

Gilbarco Passport” Save Every Mile” Loyalty Instructions

Equipment Suggestion- 2 D Scanner required to scan Mobil ID or customer will have to use ALT Id.

Recommend Gryphon GD4590V Scanner- Can be ordered through Techquidation (need phone number)

Minimum POS and Firewall Standards

- Version 10 (Recommendation is locations move to Window 10 Version 21.03)
- Must Have a loyalty module (Get the exact name of the loyalty module)

Support

- Gilbarco Passport Help- 1-800-800-7498
- PDI/ Control Scan 1-800 -393-3246 Pay safe (Also known as EchoSat, SPG or PaySafe) –(Connectivity)
- Clark Client Services – 1-877-462-5275 (1-877- Go- Clark)
- Velocity Logic- Third Party Loyalty Provider,

Before you start

Install “Save Every Mile” Mobile App for testing loyalty transactions inside and outside at each Pump.

Installation Essentials and Preparation

- Suggest connecting a USB mouse and keyboard to register.

Make a list of the following items for use during the configuration. (See Setup and Support Document Included in Loyalty Kit) Can be found on Clark Brands in Help Center under Loyalty.

- GVR Number
- Manager level ID Password
- Clark/Crown 4-digit store number.
- Loyalty Module site code (See loyalty – This site code will be provided to you by the Gilbarco Help Desk once you have purchased the loyalty module.

You will use the number 30 plus your store number for Site Identifier EX Clark Store # 9999 will become 30-9999 as the store Site Identifier

Reference Equipment

Control Scan Router

Passport - MNSP - Outdoor EMV

Customer Zone – LAN1

Gateway = 192.168.41.1
 Subnet Mask = 255.255.255.0
 DNS = Any
 DHCP = > 192.168.41.100-254

ATG Zone – LAN2

Gateway = 10.5.62.1
 Subnet Mask = 255.255.255.252
 DNS = n/a
 DHCP = Disabled

EDH Zone – LAN3

Gateway = 10.5.50.1
 Subnet Mask = 255.255.255.252
 EDH = 10.5.50.2
 DNS = 8.8.8.8, 8.8.4.4
 DHCP = Disabled

DFS MGMT Zone – LAN4

Gateway = 172.29.0.1
 Subnet Mask = 255.255.255.0
 DNS = n/a
 DHCP = 172.29.0.11 (WAP)

Payments Zone – LAN5

Gateway = 10.5.55.1
 Subnet Mask = 255.255.255.0
 Car Wash = 10.5.55.2 – 3

Support Contact Information

- PDI 24/7/365 Help Desk
 Phone: 800-393-3246
 Email: mnfsupport@pditechnologies.com
- Gilbarco Support
 Phone: 800-800-7498

Passport POS Zone – LAN6

Gateway = 10.5.48.1
 Subnet Mask = 255.255.255.192
 MWS = 10.5.48.1
 CWS = 10.5.48.8-19
 DNS = 10.5.48.1
 DHCP = 10.5.48.8-19

DFS (Wayne) Media Zone – LAN7

Gateway = 172.29.2.1
 Subnet Mask = 255.255.255.0
 Media Gateway = 172.29.2.51
 DFS Edge = 172.29.2.52
 Anthem Board = 172.29.2.101 – 252*
 DNS = 8.8.8.8, 8.8.4.4
 DNS = 208.67.220.220, 208.67.222.222
 DHCP = Disabled

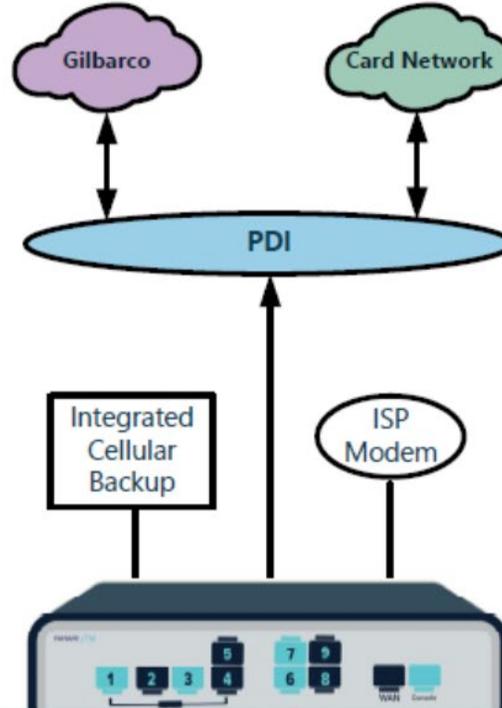
*Anthem boards trunked through wireless network

