

POINT OF SALE VERIFONE INSTALLATION GUIDE

Club CITGO ▶

Mobile Pay ▶

FIS ▶



POINT OF SALE INSTALLATION GUIDE



Club CITGO™

+ 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

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.

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



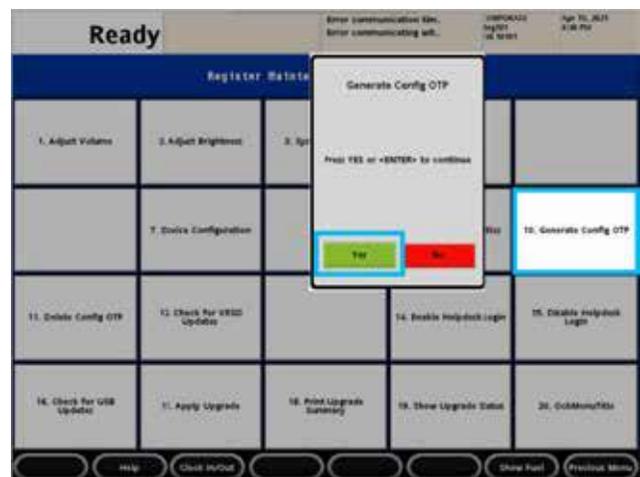
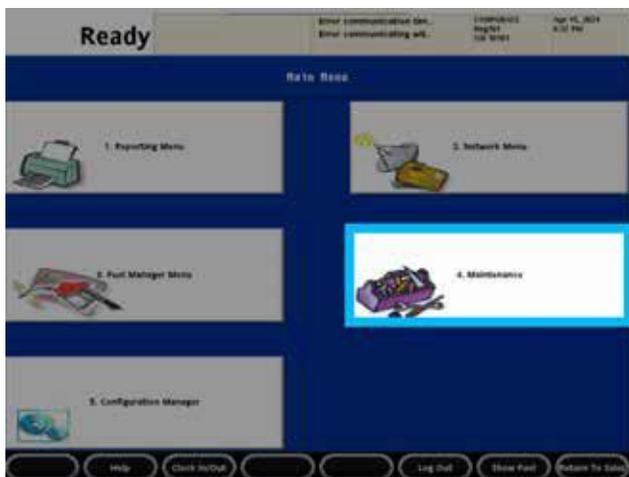
- STEP 1
- STEP 2
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Skip this if you already logged into the Configuration Manager.

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.



Ready

Error communicating with... Error communicating with... 08/06/2011 14:00:01 Apr 15, 2011 9:38:29

Register - Register

1. Adjust Volume 2. Adjust Brightness 3. Turn On/Off

4. Device Configuration

5. Generate Config OTP

6. Delete Config OTP

7. Check for FW/SD Updates

8. Apply Upgrade

9. Check for USB Updates

10. Print Upgrade Summary

11. Show Upgrade Status

12. Disable/Enable

13. Enable Helpdesk Login

14. Disable Helpdesk Login

15. Generate Config OTP

16. Delete Config OTP

17. Show Upgrade Status

18. Disable/Enable

Generate Config OTP

OTP: 1270

OTP Generated Successfully

OK

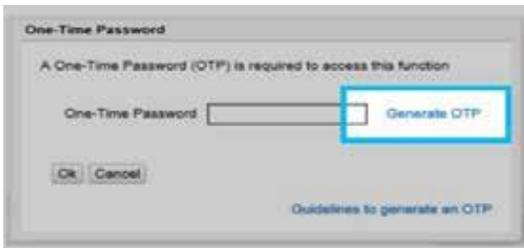
Help Check Input Show Full Previous Menu

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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

The OTP number is displayed on the 2-digit status display. This will be flashing two digits, i.e. 12, then 34, The OTP would



Configuration Client Login

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STEP 2

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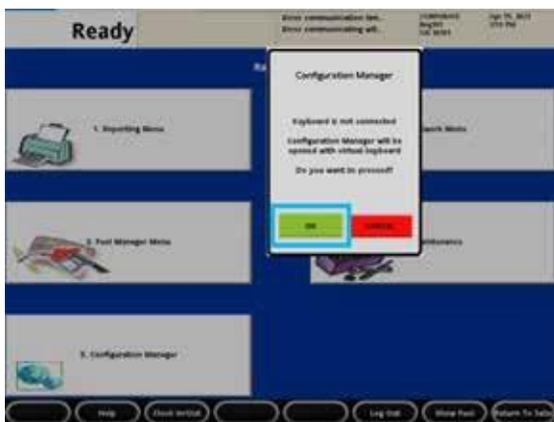
STEP 14

STEP 15

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.



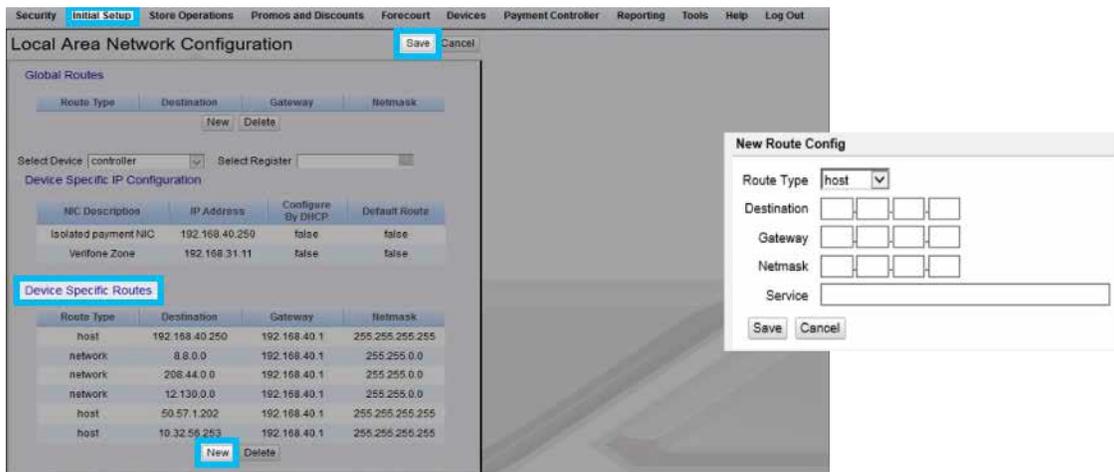
Local Area Network Configuration

- STEP 1
- STEP 2
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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.



DNS

Domain Name (Optional)

DNS 1

DNS 2

DNS 3

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

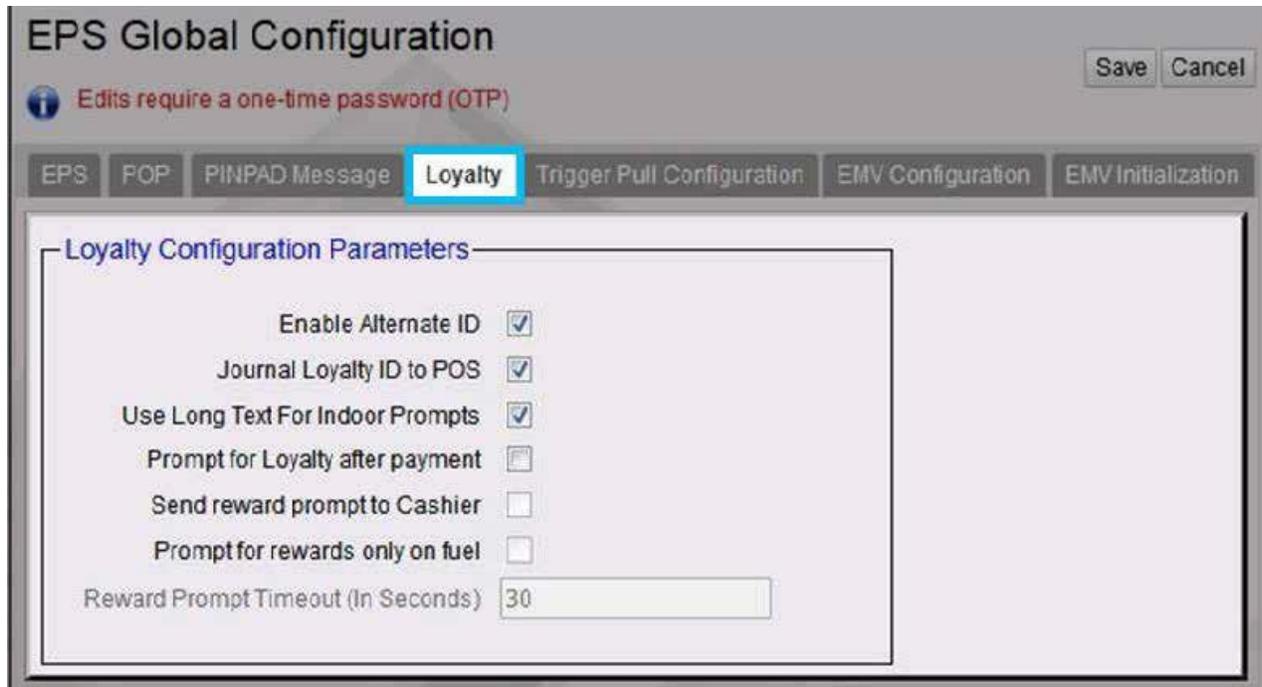
Firewall Provider	Route Type	Destination	Gateway	Netmask	Service
Control Scan Cybera	HOST	34.192.165.152	192.168.40.1	255.255.255.255	Club CITGO Loyalty
Acumera Mako	HOST	146.20.165.126	192.168.40.1	255.255.255.255	Club CITGO Loyalty

