Loyalty Instructions

Verifone Commander Base 53

Featuring C-18 Screen Shots.

Please note, the instructions feature screen shots of the Verifone C-18 with Commander base 53.40.   Any Verifone POS Type that has loaded Commander Base 53 can follow these instructions to load the Clark Crown "Save Every Mile loyalty Program.

SAVE EVERY MILE®

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SAVE EVERY MILE®

Key Support Contact Information

Verifone

Help Desk: **888-889-7829**
Choose Option 1 and then Option 1 again.

Please have your store Service ID number.

ASM -   **Contract Services: 888-889-7829**, **Choose Option 1, then Option 2, and then option 5.**

Techguidation (2D Scanners)

678-213-4094

PDI (Controlscan/Echosat)

800-371-1118 Ext. 2 for assistance with installing or trouble shooting loyalty equipment.

800-317-1118 Ext. 3 for assistance with loyalty program support.

Loyalty

Velocity Logic   **Loyalty Contractor**

Mobile App or Point Questions: **saveeverymile@velocitylogicgroup.com**

Clark Crown

Client Services- 877-GO-CLARK (877-462-5275) Ext. 9

Barb Nolan, Director POS & Products
Email: bnolan@clarkbrands.com
Phone Number: 630-940-7003

Loyalty

Mobile App or Point Questions: **saveeverymile@velocitylogicgroup.com**

Before You Start

Information Needed

- **Verifone Service ID Number – This number is needed if you need to reach out to Verifone.**
- **Clark Crown 4- digit store number**
- **Verifone Configuration Manager Username and Password**

Verifone Software

The recommended software version is the latest one that is available from Verifone but at least version 51.42.

The minimum software version to be able to use loyalty is 43.18 but has known issues that have been corrected in future versions.

Scanner

It is recommended that you have a 2D Scanner to allow for scanning item barcodes and the loyalty ID within the mobile application.

The recommended scanner is the QD2590 or GD4590, which can be ordered from Techquidation.

(678-213-4094).

Datalogic QuickScan

$145

No integrated base or stand. Stand can be purchased separately. 3 year manufacturer warranty
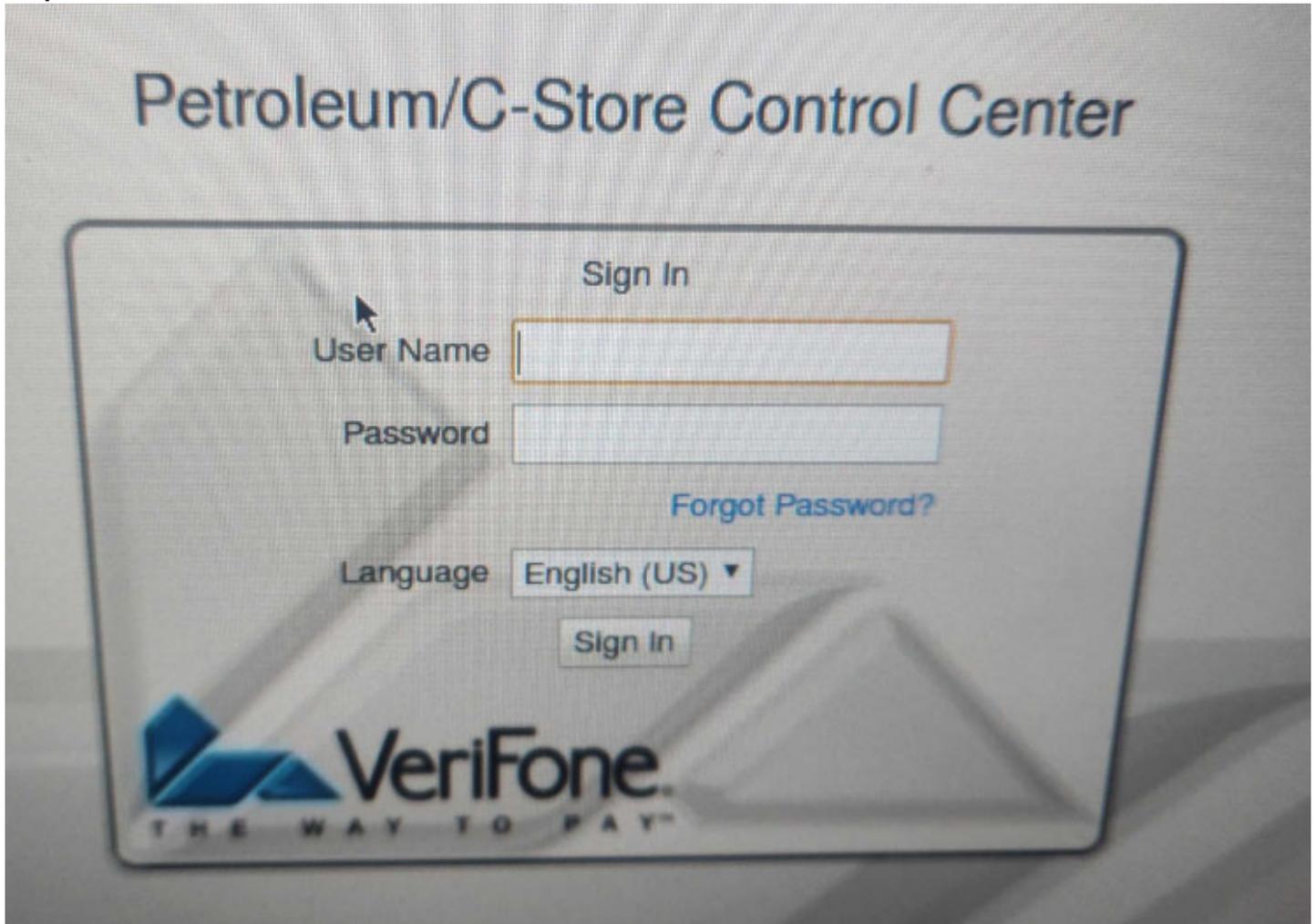
QD2590