DFS (Wayne) Outdoor Zone – LAN8

Gateway = 172.29.1.1
 Subnet Mask = 255.255.255.0
 SPM2 = 172.29.1.101 – 252
 DNS = n/a
 DHCP = Disabled

Gilbarco Auxiliary Zone – LAN9

Gateway = 10.5.60.1



How to Sign into the System

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

Loyalty Module Activation – Check to see if you have the right modules feature activated.

- A Site code will be provided by the Gilbarco Help desk once the Loyalty Module has been purchased.
- If there is a green check mark next to Enhanced Loyalty Interface and Multiple Loyalty Interface, your location has the Loyalty Module installed. Press the exit button and go back to the Cashier Workstation (CWS) to begin installing the “Save Every Mile” Loyalty Program.
- If the system does not show a green check mark by “Enhanced Loyalty Interface or Multiple Loyalty interface, please see instruction under Gilbarco Loyalty Module

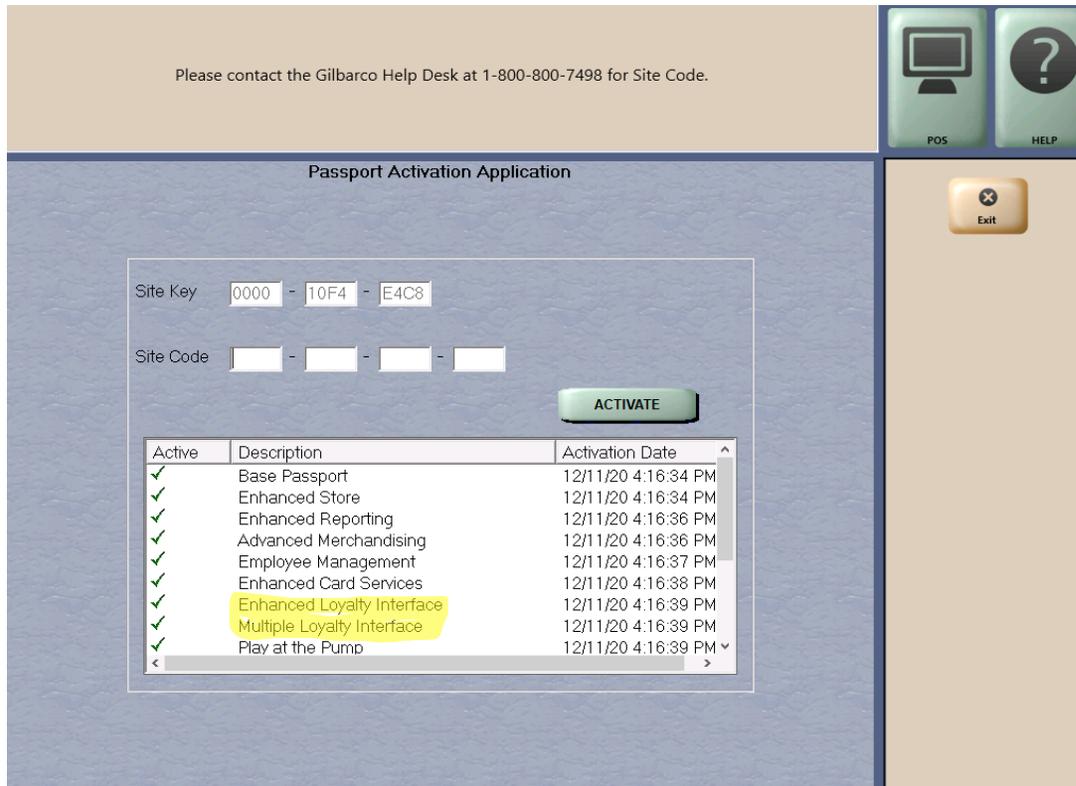
Gilbarco Loyalty Module

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

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.



