

SAVE EVERY MILE®



7/14/2025

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 and higher can follow these instructions to load the Clark Crown "Save Every Mile" loyalty Program.

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Key Support Contact Information

Verifone

Help Desk: 1-800-837-4366 Opt. 1. Opt. 1, Opt. 1

Please have your store Service ID number.

ASM - Contract Services: 1-800-837-4366, Choose Opt. 2, Opt. 5.

Techquidation (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)

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.

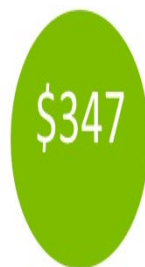
The minimum software version to be able to use loyalty is 43.18 but has known issues that have been corrected in future versions.

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 GD4590, which can be ordered from Techquidation.

(678-213-4094).

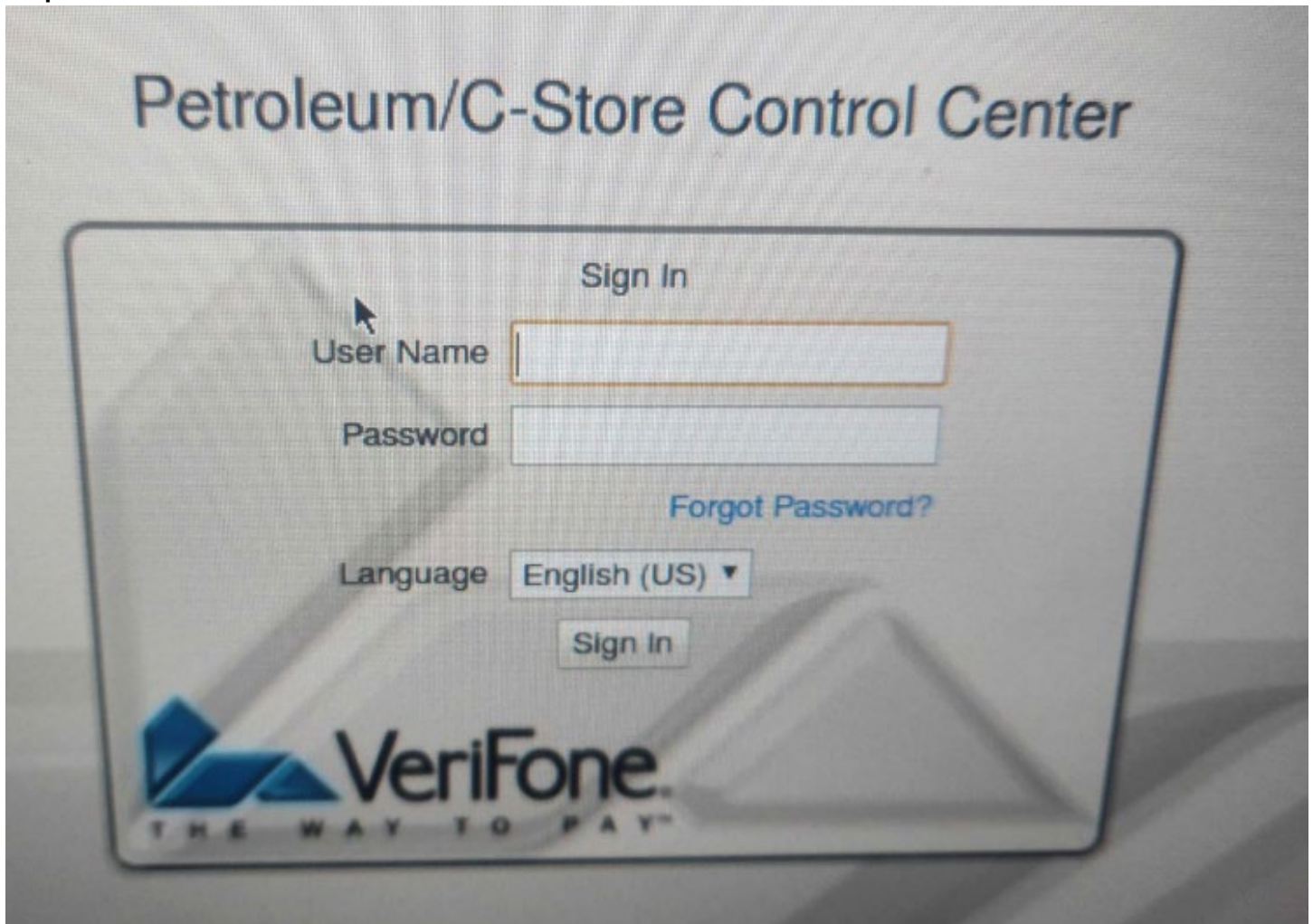


Integrated base: Presentation and
Handheld mode
5 Year manufacturer Warranty

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



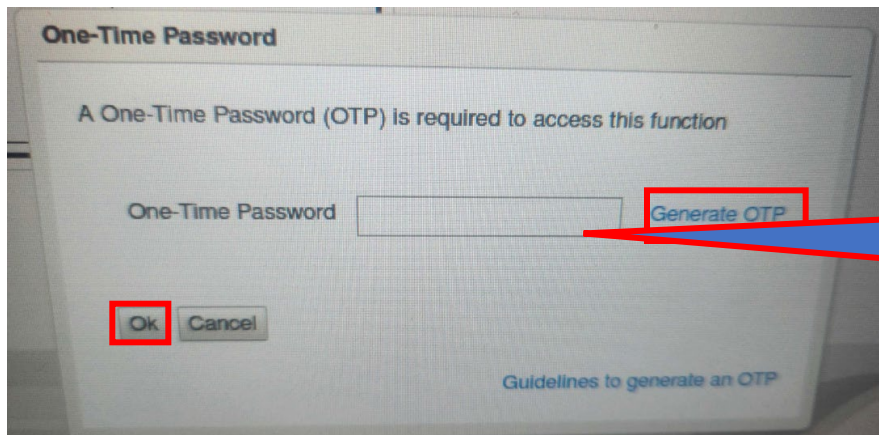
Enter User Name and Password and “Click Sign- In”

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.



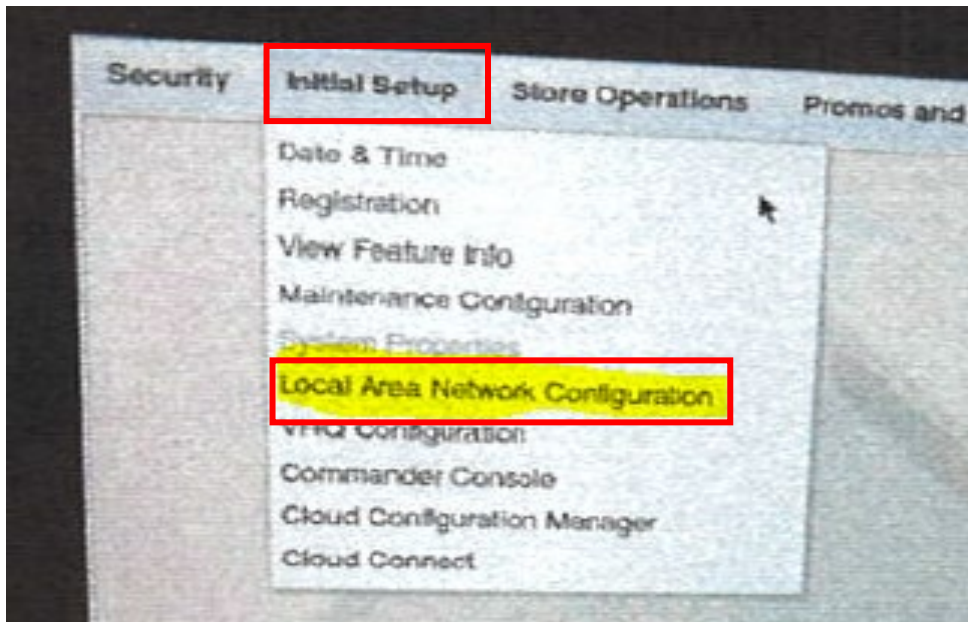
Four-digit code will show up in the box. Enter in the OTP

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, you 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

