POINT OF SALE INSTALLATION GUIDE



Gilbarco Passport



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Before You Start

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

Before You Start Continued — Club CITGO + Gilbarco Passport

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





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

4. The screen below will be displayed. Press Tools



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





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

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

1:48 PM 02/23/2021		POST AGO	() INFO	POS	HELP

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

1:49 PM CILBARCO 02/23/2021 CILBARCO VEEDER-ROOT	POST AGO
O2/23/2021 VEBER-ROOT	ID rd CANCEL

Loyalty Module Activation

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 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.

- Before contacting Gilbarco, make a list of all active modules with a checkmark. 1.
- Contact Gilbarco to inform them you are upgrading as part of the CITGO modules You MUSTTELL 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 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

1:50 PM 02/23/2021	BARCO DER-ROOT	95-RW Mercer	POST AGO	INFO S		HELP
Frequently Used	Forecourt	Network	Register	Store	Car Wash	
Period Close					Maintenance	Merchandising
Accounting	*	2	\$			
Reports	Employee	Feature Activation	RFID Configuration			
Pricing						
Fuel						
Set Up						

1:52 PM 02/23/2021	BARCO DER-ROOT	95-RW Mercer	POST AGO	INFO	SIGN OFF	HELP
Frequently Used			â	1		ii,
Period Close	Back Office	Accounting Options	Department Maintenance	Discount Maintenance	Extraction Tool	Income/Expense Account Maintenance
Accounting		*	۲		2	₿
Reports	Insite360 Interface	Local Accounts Maintenance	Loyalty Interface	Period Maintenance	Qualifier Maintenance	Reason Code Maintenance
Pricing	2	2	ļ	\oslash	â	*
Fuel	Reboot POS	Recovery Configuration	Reminder Maintenance	Restriction Maintenance	Security Camera	Security Group Maintenance
Set Up		囲	%	N	← →	
Store	Software Upgrade Manager	Store Options	Tax Maintenance	Tender Maintenance	Third Party Data Interface	

Loyalty Configuration

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





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Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

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		
	8 digit CITGO location # plus 77 (10 digits total)		
Site Identifier	Example: CITGO Location #12345678		
	Example Site Identifier: 1234567877		

Loyalty Configuration					
General Receipts	Prompts V Loyalty Card Mask				
Loyalty Provider Name	Club CITGO				
Loyalty Provider Type	Generic				
Enabled	Yes 🗸				
Site Identifier	See Instructions				
HostIP Address	See Instructions				
PortNumber					
Allow manual entry outside	Yes				
Allow cashier to auth prepay only pump	Yes				
Allow instant rewards outside	Yes				
Send all transactions to loyalty provide	No				

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

Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

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

If using payment cards as loyalty, which OCSP mode?	POS HELP
Loyalty Configuration	
General Receipts Prompts Loyalty Card Mask	Save
	X
Enable TLS Yes V	Cancel
TLS Certificate Name cgo.cards	
OCSP Mode None	
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Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

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

Loy	POS HELP		
Lo	yalty Configuration		
General Receipts	V Prompts V Loyalty C	ard Mask	Save
/Page 1 / Page 2			
Loyalty Interface Version	Gilbarco v1.0	•	Cancel
24hr Loyalty period cut time	00:00		
Allow transponder as loyalty ID	No		
Loyalty Vendor	Outsite Networks		
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Loyalty Configuration Cont. — Club CITGO + Gilbarco Passport



Receipts Tab Configuration

1. Configure settings as shown below.

	PDS HEIP
Lovalty Configuration	
General Receipte Prompts I Juan Mask	Save
Always print inside loyalty receipt No	X
	Cultur
Inside offline receiptine ?	
Inside offline receiptline 3]
Outside offline receipt line 1 CLUB CITGO OFFLINE	
Outside offline receipt line 2	
Outside offline receipt line 3	1
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Prompts Tab Configuration

1. Configure settings as shown below.

Prompt customer to Insert L	oyalty ID at the Out:	side Payment Terminals (OPT)	POS HELP
	byalty Configuratio	n	
General Receipts	V Prompts	Loyalty Card Mask	Save
and the second second		and the second se	
POS prompt at tender	Always		X
Prompt for Loyalty Offline Inside	No		Cancel
Prompt for Loyalty Offline Outside	No		
Prompt customer to Insert Card Outside	No 🔽		
			A CON
🖉 Start 🧔 🏹 Document - WordPa	ad		* 1:58 PM

Loyalty Configuration Cont. — Club CITGO + Gilbarco Passport

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

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 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

12	digit Site Id Number.	POS HELP
Lo	yalty Configuration	
General V Receipts	Prompts Loyalty Card Mask	Save
Page 1 Page 2		
Loyalty Provider Name	Future Loyalty	Cancel
Loyalty Provider Type	Generic	
Enabled	Yes 💌	
Site Identifier	See Instructions	
HostIPAddress	1.1.1.1	
Port Number	0	
Allow manual entry outside	No	
Allow cashier to auth prepay only pump	No	
Allow instant rewards outside	No	
Send all transactions to loyalty provider	No	
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Field Title	Action or Content Required
	8 digit CITGO location # plus 77 (10 digits total)
Site Identifier	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

