

# POINT OF SALE GILBARCO PASSPORT INSTALLATION GUIDE

Club CITGO ▶▶

Mobile Pay ▶▶

FIS ▶▶



# POINT OF SALE INSTALLATION GUIDE



Club CITGO®

+ Gilbarco Passport



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## 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](mailto: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. Obtain Club CITGO Site Identifier
  - Contact PDI at 1-800-371-1118, Opt 2
  - If you can access MarketNet, you can obtain the MPPA-ID by navigating to: Payment Card >> Payment Card Reports >> Your POS Equipment Listing >> Search by Sold To or Location Number and Select 'Detailed POS Terminal Information'
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



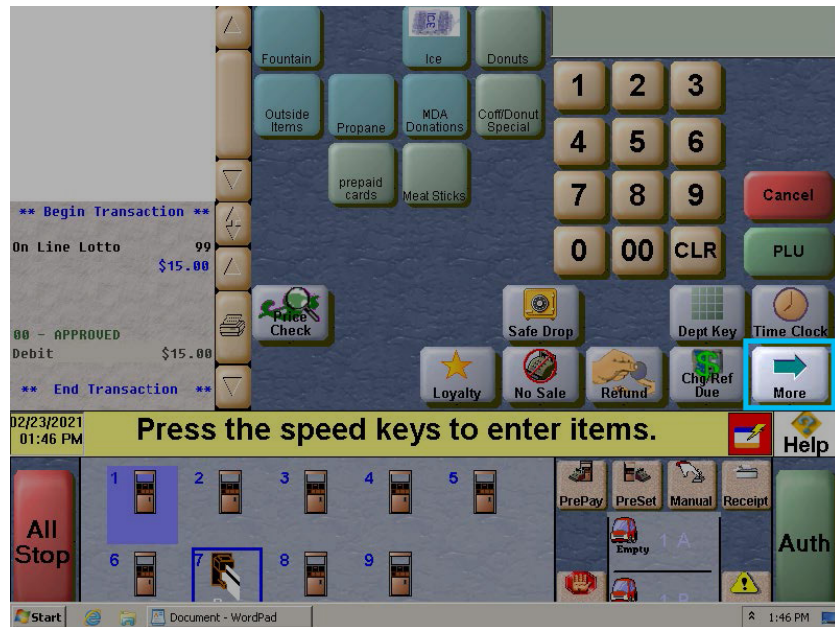
# Sign In to System

Club CITGO + Gilbarco Passport

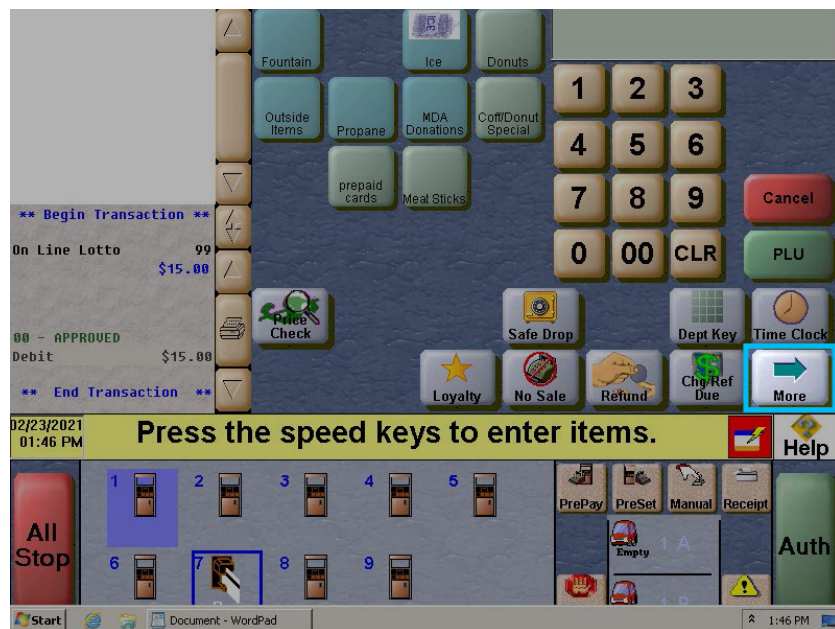
STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7 STEP 8 STEP 9

**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.

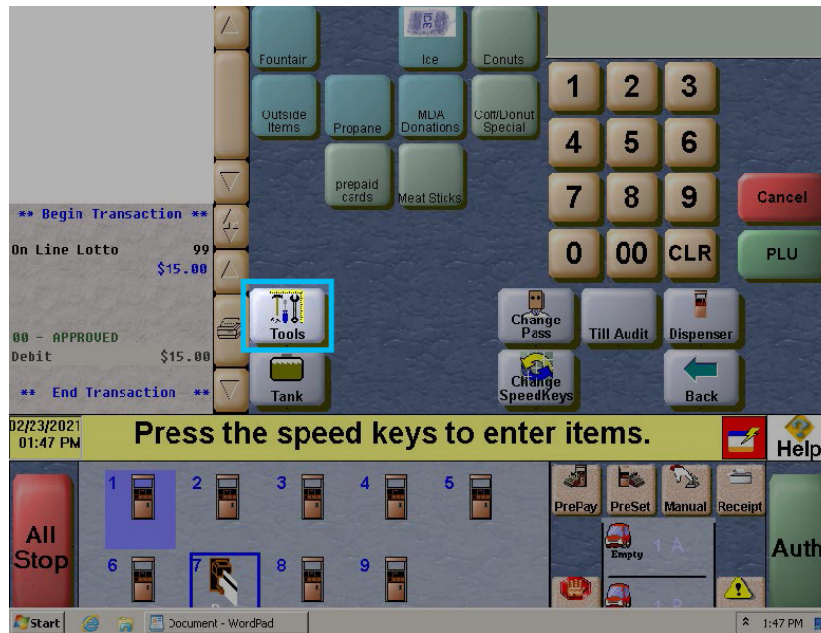


# Sign In to System Continued

Club CITGO + Gilbarco Passport

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



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



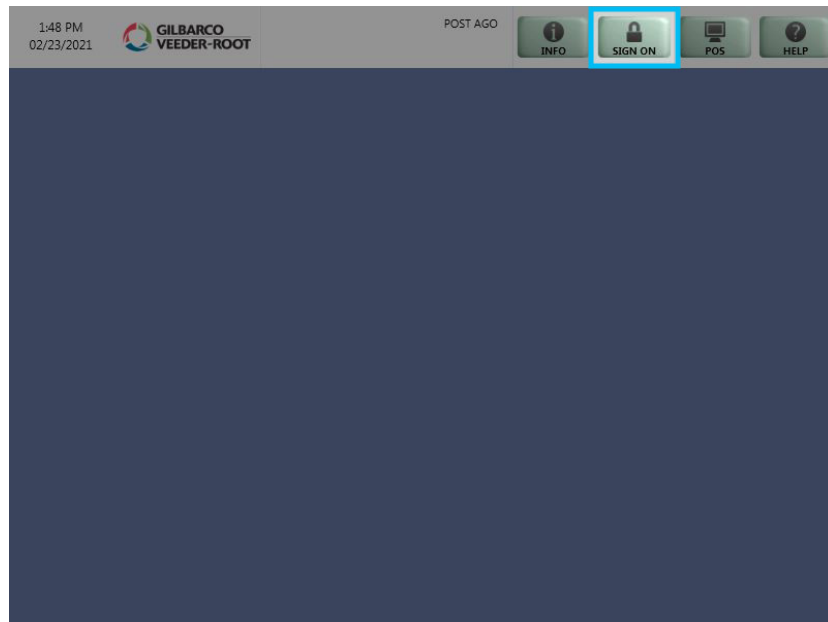


# Sign In to System Continued

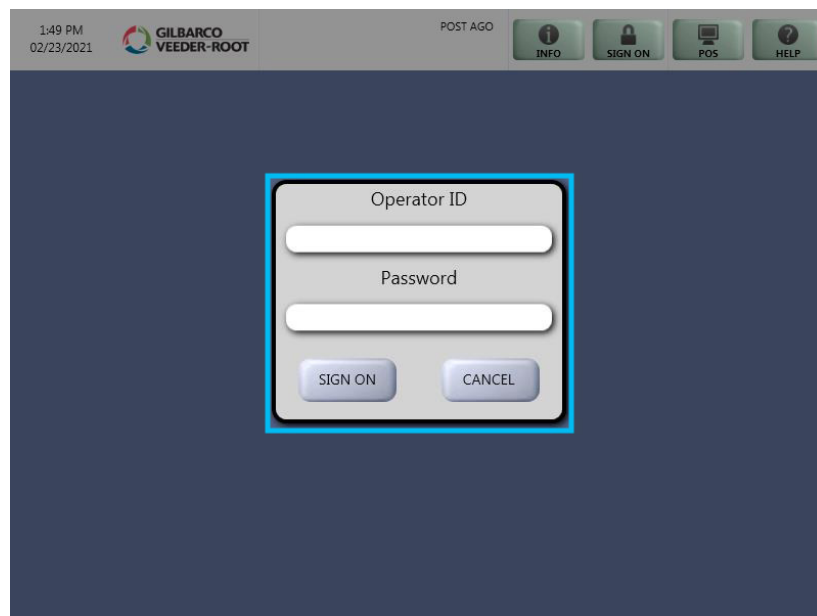
Club CITGO + Gilbarco Passport

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



7. Enter the **Operator ID** and **Password** (aka Manager's Creditals) 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