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- STEP 4**
- STEP 5
- STEP 6
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- STEP 8
- STEP 9
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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 (<i>Box checked</i>)
Journal Loyalty ID to POS	Enabled (<i>Box checked</i>)
Use Long Text For Indoor Prompts	Enabled (<i>Box checked</i>)
Prompt for Loyalty after payment	Disabled (<i>Box NOT checked</i>)
Send reward prompt to Cashier	Disabled (<i>Box NOT checked</i>)
Prompt for rewards only on fuel	Disabled (<i>Box NOT checked</i>)
Reward Prompt Timeout (In Seconds)	30

Example Configuration: Sample Crop Version 011

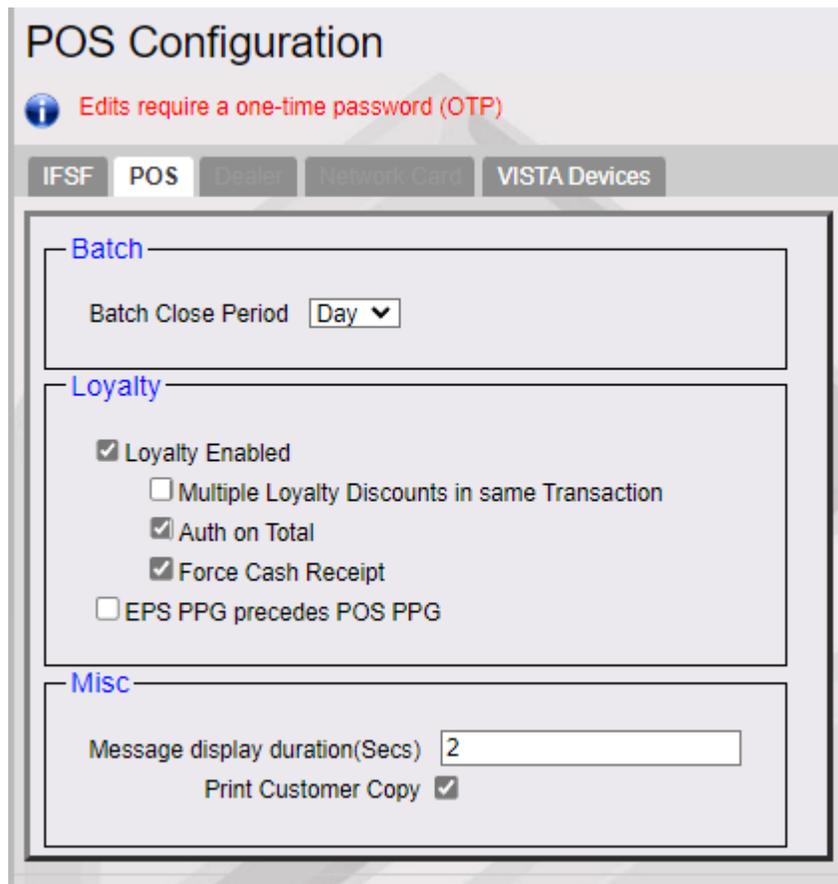


5. Press **Save** to save changes. Save button appears only after changes are made.

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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)



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

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IMPORTANT NOTE: When multiple loyalties are configured configuring Club CITGO in PCATS01 ALWAYS 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 department: 1-800-371-1118, press 2	8-digit CITGO location number plus 77. 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 SSL (Base 51) - Enable TLS (Base 53)	Control Scan or Cybera - Enabled (Box checked) Mako or Acumera - Disabled (Box NOT checked)
Heartbeat Timer	120

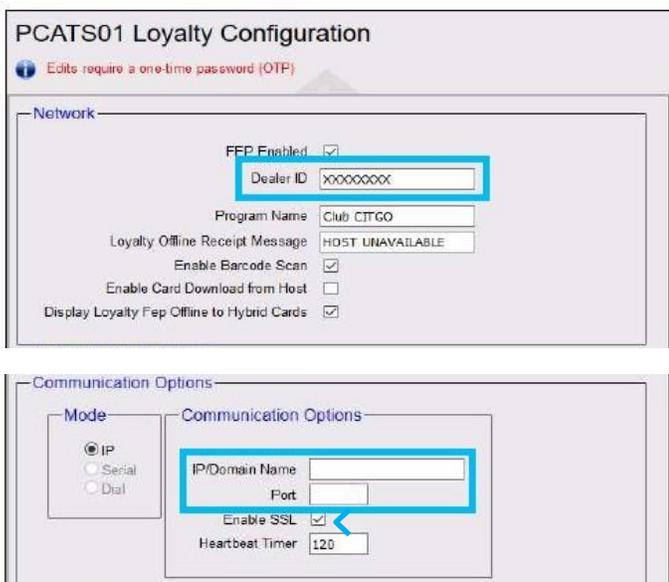
Provider Information:

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)



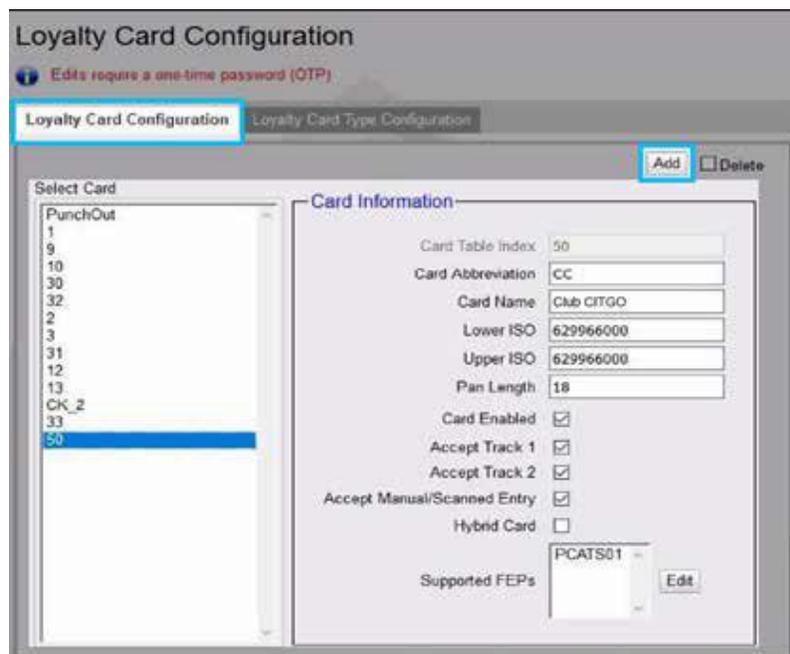
4. Press **Save** at the top to save changes made. Save button only appears after changes are made.

- STEP 1
- STEP 2
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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)
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



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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 Support phone number entries

The screenshot shows the 'Loyalty Card Configuration' window. On the left, a list of card table indices is shown, with '52' selected. On the right, the 'Card Information' section contains the following fields and values:

- Card Table Index: 52
- Card Abbreviation: AI
- Card Name: ALT ID
- Lower ISO: 1000
- Upper ISO: 9999
- Pan Length: 10
- Card Enabled:
- Accept Track 1:
- Accept Track 2:
- Accept Manual/Scanned Entry:
- Hybrid Card:
- Supported FEPs: PCATS01, PCATS02

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.