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.

Gilbarco Passport Steps to Set Up Loyalty

- 1) Login to Passport as MANAGER
- 2) Go to Tools from the Cashier Workstation

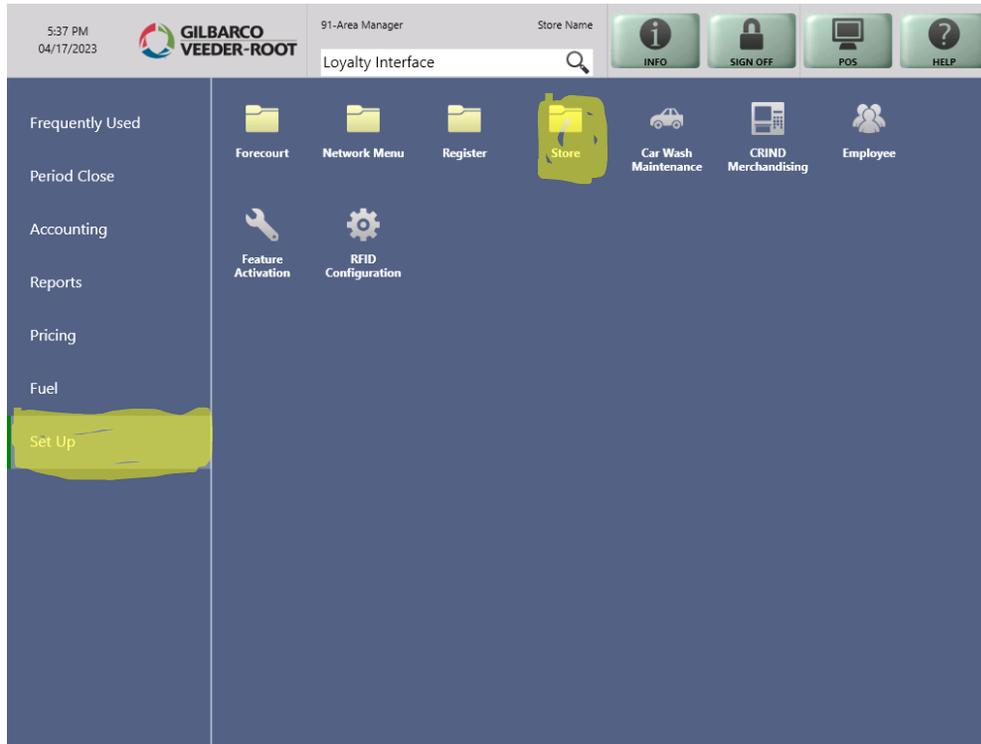


3)Go to Manager Workstations Manager- (Need to check loyalty feature modules prior to moving to Set.)