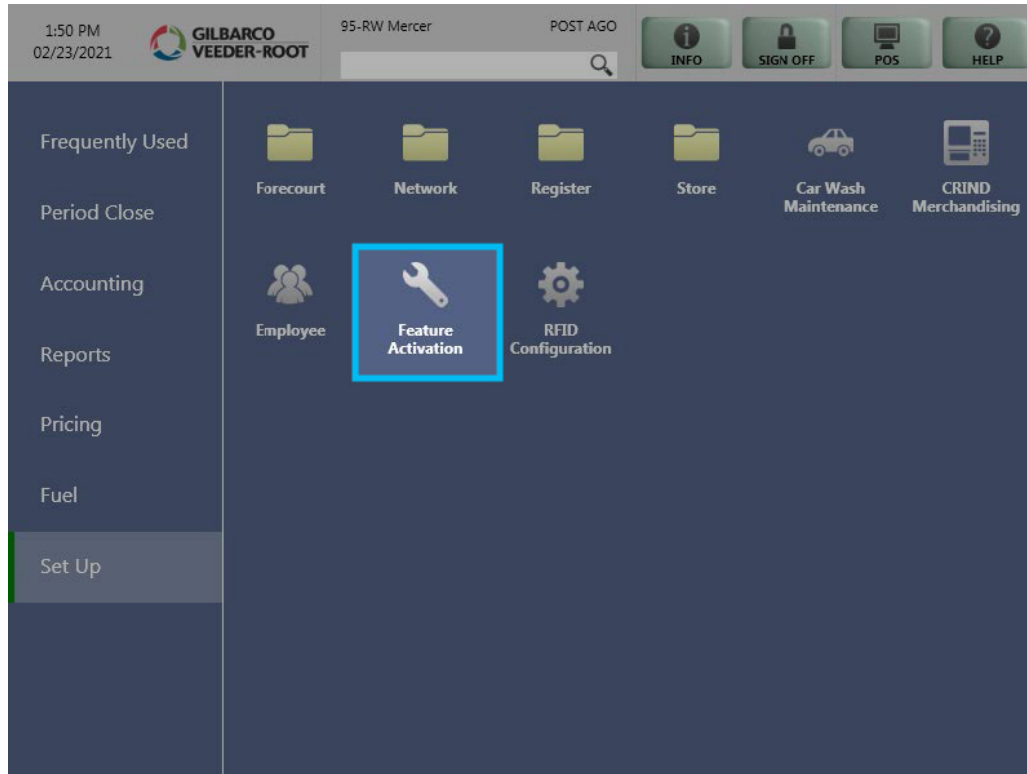
STEP 7

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

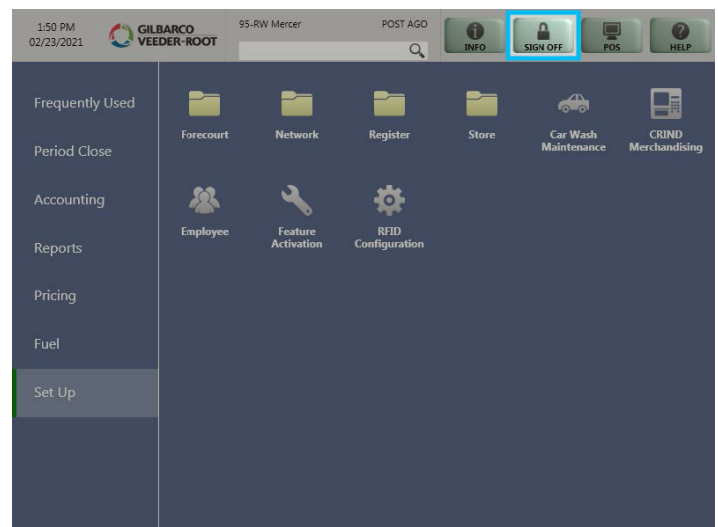
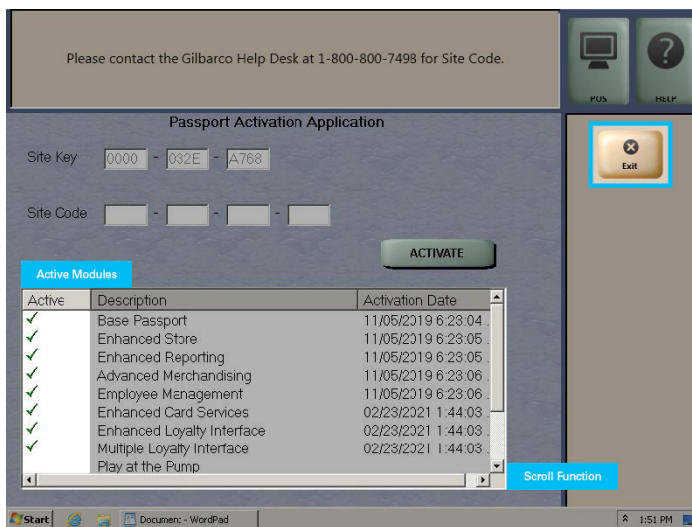
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Enhanced Loyalty Interface and Multiple Loyalty Interface both need to be active. All active modules will have a green checkmark. Scroll down to see all the active modules.

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.

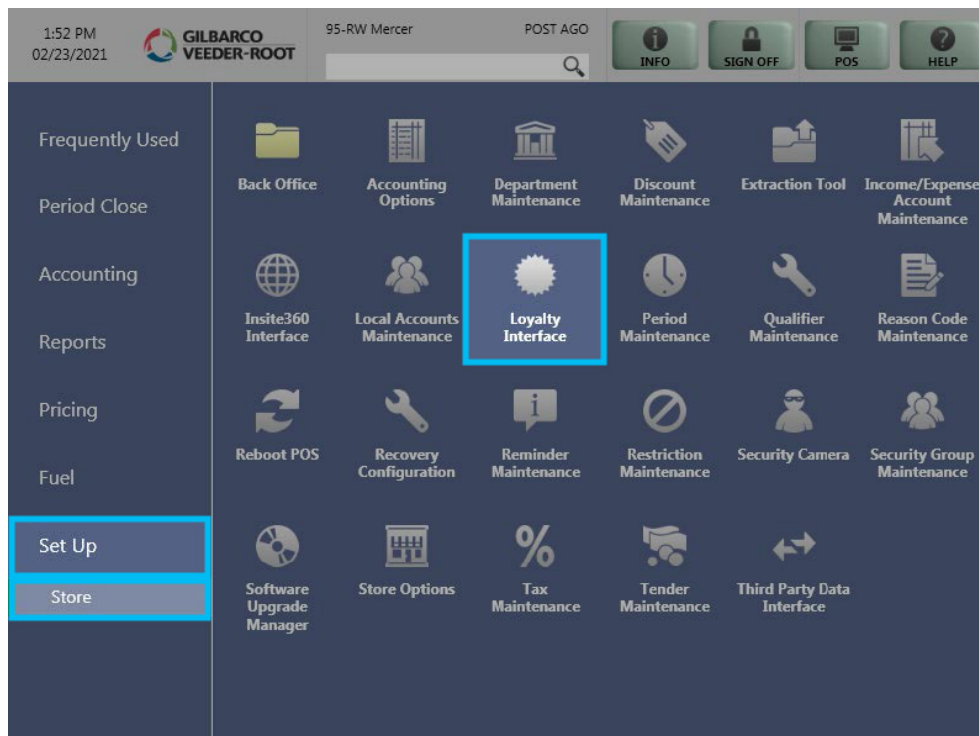
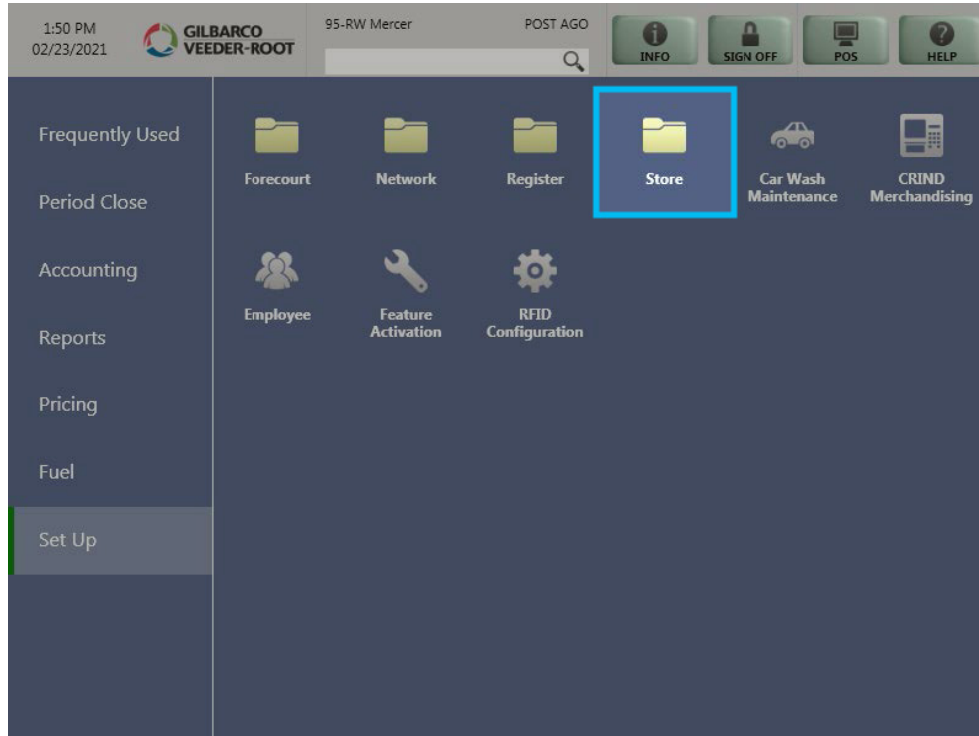
1. **Before contacting Gilbarco, make a list of all active modules with a checkmark.**
2. Contact Gilbarco to inform them you are upgrading as part of the CITGO modules You MUST TELL THEM which modules are active. If you miss an active module it will be removed from your system.
3. Once activated, press 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

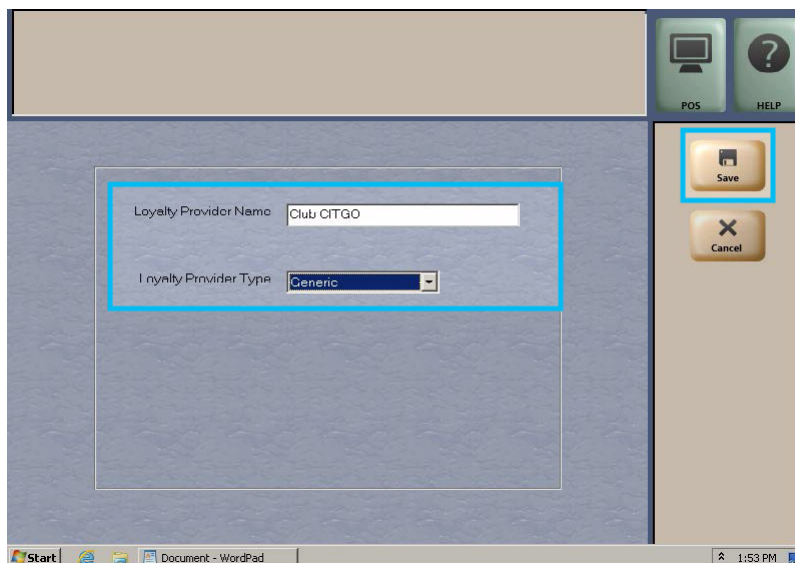
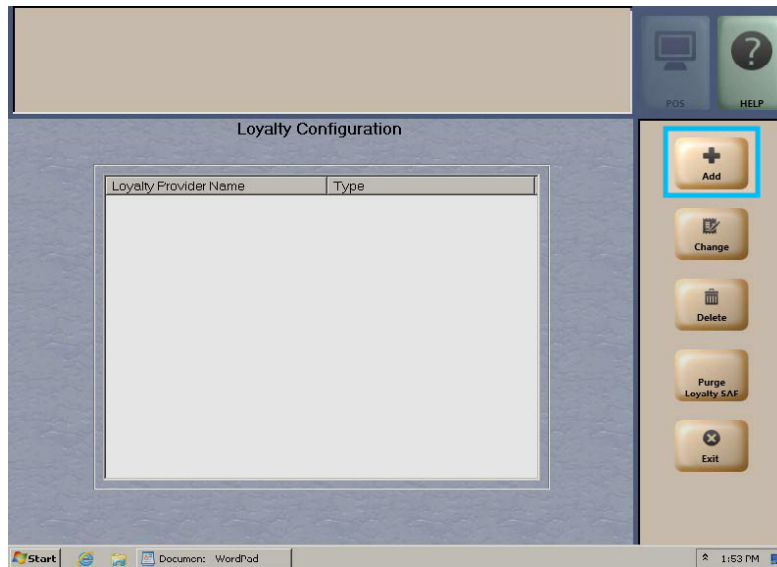
1. Select the **Store** icon.
2. The store icons will appear. Click **Loyalty Interface**



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.

Club CITGO + Gilbarco Passport

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**. See page 4 for instructions on obtaining Site ID.
3. Enter the **HostIP Address** and **Port Number** for your Firewall Provider using the information below.

Field Title	Action or Content Required
Site Identifier	See page 4 for Site ID.

