

EPS LOYALTY

Feature Reference

Date: October 25, 2024



EPS Loyalty

Using this Feature Reference

This Feature Reference provides detailed information on how to configure and use the EPS Loyalty feature on the Verifone Commander.

This document contains the following subsections:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the EPS Loyalty feature on Verifone Commander.
- **Using** - This section describes how to prepare Verifone Commander for the EPS Loyalty feature.
- **Configuring** - This section contains information on how to configure the EPS Loyalty feature on Verifone Commander.
- **Reporting** - This section contains a sample report with a detailed report description for the EPS Loyalty feature on Verifone Commander.

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Revision History

Date	Description
09/25/2015	Reformatted and revised to include the Verifone Commander.
08/10/2016	Updated Loyalty Card Configuration to include configuration for GS-128 loyalty cards.
09/15/2016	Updated Format.
12/14/2016	Updated PCI private IP addressing requirements.
03/07/2018	Updated Integrated Partners List link.
06/15/2018	Updated Loyalty Program Configuration to include new screenshot and configuration for the Enable Card Download from Host flag.
10/08/2019	Added loyalty network connectivity diagrams, added a phone number entry method configuration, and added notes to the various inside and outside transaction flows for multiple loyalty.
03/21/2023	Updated the PCATS01 graphic and removed references to Enhanced Zone Router (EZR).
04/05/2024	Added "Remote Loyalty Enable/Disable" feature.
07/25/2024	Multiple loyalty IDs can now be processed by a single loyalty host inside and outside. Prompt check boxes for inside and outside transactions were added to the Loyalty Configuration.
10/25/2024	Added a note to the Loyalty program name field.

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EPS LOYALTY FOR VERIFONE COMMANDER

Overview


Feature Description

Electronic Payment System (EPS) Loyalty Sales allow the processing and redemption of loyalty transactions, both inside at the Point of Sale (POS) and outside at the Dispenser Card Readers (DCR).

Loyalty transactions are processed through the EPS. EPS Loyalty Sales include:

- Inside Loyalty Sales
- Outside Loyalty Sales

Multiple loyalty programs can be configured and multiple EPS Loyalty Discounts can be applied.

 Note	<i>From Commander Software Release 55.02, multiple loyalty IDs can be processed by a single loyalty host for both inside and outside transactions.</i>
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Requirements

