Chevron Texaco Rewards (CTR) Loyalty Configuration Document
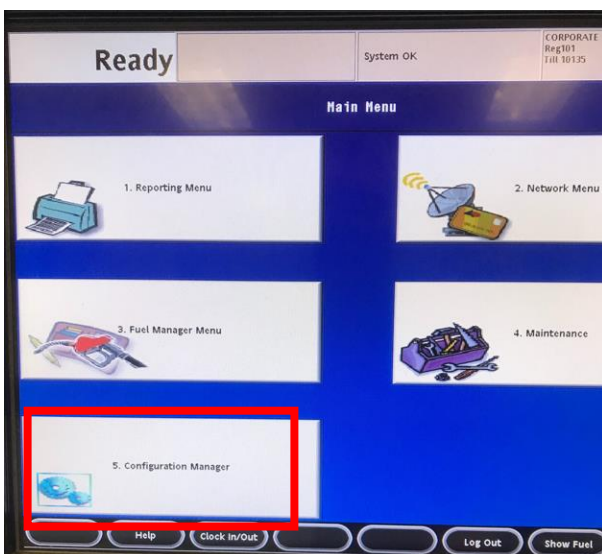
Verifone POS

7/30/2024

During the configuration, work at the station will not be impacted, as dispensers will be fully operational and if the site has more than 1 register/POS, the cashier can continue taking customers on the second register.
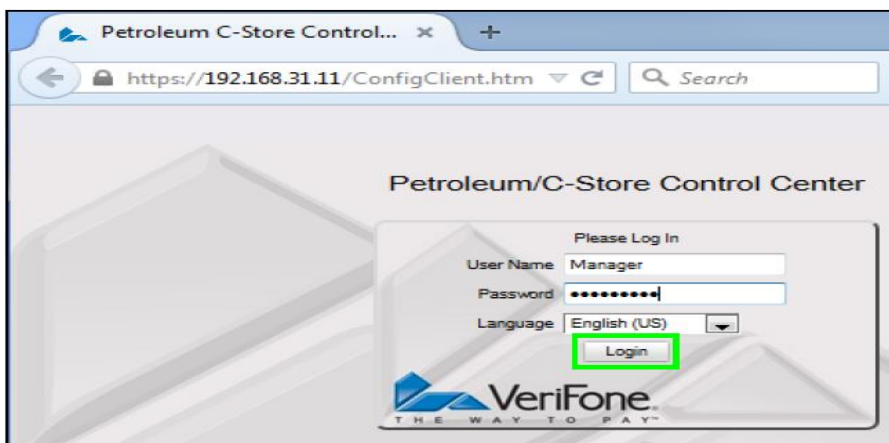
1. To get to Petroleum the C-Store Control Center, at the POS menu select **CSR Func.**

2. Select **Configuration Manager** & click **OK** at pop up message.

3. Login with managers credentials. If you do not have the needed User Name and Password
You will need to contact the Verifone Helpdesk for assistance getting logged in.

POS Configuration – Start of Work

Note: For the most part, you are validating and making changes where applicable to the existing loyalty program.
1. select **Payment Controller>POS Configuration**.
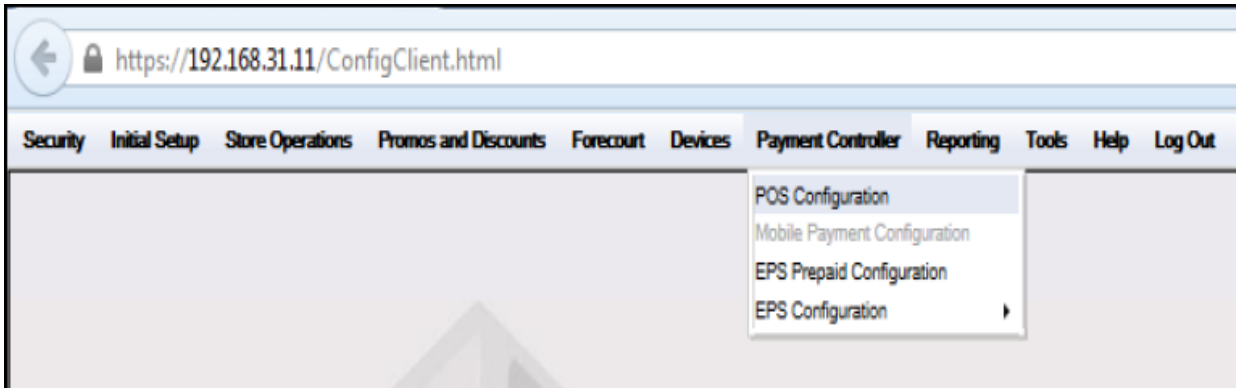
2. On the new window select the **POS tab**, validate the existing loyalty values, or modify them to match the following settings:

Loyalty Enable	Checked
Multiple Loyalty Discounts in same Transaction	Checked
Auth on Total	Unchecked/blank
Force Cash Receipt	Mark this field as per Site's choice
EPS PPG precedes POS PPG	Unchecked/blank
Message display duration(secs)	2
Print Customer Copy	Mark this field as per Site's choice

Note: If site does not want to print customer receipt, "Print Customer Copy" should be "Unchecked"
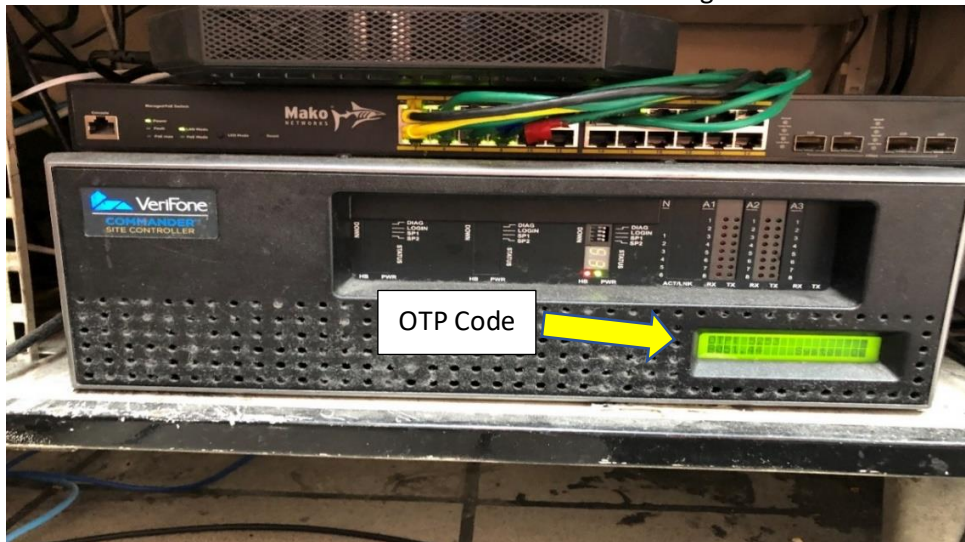   If site does not want to print cash receipt, "Force Cash Receipt" should be "Unchecked."

3. If any changes, click **Save** and an OTP pop up message will appear => proceed to step 4
    If there are no changes, proceed to the EPS Global Configuration section.

4. Click **Generate OTP**.
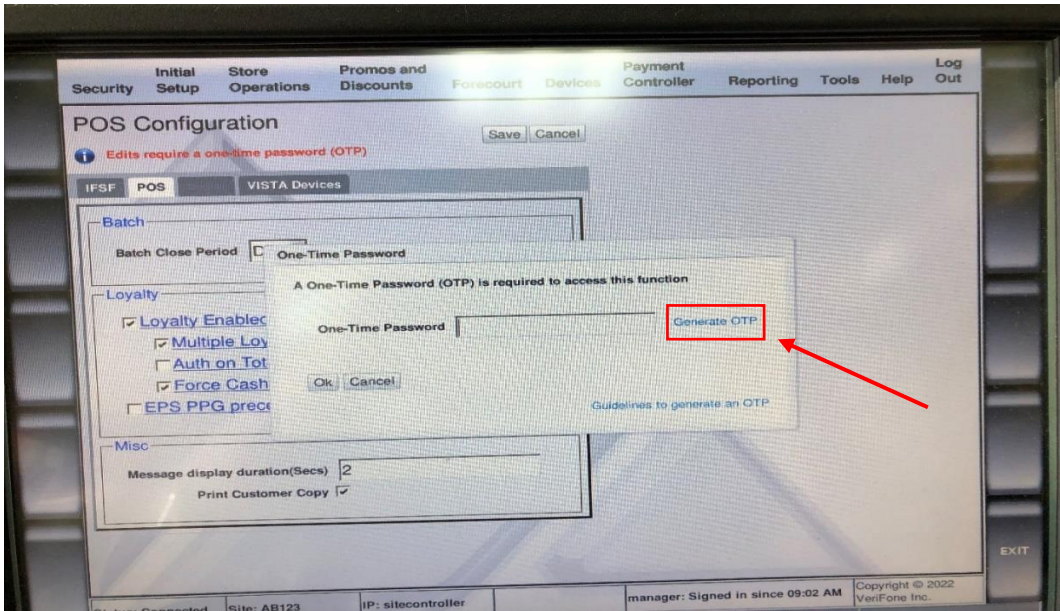
5. Go to the Verifone Commander and make note of the 4-digit OTP code.

