

# Chevron Texaco Rewards (CTR) Loyalty Configuration Document

## Gilbarco POS

Note: This is for all sites in both the East and the West



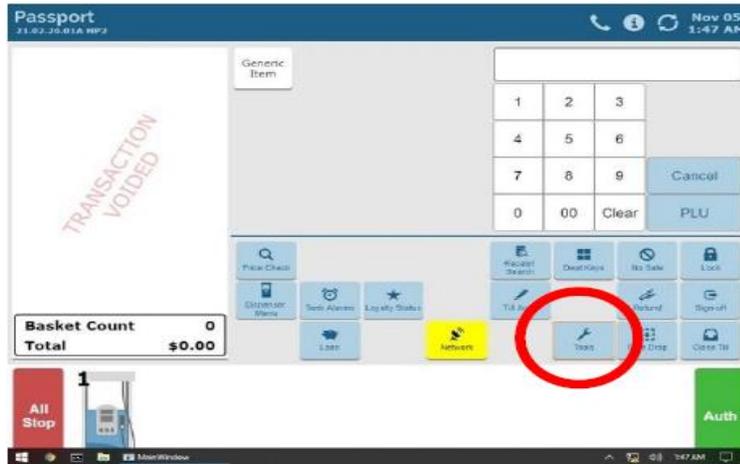
Rewards™

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. Ask the Station Manager to log into an idle **Register & Manager Workstation (MWS) Application**.  
**Note:** This procedure is for POS version 21.02 or higher

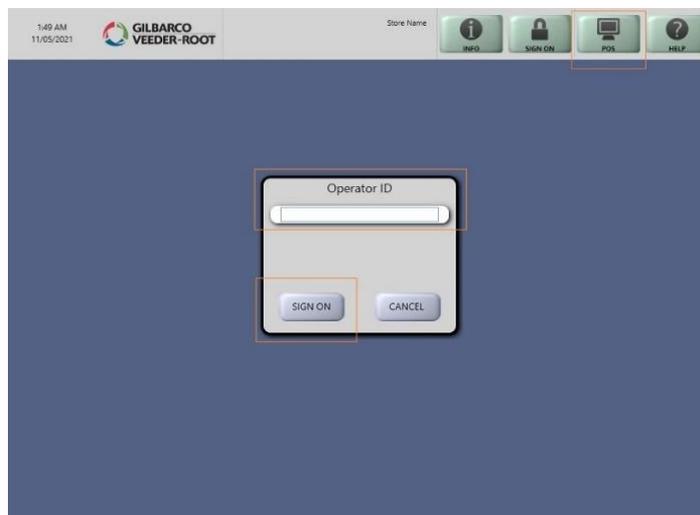
1. Select **Tools** Button



2. Select **Manager Workstation**



3. Select **Signon** (at top of screen) and then enter **Operator ID** & select **Sign-On**



# Loyalty Configurations – start of work

**Note : Most of the Monitors on the Stores are Touch Screen**

1. Once logged in Select **Setup** on the left menu and then **Store** on the first line.



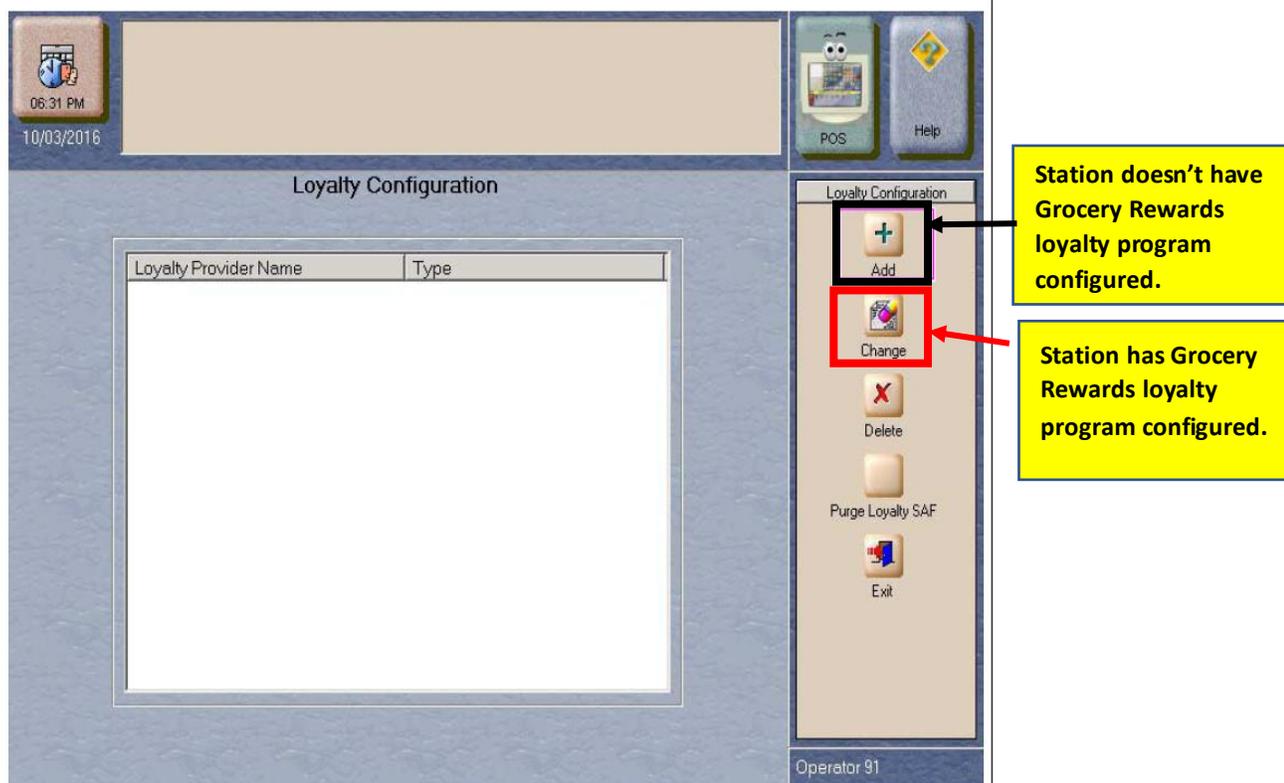
2. At Store menu, select **Loyalty Interface** on the Second line.



**Note #1:** Under “Loyalty Configuration” screen, if station has existing **Grocery Rewards** loyalty program setup, by default the **Grocery Rewards** settings will appear > Click on **Change**. In case station doesn’t have **Grocery Rewards** loyalty program configured > Click on **Add**