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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 (<i>Box checked</i>)
Accept Track 1/Accept Track 2	Enabled (<i>Box checked</i>)
Accept Manual Entry	Enabled (<i>Box checked</i>)
Hybrid Card	Disabled (<i>Box NOT checked</i>)
Supported FEPs	Select the appropriate PCATS

Loyalty Card Configuration

Edits require a one-time password (OTP)

Loyalty Card Configuration

Loyalty Card Type Configuration

Add

Delete

Select Card

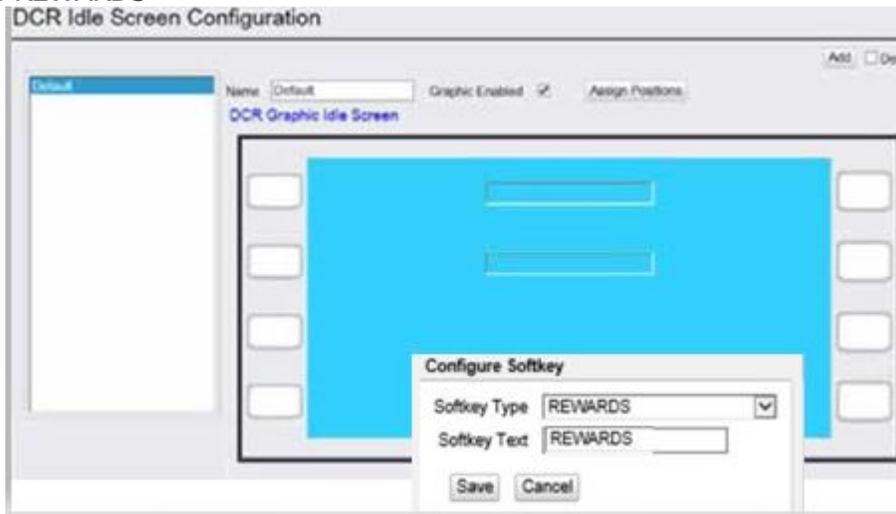
- PunchOut
- 1
- 9
- 10
- 30
- 32
- 2
- 3
- 31
- 12
- 13
- CK_2
- 33
- 40
- 45
- 50
- 51

Card Information

Card Table Index	51
Card Abbreviation	BC
Card Name	Mobile ID
Lower ISO	801862996600
Upper ISO	801862996600
Pan Length	22
Card Enabled	<input checked="" type="checkbox"/>
Accept Track 1	<input checked="" type="checkbox"/>
Accept Track 2	<input checked="" type="checkbox"/>
Accept Manual/Scanned Entry	<input checked="" type="checkbox"/>
Hybrid Card	<input type="checkbox"/>
Supported FEPs	PCATS01 <input type="button" value="Edit"/>

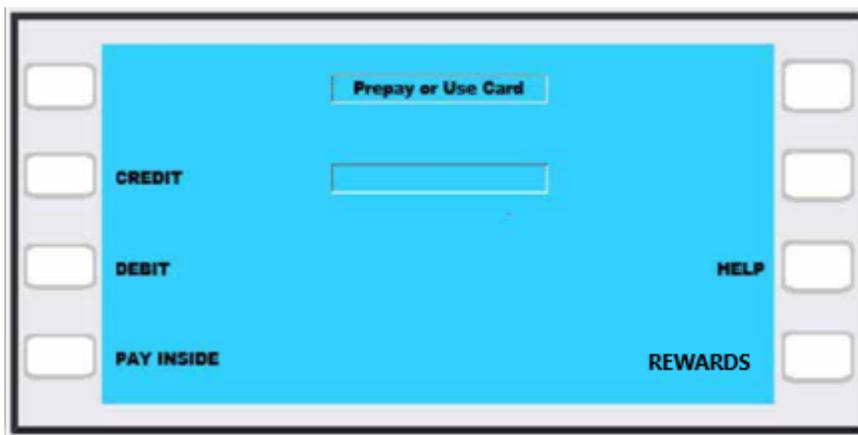
- STEP 1
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- STEP 8**
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1. From the **ConfigClient**, select **Forecourt**
2. Select **DCR Idle Screen**
3. Select from the existing Idle screens already in use. *(Each location is different.)*
4. Change 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



6. Select **Save** and **Save** again.

Example Configuration: Existing Idle Screen



Fuel Initialization Steps

STEP 1 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

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.)



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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** for each method of payment's minimum amount to ensure free products process.

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

Payment Management

MOP Currencies Fees Tax Rates

Select MOP

- 001 - CASH
- 002 - CHECK
- 003 - CREDIT
- 004 - DEBIT
- 005 - MAN CRED
- 006 - IN-HOUSE
- 007 - MAN DEBIT
- 008 - FOODSTAMP
- 009 - LOTTERY
- 010 - DRIVE OFF
- 011 - COUPON
- 012 - MOBILE
- 013 - MANUAL CRED ENTRY
- 014
- 015
- 016
- 017
- 018
- 019
- 020

Name: CASH MOP Code: 00 - CASH

Minimum Amount: 0.00 Maximum Amount: 9999.99

Limit: 0.00 #Additional Receipts: 0

Tender Code: generic Tender Sub Code: generic

Options

- Force Safe Drop
- Tender Amount Required
- Allow Zero Entry
- Allow Refund
- Allow Safe Drop
- Force Ticket Print
- Open Drawer On Sale
- Cashier Report Prompt
- Allow Without Sale
- Allow Change
- Allow Money Order Purchase

Report Configuration

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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 Configuration

Report Configuration | Auto End Of Day (AEOO) | Manager Workstation

Period Configuration

2 - Day

Description: Day

Period Type: Day

Delay Between Close: 0 DAYS

Roll Up DB Reports: Yes

Store T-Log Data: Yes

Report Parameters

Reclose Security: 5

Force Close Pending Security: 5

Print Automatically

Force Cashier Closed

Cashier Span Shifts

Force Cashier To Print

Allow Close With No Activity

Allow Suspended Sales

Configure Group List

2 - Day

Summary By Register

Category

Department

Loyalty Report

Tax

Fuel Autocollect

Fuel Dispenser

Fuel Product Price Level

Fuel Tank

Fuel Tier Product

Edit

Roll Up DB Reports will take effect only after the next period close or after Commander reboot.

Report Configuration

Report Configuration

Period Configuration

2 - Day

Description: Day

Period Type: Day

Delay Between Close: 0 DAYS

Roll Up DB Reports: Yes

Store T-Log Data: Yes

Report Parameters

Reclose Security: 5

Force Close Pending Security: 5

Print Automatically

Force Cashier Closed

Cashier Span Shifts

Force Cashier To Print

Allow Close With No Activity

Allow Suspended Sales

Configure Group List

Report Names

Summary By Register

Category

Deal

Department

Details

Loyalty Report

POC

PLU Promo

Tax

Fuel Autocollect

Select None | Select All | **Done** | **Cancel**

Roll Up DB Reports will take effect only after the next period close or after Commander reboot.

Online Status Check

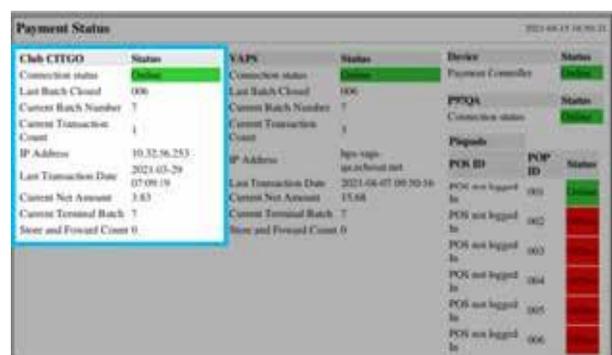
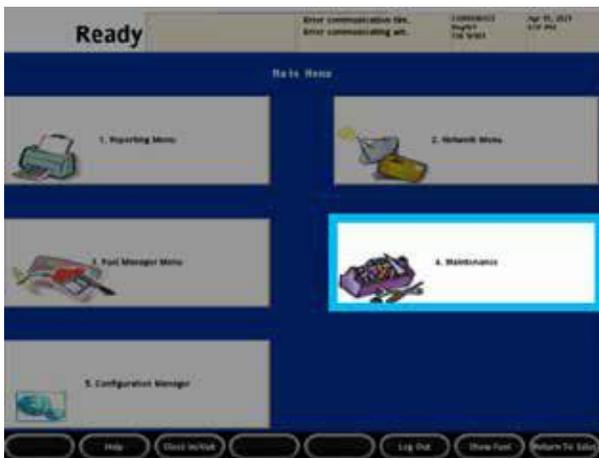
- STEP 1
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Note: If your Commander location is running a 8.01.01 or higher you can use this method. If you are running a lower version go to the next page.

