

POINT OF SALE INSTALLATION GUIDE



Club CITGO™

+ Gilbarco Passport



TABLE OF CONTENTS

- Before You Start 3
- Sign In to System 6
- Loyalty Module Activation 9
- Loyalty Configuration 12
- Future Loyalty Configuration 18
- Loyalty Payment Options 22
- Loyalty Discount Configuration 23
- Loyalty Report Setup 25
- Transaction Test & Receipt Check 27
- Complete Installation Survey 28

Minimum POS and Firewall Standards

- Gilbarco Passport version CITGO Version 011/ Gilbarco Version 20.04 or higher
- Firewall requirements:
 - Firewall provider must be a CITGO-authorized vendor
 - CITGO requires the Manage Network Service Provider (NMSP) All-In-One Zone Router and Firewall, but it is not required for Club CITGO.
- Firewall Upgrade Process
 - If not upgraded to the All-In-One Zone Router, contact your firewall provider for equipment and installation instructions. Your firewall provider may ask you to schedule an installer to assist.

Support

- POS Installation Questions:
 - Gilbarco Passport Help Desk: 1-800-800-7498 (have your location phone number available)
- Firewall Provider Communication Issues:
 - Acumera: 1-512-687-7412
 - Control Scan 1-800-393-3246 (also known as EchoSat, SPG or PaySafe)
 - Cybera: 1-866-4CYBERA (or 1-866-429-2372)
 - Mako Networks: 1-844-66-CITGO (or 1-844-662-4846)
- Discounts not Working: (App Issue)
 - PDI Service Department: 1-800-371-1118, press 2
- General Club CITGO Questions:
 - Email ClubCITGO@CITGO.com

Installation Essentials and Preparation

- Connect USB mouse and keyboard to register

Make a list of the following items for use during the configuration:

1. The CITGO eight digit location number found on the store receipt starting with three zeros.

(Ex.00012345678)

CITGO location number: _____

2. Circle the name of your firewall provider:

Acumera

Control Scan (also known as EchoSat, SPG or PaySafe)

Cybera

Mako

3. Note the Manager level user ID and password

Before You Start : Reference Equipment

Club CITGO +
Gilbarco Passport

Firewall Provider Router Images

Acumera MNSP Router



Control Scan MNSP Router
(also known as EchoSat, SPG or PaySafe)



Cybera SCA 325 MNSP Router



Mako MNSP Router



Sign In to System

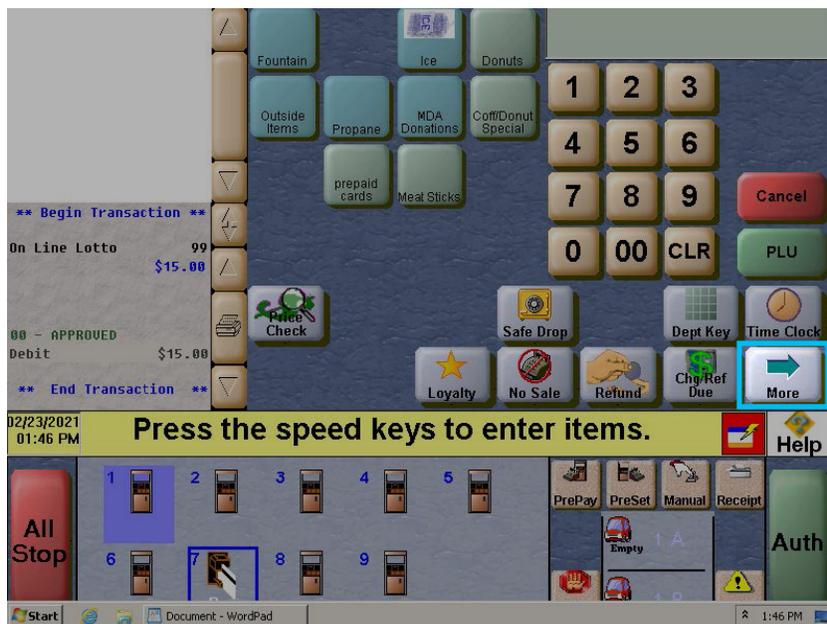
- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Note: All programming must be done on the main register.

1. Login to Passport as **Manager**
2. On the Passport Version 10 Manager's Workstation POS screen press the **More** button on the lower right.



3. The next screen shown below will display, press **More** again.



Sign In to System Continued

Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

4. The screen below will be displayed. Press **Tools**



5. The view below should now be displayed. Press **Mgr Wkstn**

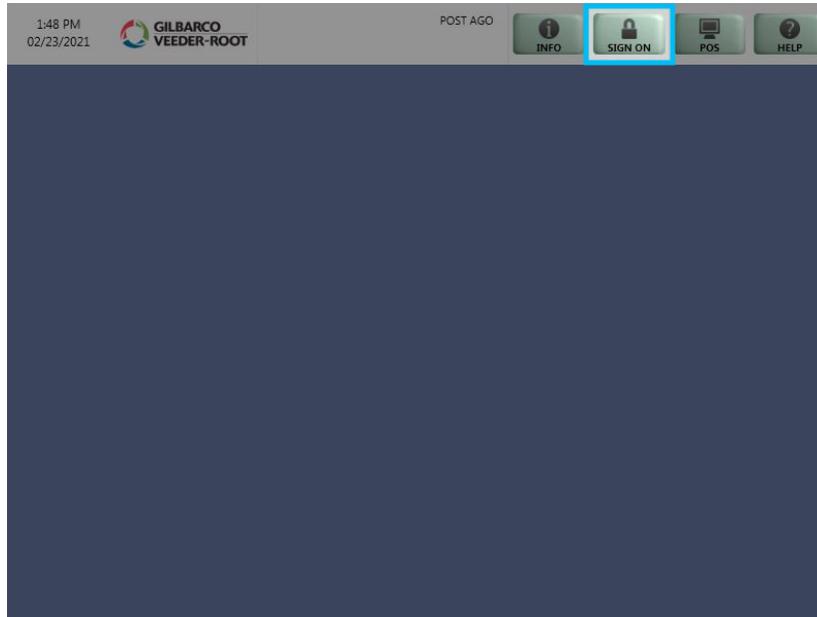


Sign In to System Continued

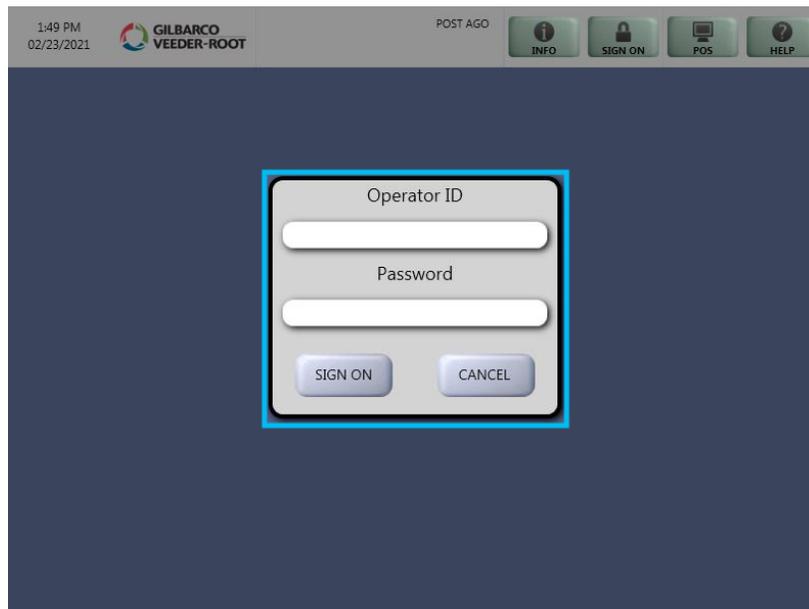
Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

6. Press **Sign On** located in the upper right of the screen.



7. Enter the **Operator ID** and **Password** (aka Manager's Credentials) and press **Sign On** to allow access to configuration functions.