1-2 of 2

Device Specific Routes

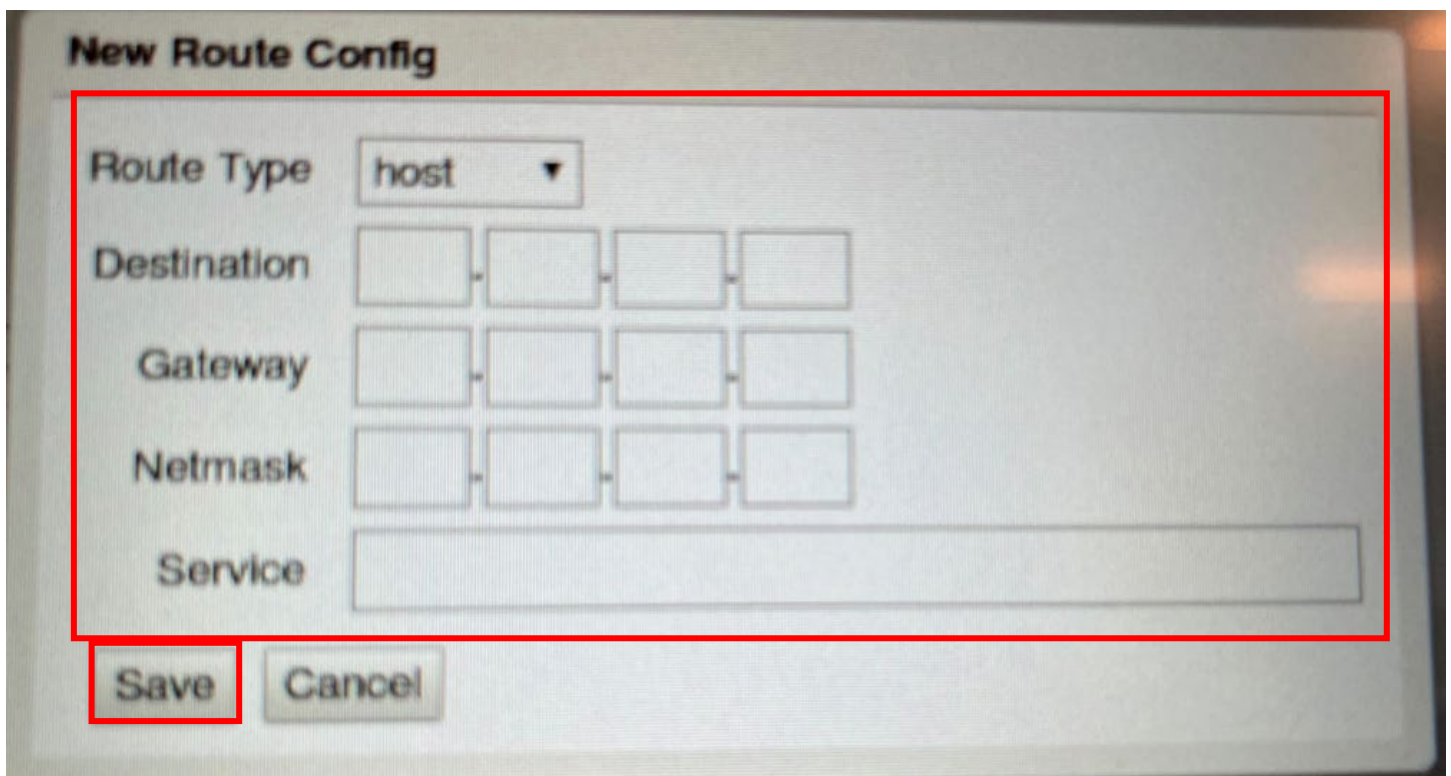
Route Type	Destination	Gateway	Netmask	Service
host	10.13.17.50	192.168.31.31	255.255.255.255	
network	192.168.41.0	192.168.31.31	255.255.255.0	
host	10.5.55.0	192.168.31.31	255.255.255.0	Crinds
network	172.29.0.0	192.168.31.31	255.255.0.0	
network	8.8.0.0	192.168.40.1	255.255.0.0	
network	64.27.0.0	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"**