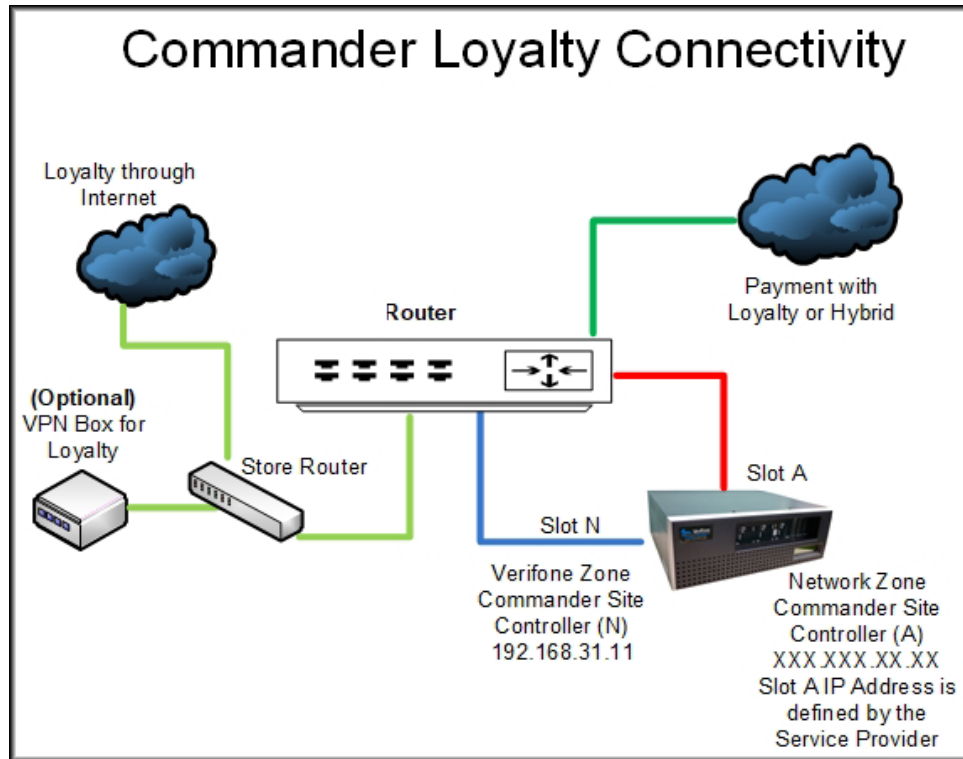
Hardware Requirements

- Verifone Commander with C18, Topaz, Ruby2
- Verifone RubyCi with C18, Topaz, Ruby2
- Verifone Commander 16 with C18, Topaz, Ruby2

Loyalty Connectivity Diagram

MNSP Router

The loyalty is processed through the MNSP Edge Router.



Configuring EPS Loyalty Sales

Advanced Preparation

Prior to configuring EPS Loyalty, the following information must be acquired:

- Loyalty Host IP.
- Port for IP communication with the Loyalty Host.
- Custom Reconciliation Period for reporting.
- Custom Reconciliation Period cut-off time for reconciliation periods.
- Upper and lower limit ISO range for POS Configuration.

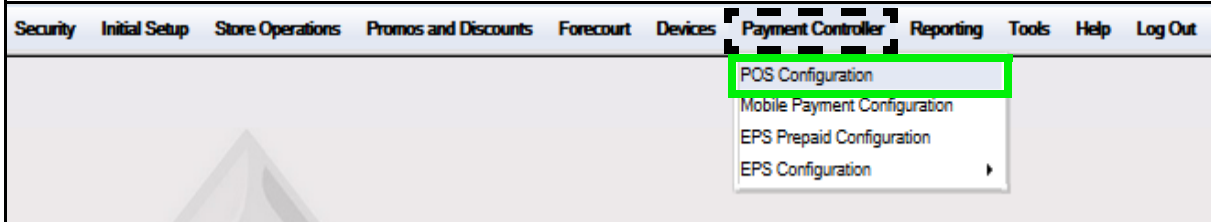
Refer to the Verifone Petroleum and C-Store Integrated Partners webpage for a list of approved Loyalty Partners and their contact information:

<https://www.verifone.com/en/us/petro-partners-program>

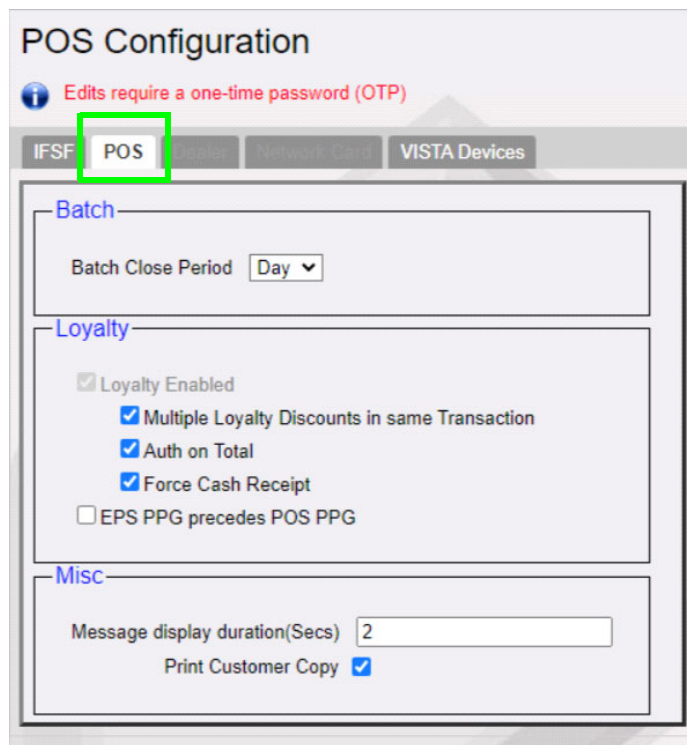
Configuring with Verifone Commander Configuration Client