Accessing Configuration Client from a Verifone Ruby2 or Topaz Register

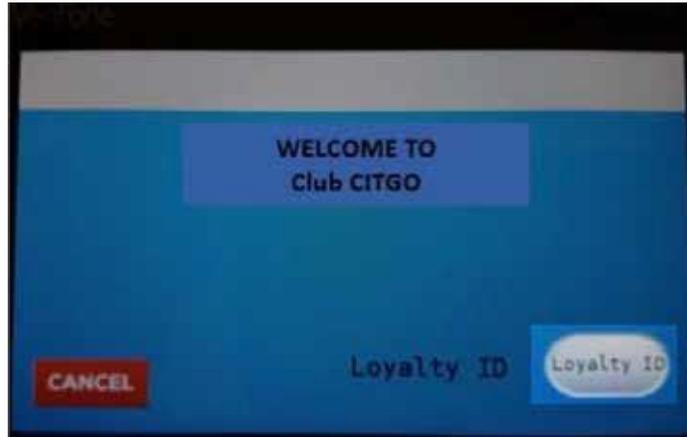
1. From the main Sales Screen, select CSR Functions
2. Select Maintenance Menu
3. Select Helpdesk Diagnostics
4. Select Payment

The online status of the loyalty host will be displayed.

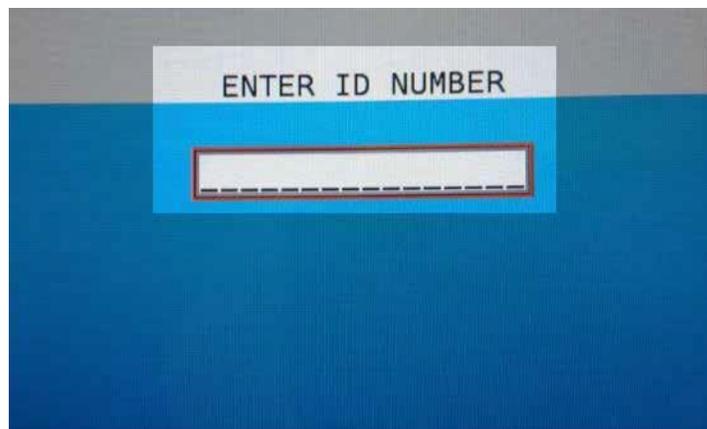




The screen shots below show the MX915 PIN Pad screens after changes were saved. If the PIN Pad being used does not show a similar screen it may need to be upgraded. To confirm this, please contact the Verifone Support Team at 1-888-889-7829. The PIN Pad should now have the **Loyalty ID** button displayed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



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.

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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.

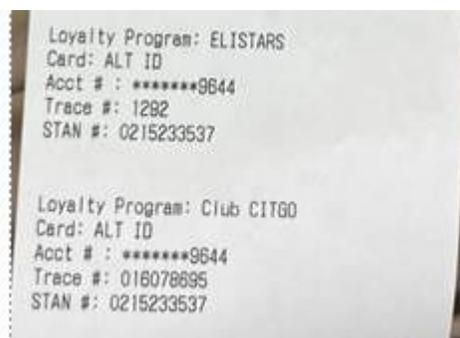
1. Press Loyalty ID on the pin pad.
2. On PIN Pad, enter Loyalty ID/Phone Number/ALT ID. For purposes of this test, you can download the app and use your own or use the test Alternate ID 822-444-0222.
3. Complete the sale using cash as the MOP (method of payment).
4. Print the receipt and if needed do 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:



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



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

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1293 Eldridge Parkway
Houston, Texas 77077

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CIT-9012

POINT OF SALE INSTALLATION GUIDE

Mobile Pay + Verifone



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- Complete Installation Survey 19
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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

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

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

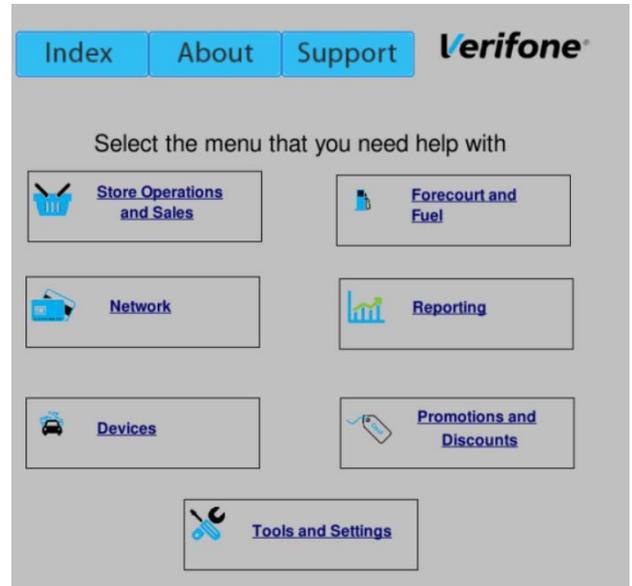


- STEP 1
- STEP 2
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- STEP 8

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**



Version Information	
Suite-VAPS	1.10.44
Base	051.43.01

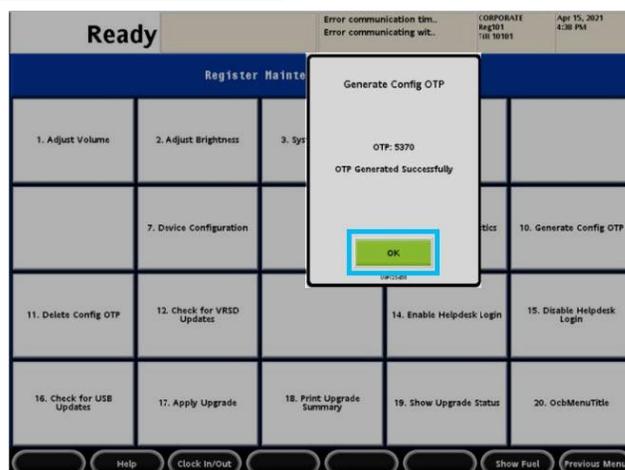
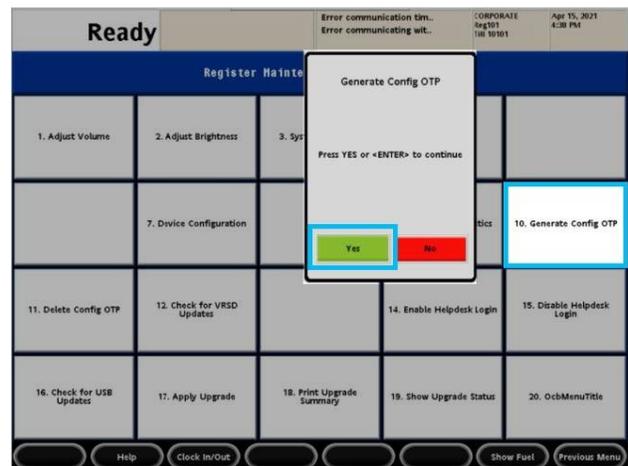
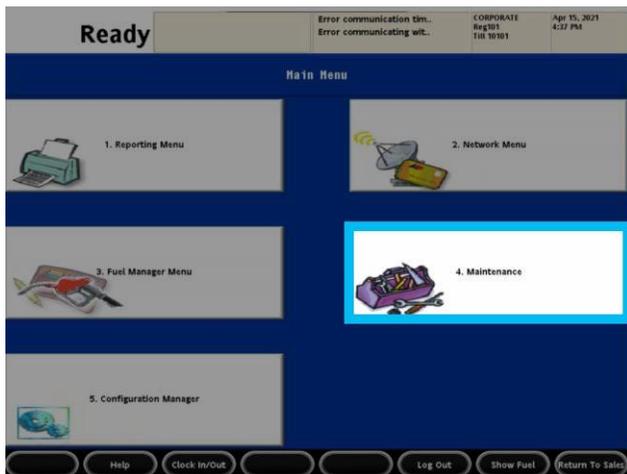
- STEP 1
- STEP 2**
- STEP 3
- STEP 4
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- STEP 7
- STEP 8

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.



