Version 25 | Trapeze Enterprise Asset Management

FuelFocus

User Guide

Trade Secret | February 2025

Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone:	1-877-411-8727
E-mail:	cc@trapezegroup.com
FTP Site:	https://ftps.trapezegroup.com/
Web Site:	https://collaborate.trapezegroup.com

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

Product Compatibility

Refer to the latest Product Compatibility information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

Fuel Focus - Fuel Focus Guide

Version 25.x

February 2025

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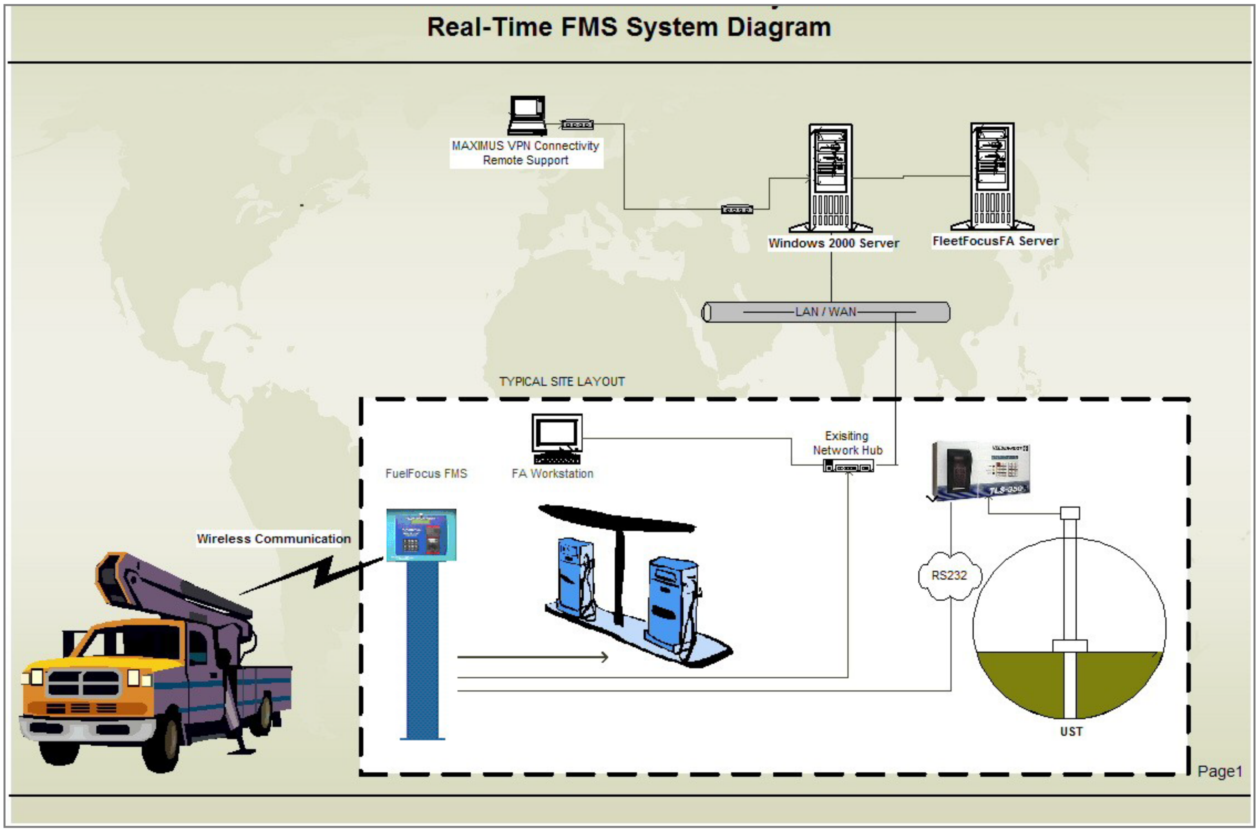
1. Overview

The FuelFocus Fuel Management System (FMS) is a standalone system that provides real-time integration between the asset management system and the FuelFocus system.

