



# Clark Crown Gift Cards

Instruction Manual  
for the Gilbarco Passport

# Gift Card Setup Manual



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# Gift Card Support Information



## Key Support Phone Numbers

Have the Store GVR # for Passport available.  
(You can also provide your locations address or store phone number.)

- **Gilbarco Help Desk - 800-800-7498**  
Press 1 for POS Help.
- **Gilbarco Help Desk PSO - Contract Services - 866-606-8969**
- **Clark Crown Client Services - 877-462-5275 Ext. 9**  
Barb Nolan - Director POS & Products - Clark Brands, LLC  
bnolan@clarkbrands.com | 630-940-7003

## Key Information

- Manual entry is allowed for the Gilbarco.
- In the event of an issue with a gift card, Clark Crown Client support can assist with getting a new card.
- You must sign out of Configuration Manager and the Sales register for changes to take place.
- Gift cards cannot be redeemed for cash or other gift cards and they cannot be used for the purchase of lottery tickets.

# Before You Start...

## Gift Card Orientation



## Clark Crown gift card- Getting Started

To get started, there are three steps needed to load Clark Crown gift cards on the Gilbarco POS.

### 1) Department configuration

- ✓ Separate departments are used for activation and re-charge of Clark Crown gift cards

### 2) Sales Configuration

### 3) Create a button/ soft key assignment separately

- ✓ Loading a gift card
- ✓ Reloading a gift card

Appropriately name the departments created for gift card for reporting purposes

ISO Number is 600649

## Important!!!!

Once Gift Card Configuration is completed, you must log out of configuration manager as well as sales. Log back in and the gift card should be configured.

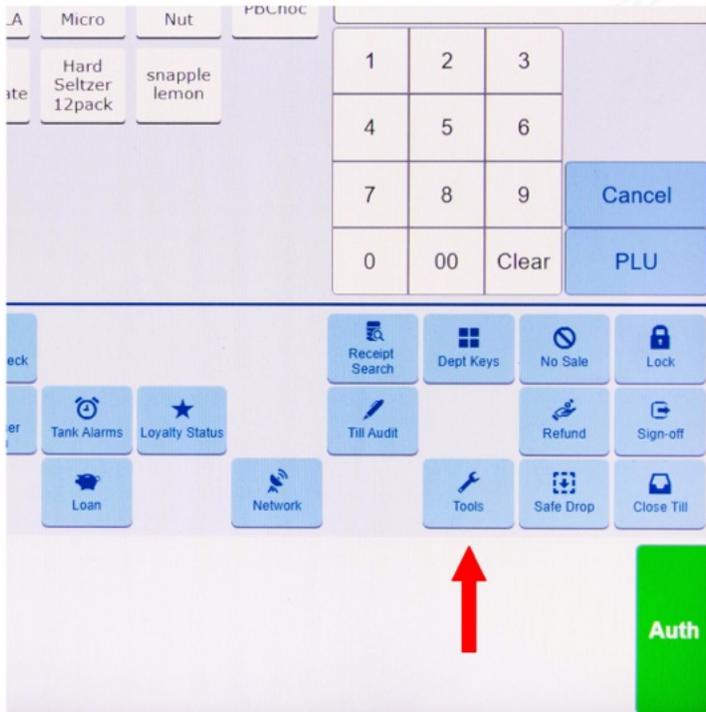
## TEST

- ✓ Test a Gift Card Transaction inside.
- ✓ Test a Gift Card Transaction at the PUMP
- ✓ Test Re-loading a Gift Card Transaction

# Gift Card Programming for Gilbarco

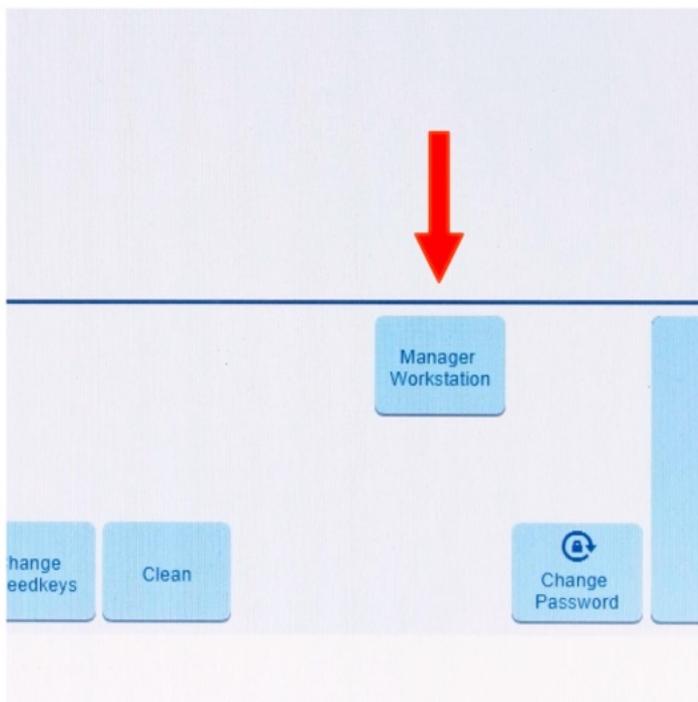


## Accessing Card Configuration Settings



1. Sign onto the **POS**.

From the main screen, click on **Tools**.