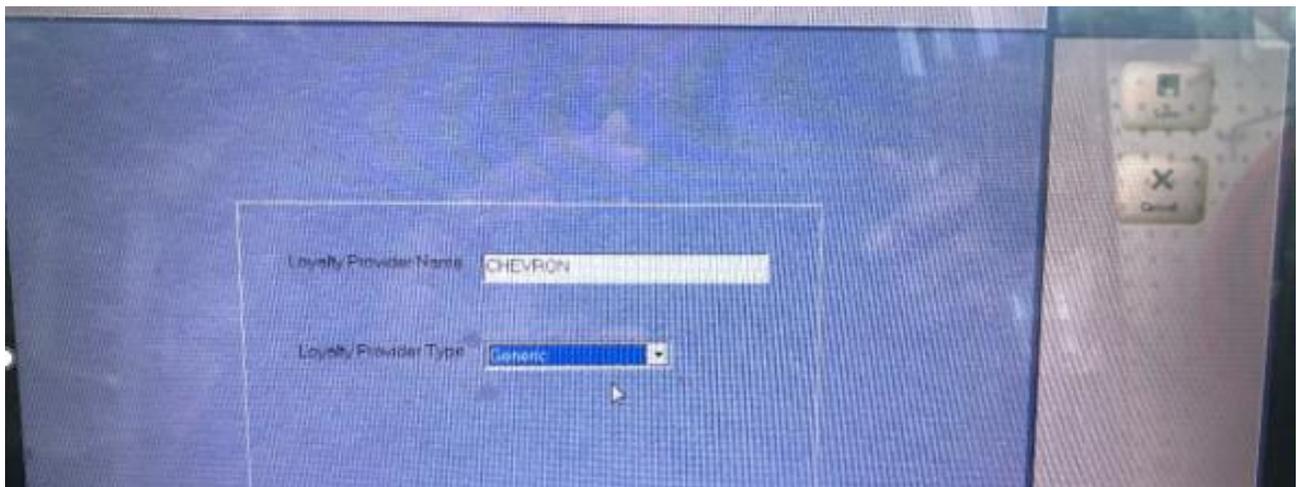
**Note #2:** If there are multiple loyalty’s programmed, we should never have 2 with the same IP address (either 10.0.47.10 or 52.22.83.7). If there are multiple configurations with either of those 2 IP’s, then one needs to be deleted. And if there is only one with the IP of 10.0.47.10 for Chevron rewards, please press “CHANGE” and change it to 52.22.83.7 along with all the other fields below. Pay close attention to the fields in “GREEN” as they are different, and it is important that these fields are changed to the new values.

**Note:** Go to [Appendix A](#) for the Loyalty Program Name that needs to be assigned.



**4.2** Enter the **Loyalty Provider Name** as provided in [Appendix A](#)

**4.3** At the drop down, select **Generic**



4.4 On **General Page 1 Tab**, enter the below values:

Loyalty Provider Name: <b>Note: Please make sure Loyalty Program Name is in upper case and has correct spacing and alphabets</b>	<b>You can check the <a href="#">Appendix A</a> for the Program Name.</b> For example, in Northern California with existing ALB loyalty program name is <b>CHEVRON &amp; SAFEWAY</b> . For stations without ALB loyalty CTR program name is CHEVRON REWARDS or TEXACO REWARDS depending on the brand.
Loyalty Provider Type:	Generic
Enable:	YES
Site Identifier (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)
Host IP Address:	52.22.83.7
Port Number:	4110
Allow manual entry outside:	YES
Allow cashier to auth prepay only pump:	NO
Allow instant rewards outside:	NO
Send all transactions to loyalty provider:	NO
Loyalty Interface Version:	Gilbarco v1.2
24hr Loyalty period cut time:	00:00
Allow Transponder as loyalty ID:	NO
Loyalty Vendor:	Unknown

Loyalty Vendor for Impulse

Loyalty Configuration

TLS Parameters

General Receipts Prompts Loyalty Card Mask

Page 1 Page 2

Loyalty Provider Name: CHEVRON REWARDS

Loyalty Provider Type: Generic

Enabled: Yes

Site Identifier: 00123456

Host IP Address: 52.22.83.7

Port Number: 4110

Allow manual entry outside: Yes

Allow cashier to auth prepay only pump: No

Allow instant rewards outside: No

Send all transactions to loyalty provider: No

Loyalty Interface Version: Gilbarco v1.2

24hr Loyalty period cut time: 00:00

Allow transponder as loyalty ID: No

Loyalty Vendor: UNKOWN

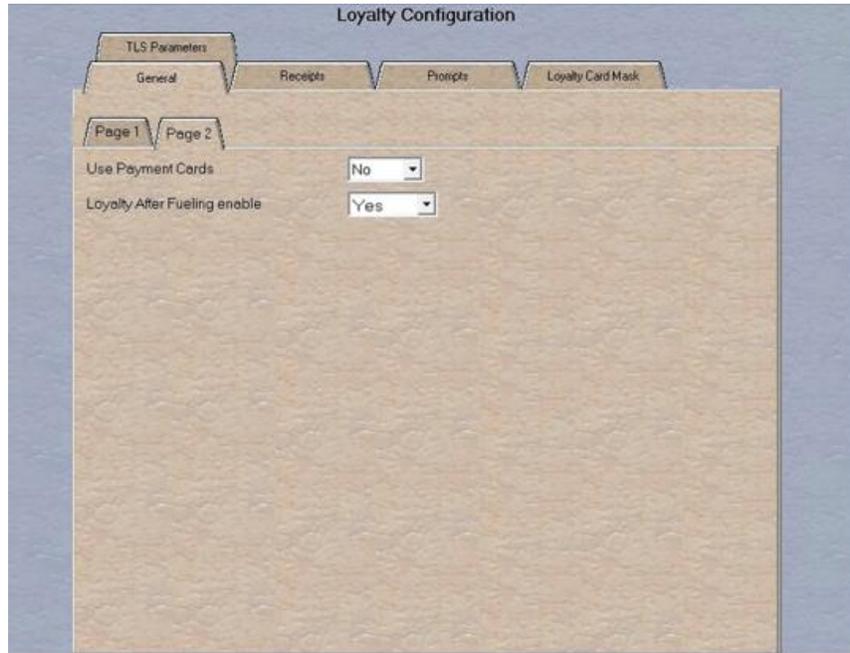
This is an Example. Please follow "Loyalty provider name" from Appendix A

This is an Example. Site Identifier (must be of 8 digits. Please add zeroes in front of the Store ID to make it 8 digits) with no spaces.

## Continue with general configuration.

3. Select **General Page 2 Tab**, enter values:

• Use Payment Cards:	<b>NO</b>
• Loyalty After Fueling enable:	<b>YES</b>



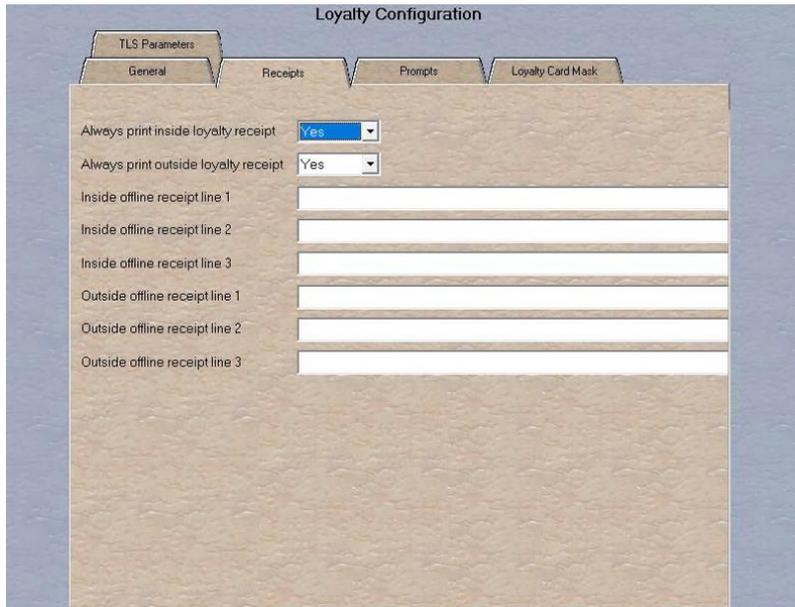
4. Select **TLS Parameter Tab**, enter values:

• Enable TLS:	<b>YES</b>
• TLS Certificate Name:	<b>prod.chevron.oc.ai</b>
• OCSP Mode:	<b>None</b>