6. Enter 4-digit OTP code.
7. Click **Ok**

Note: Alternate way to generate OTP is to go to CSR Func >> Maintenance >> Generate OTP
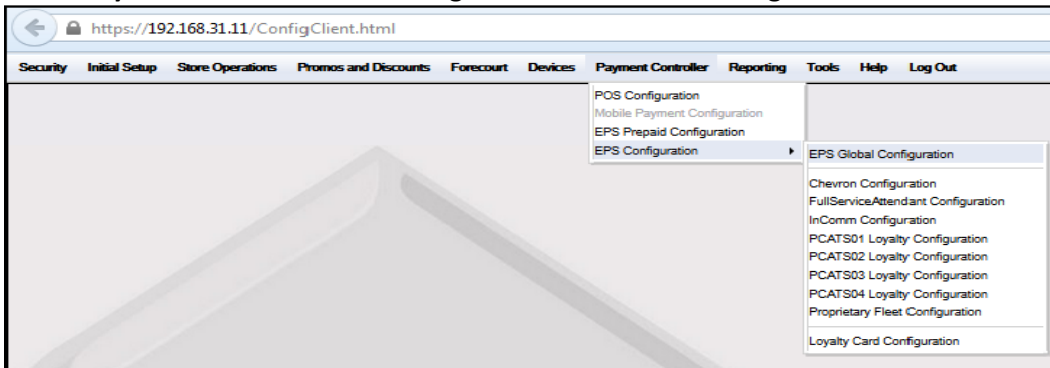
8. Select **Tools Tab >> Refresh Configuration**

9. After Refreshing Configuration, a Successful message will appear on the screen, click **OK.**

EPS Global Configuration

1. Select **Payment Controller>EPS Configuration>EPS Global Configuration**

2. At EPS Global Configuration, select **Loyalty tab**, ensure the following settings match:

Enable Alternate ID	**Checked**
Journal Loyalty ID to POS	**Unchecked/blank**
Use Long Text for Indoor Prompts	**Unchecked/blank**
Prompt for Loyalty after payment	**Checked**
Send reward prompt to Cashier	**Checked**
Prompt for rewards only on fuel	**Unchecked/blank**
Display Host Messages	**Checked**
Reward Prompt Timeout (In Seconds)	**30**
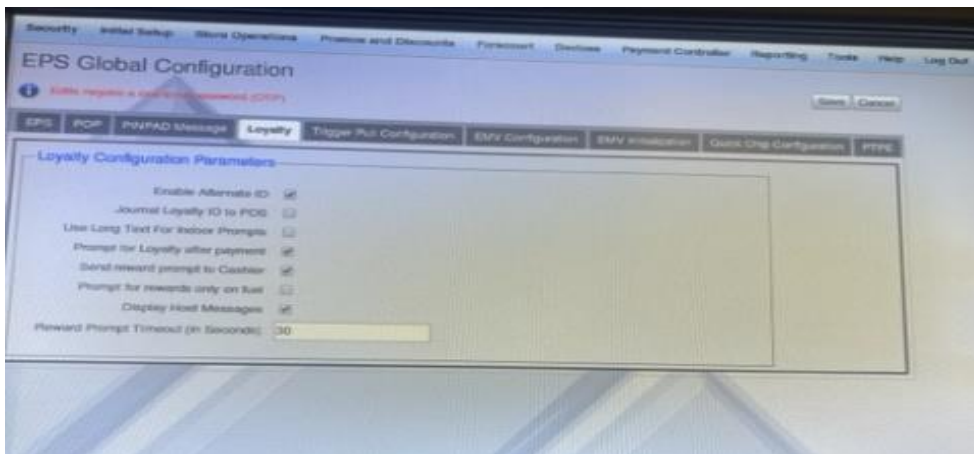
Note(s): "Display Host messages" will appear on POS version system 08.53.27.03 or higher.
if you uncheck "prompt for Loyalty after payment" it grays out the "Prompt for rewards only on fuel" so you must uncheck first the option "prompt for rewards only on fuel" and then prompt for loyalty after payment.

3. Select **Save on top right corner.**
4. Select **Tools Tab >> Refresh Configuration**

5. After selecting Refresh Configuration, a Successful message will appear >> Click **OK.**
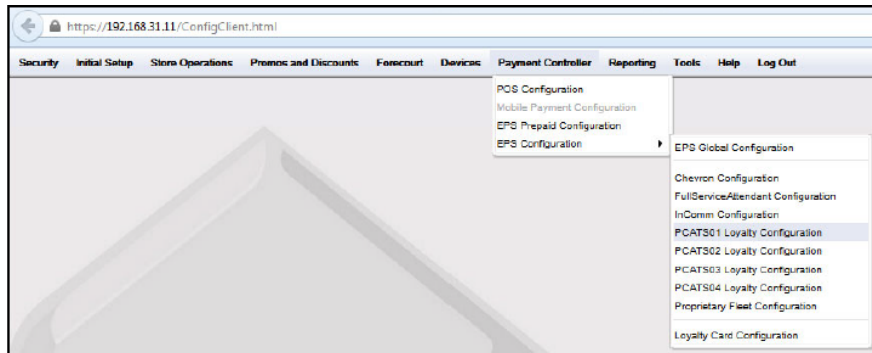
PCATS LOYALTY CONFIGURATION

To configure CTR loyalty, you must find the PCAT where "FEP enabled" option is not checked so you can utilize this PCAT for CTR configuration.

1. Select **Payment Controller >> EPS Configuration >> select PCATSXX (you must check all PCATSXX so you can configure the one where "FEP Enabled" option is not checked and can be used to configure/add new loyalty program. Chevron prefers you to use PCATS01 if it is available.)**
   Note1: Go to Appendix A for the Loyalty Program Name that needs to be assigned.
   Note2: Go to Appendix B If the site already has a local loyalty programmed in PCATS, Follow the steps to ensure that Multiple Loyalty is properly configured.

1. At PCATS01 Loyalty Configuration, validate and change the following settings:
   Note: these values could exist in the other PCATS as well.

FEP enabled	Checked
Dealer ID (must be of 8 digits. Please add zeroes in front of the Store ID to make it 8 digits):	**XXXXXXXX (Ex: if site ID is 123456 expected Site Identifier value is 00123456. This is only an example)** Note: The Dealer ID must be 8 digits
Program Name Note: **Please make sure Loyalty Program Name is in upper case and has correct spacing and alphabets**	You can check the Appendix A for the Program Name. For example, in Northern California with existing ALB loyalty, program name is CHEVRON & SAFEWAY. For stations without ALB loyalty CTR program name is CHEVRON REWARDS or TEXACO REWARDS depending on the brand.
Loyalty Offline Receipt Message	REWARDS OFFLINE
Enable Barcode Scan	Checked
Enable Card Download from Host	Unchecked
Display Loyalty FEP Offline to Hybrid Cards	Unchecked
Display FEP Inside for multiple loyalty	Checked
Display FEP Outside for multiple loyalty	Checked
Mode	IP
IP/Domain Name	52.22.83.7
Port	4109
Enable SSL/TLS	Checked
Heartbeat	120
Key Index	0
Custom Reconciliation Period Enabled	Checked
Custom Reconciliation Period Time	23:59 (Daily)

Note#1: These values should match the format we have in the above table.

Note #2: If there are multiple PCAT loyalty's programmed you need to check each one to ensure there are not 2 with the same IP address. We should never have 2 with the same IP address (specifically 10.0.47.10 or 52.22.83.7). If there are multiple PCAT configurations with either of those 2 IPs, then one needs to be deleted. And if there is only one with the IP of 10.0.47.10 for Chevron rewards, please change it to 52.22.83.7 and port 4109.