The screenshot shows the 'Loyalty Configuration' window with the 'General' tab selected. The 'Page 1' sub-tab is also active. The form contains the following fields and options:

- Loyalty Provider Name: Club CITGO
- Loyalty Provider Type: Generic
- Enabled: Yes
- Site Identifier: See Instructions
- HostIP Address: See Instructions
- Port Number: (empty field)
- Allow manual entry outside: Yes
- Allow cashier to auth prepay only pump: Yes
- Allow instant rewards outside: Yes
- Send all transactions to loyalty provider: 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

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

If using payment cards as loyalty, which OCSP mode?

**Loyalty Configuration**

General Receipts Prompts Loyalty Card Mask

**TLS Parameters**

Enable TLS Yes

TLS Certificate Name cgo.cards

OCSP Mode None

POS HELP

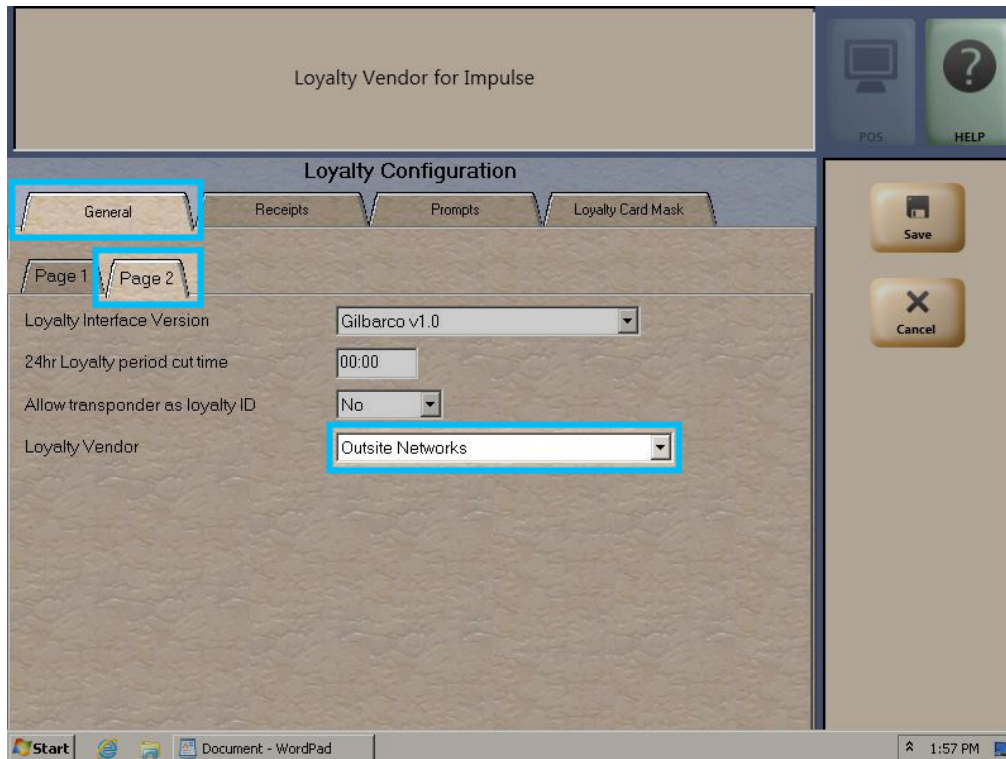
Save Cancel



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**





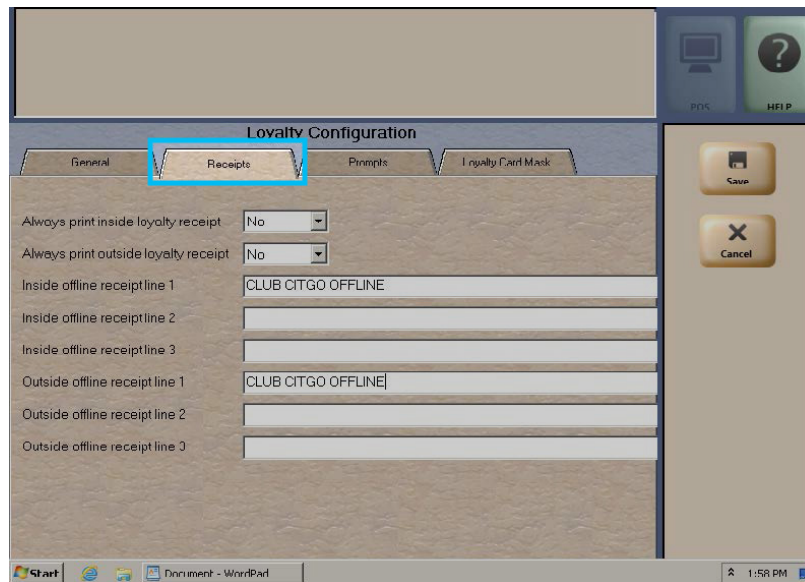
# Loyalty Configuration Cont.

Club CITGO + Gilbarco Passport

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

## Receipts Tab Configuration

1. Configure settings as shown below.



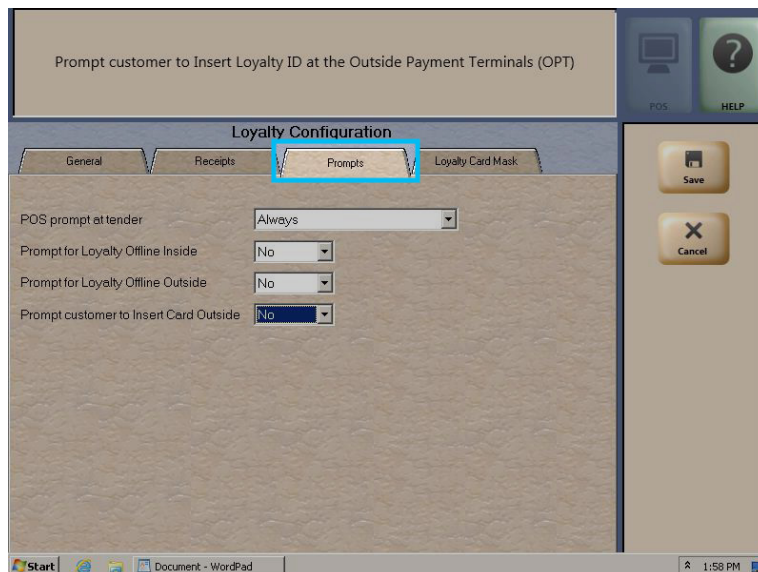
The screenshot shows the 'Loyalty Configuration' window with the 'Receipts' tab selected. The 'General' tab is also visible. The 'Receipts' tab contains the following settings:

- Always print inside loyalty receipt: No
- Always print outside loyalty receipt: No
- Inside offline receipt line 1: CLUB CITGO OFFLINE
- Inside offline receipt line 2:
- Inside offline receipt line 3:
- Outside offline receipt line 1: CLUB CITGO OFFLINE
- Outside offline receipt line 2:
- Outside offline receipt line 3:

The 'Save' and 'Cancel' buttons are visible on the right side of the window. The taskbar at the bottom shows the Start button, a WordPad window, and the system clock at 1:58 PM.

## Prompts Tab Configuration

1. Configure settings as shown below.



The screenshot shows the 'Loyalty Configuration' window with the 'Prompts' tab selected. The 'General' and 'Receipts' tabs are also visible. The 'Prompts' tab contains the following settings:

- Prompt customer to Insert Loyalty ID at the Outside Payment Terminals (OPT):
- POS prompt at tender: Always
- Prompt for Loyalty Offline Inside: No
- Prompt for Loyalty Offline Outside: No
- Prompt customer to Insert Card Outside: No

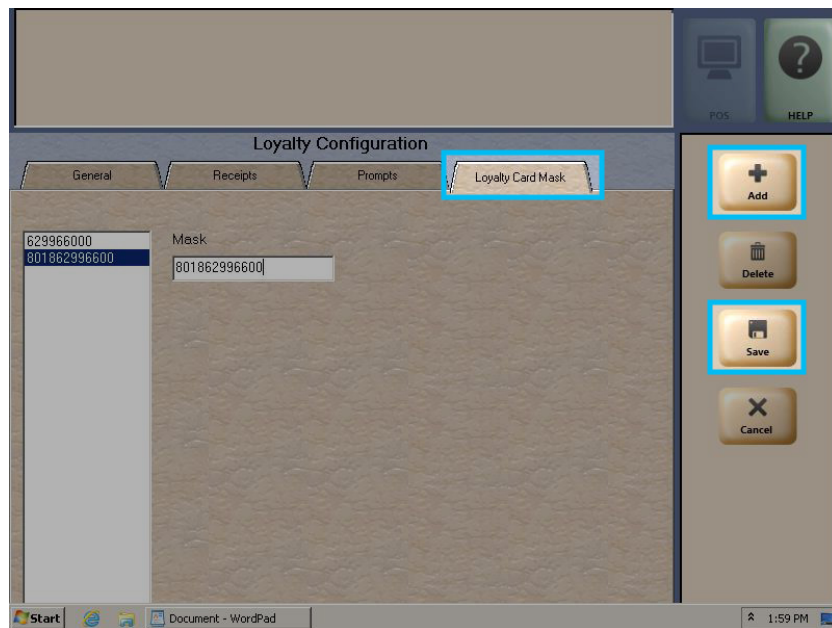
The 'Save' and 'Cancel' buttons are visible on the right side of the window. The taskbar at the bottom shows the Start button, a WordPad window, and the system clock at 1:58 PM.

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

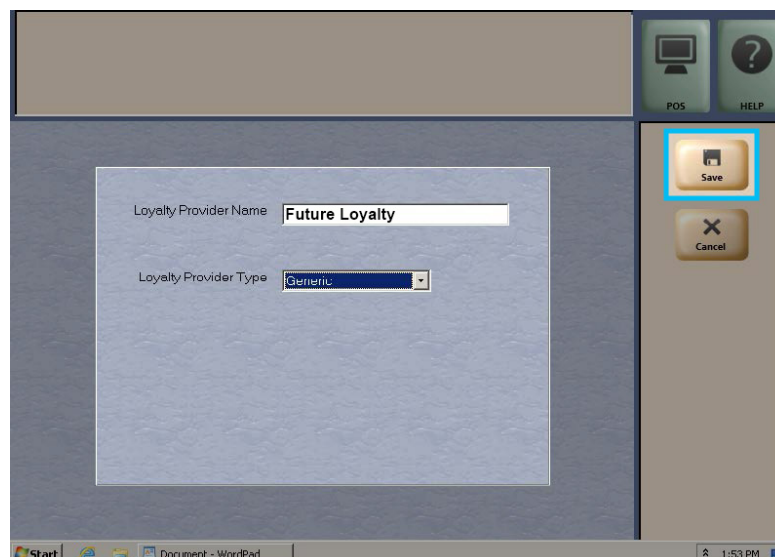
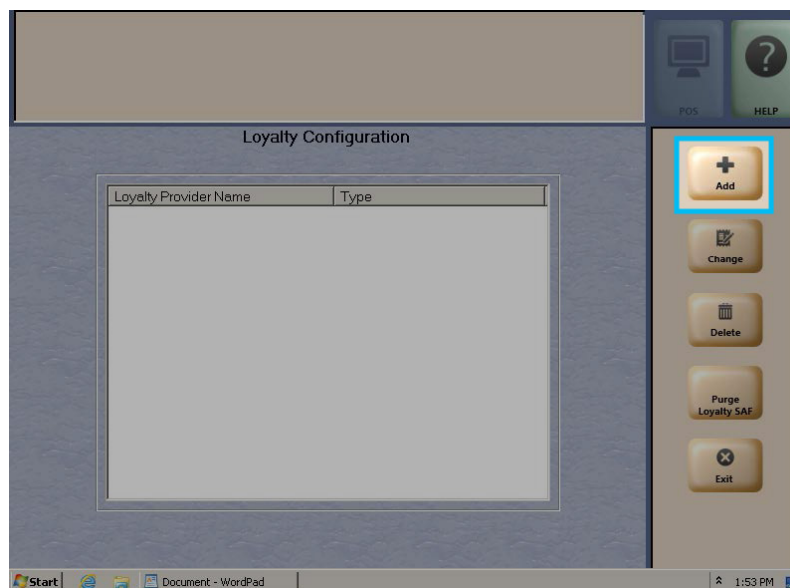
Club CITGO + Gilbarco Passport

