Chevron and Texaco

Gift Card Procedure Guide

2025



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Welcome to the Chevron and Texaco Consumer Gift Card Program

The Gift Card Program builds loyalty, helps increase sales, and bring incremental gallons to your station!

The Chevron and Texaco Gift Card Program, which includes Physical Gift Cards, and Electronic Gift Cards (eGift Cards) are a great way to help attract new customers, build brand loyalty, and increase sales to your site. Gift cards may be used like any debit or credit card either at the pump or inside the store. The gift cards have no value assigned when shipped to your site. The value of the gift card is determined by the customer when it is purchased and activated. The value of the card decreases as it is used. Physical gift cards may be discarded or reloaded.

eGift Cards allow consumers to pay for fuel and car washes at the dispenser with their mobile devices through the Chevron and Texaco mobile apps (the App) and are delivered directly to the recipient via email or text message through a dynamic link. Physical gift cards and eGift Cards must be linked as a payment method in the App for purchases made at the pump. As with other cards in the Chevron Consumer Card portfolio, there are no processing fees for physical gift cards, or eGift Cards for Chevron and Texaco retailers and marketers.

This dynamic card product has many distinguishing features including the following:

- **Open Value –** All cards can be purchased for any value between $5 and $100
- **No Fees –** There are no expiration dates or maintenance fees
- **Reloadable (Physical Gift Cards only) –** Customers can add value to the card at any time
- **Cross Acceptance –** All cards can be used interchangeably at both Chevron and Texaco locations and through both Chevron and Texaco mobile apps
- **Convenience (Physical Gift Cards only) –** Physical Gift Cards can be used at the pump or inside stores at most stations
- **Mobile App Usage –** Physical Gift Cards and eGift Cards can be used to pay for fuel and car washes at the dispenser through the App at Chevron and Texaco stations once they are linked as a payment method. eGift Cards can only be used through the App and cannot be reloaded. Available balances will display in the App with the card image under payment methods.

Processing Questions for Physical Gift Cards

Q. How do I activate a Chevron or Texaco Gift Card?
A. Although the procedure may vary slightly depending on the EPOS system used at your station. Check for your specific EPOS system in the "Activations" section of this guide. Chevron and Texaco gift cards must be activated at the time they are purchased. The customer will not be able to use their Chevron or Texaco gift card if it is not activated.

Q. What if I activate a gift card by mistake or for the wrong amount?
A. Contact the Retail Marketing Center (RMC) at 1-877-243-8457 to devalue the card. The card must then be destroyed. Credit the customer and activate a new card.

Q. What if a customer's Chevron or Texaco Gift Card doesn't work?
A. First, make sure your EPOS system is working and is not offline from the Chevron network. (Note: You cannot enter a gift card number manually at the EPOS.) Second, check to make sure the gift card is active and has a balance. To check the balance of a card, follow the "Balance Inquiries" instructions for your specific EPOS system in this guide. If the gift card has a balance and still cannot be redeemed, advise the customer to call BHN (the Chevron and Texaco Gift Card issuer and administrator) at 1-800-352-1090 so the card can be replaced.

Q. What if the amount of a customer's purchase is greater than the balance on their Chevron or Texaco Gift Card?
A. Split tenders are allowed. Follow the "Split Tender" instructions for your specific EPOS system in this guide.

Q. How do I check the balance of a Chevron or Texaco Gift Card?
A. Review the "Balance Inquiries" instructions for your specific EPOS system in this guide. The customer may also obtain their balance by calling BHN at 1-800-352-1090 or by visiting the website at www.chevrontexacogiftcard.com.

Q. How much can a customer purchase in Chevron or Texaco Gift Cards?
A. To comply with federal regulations, the maximum dollar amount of gift cards a customer can purchase is $10,000 per day. Chevron owned stations cannot activate more than $900 gift cards (nine $100 gift cards) for one customer in a given day.

Q. What if a customer disagrees with their balance?
A. If a customer disagrees with their balance, advise them to call BHN at 1-800-352-1090 to review the transaction history of their card.