PCATS01 Loyalty Configuration

Security   Initial Setup   Store Operations   Promos and Discounts   Forecourt   Devices   Payment Con

ⓘ Edits require a ___ password (OTP)

Sites Cancel

Network

FEP Enabled ☑
Dealer ID 00123456

Program Name CHEVRON REWARDS
Loyalty Offline Receipt Message REWARDS OFFLINE
Enable Barcode Scan ☑
Enable Card Download from Host ☐
Display Loyalty Fep Offline to Hybrid Cards ☐
Display FEP inside for multiple loyalty ☑
Display FEP outside for multiple loyalty ☑

> This is an Example. Site Identifier, this is the sites Facility # and must be of 8 digits. Please add zeroes in front of the Facilty # to make it 8 digits

> This is an Example. Please follow "Loyalty Program Name" as per Appendix A

On the same screen scroll down to **Communication Options**

Communication Options

Mode
◉ IP
○ Serial
○ Dial

Communication Options
IP/Domain Name 52.22.83.7
Port 4109
Enable TLS ☑
Heartbeat Timer 120

FEP Parameters
Key Index 0

On the same screen scroll down to **Reconcilliation Period Options**

Reconciliation Period Options

Custom Reconciliation Period Enabled ☑
Custom Reconciliation Period Time 23 ▾ 59 ▾

2. Select **Save from the top right corner.**
3. Select **Tools Tab >> Refresh Configuration**

Security Initial Setup Store Operations Promos and Discounts Forecourt Devices Payment Controller Reporting Tools Help Log Out

Rule Manager
Managed Modules
Refresh Configuration
Ping Utility
Image Upload
Event Manager
Helpdesk Diagnostics ▸

4. After selecting Refresh Configuration, a Successful message will appear >> Click **OK.**

Loyalty Card Configuration

If site supports Safeway loyalty, go to Appendix C and make sure the following cards are configured under "Loyalty card configuration" list.

If site only has Chevron/Texaco Loyalty (doesn't support Safeway Loyalty), continue with the document and verify two card Names **PHNO and PHNO_MOB** are configured. If the cards are not present, they must be added.

Select **Payment Controller Tab >> EPS Configuration >>** scroll down & select **Loyalty Card Configuration**
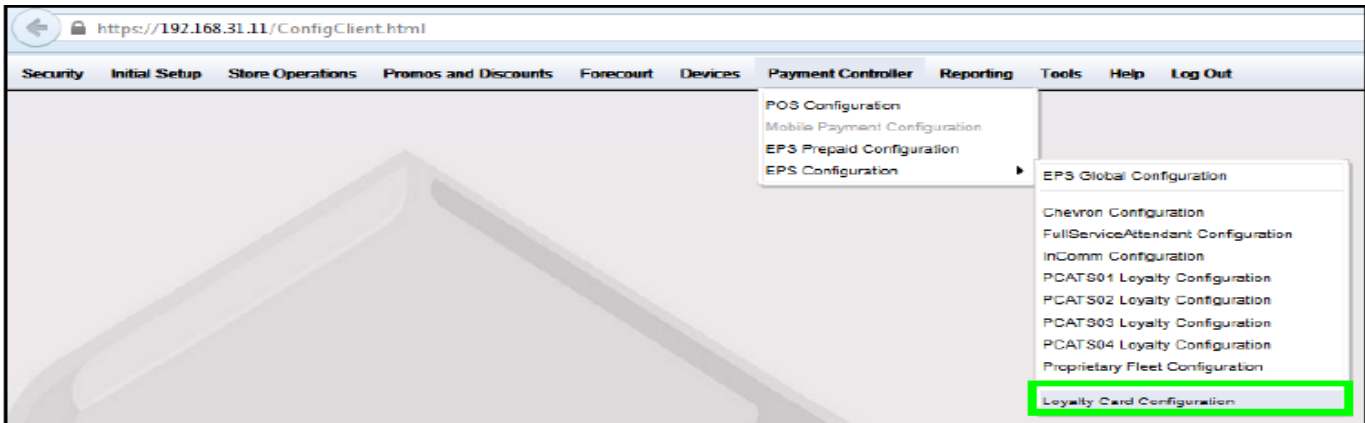
At Loyalty Card Configuration tab, Add **PHNO** and **PHNO_MOB**.

PHNO
1. Click on Add.
2. Enter details for PHNO Card Information as mentioned in below screenshot.
3. Ensure that the "Lower ISO" is exactly Ten (10) Zeros (0000000000).
4. Ensure that the "Upper ISO" is exactly Ten (10) Nines (9999999999).

Note: If site has existing cards which matches all values of PHNO including supported FEPs, please delete that card and add PHNO
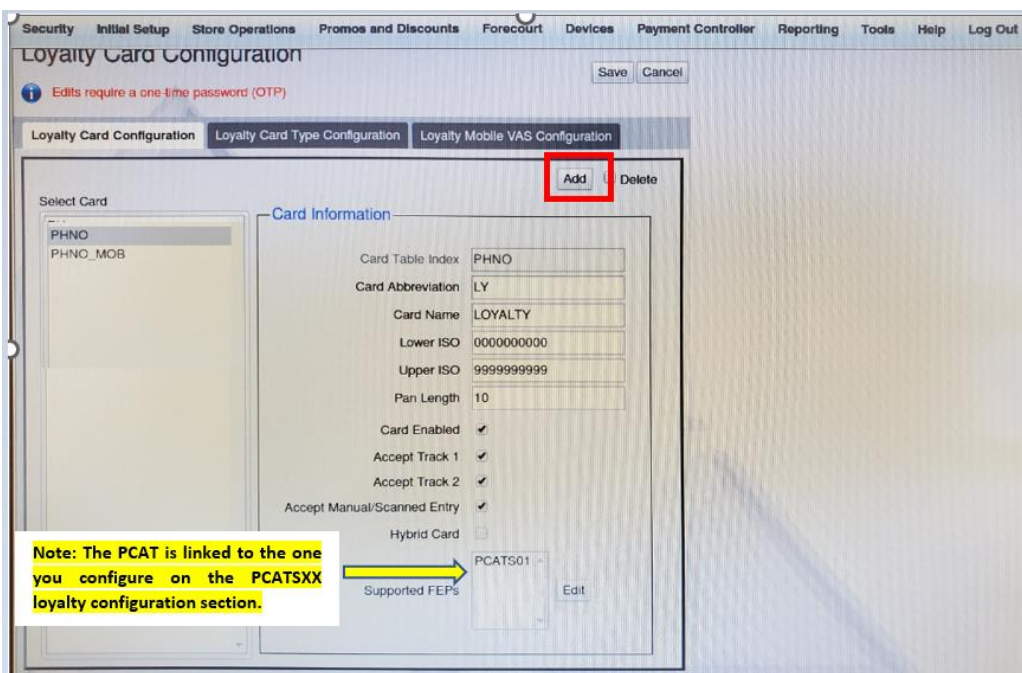
PHNO_MOB

1. Click on Add.
2. Enter details for PHNO_MOB Card Information as mentioned in below screenshot.
3. Ensure that the "Lower ISO" is exactly Eleven (11) Zeros (00000000000).
4. Ensure that the "Upper ISO" is exactly Eleven (11) Nines (99999999999).

Note: If site has existing card which matches all values of PHNO_MOB including supported FEPs, please delete that card and add PHNO_MOB

1. If changes are made, select **Save from the top right corner.**
2. Select **Tools Tab >> Refresh Configuration**

3. After selecting Refresh Configuration, a Successful message will appear >> Click **OK.**
4. Exit "Configuration Manager" and return to the Main menu.

Validate Online status for the new Loyalty Program:

1. From the main menu, select Maintenance.

2. Select Helpdesk Diagnostics.
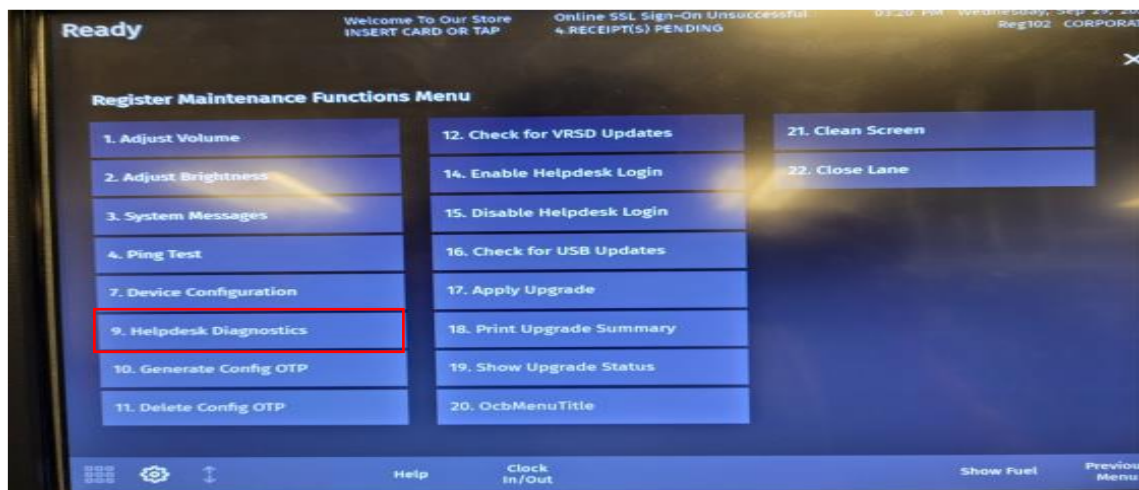
3. Select Payment
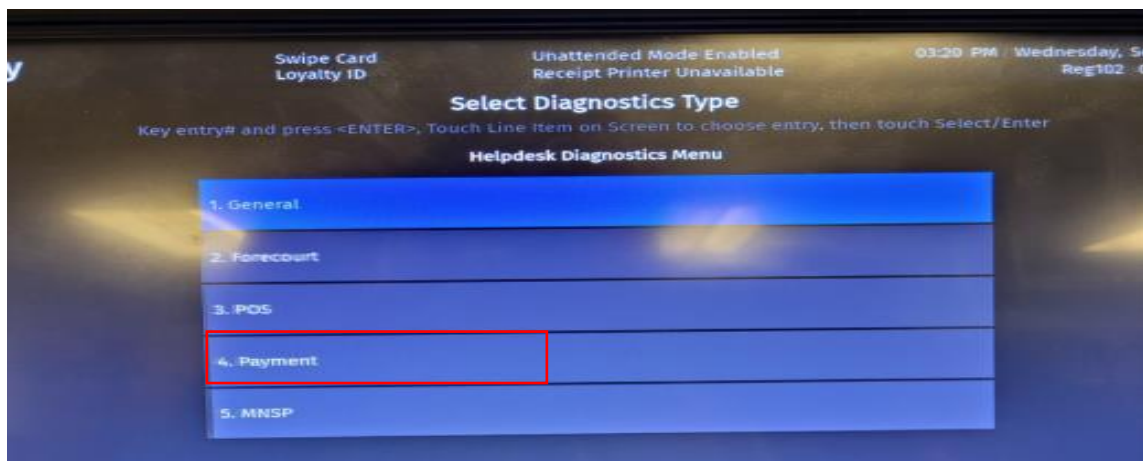
4. As shown in the screenshot below, verify that "CHEVRON REWARDS(Example)" & P97 status is Online.
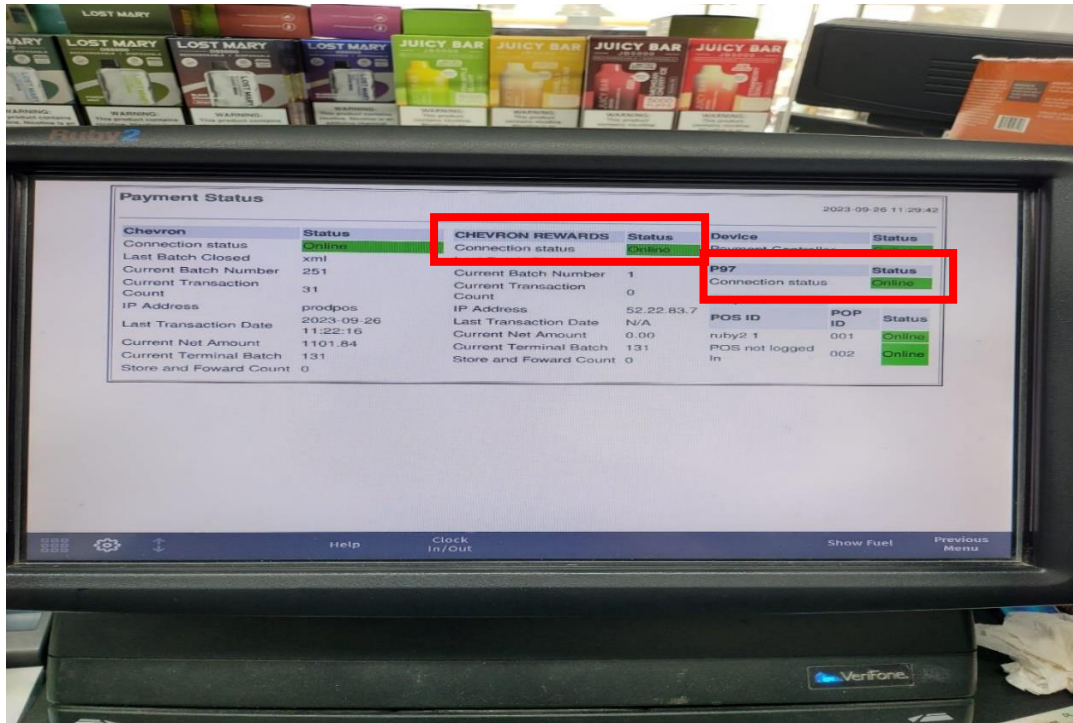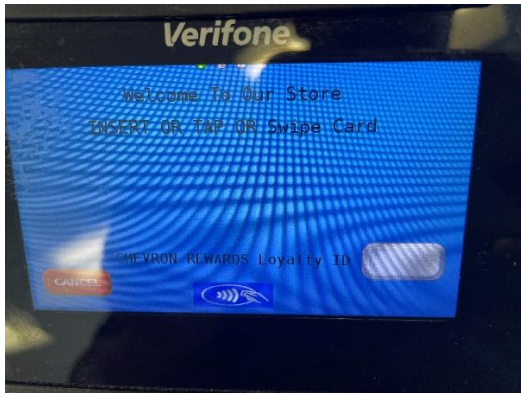

Troubleshooting Steps if the New Loyalty Program is not Online.

Note: If "New loyalty program" status is "Online" move to the next section for Testing the Configuration. If it's "Offline", go to Appendix D for troubleshooting steps.

Testing the Configurations

1. Once completed with the above steps, we are going to **test the indoor Pin Pad.**

2. Ask the Station Manager or Cashier to create a pre-pay transaction of $5.
3. Configured loyalty program name should appear on the Register (Example, CHEVRON REWARDS Y/N?). Select **Yes**
4. At the Pin Pad (customer side), select the loyalty program configured (Example, CHEVRON REWARDS Loyalty ID) and enter loyalty ID: **555 414 8999.**
5. If loyalty message is not displayed ask cashier to swipe the payment card. Please note, the cashier can refund this amount to the payment card.
6. Pin Pad will display one of the following messages:

   - **"REWARDS SYSTEM NOT AVAILABLE" or**
   - **"NO REWARDS POINTS AVAILABLE" or**
   - **"USE REWARDS AMT X.XX/GAL YES/NO?"**
   - **"INVALID REWARDS CARD / PH# ENTERED" or**
   - "**INVALID REWARDS PH# ENTERED**"
   - "**(Loyalty Program Name) REWARDS SYSTEM NOT AVAILABLE**"

5. Void the transaction once the prompt is validated.

Test the outdoor Display:

6. At any Dispenser (Pump) Verify and select the configured Loyalty Program Name: Example: In this case loyalty name should be: CHEVRON REWARDS.

7. Select **YES** at **loyalty prompt** with a new configured loyalty provider name.
8. Enter Loyalty ID: **555 414 8999**
9. One of the following messages will display:
   - **"REWARDS SYSTEM NOT AVAILABLE" or**
   - **"NO REWARDS POINTS AVAILABLE" or**
   - **"USE REWARDS AMT X.XX/GAL YES/NO?"**
   - **"INVALID REWARDS CARD / PH# ENTERED" or**
   - **"INVALID REWARDS PH# ENTERED"**
   - **"(Loyalty Program Name) REWARDS SYSTEM NOT AVAILABLE"**

10. Ask the cashier to cancel/time-out the transaction once prompt is validated and picture is taken.

Note: If "New loyalty program" is NOT displayed correctly on the Dispenser, go to Appendix D for troubleshooting steps.

Enable and Validate Pay Inside feature on Verifone POS

The Pay Inside feature in the mobile app enables customers to pay conveniently and seamlessly using a QR code from the Chevron or Texaco mobile app.