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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

Loyalty Configuration

General Receipts Prompts Loyalty Card Mask

Page 1 Page 2

Loyalty Provider Name: Future Loyalty

Loyalty Provider Type: Generic

Enabled: Yes

Site Identifier: See Instructions

Host IP Address: 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

Save Cancel

Start Document - WordPad 2:02 PM

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**

Defines the loyalty interface version to be used against the loyalty provider

POS HELP

Loyalty Configuration

General Receipts Prompts Loyalty Card Mask

Page 1 Page 2

Loyalty Interface Version Gilbarco v1.1

24hr Loyalty period cut time 00:00

Allow transponder as loyalty ID No

Loyalty Vendor Unknown

Save Cancel

Start Document - WordPad 2:02 PM

## Prompts Tab

1. Configure settings as shown below.

Prompt for Loyalty ID at the POS Registers when the tender button is selected

POS HELP

Loyalty Configuration

TLS Parameters General Receipts Prompts Loyalty Card Mask

POS prompt at tender Always

Prompt for Loyalty Offline Inside No

Prompt for Loyalty Offline Outside No

Prompt customer to Insert Card Outside No

Save Cancel



# Future Loyalty Configuration Cont. Club CITGO + Gilbarco Passport

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## Receipts Tab

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

The screenshot shows the 'Loyalty Configuration' window with the 'Receipts' tab selected. The window has a title bar with 'Always print Loyalty Receipts for Outside Payment Terminals(OPT)'. Below the title bar, there are four tabs: 'General', 'Receipts', 'Prompts', and 'Loyalty Card Mask'. The 'Receipts' tab is active and contains the following fields:

- 'Always print inside loyalty receipt' with a dropdown menu set to 'No'.
- 'Always print outside loyalty receipt' with a dropdown menu set to 'No'.
- 'Inside offline receipt line 1' with a text input field.
- 'Inside offline receipt line 2' with a text input field.
- 'Inside offline receipt line 3' with a text input field.
- 'Outside offline receipt line 1' with a text input field.
- 'Outside offline receipt line 2' with a text input field.
- 'Outside offline receipt line 3' with a text input field.

On the right side of the window, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box. The window also has a 'POS' button and a 'HELP' button in the top right corner. The Windows taskbar at the bottom shows the 'Start' button, a 'Document - WordPad' window, and the system clock showing '2:04 PM'.

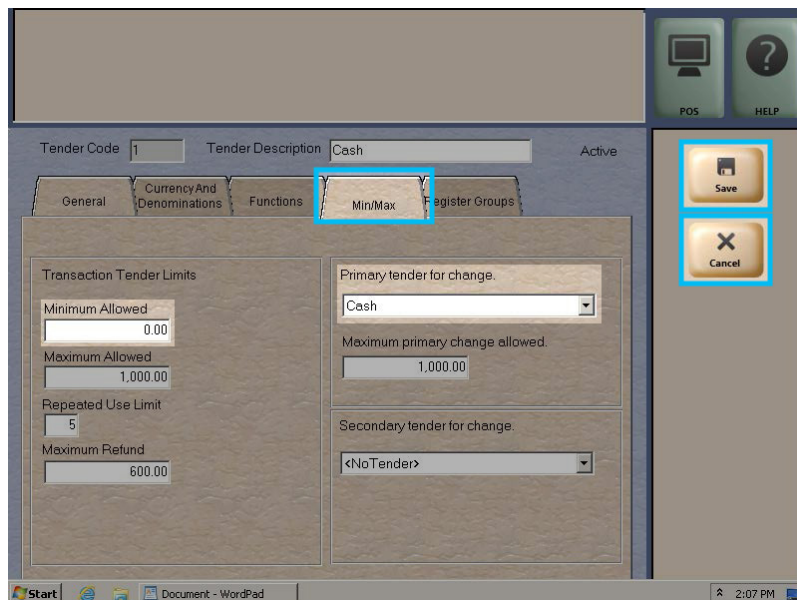
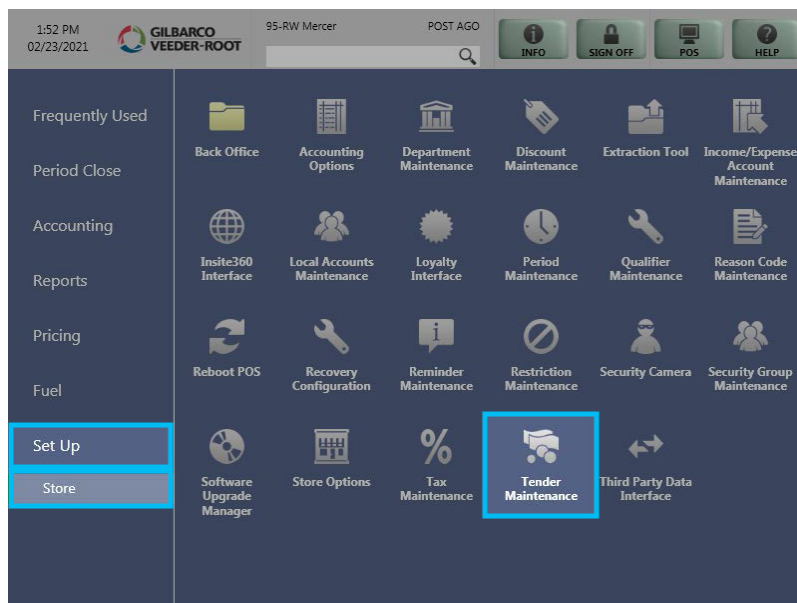
**Note:** These are the only tabs needed to set up Future Loyalty. You can navigate back to the Manager's Workstation Screen.

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## 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

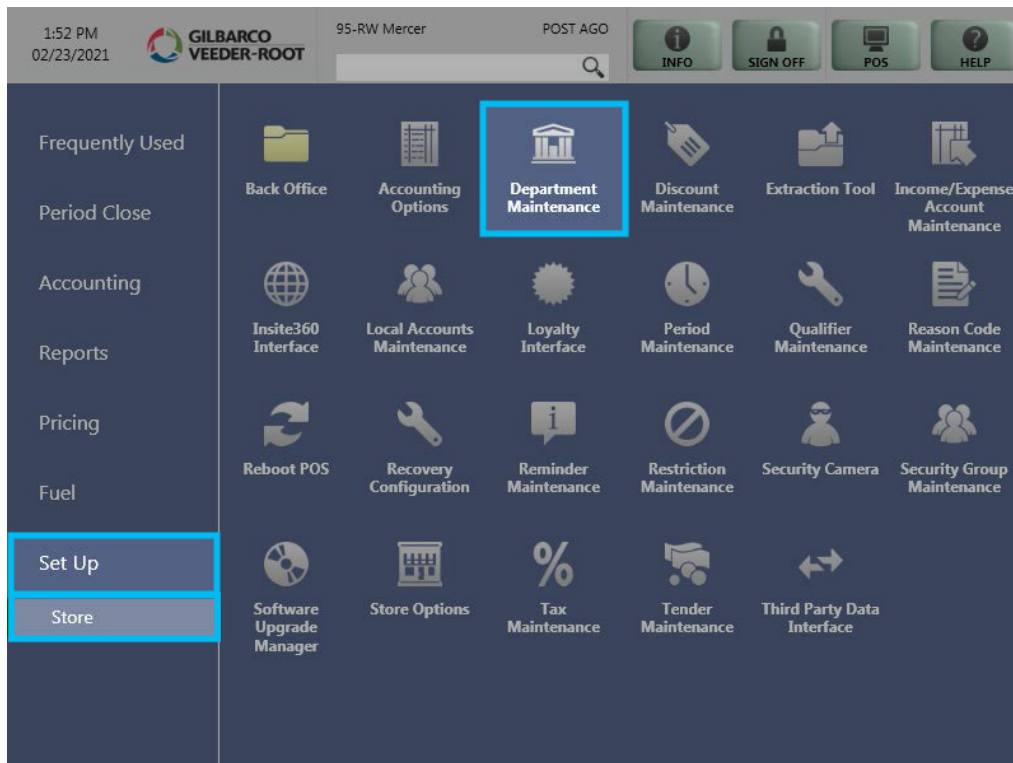
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## Discount Flag

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**



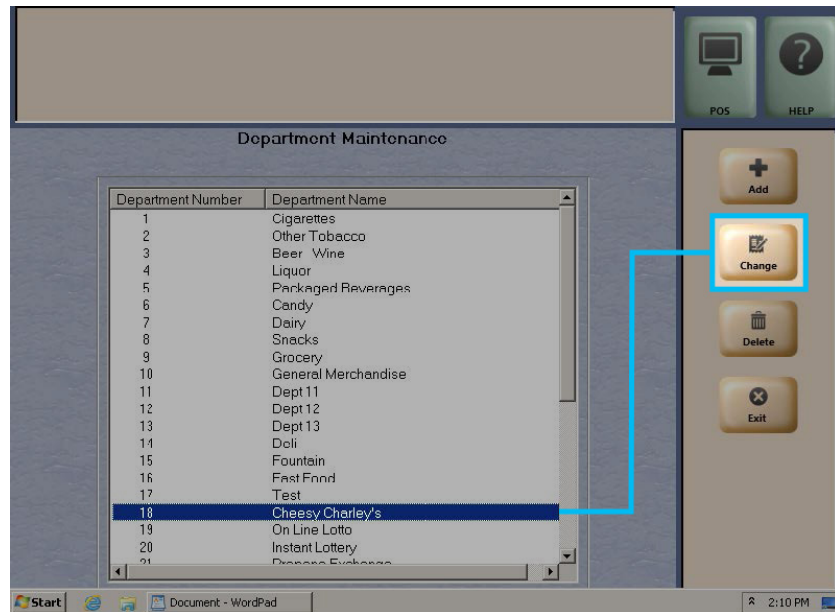
**Note:** Merchandise departments normally do not include Lottery or departments used to ring up items such as gift cards.



