



## Technical Service Bulletin

**To: ANDI & NeXGen Service and Help Desk Personnel**

**From: Allied Electronics Technical Support**

**Date: March 18, 2013**

**Re: Claim and Pay Transactions via ANDI\_DGS**

By point-of-sale configuration, NeXGen (NXG) can automatically claim and pay out a sale at the end of a transaction.

If at some point during the transaction, NXG loses communication with the POS, it is possible that NXG will ***NOT*** claim and pay out the transaction even if configured to do so. This creates what many refer to as a "stuck transaction."

"Stuck" refers to the sale remaining in a "payable" state rather than returning to an idle state. The POS may neither expect this nor have the ability to manually clear the transaction.

The ANDI\_DGS utility (aka DGS) provides a vehicle to clear the transaction by simply employing specific commands from the ANDI message set.

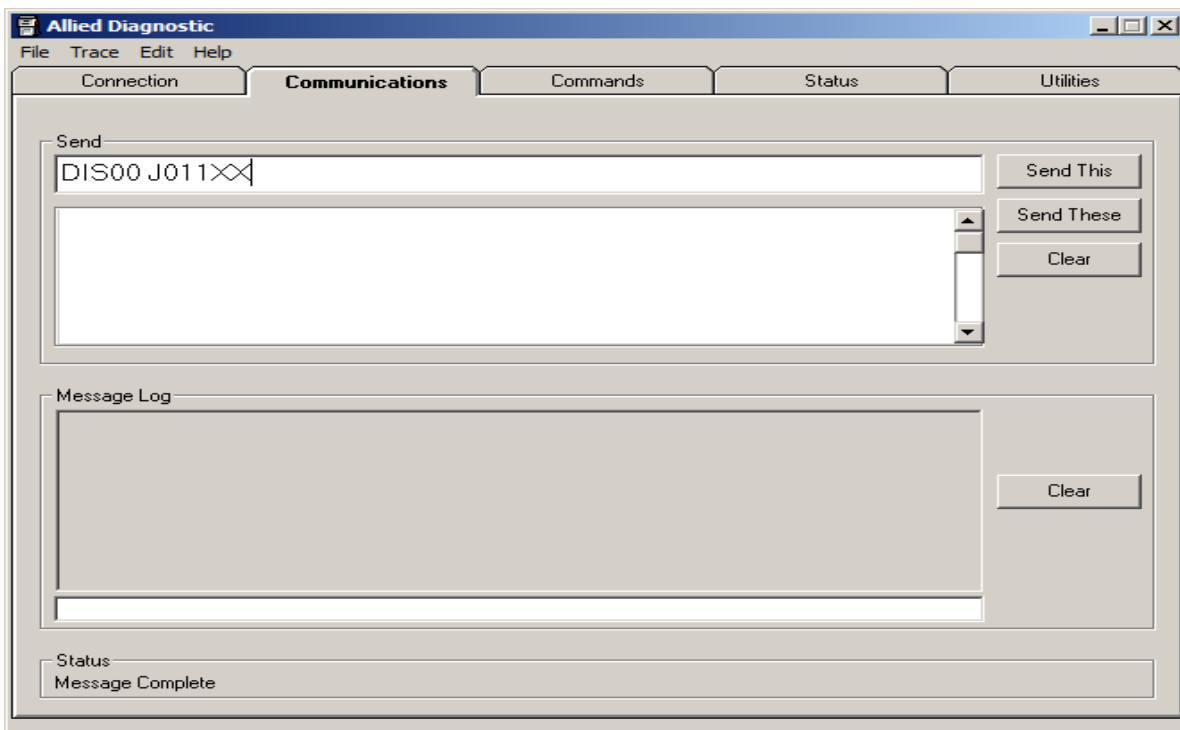
To get a sale out of a "payable" state, two things need to happen:

- 1) The sale must be "claimed" by a POS
- 2) The sale must be "paid" by a POS

The following procedure assumes that the user has been trained on the DGS utility.