Q. What happens if "Store and Forward" is enabled while you are attempting to activate or reload a Chevron or Texaco Gift Card?
A. "Store and Forward" will automatically cancel the activation or reload of a gift card and reverse the customer's debit or credit card transaction once the connection to the network is restored.

Processing Questions for Physical Gift Cards Continued

Q. Can Chevron and Texaco Gift Cards be redeemed when "Store and Forward" is enabled?
A. No, gift cards cannot be redeemed at your station when "Store and Forward" is enabled.

Q. What if a customer tries to use a Chevron or Texaco Gift Card that is not activated?
A. Ask the customer for a receipt. If the gift card was purchased at your station but is not active, contact BHN at 1-800-352-1090 to activate the gift card for the amount on the receipt. If the customer purchased the gift card at another station and has their receipt, advise them to return to that station so that their gift card can be loaded. If the customer does not have their receipt, advise them to call BHN at the number on the back of the gift card. Never activate a gift card that you did not sell.

Q. What if Chevron or Texaco Gift Cards are stolen?
A. Gift cards have no value until activated; therefore, no action is required.

Q. Can a customer use a credit card to purchase a gift card?
A. While gift cards can be purchased with credit cards, it is highly recommended that only cash or debit cards be accepted in order to defer fraud. If you do accept credit cards for the purchase of gift cards, be cautious when a customer uses multiple credit cards as this has proven to be a sign of fraudulent activity.

Processing Questions for Mobile App Physical Gift Cards and eGift Cards

Q. Is my station required to accept mobile payment transactions as a payment method?
A. Under Chevron's payment card program, stations using Chevron's payment card processing network must process mobile payment transactions at dispensers in accordance with minimum required standards under Chevron's Retail IT Brand Standards. Stations that do not comply with all minimum required standards, or have stopped complying, will be charged a $500 monthly fee until they have complied or continue to comply.

Q. How do customers use a gift card at dispensers through the App?
A. Mobile payment transactions are initiated and completed by the consumer on their mobile device through the App after they have linked a physical gift or eGift Card as a payment method.

Q. Can customers link Chevron or Texaco Physical Gift Cards and eGift Cards in the App?
A. Yes. Chevron and Texaco physical gift cards with PINs can be linked as a payment method in the App. Best practices recommend that once a physical gift card has been linked, the card should be destroyed before disposal. eGift Cards are delivered directly to the recipient via email or text message with a dynamic link that allows for it to be either printed or linked as a payment method in the App. There is a limit of five (5) Chevron and Texaco physical gift cards, eGift Cards that can be linked as a payment method in the App.

Q: How do customers view their available Chevron and Texaco Physical Gift Card, or eGift Card balance in the App?
A: The available balance is displayed with the card under Payment Methods.

Q: Can customers share a Chevron and Texaco Physical Gift Card or eGift Card with their friends and family who use the App?
A: Yes, multiple users can link the same Chevron and Texaco physical gift card or eGift Card to their User Accounts in the App.

Q. Can customers add a Chevron or Texaco Physical Gift Card that does not have a PIN?
A. No, only Chevron or Texaco physical gift cards with PINs can be added to the App.

Q. Should I offer tiered pricing to customers paying through the App?
A. It is highly recommended that customers pay the cash price when a Chevron and Texaco physical gift card, promotional card or eGift Card is used to purchase fuel at stations that offer tiered pricing for credit/debit and cash transactions, including through the App.

Processing Questions for Mobile App Physical Gift Cards and eGift Cards Continued

Q. Can gift cards be used through the App when Store and Forward is initiated?
A. No. Mobile app payments cannot be accepted in Store and Forward mode, including physical gift cards and eGift Cards linked as payment methods within the App. Manual entries and phone authorizations are also not allowed.