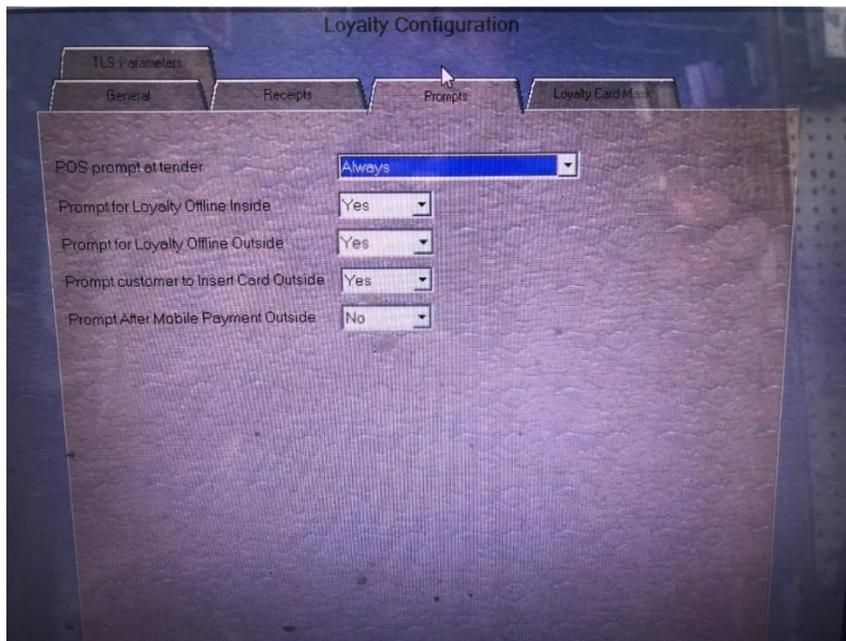
5. Select **Receipts Tab**, enter values:

• Always print inside loyalty receipt:	<b>YES</b>
• Always print outside loyalty receipt:	<b>YES</b>



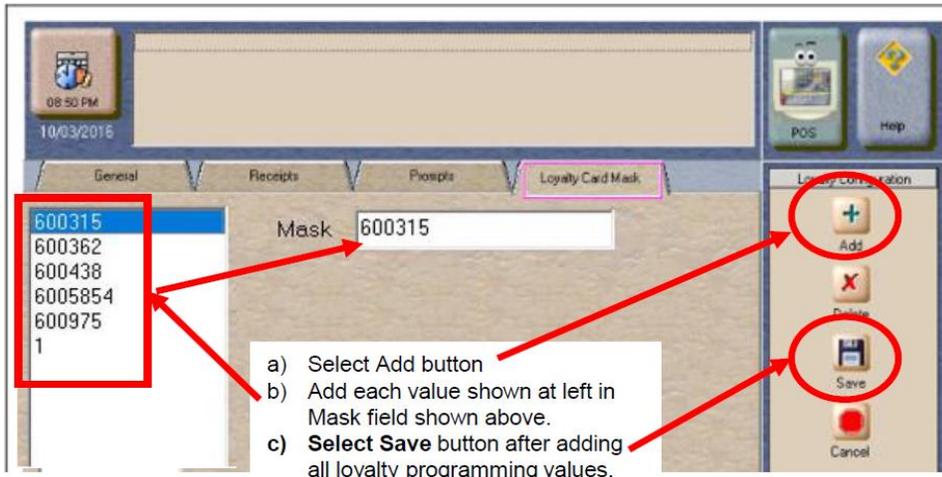
6. Select **Prompts Tab** and enter values:

• POS prompt at tender:	<b>Always</b>
• Prompt for Loyalty Offline Inside:	<b>YES</b>
• Prompt for Loyalty Offline Outside:	<b>YES</b>
• Prompt Customer to Insert Card Outside:	<b>YES</b>
• Prompt After Mobile Payment Outside:	<b>NO</b>



7. Select **Loyalty Card Mask Tab**, enter the **Loyalty Card Mask #** on the left pane.

**Note:** All the Card Mask values mentioned on the left side of the screen needs to be entered correctly i.e., 600315; 600362; 600438; 6005854; 600975 and 1. If site doesn't have Grocery Rewards configured and is Chevron or Texaco branded only, then only the Card Mask# value of "1" needs to be entered



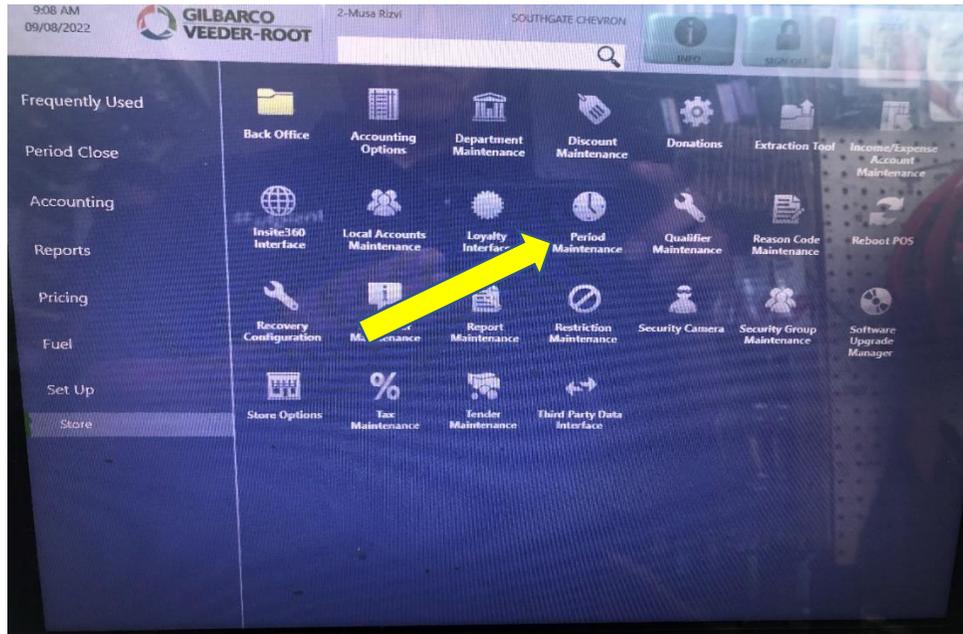
8. After all the configuration is done proceed **Save**.