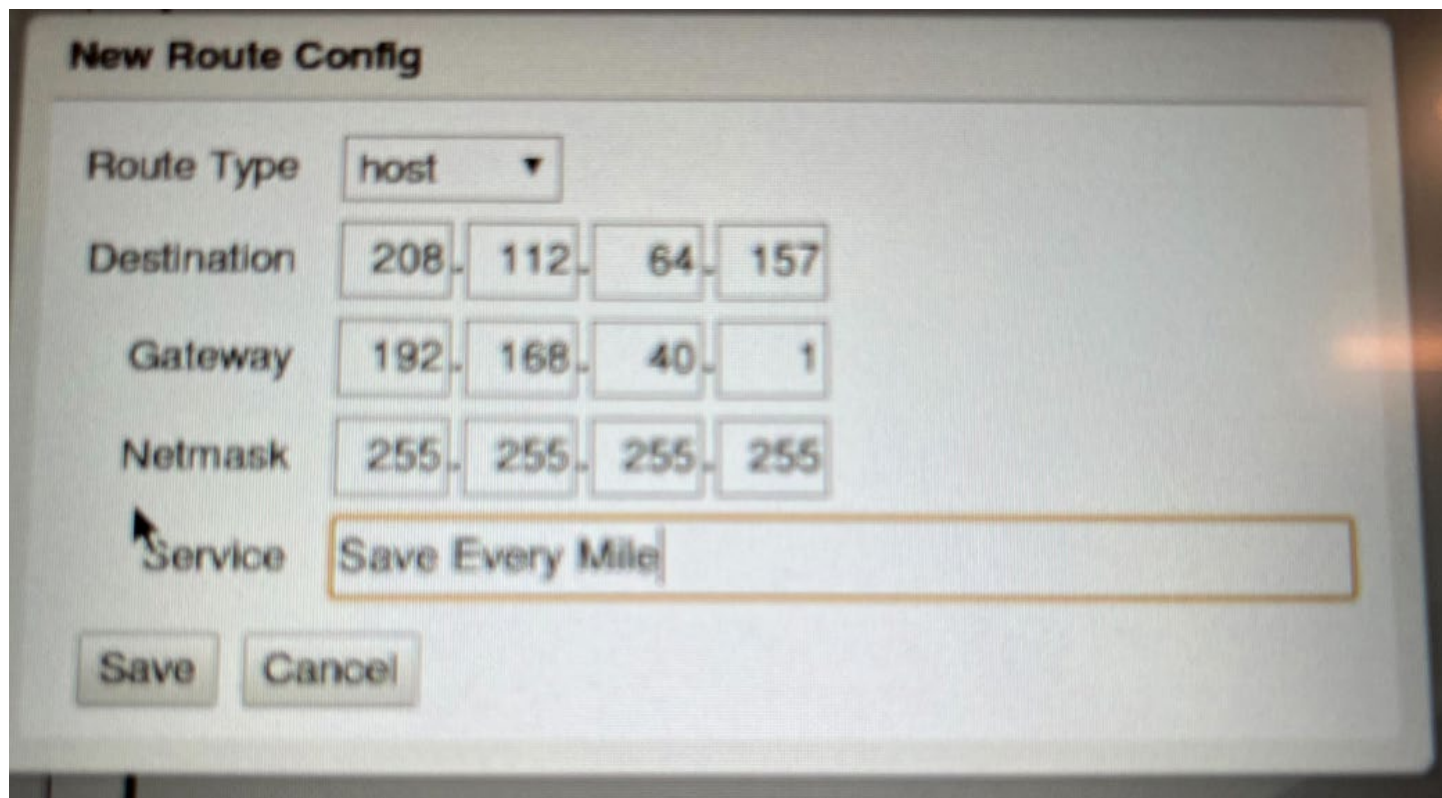
The screenshot shows a 'New Route Config' form with the following fields:

- Route Type:
- Destination: - - -
- Gateway: - - -
- Netmask: - - -
- Service:

Buttons:



Once Completed the NEW Route Configuration Information should appear as depicted in the screen below.