$347

Integrated base: Presentation and Handheld mode
5 Year manufacturer Warranty

GD4590

Setup Loyalty – Logging on to Configuration Manager

Step 1:   **Login to the Cashier Workstation Screen**

Step 2:   **Go to CSR Function (bottom right corner of screen)**

Step 3:   **Go to Configuration Manager.**

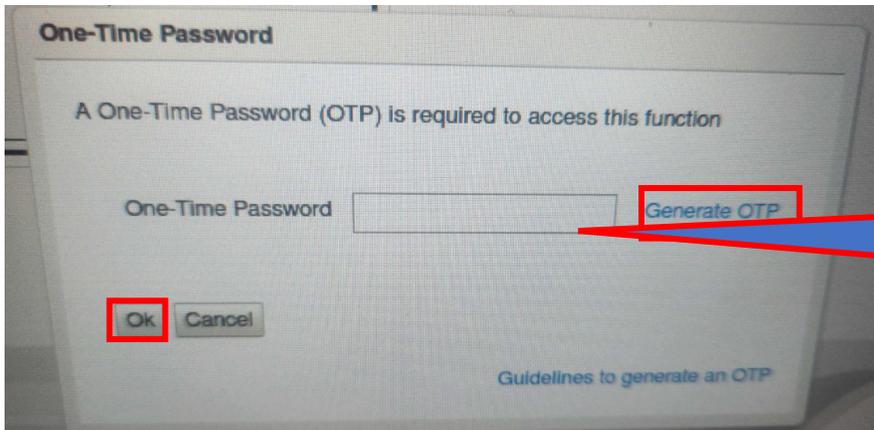**Step 4:Enter the Username and Password**

rd and" Click" Sign In

You are now in the Configuration Manager.

Setup Loyalty – One-Time Password (OTP)

To update settings in the Configuration Manager, you may be requested to enter a one-time password (OTP). Your screen will show the following below. When this occurs:

Step 1:"Click" Generate OTP.

Enter OTP four-digit code.

Step 2: Click "Generate the OTP ". **This will generate a four-digit one-time password on the Commander**. The four- digit one-time password can be found in the box on the lower right corner.


Four-digit code will show up in the box. Enter in the OTP

Step 3: **Enter the four-digit number in the One-Time Password box and click Ok.**

Result: After the One-Time Password is generated and entered in the One-Time Password window, the Local Area Network Configuration form opens.

Setup Loyalty – Loyalty Host Address

Step 1:   Go to Initial Setup -> Local Area Network Configuration
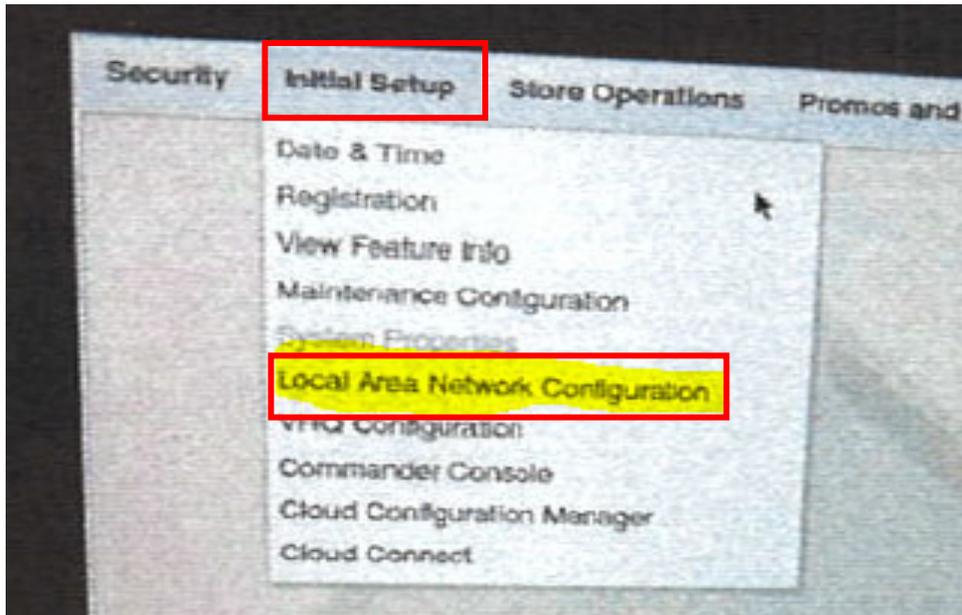
Step 2:   In this section, y**ou will be generating a new route configuration within the Local Area Network Configuration**.