2. The Fueling Transaction Process



How FuelFocus works

1. Vehicle/driver authentication occurs at the ICU.
2. The identification information is validated real-time in the database and immediate feedback is provided to users at the ICU.

   Note: If the ICU is offline, authentication still occurs.

   - If the preauthorization fails, an error message displays on the panel to alert the operator.
   - If the preauthorization is successful, the ICU turns on the selected hoses for the operator.

3. Once complete, the transaction is automatically sent to the Web Modules server where it is processed and inserted into the database.

4. In the case of lost network connectivity between the ICU and Web Modules, the transactions are stored in the local system memory. Once network connectivity is restored, the transactions are sent to Web Modules for normal processing.

5. Completed fuel transactions may be viewed by authorized users on the Internal Fuel Tickets screen.

6. Rejected entries may be viewed in the Pending Transactions screen of the FuelFocus module in the Web Modules.

   If the **Send to pending if meter less than current reading** setting is enabled on the ICU Setup screen, More Info tab, if the meter reads less than the last record, the transaction will be located in the Pending Transactions screen to be manually processed.

3. The Benefits of Fuel Focus

Benefits

- Better management of information and tasks related to fuel and fluid operations.
- Up-to-the-minute fueling information in the system database with real-time validations and instantaneous feedback to users at the Island Control Unit (ICU).
- Convenient viewing of completed fuel transactions by authorized users on the Internal Fuel Tickets screen.
- Wireless authentication possible.

4. The Island Control Unit (ICU)

The Island Control Unit (ICU) is the central component at the vehicle fueling site. It accepts user information on vehicles and/or drivers from: keypad entry, proximity keys, magnetic stripe cards, and/or from RF/ID devices such as passive RF tags and Vehicle Identification Boxes (VIB).

1: LCD display

2: Keypad

3: HID reader

4: Magnetic stripe card reader

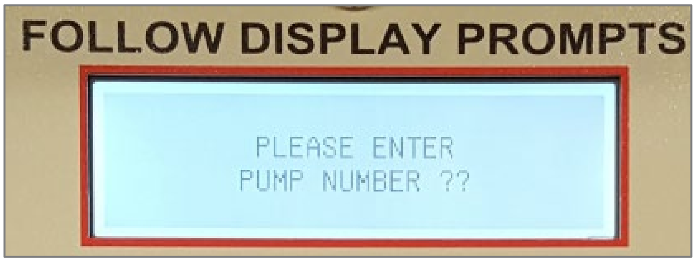
Island Control Unit Keypad

The unit’s 16 button keypad includes 11 number keys and 5 function keys. The function keys are as follows.

Button	Description
CLEAR NO	Clears current entry. Negative answer to displayed questions.
ENTER YES	Confirms entries. Positive answer to displayed questions.
CANCEL	Resets back to first prompt.
SPECIAL	Special Technician Mode functions: 1. Hose Watch: Displays the current or last dispensed fuel quantity. 2. RF Watch (Radio Frequency): Allows viewing of wireless data transmission. 3. Reset Hose: For **Pulser Failure** messages, this function allows you to reset the hose for the pump that received a failure. 4. ID Watch: Allows the ICU to read an ID card that has been swiped and displays the swiped card’s ID number. 5. Manager Bypass: Allows the manager to bypass validations with the server at the ICU. 6. Help Desk Fueling: Allows the user to enter a one-time validation code for fueling if they do not have their fuel card.
PRODUCT	This function is not used by any FuelFocus core version

5. Daily Operations

Entering Data at the ICU



Prompts clearly appear in the ICU display and vary based on your organization.

Follow the prompt sequence by entering responses with the keypad as indicated:

1. Enter Pump #.
   - Enter the pump number to dispense product.
2. Enter Equipment ID.
   - Enter the Fuel Card ID for the piece of equipment. This is the Fuel Card ID assigned to the equipment unit in the Fleet Equipment screen.
   - The Equipment ID may be entered via keypad, magnetic stripe, HID reader, or wireless antenna.
3. Enter Odometer Reading.
   - Enter the current odometer reading.
   - The ICU validates the entry against the meter edit range in the system. If the entry is outside the meter edit range, you must reenter the reading up to 3 times. At this point, the ICU will activate the hose, the operator will be able to dispense the product, and the transaction will be inserted into the internal fuel ticket screen. The meter reading WILL NOT be updated.
4. Enter Employee Number.