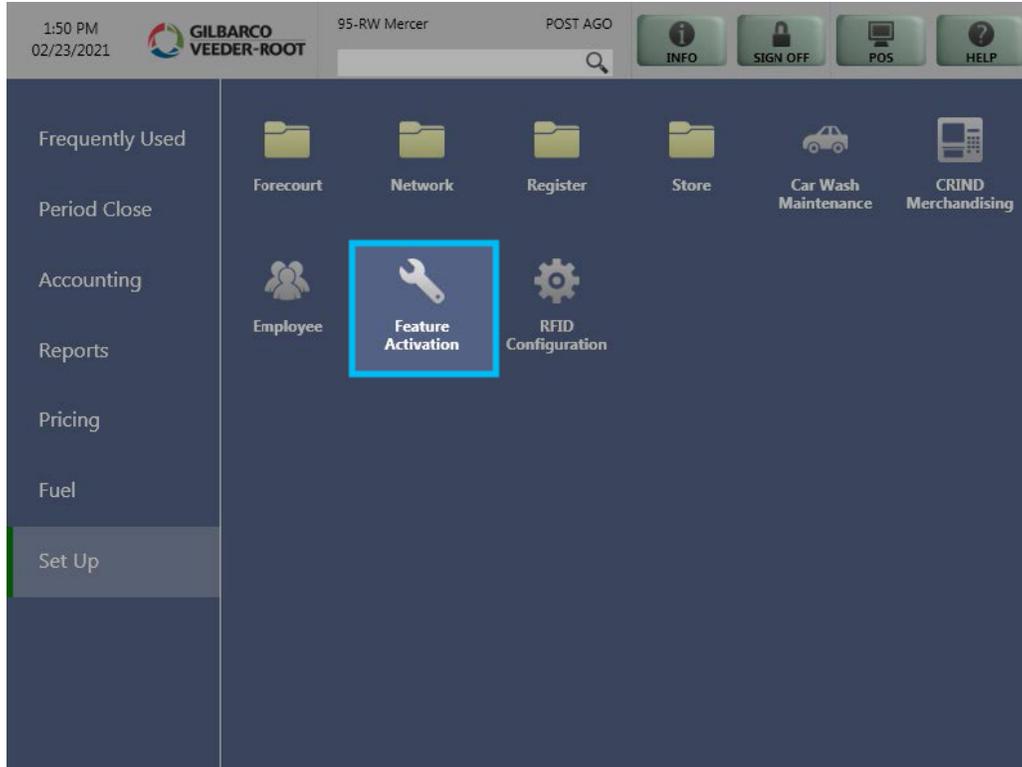
Loyalty Module Activation

Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2**
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Once logged in, the screen shown below will appear.

1. Select the **Feature Activation** icon.



Loyalty Module Activation Cont. — Club CITGO + Gilbarco Passport

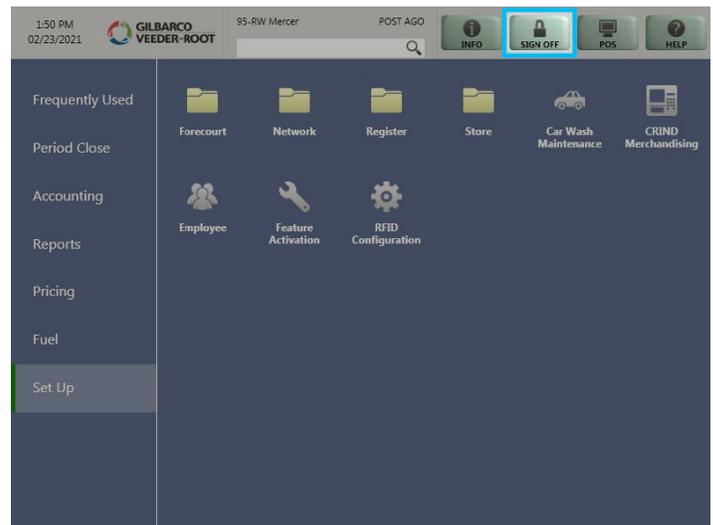
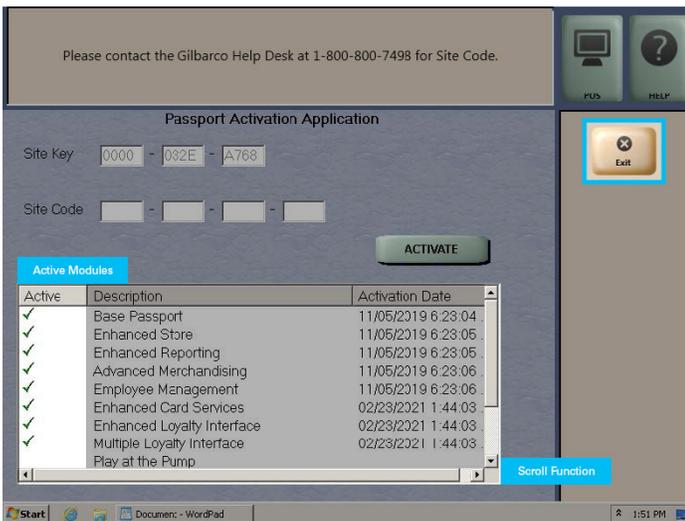
STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7 STEP 8 STEP 9

Enhanced Loyalty Interface and Multiple Loyalty Interface both need to be active. All active modules will have a green checkmark. Scroll down to see all the active modules.

If you have green check marks next to **Enhanced Loyalty Interface** and **Multiple Loyalty Interface**, then press the **Exit** button go to next step.

If you do not have green check marks next to **Enhanced Loyalty Interface** and **Multiple Loyalty Interface**, you must contact Gilbarco.

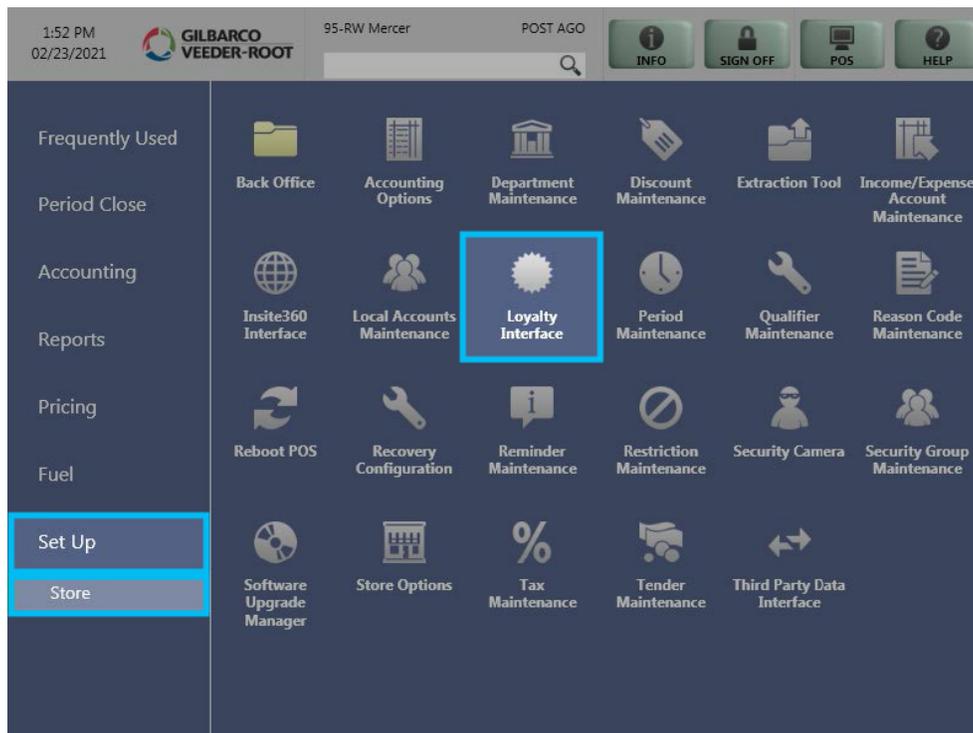
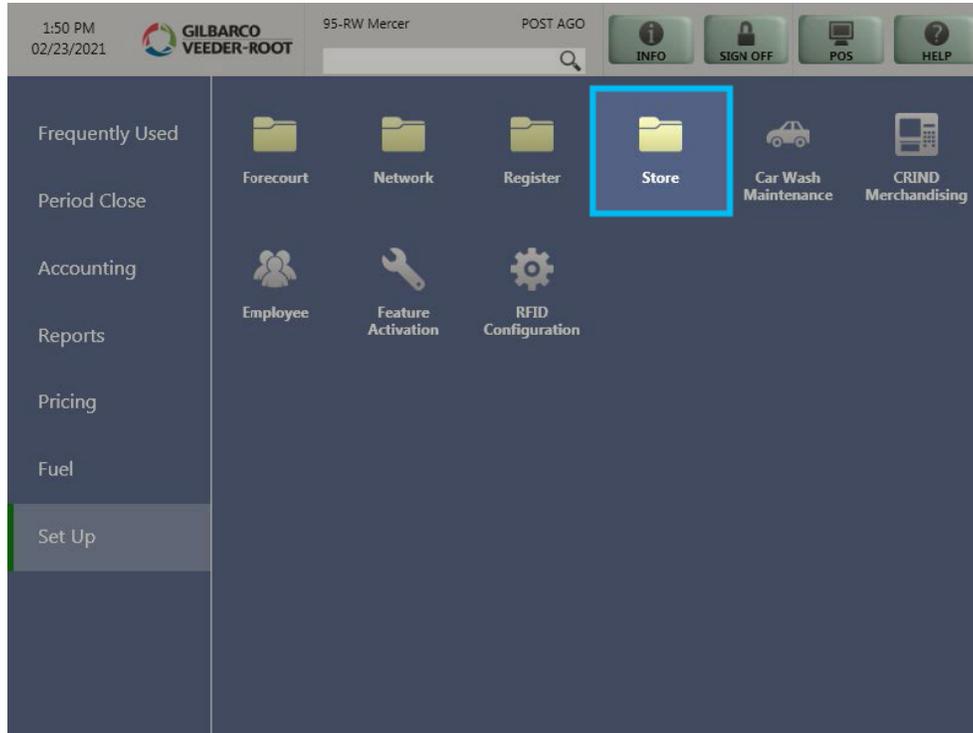
1. **Before contacting Gilbarco, make a list of all active modules with a checkmark.**
2. Contact Gilbarco to inform them you are upgrading as part of the CITGO modules You **MUST TELL THEM** which modules are active. If you miss an active module it will be removed from your system.
3. Once activated, press the **Exit** button.
4. You must now **Sign Off** the system in order for the new modules to be activated.
5. Sign in to the system again following the previous steps starting on Page 8.