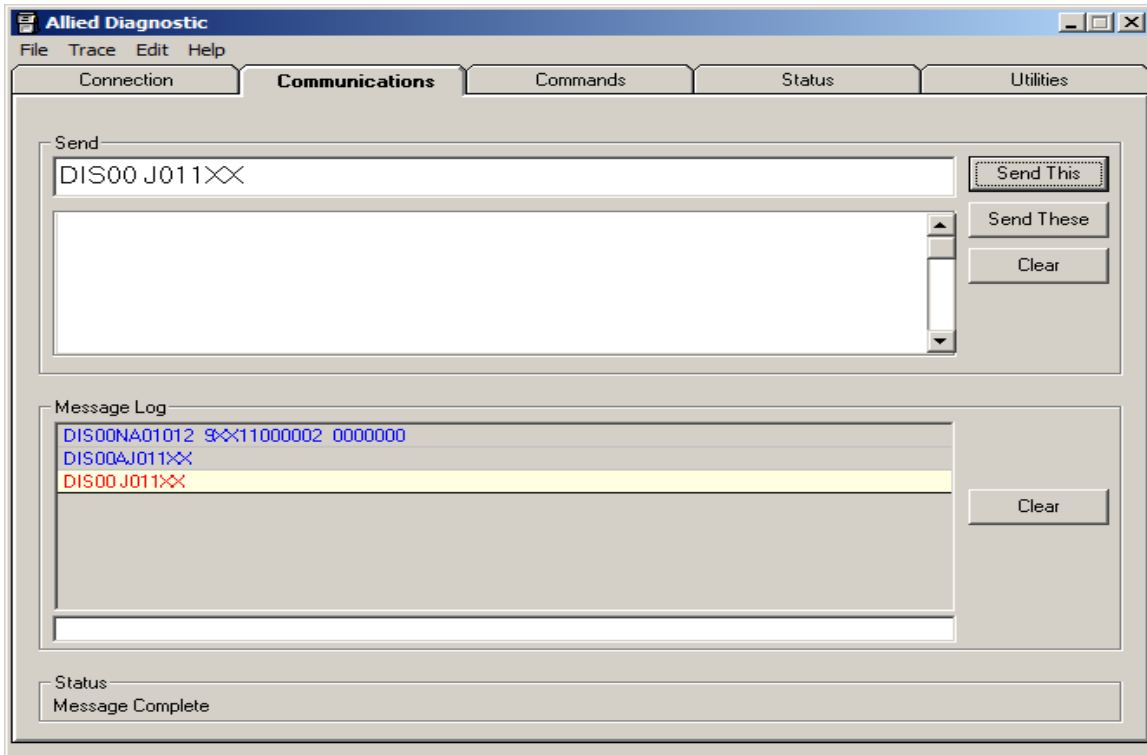
- 1) Connect to NXG either serially or via Ethernet using DGS
- 2) Go to the **Communications** tab on DGS

3) In the "Send" line copy and paste the following command: **DIS00 J011XX**



4) The "01" in the above command represents fueling point 1. For example, if you needed to claim a sale on fueling point 12, the command would look like this: DIS00 J121XX. So, you'll need to modify those two bytes based on the fueling point in question.

5) After you paste that command into the "Send" line, either press ENTER or click the "Send This" button:

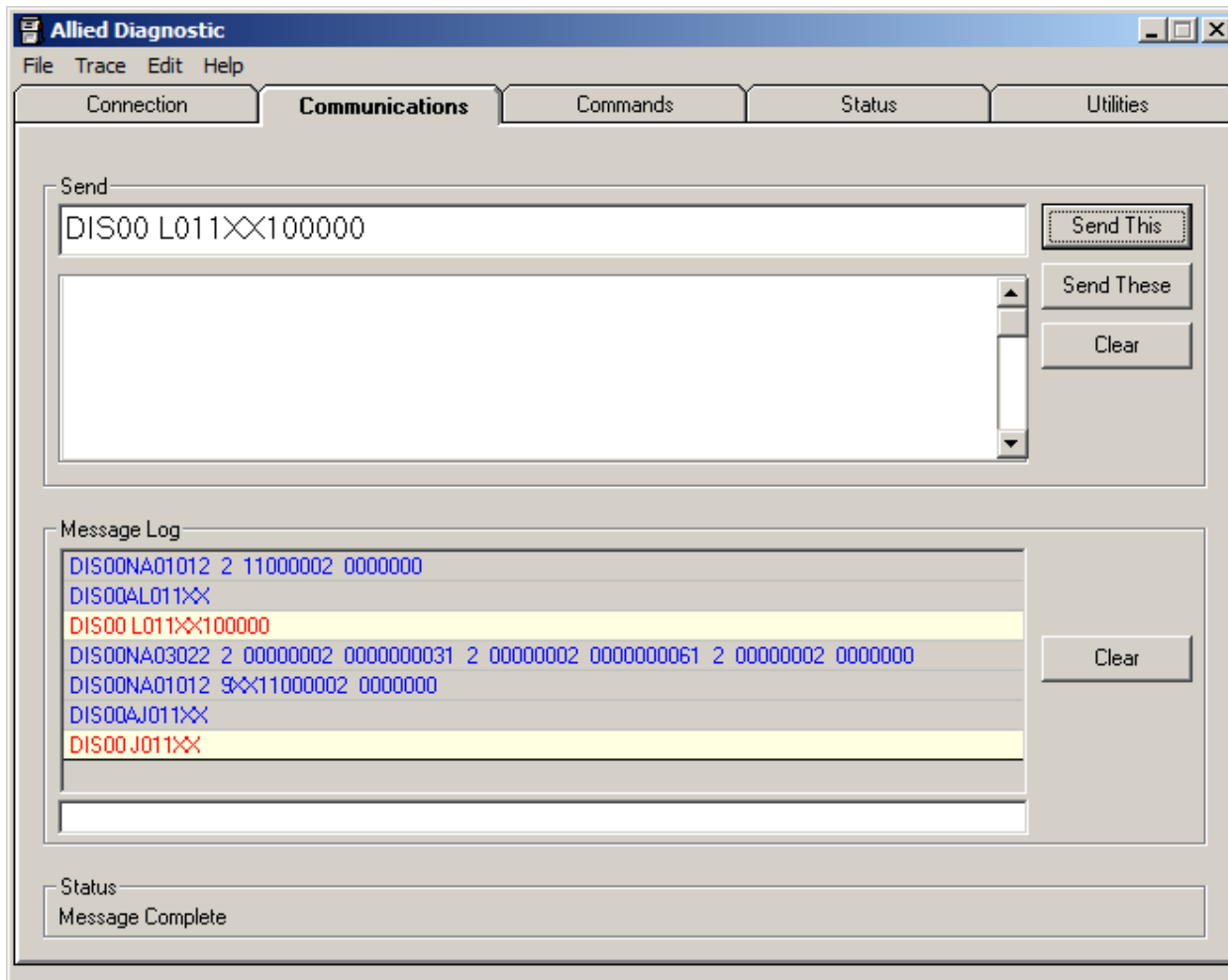


In the message log, you'll see the message you sent appear in **RED** and the response from the NXG in **BLUE**. The transaction is now "claimed."

6) You must now "pay" the transaction. In the "Send" line, copy and paste the following command:  
**DIS00 L011XX100000**

The "01" in the above command represents fueling point 1. For example, if you needed to pay a sale on fueling point 12, the command would look like this: DIS00 L**12**1XX100000. So, you'll need to modify those two bytes based on the fueling point in question.

7) Press ENTER or click the "Send This" button:



In the message log, you'll see the message you sent appear in **RED** and the response from the NXG in **BLUE**. The transaction is now "paid" and the customer status has returned to "idle."

The dispenser is now ready for the next transaction.

Contact Allied Electronics Technical Support with any questions or concerns:

800-223-3619

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