# **POINT OF SALE VERIFONE INSTALLATION GUIDE**

# Club CITGO 🕨

# Mobile Pay 🕨

FIS 🕨



# POINT OF SALE INSTALLATION GUIDE



+ Verifone



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**Note:** If you have an existing loyalty program that uses a phone number for the alternate ID, contact your Verifone Authorize Service Contractor (VASC) to help you setup the system so both programs work together.

### **Minimum POS and Firewall Standards**

- CITGO version 82, VAPS version 1.10.44, Verifone Base 51.44
- Firewall requirements:
  - Firewall provider must be a CITGO-authorized vendor.
  - CITGO requires the Managed Network Service Provider (MNSP) All-In-One Zone Router and Firewall, but it is not required for Club CITGO. See images on page 5.
- 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:
  - Verifone Help Desk: 1-888-889-7829 (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 —

### **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 8-digit location number. (Ex.00012345678) CITGO location number:

Circle the name of your firewall provider:

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

2 Note the Manager level user ID and password.

Club CITGO + Verifone

# **Before You Start : Reference Equipment**

### **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



**One-Time Password (OTP)** 



Skip this if you already logged into the Configuration Manager.

### How to Obtain a One-Time Password (OTP)

- 1. From the main Sales Screen, select CSR Functions
- 2 Select Maintenance Menu
- 3. Select Option 10. Generate Config OTP
- 4. Press Yes
- 5. Write down the OTP 4-digit number (ex: OTP:1234).
- 6. Press OK
- 7. Press Save to save changes made. Save button only appears after changes are made.

**Note:** Once the One-Time Password (OTP) is displayed, write it down for future reference.



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# **Alternate One-Time Password**



- 1. When prompted with the One-Time Password pop up display, select Generate OTP
- 2. Look at the Commander/RubyCi Hardware Display for token to be displayed.
- 3. Type in the token number and select **OK** (*If token displays a period do not use the period*).



### **Option 1: Located on Controller**



# **Option 2: Located on Side of RubyCi**



# **Configuration Client Login**

	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15	
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### Accessing Configuration Client from a Verifone Ruby2 or Topaz Register

- 1. From the main Sales Screen, select CSR Functions
- 2. Select Configuration Manager
- 3. Use manager credentials to login.

**Note:** Connect a USB keyboard and mouse to register for easier navigation.

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# Local Area Network Configuration

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- 1. Select Initial Setup
- 2. Select Local Area Network Configuration

If Isolated Payment NIC Default Route is already set to **TRUE** then Step 3 will not be needed.

- 3. Select **New** under Device Specific Router and enter the appropriate information from the table below depending on your MNSP firewall provider.
- 4. Enter in a DNS address of 8.8.8.8
- 5. Press **Save** at the top to save changes made. Save button only appears after changes are made.

New Route Signation       Gateway       Netmask         Mexic Type       Destination       Gateway       Netmask         ed Device controller       Select Register       Route Type       New Route Config         evice Specific IP Configured to the set of the	ocal Area Netwo	ork Configura	ation	Save	Cancel	0.000/00/72			
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New Route Config         ext Device controller       Select Register         evice Specific IP Configuration       IP Address         Not Description       IP Address         isolated payment NIC       192-168-40.250         Verifone Zone       192-168-40.250         verifone Zone       192-168-40.250         Note       Top 2000         Note Type       Destination         Note       Top 2000         Note       192-168-40.250         Note       192-168-40.1         255-255-255         network       48.0.0         network       268-44.0.0         192-168-40.0       192-168-40.1         255-255.0.0         network       192-158-40.0         network       192-158-40.1         255-255.0.0         network       192-158-40.1         255-255.0.0         network       192-158-40.1         255-255.0.0	Houte Type	Destination	Gateway	Netmask					
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evice Specific IP Configuration  Net Description  Net Description  Net Description  Net Description  Net 192,168,40,259  False  Facetar Type  Destination  Gateway  Netmask  Post  Route Type  Destination  Gateway  Netmask  Service  Save  Cancel  Save  Cancel  Save  Cancel  Save  Save  Cancel  Save  Save Save	Select Device   controller	Select R	tegister	14					
NC Description         IP Address         Configure PUNCP         Default Route fisibilities           Isolated payment NIC         192-168.40.259         false         false           Verificine Zone         192.168.31.11         false         false           evice Specific Routes         192.168.40.250         192.168.40.1         255.255.255           network         48.0.0         192.168.40.1         255.255.0.0           network         206.44.0         192.168.40.1         255.255.0.0           network         122.130.0.8         192.168.40.1         255.255.0.0	Device Specific IP Confi	guration					Ro	ute Type	host 🗸
Isolated payment NIC         192/168.40.259         talse         false         false <t< td=""><td>NIC Description</td><td>IP Address</td><td>Coofigure By DHCP</td><td>Default.Routa</td><td></td><td></td><td>De</td><td>estination</td><td></td></t<>	NIC Description	IP Address	Coofigure By DHCP	Default.Routa			De	estination	
Verifine Zone         152.168.31.11         talse         talse           evice Specific Routes	Isolated payment NIC	192.168.40.259	talso	talse			1.1	Gateway	
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network         8.8.0.0         192.188.40.1         255.255.0.0           network         206.44.0.0         192.168.40.1         255.255.0.0           network         12.130.0.0         192.168.40.1         255.255.0.0	host 1	192 168 40 250	192.168.40.1	255 255 255 255			2	Save Car	ncel
network 206 44 0.0 192 168 40 1 255 255 0.0 network 12 130 0.0 192 168 40 1 255 255 0.0	network	8.8.0.0	192.168.40.1	255.255.0.0			1		
network 12 130.0.0 192 168.40.1 255 255.0.0	network	208.44.0 0	192.168.40.1	255 255.0.0					
	network	12.130.0.0	192.168.40.1	255.255.0.0					
host 50.57.1.202 192.188.40.1 255.255.255	host	50.57.1.202	192.168.40.1	255 255 255 255	0.0				
host 10.32.56.253 192.168.40.1 255.255.255	host	10.32.56.253	192 168 40.1	255.255.255.255	1				

-DNS	
Domain Name (Optional)	
DNS 1	8,8,4,4
DNS 2	8, 8, 8, 8
DNS 3	

### Do not modify current configuration. Device specific IP configurations can vary.

Firewall Provider	Route Type	Destination	Gateway	Netmask	Service
Control Scan Cybera	HOST	34.192.165.152	192.168.40.1	255.255.255.255	Club CITGO Loyalty
Acumera Mako	HOST	146.20.165.126	192.168.40.1	255.255.255.255	Club CITGO Loyalty