Q. Can customers reload a Chevron or Texaco Physical Gift Card or eGift Card or purchase new gift cards in the App?
A. No. At this time customers cannot reload funds onto a Chevron or Texaco physical gift card or eGift Card in the App or purchase gift cards from the App. Customers can link multiple Chevron and Texaco physical gift cards and eGift Cards to their User Account.

Q. Can the App be used to purchase items in the convenience store?
A. No. The App can only be used for fuel and car wash purchases at the pump and currently cannot be used within the store. Customers can still use any physical gift card that has been linked as a payment method in the App in the convenience store, if there is an available balance.

Q. Who should customers contact if their Chevron and Texaco Physical Gift card or eGift Card that hasn't expired isn't working?
A. Customers can call the Consumer Connection Center at 1-855-285-9595 if the eGift Card isn't working. They can also call or email directly from the "Contact us" page in the App. For physical gift card inquiries, customers can contact BHN at 1-800-352-1090.

Customer Questions (Physical and eGift Cards)

Q. Where can customers use their Chevron and Texaco Gift Cards?
A. Physical gift cards can be used interchangeably at nearly 8,000 Chevron and Texaco stations across the United States. Customers can locate a Chevron or Texaco station near them by visiting www.chevrontexacostations.com. eGift Cards can be used at Chevron and Texaco stations that have enabled mobile app acceptance. To verify if your station is mobile app enabled, review the Station IT Status report at Chevron BusinessPoint > Site Management > Station IT status.

Q. What can customers purchase using their Chevron and Texaco Gift Cards?
A. eGift Cards can only be used to purchase fuel and car washes at the pump through the Chevron and Texaco mobile Apps. Physical gift cards can be used to purchase fuel, snacks, and merchandise in accordance with this guide. Gift cards can be used for auto repair services as long as the facility is using a Chevron EPOS system. Gift cards may not be used to purchase other gift cards or lottery of any kind.

Q. Can customers reload their Chevron or Texaco Gift Card?
A. Customers can have their physical gift card reloaded through the station's EPOS system. The procedure to reload the physical gift card may vary slightly depending on the EPOS system used at your station. Check for your specific EPOS system in this guide and follow the instructions for "Reloads." eGift Cards are not reloadable.

Q. In what dollar amounts do the Chevron and Texaco Gift Cards come?
A. Chevron and Texaco physical gift cards that are activated at a station are open value, non-denominated cards. The value of the card will be determined by the customer for any amount between $5.00 and $100.00. Keep in mind, customers may also be using pre-denominated gift cards they've received through other distribution channels or promotional offers.

Q. Can a customer return a gift card for cash after purchase?
A. Gift card returns are not allowed. The sale of a gift card is final.

Q. How can a customer get a refund when returning merchandise purchased with a gift card?
A. If a customer requests a refund for merchandise purchased with a gift card you must issue cash back. You cannot load or reload the amount back to a gift card. Sales made using a gift card must be treated like a cash transaction.

Gift Card Balance Refund Procedures

Some states require that customers receive the remaining balance of their Chevron or Texaco gift card up to a certain dollar amount upon request. Give cash to any customer who requests to redeem a Chevron or Texaco gift card if the remaining balance on their gift card is $10 or less, and your POS system has the ability to issue cash refunds from the register. If your POS system does not have this ability, continue to refer the customer to the BHN phone number listed on the back of their gift card.

If a customer requests to redeem their Chevron or Texaco gift card for cash:

1. For stations that have the POS system ability to issue cash refunds, please do the following:
    - A balance inquiry should be done on your EPOS terminal.
    - If the balance is $10 or less, give the customer a cash refund for the balance in exchange for the gift card.
    - Call BHN at 800-972-7481 and advise the representative that you gave cash back to a customer for the balance of a gift card. Provide the gift card number, amount refunded, station name, address, and phone number. BHN will mail a check directly to the station to reimburse the refund.
    - Destroy the gift card to ensure it cannot be redeemed before BHN has devalued it.

