Commissioning Registration Procedures

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Commissioning/Registration Overview

Both Gilbarco and Gasboy use the commissioning and registration steps to “activate” the units warranty period, to build our site and equipment database, and to track performance of our products once installed. This database is extremely important because it allows us to track where the products are installed and contact the end users if updated product information becomes available or a product recall is initiated.

ASCs who are authorized to perform commissionings (see 7.2.1) will receive payments on select products once the proper installation and operation have been verified. Once commissioned, the products will be eligible to receive full warranty benefits, and claims may be submitted.

Products that are registered do not receive payment for verification of the products operability, however, these **products must still be registered with Gilbarco to be eligible for warranty benefits.** Service claims for any non-registered equipment are subject to delay until registration is complete. The warranty period for unregistered equipment will be based upon the invoice date.

Please refer to the current Gilbarco Commissioning Payment Table located on the Extranet for more information.
New Equipment

Commissioning may be completed by an ASC (Authorized Service Company), if specifically requested by the customer, or by the selling distributor who is an ASC.

The selling Distributor, who is an Alliance Service Partner (ASP) or an Authorized Service Contractor (ASC), has first right to the commissioning of equipment in their PMA (Primary Marketing Area). If the selling Distributor is out of the PMA, the selling distributor must make timely arrangements for commissioning, warranty, maintenance service, and training with an ASP or, if no ASP is assigned, a distributor that is an ASC in whose area such product is to be installed or serviced.

If the selling distributor is neither an ASP nor an ASC they are to contact the ASP/ASC in their PMA to request commissioning. If the customer requests a specific ASC to commission their equipment, then the selling distributor, who is not an ASP/ASC, may contact the customer requested ASC and request them to perform the commissioning.

If a Distributor who is an ASP/ASC is unable to commission a site or product in a timely manner, Gilbarco can elect to provide commissioning directly or dispatch an ASP or ASC to perform the commissioning. In this instance, it will be Gilbarco’s sole decision on who will be dispatched to commission the site.

Commissioning Authorization Number

To perform product and site commissioning, the contractor must be issued authorization from Gilbarco and/or Gasboy. This authorization is found in Schedule “D” of Gilbarco authorized service contractor agreement. Commissioning authorization is not assigned to all service providers. A Commissioning Authorization Number is assigned only to service companies trained in proper procedures for conducting a site commissioning. The authorization number is used for processing payment.

Commissioning Checklist

Gilbarco and Gasboy Commissioning Checklists are guidelines for performing commissionings.

Gilbarco Commissioning Checklists

- MDE-4228K Encore/Eclipse
- MDE-4245 Electronic Legacy

Gasboy Commissioning Checklists

- TopKat Start Up Form - C35782

Series 1000 and CFN – Back pages of Start Up Manuals
Commissioning Terms and Conditions

All Commissionings are to be performed in accordance with the terms and conditions of the commissioning checklist.

- Commissionings are limited to a 75-mile radius of the contractor’s office.

- For Gilbarco products, the technician is required to check each applicable item on the checklist based on the equipment being commissioned. If items do not apply, then leave blank. **If item does not meet installation, national code, or Gilbarco’s specifications then the item should be marked with an “X” with an explanation indicating what is incorrect.** (See 7.4.3.)

- For Gasboy products, the form should be completed in its entirety. Mark any non-applicable entries “N/A”.

- Technician is required to sign the Commissioning Checklist.
- Technician is required to review each item with the station manager/owner and leave a copy of the checklist with the signing manager/owner.

- The station manager/owner is required to sign the Commissioning Checklist and initial each item with an “X” (where applicable) indicating it has been reviewed and it is understood.

- Technician is required to record/register the commissioned equipment **within 24 hours of completion of the commissioning** with Gilbarco’s Support Center.

- Gilbarco Technicians are required to be trained on product and site commissioning procedures.

  **Technician is required to fax a copy of the Checklist if an “X” indicates specifications were not met. This will not delay nor prevent payment to the contractor. This allows Gilbarco or Gasboy the opportunity to follow-up, in writing, with the customer to make recommendations. The fax number is 336-547-5393.**

  The service contractor company is required to retain a copy of the checklist in the contractor’s files for a period of **three years from completion date.**
Commissioning Payment

A commissioning fee is a one time set fee per unit. Payment for commissioning service is made to the contractor performing the work upon reporting the commissioning to the Gilbarco Support Center (1-888-800-7498). The contractor must have commissioning rights, see Schedule “D” of Gilbarco Authorized Service Contractor Agreement.