Click " NEW" Under the Device Specific Route which will take you to completing the new route configuration.

Security   Initial Setup   Store Operations   Promos and Discounts   Forecourt   Devices   Payment Controller   Re

Global Routes

Route Type	Destination	Gateway	Netmask	Service
host	208.112.64.157	192.168.40.1	255.255.255.255	Save Every Mile

1-1 of 1

New   Delete

Select Device controller ▼   Select Register [   ] ▼

Device Specific IP Configuration

NIC Description	IP Address	Configure By DHCP	Default Route
Isolated payment NIC	192.168.40.250	false	false
Verifone Zone	192.168.31.11	false	false

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Device Specific Routes

Route Type	Destination	Gateway	Netmask	Service
host	10.13.17.50	192.168.31.31	255.255.255.255	
network	192.168.41.0	192.168.31.31	255.255.255.0	
host	10.5.55.0	192.168.31.31	255.255.255.0	Crinds
network	172.29.0.0	192.168.31.31	255.255.0.0	
network	8.8.0.0	192.168.40.1	255.255.0.0	
network	64.27.0.0	192.168.40.1	255.255.0.0	
network	63.131.0.0	192.168.40.1	255.255.0.0	
network	66.70.0.0	192.168.40.1	255.255.0.0	
network	172.29.46.0	192.168.31.31	255.255.255.0	
host	208.112.64.157	192.168.40.1	255.255.255.255	SAVE EVERY MILE

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New   Delete

Step 3: Enter the Loyalty Device Specific Route information as outlined below:

Route Type:	host
The Destination Field Enter	208.112.64.157
The Gateway Field Enter	192.168.40.1
Netmask Field Enter	255.255.255.255
Service Field Enter	"Save Every Mile"

Once Completed the NEW Route Configuration Information should appear as depicted in the screen below.
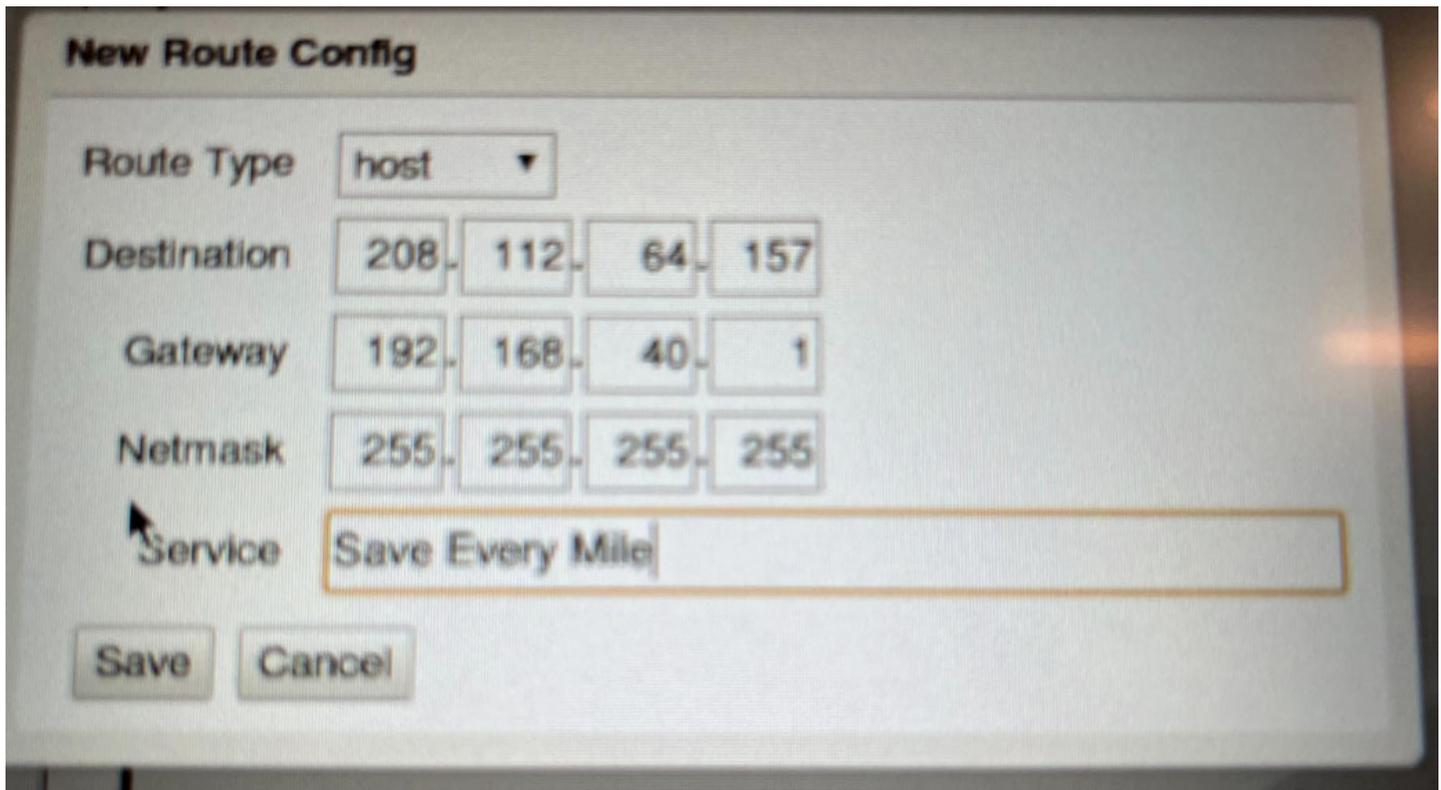
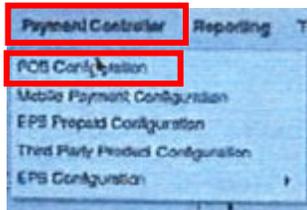**Step 4:** Click" Save". The new Loyalty Device Specific Route will show up on the screen.
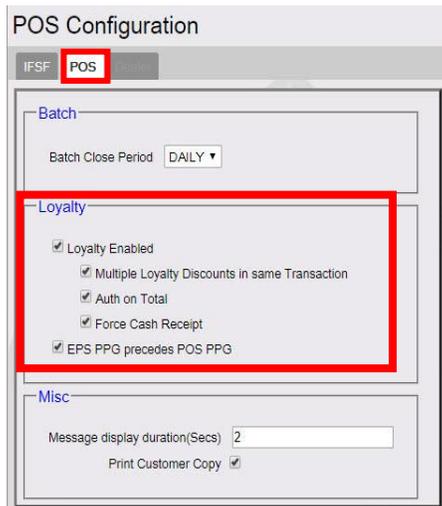
Step 5: Click" Save "at the top of the screen.