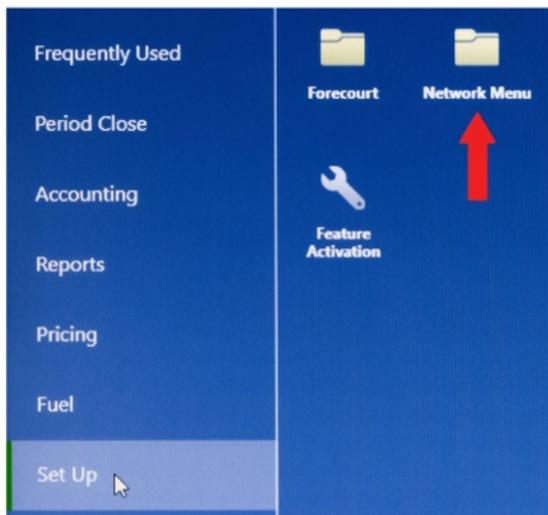
2. Now click on **Manager Workstation**.

**Sign in** as a manager.

# Gift Card Programming for Gilbarco

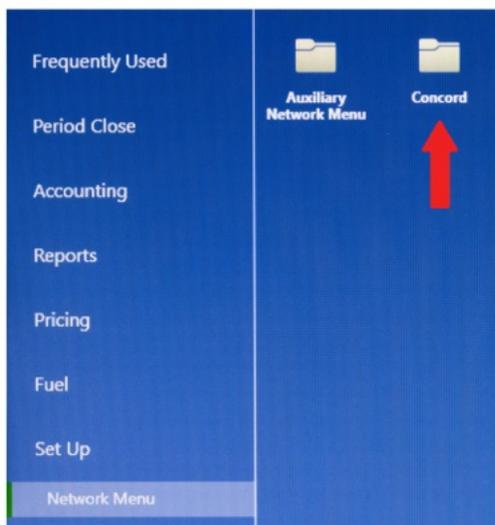


## Configuring the Gift Card to the Network

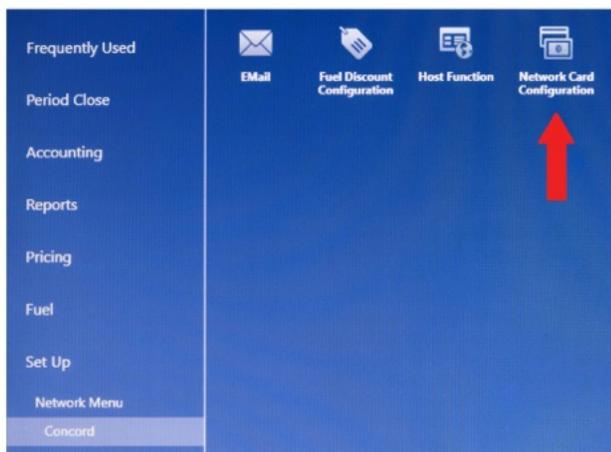


1. From the main screen of Manager Workstation, click on **Set Up**.

Now click on **Network Menu**.



2. While in Network Menu, click on **Concord**.

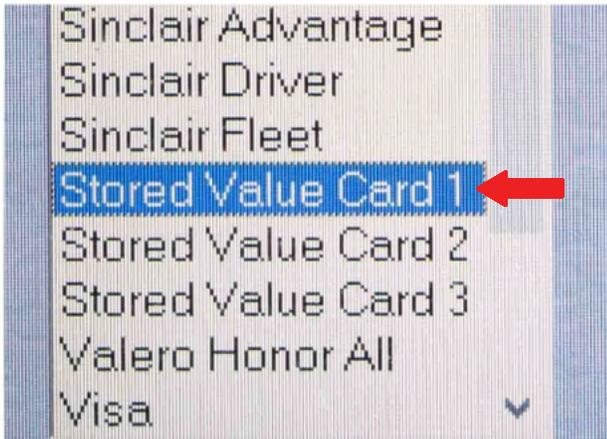


3. In the Concord folder, click on **Network Card Configuration**.

# Gift Card Programming for Gilbarco



## Configuring the Gift Card to the Network

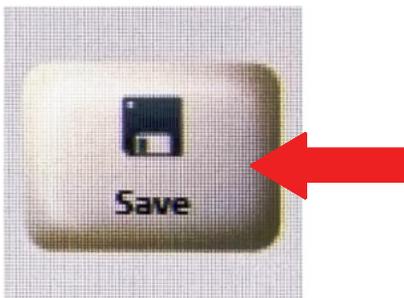


4. From the main screen of Network Card Configuration, scroll down and select **Stored Value Card 1**.

Card Acceptance Information	
Accept Card	Yes
Inside Floor Limit	0
CRIND Floor Limit	0
CRIND Authorization Amount	1
CRIND Auth Control	On Host Response
AVS Zip Code Prompt	None
Can Use As Debit	No
ISO	600649
Perform MOD Check	No
MOD Check Calculation Start Position	
MOD Check Calculation Length	
MOD Check Digit Position	
Account Number Length	19
Manual Entry Allowed	Yes
Track Configuration	Preferred Track 2
Signature Required Limit	0.00