# **EPS Configuration** -

	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15

- 1. Select Payment Controller
- 2. Select EPS Configuration
- 3. Select EPS Global Configuration
- 4. Select Loyalty Tab

Field Title	Action or Content Required
Enable Alternate ID	Enabled (Box checked)
Journal Loyalty ID to POS	Enabled (Box checked)
Use Long Text For Indoor Prompts	Enabled (Box checked)
Prompt for Loyalty after payment	Disabled (Box NOT checked)
Send reward prompt to Cashier	Disabled (Box NOT checked)
Prompt for rewards only on fuel	Disabled (Box NOT checked)
Reward Prompt Timeout (In Seconds)	30

### Example Configuration: Sample Crop Version 011

EPS Global Configuratio	n	Save Cancel
Edits require a one-time password (O'	TP)	
EPS FOP PINPAD Message Loya	Ity Trigger Pull Configuration EMV Configurati	on EMV Initialization
Loyalty Configuration Parameters	1	
Enable Alternate ID		
Journal Loyalty ID to POS	3 🔽	
Use Long Text For Indoor Prompts		
Prompt for Loyalty after paymen	t 🔳	
Send reward prompt to Cashie	r 🔲	
Prompt for rewards only on fue		
	20	

5. Press Save to save changes. Save button appears only after changes are made.

# **POS Configuration**

		STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15	

- 1. Select Payment Controller
- 2. Select POS Configuration
- 3. Select the **POSTab**

Field Title	Action or Content Required
Batch Close Period	Day
Loyalty Enabled	Enabled (Box checked)
Multiple Loyalty Discounts in same transaction	Disabled (Box NOT checked)
Auth on Total	Enabled (Box checked)
Force Cash Receipt (NOT Required)	Enabled (Box checked)
EPS PPG precedes POS PPG	Disabled (Box NOT checked)
Message display duration (Secs)	5 (Default is 5 and can be left as 5)
Print Customer Copy	Enabled (Box checked)

POS Configuration
Edits require a one-time password (OTP)
IFSF POS Dealer Network Card VISTA Devices
-Batch
Batch Close Period Day 🗸
Loyalty
Loyalty Enabled
Multiple Loyalty Discounts in same Transaction
Auth on Total
EPS PPG precedes POS PPG
-Misc
Message display duration(Secs) 2
Print Customer Copy 🗹

4. Select **Save** to save changes made. Save button appears only after changes are made.

# **PCAT Configuration**

					STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15	
IMPORTANT NOTE: When multiple lovalties are configured configuring Club CITGO in PCATSO1 AI WAYS will															

ensure loyalty applies when customer is using CITGO PAY (Mobile App).

- 1. Select Payment Controller
- 2 Select EPS Configuration
- 3. Select the PCATS01 Loyalty Configuration or next available PCATS Loyalty Configuration

Field Title	Action or Content Required
FEP Enabled	Enabled (Box checked)
Dealer ID: TIP: To confirm # contact PDI service	8-digit CITGO location number plus 77.
department: 1-800-371-1118, press 2	Example CITGO ID 12345678 Dealer ID 1234567877
Program Name	Club CITGO
Loyalty Offline Receipt Message	Host Unavailable
Enable Barcode Scan	Enabled (Box checked)
Enable Card Download from Host	Disabled (Box NOT checked)
Display Loyalty FEP Offline to Hybrid Cards	Enabled (Box checked)
Display FEP Inside, Outside or both (Base 53)	Enabled (Box checked)
Mode	IP selected
IP/Domain Name	See provider information below
Port	See provider information below
Enable SSI (Base 51) - Enable TI S (Base 53)	Control Scan or Cybera - Enabled (Box checked)
	Mako or Acumera - Disabled (Box NOT checked)
Heartbeat Timer	120

atwork			
	FEP Enabled		
	Dealer ID	20000000	
	Program Name	Club CITGO	
Loyalty	Offline Receipt Message	HOST UNAVAILABLE	
	Enable Barcode Scan		
Enable C	ard Download from Host		
Display Loyalty Fe	p Offline to Hybrid Cards		
Mode © IP Serial Dial	- Communication C IP/Domain Name [ Part	ptions	
Mode @IP Serial Dial	Poptions Communication C IP/Domain Name [ Port ] Enable SSL	Diptions	

Provider Information:

Control Scan or Cybera

- IP/Domain cgo.cards
- Port 9261

### Mako

- IP/Domain 146.20.165.126

- Port 9584

### Acumera

- IP/Domain 146.20.165.126
- Port 9568

Control Scan or Cybera - Enabled (*Box checked*) Mako or Acumera - Disabled (*Box NOT checked*)

Press **Save** at the top to save changes made. Save button only appears after changes are made.

# Loyalty Card Configuration -

						STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15	
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This section covers setting up Club CITGO, Mobile ID and ALT ID. Tip: If there are too many records in Loyalty Card Configuration due to FIS cards (PCATS#), disable Enable Loyalty Card Download from host on FIS loyalty PCATS configuration.

- 1. From the **ConfigClient**, pull down the **Payment Controller** menu.
- 2 Select EPS Configuration
- 3. Select the Loyalty Card Configuration
- 4. Click Add to add a new card.
- 5. Configure the screen as shown below.

Field Title	Action or Content Required
Card Table Index	50
Card Abbreviation	CC
Card Name	Club CITGO
Lower ISO (BIN range)	629966000
Upper ISO (BIN range)	629966000
Pan Length	18 (for total number of digits on the card)
Card Enabled	Enabled (Box checked)
AcceptTrack 1/AcceptTrack 2	Enabled (Box checked)
Accept Manual Entry	Enabled (Box checked)
Hybrid Card	Disabled (Box NOT checked)
Supported FEPs	Select the appropriate PCATS

oyalty Card Configuration	Loyalty Card Type Configuration	
		Add Delet
Select Card PunchOut	Card Information	
9	Cart Table Index	50
10	Card Abbreviation	cc
32	Card Name	Club CITGO
3	Lower ISO	629966000
31	Upper ISO	629966000
13	Pan Length	18
CK_2 33	Card Enabled	Ø
50	Accept Track 1	Ø
	Accept Track 2	
	Accept Manual/Scanned Entry	
	Hybrid Card	
		PCATS01 -
	Supported FEPs	Edit

# Loyalty Card Configuration Continued



### **Complete the Loyalty Card Configuration - Alternate ID**

- 1. Click **Add** to add a new card.
- 2 Configure the screen as shown below.
- 3. Disable other phone number-based loyalty card configurations.