Setup Loyalty – Enable Loyalty

Step 1:   **Go to Payment Controller -> POS Configuration**

**Step 2:Select the POS Tab and" Click "the boxes as indicated below:**

Loyalty Enabled: **Check**
Multiple Loyalty Discounts in same Transaction: **Check**
Auth On Total: **Check**
Force Cash Receipt: **Check**
EPS PPG precedes POS PPG: **Check**
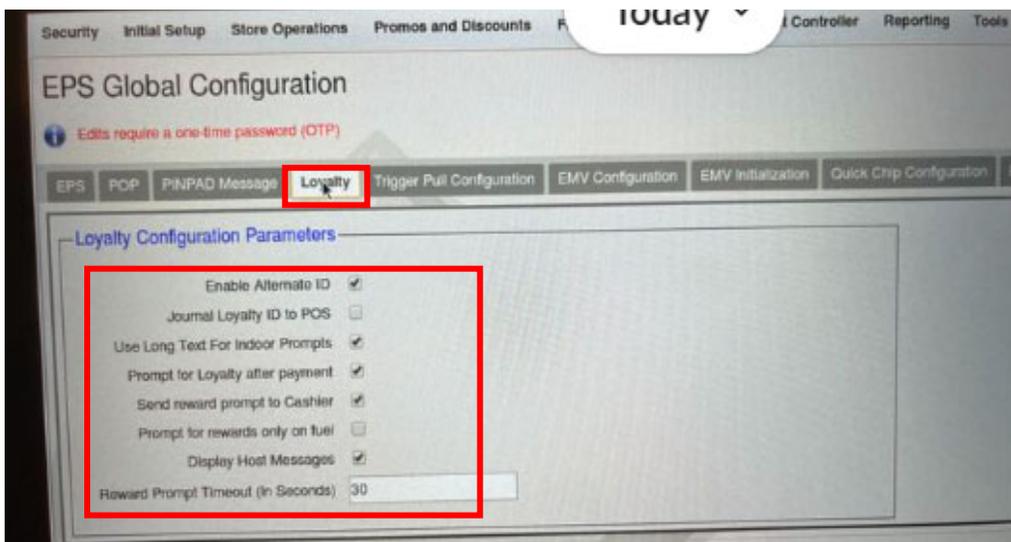
Step 3:   ''**Click Save at the top of the screen.**

Setup Loyalty – Enable Alternate Loyalty ID

Step 1:   **Go to Payment Controller -> EPS Configuration > EPS Global Configuration**
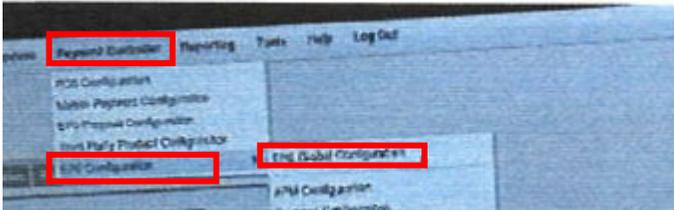
Step 2:   **From the EPS Global Configuration "Click" the Loyalty Tab Configuration and click the boxes as indicated below:**

