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## Enhanced Sentinel Display

### Overview

The Sentinel now includes a larger screen that can display up to 8 lines of text, enabling site owners to display custom prompts, such as promotional discounts and user agreements.

These prompts are managed through a new interface that can be launched from the desktop or from a new DataManager shortcut. Users can add an unlimited number of prompts and prompt bundles, which can be applied to all sites or selectively.

Customers' answers to these prompts are linked to their private cards in DataManager and are available for reporting and exporting.

An optional setting in EEEConfigurator allows the Sentinel to cycle through DataManager prices.

### Applicable Environments

- Navigator Site Controller (v5.113+) – single site environment
- Marshal Sync Server (v5.113+) – multi-site environment

### Required Sentinel Hardware

- Noritake XL Display
- K100 PIN Pad

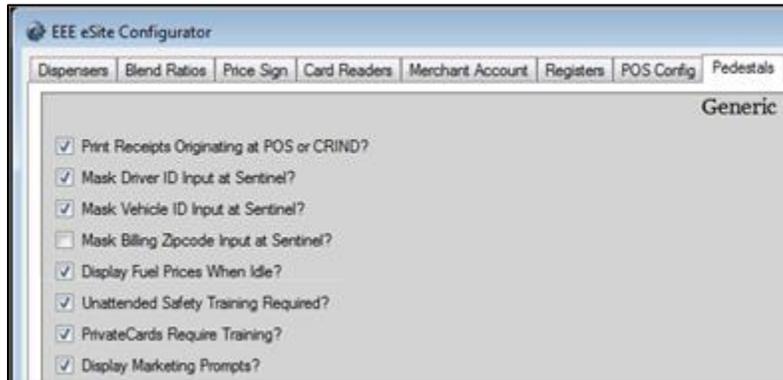


## Enabling Prompts at the Sentinel

The **Unattended Safety Training Required** checkbox must be enabled at the location to activate the advanced prompt features. Additionally, the system must have the NoritakeXL display and K100 PIN pad.

If desired, users can also enable the following optional checkboxes:

- PrivateCards Require Training?
- Display Marketing Prompts



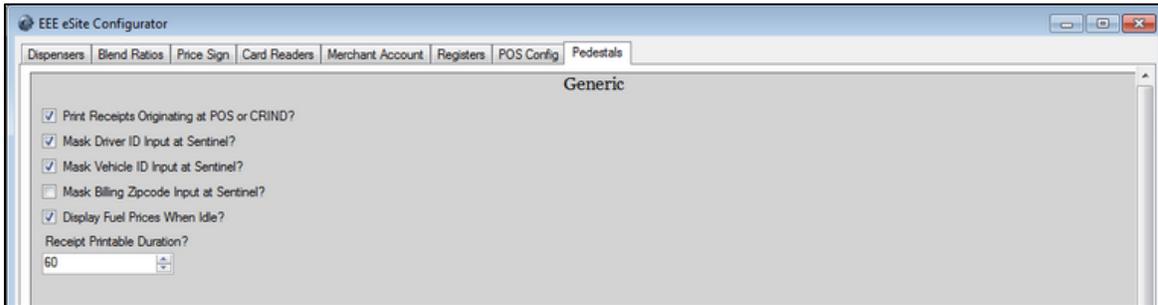
## Enabling Live Fuel Prices

The enhanced Sentinel can be configured to display live fuel prices. The fuel product descriptions that display are the first 12 characters from the user's **Description** column in their **Inventory**. The Sentinel will display the standard greeting when idle (e.g., Welcome to E3, Insert Card to Begin) and will then cycle through the active products two-four at a time, depending on whether they have the NoritakeXL display.



To display fuel prices:

- In the **EEEConfigurator**, click the **Pedestal** tab, then check or uncheck the **Display Fuel Prices When Idle?** checkbox.