POS Configuration

1. From the Configuration Client, go to: Payment Controller > POS Configuration.

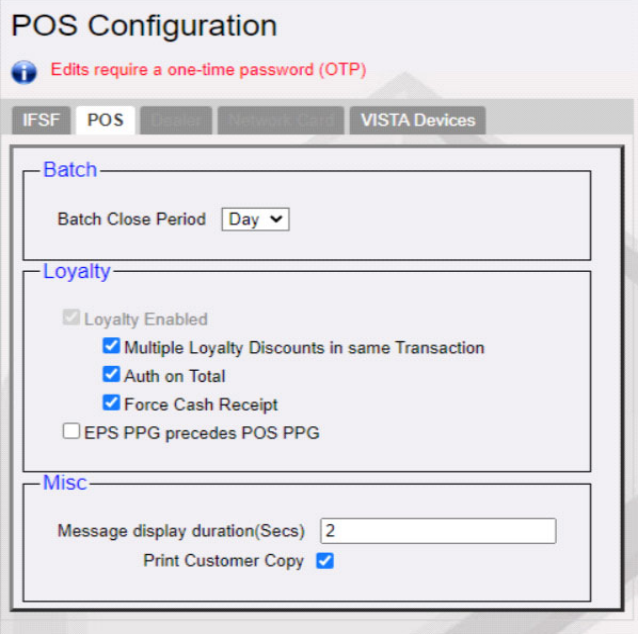
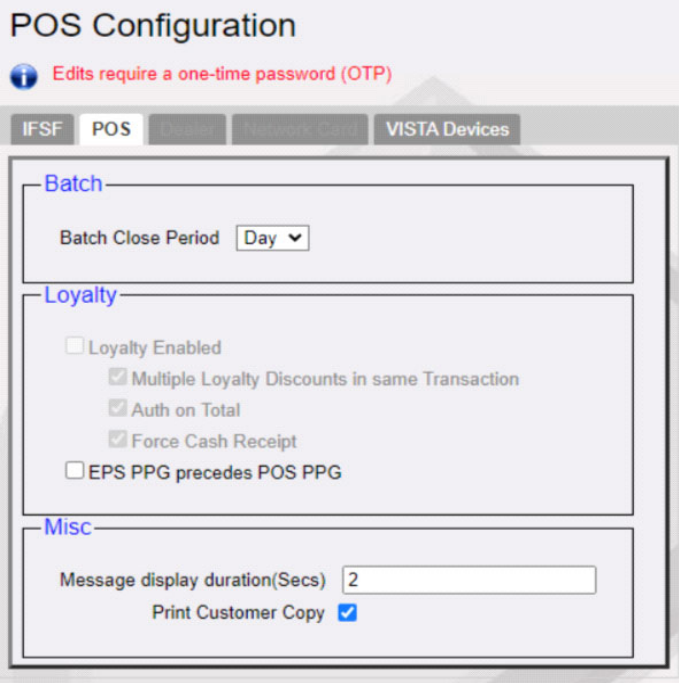


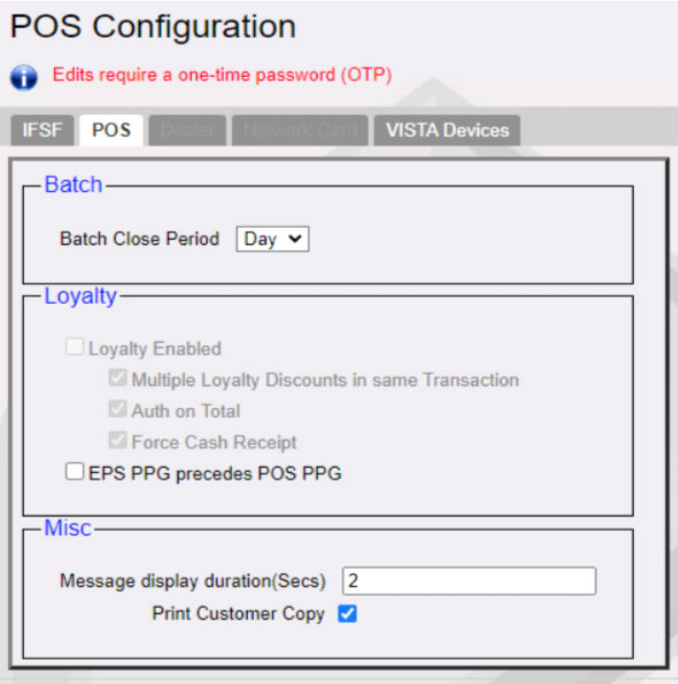
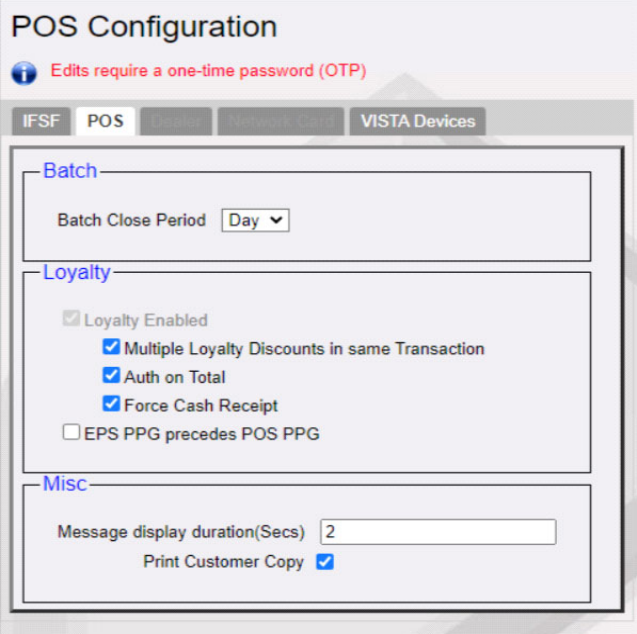
2. Select the [POS] tab.