Enable Alternate ID:	**Check**
Journal Loyalty ID to POS:	**Do NOT Check**
Use Long Text for Indoor Prompts:	**Check**
Send Reward Prompt to Cashier:	**Check**
Prompt for rewards on fuel only:	**Do NOT Check**
Display Host Messages:	**Check**

Step 3:   **"Click" Save at the top of the screen.**

Setup Loyalty – PIN Pad Idle Message

Step 1:   **Go to the PINPAD Message Tab of the EPS Global Configuration (Payment Controller -> EPS Global Configuration) and enter the information below:**
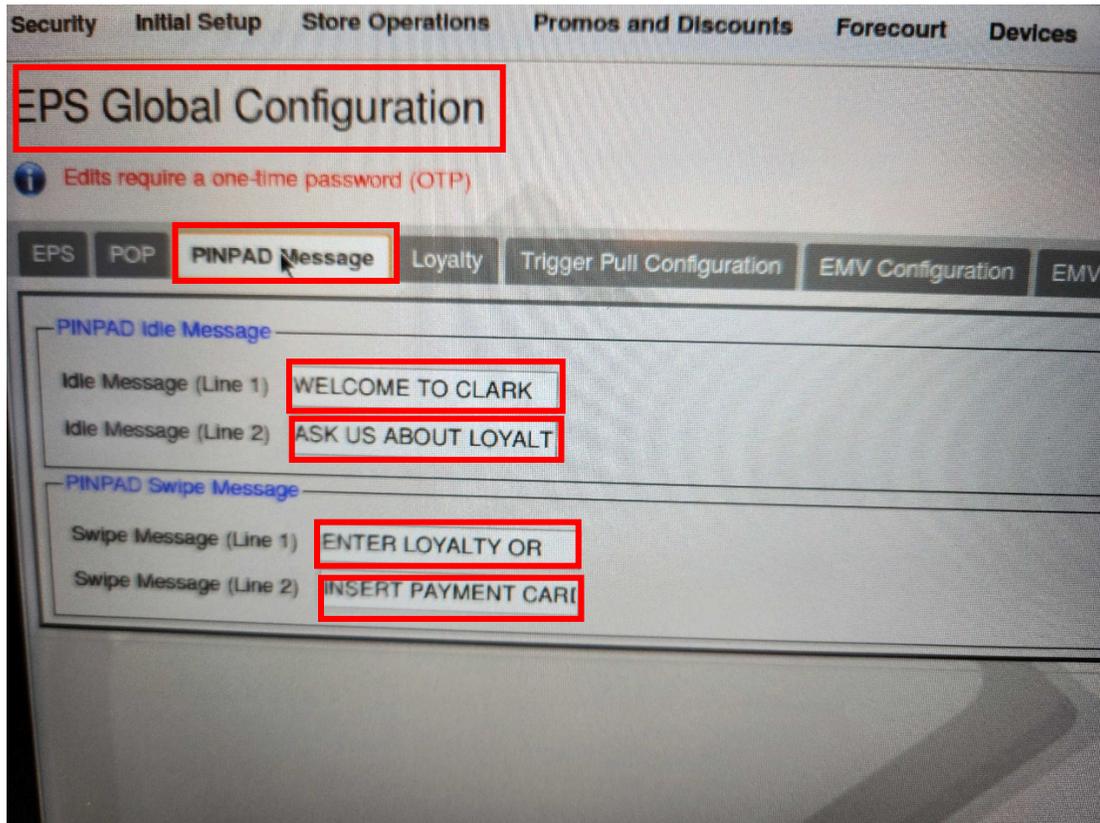
| Idle Message (Line 1):	WELCOME TO *[NAME OF BUSINESS]*
Idle Message (Line 2):	ASK US ABOUT LOYALTY
Swipe Message (Line 1):	ENTER LOYALTY ID OR
Swipe Message (Line 2):	INSERT PAYMENT CARD

Step 3:   **"Click" Save at the top of the screen.**

Setup Loyalty – Loyalty Configuration

Step 1:   **Go to Payment Controller** -> **EPS Configuration** -> **PCATS01 Loyalty Configuration** (*if you have another loyalty program setup in PCATS01, select the next available PCATS number*)
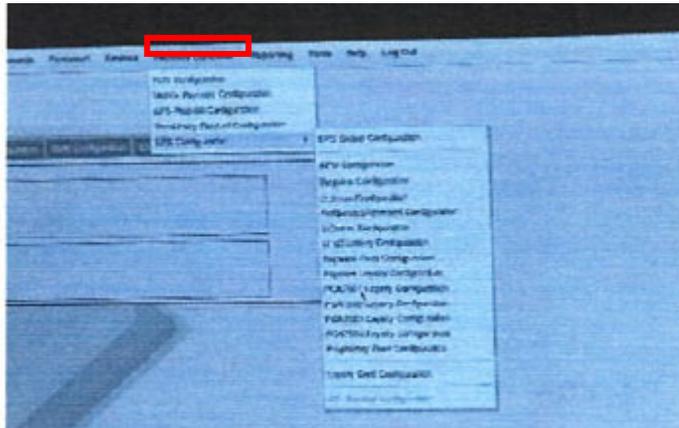
Step 2:   **In the Loyalty Configuration, you will need to set up the loyalty program with the following information within the red box. The information is below the screen pictured.**

