SMOOTH IMPLEMENTATION

Now that your store is participating in the Save Every Mile Loyalty Program, you'll want it to run smoothly. Clark Crown recommends that all locations keep their POS software up-to-date to ensure successful software loading. After installing the loyalty program, have your technician test loyalty transactions at the POS and pinpad, as well as at each dispenser. Please report any issues promptly to Client Services at 877-462-5275, Ext. 9.

Minimum Software for Loyalty

- **Gilbarco Passport Version 10 or higher, with the loyalty module activated**

- **Verifone POS Commander Base 51.42 – recommended Base 53 or higher**

It is highly recommended that stores upgrade to the latest software during a tech visit. Although older software can support the *Save Every Mile* program, newer software includes patches and fixes that enhance technology, speed, and accuracy. It resolves issues with card readers and introduces new features for in-store use, such as age verification, as well as contactless payment solutions at the forecourt.

2D Scanners

For inside offers, a 2D Scanner is required. Scanners can be purchased through Techquidation. Please call 678-213-4094.

Equipment Required!
Working 2D Scanner

Alternate Loyalty Programs

In addition to the Save Every Mile Loyalty Program, your store's POS system can be programmed to support multiple loyalty programs, including Skupos and other proprietary programs. You will need a unique PCAT number for your system to identify which loyalty program is being installed.

Key Information

For Gilbarco and Verifone Loyalty Set Up

- 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: **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)

IP Source Address for All POS

- Verifone: **192.168.40.250**
- Gilbarco Passport: **10.5.50.2**

### Help Center

- *Save Every Mile* POS loading instructions can be found on the Help Center at bit.ly/SEMPOSInstructions
- For assistance, call Clark Crown Client Services at 877-462-5275 Ext. 9

Gilbarco Loyalty Module

All Gilbarco Passport locations require the Mobile Loyalty Suite to be present or installed to accept loyalty transactions on the Gilbarco 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 indicated by the red box to the right.
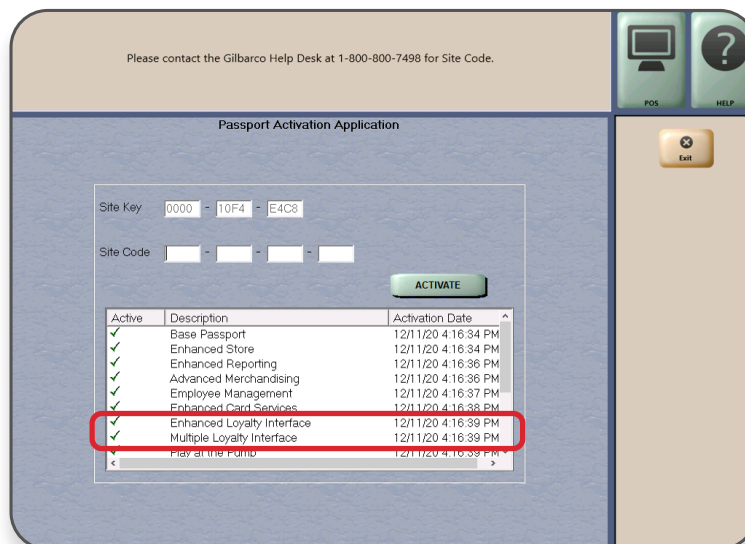
If you do not have the Mobile Loyalty Bundle installed in your Passport, reach out to your Gilbarco Distributor for the purchase of the Loyalty Bundle.

Once the purchase of the Mobile Loyalty Bundle is completed, contact the Gilbarco Help Desk – 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.

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

5 Click Save on top right.

Prior to calling, please have handy:
- Store GVR # for Passport
- ASM # for Verifone
- Location address
- Store phone number

KEY SUPPORT CONTACT INFO

Gilbarco Help Desk
800-800-7498
Press 1 for POS Help

Gilbarco Help Deck PSO – Contract Services
866-606-8969

Verifone Help Desk
888-889-7829 – Press Option 1 then Option 1 and provide Service Id Number

Verifone Help Desk – ASM
888-889-7829 Press Option 1, Option 2, Select 5

Firewall Communication Issues/PDI (Formerly Echo Sat)
- 800-371-1118 Ext. 2 for installation assistance or trouble shooting loyalty equipment
- 800-317-1118 Ext. 3 for loyalty program support
- Have your ES # ready

Clark Crown Client Services
877-462-5275 Ext. 9

Mobile App or Point Questions
saveeverymile@velocitylogicgroup.com

Techquidation 2D Scanners
678-213-4094

Barb Nolan
Director POS & Products, Clark Brands
bnolan@clarkbrands.com
630-940-7003

General *Save Every Mile* Questions
877-462-5275 Ext. 9

Customer Loyalty Questions
Direct them to "Contact" in the
Save Every Mile App

Clark Crown Credit Card Transaction/Communication and Settlement Questions
877-462-5275 Ext. 9

Clark Crown Help Center
go.clarkbrands.com/helpcenter