If equipment is moved from one site to another, additional commissioning services are the customer’s responsibility.

Payment to contractor will be paid using the Commissioning Number provided by Gilbarco Support Center when the commissioning is completed and recorded. This number will appear on the check detail identifying which Commissioning number is being paid. Payment terms for commissioning claims will be paid Net 30 days from date of call closing.

If any information is missing or incorrect, Gilbarco will contact the service manager to correct data before processing the claim.

Gilbarco provides up-to-date payment reporting using Gilbarco Extranet. If you have questions, reference the electronic report prior to requesting payment research from Gilbarco. Do not delay. Research requests must be received within 90 days from date of call closing. Claims over 90 days will not be researched.

Paid claims using an assigned commission number by Gilbarco Support Center will appear on the report. The report payment history is available for 2 years.

Monthly Report Information:

Incident # 2651845
Commissioning # CMMC2651845
Approval Date: 4/12/2008
Payment Amount: $175.00
Check Number: 456789
Check Date: 5/1/2008

Questions pertaining to Commissioning Payment should be directed to Gilbarco Support Center at 1-888-800-7498.
To ensure customers receive extra services purchased at the time of the equipment order, equipment designated for a specific customer or location should not be mixed with the equipment specified for another customer or location. The serial number of the equipment determines the extra services purchased at time of registering and commissioning the equipment with the Support Center. An example is customer #1 purchases extended warranty coverage on factory installed CRIND, CRIND printer, and Vapor Vac in an Advantage beyond the standard warranty period allowing the complete unit to have two years of labor and parts warranty. Serial number PA123456 and PA789999 were shipped with the extra-extended coverage. The two units were installed at customer #2 location. Customer #2 received the customer #1’s extended coverage.

Commissioning contractors must use the following procedure to obtain a part required to complete a commissioning:

a. Call the Support Center to open a Commissioning.

b. The Support Center Specialist will record the commissioning information required.

c. The Support Center will provide a Commissioning Incident Number, leaving the commissioning in “Open” status.

d. The commissioning contractor will provide the part number(s) and quantity of parts required, and “ship to” address.

e. An order will be placed for the part.

f. The part will be shipped within 24 hours, provided stock is available.

g. If the “Ship To” address is the site, service contractor must verify that the part has arrived before making a second trip.

h. The Service Contractor will complete the commissioning and contact the Support Center to close the Commissioning, referencing the Incident Number.

i. The Service Contractor will return the defective part on a WRMA (Warranty Return Material Authorization) form referencing the Commissioning Number.

j. The Service Contractor will Open/Close a warranty service claim one-day after the Commissioning was closed with the Support Center. Provide the labor, mileage and travel pertaining to the emergency part installation/replacement.
Payment for Commissioning Repairs

Gilbarco will pay for labor time to repair equipment found defective during a commissioning. Open and close a service call incident with the Support Center. The site and equipment commissioning must be in Gilbarco’s system prior to reporting the commissioning repair. Provide the same information as reported for a normal warranty service call. Return defective part(s) to Gilbarco within 30 days using a WRMA form referencing the Incident Number.

If the part was ordered as an emergency order, inform the Support Center Specialist to note in text “not to return part, part received in advance.” Gilbarco will stop the automatic warranty order to ship a part replacement. However, part number and quantity of emergency part is required at all closings.

In case of “missing” part, clearly identify the emergency order as a missing part replacement to prevent being billed at list price for non-returned part(s).

Manager and Operator Commissioning Training

The commissioning of systems, such as G-SITE®, TS-1000, EMC™, Passport®, and CRIND®, require site manager/staff training. This is part of the Commissioning for these products. The Commissioning Checklist and Commissioning Checklist Instructions outline the minimum training that must be provided. Time requirements for training may vary per site.

The training covers basic operation of the equipment (manager and operator functions), Gilbarco or Gasboy Warranty, emergency procedures, and preventive maintenance instructions. Go over the equipment manuals with the manager, and leave them at the site. Ensure that the manager or site representative initials the Commissioning Checklist signifying that he/she has received the training and understands how to operate the equipment.

Additional off-site and on-site training may be purchased through the Major Oil program. See Contracted Training/Installation section for details.

Site Audits

Commissioning audits are performed periodically by Gilbarco and Gasboy Area Support Managers. The service contractor company being audited will be notified in advance of the audit and asked to accompany the ASM during the audit.