9. Exit Loyalty Configuration and check if the new name is added to the list.

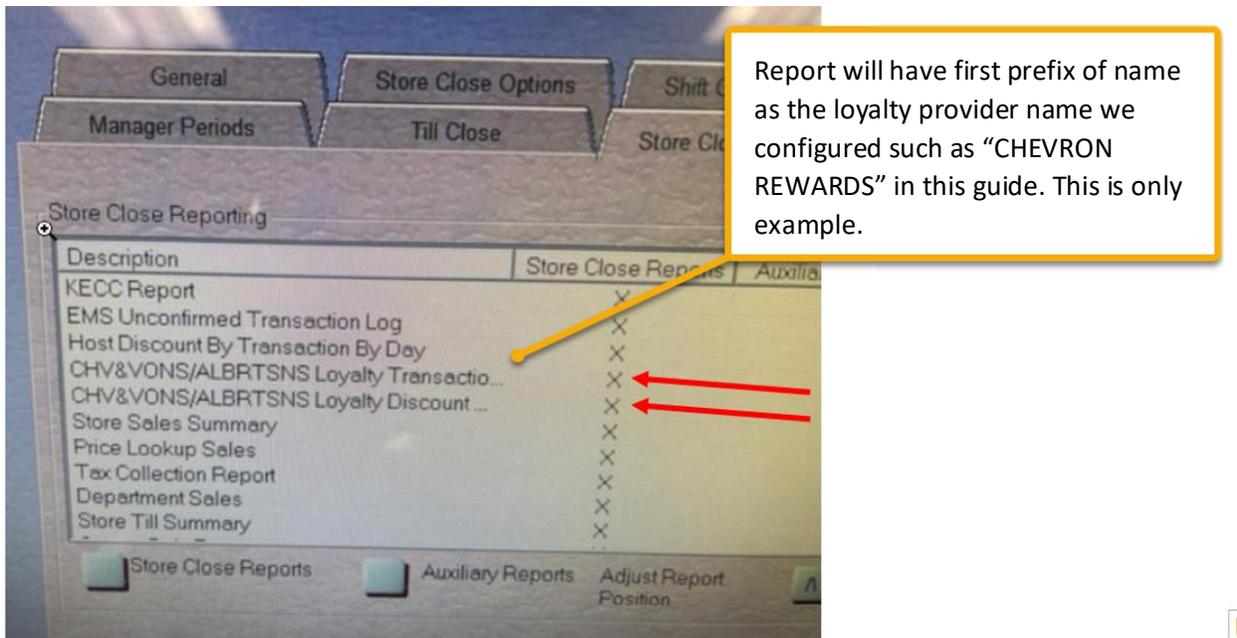


## Steps for enabling reports

10. Go to **Setup> Click Store** and select **Period Maintenance** on the second line.



Select **Store Close Report Tab**, scroll down to find reports ending with name **“Loyalty Discount”** and **“Loyalty Transaction”**

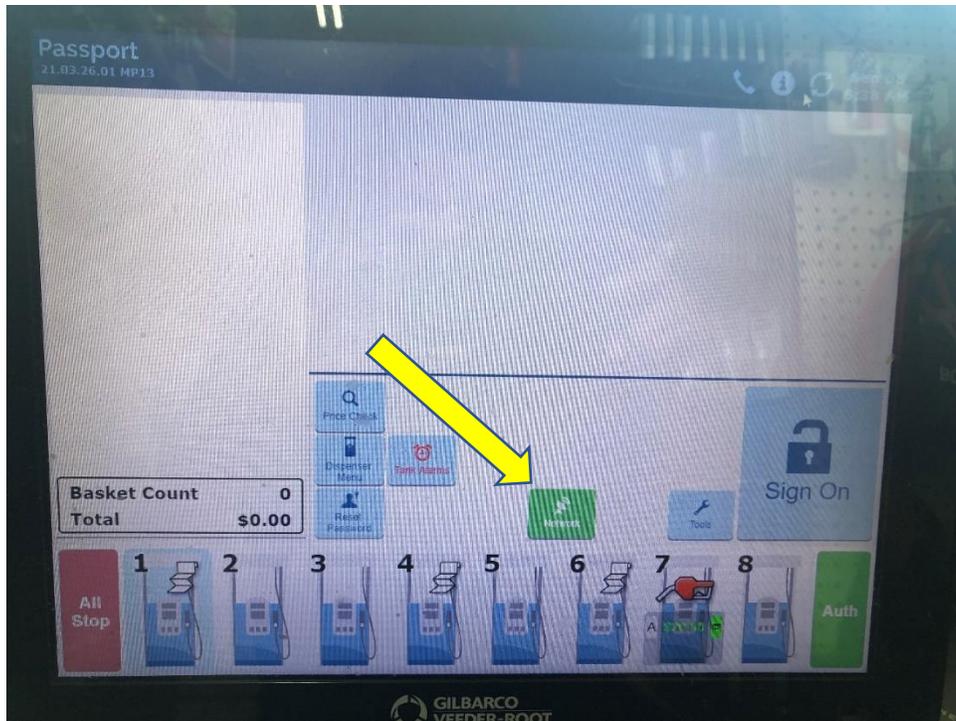


- Select **first report (<New Loyalty Name> Loyalty Discount)**.
- Select **second report (<New Loyalty Name> Loyalty Transaction)**.
- ✓ Click on **store close reports**.
- Select **Save**

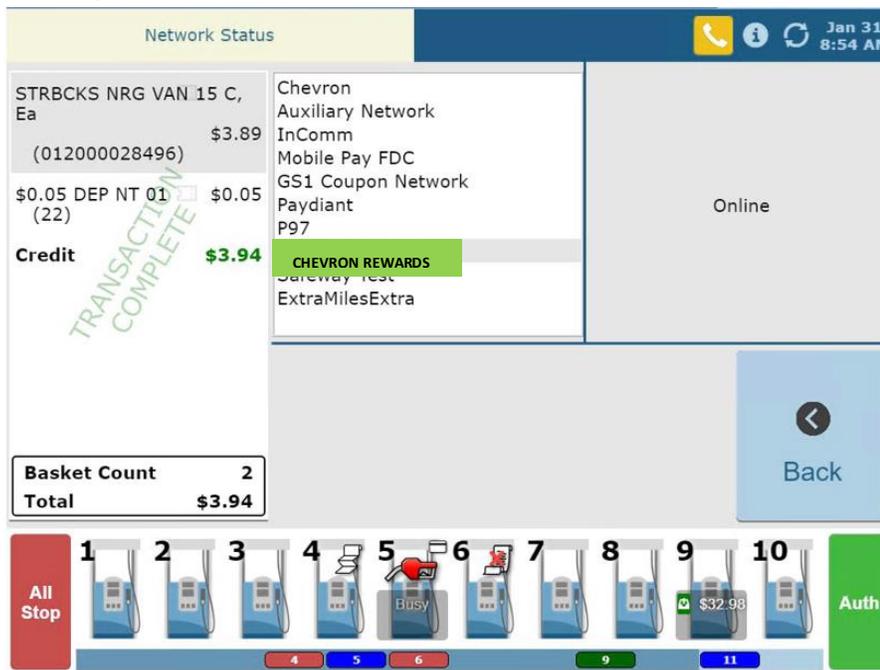
11. Ask manager to exit out of the Manager Workstation and return to the sale/cashier screen.

# Testing the Configurations

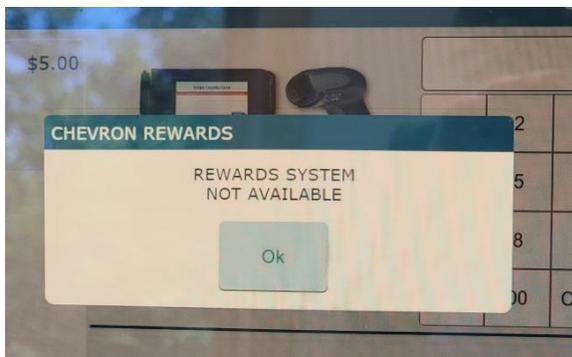
1. Once completed with the above steps, exit to the cashier screen and on the main menu select **Network button (it may be either Yellow, Green, or Blue)** and validate that the Loyalty Program was successfully set up/configured (i.e., **"CHEVRON REWARDS"**)



2. Status for "New Loyalty Program" name will display **"Online"** on the right side, if the configuration was successfully done.



3. Now we will proceed to do a **Test on the indoor Pin Pad**. Please ask the Station Manager or Cashier to create a pre-pay \$5 transaction.
4. Ask the cashier to click on Tender -->**The loyalty program configuration message will appear on the Register (i.e., CHEVRON REWARDS Y/N?). Select Yes → Click on Manual button on POS (This will enable customer to enter loyalty ID on the PINPAD)**
5. At the Pin Pad (customer side), when prompted enter loyalty ID **555 414 8999**
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”**



## Test the outdoor Display:

7. At any one Dispenser (Pump), Take a picture of display with new loyalty provider name: Ex: in North California name displayed on pumps with existing Safeway loyalty should be: CHEVRON REWARDS.
8. select **YES** at **loyalty prompt** with new configured loyalty provider name.



9. Enter Loyalty ID: **555 414 8999**
10. 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"**



**Next Page**

## 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			

**Next Page**

## Enable and Validate **Pay Inside**

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.