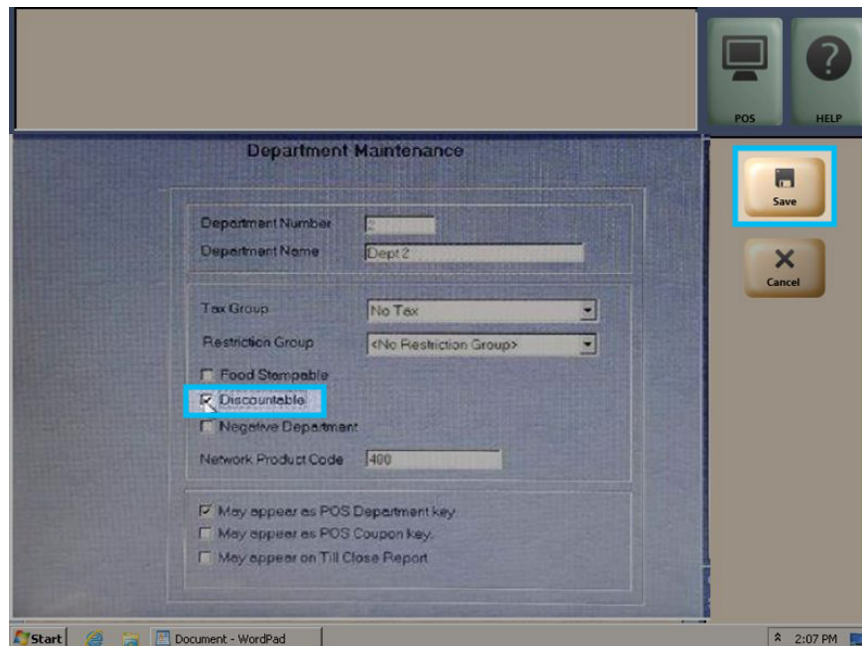
# Loyalty Discount Config. Cont. — Club CITGO + Gilbarco Passport

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

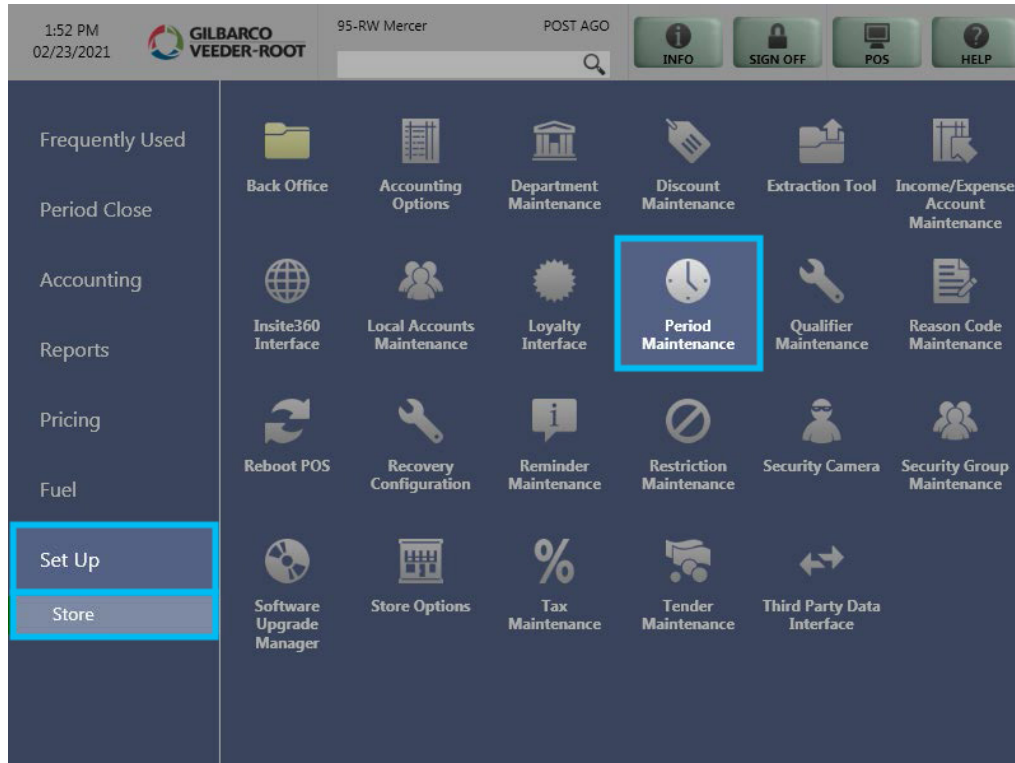
Club CITGO + Gilbarco Passport

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## 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**

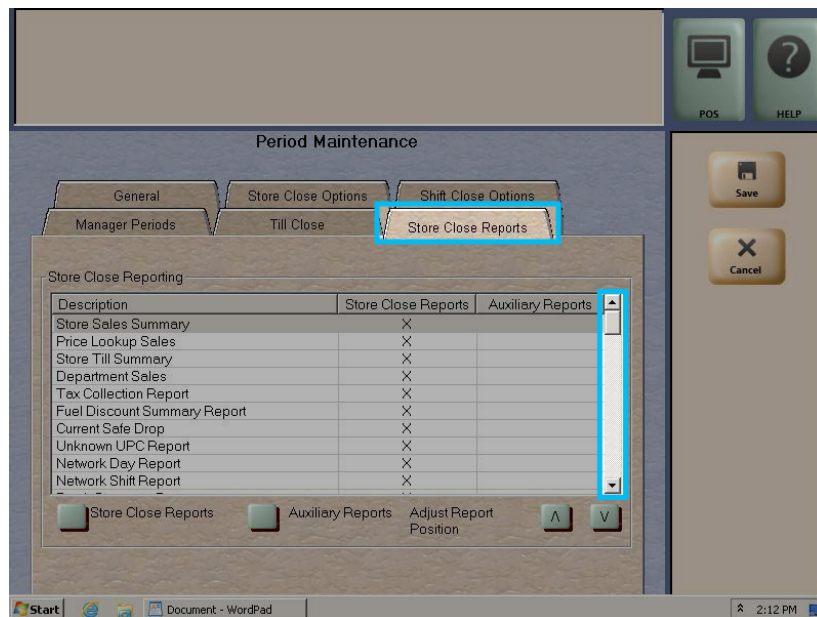


# Loyalty Report Setup Cont.

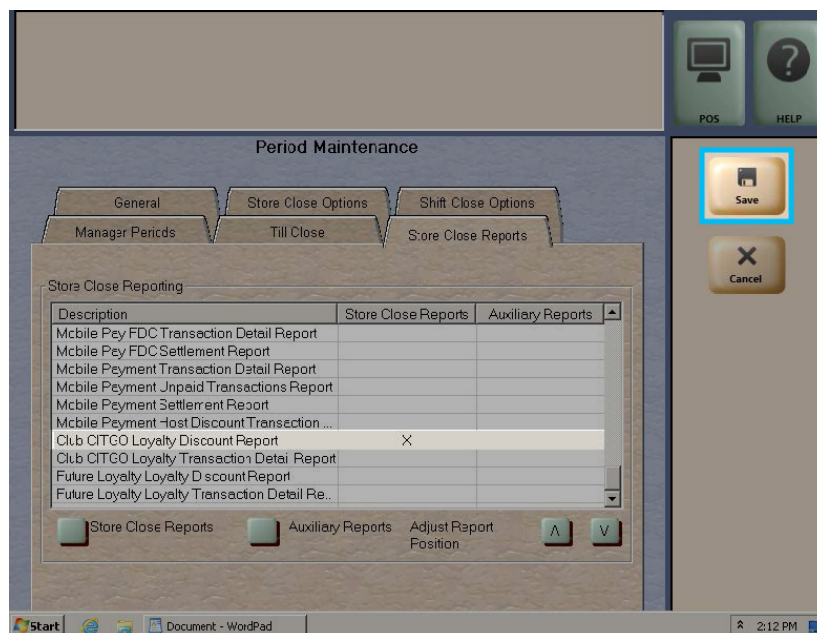
Club CITGO + Gilbarco Passport

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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

To ensure proper operation after installation, a test sale inside and outside should be performed.

## **Inside Store Test Transaction Steps:**

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

1. Cashier selects Customer ID.
  - a. Cashier selects MANUAL.
2. When prompted, enter ALT ID on the PIN Pad.
  - a. If the PIN Pad does not prompt, the cashier is able to enter the ALT ID on the POS.
  - b. If the cashier has downloaded the app and registered for Club CITGO, they can use their Alternate ID. If not, use 822-444-0222.
3. Complete sale using cash as the MOP (method of payment).
4. Print the receipt and if needed, process a refund to balance your cash.
5. Verify at the bottom of the receipt it reads Club CITGO.

## **Outside Test Transaction Steps:**

1. Select Rewards/Club CITGO at the dispenser.
2. Enter your Club CITGO ALT ID or use 822-444-0222.
  - a. If prompted, select "Done"
3. Select Pay Outside and Swipe/Insert payment card.
4. Confirm that the price per gallon rolls back.
5. Dispense at least one gallon of gasoline.
6. Print receipt and verify the fuel price rolled back.
7. Check all other fueling positions by prompting a fuel purchase.
8. Enter the ALT ID.
9. Validate the price rolls back. You do not need to pump fuel.

**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/AlxLTZOolk>

## 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](http://www.CITGO.com)

CITGO Petroleum Corporation  
1293 Eldridge Parkway  
Houston, Texas 77077

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CIT-9393

# POINT OF SALE INSTALLATION GUIDE

Mobile Pay + Gilbarco Passport





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## Minimum POS and Firewall Standards

- Passport version 20.04 or higher
- Verify scanner is 2D/QR compatible. See page 14 for instructions.
- Firewall requirements:
  - Firewall provider must be a CITGO-authorized vendor.
  - The firewall equipment must be upgraded from the Enhanced Zone Router (EZR) to the Managed Network Service Provider (MNSP) All-In-One Zone Router and Firewall.
- 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)
- P97 Mobile Payment and P97 Loyalty Questions:
  - Email [Support@P97.com](mailto:Support@P97.com)
  - Toll Free: 1-800-961-9203

## 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. Contact P97 Support at 1-800-961-9203 for your location's Merchant ID (MPPA-ID)

- Provide your CITGO location number and address

- MPPA-ID \_\_\_\_\_

- If you can access MarketNet, you can obtain the MPPA-ID by navigating to: Payment Card >> Payment Card Reports >> Your POS Equipment Listing >> Search by Sold To or Location Number and Select 'Detailed POS Terminal Information'

4. Note the Manager level user ID and password.

# Before You Start : Reference Equipment

Mobile Pay +  
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



# Minimum Software Check ————— Mobile Pay + Gilbarco Passport

STEP 1

STEP 2

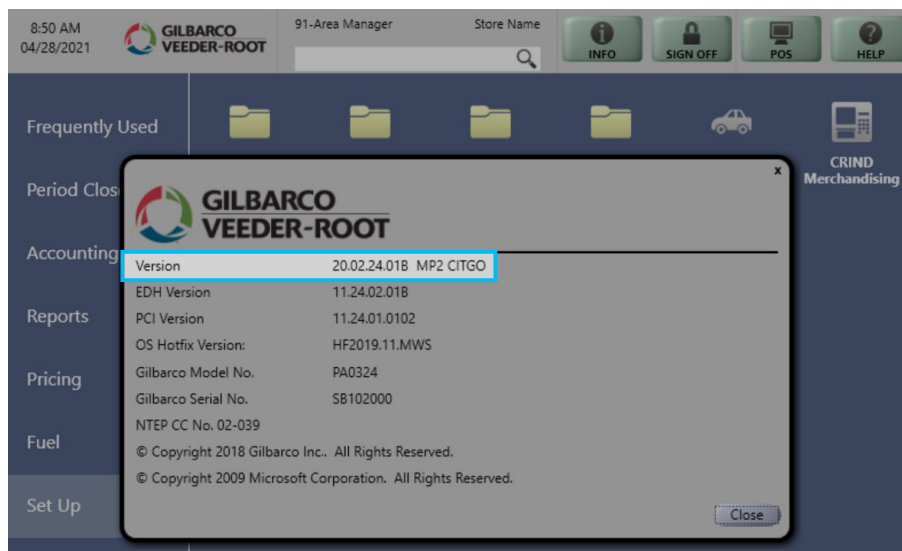
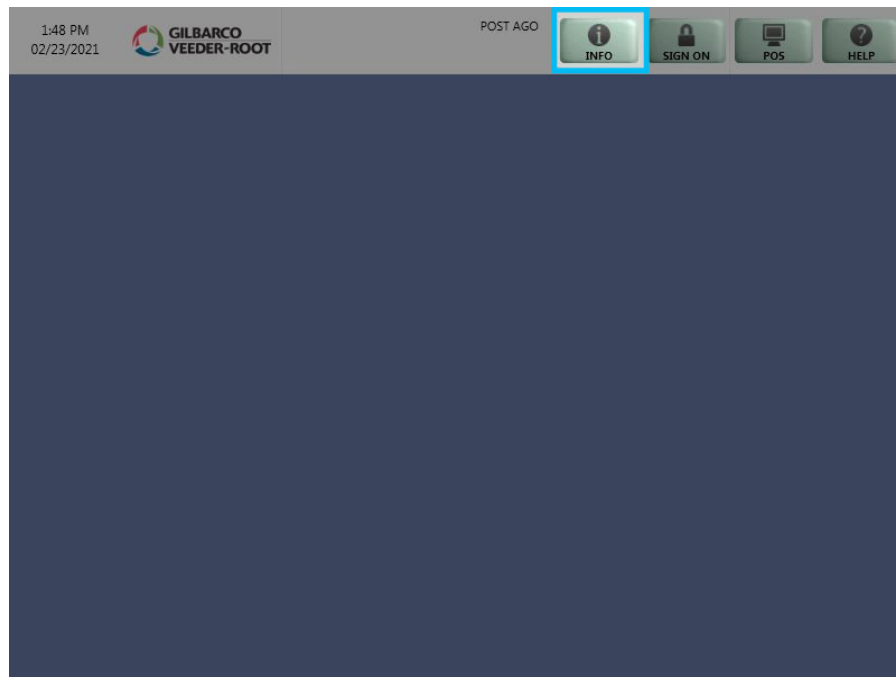
STEP 3