5. Enter the following values for each field:

- Accept Card** - Yes
- Inside Floor Limit** - 0
- CRIND Floor Level** - 0
- CRIND Authorization Amount** - 1
- CRIND Auth Control** - On Host Response
- AVS Zip Code Prompt** - None
- Can Use Debit** - No
- ISO** - 600649
- Perform MOD Check** - No
- MOD Check Calculation Start Position** - Leave Blank
- MOD Check Calculation Length** - Leave Blank
- MOD Check Digit Position** - Leave Blank
- Account Number Length** - 19
- Manual Entry Allowed** - Yes or No
- Track Configuration** - Preferred Track 2
- Signature Require Limit** - 0.00

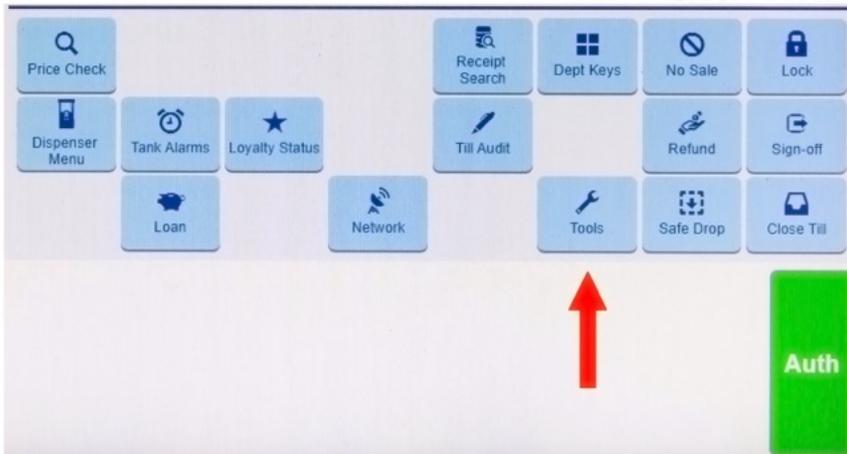


Once you have entered in the correct values, click on **Save**.

# Gift Card Programming for Gilbarco

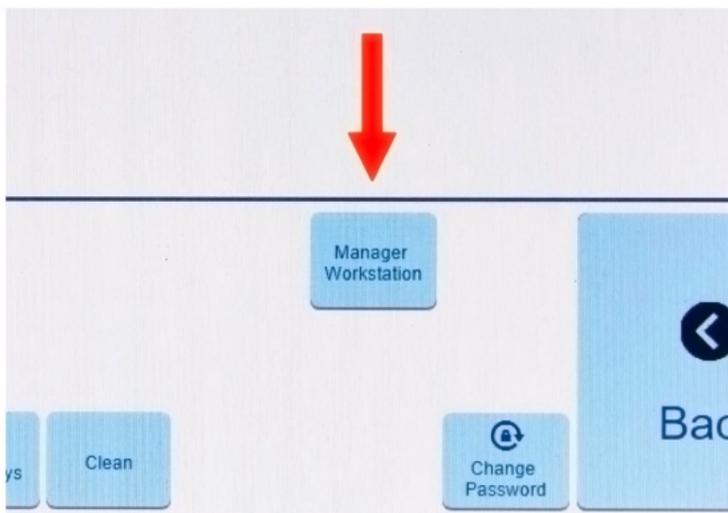


## Accessing Speedkey Configuration Settings



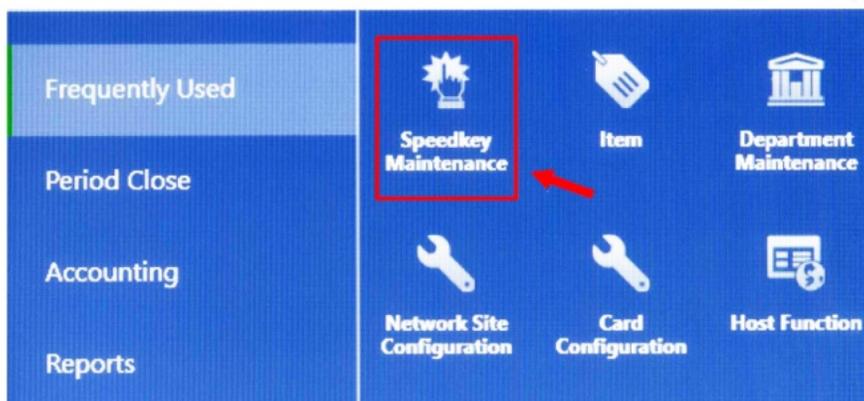
1. Now, lets add the Gift Card Purchase Speedkey to the Sales screen.

