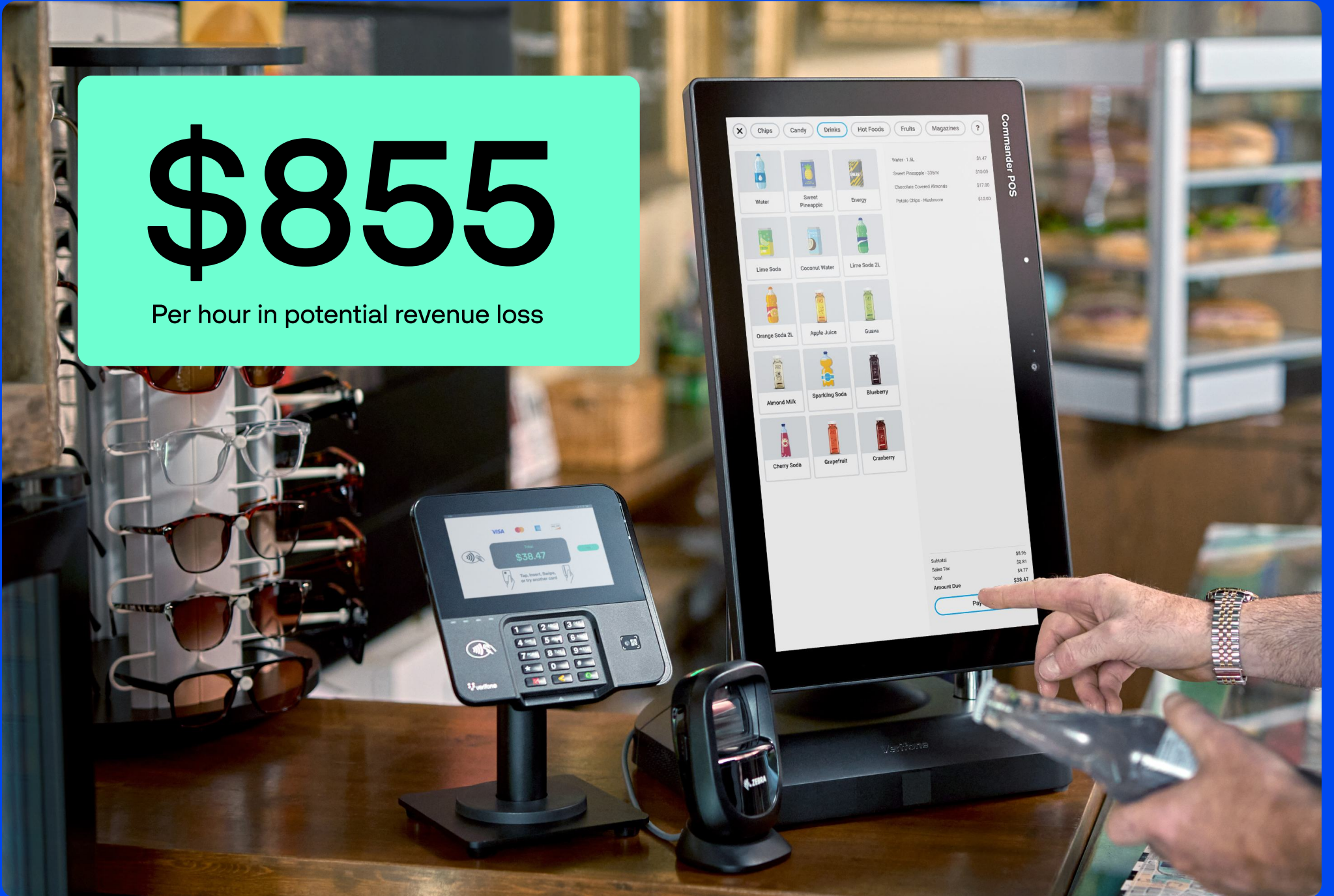




C-store POS maintenance checklist: Reduce downtime before it costs you

A fuel dispenser that can't process payments is not generating revenue. Store system failures can lead to average revenue losses of up to \$855 per hour. A consistent preventive maintenance routine helps petro operators reduce downtime risk and keep the forecourt running predictably.