3. Configure the Batch, Loyalty and Misc parameters:

Value	Description
Batch	
Batch Close Period	Determines when the batch is closed. <ul style="list-style-type: none"> • Period 1: close shift. • Period 2: close daily.
Loyalty	

Value	Description
Loyalty Enabled	<p>Loyalty Enabled is selected and uneditable if any of the Loyalty Programs in Configuration Client > Payment Controller > EPS Configuration > PCATS Loyalty Configuration is enabled.</p>  <p>Loyalty Enabled is disabled and uneditable if none of the Loyalty Programs in Configuration Client > Payment Controller > EPS Configuration > PCATS Loyalty Configuration is enabled.</p> 



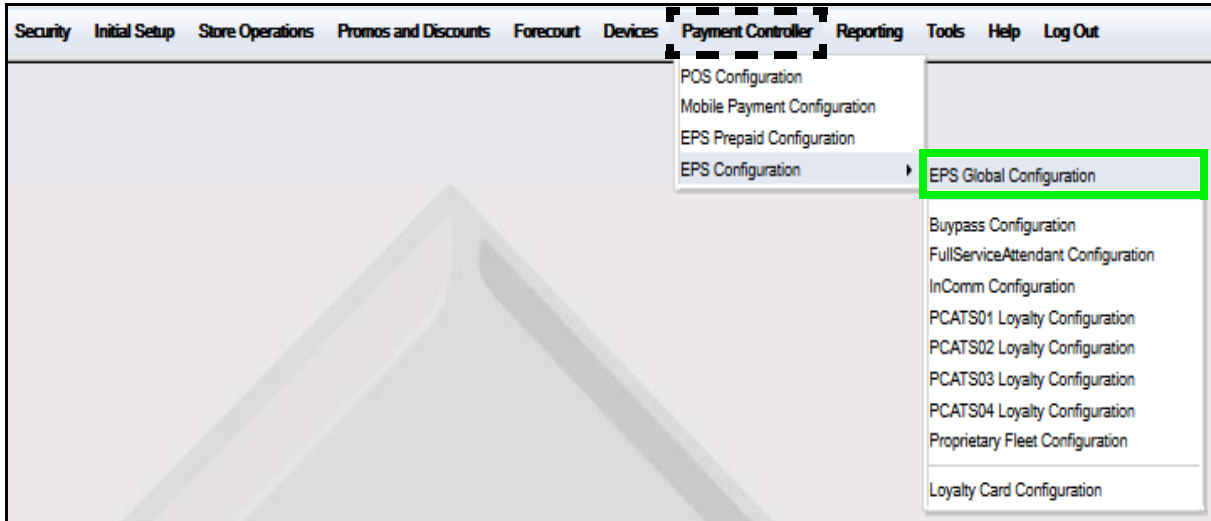
Value	Description
Multiple Loyalty Discounts in same Transaction	Enables multiple loyalty discounts in the same transaction.
Auth on Total	<p>Enables loyalty messages to be sent to EPS when the [Total] key is pressed.</p>  <ul style="list-style-type: none"> • If the <i>Auth On Total</i> option is enabled: <ul style="list-style-type: none"> –The PCATS Loyalty Discount drops the item price down to \$0. –The system prompts for loyalty and authorizes it before the payment is tendered. • If the <i>Auth on Total</i> is not enabled: <ul style="list-style-type: none"> –When an item is tendered with CASH, the system prompts for loyalty and determines the payment amount. The customer applies discount points for the item, and the sale total drops to \$0 with an amount paid. <p>When [TOTAL] is selected, the system prompts for loyalty and calculates the payment amount based on the loyalty response zero dollars. It does not require a tendered amount to complete the sale.</p>
Force Cash Receipt	Sets cash receipt to print.
EPS PPG precedes POS PPG:	Enables EPS Loyalty Price Per Gallon (PPG) discounts to be stacked before the POP PPG discount.
Misc	
Message Display Duration	Sets the maximum time (in seconds) an auto-hide message will remain on the screen.
Print Customer Copy	Enables printing a customer receipt from the original transaction.

4. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

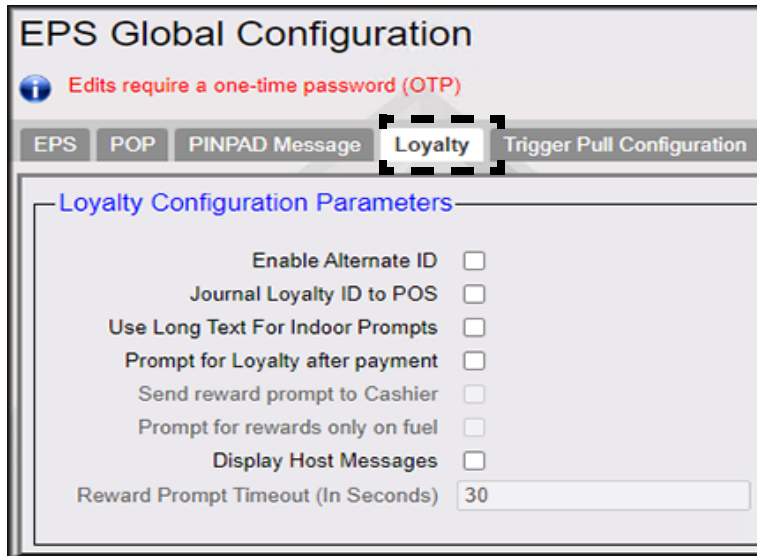
5. To apply new settings, go to: Configuration Client > Tools > Refresh Configuration.

EPS Global Configuration

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > EPS Global Configuration.



2. Select the **[Loyalty]** tab.



3. Configure the Loyalty Configuration parameters:

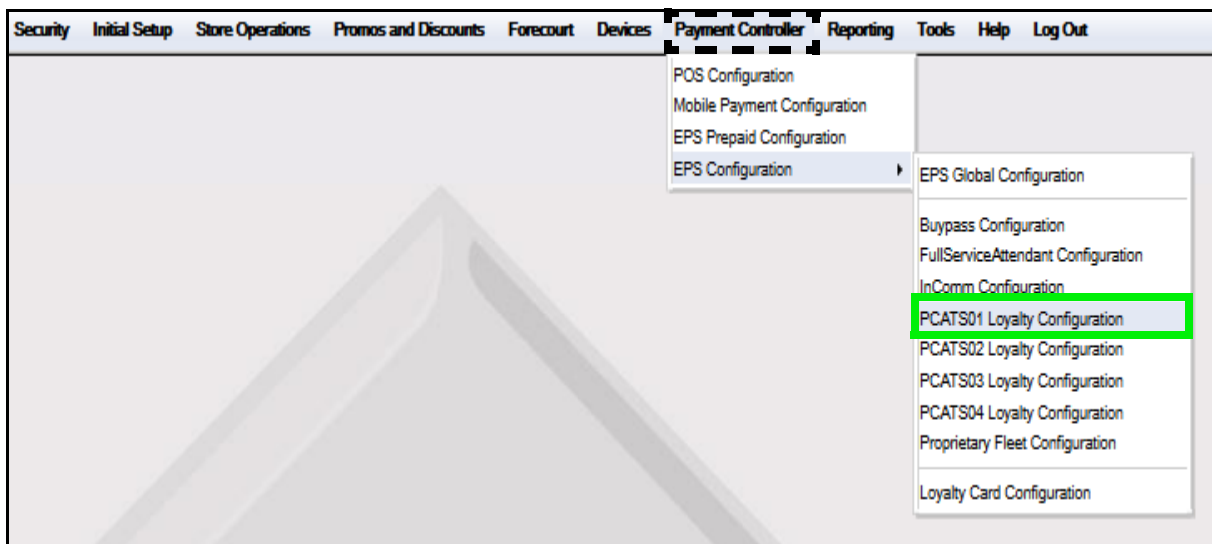
Value	Description
Loyalty Configuration	
Enable Alternate ID	Enables an Alternate ID.
Journal Loyalty ID to POS	Enables the Journal Loyalty ID to POS.