From the main Sales screen, click on **Tools**.



2. Now click on **Manager Workstation**.

Log in as a manager.

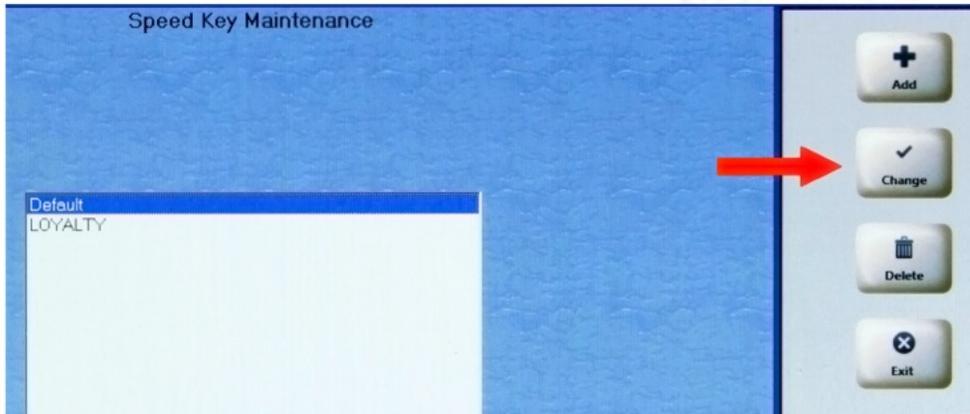


3. Navigate to **Speedkey Maintenance** and click on it.

# Gift Card Programming for Gilbarco

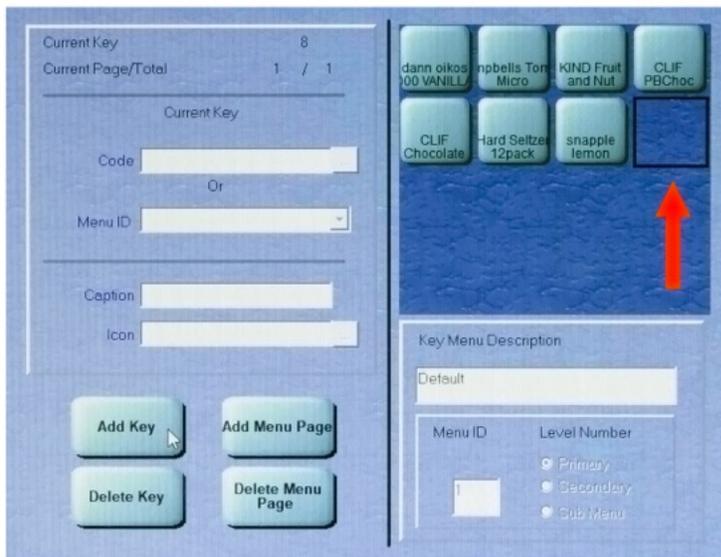


## Adding the Speedkey



1. After entering Speedkey Maintenance, select the screen you want to change.

Once you have selected the screen, click **Change**.

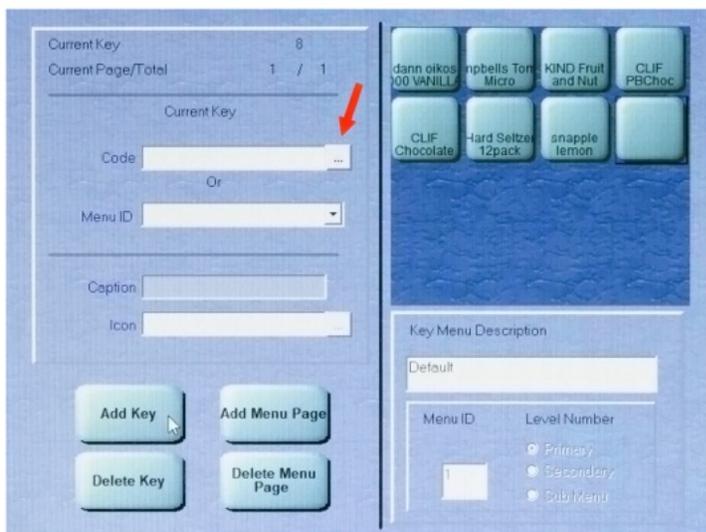


2. You are now able to add a new key.

**Select an empty area** in the key panel. A box will appear showing your selection.

Now click on **Add Key**.

The new key will show in the panel.