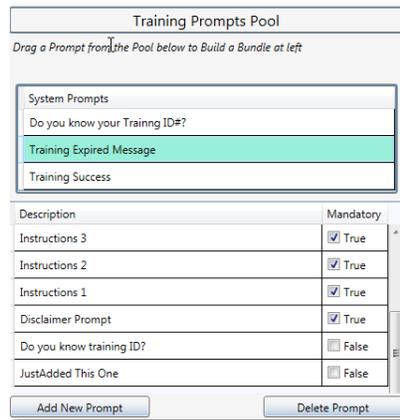


## Configuring Custom Prompts

### Prompt Bundles

Prompt bundles are used to group one or more prompts. Each bundle can be marked as either **Marketing** or **Training**.

**Training prompts** are used to help facilitate training at unattended locations. They can be marked as **Mandatory**, meaning the customer will have to agree to them in order to complete the training sequence and receive authorization to begin fueling.



**Marketing prompts** are used to display promotions, surveys, and other unique Yes/No prompts. If the **Once Only** checkbox is set to **True**, the prompt will only display once for the cardholder upon their first visit to the store. If the checkbox is set to **False**, the prompt will display every time the cardholder visits they store, even if they have previously responded to the prompt.



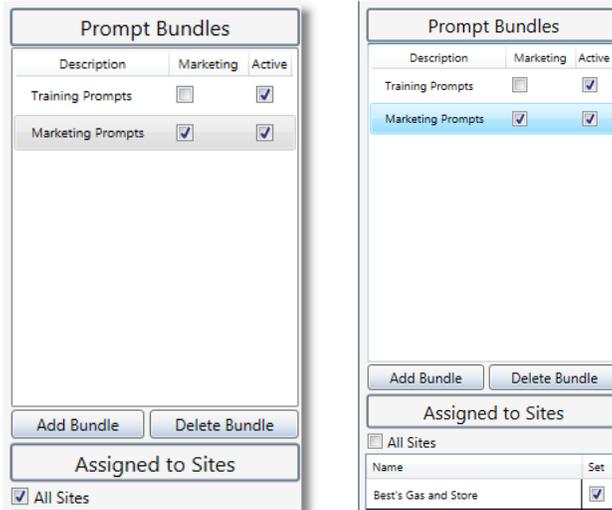
Sites can have both a **Training** and **Marketing** bundle active simultaneously. Marketing bundle prompts will always display before training prompts.

New bundles will be created as training features by default. Click the **Marketing** checkbox to convert the bundle to a marketing bundle instead.

Prompt Bundles		
Description	Marketing	Active
Training Prompts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Prompts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

A bundle must be set to active before it can be displayed at any location, and the location must also have the feature enabled at the Sentinel to display any of the advanced prompts.

Active bundles (marked by the **Active** checkbox) are either considered global (assigned to all sites), or they can be assigned individually to one or more sites. **Note:** *Active site-specific bundles take precedence over global bundles on sites.*



The image shows two screenshots of the 'Prompt Bundles' interface. The left screenshot shows the 'Prompt Bundles' table with 'Marketing Prompts' selected. The right screenshot shows the 'Assigned to Sites' section with 'Best's Gas and Store' selected.

**To add a new prompt bundle:**

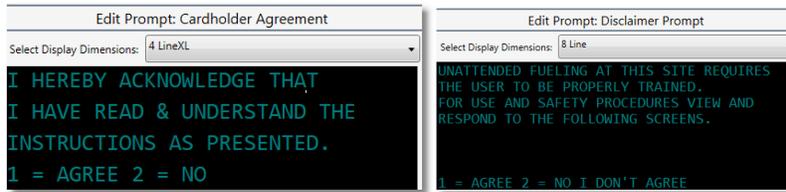
1. Click **Add New Bundle**.
2. Enter a name for the new prompt in the **Description** field.
3. Check the **Active** checkbox.
4. In the **Assigned to Sites** section, select the sites to enable the bundle on.