Field Title	Action or Content Required				
Card Table Index	52				
Card Abbreviation	AI				
Card Name	ALT ID				
Lower ISO (BIN range)	1000				
Upper ISO (BIN range)	9999				
Pan Length	10 (entry is for 10-digit phone numbers)				
Card Enabled	Enabled (Box checked)				
Accept Track 1/Accept Track 2	Disabled (Box NOT checked)				
Accept Manual Entry	Enabled (Box checked)				
Hybrid Card	Disabled (Box NOT checked)				
Supported FEPs	Select ALL the appropriate PCATS FEPs that Suppor				
	phone number entries				



**Note:** For locations using **SKUPOS**, or other loyalty programs using a phone number ID, the phone number loyalty card entry for those programs should be **deleted.** Only one entry for Phone-based ID's is required if each FEP is added as instructed here.

# Loyalty Card Configuration Continued -

### **Complete the Loyalty Card Configuration - Mobile ID**

- 1. Click Add to add a new card.
- 2 Configure the screen as shown below.

Field Title	Action or Content Required
Card Table Index	51
Card Abbreviation	BC
Card Name	Mobile ID
Lower ISO (BIN range)	801862996600
Upper ISO (BIN range)	801862996600
Pan Length	22 (for total number of digits of Mobile ID)
Card Enabled	Enabled (Box checked)
Accept Track 1/Accept Track 2	Enabled (Box checked)
Accept Manual Entry	Enabled (Box checked)
Hybrid Card	Disabled (Box NOT checked)
Supported FEPs	Select the appropriate PCATS

yalty Card Configuration	Loyally Card Type Configuration	
		Add Delet
elect Card PunchOut 1	Card Information	
9	Card Table Index	51
30	Card Abbreviation	BC
2	Card Name	Mobile ID
3	Lower ISO	801862996600
12	Upper ISO	801862996600
13	Pan Length	22
33	Card Enabled	
10	Accept Track 1	
50	Accept Track 2	
51	Accept Manual/Scanned Entry	
	Hybrid Card	
		PCATS01
	Surrouted FEPs	Edit

# **DCR Idle Screen Setup**

							STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15	J
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- 1. From the ConfigClient, select Forecourt
- 2. Select DCR Idle Screen
- 3. Select from the existing Idle screens already in use. (Each location is different.)
- 4. Change the existing Idle screen so that it includes a REWARDS button.
- 5. Select a white box and enter the following:
  - Soft Key Type: REWARDS
  - Soft Key Text: REWARDS

Nerve Onfault DCR Graphic Idle Screen	Graphic Enabled 22 Autogr Positions	Att De
	Configure Softkey	
	Softkey Type REWARDS	

6. Select Save and Save again.

**Example Configuration:** Existing Idle Screen

	Prepay or Use Card	
CREDIT		
DEBIT	HELP	
PAY INSIDE	REWARDS	

# **Fuel Initialization Steps**

				STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	STEP 14	STEP 15

Note: This step could cause a system downtime between 10 and 20 minutes.

### Perform a Fuel Initialization at locations with Gilbarco dispensers

Inside the Configuration Manager, from Ruby2/Topaz Register

CSR Functions > Configuration Manager > Enter manager credentials

Select Forecourt > Initialization > Fuel

**Note:** This step will **pause** fuel prepays and pay-at-pump for about 1-3 minutes.

### **Perform a DCR Driver Initialization**

Select Forecourt > Initialization > DCR Driver

**Note:** This step will **pause** fuel prepays and pay-at-pump for about 10-20 minutes. (Timing depends on the dispenser card reader manufacturer.)



# **Payment Manager Configuration**



- 1. Go to Store Ops > Payment Management > MOP (This may vary depending on your software version).
- 2. Since discount programs can result in zero-dollar transactions, verify the method of payment or **MOP** <u>for</u> <u>each method of payment's minimum amount</u> to ensure free products process.

**Example Configuration:** Example CASH setting. Validate check, credit, debit, etc.

OP Currencies Fees T	ax I	Rates	
elect MOP		Name	De MOP Code
001 - CASH	^	CASH	00 - CASH 🔍
002 - CHECK		Minimum Amount	Maximum Amount
003 - CREDIT		0.00	9999.99
004 - DEBIT		Limit	#Additional Receipts
005 - MAN CRED			
007 - MAN DERIT		0.00	
008 - EOODSTAMP		Tender Code	Tender Sub Code
009 - LOTTERY		generic	generic
010 - DRIVE OFF		Options	
011 - COUPON			
012 - MOBILE		Force Safe Drop	Open Drawer On Sale
013 - MANUAL CRED ENTRY		Tender Amount P	aguired Cashiar Report Promot
014			
015		Allow Zero Entry	Allow Without Sale
016		Allow Refund	Allow Change
017		Allow Safe Drop	Allow Money Order Purchase
018		Como Ticket Print	
019		ETFORCe TICKEL FIIII	N

# **Report Configuration**

	STEP 9 STEP 10 STEP 11	STEP 12 STEP 13	STEP 14 STEP 15
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### **Loyalty Report Setup**

- 1. From Configuration Manager, select Reporting
- 2. Select Report Configuration
- 3. Select 2-Day (top left).
- 4. Select 2-Day (bottom right) and Edit
- 5. Select Loyalty Report (bottom right).
- 6. Select Done and then click Save



report conliguration	
Report Cooliguration	ALCO) Manager Vortunation
-Period Configuration	Description Day Parlod Type Diry (V) Delay Between Dice () Real Lip DB Reports (Yes () Elsers T-Log Oats (Yes ()
Report Parameters     Recleas Security 5      Parce Obas Pending Security 5      Proce Obas Pending Security 5      Proce Cashier Crosed     Ceahier Span Shifts     Proce Cashier To Print     Adow Obas With No Astivity     Adow Obas With No Astivity     Adow Obas With No Astivity	Configure Group List

pret Configuration		
Period Configuration		
P-Dw U	Decorption Day Period Tape Same Ary Bellower Clase 8 (CAVE Stole DB Reports Two S Store T-Log Data Tree S Configure Group List	E E
eport Parameters	Report Na	mes
Pactors Recently 12 (*) Parter Dass Panding Service (*) Parter Automatically 12 (*) Parter Automatically Parter Darker David Parter Darker David Parter David (*) Parter David (*) Parte	R: Surmary By Register       R: Category       R: Category	
	Select None Extent All	Done Centel

# **Online Status Check**

												STEP 12	STEP 13	STEP 14	STEP 15	
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<u>Note:</u> If your Commander location is running a 8.01.01 or higher you can use this method. If you are running a lower version go to the next page.