### **Hardware requirement: Scanner**

Upgrade your scanners to 2D scanners. There are two kinds of 2D scanners:

- a. Honeywell 1950GSR
- b. Gryphon GD 4590

### IT'S TIME TO UPGRADE YOUR SCANNER TO 2D

- ✓ Self-install plug n' play
- ✓ Easy to upgrade without a contractor



**\$495**  
**Honeywell**  
**1950GSR**  
Available for Gilbarco Passport POS only

- ✓ Scan loyalty cards and Driver's Licenses
- ✓ Available TODAY!



**Gryphon**  
**GD4590**  
Available for Gilbarco Passport and Verifone POS  
**\$259**

**SPECIAL PRICING AVAILABLE ONLY THROUGH TECHQUIDATION!**  
Call TODAY  
**678-213-4094**  
sales@techquidation.com



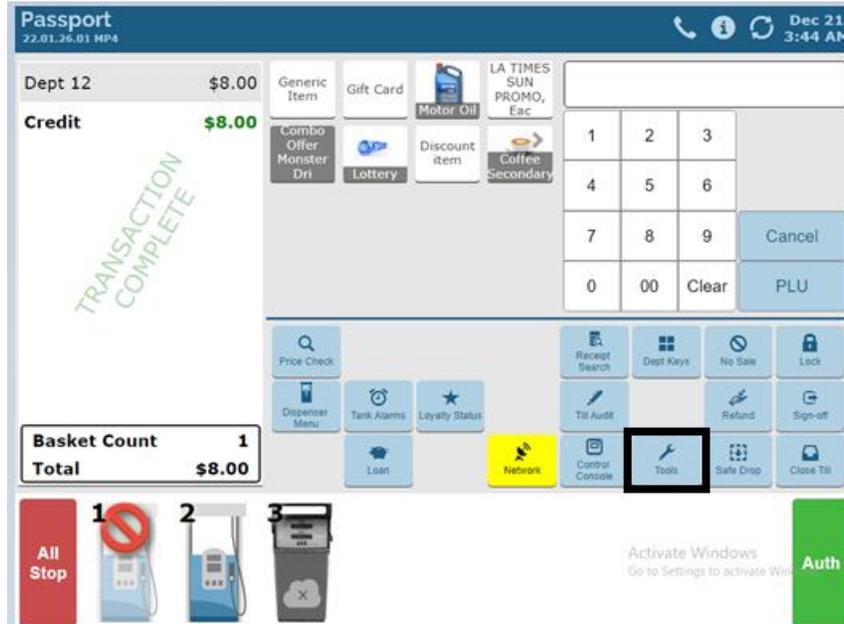
### **Note : Hardware Requirements: Point Of Sale Software version**

**To enable Pay Inside functionality, station needs to be on minimum software version 22.01.XX.XXX**

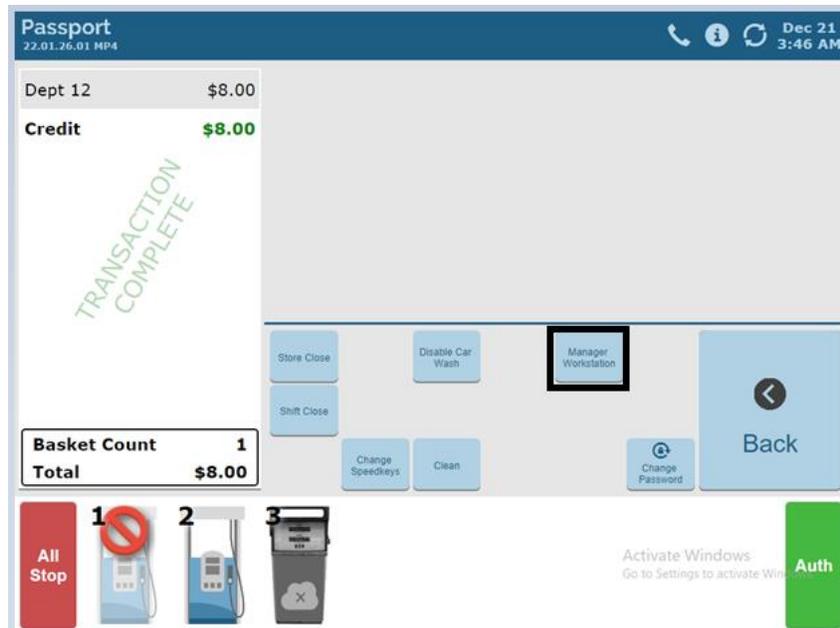
**REMINDER:** Run a test transaction by scanning the test QR code supplied in the **“Steps to validate if site is enabled for mobile Pay Inside.”** This confirms the site is enabled for Pay Inside.

## Steps to configure the Pay Inside:

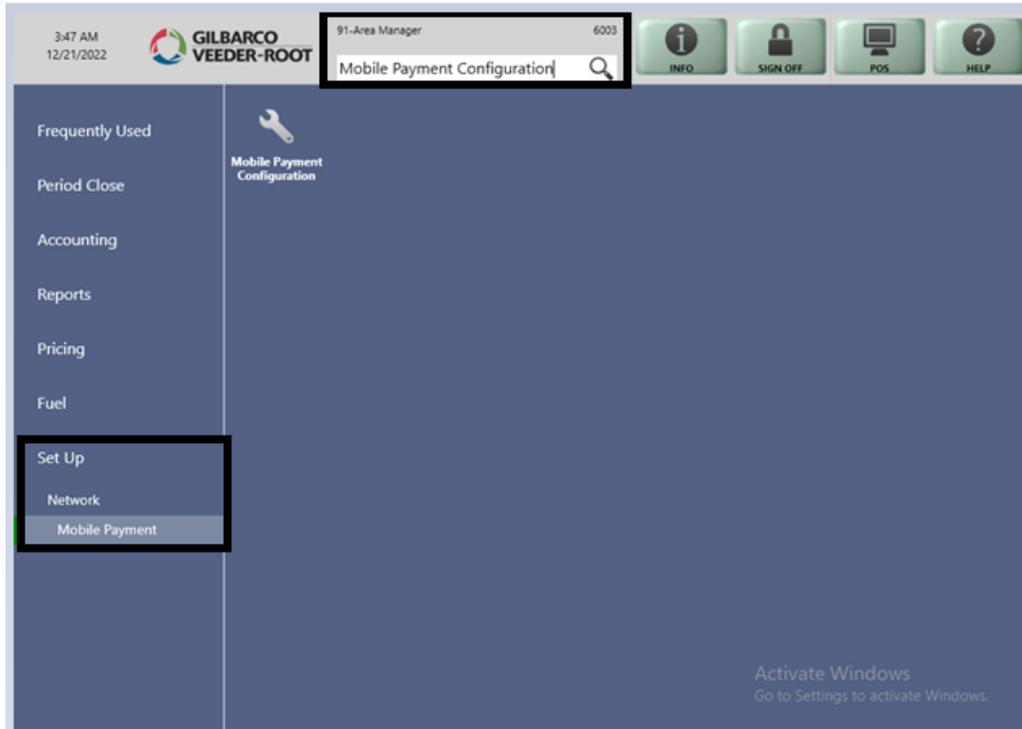
1. On POS home screen, click on **"Tools"** button.