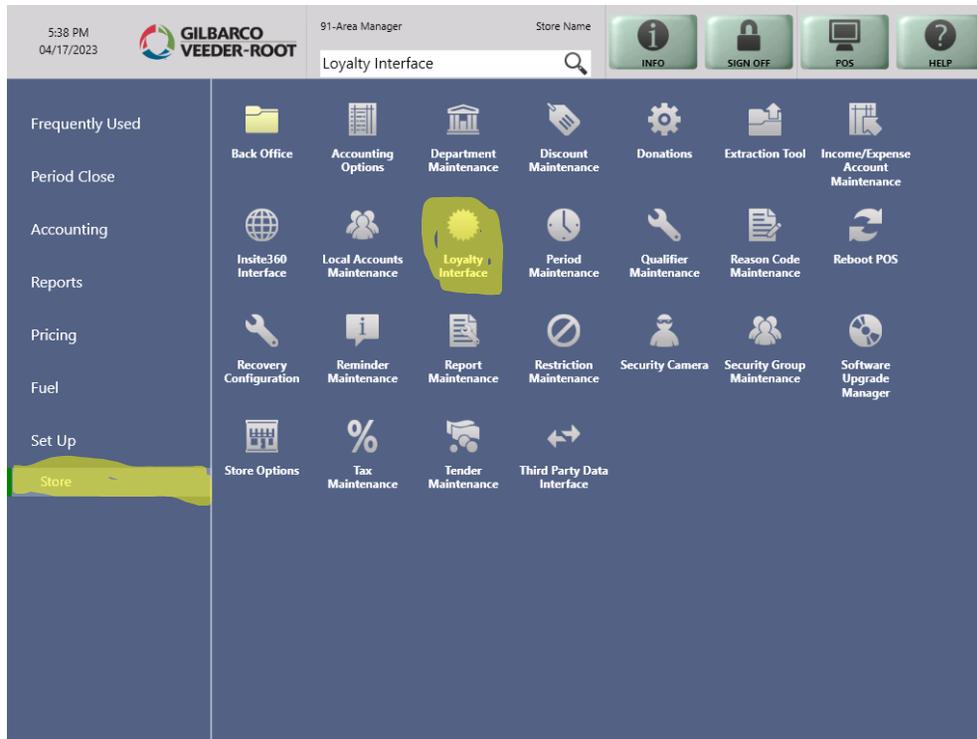


(If you have not signed on as a manager you will need to sign on as one before accessing managers stations) Enter the Managers Operator Id and Password and Sign On to allow access to configuration functions.

4)Hit Set Up



5)Hit Store Folder

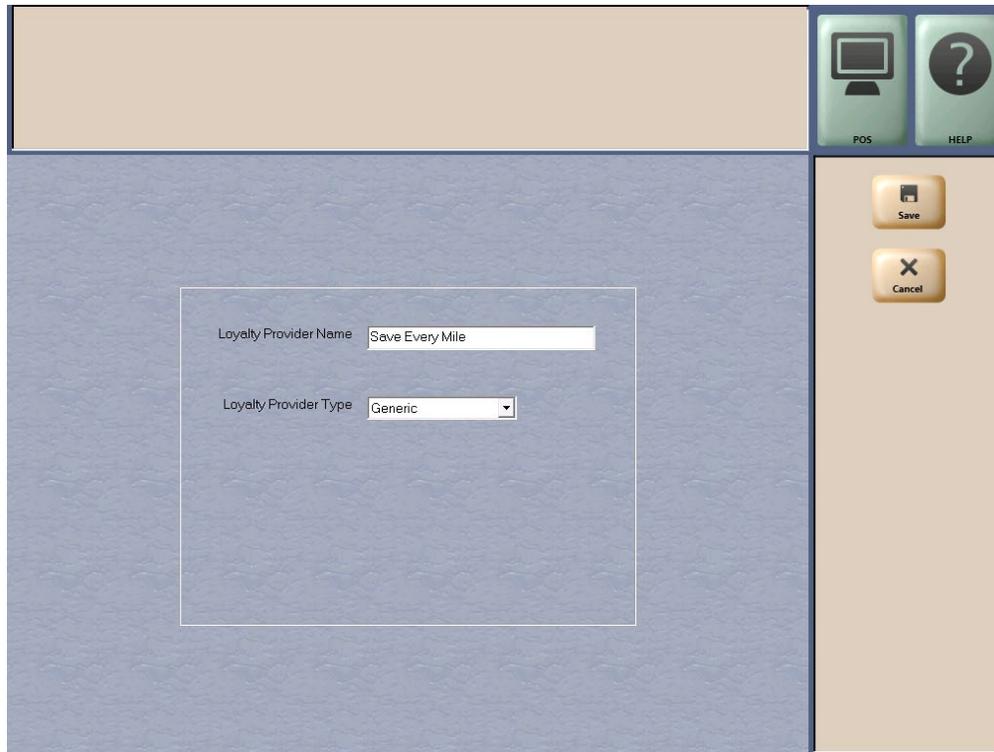


6)Hit Loyalty Interface – Which will take you to loyalty configuration.

7)Hit Add Button- to add loyalty provider.