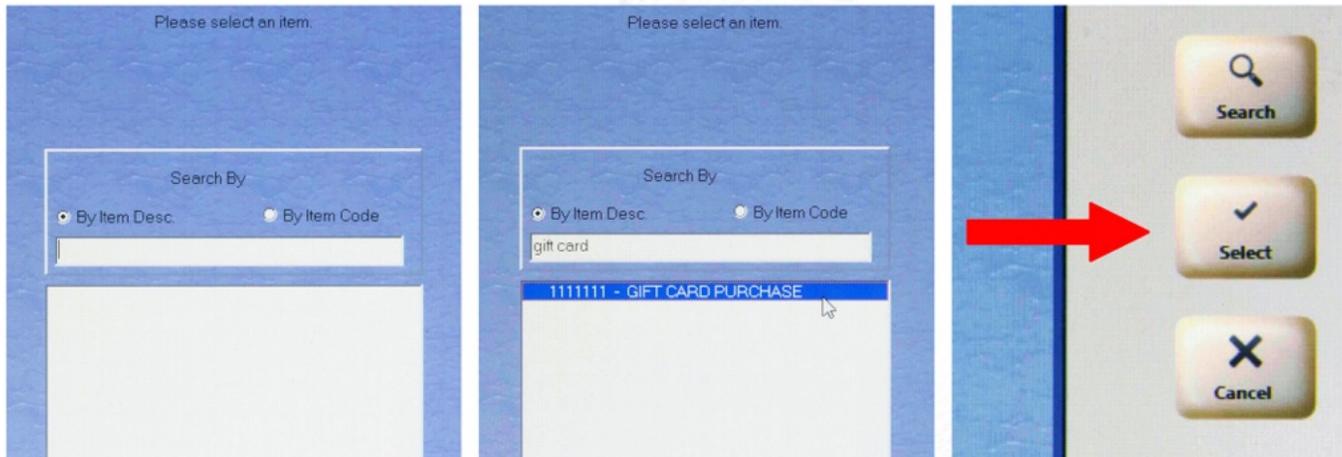
3. From here, the correct item needs to be added to the empty key.

Click on the **three small dots** located at the end of the Code field.

# Gift Card Programming for Gilbarco



## Adding the Speedkey



4. You are now prompted to select an item for the empty key.

Click on **By Item Desc.** and type in gift card, then click **Search.** The **GIFT CARD PURCHASE** option appears. Click on it so its highlighted.

Now, click on **Select.**



5. The previously empty key should now display the **GIFT CARD PURCHASE** item.

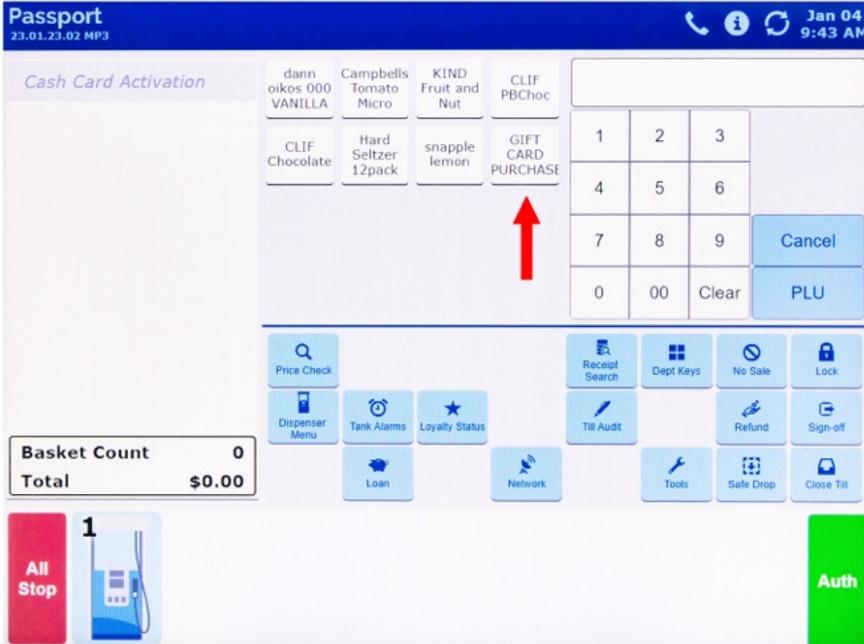
Click **Save.**

Sign out of Manager Workstation and then sign into the POS to see changes.