New Route Config

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

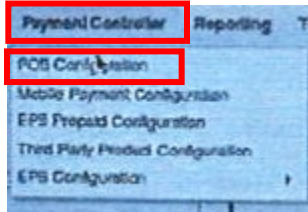
Save Cancel

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



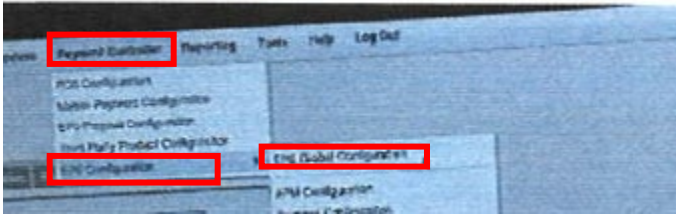
Step 2: Select the POS Tab and " Click "the boxes as indicated below:

Loyalty Enabled: [Check](#)
Multiple Loyalty Discounts in same Transaction: [Check](#)
Auth On Total: [Check](#)
Force Cash Receipt: [Check](#)
EPS PPG precedes POS PPG: [Check](#)

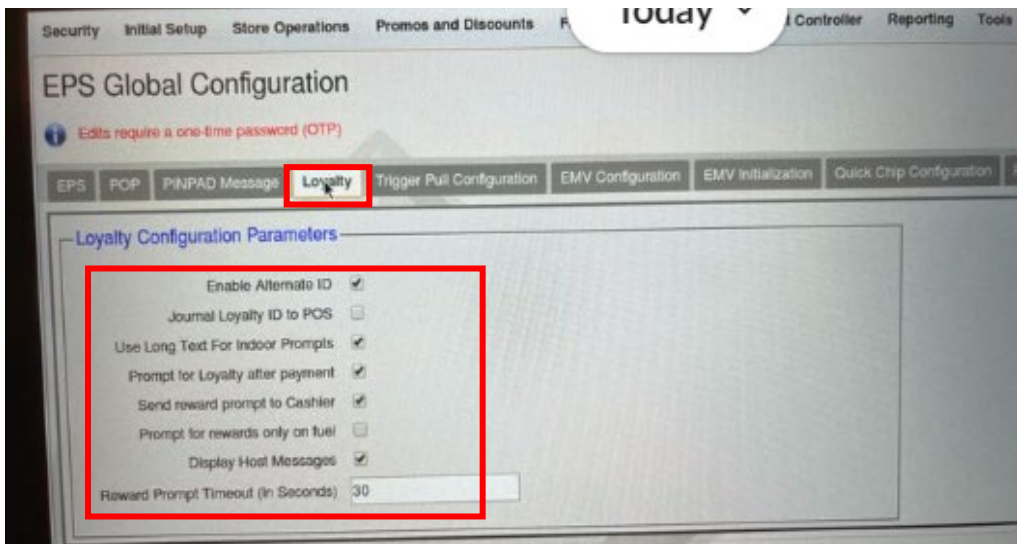
Step 3: "Click Save at the top of the screen.

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:

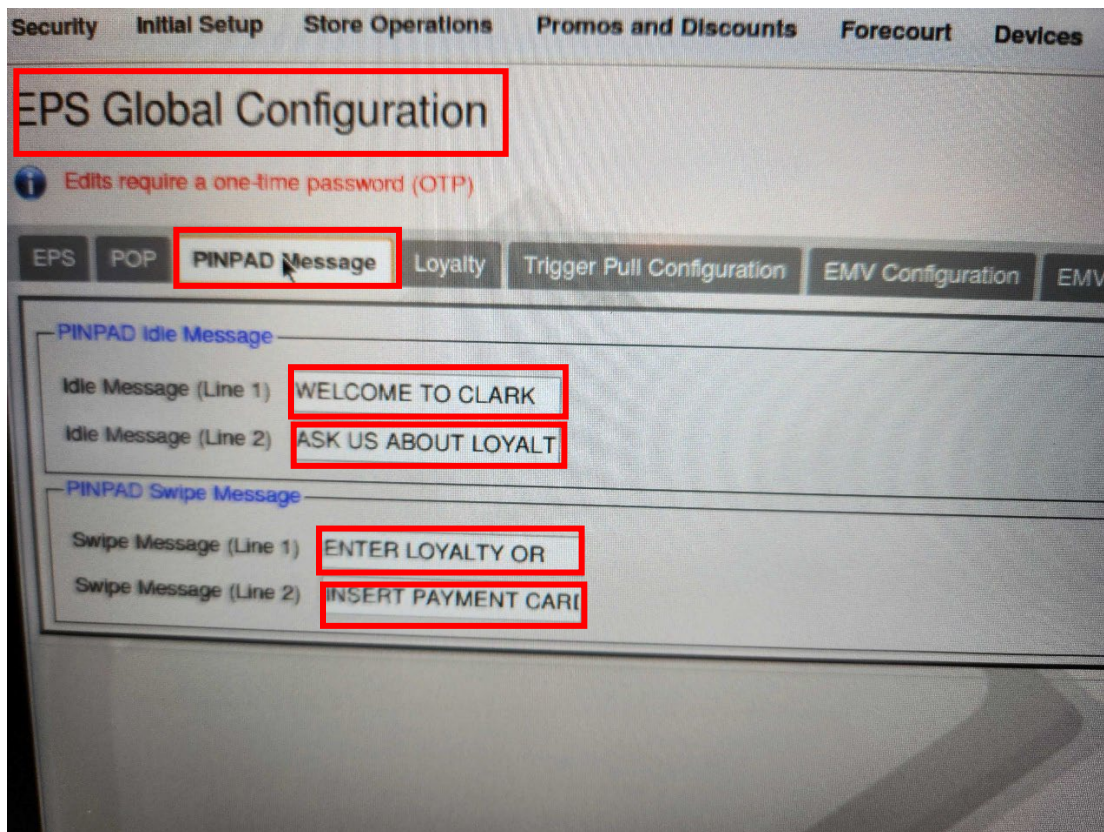


Enable Alternate ID:	Check
Journal Loyalty ID to POS:	Do NOT Check
Use Long Text for Indoor Prompts:	Check
Send Reward Prompt to Cashier:	Check
Prompt for rewards on fuel only:	Do NOT Check
Display Host Messages:	Check

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**

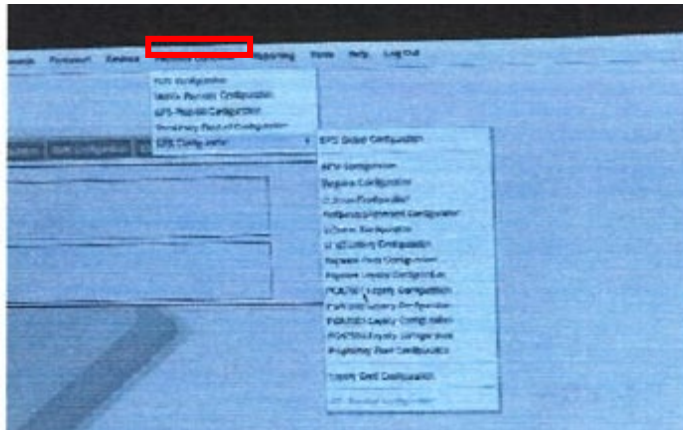
Swipe Message (Line 1): **ENTER LOYALTY ID OR**

Swipe Message (Line 2): **INSERT PAYMENT CARD**

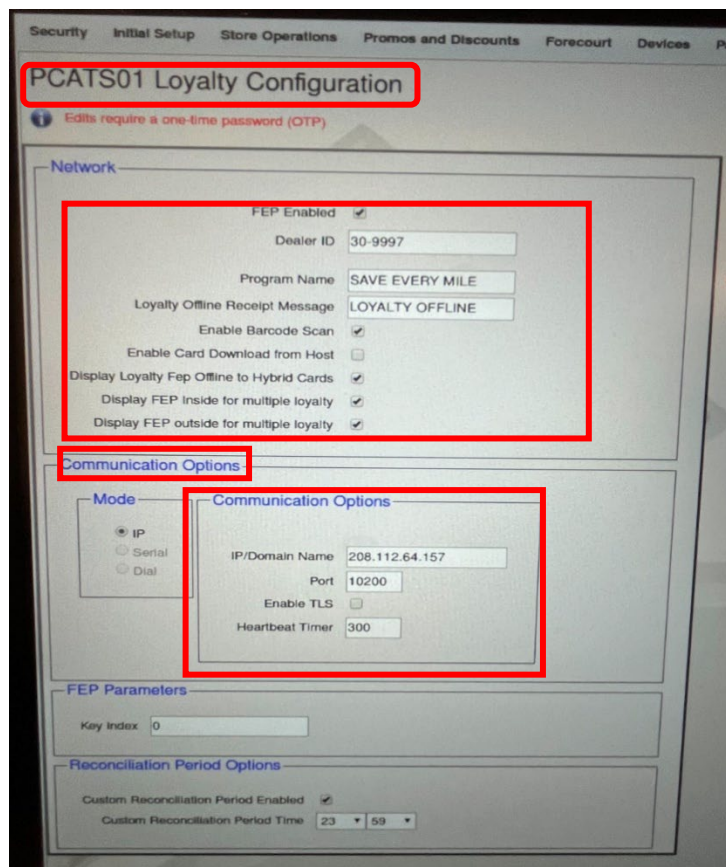
Step 3: "Click" Save at the top of the screen.