2. For stations that do not have the EPOS system ability to issue cash refunds, please advise the customer to contact BHN by calling the number on the back of their gift card (1-800-352-1090). BHN will devalue the gift card and send the customer a check for the remaining balance. Stations may also contact BHN via the following toll-free number or website.
    - Phone: 1-800-972-7481 (Monday – Friday 8:00am – 5:00pm CST)
    - Website: www.giftcardreturns.com

Physical Gift Card Ordering Questions

Q. How do I order gift cards to sell at my station?
A. You may order inactive, open value gift cards by logging onto the Business Point website. Go to CBP>Marketplace>Gift Cards. If you do not have access to the Business Point website, contact RMC for assistance. Chevron and Texaco eGift Cards are available online at Chevron and Texaco Gift Cards by CashStar.

Q. Can I return preloaded gift card orders?
A. Yes, there is a devaluing fee of $0.25 per card or a minimum of $7.50 per returned order. Contact Chevron's Specialty Card Coordinator for assistance.

Q. Is there a charge for ordering inactive gift cards?
A. No, there are no upfront fees when ordering inactive, non-valued gift cards or preloaded gift cards through the Business Point Website.

ADDITIONAL QUESTIONS?

- **For gift card related EPOS questions, contact RTSC at 1-800-435-7277.**
- **For gift card related EFT and settlement questions, contact RMC at 1-877-243-8457.**

Gilbarco Passport

Preliminary Information

- The Chevron credit network must be operating in order to activate and recharge (reload) gift cards.
- You must process sales tendered with gift cards online – no special handling, no EMS processing, no manual entry, and no customer credit.
- Sales using a gift card as the method of payment must be tendered as credit and no customer signature is required.
- Passport uses the terms recharge and reload interchangeably.
- Passport already has a Cash Card Department which may be used to sell gift cards (or you may create your own department).
- Selling, activating, and recharging gift cards requires you to make configuration changes to the department used for gift cards.
- Fuel presets are not allowed for 10 cents or less – higher restrictions may apply depending on current fuel prices.
- You can activate or reload up to nine cards per transaction.

Special Notes

- Activations, reloads, and sales using a gift card as the method of payment will not be allowed when the Chevron credit network is offline.
- You cannot combine fuel and/or merchandise with an activation or re-load transaction.
- You cannot combine gift card activations and reloads in one transaction.
- For gift card activation or reload errors, contact RMC at 1-877-243-8457.

Set-Up Procedures

- Do not assign tax to a gift card department. Adding tax will cause the activation or reload transaction to fail.

Set up a Cash Card Restriction Group

- Select the Manager Work Station/Set Up/Store/ Restriction Maintenance.
- Add a Restriction Group and name it ‘Cash Card’.
- Select the Buyer/Seller tab.
- Under Exclusive Sale, check the box titled “Items in this group must be sold separately”.
- Select ‘Save’.
- Exit from Restriction Maintenance and arrow back to the Manager Work Station.

Set up a PLU for Gift Cards

1. From the Manager Work Station select Pricing/Item (to add a gift card item).
2. Select the item's General Tab.
3. Type a number for the gift card PLU in the PLU/UPC Field.
4. Type 'Gift Card' in the Description Field.
5. Select 'Cash Card' in the Department Field.
6. Select 'Cash Card' in the Item Type Field.
7. Check the 'Price Required' box.
8. Select the Options tab.
9. Select 'Cash Card' in the Restriction Group Field.
10. Select 'Save'.
11. Exit from item and arrow back to the Manager Work Station.

Activations (*Processing may take up to 20 seconds!*)

1. Type the gift card PLU number and press the PLU key - the message 'Press yes for Activation or no for Recharge' will display.
2. Select 'Yes' to activate the gift card.
3. Type in the dollar amount to be activated and press 'Enter'.
4. Tender the sale by selecting a method of payment:
    a. Cash – Enter the dollar amount of cash received and press 'Enter'.
    b. Credit or Debit – Press the 'Credit' or 'Debit' key as appropriate and have the customer swipe their credit/debit card (if debit, the customer will enter their PIN).
5. Swipe the gift card when prompted 'Swipe Card for Activation.'
6. 'Activation Approved' will display when an activation is successful.
7. Tender the sale.
8. Swipe the gift card to activate it.
9. Provide the customer with the receipt as proof that the card was properly activated. Please note for security purposes the entire gift card number will not appear on the receipt.