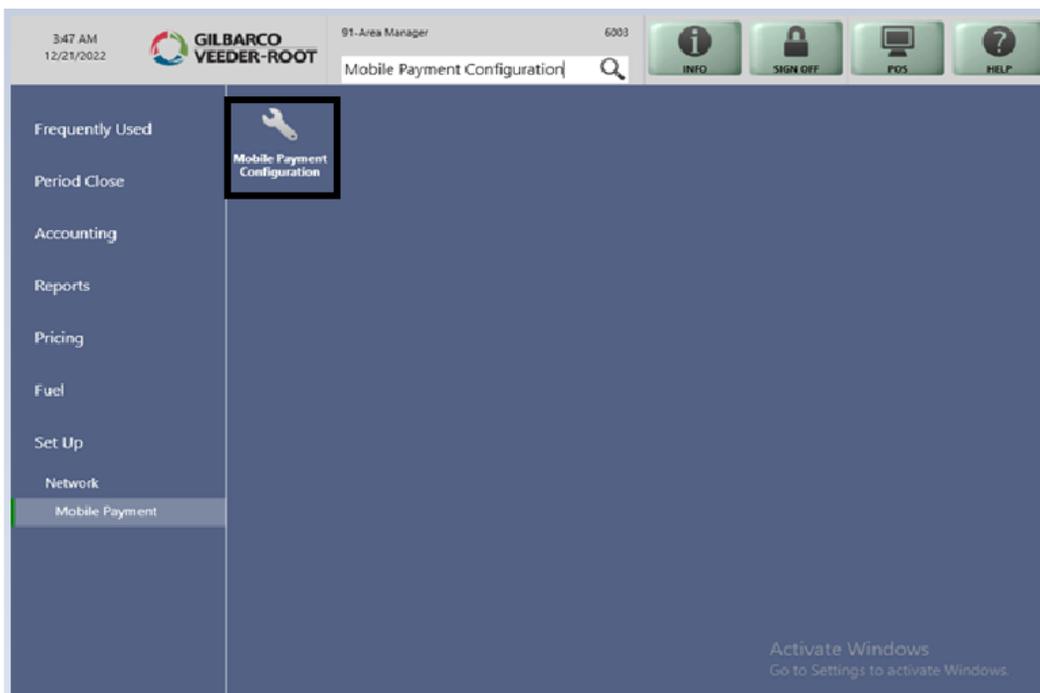
2. Now click on **"Manager Workstation"** button.



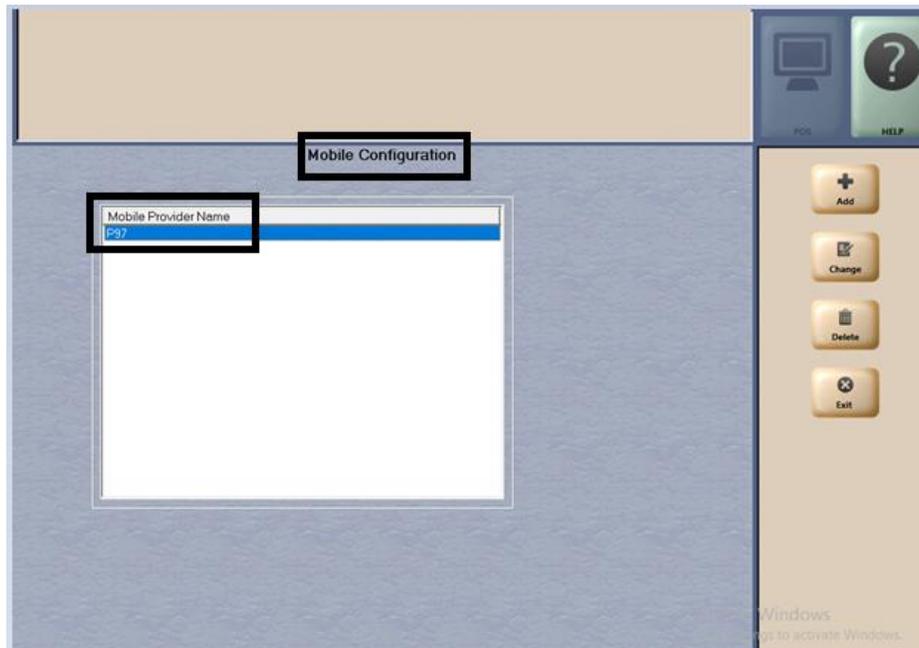
3. On Top of the screen you can either click on the search box and enter “**Mobile payment configuration**” or navigate to the below path on the left side of the screen in order to find “**Mobile payment configuration**”
  - a. Setup => Network folder => Mobile payment folder.



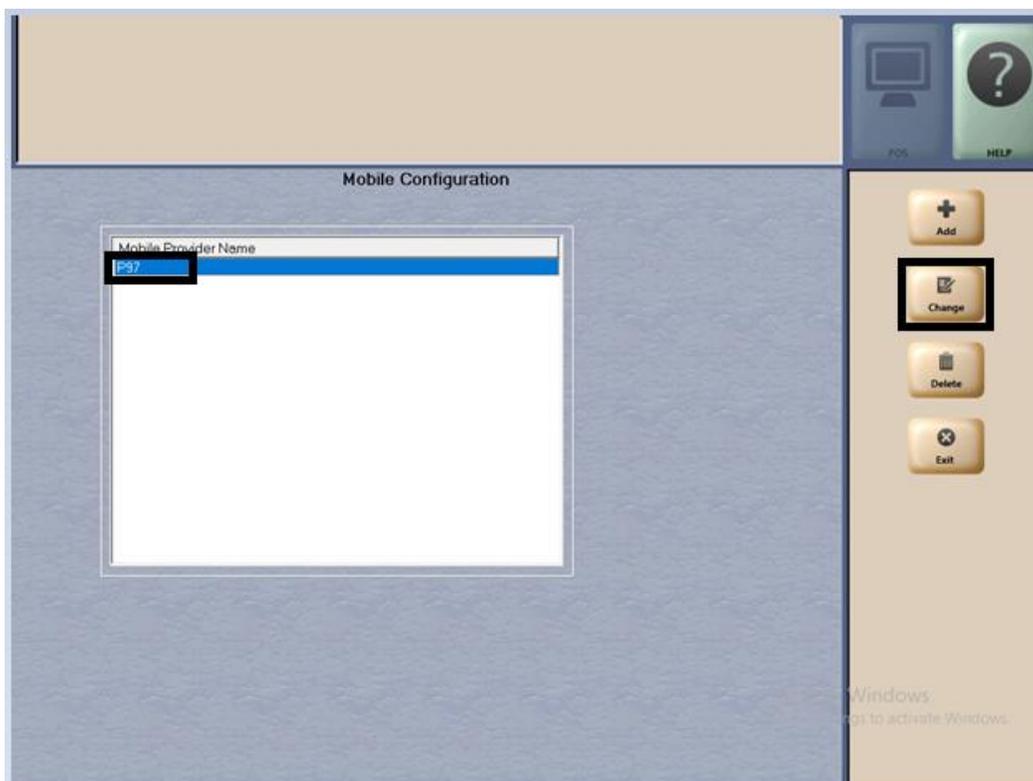
4. On the Mobile Payment folder, click on “**Mobile payment configuration**” option.