General Tab- Loyalty Configuration

8) In the loyalty Provide Box type “Save Every Mile”



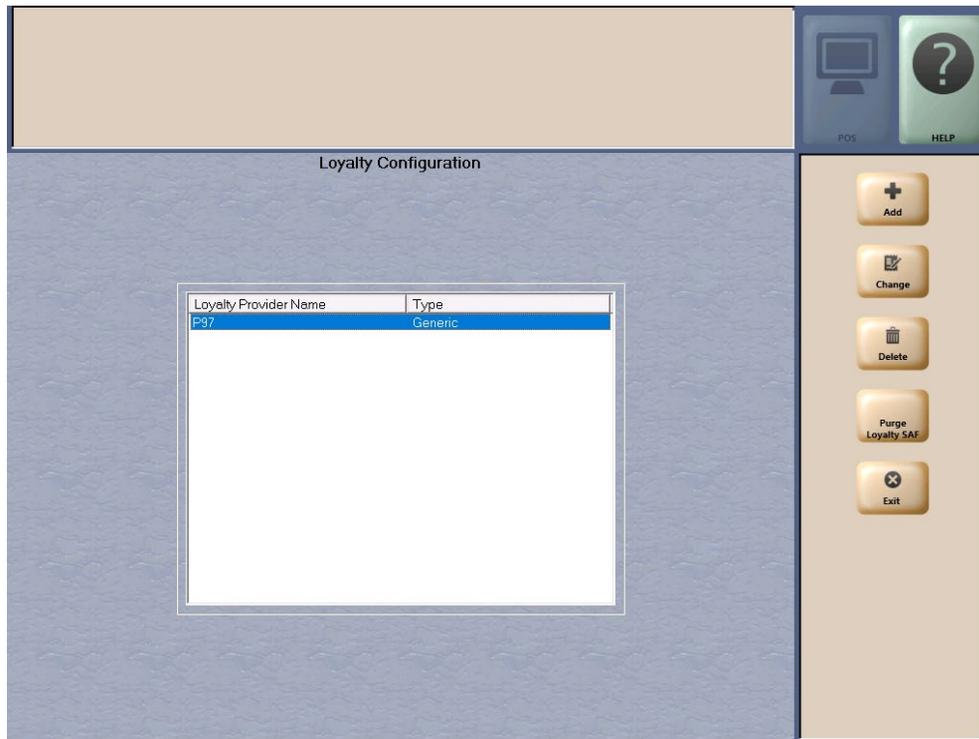
Loyalty Provider Name

Loyalty Provider Type

POS HELP

Save Cancel

9) For Loyalty Provider Type, use the dropdown to select Generic



10) Click Save- This takes you to the screen “Loyalty Screen”

Allow transponder wave by the customer to be used to identify their loyalty account.