Defines the loyalty interface	version to be used against the loyalty provider	POS HELP
Lo	yalty Configuration	
General Receipts	Prompts / Loyalty Card Mask	
/Page 1 /Page 2		Save
Loyalty Interface Version	Gilbarco v1.1	Cancel
24hr Loyalty period cut time	00:00	
Allow transponder as loyalty ID	No	
Loyalty Vendor	Unknown	
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Prompts Tab

1. Configure settings as shown below.

Loyalty Configuration
General Receipts Prompts Loyalty Card Mask
POS prompt at tender
Prompt for Loyalty Offline Inside No 💌
Prompt for Loyalty Offline Outside No 💌
Prompt customer to Insert Card Outside No -

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 $\ensuremath{\text{No}}$
- 3. Click Save

Always print Loyalty Receipts for Outside Payment Terminals(OPT)	POS HELP
Loyalty Configuration General Receipts Prompts Loyalty Card Mask Always print inside loyalty receipt No Image: Card Mask Image: Card Mask Always print outside loyalty receipt No Image: Card Mask Image: Card Mask Always print outside loyalty receipt No Image: Card Mask Image: Card Mask Inside offline receipt line 1 Image: Card Mask Image: Card Mask Image: Card Mask Outside offline receipt line 3 Image: Card Mask Image: Card Mask Image: Card Mask Outside offline receipt line 1 Image: Card Mask Image: Card Mask Image: Card Mask Outside offline receipt line 2 Image: Card Mask Image: Card Mask Image: Card Mask Outside offline receipt line 3 Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask Image: Card Mask	Cancel
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Note: These are the only tabs needed to set up Future Loyalty. You can navigate back to the Manager's Workstation Screen.

Club CITGO + Gilbarco Passport

Loyalty Payment Options

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 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

1:52 PM 02/23/2021	9 DER-ROOT	5-RW Mercer		INFO	SIGN OFF	HELP
Frequently Used Period Close	Back Office	Accounting Options	Department Maintenance	Discount Maintenance	Extraction Tool	Income/Expense Account Maintenance
Accounting		*	۲		4	₿
Reports	Insite360 Interface	Local Accounts Maintenance	Loyalty Interface	Period Maintenance	Qualifier Maintenance	Reason Code Maintenance
Pricing	2	2	Ţ.	Ø	Â	**
Fuel	Reboot POS	Recovery Configuration	Reminder Maintenance	Restriction Maintenance	Security Camera	Security Group Maintenance
Set Up		Ħ	%	1	* *	
Store	Software Upgrade Manager	Store Options	Tax Maintenance	Tender Maintenance	Third Party Data Interface	

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



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

Club CITGO Loyalty Discount Report

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

STEP 9

STEP 8

STEP 7

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



Loyalty Report Setup Cont. — Club CITGO + Gilbarco Passport



4. Select Store Close Reports tab.

5. Use the Scroll function to find Club CITGO Loyalty Discounts Report

			POS HE
Period M	aintenance		
General Store Close C Manager Periods Till Close	Dptions / Shift Clos	e Options Reports	Save
Description	Store Close Reports	Auxiliary Reports	
Store Sales Summary	X		
Price Lookup Sales	X	-	
Store Till Summary	X		
Department Sales	X		
Tax Collection Report	×		6
Fuel Discount Summary Report	X		
Current Safe Drop	×		
Unknown UPC Report	×		
Network Day Report	X		12
I Network Shift Report	X		
	ry Reports Adjust Rep	ort ALV	

6. Check the box in the column to the right or the report name under Store Close Reports heading.

7. Click Save

	Pos HELP
Period Maintenance	
General Store Close Options Shift Close Option Manager Periods Till Close Store Close Reports	18 Save
Description Store Close Benorts Auvilia	av Benorts
Mcbile Pay FDC Transaction Detail Report	
Mcbile Pay FDC Settlement Report Mcbile Payment Transaction Datail Report	
Mcbile Payment Unpaid Transactions Report	
Mcbile Peyment Settlement Report	
Club CITCO Lovalty Discount Penort X	
Club CITCO Loyalty Transaction Detai Report	
Future Loyalty Loyalty Discount Report	
Store Close Reports Auxiliary Reports Adjust Report	

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.

LOYALTY ID# XXXXXXX	<mark>X9632</mark>
Loyalty Discount	
<mark>C9371331X34</mark>	
THANKS C	OME AGAIN
THANKS C ST# AB123 TILL XXXX	OME AGAIN DR# 1 TRAN# 1010001

Loyalty Program: MY LOYALTY Card: MY Rewards Acct #: XXXXXXX8132 Trace #: 03/25/2016^08:57:00.000^8 Stan: 0007237023

C192790175X99

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 POS Technician for assistance.

Complete Installation Survey —— Club CITGO + Gilbarco Passport

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/AlxLTZOolk

Club CITGO + Gilbarco Passport

Tips & Tricks

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

Example Configuration:

Barcodes spaced apart

Directive to physician has been filed at tel #

ENDORSEMENTS

REV. 05/01/201



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







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