Network
FEP Enabled: Check
Dealer ID: 30-####
                              (Enter the 4-digit Clark Crown store number such as 30-9997)

Program Name: Save Every Mile
Loyalty Offline Receipt Message: Loyalty Offline
Enable Barcode Scan: Check
Enable Card Download from Host: Do NOT Check
Display Loyalty FEP Offline to Hybrid Cards: Check

Communication Options

IP/Domain Name: 208.112.64.157
Port: 10200
Enable SSL: Do NOT Check
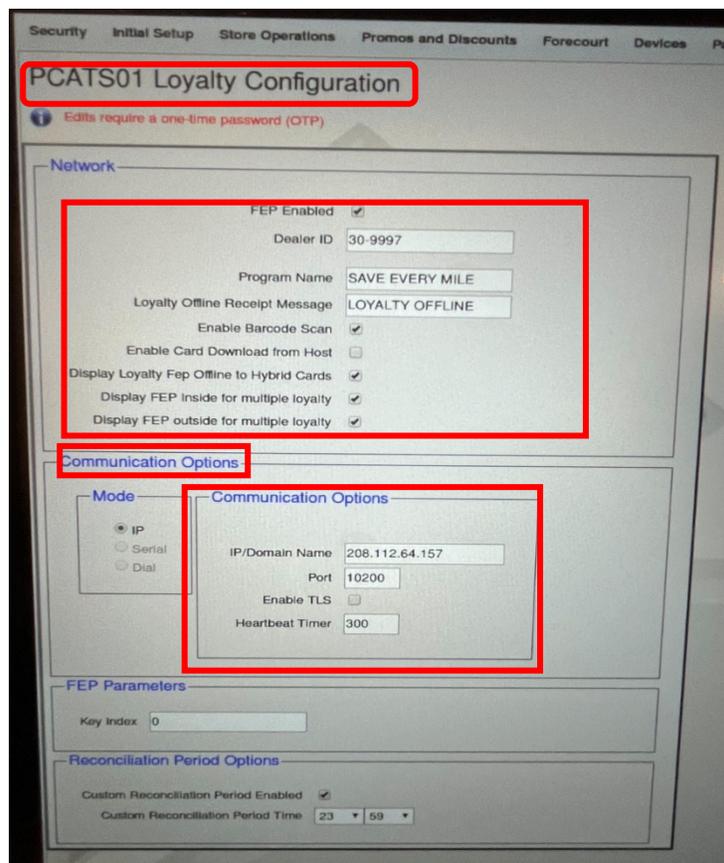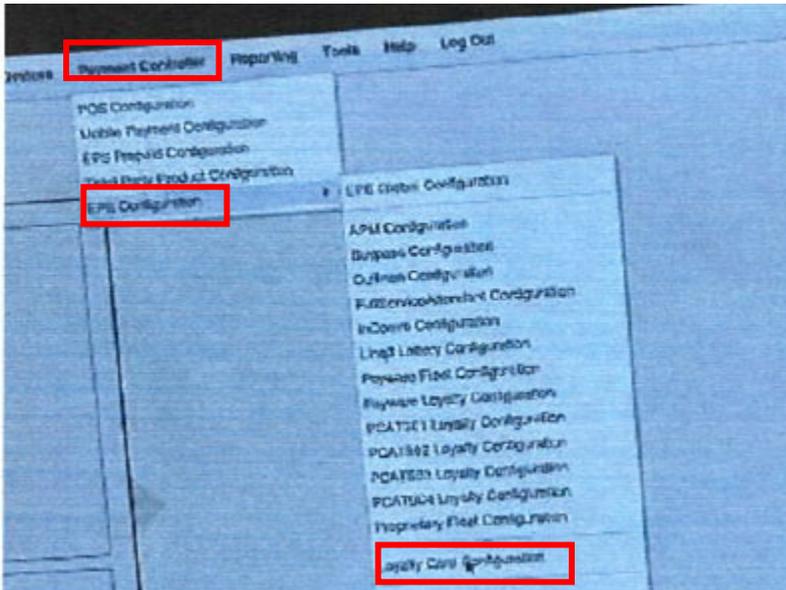Heartbeat Timer: 300

Step 3: **"Click" Save at the top of the screen.**

Setup Loyalty – Loyalty Card Configuration

Step 1: **Go to Payment Controller** -> **EPS Configuration -> Loyalty Card Configuration**

Step 2: **To Setup the Alternate Loyalty ID. Click the ADD button and then enter the ALT card information.**

![Save Every Mile / Clark Crown header]

Card Table Index: **ALT**
Card Abbreviation: **DA**
Card Name: **DLALT**
Lower ISO: **0 (zero)**
Upper ISO: **9**
Pan Length: **10**
Card Enabled: **Checked**
Accept Track 1: **Checked**
Accept Track 2: **Checked**
Accept Manual Scanned Entry: **Checked**
Hybrid Card: **NOT Checked**

Support FEPs

"Click" the Edit Button, select PCATS01 (*unless a different PCATS number was chosen in the previous step.*)

Hit Save!