Loyalty Module Activation Cont. — Club CITGO + Gilbarco Passport

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7 STEP 8 STEP 9

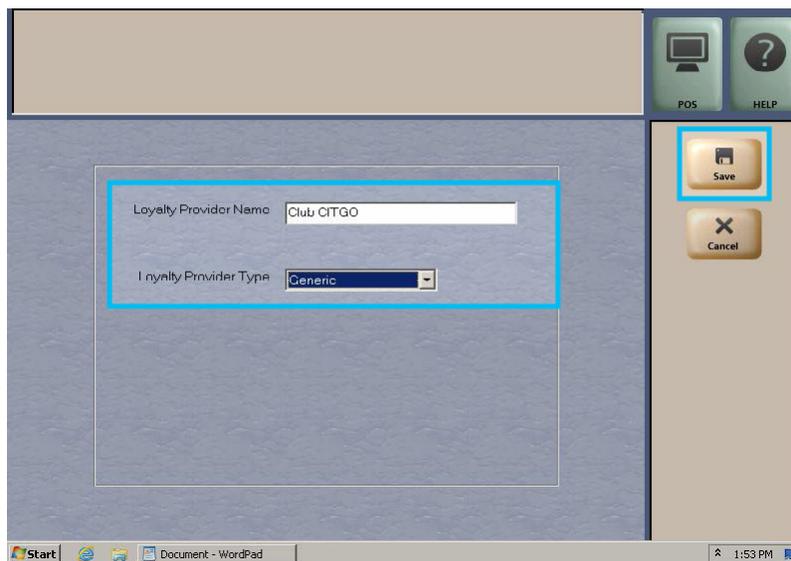
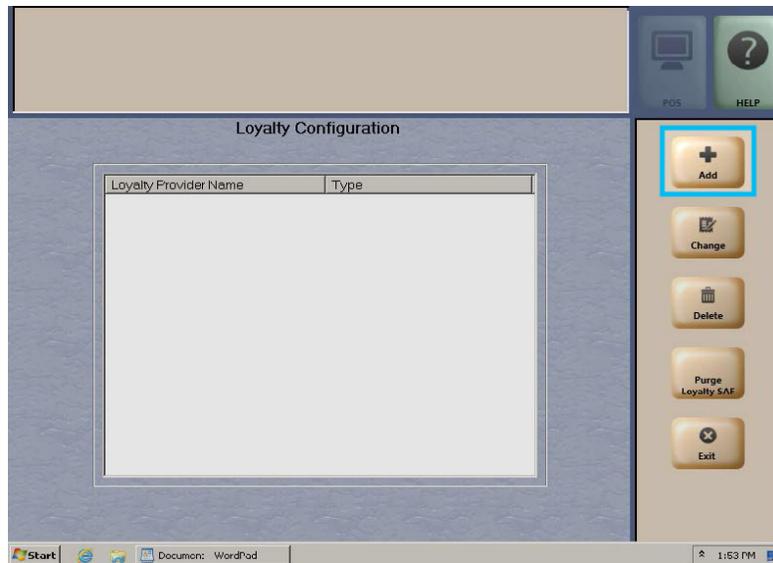
1. Select the **Store** icon.
2. The store icons will appear. Click **Loyalty Interface**



- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Add a Loyalty Provider

1. To add a Loyalty Provider, click **Add** button
2. In the Loyalty Provider Box, type **Club CITGO**
3. For Loyalty Provider Type, use the dropdown to select **Generic**
4. Click **Save**



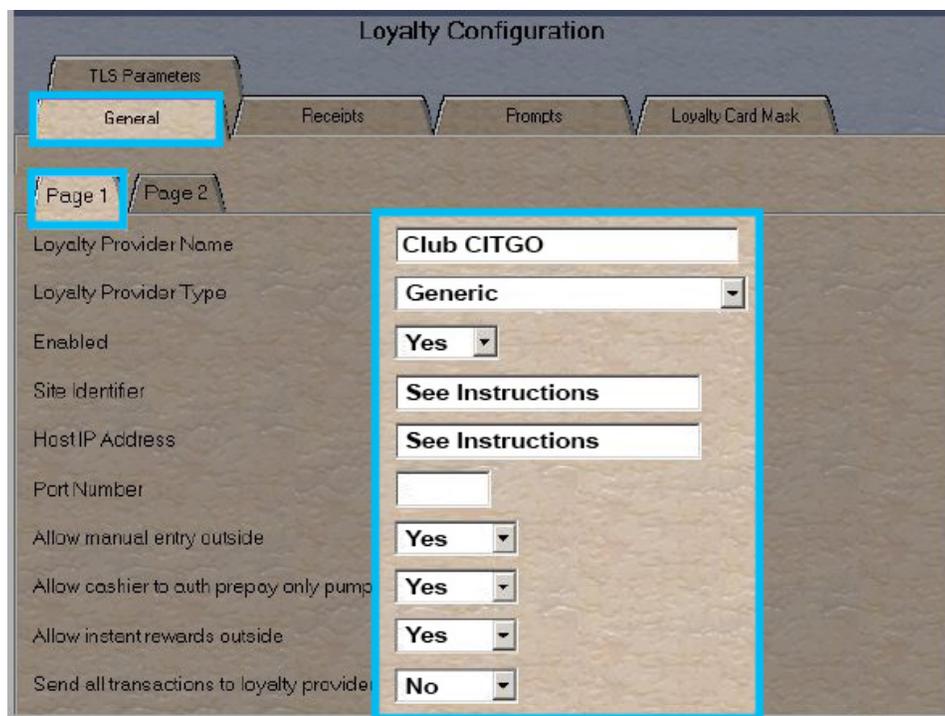
Loyalty Configuration Cont.

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

You must know the name of your Firewall Provider prior to completing the following steps

1. Click on **Club CITGO**, the screen below will appear.
2. Enter the **Site Identifier**. This is your 8 digit CITGO location number, plus 77. See example below.
3. Enter the **HostIP Address** and **Port Number** for your Firewall Provider using the information below.

Field Title	Action or Content Required
Site Identifier	8 digit CITGO location # plus 77 (10 digits total) Example: CITGO Location #12345678 Example Site Identifier: 1234567877



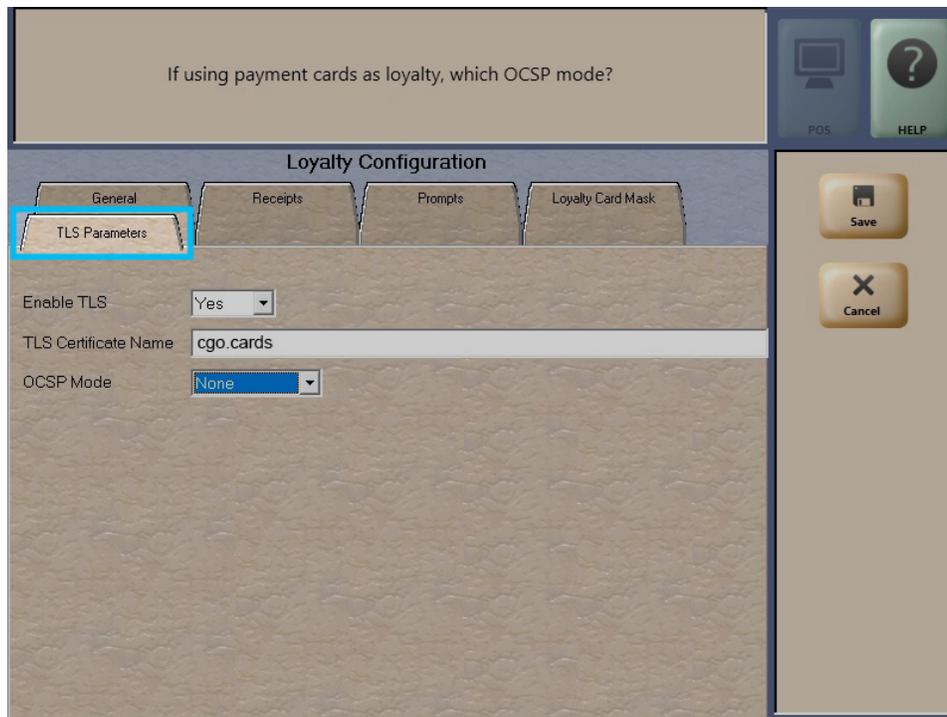
Firewall Name	Firewall Host IP	Port Numbers
Control Scan or Cybera	34.192.165.152	9361
Acumera or Mako	146.20.165.126	9567