STEP 4

STEP 5

## Confirm that you have the minimum software version needed

1. From the Main Sales Screen Select the **Info** tile.
2. The Site Version information will Display **Passport version 20.04.xx.xx** or higher.



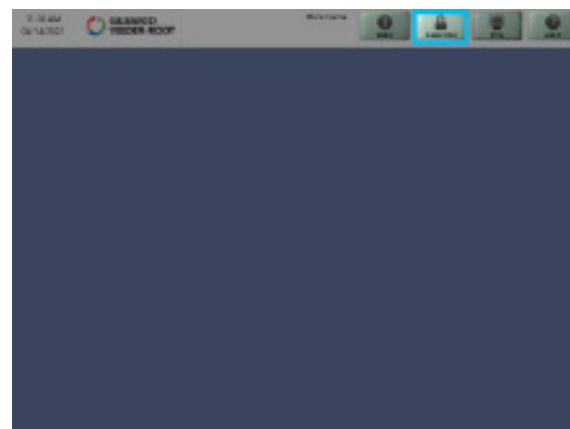
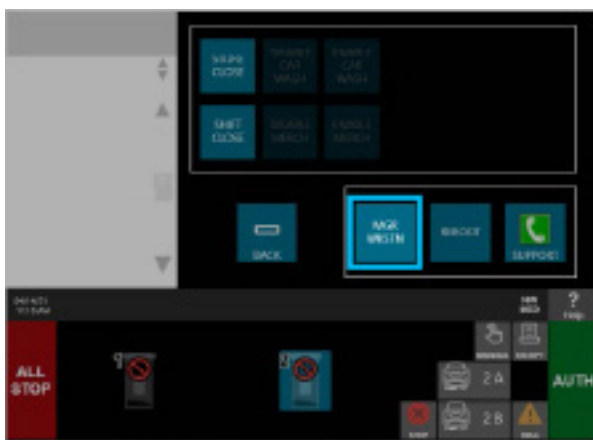
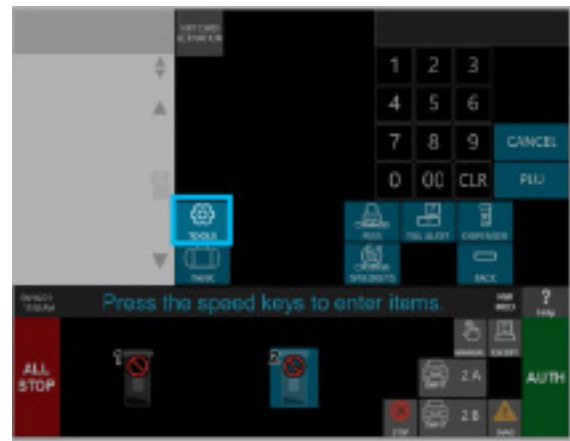
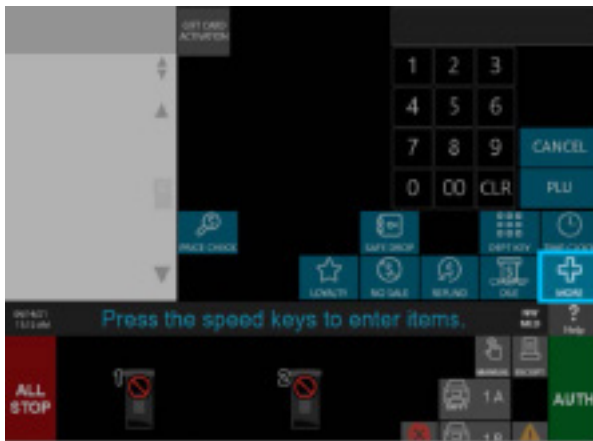
## Mobile Pay + Gilbarco Passport

## STEP 5

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

## Getting to the Manager Workstation Menu

1. From the Main Sales Screen Select the **More** tile until the tools tile is displayed.
2. Select **Tools**
3. Select **Mgr Wkstn**
4. Sign in using a Manager's Credentials.



# Sign In to System Cont.

Mobile Pay + Gilbarco Passport

STEP 1

STEP 2

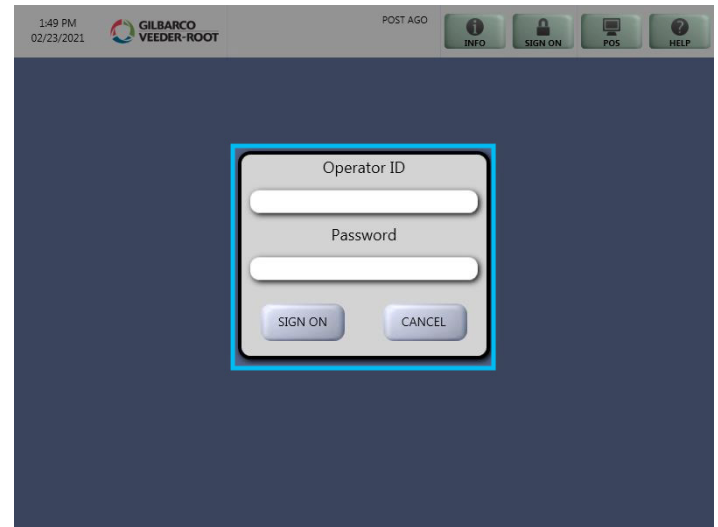
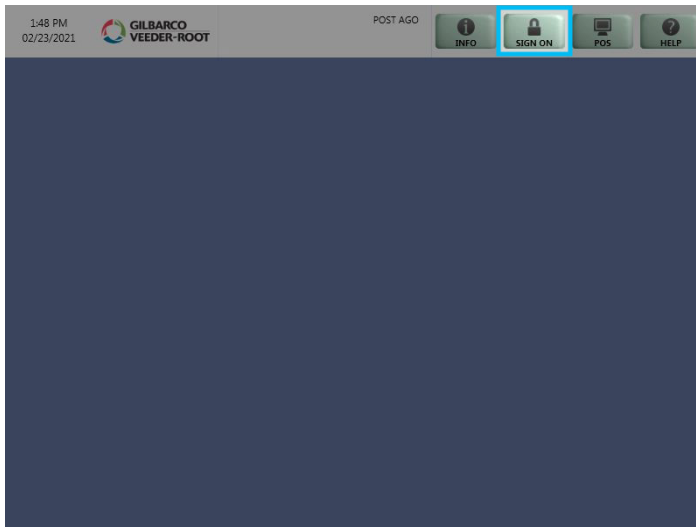
STEP 3

STEP 4

STEP 5

## Sign into Manager Workstation

1. Press **Sign On** located in the upper right of the screen.
2. Enter the **Operator ID** and **Password** and press **Sign On** to allow access to configuration functions.



# Mobile Payment Configuration — Mobile Pay + Gilbarco Passport

STEP 1

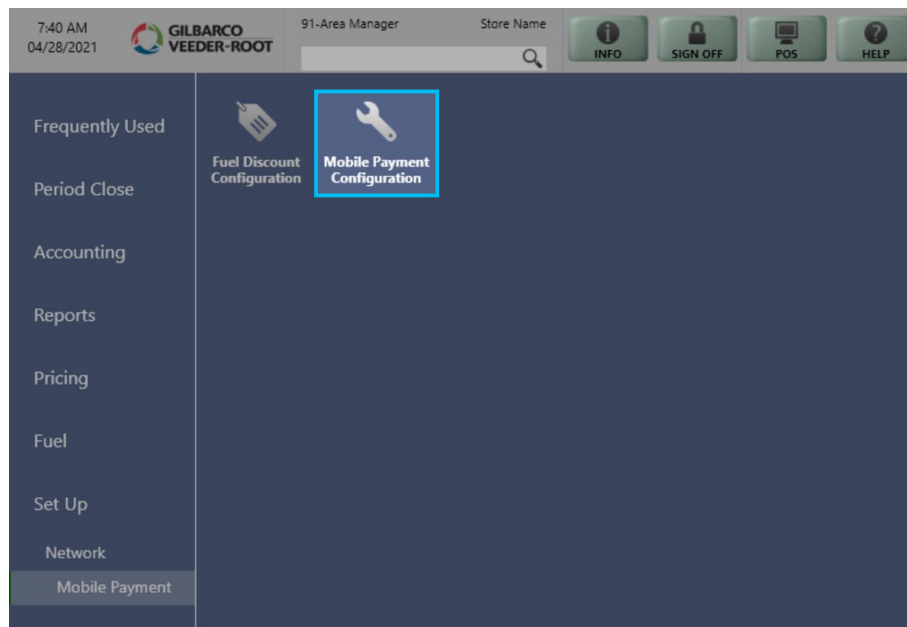
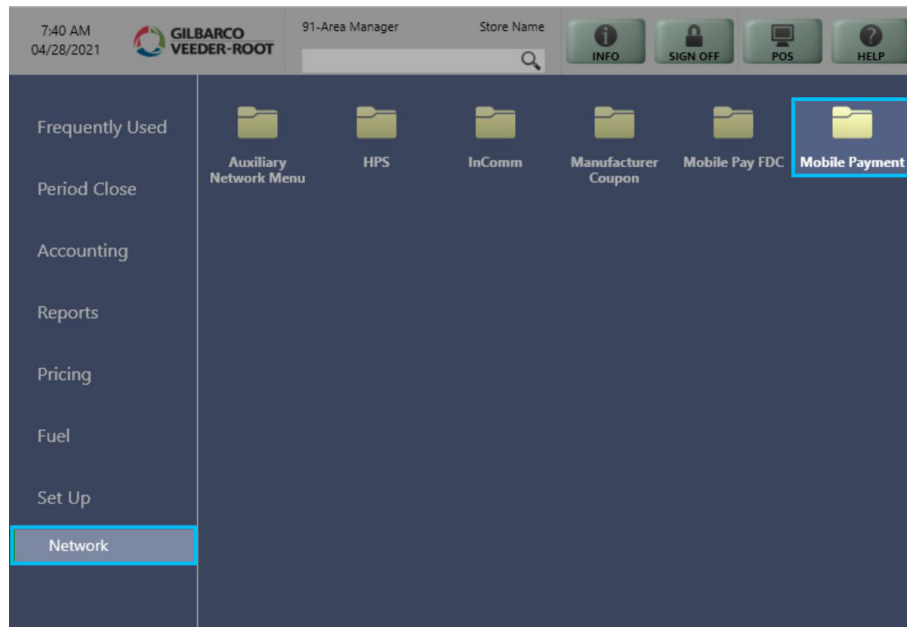
STEP 2

STEP 3

STEP 4

STEP 5

1. Select **Network**, then **Mobile Payment**
2. Select **Mobile Payment Configuration**
3. Click **Add** to add a new program.