Reloads (*Processing may take up to 20 seconds!*)

1. Type the gift card PLU number and press the 'PLU Key' - the message 'Press yes for Activation or no for Recharge' will display.
2. Select 'No' to recharge the gift card.
3. Type in the dollar value to be recharged and press 'Enter'.
4. Tender the sale by selecting a method of payment:
    a. Cash – Enter the dollar amount of cash received and press 'Enter'.
    b. Credit or Debit – Press the 'Credit' or 'Debit' key as appropriate and have the customer swipe their credit/debit card (if debit, ask the customer to enter their PIN).
5. When prompted 'Swipe Card for Recharge,' swipe the gift card.
6. 'Reload Approved' will display with a successful recharge.
7. Tender the sale.
8. Ask the customer to swipe the gift card to activate it.

9. Provide the customer with the receipt as proof that the card was properly activated. Please note for security purposes the entire gift card number will not appear on the receipt.

Balance Inquiries

1. From the Cashier Work Station, select the 'Network Function' button.
2. Select the 'Gift Card Balance' button.
3. Cashier Work Station will display, 'Swipe Customer Card'.
4. Ask the customer to swipe the gift card.
5. Cashier Work Station will display, 'Approved.'
6. Provide the customer with the receipt as proof of activation with the card balance. Please note for security purposes the entire gift card number will not appear on the receipt.

Redemptions

- Process as a normal credit prepay.
- Always perform a Balance Inquiry (see instructions above) before prepaying.
- Prepay for an amount not to exceed the gift card's available balance.
- If the prepay will include a car wash and/or merchandise, ensure the total including tax does not exceed the gift card's available balance.

Split Tendering

- A sale may be completed using a combination of payment methods including cash, debit and credit cards, and physical gift cards.
- More than one physical gift card, or a combination of credit or debit and a physical gift card, may also be used.
- If a credit or debit card is used in combination with a physical gift card, swipe the physical gift card first followed by the debit or credit card.
- You will be asked if you want to "split pay" the transaction – if so, hit the "yes" button – if no, hit the "no button."
- Tender the sale and select the payment type. Enter the amount and press 'enter.' Continue with another form of payment until the sale has been completed.

VeriFone Systems - Ruby and Topaz

Preliminary Information

- The Chevron credit network must be operating in order to activate or reload gift cards.
- You must process sales tendered with gift cards online – no special handling, no EMS processing, no manual entry, and no customer credit.
- Sales using a gift card as the method of payment must be tendered as credit. No customer signature is required.

- Directions for the Ruby and Topaz could vary slightly depending on functions that have been customized for your facility.
- The Ruby and Topaz directions remain the same if the Sapphire platform is used at your facility.
- If you are activating or reloading multiple gift cards in the same transaction and a break in the communication occurs during the activation or reload process, all of the cards will be backed out and the activation and/or reload transactions will be reversed (voided).
- The gift card(s) that were used during this activation process must be destroyed and new cards used.
- You cannot combine fuel and/or merchandise with an activation and/or reload transaction.
- The default department number for Gift Cards is 9965. If this conflicts with a department number you currently use, it can be redefined. Simply create a new gift card department and then designate the new department number using a new menu option in the Sales Configuration Menu (Sales > 3. Configuration > 2. Sales Configuration > 55. Gift Card Department #).
- To make selling/activating and reloading gift cards easier, program a soft key on your Ruby as an open department gift card key.
- You can activate or reload up to nine cards per transaction.

Special Notes

- Gift card activations, reloads, and sales will not be allowed when the Chevron credit network is offline.
- You cannot combine fuel and/or merchandise with an activation or reload transaction.
- Gift cards can only be activated and reloaded one at a time.
- You cannot combine gift card activations and reloads in one transaction.
- For gift card activation or reload errors, contact RMC at 1-877-243-8457.