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Complete TLS Parameters

1. Press the **TLS Parameters Tab**
2. Configure settings as shown below. **Only if using ControlScan or Cybera firewall.**

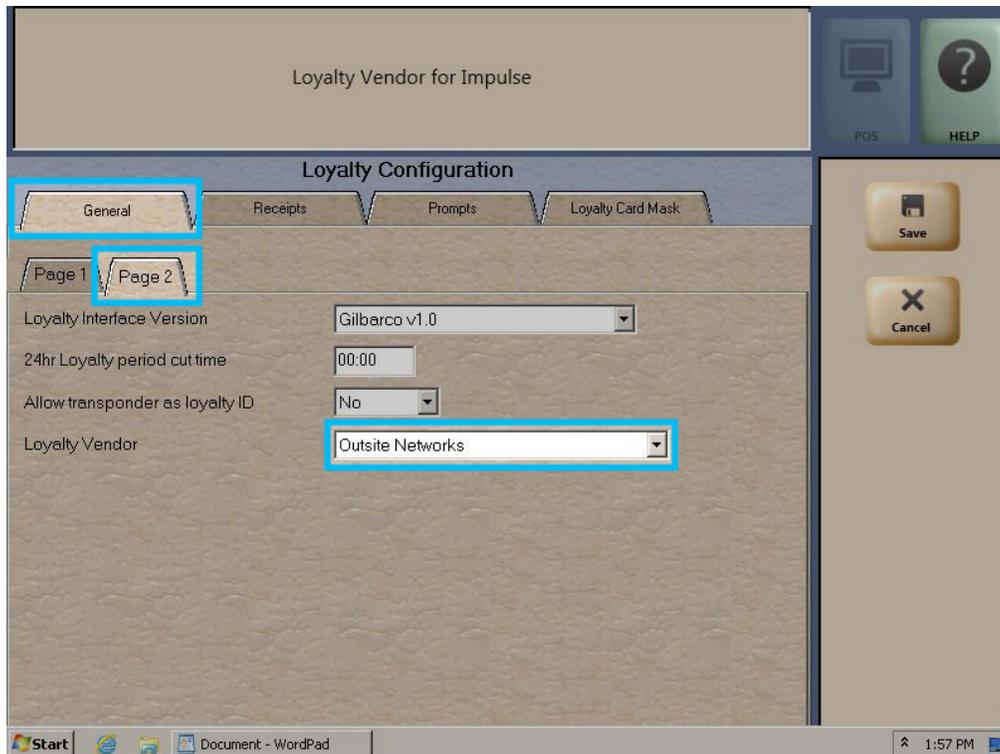
Field Title	Action or Content Required
Enable TLS	Yes
TLS Certificate Name	cgo.cards
OCSP Mode	None



- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Configure General Tab, Page 2

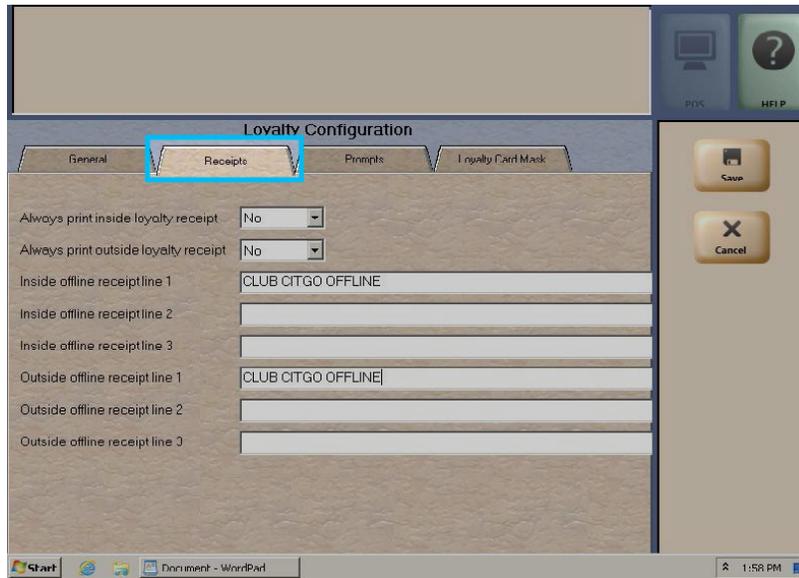
1. After configuring the TLS, click the **General** tab
2. Click **Page 2**, the screen below will appear.
3. Set up Loyalty Interface Version. Use the dropdown and select **Gilbarco v1.0**
4. Set up Loyalty Vendor. Use the dropdown and select **Outsite Networks**



- STEP 1
- STEP 2
- STEP 3**
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

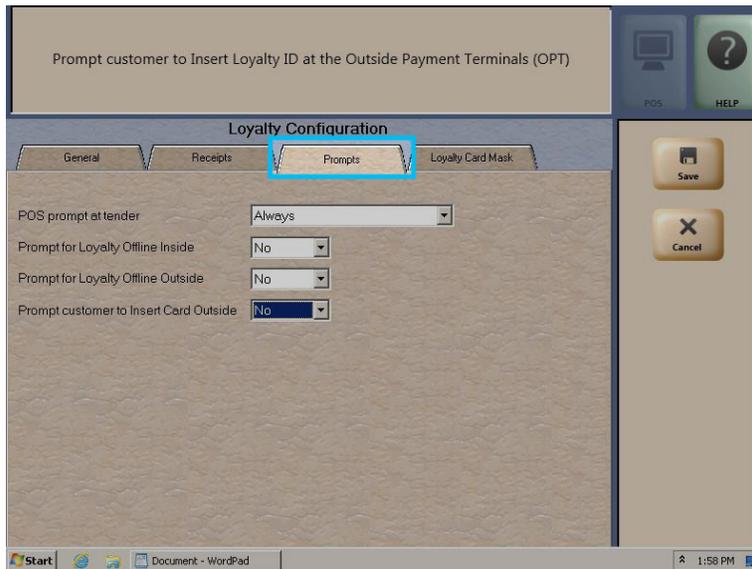
Receipts Tab Configuration

1. Configure settings as shown below.



Prompts Tab Configuration

1. Configure settings as shown below.

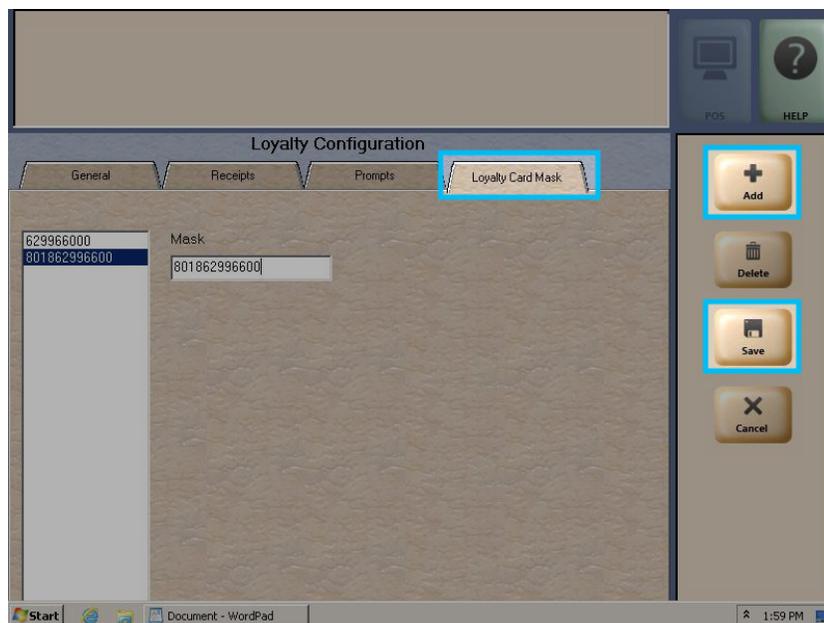


- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Loyalty Card Mask Tab

Setup both ranges per instructions. If your system will not accept all the zeros, you can drop them as needed.