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

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

The OTP number is displayed on the 2-digit status display. This will be flashing two digits, i.e. 12, then 34, The OTP would

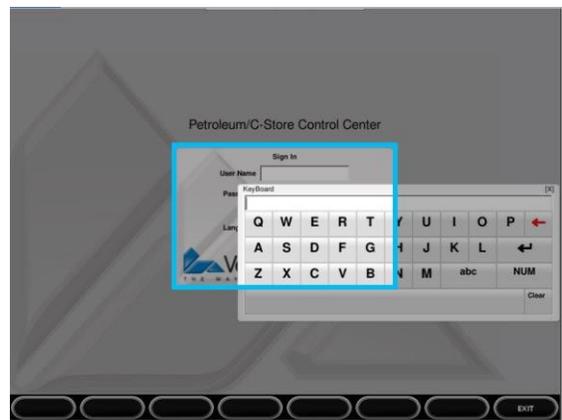
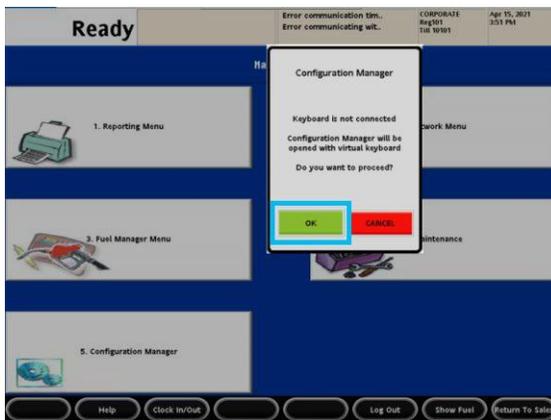


- STEP 1
- STEP 2
- STEP 3**
- STEP 4
- STEP 5
- STEP 6
- STEP 7
- STEP 8

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.



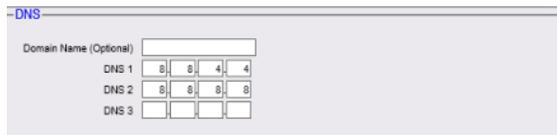
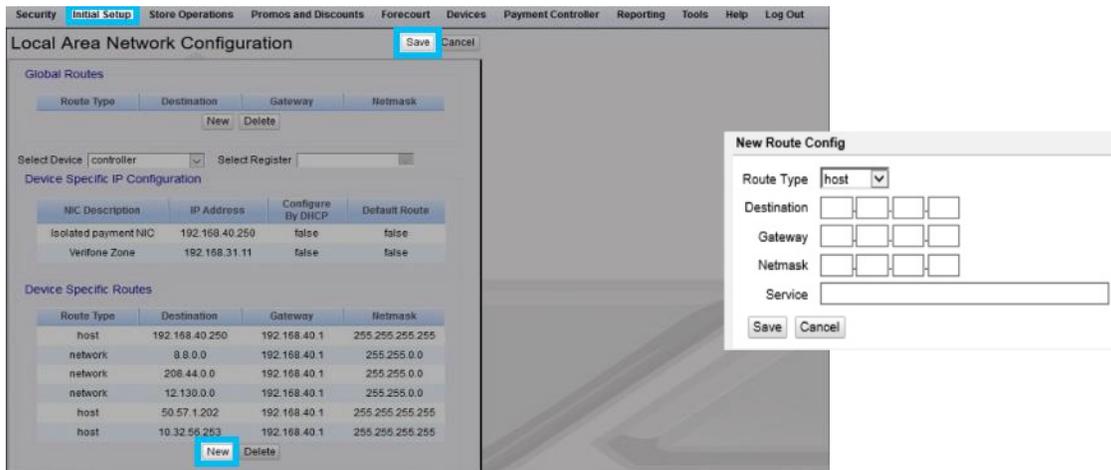
Local Area Network Configuration

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

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 MNPS 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.



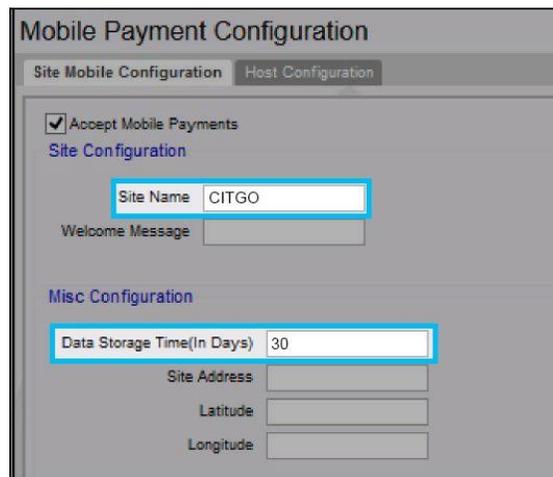
Do not modify current configuration. Device specific IP configurations can vary.

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

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

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

Field Title	Action or Content Required
Accept Mobile Payments	Enabled (<i>Box checked</i>)
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



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 (<i>Box checked</i>)
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 (<i>Box checked</i>)

The screenshot shows a 'Host Configuration' form with the following fields and values:

- Adapter: VFI Mobile V2
- Program Name: CITGO Mobile Pay
- Merchant ID: See Page 4
- Authentication Type: Scan Token
- Site Terminal ID: (empty)
- Location ID: (empty)
- Store ID: (empty)
- Settlement Employee Number: (empty)
- Settlement Passcode: (empty)
- Phone Number: (empty)
- Send Loyalty Details:

Mobile Payment Configuration Cont. Mobile Pay + Verifone

- STEP 1
- STEP 2
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- STEP 6
- STEP 7
- STEP 8

Under Network Configuration:

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

Network Configuration

Address(IPv4 Format/Domain Name)

Port

SSL Enabled

Heartbeat Frequency

Heartbeat Time Unit

Misc Configuration

Outdoor PreAuthorization Timeout (In Secs)

Site Initiated Loyalty

POS Settings

- STEP 1
- STEP 2
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- 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 Management

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

Delete

Name	MOP Code
Mobile	28 - MOBILE
Minimum Amount	Maximum Amount
0.00	0.00
Limit	#Additional Receipts
0.00	0
Tender Code	Tender Sub Code
generic	generic

Options

<input type="checkbox"/> Force Safe Drop	<input type="checkbox"/> Open Drawer On Sale
<input type="checkbox"/> Tender Amount Required	<input type="checkbox"/> Cashier Report Prompt
<input type="checkbox"/> Allow Zero Entry	<input type="checkbox"/> Allow Without Sale
<input checked="" type="checkbox"/> Allow Refund	<input type="checkbox"/> Allow Change
<input type="checkbox"/> Allow Safe Drop	<input type="checkbox"/> Allow Money Order Purchase
<input checked="" type="checkbox"/> Force Ticket Print	

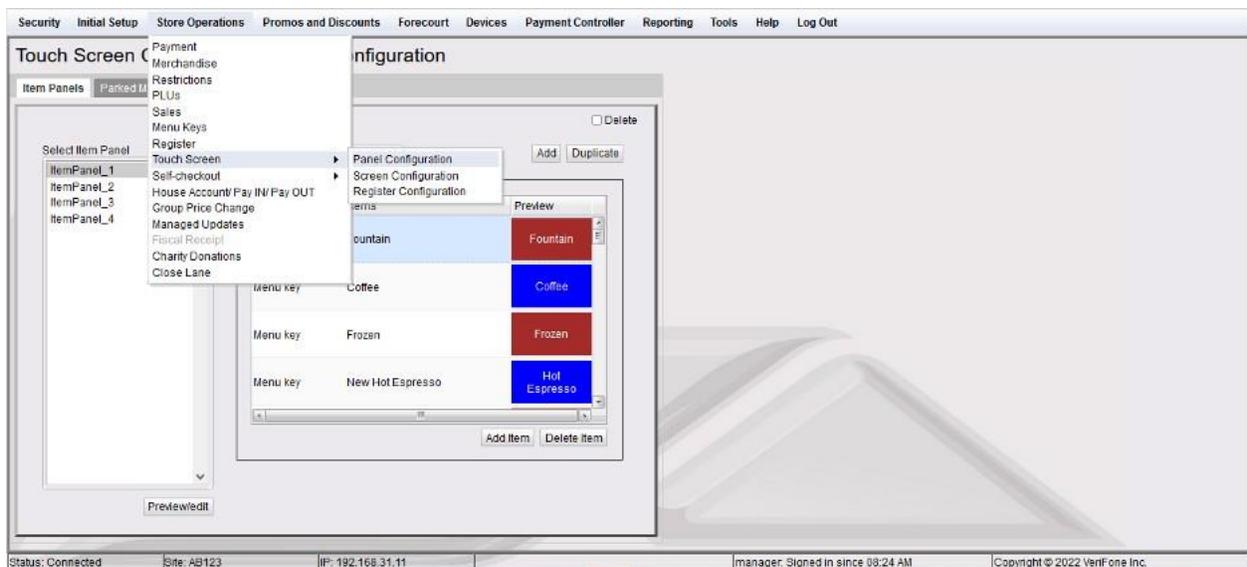
- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6**
- STEP 7
- STEP 8