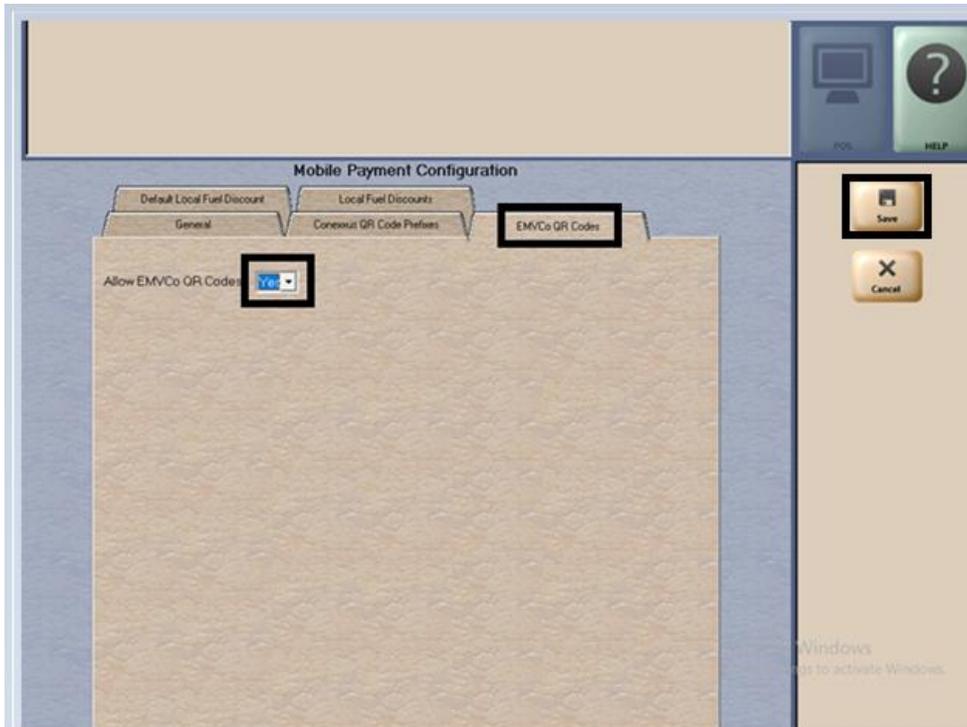
5. A New Screen will open with Main Heading “**Mobile configuration**” and with sub-heading as “**Mobile Provider Name**”



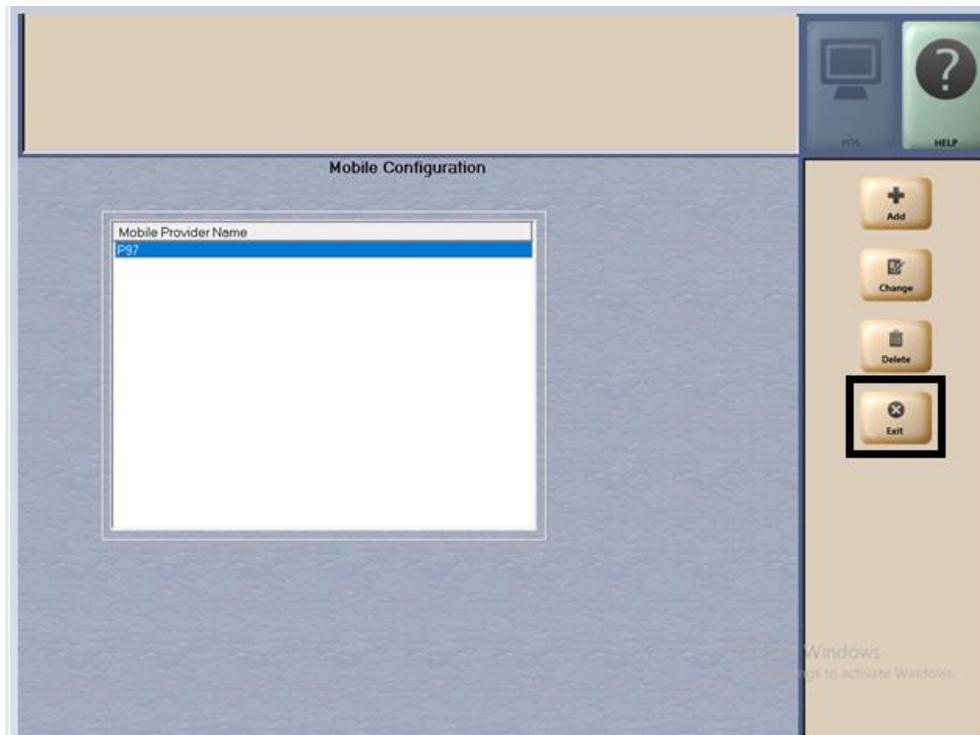
6. Now select P97 under sub-heading as “**Mobile Provider Name**” and click on “**Change**” button. Note: If site does not have “**Mobile Provider Name**” pre-configured, please configure P97 first and then proceed with changes for Pay-inside.



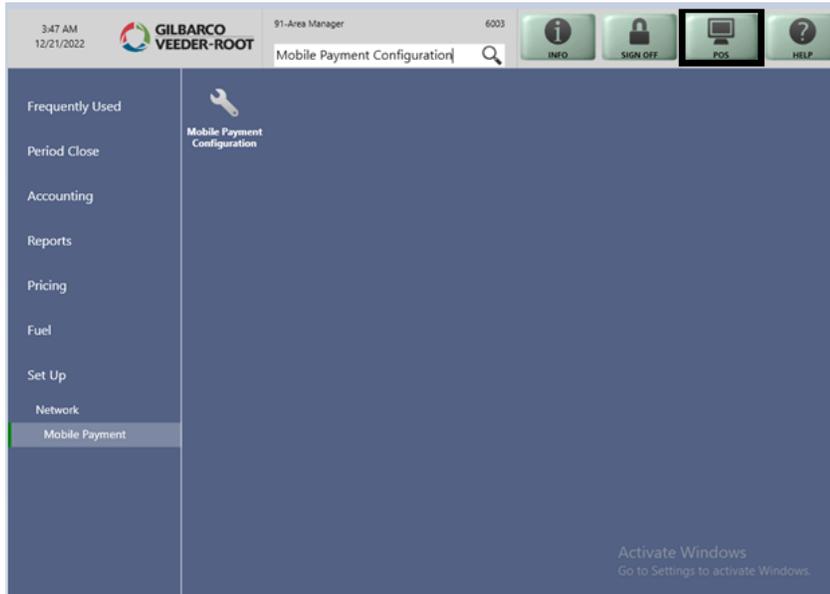
7. Now on the same screen, go to the tab “**EMVCo QR Codes**” tab and select “**Yes**” on the option <Allow EMVCo QR Codes> click on “**Save**”.



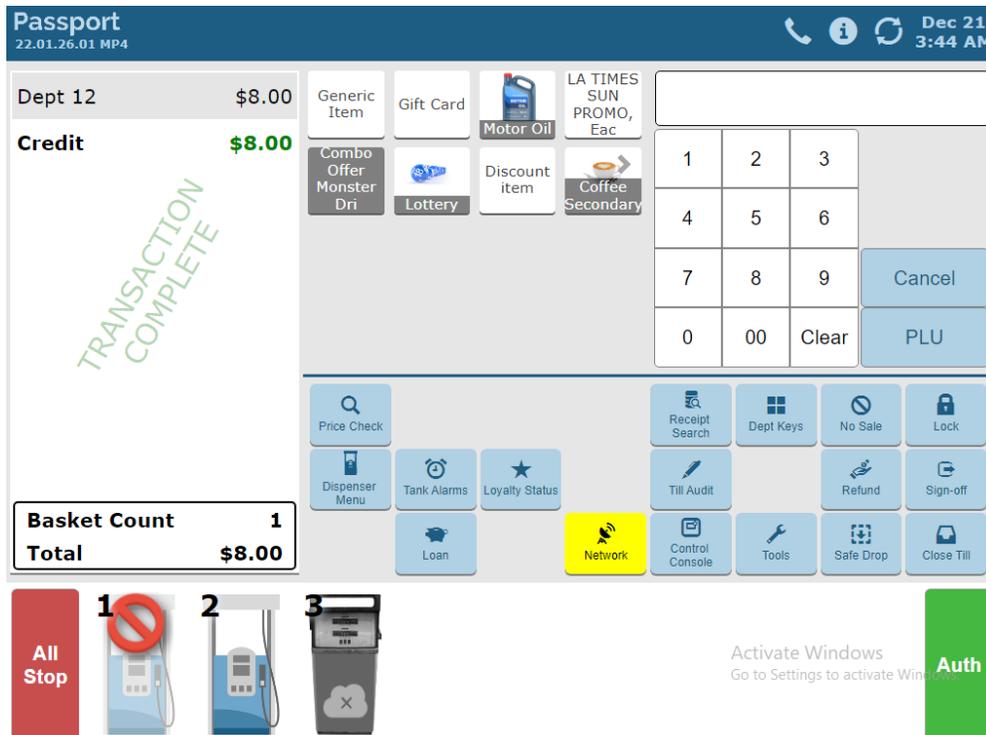
8. This will take you to the first screen. Click “**Exit**” button to go back to Set Up screen.