1. Click on the **Loyalty Card Mask** tab.
2. Click **Add**
3. Enter 629966000
4. Press **Save**
5. Click **Add**
6. Enter 801862996600
7. Press **Save**



Note: The “Loyalty Card Mask” sets the range of cards to be used in the Generic Loyalty Program, the mask is 629966000 for the card and 801862996600 for Mobile ID.

Future Loyalty Configuration

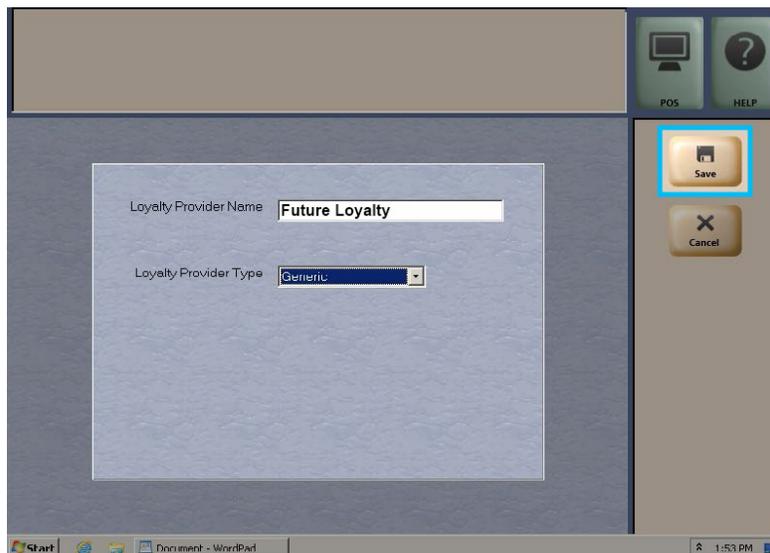
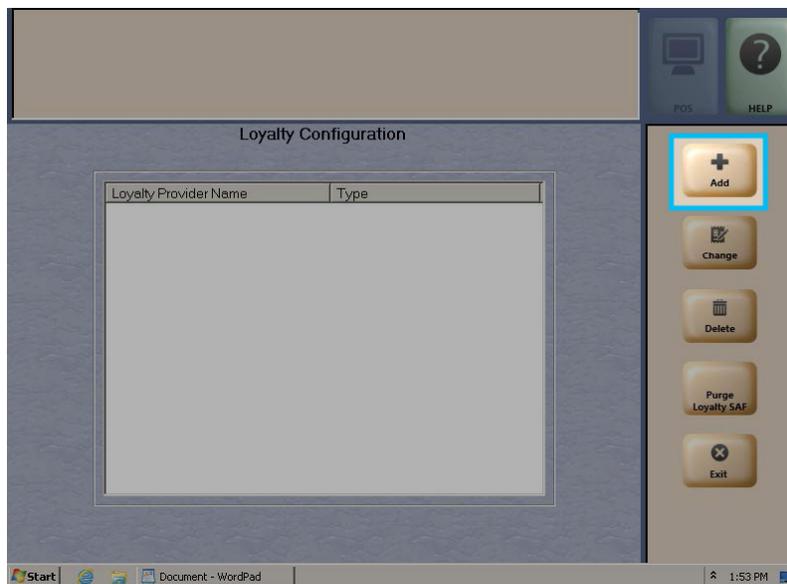
Club CITGO + Gilbarco Passport

STEP 1 STEP 2 STEP 3 **STEP 4** STEP 5 STEP 6 STEP 7 STEP 8 STEP 9

If your location does not have **FIS Premium Payback** or another loyalty program, add **Future Loyalty** to optimize the experience. If your location has another loyalty program installed, skip to the **Loyalty Payment Options** on page 22.

Loyalty Configuration is found on the **Manager's Workstation**

1. To add a Future Loyalty Provider, select **Add**
2. In the Loyalty Provider Name box, type **Future Loyalty**
3. For Loyalty Provider Type, use the dropdown to select **Generic**
4. Click Save once finished. The next screen will populate.

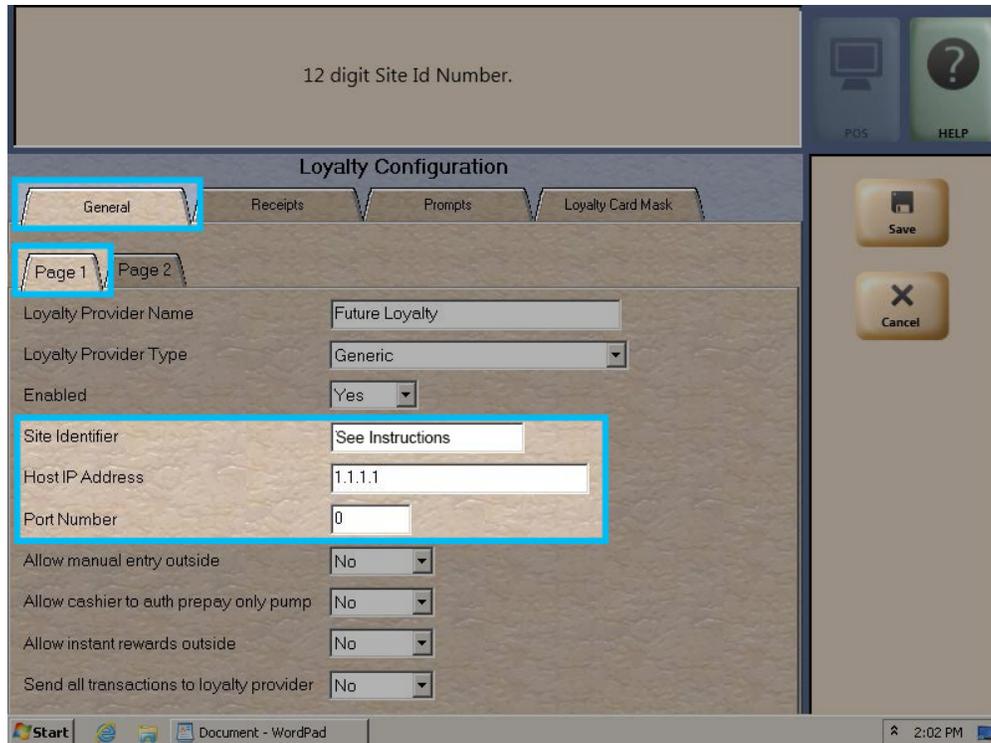


Future Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Future Loyalty Configuration, General Tab - Page 1

1. Click on **Future Loyalty**, the screen below will appear.
2. Enter the **Site Identifier**. This is your 8 digit CITGO location number, plus 77. See table below.
3. Enter the **HostIP Address 1.1.1.1**
4. Enter the **Port Number 0**



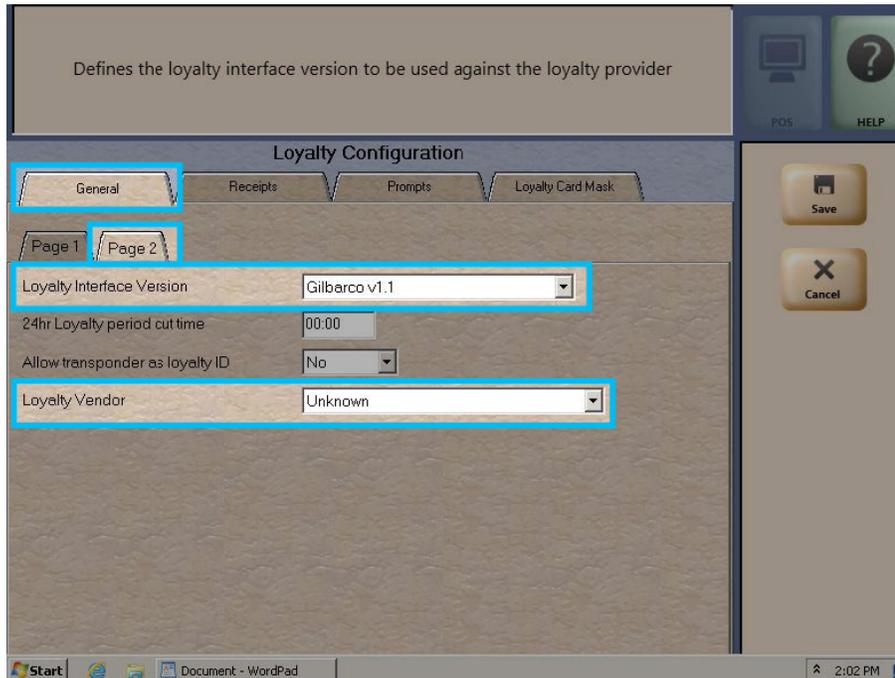
Field Title	Action or Content Required
Site Identifier	8 digit CITGO location # plus 77 (10 digits total) Example: CITGO Location #12345678 Example Site Identifier: 1234567877