# Clark Crown Gift Cards for Gilbarco

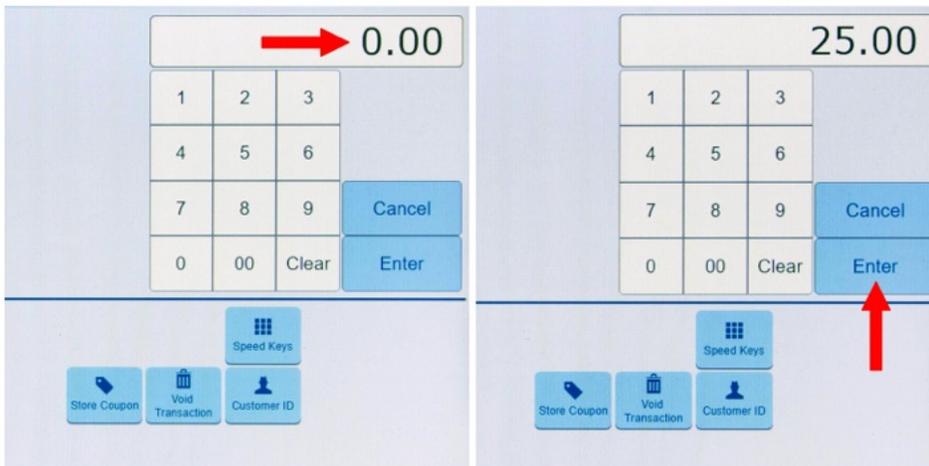


## How to Load a Gift Card



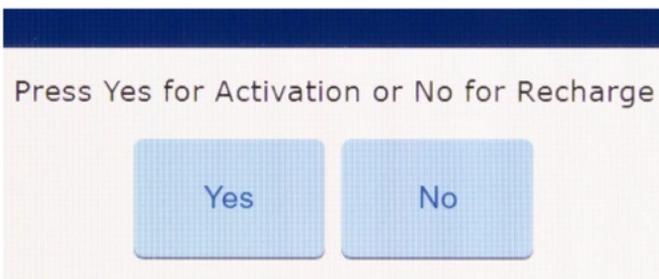
1. The GIFT CARD PURCHASE key is now ready to use.

Tap the **GIFT CARD PURCHASE** key on the register.



2. Enter the desired amount of the gift card purchase.

Tap **Enter**.

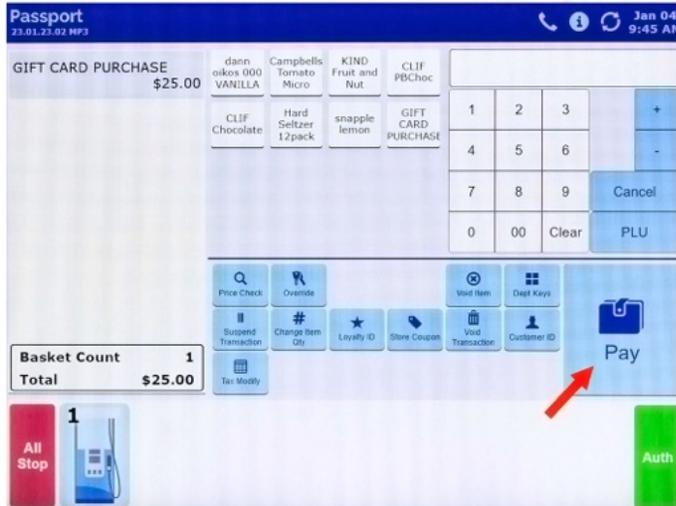


3. When prompted, select either **Yes for Activation** or **No for Recharge**.

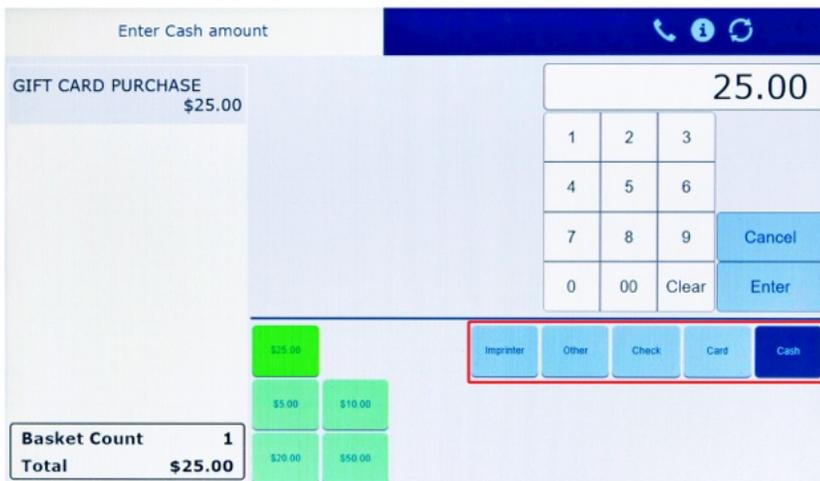
# Clark Crown Gift Cards for Gilbarco



## How to Load a Gift Card for Activation



4. After selecting **Yes for Activation**, tap on the **Pay** key.



5. Choose either **Cash or Card** as the payment option.

For Cash, tap on the amount.

For Card, swipe or insert the card.



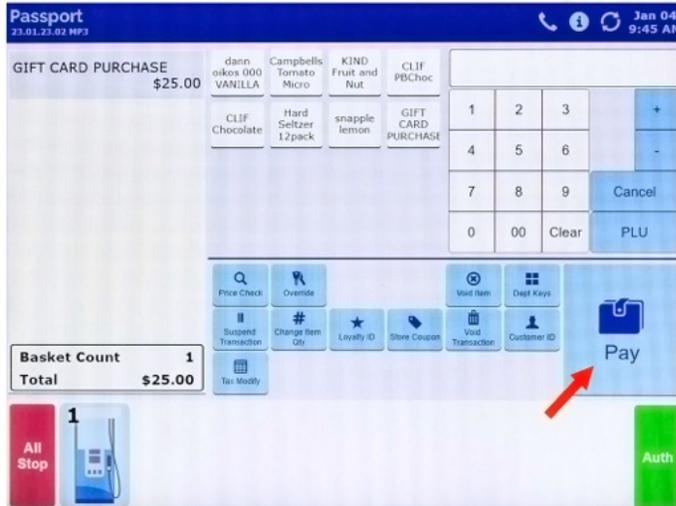
6. Now, ask the customer to **swipe their Gift Card** on the pinpad to load the funds.