9. Now Click on “POS” button on the right top corner to go back to the POS home screen.



### POS Home Page

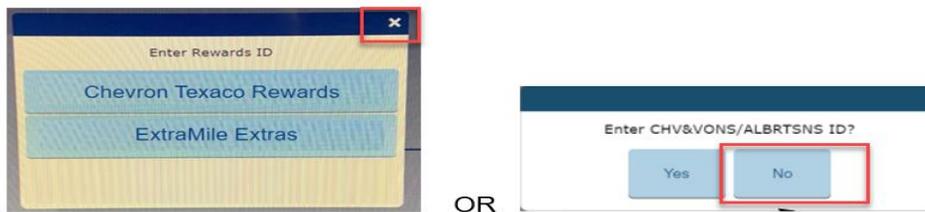


## Steps to validate if site is enabled for mobile Pay Inside

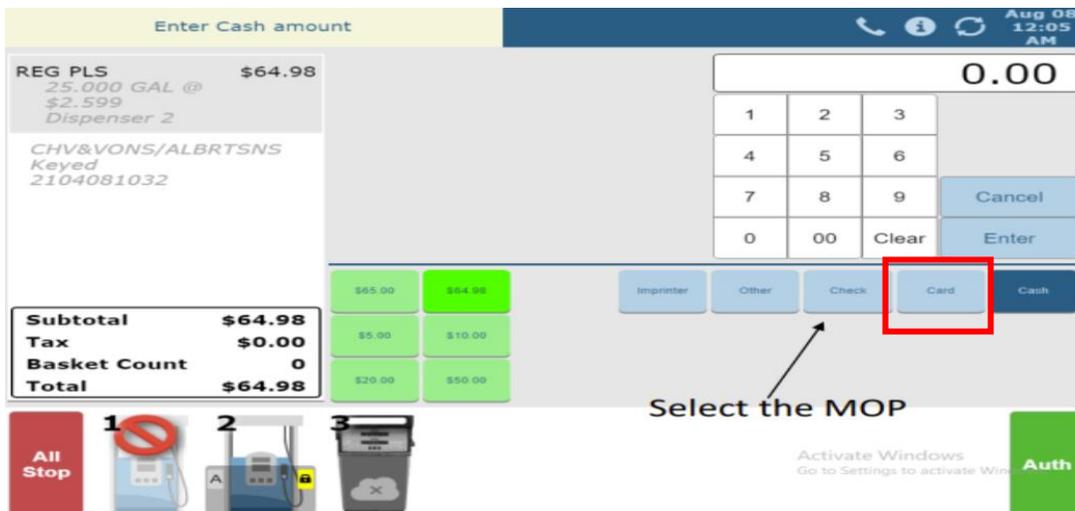
1. On Gilbarco Passport system, perform a prepay for fuel of \$5.00
2. Click on “Pay”



3. Click “X” on the top right corner if there is more than 1 loyalty program at site or “No” on loyalty prompt on POS. Do not scan the QR code until after the next step.



4. Choose method of payment as “Card”

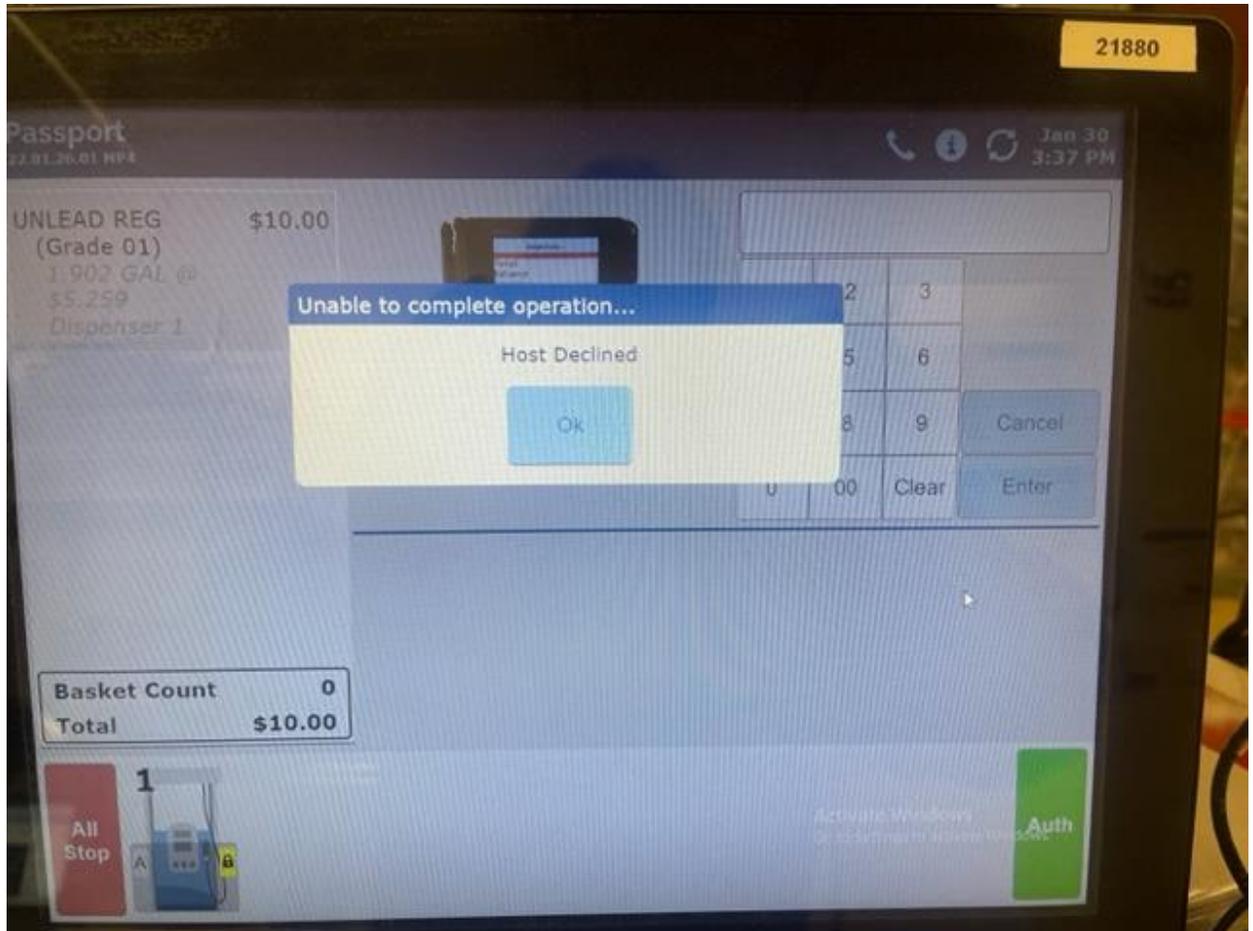


5. Use 2D barcode scanner to scan this test code



## Test Result Configuration

After scanning, you will see the error message "Host Decline" will pop up on passport screen. This confirms that your site is enabled for Pay Inside.



[Click Here to Return to top of Document](#)

**The End**