   After entering data, the ICU validates the data with the Web Modules. Upon successful validation, the ICU displays a Pump # Ready message to indicate that the desired pump is ready to dispense product.

Note: Data is encrypted when the ICU communicates to the module system. If the data does not match requirements for decryption from the main system, **FAILED AUTHENTICATION** displays.

Help Desk Fueling

This functionality allows an operator or employee, who does not have their fuel card with them, to get a single-use code for fueling at an ICU. The operator or employee calls in to a manager or authorized system user for this code. Use the following process to enter the one-time code in the ICU.

To use a one-time fueling code:

1. At the ICU, press **Special** until the screen displays the **Help Desk Fueling** option.
2. Press **Enter**.

   The screen displays the authorization code area.

3. Use the keypad to enter the authorization code.

   Continue fueling as normal.

Managerial Tasks

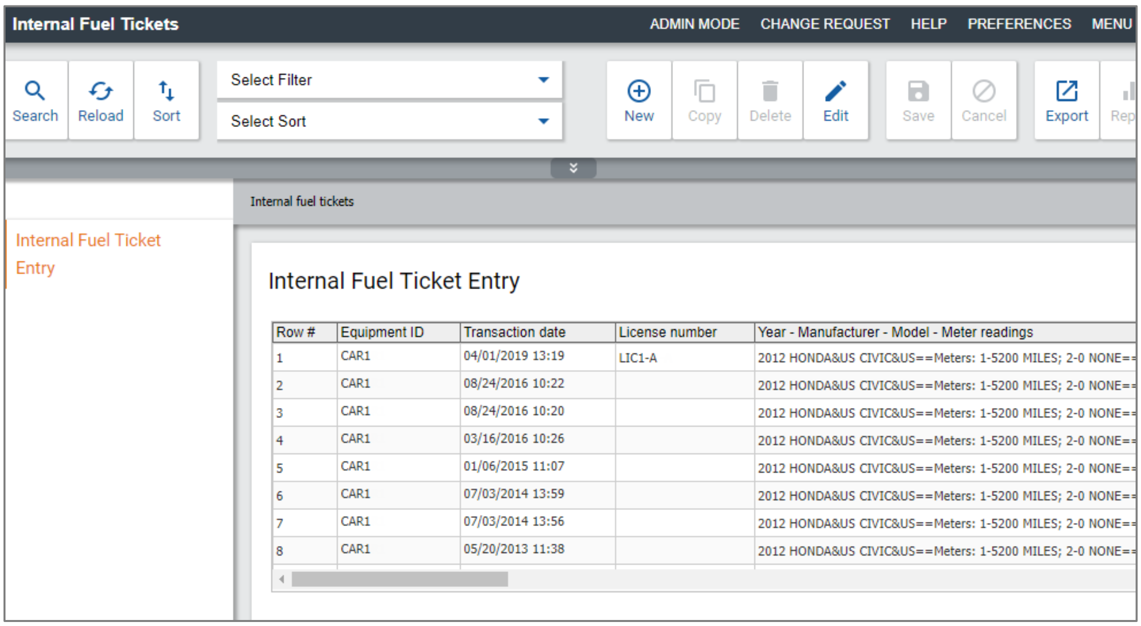
FuelFocus allows managers to perform the following daily activities:

- View fuel transactions in the Enterprise software.
- Manage tank inventory:
  - Tank Receipts
  - Tank Readings
- Manage fuel cards
- Handle errors

Viewing Fuel Transactions in the Enterprise software

1. In Enterprise Portal, open the Internal Fuel Tickets screen.
2. Click **Search**.
3. Enter the desired fields to filter data for viewing.
   - No fields are required.
   - Fields may be used together in any combination.