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



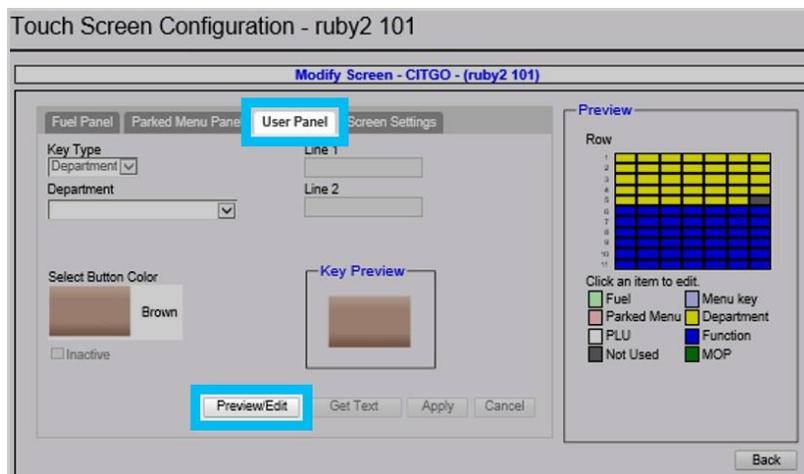
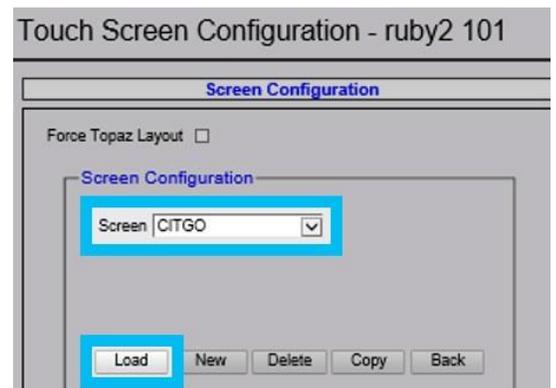
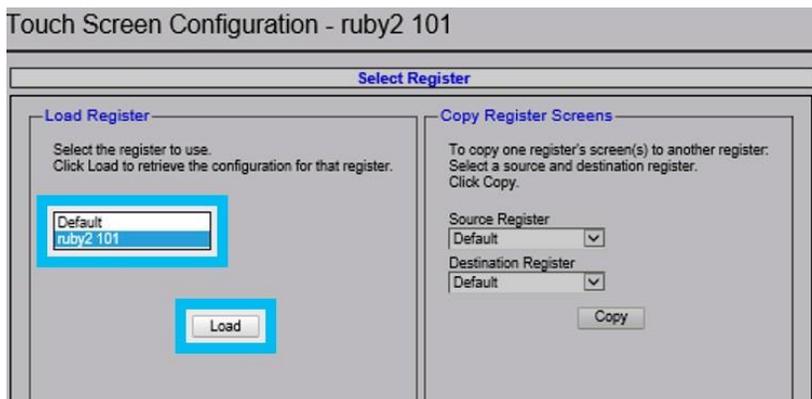
Select desired panel and select **Add Item**

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

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.



- STEP 1
- STEP 2
- STEP 3
- STEP 4
- STEP 5
- STEP 6**
- STEP 7
- 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.

The screenshot shows the 'Fuel Panel' interface with a grid of buttons. A dialog box is open on the right side, allowing configuration of a key type. The dialog box has the following fields and options:

- Key Type:** MOP (dropdown)
- MOP:** Mobile (dropdown)
- Select Button Color:** Dark Green (color selection)
- Line 1:** Mobile (text input)
- Line 2:** (empty text input)
- Inactive
- Buttons: GetText, Apply, Close

Fuel Panel						
Fountain	Coffee	Frozen	Hot Espresso	2nd Hot Espresso	Iced Espresso	Shot Menu
Roller Grill	Bakery	Manual PLU	Fruit			
Ice 10LB			Nacho's		Gift Card act	Gift Card Re
Manual PLU		LOTTERY	LOTTO		Failed Activate	KICKBACK CARD
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

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

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.

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



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

 + Verifone



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- EPS Global Configuration 10
- POS Configuration 11
- PCAT Configuration 12
- Loyalty Card Configuration 13
- Fuel Initialization Steps 14
- Report Configuration 15
- Online Status Check 16
- Complete Installation Survey 17

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)

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 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.

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



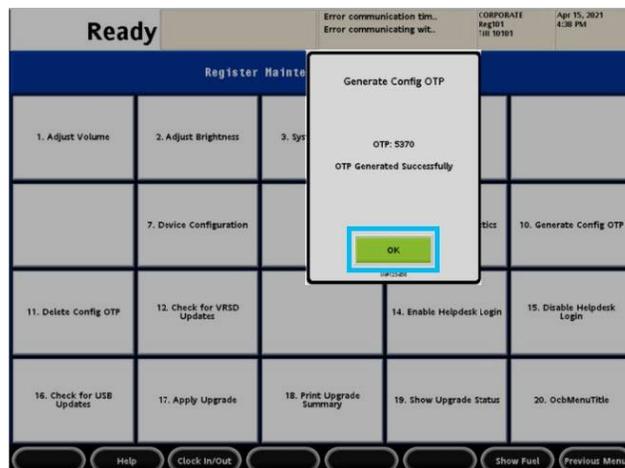
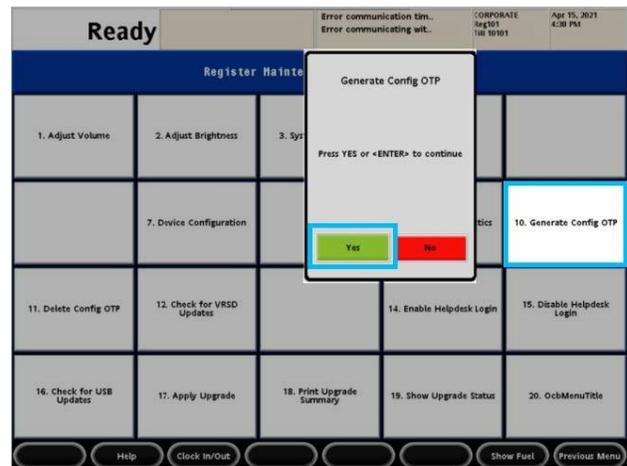
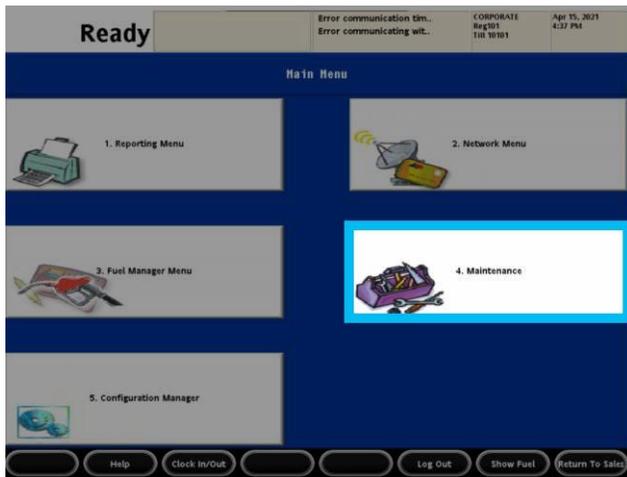
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- STEP 11

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.

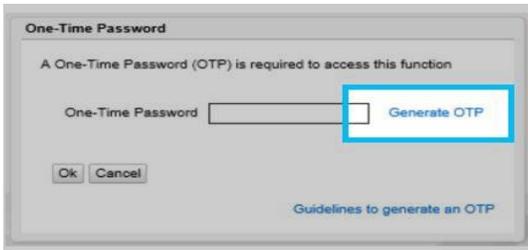


- STEP 1
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- STEP 8
- STEP 9
- STEP 10
- STEP 11

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

The OTP number is displayed on the 2-digit status display. This will be flashing two digits, i.e. 12, then 34, The OTP would



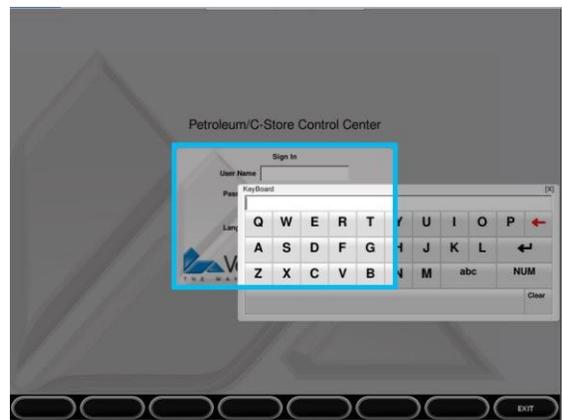
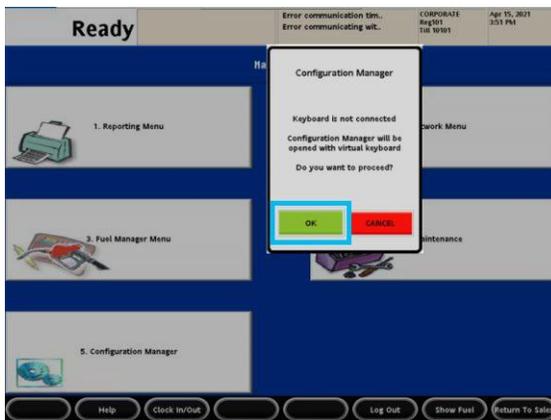
Configuration Client Login

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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.