Set-Up Procedures

- *Please see the Ruby, Sapphire or Topaz EPOS Manuals for the set-up steps.*

Activations (*Processing may take up to 20 seconds!*)

1. Press “Gift Card Activation” key.
2. Enter the dollar amount (between $5 and $100) and press “Enter”.
3. Select “Activate”.
4. Tender the sale by selecting “Total” and choose the form of payment
    a. Cash – Enter the dollar amount of cash received and press ‘Enter’
    b. Credit or Debit – Press the ‘Credit’ or ‘Debit’ key as appropriate and have the customer swipe their credit/debit card (if debit, ask the customer to enter their PIN)

5. Ask the customer to swipe the gift card to activate it
6. Provide the customer with the receipt as proof that the card was properly activated. Please note for security purposes the entire gift card number will not appear on the receipt

Reloads (*Processing may take up to 20 seconds!)*

1. Press “Gift Card Activation” key.
2. Enter the dollar amount (between $5 and $100) or select the ‘Gift Card’ key.
3. Select “Recharge”.
4. Tender the sale by selecting “Total” and choose the form of payment
    a. Cash – Enter the dollar amount of cash received and press ‘Enter’.
    b. Credit or Debit – Press the ‘Credit’ or ‘Debit’ key as appropriate and have the customer swipe their credit/debit card (if debit, ask the customer to enter their PIN)
5. Ask the customer to swipe the gift card to activate it.
6. Provide the customer with the receipt as proof of activation with the card balance. Please note for security purposes the entire gift card number will not appear on the receipt.

Balance Inquiries

1. Press the orange ‘NETWORK FUNC’ key from the CSR menu.
2. Arrow over to the “Card Balance Inquiry” function.
3. Press the ‘Enter’ key.
4. Swipe the gift card.
5. The terminal will print a ticket with the gift card balance.

Redemptions – Pre-Pump Payment

1. Press the pump #.
2. Press the ‘Prepay’ key.
3. Key in the dollar amount (not to exceed the balance on the card) and then hit “Enter”.
4. Press the ‘Credit’ key.
5. Select fuel type and hit “Enter”.
6. Tender the sale by selecting “Total” and choose the form of payment as “Credit”.
7. Swipe the gift card.
8. Press the “credit” key and hit “Enter”.
9. After sale is done, send completion by pressing pump # with sale with payment pending and pressing fuel.
10. Advise the customer they can proceed to pump their gas.

Redemptions – Post-Pump Payment

1. Press the pump # *with payment pending.*
2. Press ‘Fuel’.

3. Press ‘Total’.
4. Press ‘Credit’ and swipe the gift card.
5. Receipt reflects remaining card balance.

Split Tendering

- A sale may be completed using a combination of payment methods including cash, debit and credit cards, and physical gift cards.
- More than one physical gift card, or a combination of credit or debit and a physical gift card, may also be used.
- If a credit or debit card is used in combination with a physical gift card, swipe the physical gift card first followed by the debit or credit card
- Tender the sale and select the payment type. Enter the amount and press ‘enter.’ Continue with another form of payment until the sale has been completed.
- Currently, split tendering is not available for customers in the Chevron or Texaco mobile app.

Preliminary Information

- The Chevron credit network must be operating in order to activate, reload, and/or obtain the balance on a gift card.
- You must process sales tendered with gift cards online – no special handling, no EMS processing, no manual entry, and no customer credit.
- Sales using a gift card as the method of payment must be tendered as credit and no customer signature is required.
- You can activate or reload up to nine gift cards per transaction if you are using version 0416 or higher - lower versions will only allow one activation or reload per transaction.

Special Notes:

- Activations, reloads, and sales using a gift card as a method of payment will not be allowed when the Chevron credit network is offline.
- You cannot combine fuel and/or merchandise with an activation or reload transaction.
- Gift cards can only be activated and reloaded one at a time.
- You cannot combine gift card activations and reloads in one transaction.
- For gift card activation or reload errors, contact RMC at 1-877-243-8457.