The POS will confirm that the card has been loaded and the register will display an **Approved** message.

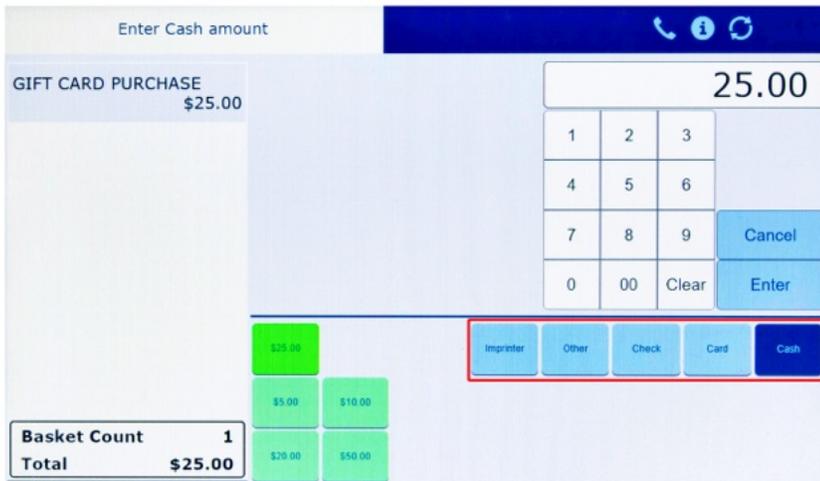
# Clark Crown Gift Cards for Gilbarco



## How to Load a Gift Card for Recharge



4. After selecting **No for Recharge**, tap on the **Pay** key.



5. Choose either **Cash or Card** as the payment option.

For Cash, tap on the amount.

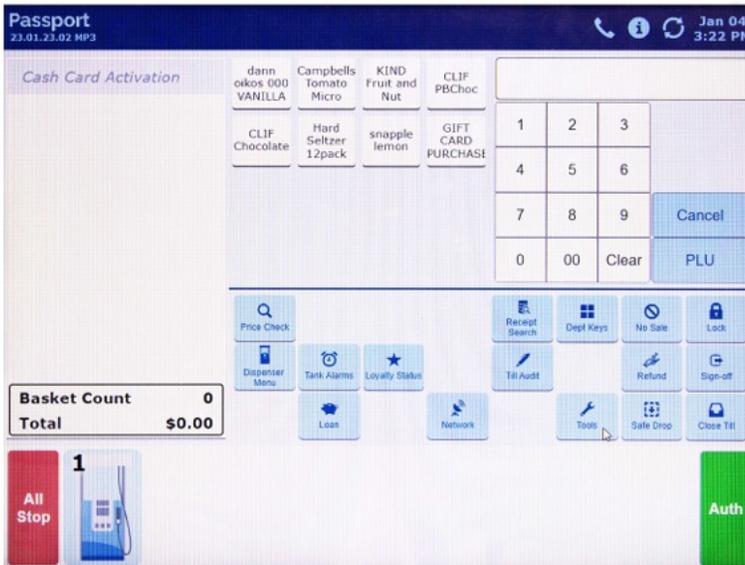
For Card, swipe or insert the card.



6. Now, ask the customer to **swipe their Gift Card** on the pinpad to reload the funds.

The POS will confirm that the card has been reloaded and the register will display an **Approved** message.

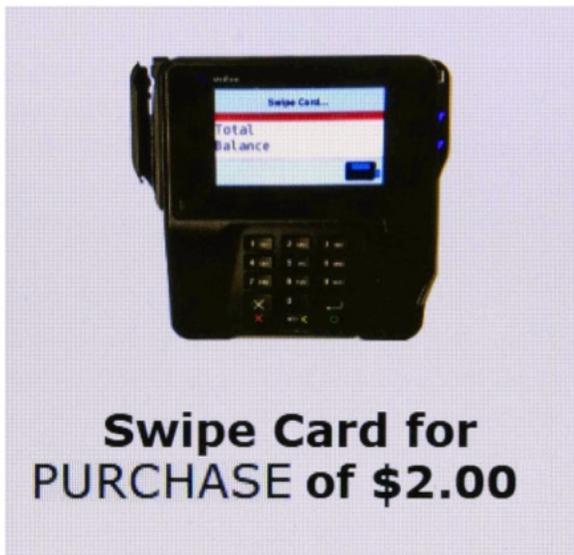
# Using a Gift Card for Purchases



1. Begin by **scanning an item** or **selecting an option** from the Sales screen.

If you select an item, enter the amount of the purchase.