   Transactions are displayed based on requested filters.



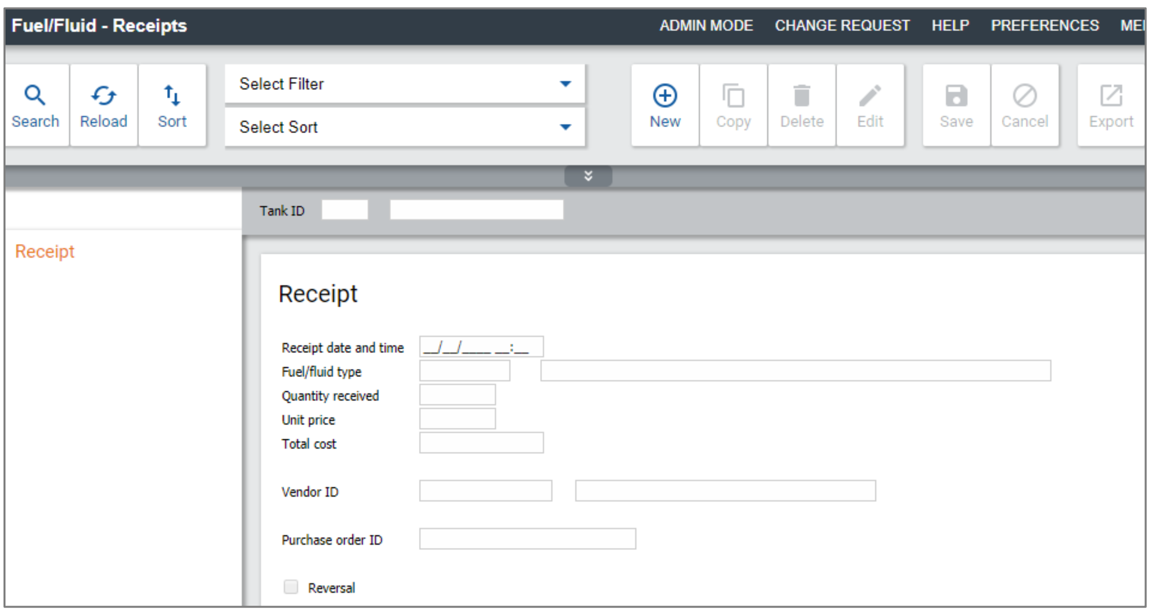
Managing Tank Inventory

Tank inventory management may be performed either through tank receipts or tank readings. You can also perform receipts of fuel line items in the Storekeeper portal under the purchase order with Enterprise Purchasing.

Tank Receipt Inventory Management

1. Open the Fuel/Fluid - Receipts screen.
2. Open the necessary tank record.
3. Enter receipt information for the product.

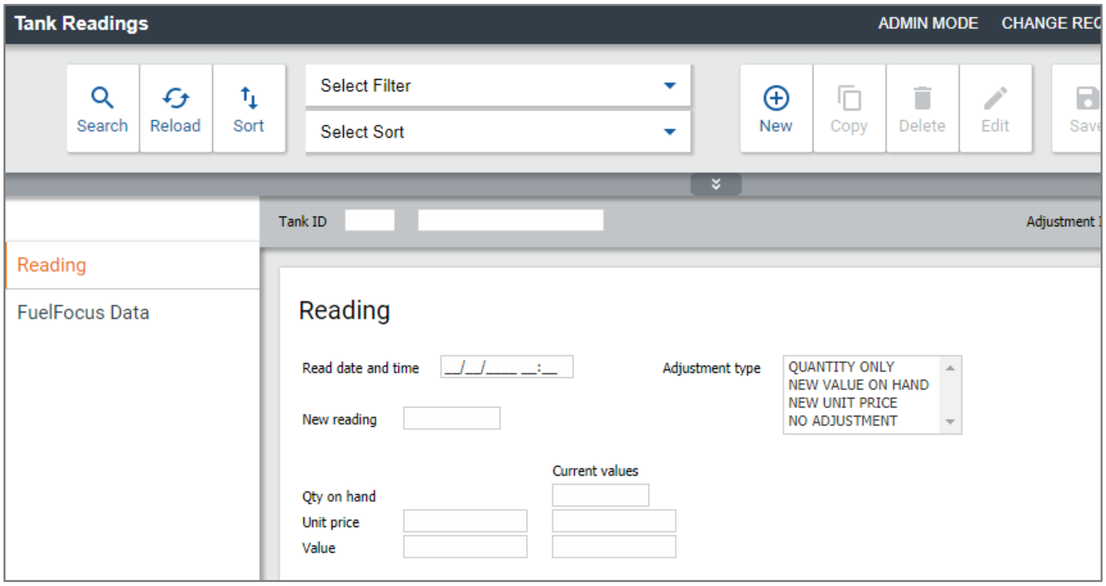
   All fields are required except the Purchase Order ID field.