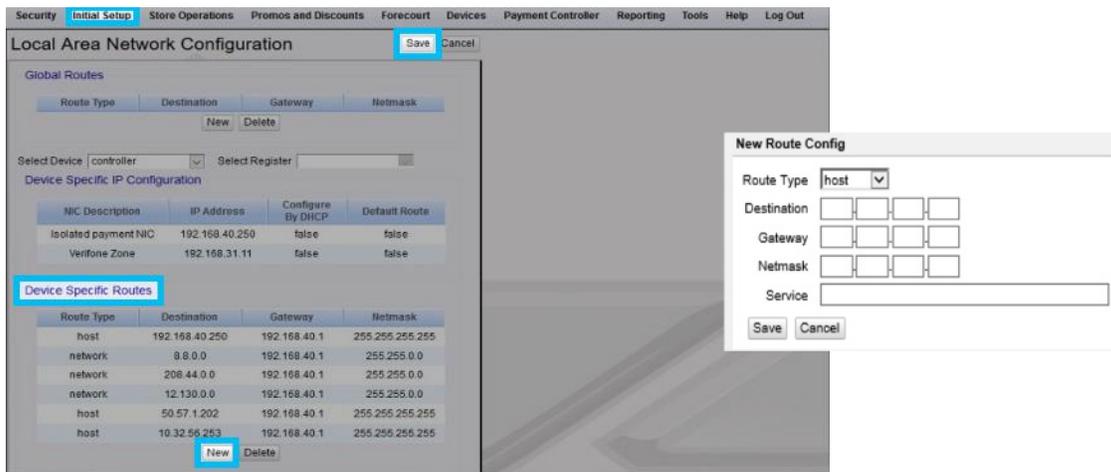
Local Area Network Configuration

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- STEP 9
- 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

Domain Name (Optional)

DNS 1

DNS 2

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

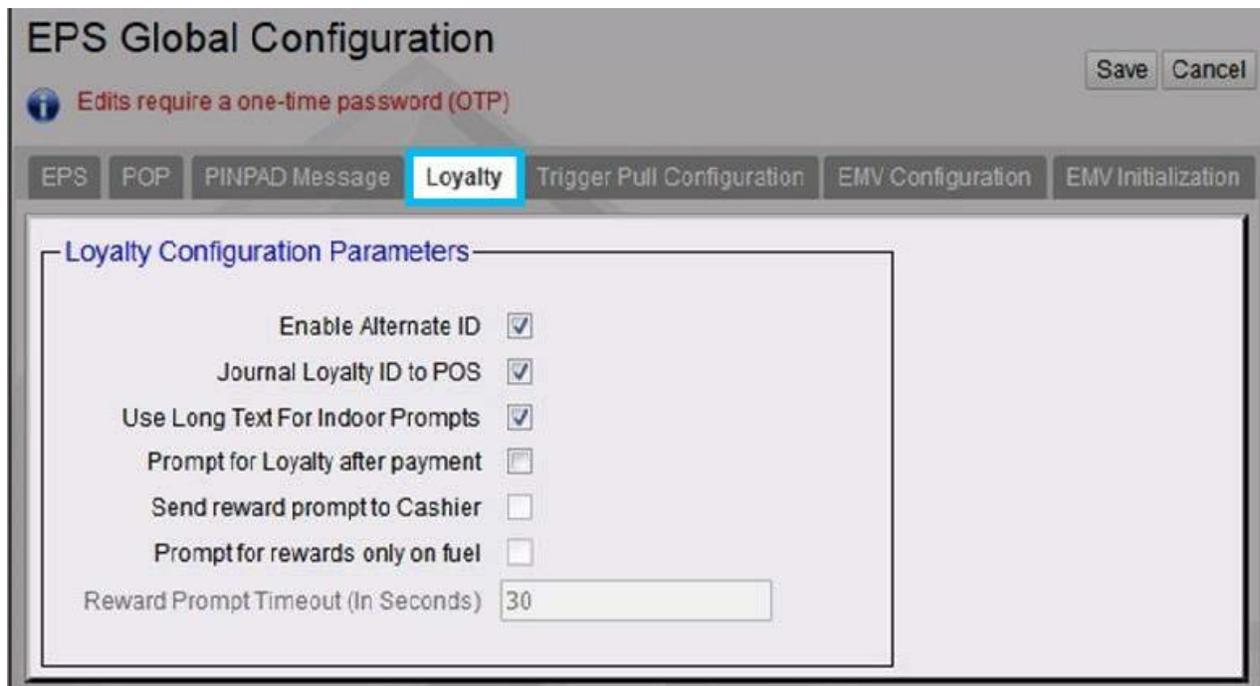
- STEP 1
- STEP 2
- STEP 3
- STEP 4**
- STEP 5
- STEP 6
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- STEP 9
- STEP 10
- STEP 11

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



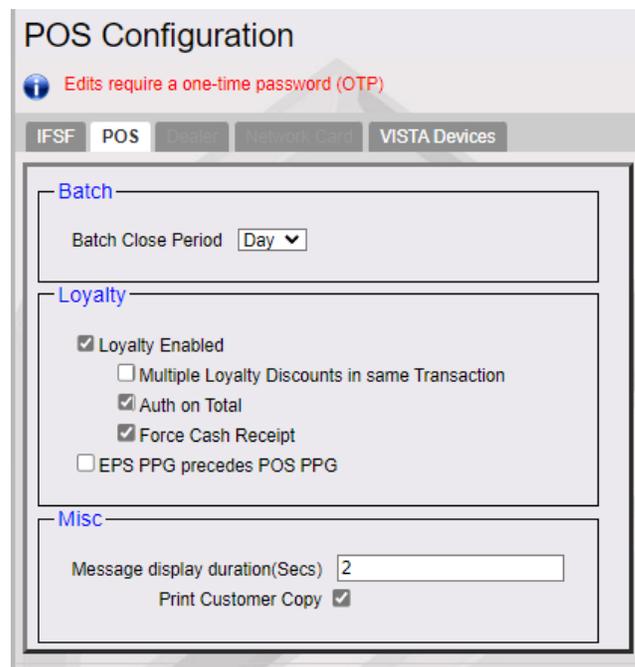
5. Press **Save** to save changes. Save button appears only after changes are made.

- STEP 1
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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 <i>(If Enabled, EPS price per gallon discounts first and then applies POS price per gallon discounts.)</i>	Disabled (Box NOT checked)
Message Display Duration (secs)	5 (Default) or 2 (Not Required)
Print Customer Copy	Enabled (Box checked)

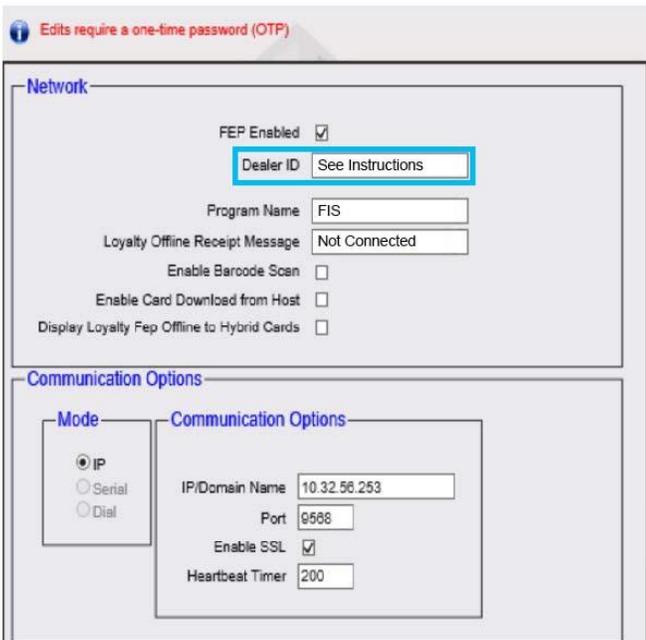


4. Select **Save** to save changes made. Save button appears only after changes are made.

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- STEP 10
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1. Select **Payment Controller**
2. Select **EPS Configuration**
3. Select the **PCATS04 Loyalty Configuration**

Field Title	Action or Content Required
FEP Enabled	Enabled (<i>Box checked</i>)
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 (<i>Box NOT checked</i>)
Enable loyalty card download from host	Enabled (<i>Box checked</i>). Tip: To clear loyalty card configuration table this box can be unchecked.
Display FEP Inside, Outside, Both (Base 53)	Disabled (<i>Box NOT checked</i>)
Display Loyalty FEP Offline to Hybrid Cards	Disabled (<i>Box NOT checked</i>)
Mode	Select IP
IP/Domain Name	See provider information below
Port	See provider information below
Enable SSL	Enabled (<i>Box checked</i>)
Heartbeat Timer	200



DEALER ID (10 DIGITS):

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

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

Loyalty Card Configuration

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 **STEP 7** STEP 8 STEP 9 STEP 10 STEP 11

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.

