**Loyalty Clark Crown “Save Every Mile” Pre-preparation, General Set Up & Support Information**

**POS Service Agreements**

**NOTE:** **Verifone requires any location utilizing a Verifone POS system to have a current ASM agreement** for a Verifone distributor to perform equipment repairs, software upgrades and help desk support. It is highly recommended that Gilbarco Passport locations maintain a current PSO agreement as well. Below is the information referencing the Verifone ASM agreement or the Gilbarco PSO agreement.

**Verifone ASM Agreement**

**The Jobber/ Dealer can call Verifone Contract Services as 1-800-889-7829 Option 1, Option 2, Select 5.**

* The new POS systems purchased include a 1- year ASM agreement included in the cost of equipment.
* Annual Renewal Fee is $1248.
* Penalty Fee’s $120 per month. If an ASM expires the past due late fees and a current 1 Year renewal fee must be paid for site to be current and eligible for help desk support, software upgrades and equipment repairs by a Certified Verifone Technician.

**Gilbarco PSO Service Agreement-**

**The site or jobber can call Gilbarco Contract Services at 1-866-606-8968 Opt. 5 to speak to a representative that will inform them of the status of GVR as well as instructions on payment process.**

* PSO – 1 Year Service Agreement - $1936
* 91st day of non- compliance results in $1,000 fine and $285 per month thereafter up to a year.
* After a year of non- compliance, the fee is $3850 plus the current year PSO agreement of $1936.

**Minimum Software for Loyalty**

* **Gilbarco Passport Version 10**
* **Verifone POS Commander 43.18- recommended 51.42 or more.**

It is highly recommended that a site has the latest software upgraded with a tech visit. Though older software can be utilized for “Save Every Mile” newer software includes patches and fixes to address technological advances, speed, accuracy, locking card reader issues and including new features available for use in store such as age verification. And contactless pay solution at the forecourt.



**Equipment**

* For inside offers- 2 D Scanner- Scanners can be purchased through Techquidation. Please call 678-213-4094.

**Gilbarco Loyalty Module**

* All **Gilbarco Passport** locations require the **Mobile Loyalty Suite** to be present or installed to accept loyalty programs on the Gilbarco Passport.

**Gilbarco Passport – How to identify if the Passport System has the Mobile Loyalty Suite**

Here is how you identify what modules are installed on the Passport.

In the manager workstation: Set up -> Feature Activation: (All activated modules will be displayed with a green check mark to indicate active.)



If the loyalty Module is included, there will a be a green check mark next to “Enhanced Loyalty Interface” and Multiple Loyalty Interface as depicted below in yellow.

A picture containing graphical user interface

Description automatically generated



**If you do not have the Mobile Loyalty Bundle installed** in your Passport, reach out to your Gilbarco Distributor for the purchase of the Loyalty Bundle.

Once the purchase of the Mobile Loyalty Bundle is completed, contact the Gilbarco Help Desk - 1-800-800-7498 for your Passports Site Code. Once you have received your Site Code, the code must be entered into your Passport POS to enable the loyalty function.

To Enter the Site Code – Managers Workstation: Set Up> Feature Activation> Enter Code> Activate. Proceed with “Save Every Mile” Loyalty installation.

**Load the Clark Crown Mobil App on Your Mobil Device for Site Testing**

* Go to the App Store or the Play Store
* Search for the Clark Crown App or “saveeverymile.com.
* Download the App
* Complete the Registration Profile. Once the Registration Profile is complete the enrollee will receive an email asking to verify the email as well as a link to set up your username (your email) and password. (If ***this process is not completed the customer will not receive their introductory 200 bonus points nor will they be able to participate in point redemption.)***

Graphical user interface, application

Description automatically generated

* The phone number registered when enrolling in “Save Every Mile” becomes the consumers Alt. ID.

**PLU Instructions for Gilbarco and Verifone POS**

**Gilbarco Passport- Creating/ Modifying PLU/ UPC**

1. In CWS (Cashier Workstation) Click Tools> Search by clicking More

2) Managers Workstation

3) Pricing> Item

4) Click Add

5) General Tab, input the following:

PLU/UPC

Description of item

Department assigned.

“This item sells for \_\_\_\_per unit.”

6) Scan Codes Tab

PLU/UPS should already be entered> Click Add

7) Options Tab> Confirm following are checked

Active for Sale

Quantity Allowed

Allow Refunds

Network Product Code = 400

**Verifone Ruby CI- Creating/Modifying PLU/UPC**

1. Click CSR Function (bottom right)
2. Configuration Manager> Log In
3. Store Operations > PLUs
4. Click Add button, input following:

PLU (Scan item)

Description

Price

Department

Product Code

Click Save on top right!

**Key Information needed to Set Up loyalty on Verifone and Gilbarco POS**

* Loyalty Provider Name **“Save Every Mile**”
* Loyalty Provide Type: **General**
* Store Identifier- **30- ####=** Clark Store Number **(EX. 30-4701)**

**Velocity Logic** - Loyalty Host IP Address is :**208.112.64.157**

**Destination Port Number per POS Type**

* Verifone Port: - **10200**
* Gilbarco Passport Port- **10210**
* Gilbarco Passport Port -**10211**- (If a TLS is required for Gilbarco)

I**P Source Address for All POS including the following:**

* Verifone **- 192.168.40.250**
* Gilbarco Passport **10.5.50.2**
* NCR Radiant—site specific will need to work our local IP ‘s with PDI during installation.
* Smart Desk- site specific will need to work out local IP’s with PDI during installation.

**Key Support Phone Numbers – Have Store GVR # for (Passport) or ASM # for PSO for Verifone available. (You can also provide your location address or store phone number.)**

* Gilbarco Help Desk- **1-800-800-7498**- **Press 1 for POS Help**
* Gilbarco Help Deck PSO - Contract Services **(1-866-606-8969)**.
* Verifone Help Desk- **1-888-889-7829 – Press Option 1 then Option 1 and provide Service Id Number**
* **Verifone Help Desk- ASM – 1-888-889-7829 Press Option 1, Option 2, Select 5.**
* Control Scan/ PDI – Formerly Echo Sat –
* **1-800-371-1118 Ext. 2** for assistance with installing or trouble shooting loyalty equipment.
* **1-800-317-1118 Ext. 3** for assistance with loyalty program support.
* Clark Crown Client Services- **1-877-462-5275 Ext. 9**
* Mobil App or Point Questions [-saveeverymile@velocitylogicgroup.com](mailto:-saveeverymile@velocitylogicgroup.com)
* Techquidation- 678-213-4094 – 2 D Scanners
* Barb Nolan- Director POS & Products- Clark Brands- [bnolan@clarkbrands.com](mailto:bnolan@clarkbrands.com) , 630-940-7003.