Step 3: To Setup the Loyalty Card Range. Stay in Loyalty Card Configuration toggle to DL1 click the ADD *button and then* enter the DL1 card information.

Card Table Index:	DL1
Card Abbreviation:	DL
Card Name:	DL#1
Lower ISO:	6852955
Upper ISO:	6852955
Pan Length:	17
Card Enabled:	Checked
Accept Track 1:	Checked
Accept Track 2:	Checked
Accept Manual Scanned Entry:	Checked
Hybrid Card:	NOT Checked

<u>Support FEPs</u>

"**Click" the Edit Button, select PCATS01 (***unless a different PCATS number was chosen in the previous step.*)**
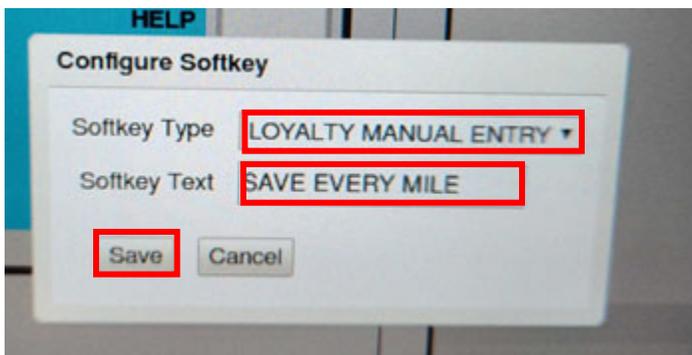
Step 4:   "**Click" Save at the top of the screen**.

Setup Loyalty – Pump Message

Step 1:   **Go to Forecourt** -> **DCR Idle Screen**
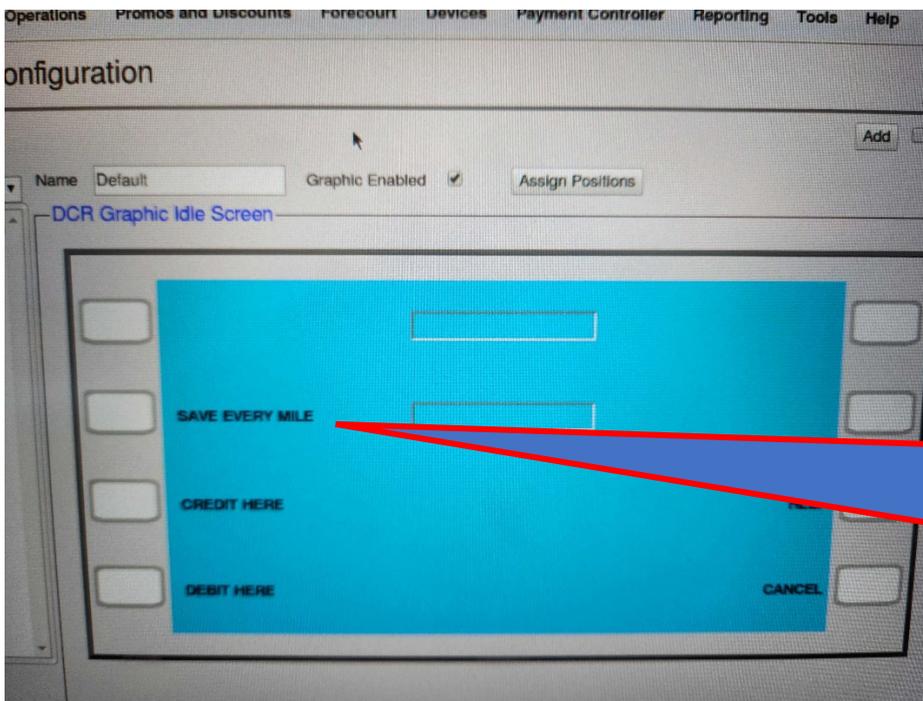
Step 2: "**Select**" the Idle Screen being used.

Step 3:   "**Select**" an available button where you want the customer to select the Save Every Mile loyalty program. (This *will display the loyalty message on the pump screen outside*)

Step 4:   Select the **LOYALTY MANUAL ENTRY** Softkey Type and ente**r** "**SAVE EVERY MILE**" in the **Softkey Text**

Step 5:   "**Click**" the Save button on the pop-up screen.

Once Message is Complete the Screen Should Look Like This

Step 6:   Click "**Save** "at the top of the screen.

Setup Loyalty – Initialize Pump Message- (IMPORTANT)-*Pushes Message*

This step will push the updated DCR idle screen to the pumps. Before proceeding, please make sure. that there are no customers at the pump. This step will not allow cards to be taken at the pump for 5 to 10 minutes.