### Accessing Configuration Client from a Verifone Ruby2 or Topaz Register

- 1. From the main Sales Screen, select CSR Functions
- 2. Select Maintenance Menu
- 3. Select Helpdesk Diagnostics
- 4. Select Payment

The online status of the loyalty host will be displayed.



Rea	dy	Baran James	annan ter. bytel annang et. bytel	else per
1. Adjust Solaria	L Alget Bightion	1. System Messager	A Plig Tet	
	7. Josin Laidgerian		A respect Departm	19. basarda Ladig (19
11. Dalas Lundy 279	TE Check for 1930 Update		fik. Bendrie Helpeberk Logie	19. Disabis Holydesh Logis
N. Churk for Util Uprated	11. Analy Legenda	18. Polet Lippole Servicey	18. Direc Capitale Balan	M. Culture Tite
$\bigcirc$	(test aver)			w Part Province Many

Ready	Error commerciating with	THE MER	10000
	Select Diagnostics Type		
. General			
2 Perecourt			
a POS			
Payment			

	VAPS	Window .	Deter	Manten .
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# **Inside Transaction Check**

												STEP 13	STEP 14	STEP 15	)
--	--	--	--	--	--	--	--	--	--	--	--	---------	---------	---------	---

The screen shots below show the MX915 PIN Pad screens after changes were saved. If the PIN Pad being used does not show a similar screen it may need to be upgraded. To confirm this, please contact the Verifone Support Team at 1-888-889-7829. The PIN Pad should now have the **Loyalty ID** button displayed (lower right).



During a transaction once the **Loyalty ID** button is pressed, the screen will prompt the consumer to enter their phone number/Loyalty ID and press the GREEN Button.

ENTER	R ID NU	JMBER		
			]	

If there are multiple loyalties configured after the customer enters their loyalty id and presses the green button they will select "I'm Done" or another loyalty such as SKUPOS/ENGAGE.

If the phone number is tied to a Club CITGO loyalty card and all other parameters are configured correctly, this will print the consumer's loyalty information as described in the **Loyalty Test** section of this manual.

# **Transaction Test & Receipt Check**

													STEP 14	STEP 15	J
--	--	--	--	--	--	--	--	--	--	--	--	--	---------	---------	---

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

### Inside Store:

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

- 1. Press Loyalty ID on the pin pad.
- 2. On PIN Pad, enter Loyalty ID/Phone Number/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, the Loyalty Program information should be displayed with the masked loyalty id only showing the last 4-digits.

### Outside Dispensers:

- 1. Select 'REWARDS' option from the dispenser.
- 2. Select Club CITGO if there are multiple loyalties configured.
- 3. Select Enter Loyalty ID.
- 4. Enter the Phone Number/Loyalty ID/ALT ID.
- 5. Select to 'Pay Here' and insert a credit/debit card.
- 6. Validate that the price rolls back. For the transaction to complete to the loyalty server a completed transaction with at least 1 gallon of fuel is required.
- 7. Confirm the REWARDS prompt is at all dispensers.

If a fueling position (one or more sides of a dispenser) does not rollback, contact your POS/Dispenser Tech.

**Example Configuration:** Examples of the printed information on the bottom of the POS receipt:

Loyalty Program: ELISTARS Card: ALT ID Acct # : \*\*\*\*\*\*9844 Trace #: 1292 STAN #: 0215233537 Loyalty Program: Club CITGO Card: ALT ID Acct # : \*\*\*\*\*\*9644 Trace #: 016078695 STAN #: 0215233537

# **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 Stores

- Scanners can only read one barcode at a time.

### **Example Configuration:**

Barcodes not spaced apart

### Example Configuration:

Barcodes spaced apart



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



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





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# POINT OF SALE INSTALLATION GUIDE

Mobile Pay + Verifone



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# Before You Start -

### **Minimum POS and Firewall Standards**

- CITGO version 82, VAPS version 1.10.44, Verifone Base 51.43
- 2D capable and 2D enabled scanner. See page 19 for instructions.
- Firewall requirements:
  - Firewall provider must be a CITGO-authorized vendor.
  - CITGO requires the Managed Network Service Provider (MNSP) All-In-One Zone Router and Firewall, but it is not required for Club CITGO. See images on page 5.
- 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:
  - Verifone Help Desk: 1-888-889-7829 (Have your location phone number available)
- Firewall Provider Support:
  - 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:
  - Toll Free: 1-800-961-9203
  - Email: Support@P97.com

# Before You Start -

### **Installation Essentials and Preparation**

□ Connect USB mouse and keyboard to register

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

 The CITGO eight digit location number found on the store receipt starting with three zeros. (Ex.00012345678)

CITGO location number:

 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.

Mobile Pay + Verifone

# Before You Start: Reference Equipment

# **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**

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

### Confirm that you have the minimum software version needed

Verifone VAPS version 1.10.44, Verifone Base 51.43 or higher

- 1. Select Help
- 2. Select About

Ready	SWIPE CARD WELCOME TO SWIPE CARD	OUR STORE	Receipt	Printer Unavail Printer Unavail	COR Reg Titl	IPORATE 101 10102	Jan 30, 2015 10:32 AM	Inc	lov	About	Support	Verifone
Description Qty Amount	<b>*</b>	<b>*</b>		1	<b>T</b> . '	1	• 📆 ′		iex.	About	Support	, contonic
			10	<b>"</b>	12	<b>T</b> t	13 14		Sel	ect the menu	that you need	help with
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	Pay In	Pay Out	Safe Drop	Safe Loan	SafeDrop Correx	Vold Ticket	REPEAT					
	No Sale	FLASH REPORTS	Clock In/Out	Tax Exempt	Refund	Void	ENTER PLU#		Ne	twork		Reporting
	Modify	LG.COFFE	Other MOP	LOTTO	TAX COUPON	REST IN GAS	QTY					
	FOUNTAIN	ROLLER GRILL	DRIVE OFF	LOTTERY	NTAX COUPON	EXACT CHANGE	Other Currency					
	НВА	DAIRY	PUMP TEST	IN-HOUSE	MAN CRED	Next Even \$\$	Total		Dev	ices	~	Promotions and Discounts
	CIGARETT	GROCERY TAXED	TAX COUPON	CHECK	\$20 CASH	SPECIAL DISC	DEBIT					
	BEER	GROCERY	NTAX COUPN	MANUAL	\$50 CASH	CASH	CREDIT			У То	ols and Settings	]
Price Check Help	Recall	Reprir		elli2	Main2	Show Fuel	CSR Fune					

Version Information						
Suite-VAPS	1.10.44					
Base	051.43.01					

# **One-Time Password (OTP)** -

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

Skip this if you already logged into the Configuration Manager.

