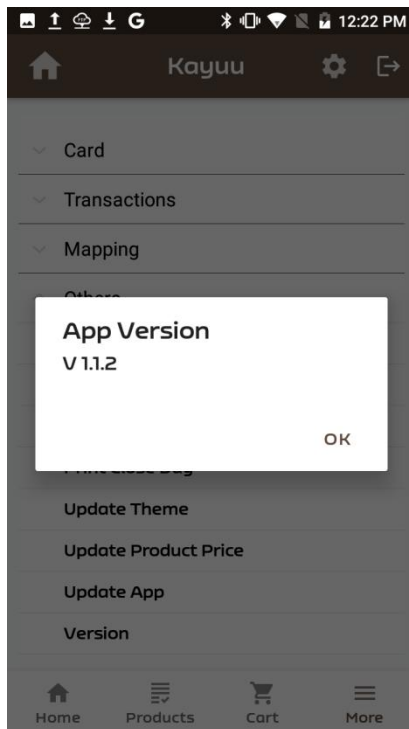
Go to **Others > Update Staff PIN**.

Enter new staff's PIN, then confirm the new PIN. Click Submit to save changes.



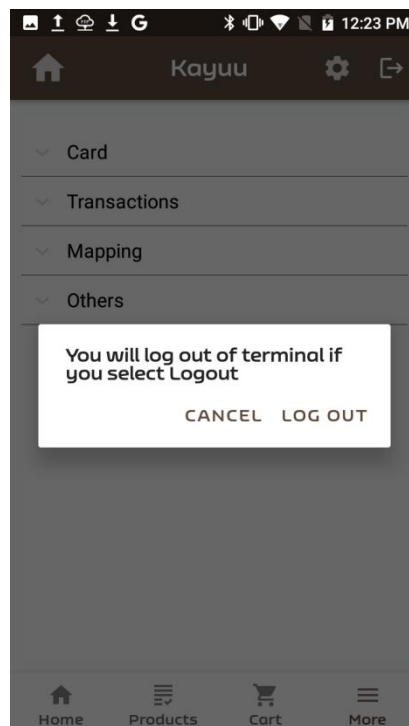
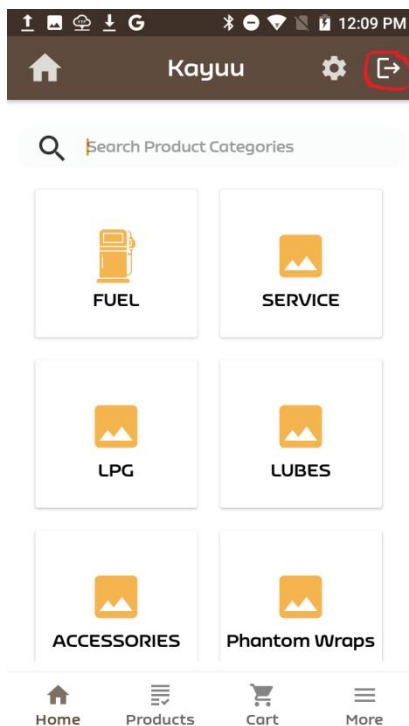
## Version

This displays the version number of the app installed on the gadget.



## LogOut

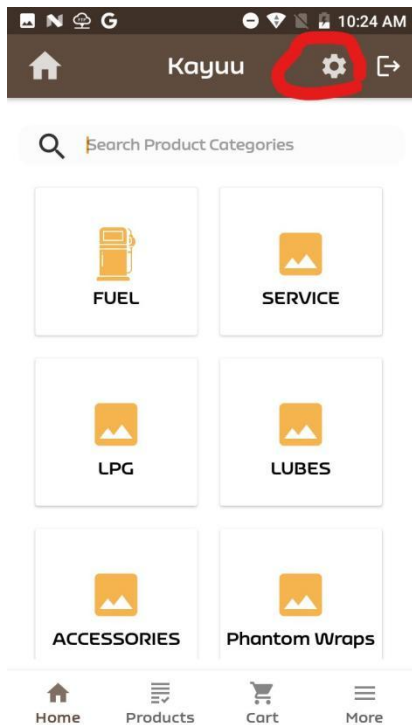
Click the Logout Button As highlighted in the diagram below. Then Select Logout . If not sure then click cancel.



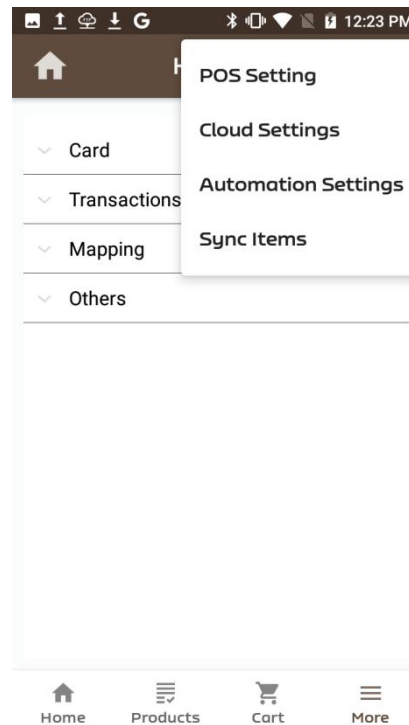
## Settings

These settings are used after the user has already logged in and needs to change previously set functions in the app.

**Click on Highlighted Icon**



**Choose the Settings to access.**



## Identifying Errors

### Card Related Errors

- **Server was unreachable:** there is a problem with fetching the receipt number from the server. The staff should retry reversing the receipt.
- **No internet connection:** The gadget is not connected to the internet. The staff should check the internet connectivity and try again reversing the receipt.
- **Card already initialized:** The card cannot be initialized as it has already been initialized or has been corrupted.
- **Wrong code entered:** The card initialization code entered is incorrect. The customers should try entering the code again.
- **Card not initialized:** The POS cannot recognize the card used. If the card is legitimate, it should first be initialized before being used.
- **User Top-up limit exceeded:** The staff has exceeded his/ her top-up limit for the day, week or month.

- **Account top-up limit exceeded:** The customer has exceeded the amount he/ she can top-up to account in a single transaction.
- **Account balance limit exceeded:** The top-up amount will make the account exceed the maximum it can hold at any given time.
- **Low Card Balance:** if Card balance is less than amount consumed.
- **Low Customer Balance:** if Customer balance is less than consumed amount.
- Inactive Customer Contact Admin - customer is inactive from portal.
- Inactive Account Contact Admin - Account is inactive from portal.
- Inactive Admin Contact Admin - Admin is inactive from portal.
- Inactive Card Contact Admin - card is inactive from portal.

**Card not initialized:** The POS cannot recognize the card used. If the card is legitimate, you should first initialize it using the initialize card

- **Usage limit exceeded:** The customer has exceeded the usage limit for his/ her account as setup by the admin or by his employer.
- **No voucher found:** The customer is trying to pay for goods using a voucher but has not have a redeem voucher in his account.
- **Wrong PIN Entered:** the card PIN is wrong. Ask the customer to enter the correct PIN.