Tank Reading Inventory Management

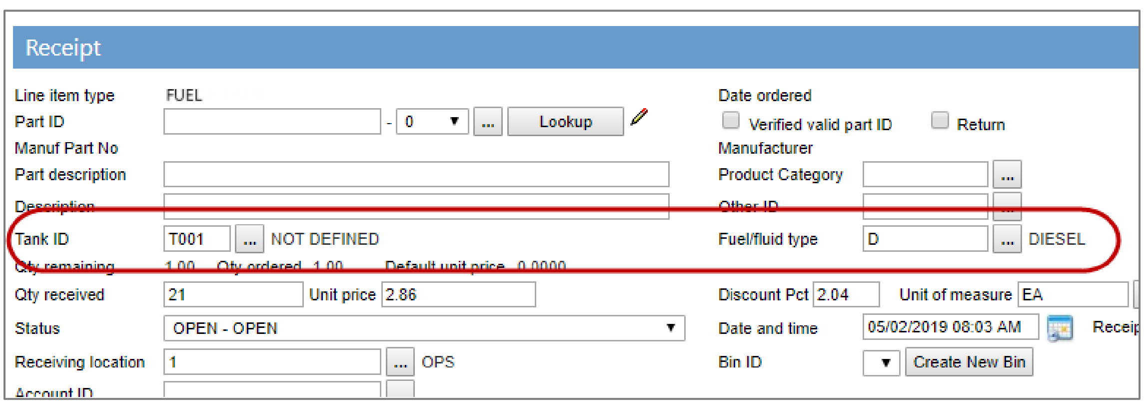
1. Open the Enterprise Portal Tank Readings screen.

2. Record the tank reading on this screen.



Receiving Fuel in Storekeeper

In the Storekeeper portal, when you receive a line item of fuel type, this information is updated for the tank information in the Tank Receipts page.



1. On the Purchase Order Detail page in the Storekeeper portal (for the purchase order for fuel), click **Review and Receive**.

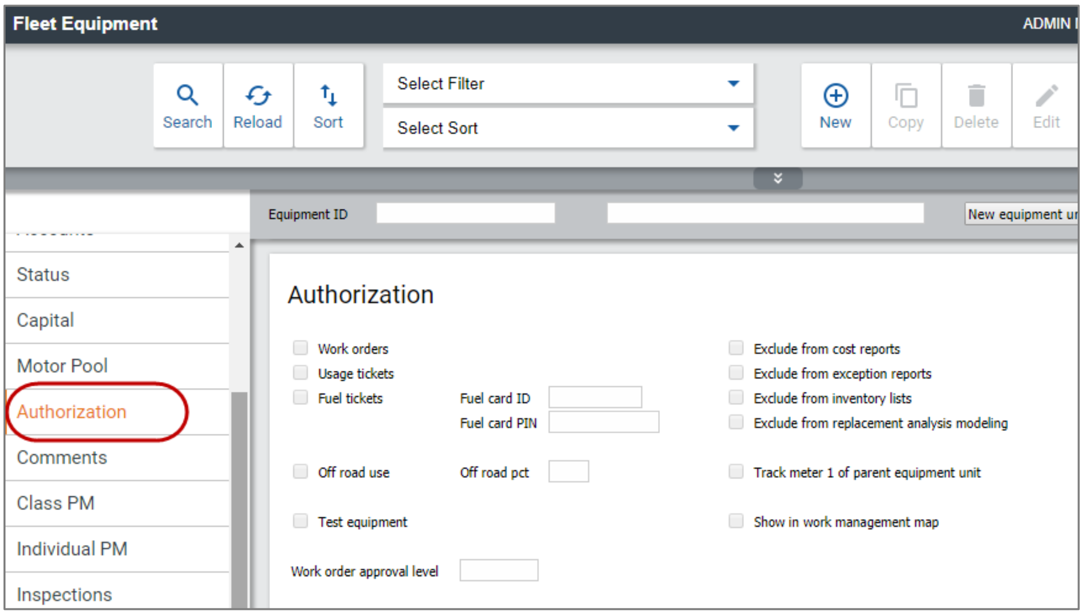
2. Enter the **Tank ID**, **Quantity**, and **Fuel/fluid type**.