Fuel Initialization Steps

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7 **STEP 8** STEP 9 STEP 10 STEP 11

Note: This step could cause a system downtime of up to 23 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

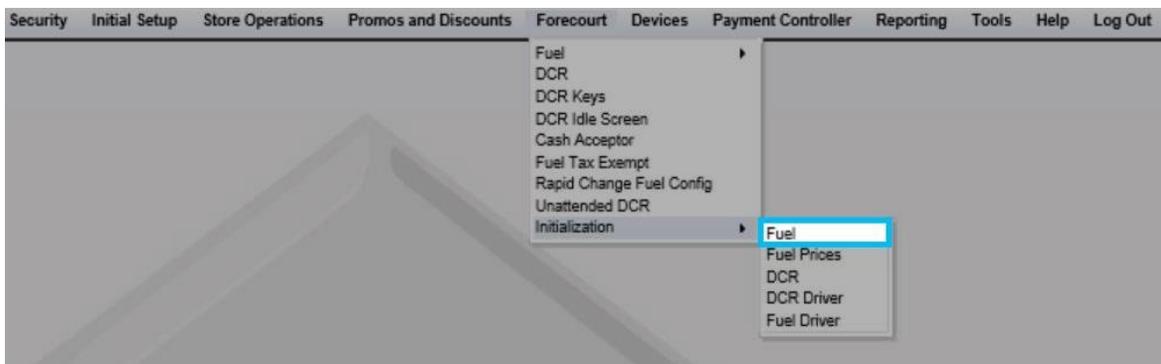
Select Forecourt > Initialization > Fuel

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.)

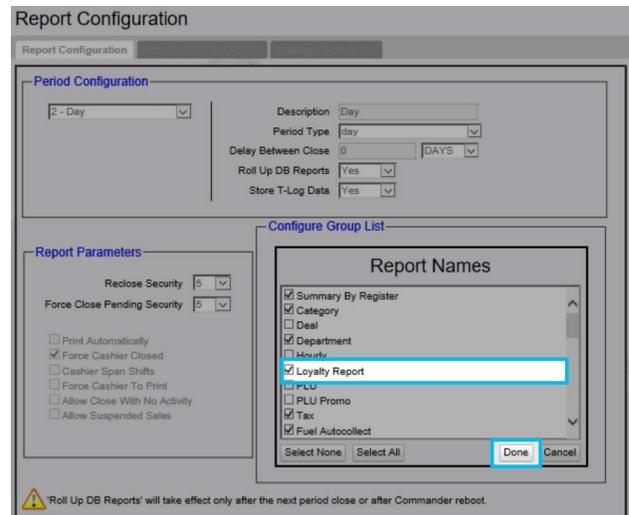
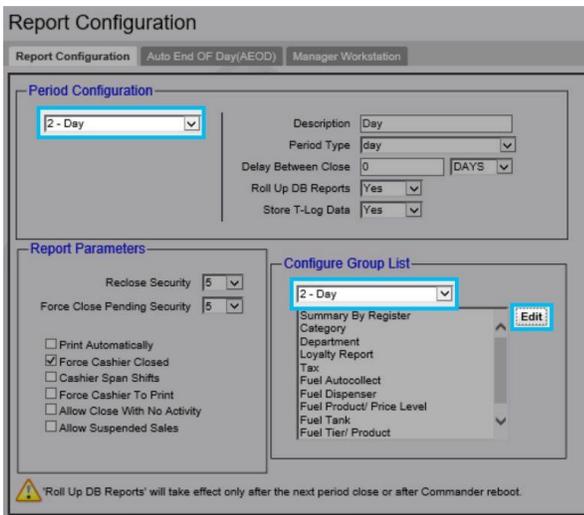


Report Configuration

- STEP 1
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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**



Online Status Check

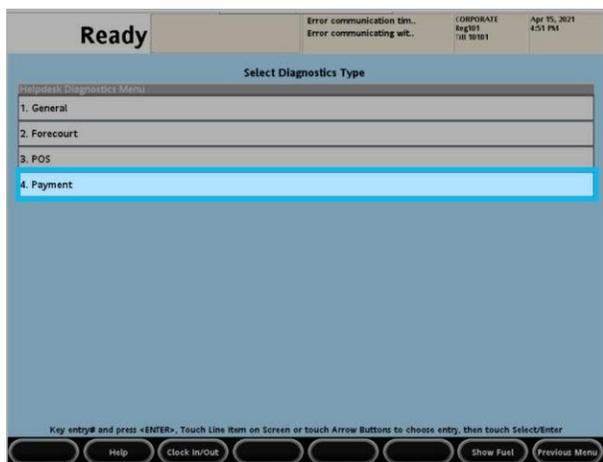
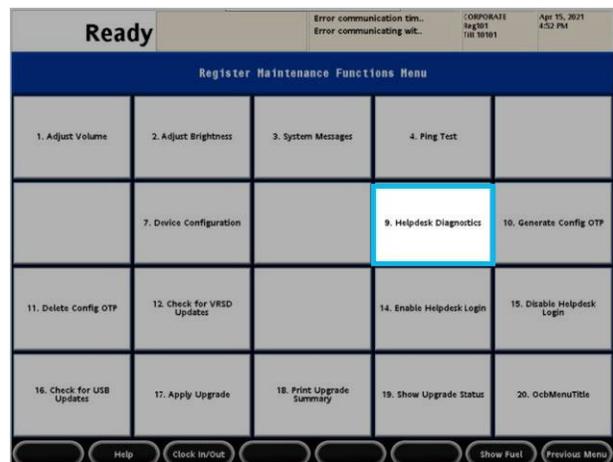
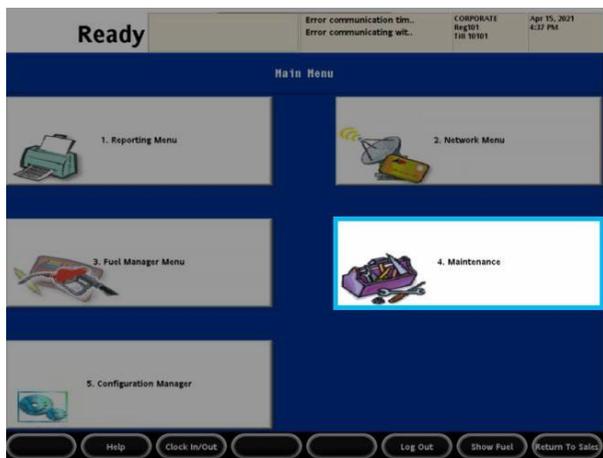
- STEP 1
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Note: If your Commander location is running a 8.01.01 or higher you can use this method. If you are running a lower version go to the next page.

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.



Chub CITGO		Status	VAPS	Status	Device	Status
Connection status	006	Online	Connection status	006	Payment Controller	Online
Last Batch Closed	7		Last Batch Closed	7	P97QA	Status
Current Batch Number	1		Current Batch Number	3	Connection status	Online
Current Transaction Count	10.32.36.253		Current Transaction Count	hps-vapo-qa.echosat.net	Pinpads	
IP Address	2021-03-29		IP Address	2021-04-07 09:50:16	POS ID	POP ID
Last Transaction Date	07:09:19		Last Transaction Date	2021-04-07 09:50:16	POS not logged	001
Current Net Amount	3.83		Current Net Amount	15.68	In	Online
Current Terminal Batch	7		Current Terminal Batch	7	POS not logged	002
Store and Forward Count	0		Store and Forward Count	0	In	Offline
					POS not logged	003
					In	Offline
					POS not logged	004
					In	Offline
					POS not logged	005
					In	Offline
					POS not logged	006
					In	Offline



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