Future Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

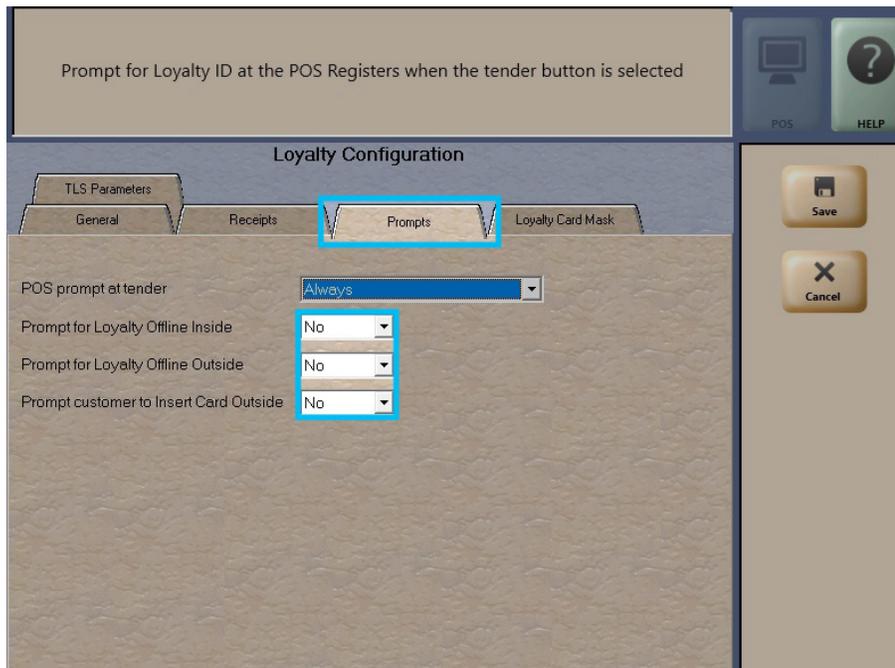
Loyalty Configuration, General Tab - Page 2

1. Click **Page 2** and the screen below will appear.
2. Under Loyalty Interface Version, use the dropdown and select **Gilbarco v1.1**
3. Under Loyalty Vendor, use the dropdown and select **Unknown**



Prompts Tab

1. Configure settings as shown below.

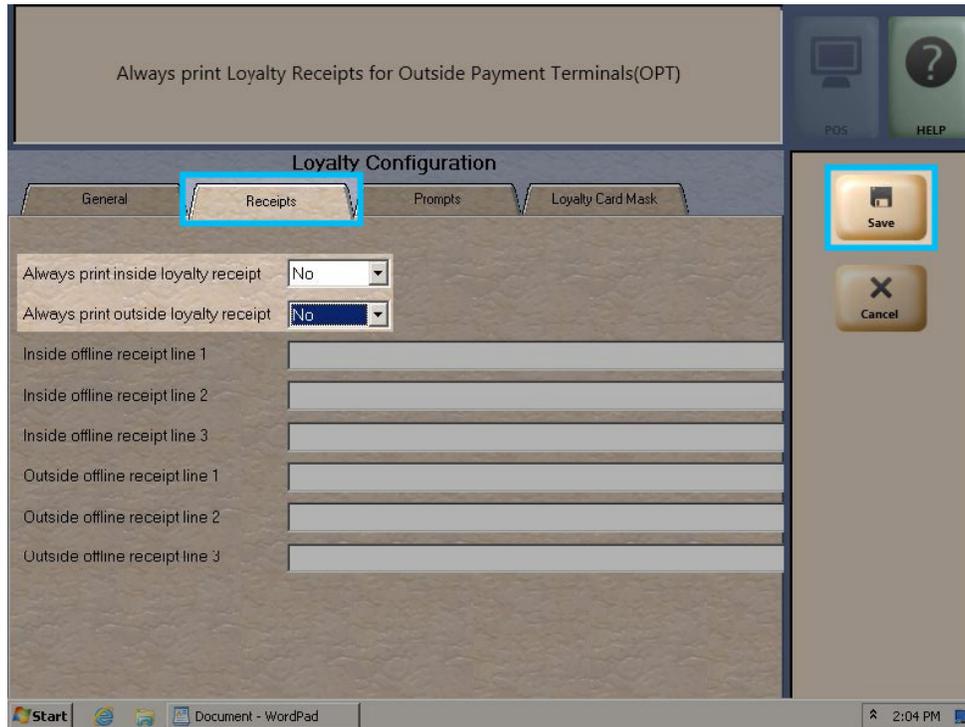


Future Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Receipts Tab

1. Click on the **Receipts** tab.
2. For both options below, use the dropdown to select **No**
3. Click **Save**



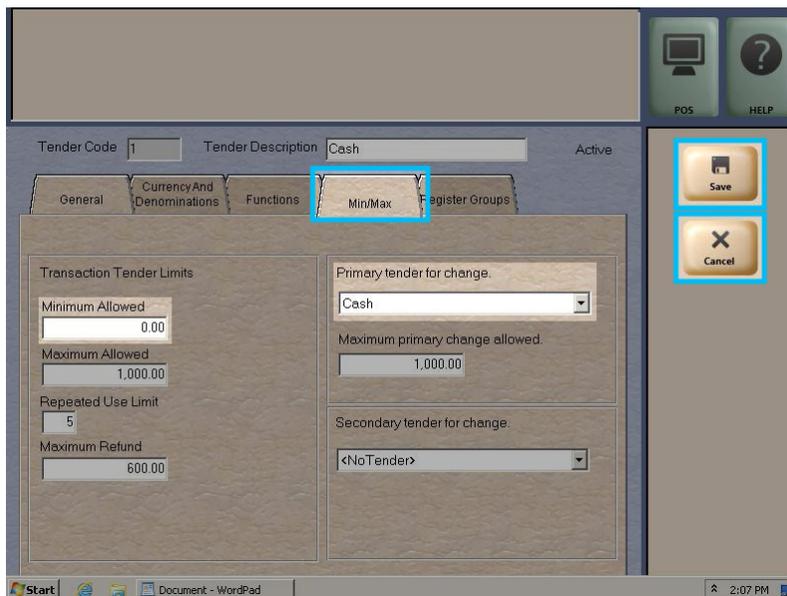
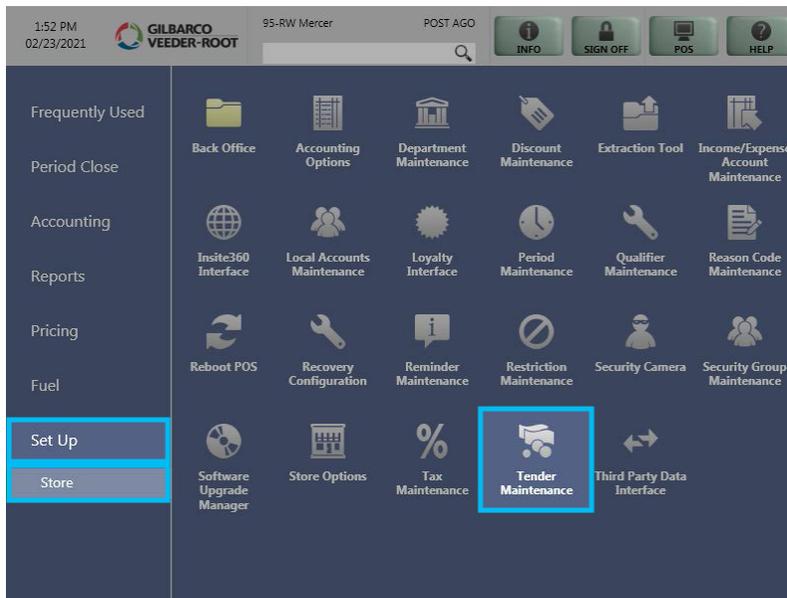
Note: These are the only tabs needed to set up Future Loyalty. You can navigate back to the Manager's Workstation Screen.

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5**
- STEP 6
- STEP 7
- STEP 8
- STEP 9

Payment Option Check

Discount programs can result in zero-dollar transactions. You must ensure the minimum is set to 0.00 so consumers can redeem free items.