### How to Obtain a One-Time Password (OTP)

- 1. From the main Sales Screen, select CSR Functions
- 2. Select Maintenance Menu
- 3. Select Option 10. Generate Config OTP
- 4. Press Yes
- 5. Write down the OTP 4 digit number (ex: OTP:1234).
- 6. Press OK
- 7. Press Save to save changes made. Save button only appears after changes are made.

**Note:** Once the One-Time Password (OTP) is displayed, write it down for future reference.



Read	ly		Error commu	unication tim unicating wit	CORPOR Reg101 THE 1010	ATE Apr 15, 2021 4:38 PM
	Register	Mainte	Genera	te Config OTP		
1. Adjust Volume	2. Adjust Brightness	3. Sys	Press YES or a	ENTER> to continue		
	7. Divice Configuration		Yes		tics	10. Generate Config OTP
11. Delete Config OTP	12. Check for VRSD Updates			14. Enable Helpdes	k Login	15. Disable Helpdesk Login
16. Check for USB Updates	17. Apply Upgrade	18. Pri Su	nt Upgrade mmary	19. Show Upgrade	Status	20. OcbMenuTitle
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	Register	Mainte	General	te Config OTP		
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11. Delete Config OTP	12. Check for VRSD Updates			14. Enable Helpd	esk Login	15. Disable Helpdesk Login
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( нец	clock in/out		$\sim$	$\overline{)}$	) (shi	ow Fuel Previous Menu

# **Alternate One-Time Password**



If you are already in Configuration Manager, then use this method to obtain a One-Time Password (OTP)

### Already in Configuration Manager? Use this method to obtain the One-Time Password

- 1. When prompted with the One-Time Password pop up display, select Generate OTP
- 2 Look at the Commander/RubyCi Hardware Display for token to be displayed.
- 3. Type in the token number and select **OK** (*If token displays a period do not use the period*).



### **Option 1: Located on Controller**



### **Option 2: Located on Side of RubyCi**



# **Configuration Client Login**



### Accessing Configuration Client from a Verifone Ruby2 or Topaz Register

- 1. From the main Sales Screen, select CSR Functions
- 2 Select Configuration Manager
- 3. Use manager credentials to login.

**Note:** Connect a USB keyboard and mouse to register for easier navigation.









# Local Area Network Configuration -



- 1. Select Initial Setup
- 2. Select Local Area Network Configuration

If Isolated Payment NIC Default Route is already set to True then Step 3 will not be needed.

- 3. Select **New** under Device Specific Router and enter the appropriate information from the table below depending on your MNSP firewall provider.
- 4. Enter in a DNS address of 8.8.8.8
- 5. Press Save at the top to save changes made. Save button only appears after changes are made.



-DNS		
Domain Name (Optional)		
DNS 1	8, 8, 4, 4	
DNS 2	8, 8, 8, 8	
DNS 3		

### Do not modify current configuration. Device specific IP configurations can vary.

Firewall Provider	Route Type	Destination	Gateway	Netmask	Service
Control Scan Cybera	HOST	34.192.165.152	192.168.40.1	255.255.255.255	P97 Mobile
Acumera Mako	HOST	137.135.120.140	192.168.40.1	255.255.255.255	P97 Mobile

# **Mobile Payment Configuration**

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6

- 1. Select Payment Controller
- 2 Select Mobile Payment Configuration
- 3. Select Site Mobile Configuration tab and fill in the following:

STEP 7

STEP 8

Field Title	Action or Content Required
Accept Mobile Payments	Enabled (Box checked)
Site Name	Type a site name or "CITGO"
Welcome Message	Entry is optional
Data Storage	30
Site Address	Not Required
Latitude	Not Required
Longitude	Not Required

Mobile Payment	t Configuration
Site Mobile Configurati	ion Host Configuration
Accept Mobile Payn Site Configuration	ments
Site Name	СІТБО
Welcome Message	
Misc Configuration	
Data Storage Time(Ir	n Days) 30
Site A	Address
	Latitude
La	ongitude

4. Select Save to save changes. Save button appears only after changes are made.

# Mobile Payment Configuration Cont. –

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

Select the Host Configuration tab:

- 1. Select Payment Controller
- 2 Select Mobile Payment Configuration
- 3. Select Host Configuration tab and fill in the following:

Field Title	Action or Content Required
Enable Host	Enabled (Box checked)
Adapter	VFI Mobile V2
Program Name	CITGO Mobile Pay
Merchant ID	See page 4 for MPPA or contact P97 at 1800-961-9203 for the MPPA number.
Authentication Type	Scan Token
Site Terminal ID	Leave blank
Location ID	Leave blank
Store ID	Not Required
Settlement Employee Number	Not Required
Phone Number	Not Required
Send Loyalty Details	Enabled (Box checked)

Adapter	VFI Mobile V2	
Program Name	CITGO Mobile Pay	
Merchant ID	See Page 4	
Authentication Type	Scan Token	
Site Terminal ID		
Location ID		
Store ID		
Settlement Employee Number		
Settlement Passcode		
Phone Number		
Sand Levelly Datails		

Mobile Pay + Verifone

# Mobile Payment Configuration Cont. —

STEP 1 STEP 2

STEP 5 STEP 6 STEP 7

Under Network Configuration:

Field Title	Action or Content Required
Address (IPv4 Format/Domain Name)	Control Scan or Cybera Firewalls - cgo.cards
Address (II V+1 Offiad Doffiain Name)	Acumera or Mako Firewalls - citgo.petrozone.com
Port	ControlScan or Cybera - 7261
	Acumera or Mako - 443
SSL Enabled (TLS Enabled on Base 53)	Enabled (Box checked)
Heartbeat Frequency	45
Heartbeat Time Unit	Seconds
Outdoor PreAuthorization Timeout (in Secs)	30
Site Initiated Loyalty	Allow Site Entry i.e., Swiped Loyalty Card

STEP 8

Address(IPv4 Format/Domain Name)	See In	structions	
Port	See in	structions	
SSL Enabled			
Heartbeat Frequency	45		
Heartbeat Time Unit	Secor	ids 🔽	
isc Configuration			
Outdoor PreAuthorization Timeout (In	Secs)	30	

# **POS Settings**

				STEP 6	STEP 7	STEP 8
--	--	--	--	--------	--------	--------

### **Configure Mobile Tender Key Base 51**

Create a method of payment type called **Mobile**:

- 1. Select Store Operations
- 2. Select Payment
- 3. Select an empty Payment ID number to use and edit it with the following:

Field Title	Action or Content Required
Name	Mobile
MOP Code	28-MOBILE
Minimum Amount	0.00
Maximum Amount	0.00
#Additional Receipts	0
Tender Code	Leave blank (entry will default to "generic")
Tender Sub Code	Leave blank (entry will default to "generic")
Allow Refund	Enabled (Box checked)
Force Ticket Print	Enabled (Box checked)

Payment Manager	ment	
MOP Currencies Fees	Tax Rates	
Select MOP 005 - MAN CRED 006 - IN-HOUSE 007 - MANUAL FS 008 - FOODSTAMP 009 - LOTTO 010 - DRIVE OFF 011 - COUPON 012 - \$10 Cash 013 - \$20 Cash 014 - \$5 Cash 015 - Pump Test 016 - CLub CITGO 017 - Man Entry 018 - EBT FOODSTAMP 019 - EBT CASH BEN 020 - Mobile 021 022 023 024	Name Mobile Minimum Amount 0.00 Limit 0.00 Tender Code generic Options □ Force Safe Drop □ Tender Amount Re □ Allow Zero Entry ☑ Allow Refund □ Allow Safe Drop ☑ Force Ticket Print	Delete MOP Code 28 - MOBILE 28 - MOBILE Maximum Amount 0.00 #Additional Receipts 0 Tender Sub Code generic Open Drawer On Sale equired Open Drawer On Sale equired Allow Without Sale Allow Without Sale Allow Change Allow Money Order Purchase

# **POS Settings**

		STEP 6 STEP	7 STEP 8
--	--	-------------	----------

### **Configure Mobile Tender Key Base 53**

Create a method of payment type called Mobile:

- 1. Select Store Operations
- 2. Select Touch Screen
- 3. Select Panel Configuration
- 4. Select desired panel
- 5. Select Add Item
- 6. From dropdown menu, select MOP
- 7. From dropdown menu, select Mobile
- 8. Select OK

Store Operations > Touch Screen > Panel Configuration

Touch Screen ( Item Panels Parked I	Payment Merchandise Restrictions		nfiguration		
Select Ilem Panel	Sales Menu Keys Register Touch Screen Self-checkout	;	Panel Configuration Screen Configuration	Add Duplicate	
itemPanel_2 ItemPanel_3 ItemPanel_4	House Account/ Pay IN/ Pay Group Price Change Managed Updates Fiscal Receipt Charity Donations	OUT	Register Configuration terns ountain	Preview Fountain	
	Close Lane	ey ey	Coffee	Coffee Frozen	
	Menu k	ey	New Hot Espresso	Hot Espresso	
	•		A	dd ltem Delete Item	
	Previewledit				

Select desired panel and select Add Item

# **POS Settings Continued**



Add the new tender to the **Register Touchscreen**:

- 1. Select Store Operations, select TouchScreen
- 2 Under Load Register, select a register and select Load
- 3. Select a Screen Configuration, then select Load
- 4. Select User Panel, then select Preview Edit

This is needed to be able to perform Indoor Mobile payment Transactions.

Touch Screen Configuration - ruby2 101

Select R	egister
-Load Register Select the register to use. Click Load to retrieve the configuration for that register. Default ruby/2/101 Load	Copy Register Screens To copy one register's screen(s) to another register: Select a source and destination register. Click Copy. Source Register Default Destination Register Default Copy

Screen Configuration	Screen Configuration					
Screen Configuration	e Topaz Layout	2				
Screen CITGO	Screen Config	uration ——		_		
	Screen CITG	) o	<u> </u>			
	h.					

	Modity Screen - CITGO - (ru	by2 101)
Fuel Panel Parked Menu Pan	User Panel Screen Settings	Preview-
Key Type	Line 1	Row
Department	Line 2	
Select Button Color	Key Preview	Click an item to edit.
		Parked Wend Department
Pr	wiew/Edit Get Text Apply	Cancel

# **POS Settings Continued**

 STEP 1
 STEP 2
 STEP 3
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 STEP 8

Select a button to add a Mobile Payment MOP:

- 1. Log off the register and log back on for the changes to take effect.
- 2 Repeat steps from page 15 for each register.

		F	uel Pan	el		
Fountain	Coffee	Frozen	Hot Espresso	2nd Hot Espresso	loed Espresso	Shot Menu
Roller Grill	Bakery	Manual PLU	Fruit			
lce 10LB			Nacho's		Gift Card act	Gift Card Re
Manual PLU		LOTTERY	LOTTO		Failed Activate	KICKBACK
Other Fuel	Rest In Gas	Lottery Paid Out	Lotto Paid Out	Choose Pinpad	CITI Coupon	DRIVE OFF
Move Fuel	Manual POP		prepay act	Rest In Gas	EBT FOODSTAM	\$20 Cash
Fuel Prepay	Fuel Ticket		No Sale	COUPON	EBT CASH BEN	\$10 Cash
Fuel	Fuel Discount	Total	Pay in	CHECK	Mobile	\$5 Cash
Approve Fuel	Convert Fuel MOP	Fuel Preset	Pump Test	CASH	CREDIT	Man Entry

18

# **Post Checks**

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**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.



# Tips & Tricks

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 scanner 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 Stores

- Scanners can only read one barcode at a time.

### **Example Configuration:**

Barcodes not spaced apart

# S000.00 1245-678-901 1245-678-901 Image: Construction of the second second

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.



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# POINT OF SALE INSTALLATION GUIDE

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POS Configuration 11
PCAT Configuration 12
Loyalty Card Configuration 13
Fuel Initialization Steps 14
Report Configuration
Online Status Check
Complete Installation Survey

# Before You Start -

### **Minimum POS and Firewall Standards**

- CITGO version 82, VAPS version 1.10.44, Verifone Base 51.43
- Firewall requirements:
  - Firewall provider must be a CITGO-authorized vendor.
  - 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. See images on page 5.
- 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:
  - Verifone Help Desk: 1-888-889-7829 (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)

# Before You Start Continued —

### **Installation Essentials and Preparation**

□ Connect USB mouse and keyboard to register

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

 The CITGO location number eight digit number found on the store receipt starting with three zeros. (Ex.00012345678)

CITGO location number: \_\_\_\_\_

Circle the name of your firewall provider:

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

2 Note the Manager level user ID and password.

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# Before You Start : Reference Equipment —

### **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



**One-Time Password (OTP)** 

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Skip this if you already logged into the Configuration Manager.

### How to Obtain a One-Time Password (OTP)

- 1. From the main Sales Screen, select CSR Functions
- 2. Select Maintenance Menu
- 3. Select Option 10. Generate Config OTP
- 4. Press Yes
- 5. Write down the OTP 4 digit number (ex: OTP:1234).
- 6. Press OK
- 7. Press Save to save changes made. Save button only appears after changes are made.

