



Frequently asked questions

financial reporting changes

What is changing on the EFT? All (non-mobile) credit- and debit-card transactions that occur between 9:30am to 9:30am PT will be included in one settlement on your EFT. This new batching process will align with the industry approach and address feedback that we have received from our network. Cutoff timing will not change at this time.

Instead of subtotals for each closed batch, the EFT will reflect one total for all (non-mobile) credit- and debit-card transactions from 9:30am-9:30am PT (whether in a closed or open batch). A new report, showing all included transactions during this time range, will be available for download on Chevron Business Point (CBP).

Why is Chevron making changes to the EFT? We have been modernizing our point-of-sale system with mobile-app payments, rewards programs, and Invenco. Now, we're updating our financial reporting with a change to the daily reconciliation process for credit- and debit-card transactions.

How will these changes affect me? The EFT changes may affect your financial reconciliation process. It's important to understand and prepare for these changes before your EFT is updated.

Will the cut off time for credit/debit card transactions change? No, the cut off time for credit/debit card transactions will not change 9:30am-9:30am PT.

What is changing on the Credit Card Turn-In Report? The Credit Card Turn-In Report currently references POS batch numbers. After the change takes place, this report will reference one settlement number per day.

What is not changing?

- Locating Financial reports on Chevron Business Point (CBP)
- Viewing or printing EFT report on CBP
- Cut off time for non-mobile credit/debit card transaction settlement (9:30am-9:30am PT)
- Cut off times for mobile transaction settlement (PayPal, Venmo, Checking Pay)
- POS configuration
- POS end-of-day process
- Batch references on the POS

When will these changes take place? Starting July 22, we will launch this change to retailers and marketers in phases. Target completion date for retailers and marketers to receive this change for all stations is September 15.

How can I learn more about these upcoming changes? Visit [Chevron Texaco Station Support \(CTSS\)](#) for training materials and the recording of a “Financial Reporting Changes” webinar. For questions, please contact our support team by emailing settlementchanges@chevron.com.

Can we view this webinar PowerPoint slide for future reference?

The financial reporting changes webinar was recorded and posted on the CTSS Training page.
– Financial Reporting Changes news article.

Is there a possibility to examine the changes through a testing phase to confirm they are correctly implemented before the go-live date?

We are conducting tests on these changes in financial reporting before the go-live date to verify correct data reflection. Marketers and retailers will be informed about their specific activation dates. After the financial reporting changes have been activated, we cannot provide a testing phase.

Point of Sale (POS) system

Does printing of POS batches change on my end (to match up with what you have)?

The financial reporting changes will not affect the POS batches or printing of POS records. Instead of subtotals for each closed batch, the EFT will reflect one total for all (non-mobile) credit- and debit-card transactions from 9:30am-9:30am PT (whether in a closed or open batch). A new report, showing all included transactions during this time range, will be available for download on Chevron Business Point (CBP).

Will the POS batch numbers match the new batch numbers?

No, the EFT will display one batch number (the Julian date for the settled non-mobile credit- and debit-card transactions).

Can POS batch numbers be changed to match Chevron batch numbers?

Please check with your POS vendor. Doing so requires a reconfiguration of your POS system by your POS vendor to incorporate Julian date batch numbers from 9:30am-9:30am PT.

I print the batch summary report every morning when I close my day for the POS terminal. Once this change is complete, will I still be able to pull a batch summary report from my terminal with my morning close out reports?

The POS system will not be impacted. This financial reporting change will impact Chevron's financial reports.

Will Albertsons for U[™] Points and Chevron Texaco Rewards be included in the new POS reporting?

The financial reporting changes impact how non-mobile credit- and debit-card transactions are displayed on the EFT. Rewards reporting is currently available in Chevron Business Point. The POS system will remain unchanged.

frequently asked questions

Does this change apply to all POS systems (i.e. Ruby2, Invenco)?

This financial reporting change will not affect your POS system.

How will this end time coincide with POS day close?

All (non-mobile) credit- and debit-card transactions that occur between 9:30am to 9:30am PT will be included in one settlement on your EFT. Marketers and retailers decide when to close their POS each day.

Would you suggest running the store close at 9:30am PT every morning on site to match the CC settlement time?

Marketers and retailers must ultimately decide what is best for their operations. Your POS provider may suggest a report to help match POS records with the EFT settlement records.

Chevron Business Point (CBP)

What if we cannot access the EFT Settlement reports on CBP?

Contact settlementchanges@chevron.com.

What time will the new CBP settlement transaction report be available?

The new settlement transaction report will be enabled on Chevron Business Point at 9AM PT July 22, 2024. The settlement transaction report will be available daily after 5pm PT (later the same day).

What time will the EFT be available for download?

There is no change in EFT timing. Typically, the EFT report will be available after 2:30pm PT.

Is the store getting a report of the transactions from 9:30am -- 9:30am PT?

A new settlement report will be available on CBP for download. The settlement report will list all mobile and non-mobile transactions included in the Chevron network's settlement during that period.

Does the settlement transaction report have a total or just line-item amounts?

The new settlement report will display individual transactions for non-mobile credit-cards and debit-cards as line items. You may download this report and add a total for these line-item amounts.

Back Office System (BOS)

Will my BOS need to be reprogrammed?

Marketers and direct-served retailers will need to self-evaluate how these financial reporting changes may impact the BOS.

How are offline or EMS transactions going to be handled?

There will be no change to this process.

Marketers/Direct-served Retailers using DTN services

Do any of these changes affect the way files are being sent to DTN?

No. This has no impact on existing data transfer to the customer.

I use DTN to receive transactional data electronically for reconciliation. Will my data feed from DTN change?

Retailers/Marketers will need to request the new settlement transaction data from DTN).

Is there an additional fee to request the new settlement transaction data from DTN? Yes.

There will be a DTN subscription fee for data transfer. DTN will provide more details on the subscription fee.

Miscellaneous

How will this change the loyalty settlements?

The financial reporting changes will not impact loyalty reporting or settlements.

What impact will this have on EFT charges for gas loads?

This change affects how the non-mobile credit- and debit-card payment will display on your EFT. It will not impact EFT charges for gas loads.