2. Once the item is on the ticket, selected **Card** on the Sales screen.



3. The customer can now **swipe the Gift Card** to pay for the purchase.

On the receipt, the customer will have the ability to see the Gift Cards balance.

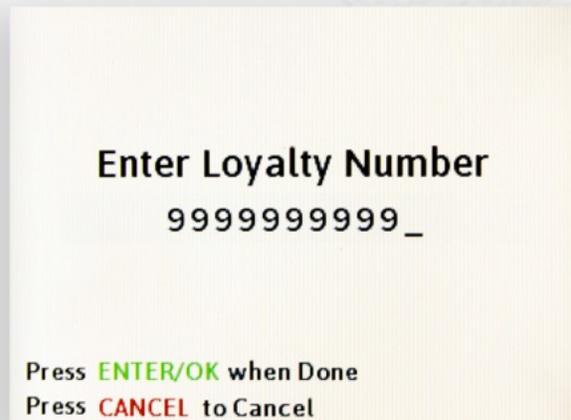
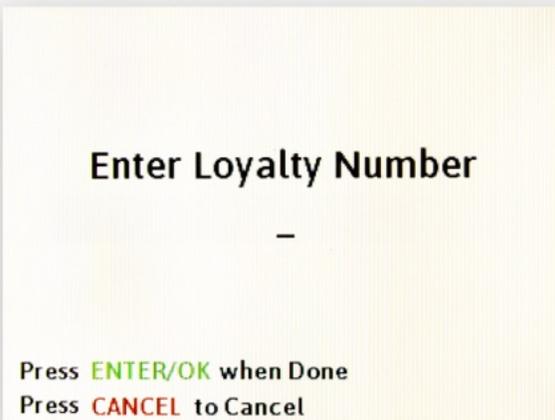


# Using a Gift Card at the Pump



1. At the pump, the customer will select **SAVE EVERY MILE** if they are apart of the Loyalty program.

If not, they will select **CREDIT/DEBIT**



2. If the customer is apart of the Loyalty program, they will be prompted to enter their Loyalty Number.

# Using a Gift Card at the Pump



3. The customer can either pay at the pump or pay inside by selecting **YES** or **NO**.



4. If they select YES, the customer will be prompted to **insert or swipe the Gift Card**.

The customer can now pump gas.

# Gift Card Receipts

## Examples



CARD RECHARGED  
01/11/24 10:00:00 AM  
Register: 1 Op ID: 00  
XXXXXXXXXXXXXXXX1500  
Stored Value Card 1  
INVOICE: 000000  
Clark Lab XXXXXXXX8000  
750 Warrenville RD  
Lisle IL

=====

Recharge Card  
Sequence Number 29300  
AUTH 001100  
Card Balance **\$0025.00**

=====

Stored Value

Clark Lab  
750 Warrenville Road  
Lisle, IL 60532

01/11/24 10:59:17 AM  
Register: 1 Trans #: 500 Op ID: 00  
Your cashier: Area

GIFT CARD PURCHASE	\$5.00
Subtotal =	\$5.00
Tax =	\$0.00
Total =	\$5.00
Change Due =	\$0.00
Cash	\$5.00

# Clark Crown Gift Cards



## Gift card use

Gift cards can be used for the following

- Inside purchases
- Outside for fuel

\* Max Total is \$250.00

## How to use gift card as payment inside

### Ring sale

select Tender-Gift Card

### Swipe card

If the amount of sales is greater than the existing balance of the card the customer is prompted for additional payment method.  
Sale is complete.

- When using indoors once cashier rings up all the items they will hit the credit button on the POS.
- Gift cards will need to be swiped on the Pin Pad.

## How to use gift cards as payment outside

- When using a gift card for purchases it can be used outside at the pump or inside
- when using at the pump insert the card as you would for a debit/credit card.
- Pump will read the gift card and ask to pick fuel grade and being pumping.

# Clark Crown Gift Cards



## Best Practices

- Be alert for customers that make purchases of several cards at once at maximum value.
- Ask for ID when a credit card is being used to purchase a gift card
- Do not allow any purchases of gift cards with other gift cards

## Polices

- Not redeemable for cash, lottery, money orders, or gift cards.
- Cannot be used to pay balances on house accounts, third party fleet credit cards or any other payment methods.
- The gift card is intended for the purchase of products or services
- Lost or stolen gift cards will not be replaced

## Voids/Refunds

Refunds are not allowed on gift cards. In the event of a refund needs to be processed, you can process your refund as normal on the register then recharge the gift card for the refund amount.

## Speed Keys

- Needs to be completed prior to any gift card processing
- To program speed keys for gift card activations and recharges please refer to your POS manual or call the Gilbarco helpdesk for assistance 800-743-7501.

## Faulty cards

- **Bad mag stripe**
- **card won't read when swiped Manual entry for the 19 digit card numbers if manual entry is turned on.**

**In the event of an issue with a gift card and manual entry is turned off Clark Crown Client support can assist with getting a new card.**

**877-462-5275 EXT 9. [Clientservices@clarkbrands.com](mailto:Clientservices@clarkbrands.com)**