**Note:** Once the One-Time Password (OTP) is displayed, write it down for future reference.



Read	у	Error commu	nication tim nicating wit.	CORPORAL Reg101 THE 10101	TE Apr 15, 2021 4:38 PM
	Register Ma	Genera	te Config OTP		
1. Adjust Volume	2. Adjust Brightness	3. Sys O	TP: 5370 ated Successfully		
	7. Divice Configuration		ок	tics	10. Generate Config OTP
11. Delete Config OTP	12. Check for VRSD Updates		14. Enable Helpde	sk Login	15. Disable Helpdesk Login
16. Check for USB Updates	17. Apply Upgrade	18. Print Upgrade Summary	19. Show Upgrad	e Status	20. OcbMenuTitle
Help	Clock In/Out		$\overline{)}$	) Show	r Fuel Previous Menu

# **Alternate One-Time Password**



If you are already in Configuration Manager, then use this method to obtain a One-Time Password (OTP)

### Already in Configuration Manager? Use this method to obtain the One-Time Password

- 1. When prompted with the One-Time Password pop up display, select Generate OTP
- 2 Look at the Commander/RubyCi Hardware Display for token to be displayed.
- 3. Type in the token number and select **OK** (*If token displays a period do not use the period*).



### **Option 1: Located on Controller**



### **Option 2: Located on Side of RubyCi**



# **Configuration Client Login**



# Accessing Configuration Client from a Verifone Ruby2 or Topaz Register

- 1. From the main Sales Screen, select CSR Functions
- 2 Select Configuration Manager
- 3. Use manager credentials to login.

**Note:** Connect a USB keyboard and mouse to register for easier navigation.









# Local Area Network Configuration

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 STEP 10
 STEP 11

- 1. Select Initial Setup
- 2 Select Local Area Network Configuration

If Isolated Payment NIC Default Route is already set to TRUE then Step 3 will not be needed.

- 3. Select **New** under Device Specific Router and enter the appropriate information from the table below depending on your MNSP firewall provider.
- 4. Enter in a DNS address of 8.8.8.8
- 5. Press Save at the top to save changes made. Save button only appears after changes are made.



-DNS		٦
Domain Name (Optional)		
DNS 1	8, 8, 4, 4	
DNS 2	8, 8, 8, 8	
DNS 3		

### Do not modify current configuration. Device specific IP configurations can vary.

Firewall Provider	Route Type	Destination	Gateway	Netmask	Service
Control Scan Cybera	HOST	34.192.165.152	192.168.40.1	255.255.255.255	FIS Loyalty
Acumera Mako	HOST	156.55.201.31	192.168.40.1	255.255.255.255	FIS Loyalty

# **EPS Global Configuration**

STEP 1 ST

STEP 4 STEP 5 STEP 6

STEP 7 STEP 8 STEP 9 STEP 10 STEP 11

If you have already configured a loyalty configuration (including Club CITGO), then you can skip this page

- 1. Select Payment Controller
- 2. Select EPS Configuration
- 3. Select EPS Global Configuration
- 4. Select Loyalty Tab

Field Title	Action or Content Required
Enable Alternate ID	Enabled (Box checked)
Journal Loyalty ID to POS	Enabled (Box checked)
Use Long Text For Indoor Prompts	Enabled (Box checked)
Prompt for Loyalty after payment	Disabled (Box NOT checked)
Send reward prompt to Cashier	Disabled (Box NOT checked)
Prompt for rewards only on fuel	Disabled (Box NOT checked)
Reward Prompt Timeout (In Seconds)	30

### Example Configuration: Sample Crop Version 011

EPS Global Configuration			Save Cancel
<ul> <li>East require a one-time password (OT)</li> </ul>	-1		
EPS FOP FINPAD Message Loyalt	Trigger Pull Configuration	EMV Configuration	EMV Initialization
Loyalty Configuration Parameters-			
Enable Alternate ID			
Journal Loyalty ID to POS			
Use Long Text For Indoor Prompts			
Prompt for Loyalty after payment			
Send reward prompt to Cashier			
Prompt for rewards only on fuel			
Reward Prompt Timeout (In Seconds)	30		

5. Press Save to save changes. Save button appears only after changes are made.

# **POS Configuration**

				STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11
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If you have already configured a loyalty configuration (including Club CITGO), then you can skip this page

- 1. Select Payment Controller
- 2. Select POS Configuration
- 3. Select the **POSTab**

Field Title	Action or Content Required
Batch Close Period	Day (from dropdown menu)
Loyalty Enabled	Enabled (Box checked)
Multiple Loyalty Discounts	Disabled (Box NOT checked)
Auth on Total	Enabled (Box checked)
Force Cash on Receipt (Not Required/Optional)	Enabled (Box checked)
EPS PPG precedes POS PPG	
(If Enabled, EPS price per gallon discounts first and	Disabled (Box NOT checked)
then applies POS price per gallon discounts.)	
Message Display Duration (secs)	5 (Default) or 2 (Not Required)
Print Customer Copy	Enabled (Box checked)



4. Select Save to save changes made. Save button appears only after changes are made.

# **PCAT Configuration**

STEP 7 STEP 8 STEP 9 STEP 10 STEP 11 STEP 6

- 1. Select Payment Controller
- 2. Select EPS Configuration
- 3. Select the PCATS04 Loyalty Configuration

Field Title	Action or Content Required
FEP Enabled	Enabled (Box checked)
Dealer ID	Use CIT000 plus 8 digit CITGO location number. Ex. CITGO location 12345678 DEALER ID CIT00012345678
Program Name	FIS
Loyalty Offline Receipt Message	Not Connected
Enable Barcode Scan	Disabled (Box NOT checked)
Enable loyalty card download from host	<b>Enabled</b> ( <i>Box checked</i> ). Tip: To clear loyalty card configuration table this box can be unchecked.
Display FEP Inside, Outside, Both (Base 53)	Disabled (Box NOT checked)
Display Loyalty FEP Offline to Hybrid Cards	Disabled (Box NOT checked)
Mode	Select IP
IP/Domain Name	See provider information below
Port	See provider information below
Enable SSL	Enabled (Box checked)
Heartbeat Timer	200
Edits require a one-time password (OTP)	ALER ID (10 DIGITS):

	FEP Enabled		
	Dealer ID	See Instructions	
	Program Name	FIS	
Loyalty	Offline Receipt Message	Not Connected	
	Enable Barcode Scan		
Enable C	ard Download from Host		
splay Loyalty Fe	p Offline to Hybrid Cards		
nmunication (	Options		
Mode © IP O Serial O Dial	Communication O IP/Domain Name Port	ptions 10 32 56 263 2568	
Mode © IP O Serial O Dial	Communication O IP/Domain Name Port [ Enable SSL	ptions 10.32.56.253 2568	

Use CIT000 plus 8-digit CITGO location number.