POS HELP

Loyalty Configuration

TLS Parameters
General Receipts Prompts Loyalty Card Mask

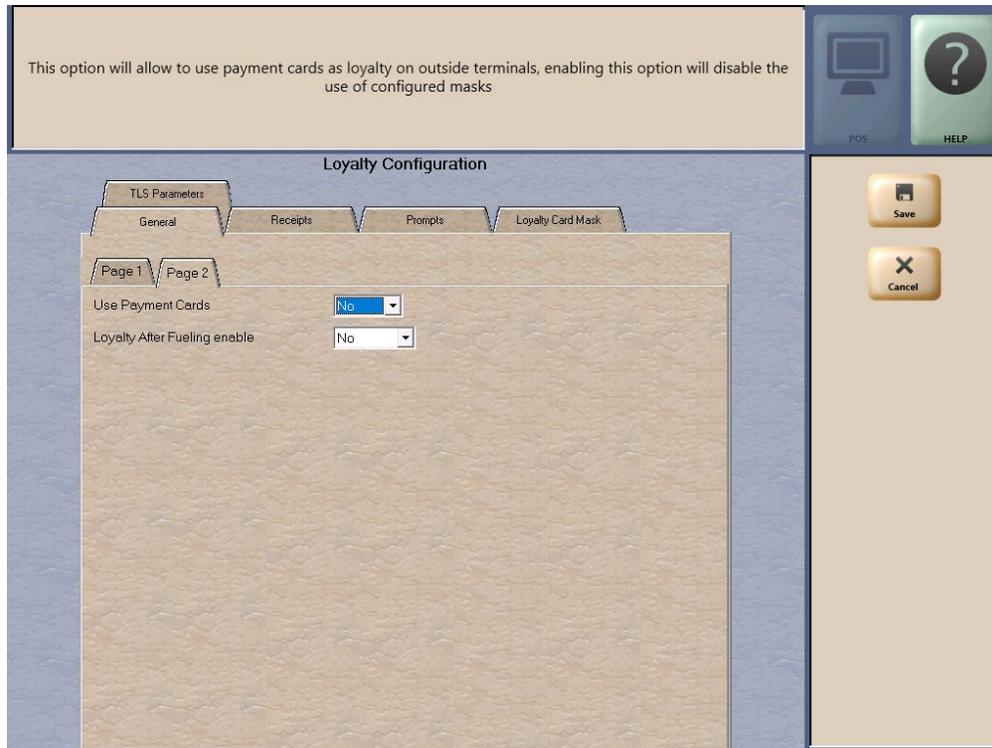
Page 1 Page 2

Loyalty Provider Name	Save Every Mile
Loyalty Provider Type	Generic
Enabled	Yes
Site Identifier	30-xxxx
Host IP Address	208.112.664.157
Port Number	10210
Allow manual entry outside	Yes
Allow cashier to euth prepay only pump	Yes
Allow instant rewards outside	No
Send all transactions to loyalty provider	No
Loyalty Interface Version	Gilbarco v1.2
24hr Loyalty period cut time	00:00
Allow transponder as loyalty ID	Yes
Loyalty Vendor	Unknown

Save Cancel

- 11) Hit Enable to “YES” – (Which will open the rest of the fields).
- 12) Enter Site Identifier Number (Which is 30- Clark/Crown 4-digit store number)
- 13) Velocity Logic Host Ip Address (208.112.64.157)
- 14) Enter Port Number 10210

- 15) Allow Manual Entry Outside – Yes
 - 16) Allow Cashier to auth prepay only pump Yes
 - 17)) Allow Instant Rewards Outside- No
 - 18) Send all transactions to loyalty provider – No
 - 19) Loyalty Interface Version- Gilbarco V1.2
 - 20) 24-HR loyalty period cut time- 00:00
 - 21) Allow transponder as loyalty ID- Yes
 - 22) Loyalty Vendor – Unknown
- Hit Save!



Loyalty Configuration- Receipts Tab

- 1) Always print inside loyalty receipt - Yes
- 2) Always print outside loyalty receipt - Yes
- 3) Inside offline receipt line 1- Type- "Save Every Mile Offline."
- 4) Inside offline receipt line 2- Leave Blank
- 5) Inside offline receipt line 3- Leave Blank
- 6) Outside offline receipt line 1- Type- "Save Every Mile Offline."

7) Outside offline receipt line 2- Leave Blank

8) Outside offline receipt line 3- Leave Blank

The screenshot shows the 'Loyalty Configuration' window with the 'Receipts' tab active. The 'General' sub-tab is selected. The following fields are visible:

- Always print inside loyalty receipt: Yes
- Always print outside loyalty receipt: Yes
- Inside offline receipt line 1: Save Every Mile *Offline*
- Inside offline receipt line 2: (Empty)
- Inside offline receipt line 3: (Empty)
- Outside offline receipt line 1: Save Every Mile *Offline*
- Outside offline receipt line 2: (Empty)
- Outside offline receipt line 3: (Empty)

Navigation buttons for 'Save' and 'Cancel' are located on the right side of the window.