1. Navigate back to the **Store Set Up** screen, then select **Tender Maintenance**.
2. Click on the **Min/Max** tab.
3. Verify the **Minimum Allowed** amount is set to **0.00**. If not, key in 0.00.
4. Use the dropdown to complete this for each method of payment.
5. Press **Cancel** if all options were already correctly set or **Save** if you made any changes.



Loyalty Discount Configuration — Club CITGO + Gilbarco Passport

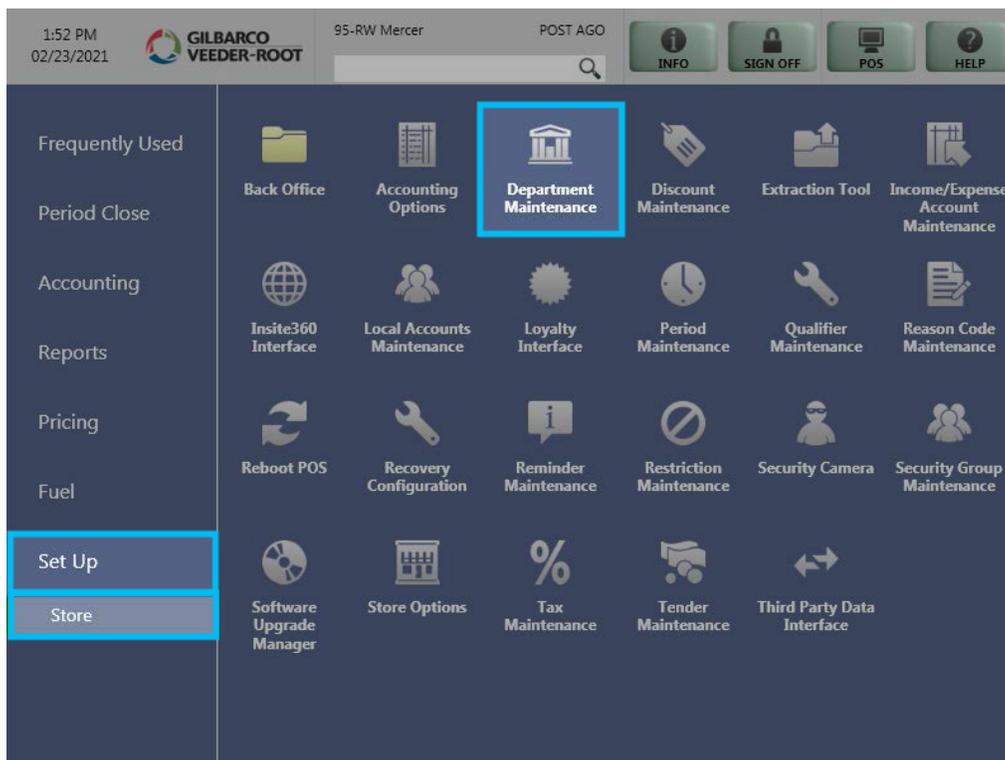
STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 **STEP 6** STEP 7 STEP 8 STEP 9

Discount Flag

Merchandise product that is included in the loyalty program must have a “flag” enabled to be discounted. When the flag is not enabled, the products will still accrue points for rewards, however, the product will NOT be discounted.

Validate that all departments with discountable merchandise products are flagged. Merchandise departments normally do not include Lottery or gift cards. If a department has discountable merchandise products, ensure you set up the department for discount flags.

1. To set up discount flags, navigate to **Mgr Workstation**
2. Click **Set Up**
3. Click **Store**
4. Select **Department Maintenance**

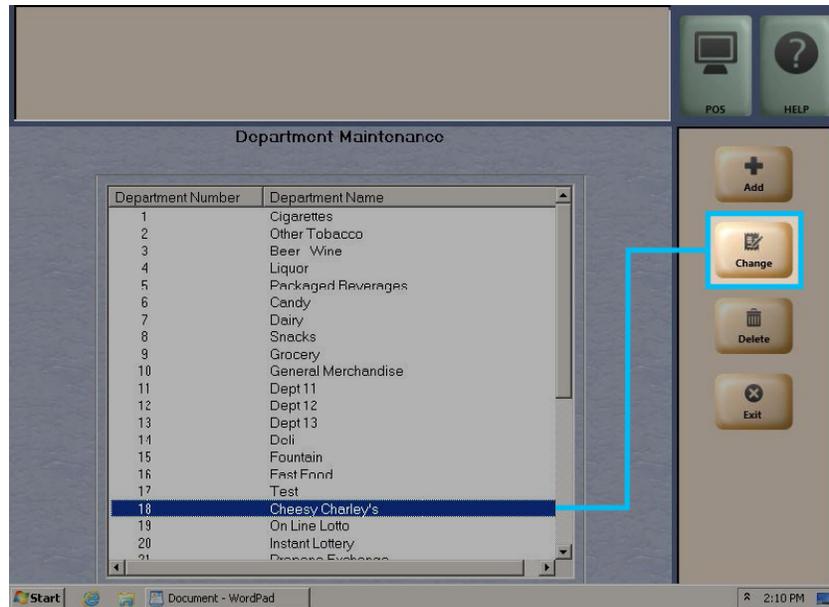


Note: Merchandise departments normally do not include Lottery or departments used to ring up items such as gift cards.

Loyalty Discount Config. Cont. — Club CITGO + Gilbarco Passport

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 **STEP 6** STEP 7 STEP 8 STEP 9

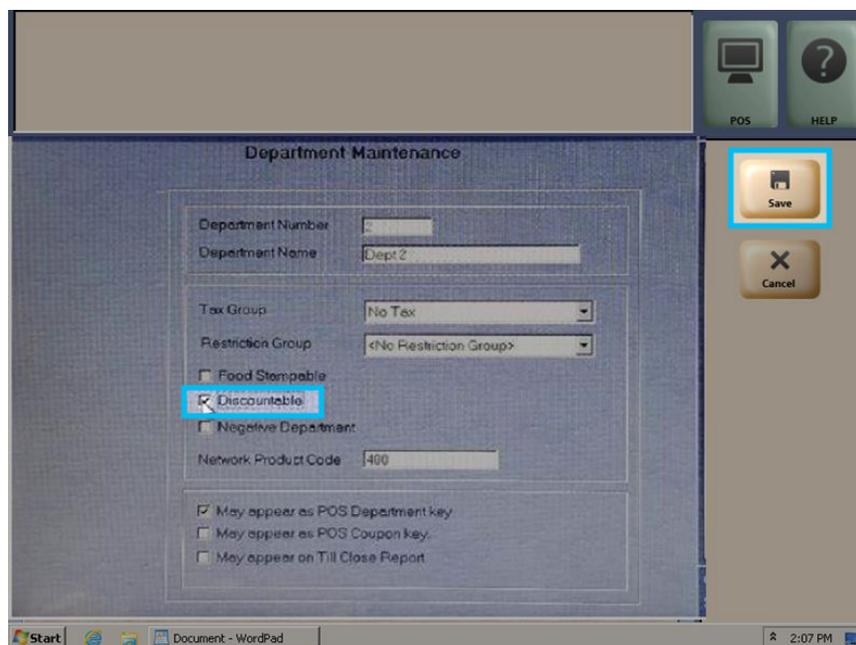
1. Select the Department and either double click or click **Change**



2. Check the **Discountable** box.

3. Click **Save**

4. Complete steps 1-3 for all departments with discountable merchandise products, except products that may not be promoted on the app, such as lottery, propane, etc.