Ex. CITGO location 12345678 DEALER ID CIT00012345678

### Provider Information:

**Control Scan or Cybera** 

- IP/Domain Name 34.192.165.152 or cgo.cards
- Port 8261

Acumera or Mako

- IP/Domain 156.55.201.31 or pos.loyaltyretailrewards.com - Port 43303

Press Save to save changes. Save button appears only after changes are made. 4.

# **Loyalty Card Configuration**

						STEP 7	STEP 8	STEP 9	STEP 10	STEP 11
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- 1. Card Download from Host note.
- 2 From Ruby2/Topaz Reister Sales Screen, select CSR Functions
- 3. Select Network menu.
- 4. Select EPS Network Functions
- 5. Select the Perform Loyalty Card Table Download
- 6. Wait **5** minutes after Card Table Download is complete, then ask the Store Manager to perform Close Day.

Note: This must be completed before Card Table Download will take effect.

- 7. Confirm Loyalty Card Download by logging back into Configuration Manager, path from Ruby2/Topaz Register and selecting **CSR Functions**
- 8. Select Configuration Manager
- 9. Enter manager credentials.
- 10. Select Payment Controller
- 11. Select EPS Configuration
- 12. Select Loyalty Card Configuration
- 13. Multiple Loyalty Card entries should be populated.



FIS + Verifone

# **Fuel Initialization Steps**

							STEP 8	STEP 9
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Note: This step could cause a system downtime of up to 23 minutes.

STEP 10

STEP 11

### Perform a Fuel Initialization at locations with Gilbarco dispensers

Inside the Configuration Manager, from Ruby2/Topaz Register

**CSR Functions** > **Configuration Manager** > Enter manager credentials

Select Forecourt > Initialization > Fuel

Note: This step will pause fuel prepays and pay-at-pump for about 1-3 minutes

### **Perform a DCR Driver Initialization**

Select Forecourt > Initialization > DCR Driver

**Note:** This step will **pause** fuel prepays and pay-at-pump for about 10-20 minutes. (Timing depends on the dispenser card reader manufacturer.)



# **Report Configuration**

								STEP 9	STEP 10	STEP 11
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### **Loyalty Report Setup**

- 1. From Configuration Manager, select Reporting
- 2. Select Report Configuration
- 3. Select 2-Day (top left)
- 4. Select 2-Day (bottom right) and Edit
- 5. Select Loyalty Report (bottom right)
- 6. Select Done and then click Save

Security	Initial Setup	Store Operations	Promos and Discounts	Forecourt	Devices	Payment Controller	Reporting	Tools	Help	Log Out	
							Report Configuration				
							Cashier Tr	acking Wash Pa	vpoint Pe	eriod	

port configuration Auto End OF t	Day(AEOD) Manager Workstation
Period Configuration	
2 - Day 🗸	Description Day
	Period Type day
	Delay Between Close 0 DAYS V
	Roll Up DB Reports Yes
	Store T-Log Data Yes
Reclose Security 5 Force Close Pending Security 5 Print Automatically Force Cashier Closed	

or comparation		
eriod Configuration		
2 - Day	Description Day	
	Period Type day	
Dela	v Between Close 0 DAYS	
R		
	Store T-L on Date Ven Vel	
1		
	- Configure Group List-	
Report Parameters	Report Names	
Reclose Security 5		
Force Close Pending Security	Summary By Register	~
Torde crose Fernang Security 15	Category	
Print Automatically		
Force Cashier Closed	Hourty	
Cashier Span Shifts	Loyalty Report	
Force Cashier To Print	E PLU	
Allow Close With No Activity	I PLU Promo	
Li Allow Suspended Sales	Evel Autocollect	~
	Salast Nana Salast All	Doog Canaal
	J Select None Select All	Done Cancel

# **Online Status Check**



**Note:** If your Commander location is running a 8.01.01 or higher you can use this method. If you are running a lower version go to the next page.

### Accessing Configuration Client from a Verifone Ruby2 or Topaz Register

- 1. From the main Sales Screen, select CSR Functions
- 2. Select Maintenance Menu
- 3. Select Helpdesk Diagnostics
- 4. Select Payment

The online status of the loyalty host will be displayed.



Rea	dy	Error commu Error commu	nication tim inicating wit	CORPORATE Reg101 THII 10101	Apr 15, 2021 4:52 PM
	Register	Maintenance Funct	ions Henu		
1. Adjust Volume	2. Adjust Brightness	3. System Messages	4. Ping Test		
	7. Device Configuration		9. Helpdesk Diagno	stics 10. (	ienerate Config OTP
11. Delete Config OTP	12. Check for VRSD Updates		14. Enable Helpdesk	Login 15	. Disable Helpdesk Login
16. Check for USB Updates	17. Apply Upgrade	18. Print Upgrade Summary	19. Show Upgrade S	itatus 2	0. OcbMenuTitle
С	Clock in/Out		$\overline{)}$	Show Fuel	Previous Menu

Ready	Error communication tim Error communicating wit	CORPORATE Reg101 Till 10101	Apr 15, 2021 4:51 PM
	Select Diagnostics Type		
Helpdesk Diagnostics Menu		_	
1. General			
2. Forecourt			
3. POS			
4. Payment			
Key entry# and press «ENTER». Touch Line	item on Screen or touch Arrow Buttons to choose	entry, then touch	Select/Enter
	$\square$	thow Euro	Graviour M

Payment Status					2021-04	-15 16:50:
Club CITGO	Status	VAPS	Status	Device		Status
Connection status	Online	Connection status	Online	Payment Control	ler	Online
Last Batch Closed	006	Last Batch Closed	006			-
Current Batch Number	7	Current Batch Number	7	P97QA		Status
Current Transaction Count	1	Current Transaction Count	3	Connection status	6	Online
IP Address	10.32.56.253	ID A LL	hps-vaps-	rmpaus	POP	
	2021-03-29	IP Address	qa.echosat.net	POS ID	ID	Status
Last Transaction Date	07:09:19	Last Transaction Date	2021-04-07 09:50:16	POS not logged		0.1
Current Net Amount	3.83	Current Net Amount	15.68	In	001	Online
Current Terminal Batch	7	Current Terminal Batch	7	POS not logged	002	Comula
Store and Foward Count	0	Store and Foward Count	0	In	002	
				POS not logged In	003	Office
				POS not logged In	004	Other
				POS not logged In	005	Ome
				POS not logged In	006	Ottom



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