\$855

Per hour in potential revenue loss

Daily maintenance tasks

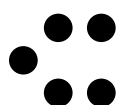
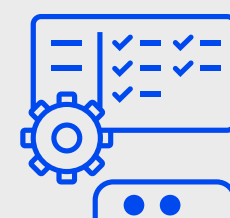
Payment authorization and terminal health

- ☐ Verify all payment terminals are online and processing correctly
- ☐ Confirm pump-to-POS authorization at every fueling position
- ☐ Review transaction failures and processing errors
- ☐ Identify and resolve price mismatches between dispensers and POS systems that could result in customer disputes
- ☐ Inspect card readers for tampering or skimming devices



POS system and site controller status

- ☐ Check site controller diagnostics for fault signals
- ☐ Confirm POS and payment network connectivity
- ☐ Test receipt printers and paper levels
- ☐ Log system alerts and error codes from the last 24 hours
- ☐ Look for repeat issues (like the same error showing up multiple times) so you can catch small problems early before they turn into outages or slowdowns at the store



Weekly maintenance tasks

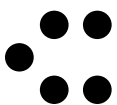
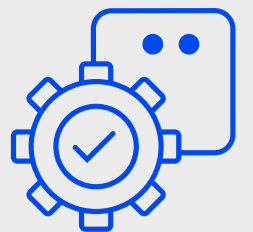
Software and security hygiene

- ☐ Check for available POS software updates
- ☐ Review payment processor exception reports
- ☐ Check that all payment terminals show no signs of tampering (seals and indicators are intact)
- ☐ Test emergency shutdown and confirm the POS is properly connected and processes payments normally



Hardware and connectivity

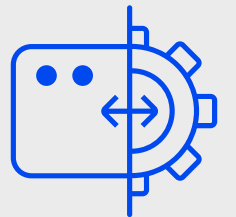
- ☐ Inspect cable connections across payment hardware
- ☐ Clean touchscreens, card slots, and PIN pads
- ☐ Confirm backup power units are functioning correctly
- ☐ Test loyalty program integration with a sample transaction



Monthly maintenance tasks

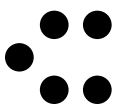
System integration and data integrity

- ☐ Reconcile POS transaction reports against pump sales data
- ☐ Verify fleet card acceptance across all enrolled networks
- ☐ Audit user access credentials and remove inactive accounts
- ☐ Review dispenser-to-POS price synchronization logs



Remote management and monitoring

- ☐ Test remote management access and monitoring dashboards
- ☐ Review consolidated daily reports and downtime incidents
- ☐ Check third-party payment and loyalty integrations
- ☐ Verify ATG data feeds into POS inventory systems



Quarterly and annual maintenance tasks

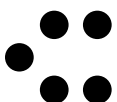
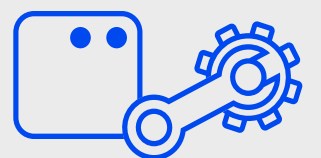
PCI DSS compliance and security audit

- ☐ Confirm POS software is current and PCI SSF compliant
- ☐ Verify PCI DSS 4.0 compliance across all payment terminals
- ☐ Review and update admin passwords per PCI DSS requirements
- ☐ Confirm managed service provider PCI DSS compliance
- ☐ Centralize logs for audit readiness



Hardware lifecycle and infrastructure assessment

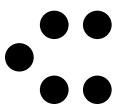
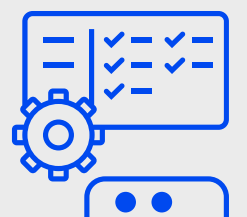
- ☐ Audit payment terminal hardware for end-of-life status
- ☐ Conduct full dispenser-to-POS integration testing
- ☐ Review site controller firmware and configuration settings
- ☐ Document maintenance activity for compliance records
- ☐ Schedule an annual review with your VASC or Verifone support partner



Proactive maintenance is a margin strategy

At busy fueling sites, payment uptime directly affects revenue flow across the forecourt. A failed authorization or offline terminal can disrupt throughput and can cost you customers during your busiest hours.

Preventive maintenance isn't a one-time checklist. It's the start of an ongoing routine that helps you catch small issues early, avoid downtime, and keep payments running the way they should across every shift and every site. This keeps your store more reliable day to day. For more guidance, reach out to Verifone.





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