Take these steps:

1. Get a scanner that can read a QR code
2. Update Verifone software to version 8.53.41
3. Configure POS configuration for Pay Inside
4. Run a test transaction by scanning the test QR code supplied under the "Steps to validate if site is enabled for Pay Inside" section
5. This confirms your site is enabled for Pay Inside

Hardware requirement: Scanner

Upgrade your scanners to 2D scanner

a. Gryphon GD 4590

Note: Honeywell 1950GSR is for Gilbarco Passport POS only

Hardware Requirements: Point of Sale Software version

Station needs to be on minimum Software version 8.53.41

Steps to validate if site is enabled for Pay Inside

1. On Verifone POS station, perform a prepay for fuel of $5.00.
2. Click on "Other MOP."

3. Click on "Mobile" as the payment method from the list of **Other MOP**
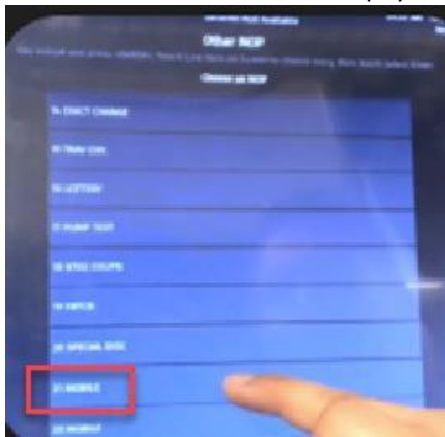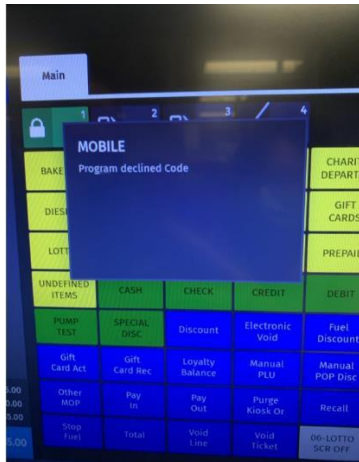

4. If there is a loyalty prompt that appears on the pin pad, select "No"
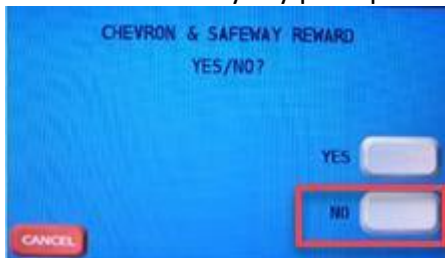
5. Use 2D barcode scanner to scan the test code below

6. After scanning, you will get message on the POS "**program decline code**." This confirms that your site is enabled for Pay Inside.


Enable the Mobile payment on Verifone POS

<mark>Note: If the site does not have mobile payment panel available on the Cashier screen, please follow below steps to configure "Mobile" as the Method of Payment (MOP).</mark>

1. On the Main POS screen => Click on CSR Func => Configuration Manager => Go to Store Operations => Touch Screen => Panel Configuration => Item Panels
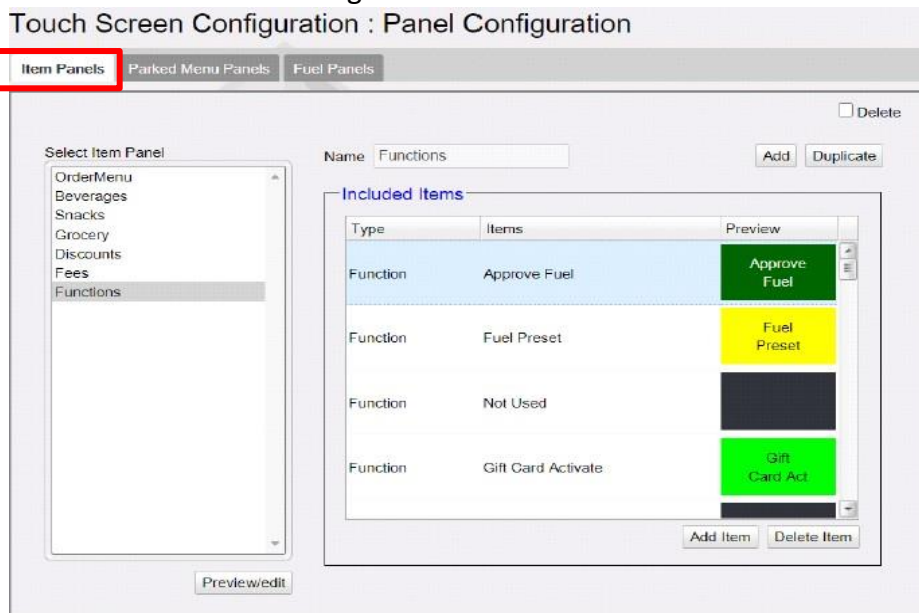
2. Click Add:
    a. Enter the name of the Item Panel (Ex: Panel2).
    b. Click on blue section under Item and choose MOP from the drop-down menu.
    c. Click on Add Item.
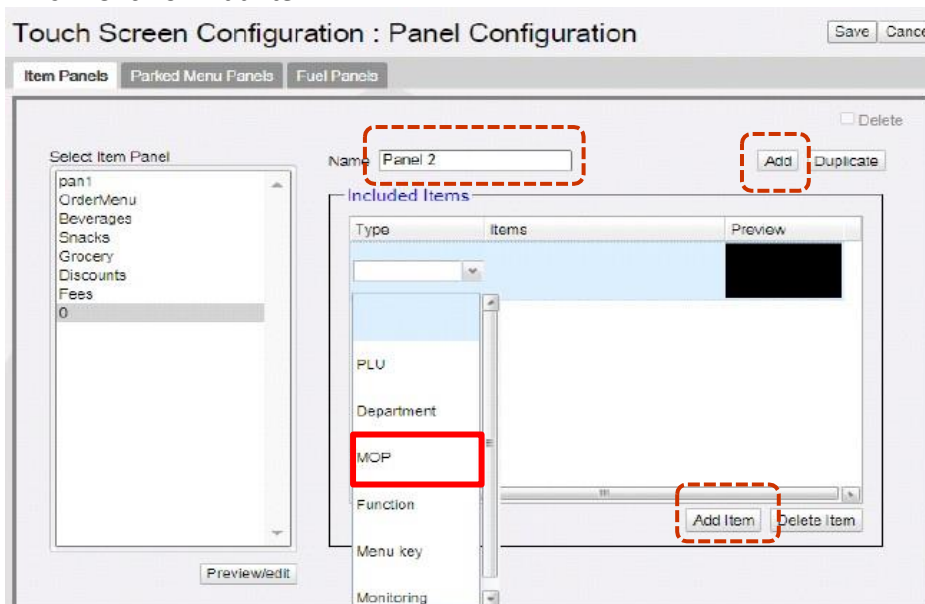
3. Under "Item Properties" box:
    a. Type Mobile in "Line 1".
    b. Choose Label Color as Black
    c. Choose "Background" Color as Blue
    d. Click on Save
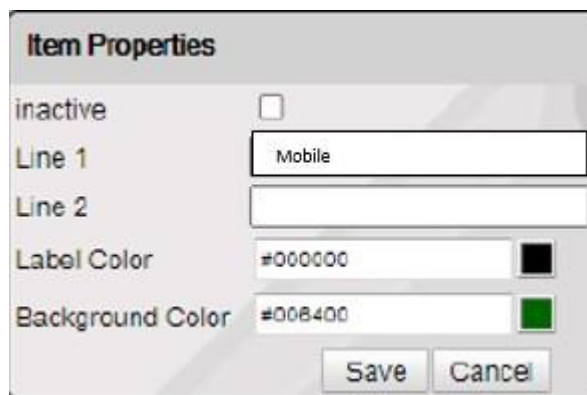
4. Go to Tools => Refresh Configurations
    a. After selecting Refresh Configuration, Successful message will appear, click OK.
5. Log out of Configuration Manager and return to Cashier Screen.

6. Click on Panel 2 (Configured in Step 2 of troubleshooting) and confirm Mobile option is present.
Note: If Mobile is not present after clicking on Panel 2, Log out and log back in register.
7. Try re-scanning the QR Code using steps under "Steps to validate if site is enabled for Pay Inside"

Alternate Mobile Configuration

1. From CSR Function select > Configuration Manager (Enter managers credentials, if prompted)
2. On the menu select > Store operations > Payment
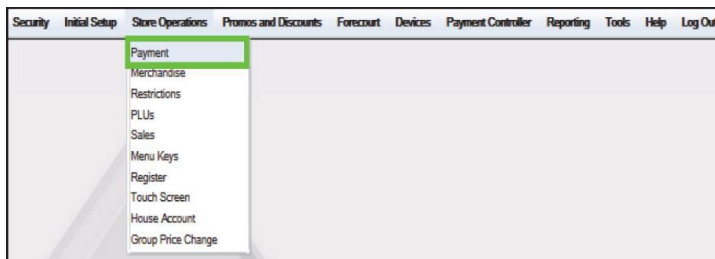
3. The Payment Management window displays like this.