**Note:** *Training bundles will always include three mandatory system prompts that are critical to the function of the system and cannot be deleted. The text that displays can be edited, but the display timing for these prompts is controlled by the Sentinel and cannot be manipulated.*

System Prompts	
Do you know your Training ID#?	
Training Expired Message	
Training Success	

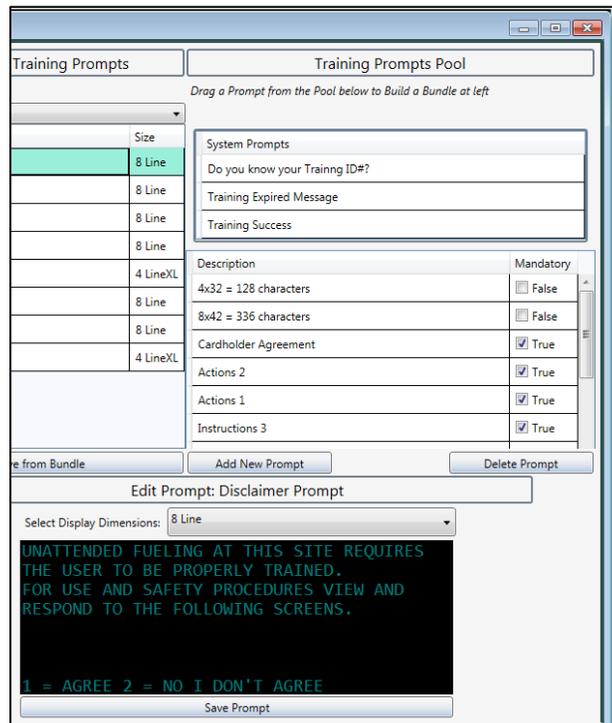
### Prompts Pool

The prompts users create are added to the **Prompts Pool** and can then be assigned to bundles. All prompts can be set to either **4LineXL** or **8 line** display for smaller font.



#### To add a new prompt to the Prompts Pool:

1. Select a **Training Bundle** or **Marketing Bundle** from the **Prompt Bundles** list.
2. In the **Prompts Pool** section, click **Add New Prompt**.
3. Enter a name for the new prompt in the **Description** field.
4. As desired, do one of the following:
  - For **Training Prompts**, check the **Mandatory** checkbox to make the prompt required for fueling.
  - For **Marketing Prompts**, check the **Once Only** checkbox to set the prompt to only display once per card.
5. From the **Select Display Dimensions** dropdown menu, select either **8 Line** or **4 LineXL**.
6. In the prompt text box, enter the prompt text to be displayed at the Sentinel.
  - a. **Note:** *The prompt will appear on the Sentinel display exactly as it appears in the builder form.*
7. Click **Save Prompt**.

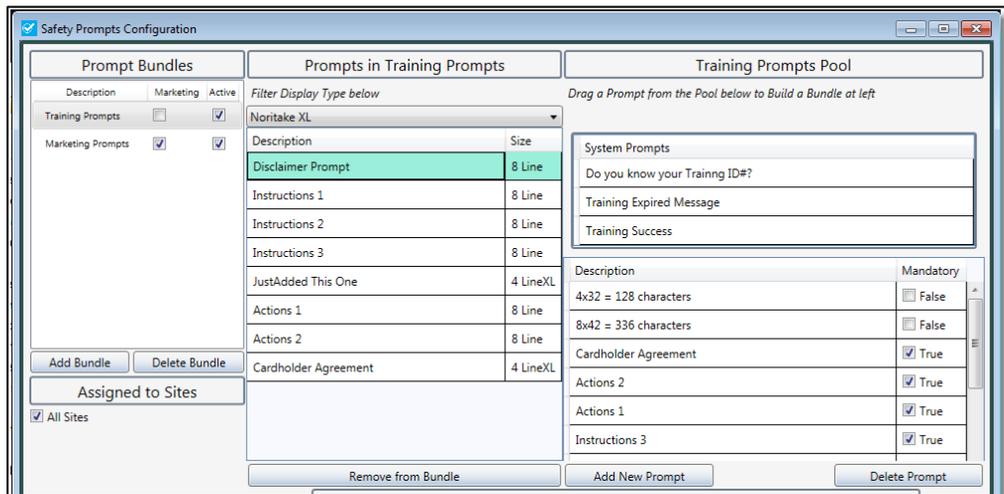


### Adding Prompts to Prompt Bundles

Once a user has created one or more prompts, they can bundle them together and set them to display on the Sentinel.