Loyalty Configuration Prompts Tab- (Make sure they are the following)

1. POS Prompt at Tender- Always
2. Prompt for loyalty off-line inside- No

- 3. Prompt for loyalty off-line outside-**No**
- 4. Prompt Customer to Insert Card outside- **YES.**
- 5. Prompt for mobile payment outside-**NO**

Prompt customer for loyalty after mobile payment at the Outside Payment Terminals (OPT)

POS HELP

Loyalty Configuration

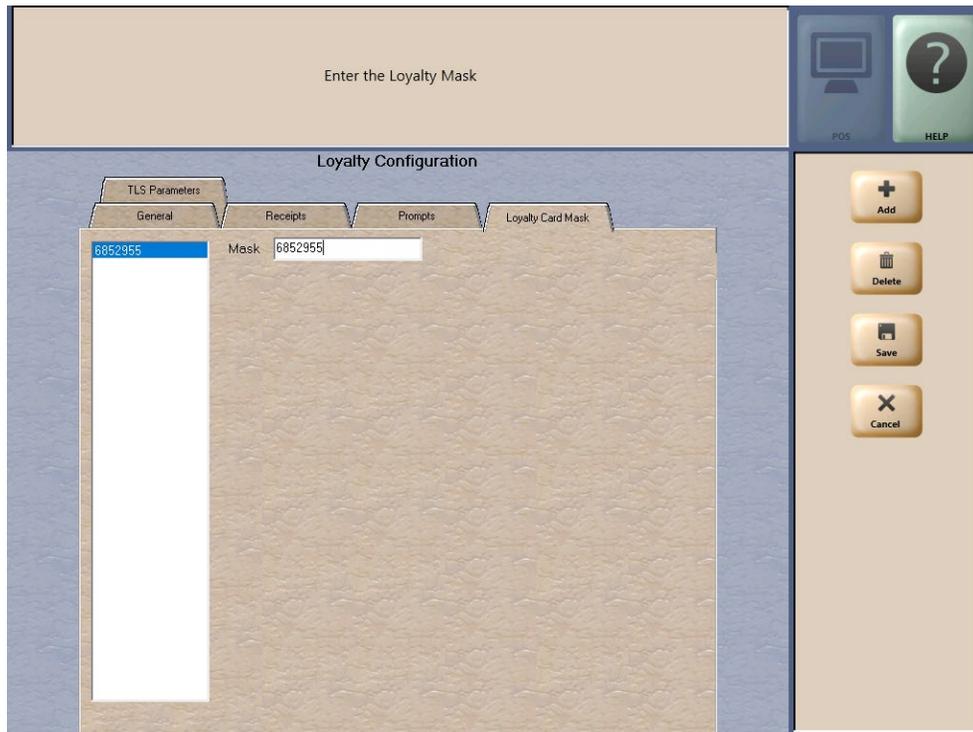
TLS Parameters
General Receipts Prompts Loyalty Card Mask

POS prompt at tender	Always
Prompt for Loyalty Offline Inside	No
Prompt for Loyalty Offline Outside	No
Prompt customer to Insert Card Outside	Yes
Prompt After Mobile Payment Outside	No

Save Cancel

Loyalty Configuration- Loyalty Card Mask Tab

1. Click Add
2. Mask- Type- 6852955



Loyalty Configuration TLS Parameters Tab

1. Enable TLS- NO

Enable TLS connection for loyalty provider

POS HELP

Loyalty Configuration

General Receipts Prompts Loyalty Card Mask

TLS Parameters

Enable TLS

TLS Certificate Name

OCSP Mode

Save

Cancel

Check to ensure the Pin pad has the “Save Every Mile Message as well as the Loyalty Alt. ID

Check to ensure that all Pumps at the Forecourt have the “Save Every Mile” on the Pumps as well as the Loyalty Alt ID

Perform Test Transaction at the Location ensuring Price Rollback is installed and working correctly.

Install “Save Every Mile” Merchandise Offers with PLU’s/UPC (Instructions Below)

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

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).**
- 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 , 630-940-7003.

Gilbarco Passport Loyalty Instructions- Consildated.

From the CWS – Tools -> Manager Workstation -> Set Up -> Store -> Loyalty Interface -> Loyalty Configuration -> Add Save Every Mile -> Now Enter Loyalty Configuration Tab -> General Tab, Pg1 - Set the field information in screen capture below > General Tab - Pg 2 – Set information in screen capture -> Loyalty configuration Receipt tab - set information in screen capture -> Loyalty Configuration Prompt Tab- set information in screen capture -> Loyalty Configuration Loyalty Card Mask Tab – Click Add – set information in screen capture – Loyalty Configuration TLS Parameters -> set information in screen capture – hit save!