4. From the Payment Management window, select the MOP tab and scroll down the <Select MOP> pane to an unconfigured position

5. Configure the Mobile MOP parameters as shown in the image.

6. Scroll down on the screen and select to enable additional options parameter as below.

7. Select [Save] to accept the changes and Mobile will be added to the list of
<Select MOP tab to verify>

8. Try re-scanning the QR Code using steps under "Steps to validate if site is enabled for Pay Inside"

Appendix A – Loyalty Banner Name

Region		STORE BANNER TEMPLATE																	
Arizona	Graphic Display	C	H	V	&	S	F	W	Y	/	A	L	B	R	T	S	N	S	
California - NorCal	Graphic Display	C	H	E	V	R	O	N		&		S	A	F	E	W	A	Y	
California - SoCal	Graphic Display	C	H	V	&	V	O	N	S	/	A	L	B	/	P	A	V		
Idaho - North Corner	Graphic Display	C	H	V	&	S	F	W	Y	/	A	L	B	R	T	S	N	S	
Idaho - Southern	Graphic Display	C	H	E	V	R	O	N	&	A	L	B	E	R	T	S	O	N	S
Nevada - Las Vegas area	Graphic Display	C	H	V	&	V	O	N	S	/	A	L	B	R	T	S	N	S	
Nevada - Reno area	Graphic Display	C	H	E	V	R	O	N		&		S	A	F	E	W	A	Y	
Nevada - NE Corner (i.e. Elko)	Graphic Display	C	H	E	V	R	O	N	&	A	L	B	E	R	T	S	O	N	S
New Mexico - Gallup, Southern NM	Graphic Display	C	H	V	&	S	F	W	Y	/	A	L	B	R	T	S	N	S	
New Mexico - Albuquerque area	Graphic Display	C	H	E	V	R	O	N	&	A	L	B		M	A	R	K	E	T
Oregon - Ontario area	Graphic Display	C	H	E	V	R	O	N	&	A	L	B	E	R	T	S	O	N	S
Oregon - Rest of State	Graphic Display	C	H	V	&	S	F	W	Y	/	A	L	B	R	T	S	N	S	
Texas - West Texas	Graphic Display	C	H	V	&	M	K	T		S	T	/	U	N	I	T	E	D	
Texas - El Paso	Graphic Display	C	H	V	&	S	F	W	Y	/	A	L	B	R	T	S	N	S	
Utah	Graphic Display	C	H	E	V	R	O	N	&	A	L	B	E	R	T	S	O	N	S
Washington	Graphic Display	C	H	V	&	S	F	W	Y	/	A	L	B	R	T	S	N	S	
Wyoming	Graphic Display	C	H	E	V	R	O	N	&	A	L	B	E	R	T	S	O	N	S
Chevron Branded Sites without Grocery Rewards	Graphic Display	C	H	E	V	R	O	N		R	E	W	A	R	D	S			
Texaco Branded Sites without Grocery Rewards	Graphic Display	T	E	X	A	C	O		R	E	W	A	R	D	S				

Return to [PCATS Loyalty Configuration](#) screen

Appendix B – Steps to configure PCATS if the site has a local loyalty already

For sites that have a local loyalty (like SKUPOS or ExtraMile) already programmed, when configuring CTR. If you go into PCATS and there is already a local loyalty (or loyalty's) programmed, we want you to do the following.

1. Go into PCATS01 and take a screenshot of how it's programmed. If there is more than one PCATS already programmed, then take a screenshot of all of them.
    a. It's assumed that if they do have local loyalty, it will be in PCATS01, but it is possible that PCATS01 is empty, and their local loyalty is in another PCATSxx slot. If so, skip to step 3.
2. Now add in the Chevron CTR configuration into PCATS01 as normal and outlined in the configuration document.
3. Now add what was previously in PCATS01 into PCATS02 or if that is already taken, the next available open PCATS slot
4. Go into Loyalty Card Configuration and go into each record that is already programmed and take a screenshot of them and note what "SUPPORTED FEPS" they are attached to.
    a. If any of the existing Loyalty Card Configurations have a PAN LENGTH of 10 or 11, then they will need to be deleted.
5. Now add your PHNO (10 digit) Loyalty card and assign it to PCATS01 and then if it was also assigned to a different FEP (in step 5) then also add that new FEP (probably PCATS02) as done in step 4
6. Now add your PHNO_MOB (11 digit) Loyalty card and assign it to PCATS01 and then if it was also assigned to a different FEP (in step 5) then also add that new FEP (probably PCATS02) as done in step 4
7. For the local loyalty which was previously configured to PCATS01 but now is moved to PCATS02, make sure loyalty cards associated with that local loyalty for pan length **other than** 10 and 11 also has the supported FEPs pointing to the new PCATs in this example to PCATS02

To confirm it should look something like this:

PCAT Loyalty Config screen

- PCATS01 CHEVRON REWARDS or TEXACO REWARDS or whatever the Banner Name is for this site as stated in the CTR baseline report.
- PCATS02 SKUPOS or ExtraMile Extras (as an example)
- PCATS03 thru PCATSxx may or may not be programmed.

Then go to Loyalty Card Configuration and do the following:

Existing - Loyalty Card Configuration (this is just an example of what it may look like)

- SKUPOS_L01 (10 digit pan when you click on it and linked to PCATS01)
- SKUPOS_L02 (11 digit pan when you click on it and linked to PCATS01)
- SKUPOS_L03 (12 digit or something other than 10- or 11-digit PAN and linked to PCATS01)

Not sure if there are others, and it doesn't matter if none of them are 10- or 11-digit PANS

New - Loyalty Card Configuration (this is just an example of what it may look like)
- **SKUPOS_L03** Don't delete this one because it wasn't a 10- or 11-digit PAN. Change the value for "SUPPORTED FEP's" to PCATS02, where the SKUPOS loyalty has now been moved.
- **PHNO** (this is the new CTR 10-digit PAN) and in "SUPPORTED FEP's" add PCATS01 and then also add PCATS02 and any others that had a 10-digit PAN in step 5 above
- **PHNO_MOB** (this is the new CTR 11-digit PAN) and in "SUPPORTED FEP's" add PCATS01 and then also add PCATS02 and any others that had a 11-digit PAN in step 5 above

<mark>And lastly, this then needs to be tested to make sure that multiple loyalty is working properly indoors and out. Please test that their local loyalty still works, as well as the new CTR loyalty.</mark>
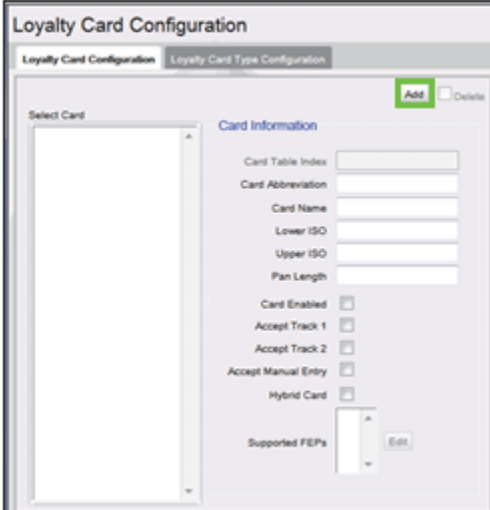
Return to screen

Appendix C – List of needed cards to support existing Safeway/Albertson Grocery Rewards program. If any or all are missing, and you are participating in the grocery loyalty, please add them.

Verify below cards are present under "Loyalty Card Configuration" list, if not, you can add missing cards by:
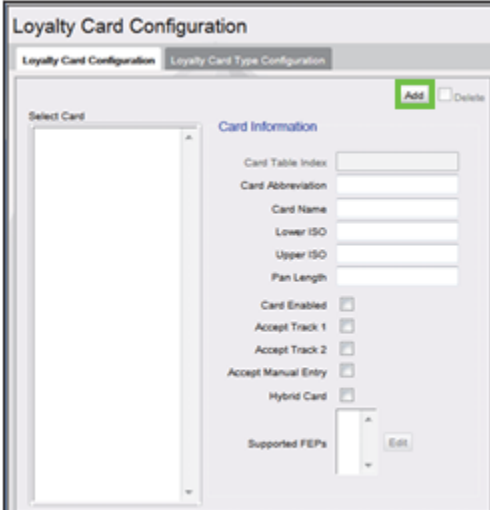
SAFEWAY

1. Click on Add.
2. Enter details for **Safeway** Card Information as mentioned in below screenshot.

Card Table Index	SAFEWAY
Card Abbreviation	LY
Card Name	LOYALTY
Lower ISO	6005854
Upper ISO	6005854
Pan Length	17
Card Enabled	Checked: ✓
Accept Track 1	Checked: ✓
Accept Track 2	Checked: ✓
Manual Entry Allowed	Checked: ✓
Hybrid Card	Unchecked
Supported FEP	PCATS01

CARRS

1. Click on Add.
2. Enter details for **CARRS** Card Information as mentioned in below screenshot.

Card Table Index	CARRS
Card Abbreviation	LY
Card Name	LOYALTY
Lower ISO	600438
Upper ISO	600438
Pan Length	16
Card Enabled	Checked: ✓
Accept Track 1	Checked: ✓
Accept Track 2	Checked: ✓
Manual Entry Allowed	Checked: ✓
Hybrid Card	Unchecked
Supported FEP	PCATS01