Step 1: **Go to Forecourt -> Initialization** -> **DCR.**
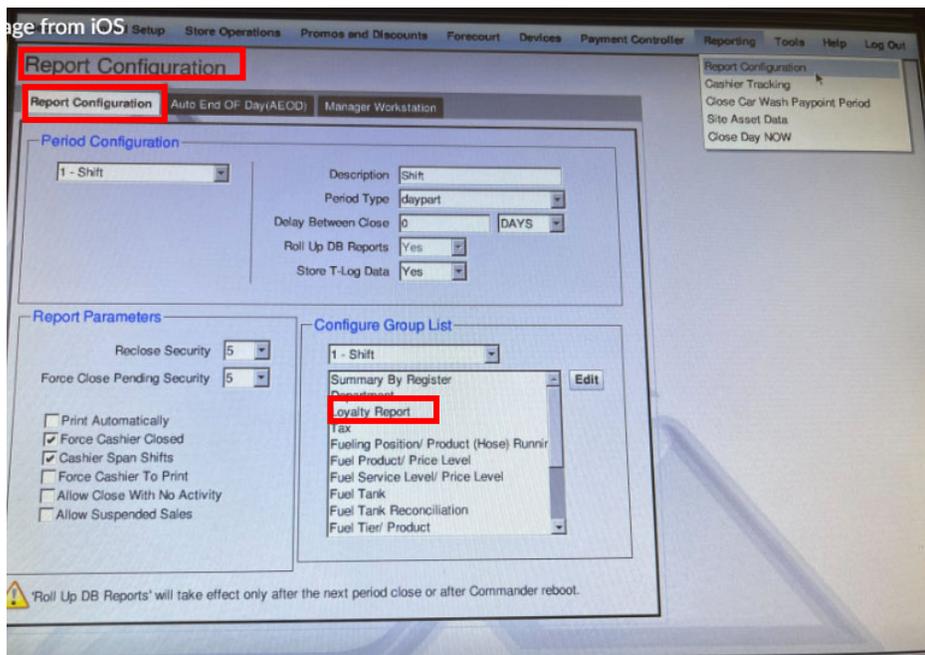
Step 2 : **Select All DCRs**

Step 3: **Select Okay**

Setting Up Loyalty Reports

Step 1: **Go to Reporting** -> **Report Configuration**

Step 2: **Select Day Part in the Configure Group List**

Step 3: **Hit** "**Edit**", **Check Loyalty Report**," **Click**" done **button.**

Repeat Step 2 & 3 for Day, Month, and Year etc. (if you require the loyalty reports for those periods.)

Step 4: "**Click**" Save at the top of the screen.

Setup Loyalty – Completed

Congratulations, you have set up the Save Every Mile Loyalty program on the Commander. You can exit the Configuration Manager by selecting the Log Out menu option.

Now proceed to verify a successful installation as well as testing the Mobile APP.

Setup Verification- Determine if Loyalty Host is Online

Step 1: Go to the Network Menu (CSR Function -> Network Menu)

Step 2: Select Diagnostic Check Host Status. This should show that the Loyalty Host is online. If the host is not online, this may be an indication of a communication problem, please reach out to PDI at 800-393-3246 for firewall issues, Velocity Logic for heartbeat, 800-228-0210, or Clark Client Services at 877-462-5275.

Loyalty Messaging Verification-

Pin Pad Messaging Confirmation.

Review the PIN pad(s) to ensure that it has the "Save Every Mile" Message and the Loyalty Alt. ID.

Forecourt Messaging Confirmation

Review all pumps at the forecourt to ensure that they have the "Save Every Mile" option on the Pumps as well as the ability to enter the Loyalty Alt ID.

Install the Mobile App on Your Phone for Testing,

The "Save Every Mile" mobile app can be downloaded from the app store on your phone. You can search "Clark Crown" or "Save Every Mile". You can also go to www.saveeverymile.com for a link to the mobile app.

Once you install the mobile app and register for an account, an email will be sent to verify your email address. Please follow the directions on the email to verify your account. Once your email address is verified, you are set up on the program.

Test Rollback Transactions at the Pump

Perform a test transaction to ensure the loyalty program is properly installed and the price rollback is working correctly.

Select Save Every Mile at the pump and enter the phone number used to register on the Mobile App as the Loyalty Alt ID. You should see the price rollback. (You should not have to pump gas for testing)

Load or Create PLU's or enter UPC for "Save Every Mile" merchandise specials.

Step 1: Perform Test Transaction on "Save Every Mile" merchandise specials.

Step 2: Scan items or test PLUs to ensure all specials are working.

Creating PLU/ UPC

To take advantage of the product offers within the mobile app, the product PLU/UPC codes must be set up. Below are the steps to create a new PLU/UPC.

Step 1:   Login to the Configuration Manager

Step 2:   Go to   Store Operations -> PLUs.

Step 3: "Click" the Add button.

Step 4:   Enter the following required fields:

PLU:	Enter the PLU or scan the item.
Description:	Enter a description of the item.
Price:	Enter the selling price.
Sell Unit:	Enter the unit amount, typically 1.00.
Department:	Select the appropriate Department for the product.
Product Code:	Choose the appropriate Product Code.
Taxes:	Click Edit and select the appropriate taxes.

Step 5:   Review the rest of the information and update as necessary for your location and for the product being added.

Step 6:   Click Save at the top of the screen.

Perform Test Transaction on "Save Every Mile" merchandise specials.

Step 1:   Scan items or test PLUs to ensure all specials are working.