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

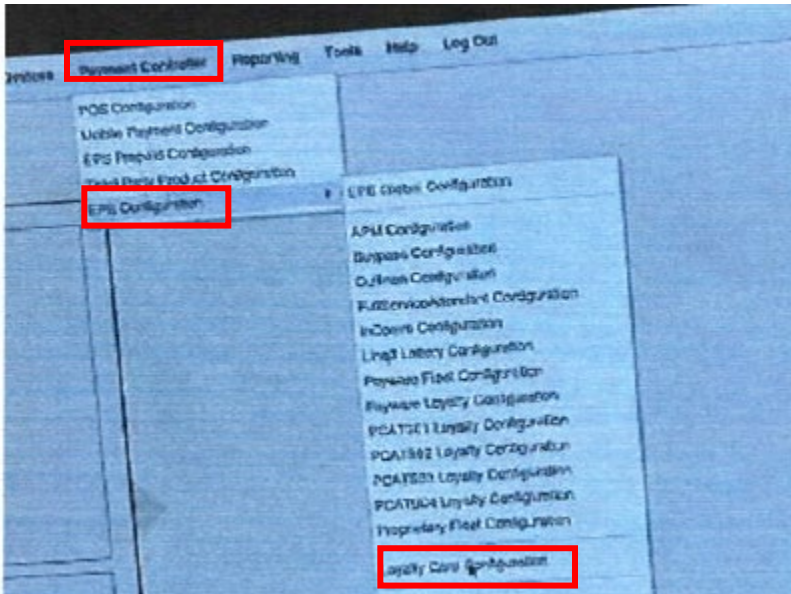
Heartbeat Timer:

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.

Card Table Index	ALT
Card Abbreviation	DA
Card Name	DL ALT
Lower ISO	0
Upper ISO	9
Pan Length	10
Card Enabled	<input checked="" type="checkbox"/>
Accept Track 1	<input checked="" type="checkbox"/>
Accept Track 2	<input checked="" type="checkbox"/>
Accept Manual/Scanned Entry	<input checked="" type="checkbox"/>
Hybrid Card	<input type="checkbox"/>
Supported FEPs	PCATS01



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.

Loyalty Card Configuration | Loyalty Card Type Configuration

Select Card: DL1, DL2, DL3, ALT

Card Information

Card Table Index: DL1
Card Abbreviation: DL
Card Name: DL#1
Lower ISO:
Upper ISO:
Pan Length:
Card Enabled:
Accept Track 1:
Accept Track 2:
Accept Manual/Scanned Entry:
Hybrid Card: PCATS01
Supported FEPs:
Edit

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

Support FEPs

“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.