NEXT PAGE

RANDALS

1. Click on Add.
2. Enter details for **RANDALS** Card Information as mentioned in below screenshot.

Card Table Index	RANDALS
Card Abbreviation	LY
Card Name	LOYALTY
Lower ISO	600362
Upper ISO	600362
Pan Length	19
Card Enabled	Checked: ✓
Accept Track 1	Checked: ✓
Accept Track 2	Checked: ✓
Manual Entry Allowed	Checked: ✓
Hybrid Card	Unchecked
Supported FEP	PCATS01

VONS

1. Click on Add.
2. Enter details for **VONS** Card Information as mentioned in below screenshot.

Card Table Index	VONS
Card Abbreviation	LY
Card Name	LOYALTY
Lower ISO	600315
Upper ISO	600315
Pan Length	14
Card Enabled	Checked: ✓
Accept Track 1	Checked: ✓
Accept Track 2	Checked: ✓
Manual Entry Allowed	Checked: ✓
Hybrid Card	Unchecked
Supported FEP	PCATS01

NEXT PAGE

VONS1

1. Click on Add.
2. Enter details for **VONS1** Card Information as mentioned in below screenshot

| Card Table Index	VONS1
Card Abbreviation	LY
Card Name	LOYALTY
Lower ISO	600975
Upper ISO	600975
Pan Length	16
Card Enabled	Checked: ✓
Accept Track 1	Checked: ✓
Accept Track 2	Checked: ✓
Manual Entry Allowed	Checked: ✓
Hybrid Card	Unchecked
Supported FEP	PCATS01

Return to Loyalty Card Configuration screen and continue configuring PHNO and PHNO_MOB cards to complete CTR configuration.

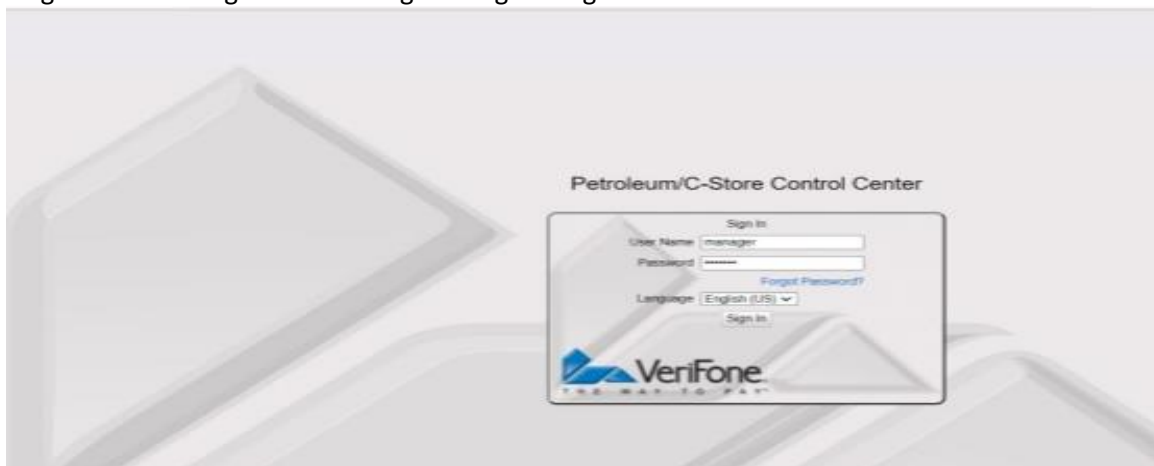# Appendix D – Troubleshooting Steps if the New Loyalty Program is not Online.
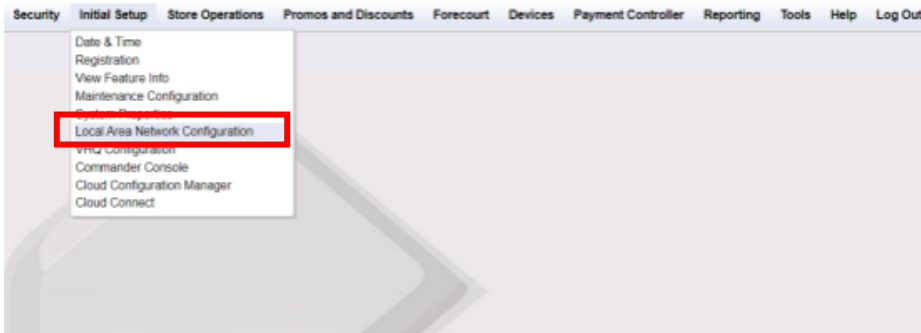
1. On the Cashier screen, Click on "CSR Func" button.

2. Select "Configuration Manager"
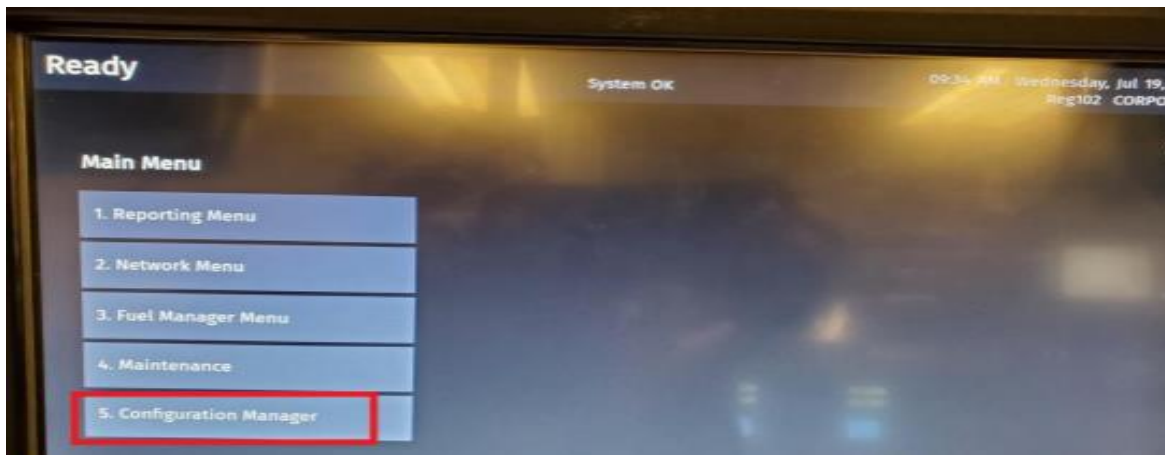
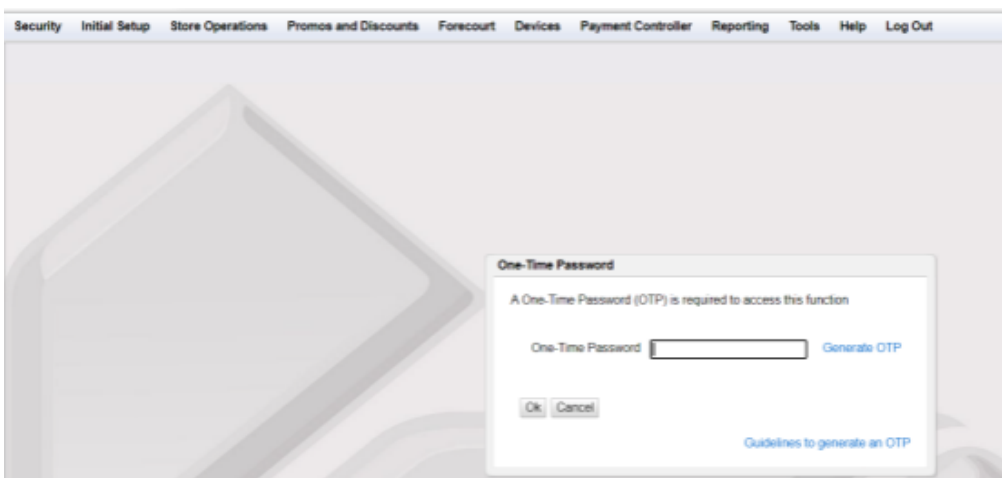3. Login to the Configuration Manager using manager account credentials.