#### To add prompts to prompt bundles:

1. Select a prompt bundle from the **Prompt Bundles** list.
2. Click and hold to drag prompts from the **Prompts Pool** to the **Prompts in [Prompt Bundle]** list.
3. As needed, rearrange prompts within the bundle using drag-and-drop. **Note:** Prompts will display on the Sentinel in order of appearance from top to bottom.



### New Sentinel Training Responses Report

Users implementing advanced prompts will have access to a new **Sentinel Safety Prompt Response** report (eee2099.rpt) in DataManager, which generates a list of customer prompt responses from that were input during each individual's training.

eee2099.rpt v2017.12.27		TRIPLE TECHNOLOGIES		Sentinel Safety Prompt Responses		Date: 1/24/2018	Page: 1 of 1
<b>devnav03</b>							
Sale ID	Transaction Date	Card #	Cardholder Name	Product	Qty	Sale Total	
770687	1/22/2018 10:38:33AM	XXXXXXXXXXXX0119	CARD 01 VISA ACQUI	Unleaded Fuel	0.103	\$0.31	
<i>Training ID#: 1602 Training Date: Jan 22 2018 10:37AM</i>							
Prompt				Response			
Cardholder Agreement				1			
Actions 2				1			
Actions 1				1			
Instructions 3				1			
Instructions 2				1			
Instructions 1				1			
Disclaimer Prompt				1			

### New Sentinel Survey Responses Report

The new **Sentinel Survey Responses** report (eee2098.rpt) in DataManager shows customer responses to active **Marketing** prompt bundles. This is useful for running surveys and capturing the responses from customers.

Sentinel Survey Responses		Date: 1/23/2018	Page: 1 of 1
<b>Prompt Description</b>			
<b>Should we add a vending machine?</b>	14.29 percent responded with YES		
	2 YES Responses		
	12 NO Responses		
<b>Should we stock hot food choices?</b>	100.00 percent responded with YES		
	21 YES Responses		
<b>Would you use E85 Gasohol</b>	4.76 percent responded with YES		
	1 YES Responses		
	20 NO Responses		
<b>Would you purchase Ethanol Free gasoline ?</b>	90.48 percent responded with YES		
	2 NO Responses		
	19 YES Responses		

## FAQs

**Q: Do any of the Advanced prompts work at the DPT or dispensers?**

A: No. The Sentinel is the only terminal that supports this feature.

**Q: Does this feature work in a pioneer environment?**

A: No.

**Q: What actions will require a cardholder who has previously gone through training to go through training again?**

A: Adding a new prompt to an active training bundle, saving changed text for a prompt within the active training bundle, changing an active prompt to mandatory.

**Q: What actions will not require a cardholder to have to go back through training again?**

A: Change the description of a bundle or prompt. Remove a prompt from an active bundle. Change the order of the prompts. Change the display dimensions from 4LineXL to 8Line.

**Q: What will cause a OnceOnly marketing prompt to appear for a cardholder who has already seen and responded to it in the past?**

A: Any edits to the text for a OnceOnly prompt in an active marketing bundle will change the bundle and all OnceOnly prompts will appear for the cardholder at all locations. Further, adding a new OnceOnly prompt to an existing marketing bundle will force all OnceOnly marketing prompts to appear for the cardholder again.

**Q: Can the training prompting be enabled/disabled for privatecards?**

A: Yes, there is a site level EEEConfigurator toggle that allows clients to choose if they want their privatecard holders to go through the training process.

**Q: If a site only wants to use training or marketing and not both can they do this?**

A: Yes. The features are such that you can enable one, both or all at the same time in the EEEConfigurator.

**Q: What if a client doesn't want to utilize the {CardHolder} or {ID} variables in any of the training prompts?**

A: They can choose to include or exclude the variables if desired.

**Q: Can the client change the default text that appears when the {CardHolder} name isn't known?**

A: Yes. The client can change the default text of CardHolder to something else, such as 'Patron', in the EEEConfigurator.

**Q: Will a CardHolder enter the same TrainingID# at each store with the feature enabled?**

A: Yes. However, each location will require the cardholder to go through training prior to acceptance of the TrainingID# even if previously known.

**Q: Are OnceOnly marketing prompts applied once per site?**

A: Yes, the marketing prompts appear once at each store per unique cardholder so that each individual only sees the prompt once.