# Mobile Payment Config. Cont. ———— Mobile Pay + Gilbarco Passport

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

4. On the **General** tab, set the following values:

Field Title	Action or Content Required
Enabled	Yes
Merchant ID (MPAA ID)	Set to the value provided by P97 Support. See page 4 for number.
Site ID (Store number)	CITGO 8-digit location number. See page 4.
Host IP Address	Control Scan or Cybera Firewalls - cgo.cards Mako or Acumera Firewalls - citgo.petrozone.com
Port Number	Control Scan or Cybera Firewalls - 7361 Mako or Acumera Firewalls - 443
Settlement Software Version	Do Not Change setting if populated, otherwise set 11.01
Settlement Passcode	Not required
Settlement Employee	Not required
Schema Version	2.0
Use TLS	Yes
OSCP Mode	None
TLS Certificate Name	Control Scan or Cybera Firewalls - cgo.cards Mako or Acumera Firewalls - *.petrozone.com

Is this mobile payment provider enabled ?

Mobile Payment Configuration

General | Connexus QR Code Prefixes | EMVCo QR Codes

Enabled: Yes

Merchant ID: See Instructions

Site ID: See Instructions

Host Address: See Instructions

Port Number: See Instructions

Settlement Software Version: 11.01

Settlement Passcode:

Settlement Employee:

Schema Version: 2.0

Use TLS: Yes

OSCP Mode: None

TLS Certificate Name: See Instructions

Save

Cancel

5. Click **Save** when complete.

# Mobile Payment Config. Cont. — Mobile Pay + Gilbarco Passport

STEP 1

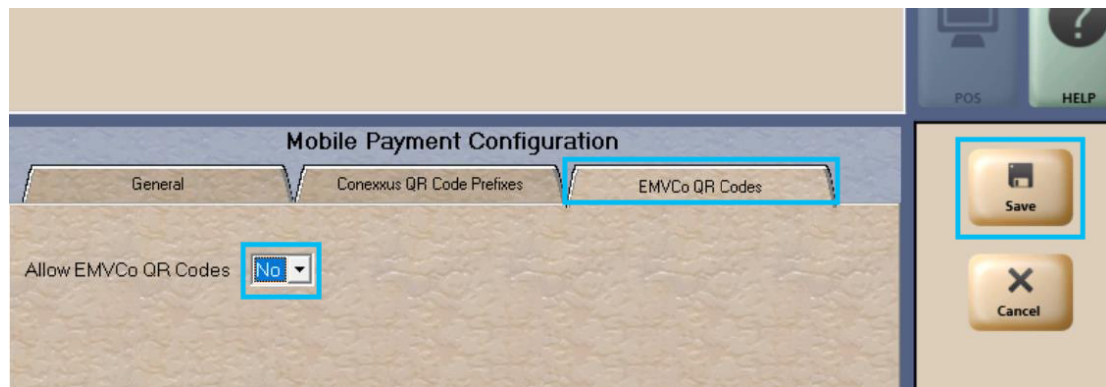
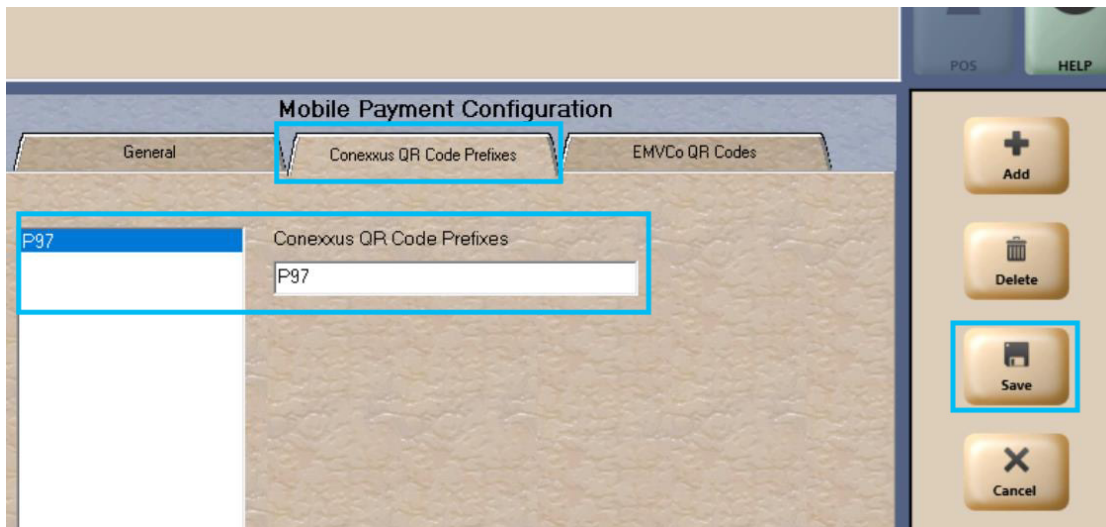
STEP 2

STEP 3

STEP 4

STEP 5

6. Select the **Conexus QR Code Prefixes** tab, then select **P97**
7. Click **Save** when complete.
8. Select the **EMVCo QR Codes** tab, then select **No** from the dropdown.
9. Click **Save** when complete.



STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

**Note:** Contact P97 Support at 1-800-961-9203 ask them to check for a Heartbeat until the official CITGO program launch. Once the program is live, use the below steps.

## Test Pay-at-the-Pump - Buy Gas (Minimum \$1 purchase)

1. Launch mobile application.
2. Select your location from the map.
3. Select **Get Fuel**
4. Select **Pay at Pump**
5. Enter pump number.
6. Select **Payment Method** and choose **Authorize Pump**
7. Verify price rollback on pump display.
8. Pump a minimum of \$1 of gas and confirm receipt.

## Test Pay Inside (Minimum \$1 purchase)

**Note:** Only at locations with a 2D scanner.

1. Launch mobile application.
2. Confirm the store location is correct.
3. Tap **Pay Inside** if not already selected.
4. Choose payment account.
5. On Point of Sale, ring up a fuel prepay and choose **Mobile Tender Key**
6. Scan the QR code on the phone using the scanner.
7. Confirm transaction completion with receipt.
8. Call P97 Support and confirm that the test transactions were recorded correctly.



# Complete Installation Survey

Mobile Pay + Gilbarco Passport

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

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>

Since Mobile Pay transactions are rare in-store, locations are **not required to have a 2D scanner**. If a customer tries to use Mobile Pay inside the store, the cashier can ask them to pay with their credit card.

Locations that choose to accept Mobile Pay in-store must have a 2D scanner setup to accept Mobile Pay QR codes.

### Setting up for Mobile ID

- Contact your 2D scanner provider for instructions on enabling Mobile Pay QR codes.
- 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](http://www.CITGO.com)

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Houston, Texas 77077

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CIT-6009

# POINT OF SALE INSTALLATION GUIDE

 + Gilbarco Passport



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Complete Installation Survey ..... 14

## 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
  - The firewall equipment must be upgraded from the Enhanced Zone Router (EZR) to the Managed Network Service Provider (MNSP) All-In-One Zone Router and Firewall.
- 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)
- General Club CITGO Questions:
  - Email [ClubCITGO@CITGO.com](mailto: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 FIS + 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

FIS + Gilbarco Passport

STEP 1

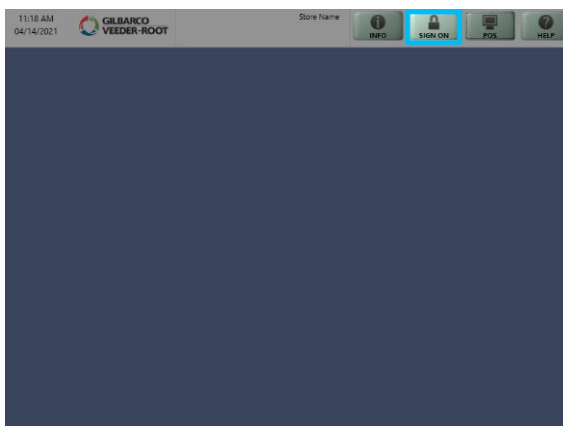
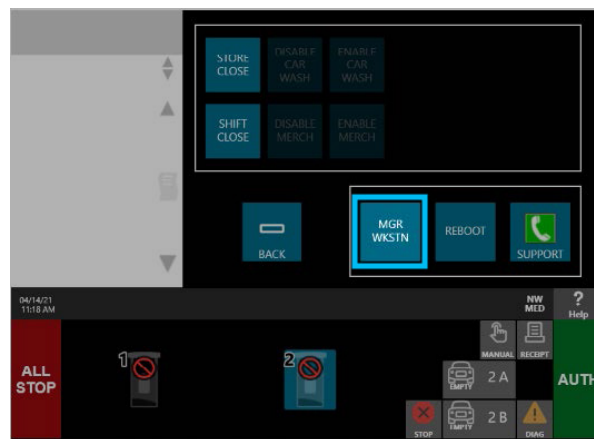
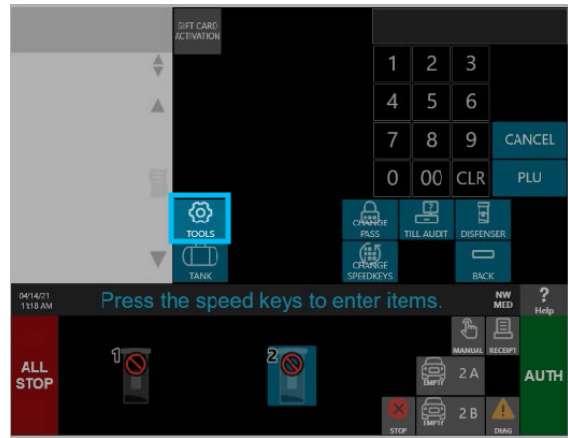
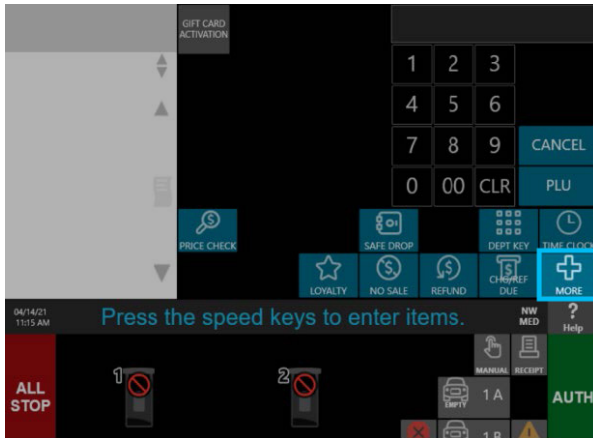
STEP 2

STEP 3

STEP 4

## FIS Premium Payback Installation

1. From the Main Sales Screen Select the **More** tile until the **Tools** tile is displayed.
2. Select **Tools** then select **Mgr Wkstn**
3. Press **Sign On** located in the upper right of the screen.
4. Enter the **Operator ID** and **Password** (aka Manager's Creditials) and press **Sign On** to allow access.