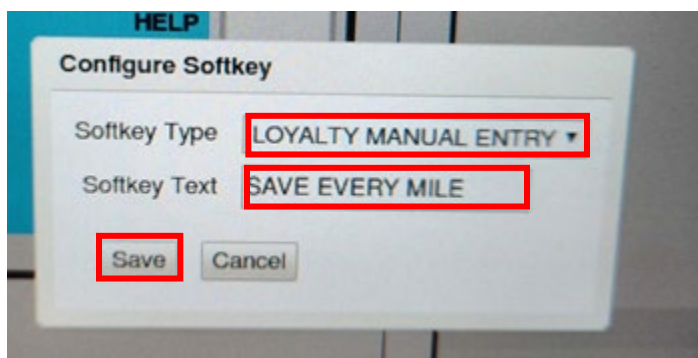
Setup Loyalty – Pump Message

Step 1: Go to Forecourt -> DCR Idle Screen

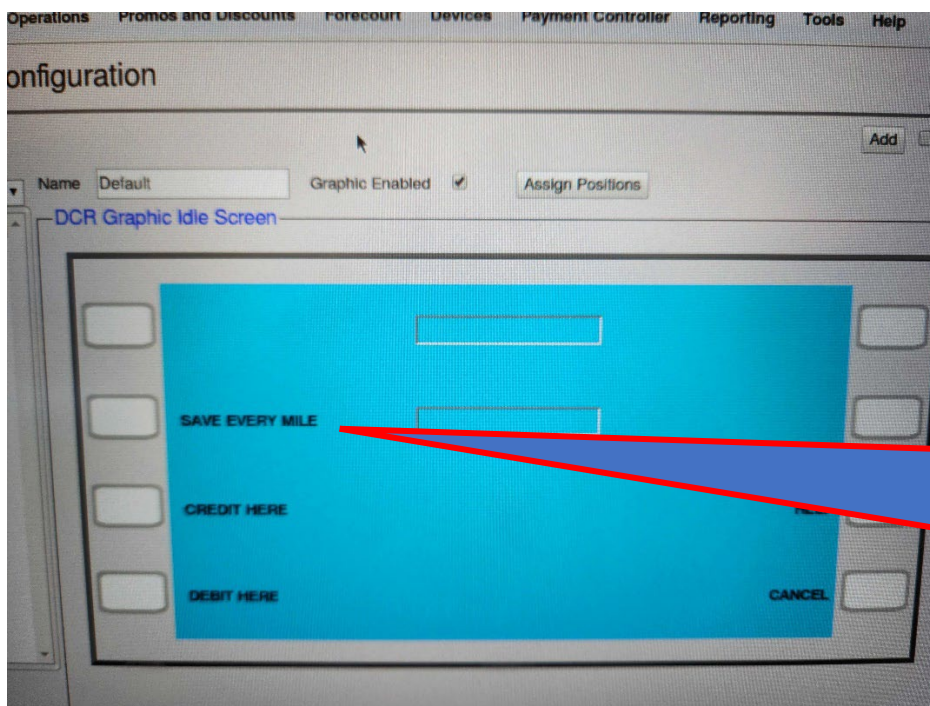
Step 2: "Select" the Idle Screen being used.

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 enter "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

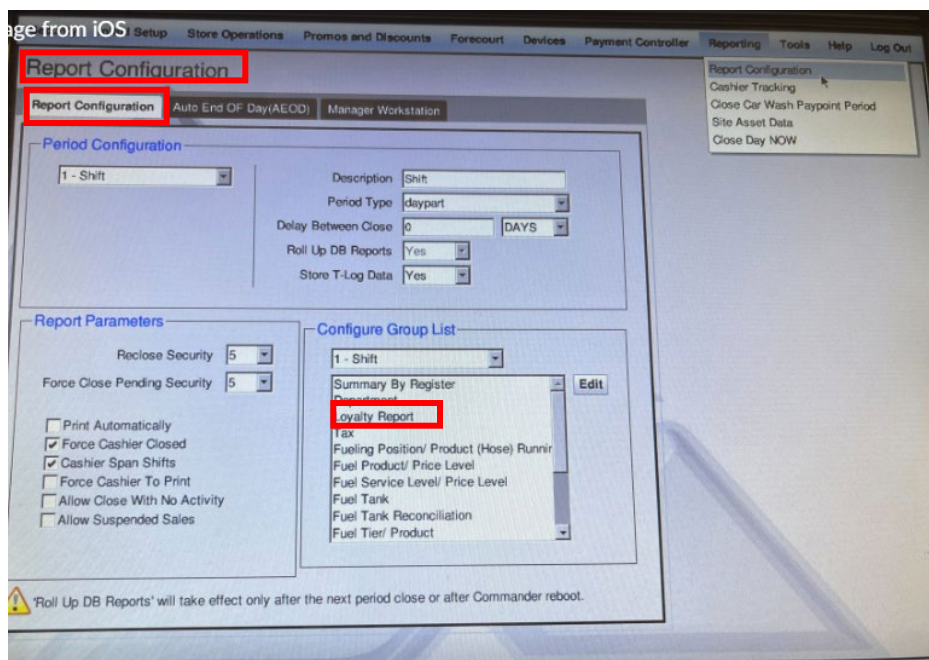
Setting Up Loyalty Reports

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.