3. Click **Receive** to receive this fuel. This information can be seen in the Receipts screen,

Managing Fuel Cards

Managers may modify fuel cards assigned to a piece of equipment by following the steps below.

1. Open the Fleet Equipment screen.
2. Open the Equipment ID record needed.
3. Click **Edit**.
4. Click the Authorization tab.



5. Enter the new fuel card ID associated with the piece of equipment.

   Note: The fuel card ID must be numeric with no leading zeros.

6. Click **Save**.

Handling Errors

The table below provides common errors, their cause, remedy, and prevention.

Error message	Cause	Prevention
Tank inventory less than quantity dispensed	The quantity dispensed is greater than the current quantity on hand for that tank in FA.	Ensure that all tank readings in FA are accurate and have sufficient quantity on hand.
Vehicle is not active	The equipment unit does not have an active life cycle status code on the Data -> Equipment Units -> Fleet Equipment -> Status tab.	This error should only occur if the life cycle status code for the unit changed after the ICU went offline.
Vehicle not authorized for fuel	The unit is not authorized for fuel. The box for "fuel tickets" is unchecked on the Data -> Equipment Units -> Fleet Equipment -> Authorization tab.	This error should only occur if the box authorizing fuel tickets is changed after the ICU went offline.
Wrong Product type	The product dispensed from the hose is not one of the products the equipment unit is authorized for on the Data -> Equipment Units -> Fleet Equipment -> Codes tab.	This error should only occur if the product codes were changed after the ICU went offline.
Equipment ID XXX: fuel capacity XX	The amount of product dispensed is greater than the capacity allowed. This is setup in the Data -> Equipment Units -> Specifications -> Capacities screen (pre- version 5.7) or Data -> Equipment Units -> Fleet Equipment -> Codes screen in version 5.7 or greater.	Either the capacity was changed after the ICU went offline or there is an issue with the pulser on that hose. Contact support.

6. ICU Troubleshooting

Problem	**Solution**
Clearing House shows being offline	Verify application is running – ping server from ICU Verify the URL used in Techprog is correct and has not changed
I do not see any fuel transactions on the Product Issue Report	Check to see if they were rejected and showing in the pending ticket frame Check to see if the ICU is online Check the WS logs to see if the transactions are present
When getting authorized for fuel I receive a “pulsar failure” message on the display panel of the ICU.	Check the DDA.exe application for any solid red squares Review the pump_bad.stt file Check the POS to see if the pump had been activated for fueling and no fuel dispensed 2 to 3 times Inspect the actual pulsar at the pump Clear pulsar failure remotely • Delete the pump_bad.stt file • Only do this if failure was due to operator error
ICU display panel is not providing the correct prompting sequence or strange characters.	Check the dda\station\ch.prm file • Make sure customer specific prompt is uncommented • For older existing customers Check the dda\station\pos.prm file • Make sure the statetbl.prt line is being referenced Burn the panel board • Every time the board is replaced • Update to the firmware – upgrading software on ICU