STEP 1

STEP 2

STEP 3

STEP 4

## Loyalty Configuration General Tab, Page 1

1. From the **Manager WorkStation**, select **Setup**
2. Select **Store**
3. Select **Loyalty Interface**
4. Click **Add**
5. Enter **FIS** as the loyalty provider with **Generic**
6. Choose **General Tab, Page 1** and set the following values:

Field Title	Action or Content Required
Loyalty Provider Name	FIS
Loyalty Provider Type	Generic
Enabled	Yes
Site Identifier	Enter CIT000 then the 8 digit CITGO location #, Example CIT00012345678
Host IP	Control Scan or Cybera - 34.192.165.152 Mako or Acumera - 156.55.201.31
Port Number	Control Scan or Cybera - 8361 Mako or Acumera - 43304
Allow Manual Entry Outside	No
Allow cashier to auth prepay only pump	No
Allow instant rewards outside	No
Send all transaction to loyalty provider	No

The screenshot shows the 'Loyalty Configuration' window with the 'General' tab selected. The 'Page 1' sub-tab is also selected. The form contains the following fields and values:

- Loyalty Provider Name: FIS
- Loyalty Provider Type: Generic
- Enabled: Yes
- Site Identifier: See Instructions
- Host IP Address: See Instructions
- Port Number: See Instructions
- 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

On the right side of the window, there are buttons for 'Save' and 'Cancel', along with 'POS' and 'HELP' icons at the top right.

STEP 1

STEP 2

STEP 3

STEP 4

## Loyalty Configuration General Tab, Page 2

1. Select **Yes** in the **Use Payment Cards** field.

Defines the loyalty interface version to be used against the loyalty provider

POS HELP

### Loyalty Configuration

TLS Parameters

General Receipts Prompts Loyalty Card Mask

Page 1 Page 2

Loyalty Interface Version: Gilbarco v1.0

24hr Loyalty period cut time: 00:00

Allow transponder as loyalty ID: No

Loyalty Vendor: FIS

Use Payment Cards: Yes

Save Cancel

**Note:** When a FIS payment loyalty provider is configured and the option “Use Payment Cards” is set to “Yes”, the Loyalty Card Mask tab is not configured. When Passport is connected to the FIS Host, the payment card BIN ranges are sent from the FIS Host.



STEP 1

STEP 2

STEP 3

STEP 4

## TLS Parameters Tab

1. Configure settings as shown below.

Field Title	Action or Content Required
Enable TLS	Yes
TLS Certificate Name	Control Scan or Cybera - cgo.cards Mako or Acumera - pos2.loyaltyretailrewards.com
OCSP Mode	None

The screenshot displays the 'Loyalty Configuration' window. At the top, a header bar reads 'Enable TLS connection for loyalty provider'. Below this, a tabbed interface shows four tabs: 'General', 'Receipts', 'Prompts', and 'Loyalty Card Mask'. The 'General' tab is selected and highlighted with a blue border. Within the 'General' tab, the 'TLS Parameters' section is visible. It contains three fields: 'Enable TLS' with a dropdown menu set to 'Yes', 'TLS Certificate Name' with a text input field containing 'See Instructions', and 'OCSP Mode' with a dropdown menu set to 'None'. On the right side of the window, there are two buttons: 'Save' (with a floppy disk icon) and 'Cancel' (with an 'X' icon). Above these buttons are two smaller icons: a monitor labeled 'POS' and a question mark labeled 'HELP'.

# Loyalty Configuration Cont.

FIS + Gilbarco Passport

STEP 1

STEP 2

STEP 3

STEP 4

## Receipts Tab

1. Configure settings as shown below.

The screenshot shows the 'Loyalty Configuration' window with the 'Receipts' tab selected. The 'Receipts' tab is highlighted with a blue border. The window has a title bar with 'POS' and 'HELP' buttons. The 'Receipts' tab contains the following settings:

- Always print inside loyalty receipt: Yes
- Always print outside loyalty receipt: Yes
- Inside offline receipt line 1: FIS Loyalty Unavailable
- Inside offline receipt line 2:
- Inside offline receipt line 3:
- Outside offline receipt line 1: FIS Loyalty Unavailable
- Outside offline receipt line 2:
- Outside offline receipt line 3:

On the right side of the window, there are 'Save' and 'Cancel' buttons.

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6

STEP 7

STEP 8

## Prompts Tab

1. Configure settings as shown below.

The screenshot shows the 'Loyalty Configuration' window with the 'Prompts' tab selected. The 'Prompts' tab is highlighted with a blue border. The window has a title bar with 'POS' and 'HELP' buttons. The 'Prompts' tab contains the following settings:

- Prompt customer to Insert Loyalty ID at the Outside Payment Terminals (OPT):
- POS prompt at tender: Never
- Prompt for Loyalty Offline Inside: No
- Prompt for Loyalty Offline Outside: No
- Prompt customer to Insert Card Outside: No

On the right side of the window, there are 'Save' and 'Cancel' buttons.

STEP 1

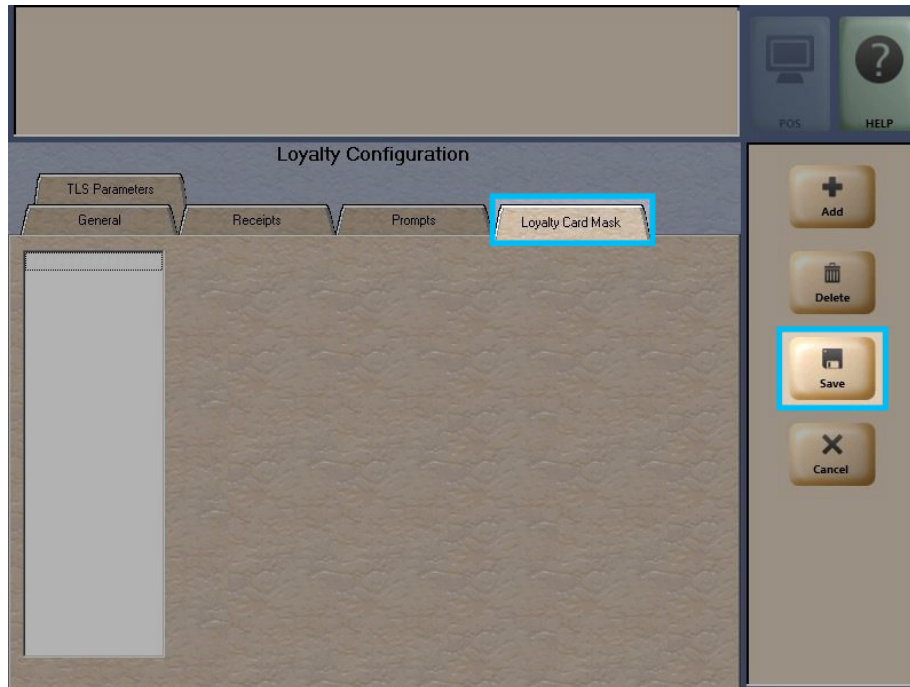
STEP 2

STEP 3

STEP 4

## Loyalty Card Mask Tab

1. There is no configuration required on the Loyalty Card Mask tab. Click **Save** before exiting to save all of your changes.



**Note:** When a FIS payment loyalty provider is configured and the option "Use Payment Cards" is set to "Yes", the Loyalty Card Mask tab is not configured. When Passport is connected to the FIS Host the payment card BIN ranges are sent from the FIS Host.

STEP 1

STEP 2

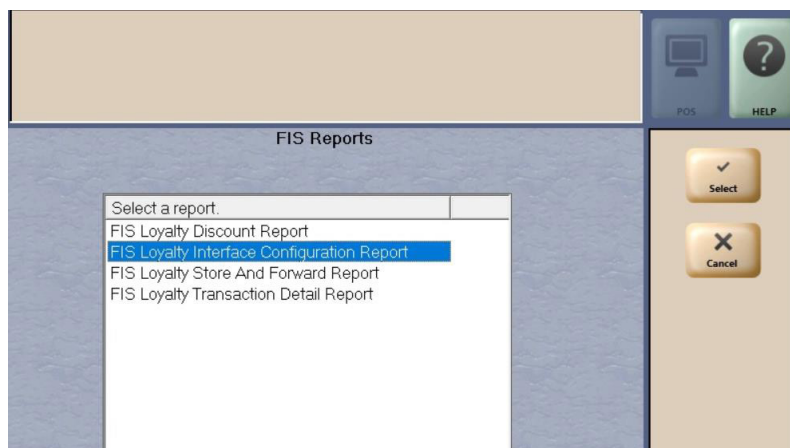
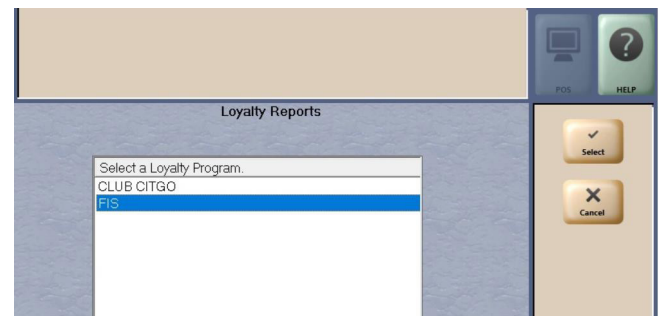
STEP 3

STEP 4

## Run a FIS Loyalty Interface Configuration Report

This report validates Connection and BIN download.

1. From the Manager Work Station, select **Reports** then click **Network**
2. Select **FIS** as Loyalty Reports.
3. Select **FIS Loyalty Interface Configuration Report** as FIS Reports. You can Print or Preview. (Example Report on next page.)



STEP 1

STEP 2

STEP 3

STEP 4

## FIS Loyalty Interface Configuration Report

Site ID: CIT0037502016

Report created: 11/20/2019 10:03:51 AM

### Loyalty Interface Configuration

#### General

Loyalty Provider Name: FIS

Enabled: Yes

Site Identifier: CIT0037502016

Host IP Address: 50.57.1.200

Port Number: 43000

Loyalty Interface Version: Gilbarco v1.0

Allow Transponder as Loyalty ID: No

Accept Payment Cards: True

Loyalty Provider Type: Generic

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

24hr Loyalty period cut time: 00:00

Loyalty Vendor Name: FIS

#### Receipts

Always print inside loyalty receipt: Yes

Always print outside loyalty receipt: Yes

Inside offline receipt line 1: FIS Loyalty Unavailable

Inside offline receipt line 2:

Inside offline receipt line 3:

Outside offline receipt line 1: FIS Loyalty Unavailable

Outside offline receipt line 2:

Outside offline receipt line 3:

#### Prompts

POS prompt at tender: Never

Prompt for Loyalty Offline Inside: No

Prompt for Loyalty Offline Outside: No

Prompt Customer to Insert Card Outside: No

#### TLS Parameters

TLS Enabled: True

TLS Certificate Name: \*.loyaltyretailrewards.com

OCSF Mode: 0

#### BIN Ranges table

Version: 775

Number of records: 978

#### Loyalty Card Masks

Loyalty Mask :

# Complete Installation Survey

---

FIS + Gilbarco Passport

STEP 1

STEP 2

STEP 3

STEP 4

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>



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