Loyalty Report Setup

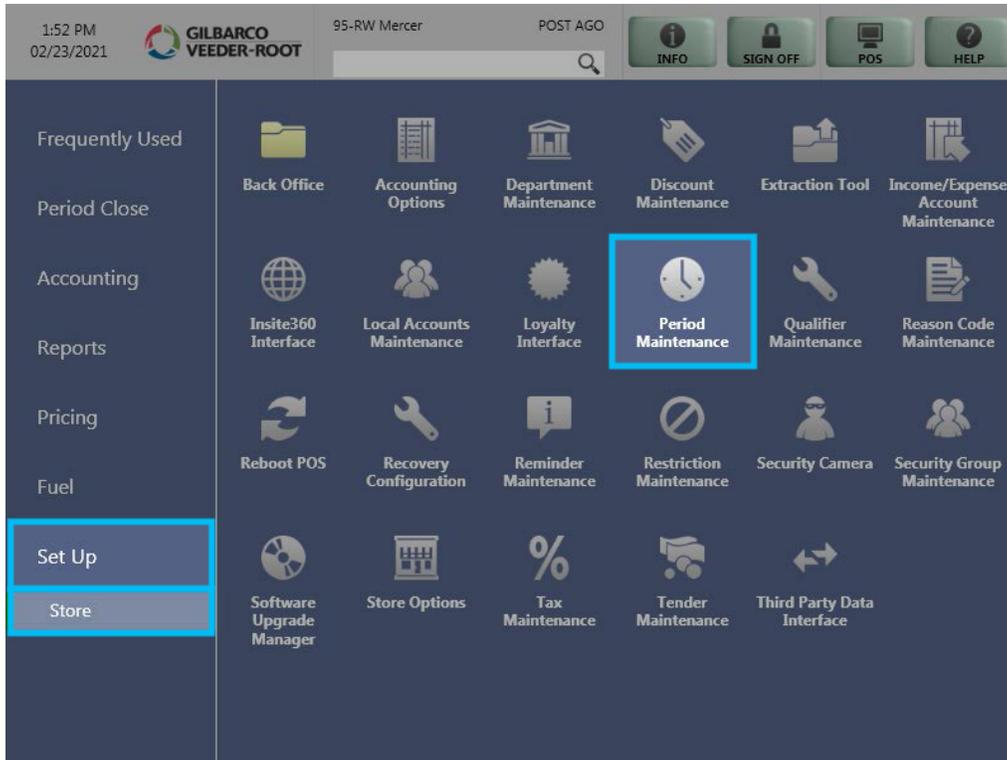
Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7**
- STEP 8
- STEP 9

Club CITGO Loyalty Discount Report

Check to ensure the store close reports are the same ones that were setup prior to activation.

1. Navigate to **Set Up**
2. Select **Store**
3. Click **Period Maintenance**

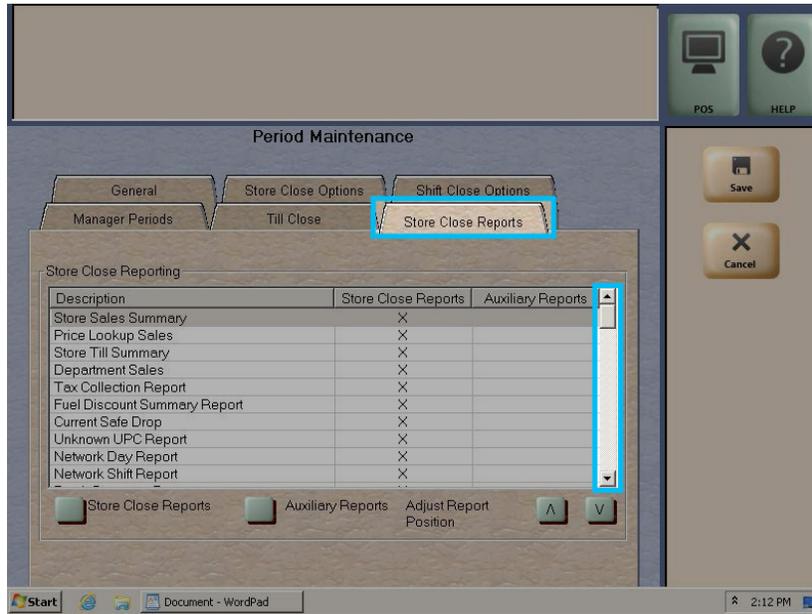


Loyalty Report Setup Cont.

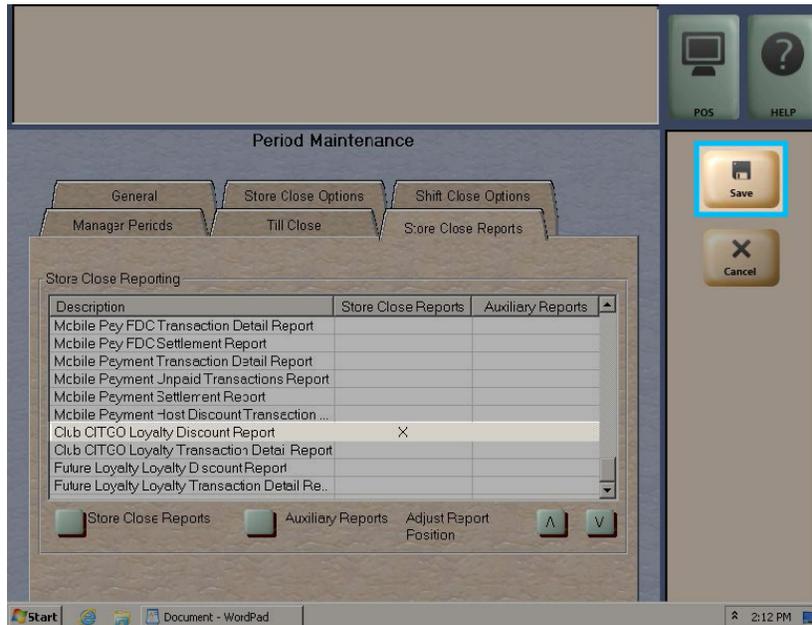
Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7**
- STEP 8
- STEP 9

4. Select **Store Close Reports** tab.
5. Use the Scroll function to find **Club CITGO Loyalty Discounts Report**



6. Check the box in the column to the right of the report name under Store Close Reports heading.
7. Click **Save**



Transaction Test & Receipt Check Club CITGO + Gilbarco Passport

- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8**
- STEP 9

Download the Club CITGO app on your smartphone from the App Store or Google Play. Register, then complete the following transactions to validate the program is setup properly.

Inside Store:

Scan a standard sized Snickers Bar, a 20 oz Coke or a 20 oz Pepsi.

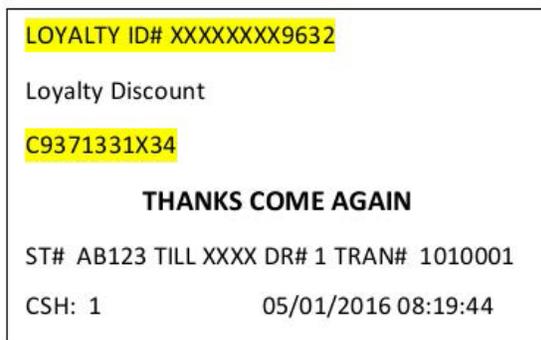
1. At the loyalty prompt "Enter Club CITGO ID" select yes, then select the Manual button that populates on the upper right of the screen.
2. On PIN Pad, enter ALT ID. For purposes of this test, you can download the app and use your own or use the test Alternate ID 822-444-0222.
3. Complete the sale using cash as the MOP (method of payment)
4. Print the receipt and if needed do a refund to balance your cash.
5. At the bottom of the receipt, Loyalty ID will show the Customer Number, often referred to as the "C Number":

The Customer Number starts with a "C". (See sample receipts below)

- If the "C Number" is shown, you have successfully completed the installation.
- If the "C Number" does not appear, call PDI Service Department at 1-800-371-1118, press 2.

Outside Dispensers:

1. Check all fueling positions by prompting a fuel purchase.
 2. Enter ALT ID you used inside the store.
 3. Swipe a credit card or CITGO Gift Card.
 4. Validate that the price rolls back. You do not need to pump any fuel.
- If a fueling position (one or more sides of a dispenser) does not rollback, contact your POS/Dispenser Tech.



Note: Future Loyalty should not appear on the the pump screen. If it reads "Future Loyalty", check the settings to ensure you followed the instructions (pages 18-21). If you cannot find an error, contact your POSTechnician for assistance.

Complete Installation Survey

Club CITGO + Gilbarco Passport

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7 STEP 8 **STEP 9**

Please fill out the survey for final program tracking.

[myCITGOstore.com](#) > [Club CITGO](#) > [Training and Resources](#) > [Installation Survey](#)

Full URL

<https://www.surveyanalytics.com/t/AIxLTZOok>

Using the 2D Scanner

- If a customer does not enter their Alternate ID on the PIN Pad, the cashier can scan or manually enter the Mobile ID.
- Stores with 2D scanners will need to test to see if it can scan the Mobile ID. If not, they will need to program their scanner.

Program scanner for Mobile ID Requirements

- Scanner must be a 2D scanner.
- Contact your scanner provider unless you have instructions that were provided with scanner.
- If you have a Techquidation Datalogic scanner, contact Techquidation at 678-213-4094.



Important:

Age Verification Scanning Store

- Scanners can only read one barcode at a time.

Example Configuration:

Barcodes not spaced apart



If your state ID's have barcodes in close proximity, it is not recommended to setup mobile ID scanning.

Example Configuration:

Barcodes spaced apart



If your state ID's have barcodes are not close together, you can setup your scanners.



www.CITGO.com

CITGO Petroleum Corporation
1293 Eldridge Parkway
Houston, Texas 77077

©2021 CITGO Petroleum Corporation

CIT-6997