Set-Up Procedures

- *Please see the VX570 EPOS Manual for the set-up steps.*

Activations (*Processing may take up to 20 seconds!)*

1. Use the up or down arrows to select the Gift Card Option.
2. Enter the gift card amount (between $5 and $100) and press ‘Enter’
3. Receive a pop up message stating: Press Yes for Activation or No for Recharge
4. Press ‘Yes’
5. Click on ‘Pay’
6. Indicate the method of payment and tender the sale.
7. You will be prompted to swipe the card for activation.
8. Swipe the gift card that you want to activate.
9. After all the gift cards are activated successfully you will see “Activation Approved” and a proof of activation will print with the card number and the amount of each card. You can activate up to eight more gift cards.
10. Provide the customer with the receipt as proof that the card was properly activated. Please note for security purposes the entire gift card number will not appear on the receipt.

Reloads (*Processing may take up to 20 seconds!*)

1. Use the up or down arrows to select the ‘Gift Card Menu’ and press ‘Enter.’
2. Enter the gift card amount (between $5 and $100) and press ‘Enter.’
3. Receive a pop up message stating “Press Yes for Activation or No for Recharge”
4. Press ‘No’
5. Indicate the method of payment and tender the sale.
6. Have the customer confirm the amount for purchase/reload and a receipt will print.
7. Swipe the gift card you want to reload.
8. You can reload up to eight more gift cards.
9. After all the gift cards are reloaded successfully you will see “Reload Approved” and a proof of activation will print with the card number and the balance of each card.
10. Provide the customer with the receipt and the proof of activation as proof that the card was properly reloaded. Please note for security purposes the entire gift card number will not appear on the receipt.

Balance Inquiries

The Balance Inquiry function will display how much balance remains on a gift card.

1. Use the up or down arrows to position the cursor next to GIFT CARD MENU and press ‘enter’.
2. Select ‘Balance Inquiry’ or type 3 and press ‘enter’.
3. Swipe the gift card through the magnetic stripe reader of the EPOS terminal.
4. The gift card balance will be displayed on the screen or on the printed receipt depending on your configuration.
5. Next, you will be prompted to get the balance for another gift card.
6. Press ‘yes’ to continue this process for up to nine gift cards - press ‘no’ if you have no other balances to check.
7. The display will return to the idle screen automatically or you can press ’enter’.

Redemptions

- Please see the Manager and Cashier Manual for the Omni 3750 or the VeriFone VX570 EPOS Terminal processing steps.

Split Tendering

- A sale may be completed using a combination of payment methods including multiple physical gift cards, or a debit or credit card with a physical gift card, or cash and a gift card.
- If a credit or debit card is used in combination with a physical gift card, the physical gift card should be swiped first followed by the credit or debit card.

- Currently, split tendering is not available for customers in the Chevron or Texaco mobile app.

Important Contact Information

Telephone Numbers:

Blackhawk Network (BHN)	1-800-352-1090
Retail Marketing Center (RMC)	1-877-243-8457
Retail Technology Center (RTSC)	1-800-435-7277

Websites:

Blackhawk Network	Chevron and Texaco Gift Cards by CashStar
Business Point	https://cbp.chevronfuels.com
Station Locations	www.chevrontexacostations.com

Resource Guide:

Topic	Contact
Ordering Blank Inactive Gift Cards	Chevron Business Point
Gift Card Activation / Reload Errors	Retail Marketing Center (RMC)
Non-Working Gift Cards	Blackhawk Network
Lost, Stolen, or Damaged Gift Cards	Blackhawk Network
Gift Card Balance Inquiry	EPOS system / BHN
Gift Card Balance / Redemption	Blackhawk Network
Pre-activated Gift Cards	Chevron Business Point
Gift Card Orders Not Received	Retail Marketing Center (RMC)