4. Click on "Local Area Network Configuration" under "Initial Setup"

5. Click on "Generate OTP" and look for OTP on the commander "Green display" screen and enter the 4-digit OTP and then click "Ok".
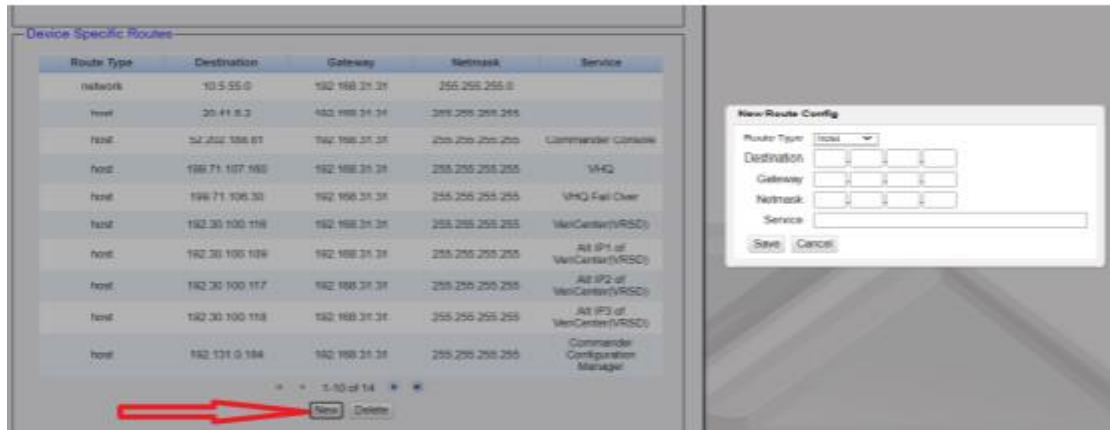   **Note: You can initial detailed steps from guide to generate OTP**

6. Click on "Isolated payment NIC" and make a note of the Gateway IP address.
   Note: Do not make any change to this IP address or settings and after you have made a note, click on "Cancel".
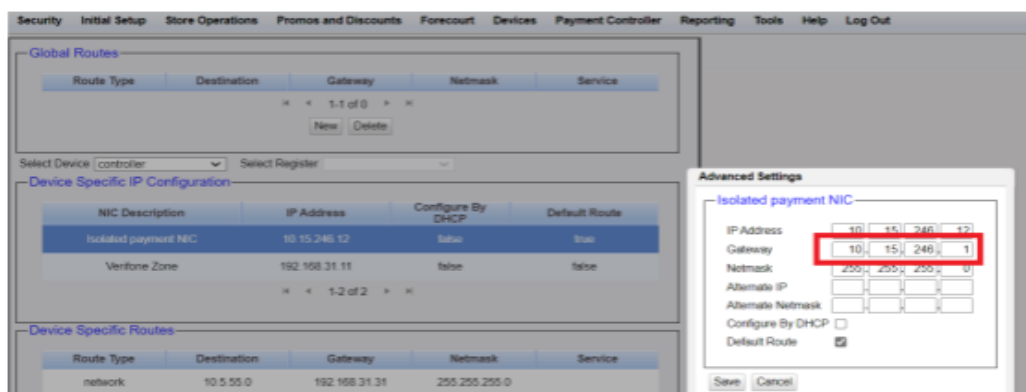
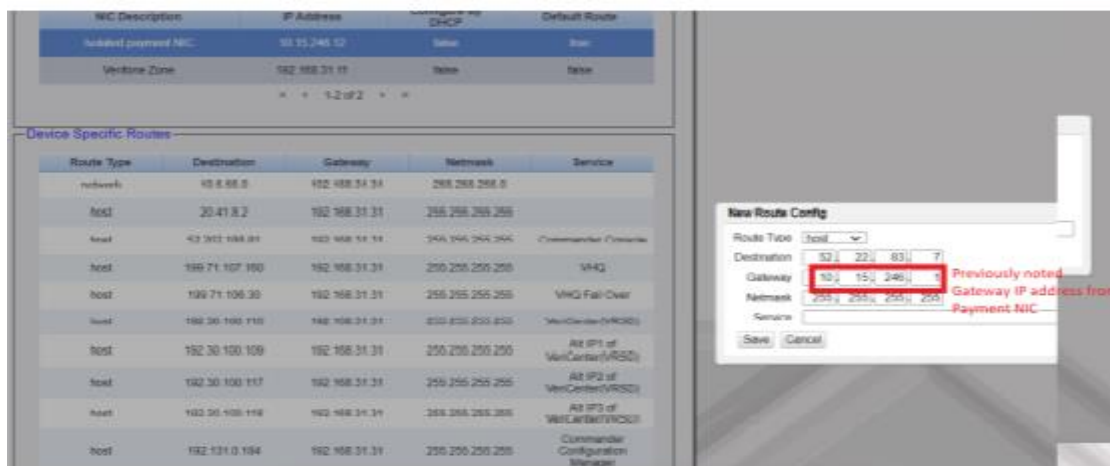7. Under "Device Specific Routes" click on "New".

8. Enter the Destination, Gateway, and Netmask IP addresses:
   Destination: 52.22.83.7
   Gateway: Noted from the "Isolated Payment NIC"
   Netmask: 255.255.255.255
   Click on "Save"

9. Select **Tools Tab >> Refresh Configuration**

10. After selecting Refresh Configuration, a Successful message will appear >> Click **OK.**
11. Exit the "Configuration Manager" and return to the Cashier/Sale screen.
12. Verify that CTR is now online per the steps listed on page 10/11 of this Guide.

# Appendix E – Troubleshooting Steps if the New Loyalty Program is not displayed correctly on dispenser.

DCR Settings - DCR instructions may apply just in case the site doesn't have the correct loyalty name displayed on Dispenser.

1. Select **Forecourt Tab=> DCR Idle Screen Configuration=> Rewards**
2. Validate the following settings.
3. On the left side search for the Rewards option, and then select the rewards option on the blue screen. And verify these values.
   - **Graphic Enabled = Checked**
   - **Softkey Type = Loyalty Manual Entry**
   - **Softkey Text = "New Loyalty Name"**

Note: The Key should be labeled **CHEVRON LOYALTY** or **TEXACO LOYALTY**. If once you Refresh the Configuration in the step #4 below, and the text on the dispenser is really small, then come back to this step and change the Softkey Text to **REWARDS**
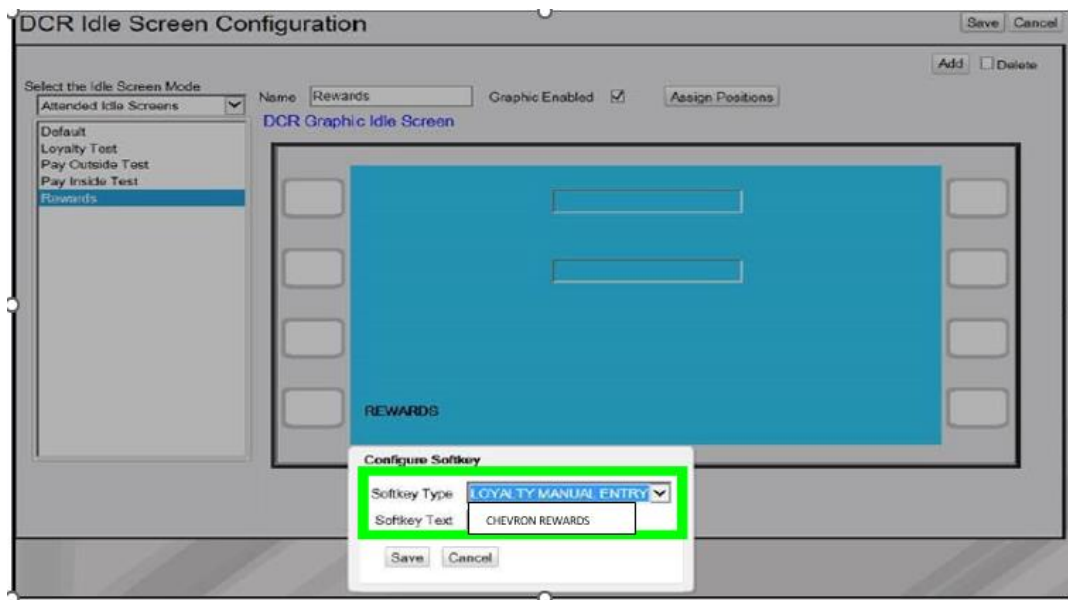
4. If any changes are made, select **Save.**
5. Select **Tools Tab >> Refresh Configuration**
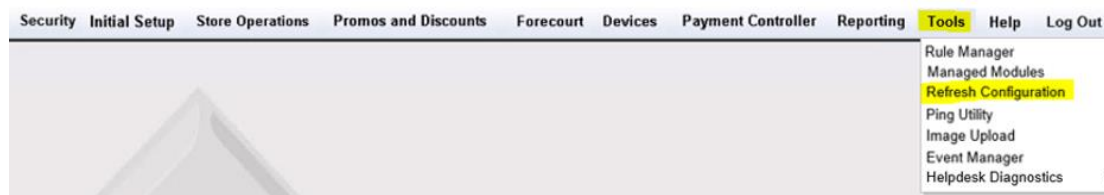
6. After selecting Refresh Configuration, a Successful message will appear >> Click **OK.**
7. Refresh Configuration Successful Sent message will appear, click **OK.**
8. Exit and return to the cashier screen.
9. Go to dispenser and verify if the Loyalty name is now displayed correctly.