Value	Description
Use Long Text For Indoor Prompts	Enables the use of long text for indoor customer prompts.
Prompt for Loyalty after Payment	Enables the prompt for loyalty after payment.
Send reward prompt to Cashier	Enables the cashier to answer the PIN pad prompt from the POS if the customer hands the cash and leaves store without looking at the PIN pad display.
Prompt for rewards only on fuel	Enables the prompting for loyalty rewards only on fuel.
Display Host Messages	Enables the cashier to see loyalty messages from the host.
Reward Prompt Timeout (In Seconds)	Enables the specific timeout value (in seconds) for the prompt <i>“Reward customer? [Yes/No].”</i>

4. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.
5. To apply new settings, go to: Configuration Client > Tools > Refresh Configuration.

Loyalty Program Configuration

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > PCATS Loyalty Configuration.



The Loyalty Configuration form displays for the PCATS selected.

PCATS01 Loyalty Configuration

Edits require a one-time password (OTP)

Network

FEP Enabled

Dealer ID

Program Name

Loyalty Offline Receipt Message

Enable Barcode Scan

Enable Card Download from Host

Display Loyalty Fep Offline to Hybrid Cards

Prompt for inside transactions

Prompt for outside transactions

Communication Options

Mode

IP

Serial

Dial

Communication Options

IP/Domain Name

Port

Enable TLS

Heartbeat Timer

FEP Parameters

Key Index





Reconciliation Period Options

Custom Reconciliation Period Enabled

Custom Reconciliation Period Time

2. Configure the Network, Communication and Reconciliation Period parameters:

Value	Description
Network	
FEP Enabled	Enables the loyalty program.
Dealer ID	Sets the Dealer ID provided by the network.


Value	Description
Program Name	<p>Sets the Program Name (ID) for the loyalty program.</p> <p> Note: Number of characters supported in the name is limited by the particular DCR device display and longer names may have unexpected formatting results. In general names should be 18 characters or less.</p>
Loyalty Offline Receipt Message	Sets the loyalty offline receipt message.
Enable Barcode Scan	Enables a Barcode Scanning for the related FEP. The flag default is disabled.
	Note: This flag must be enabled for Bar Code Scanning on the related FEP.
Enable Card Download from Host	Enables the Loyalty Card Table Download that allows the Loyalty Host to send down card table entries. The flag default is disabled.
	Note: If this flag is disabled at a later date, the loyalty cards that were downloaded from the Host will be removed.
Display Loyalty FEP Offline to Hybrid Cards	Enables Loyalty FEP Offline Prompt for Hybrid Cards.
Prompt for Inside Transactions	Enables the loyalty prompts for inside transactions.
Prompt for Outside Transactions	Enables the loyalty prompts for outside transactions.
Display FEP Outside for Multiple Loyalty	Displays Loyalty Program at the DCR when multiple loyalty is used.
Communication Options	
Mode	Select [IP] as the communication mode.
IP Address (IPv4 Format)	Enter [IP Address] of the Loyalty Host.
	Note: Contact the Loyalty Host to provide the host IP address and port.
Port	Enter the Primary Host [Port] .


Value	Description
Enable TLS	Enables the use of a secure Transport Layer Security (TLS) connection to the loyalty host. When TLS is used, data is encrypted over the communication line.
Heartbeat Timer	Sets the interval in seconds between network status checks from the EPS to the Loyalty Host.
Reconciliation Period	
Custom Reconciliation Period Enabled	Enables the custom reconciliation period for reporting.
Custom Reconciliation Period Time	Cut-off time for custom reconciliation periods.

3. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.
4. To apply new settings, go to: Configuration Client > Tools > Refresh Configuration.

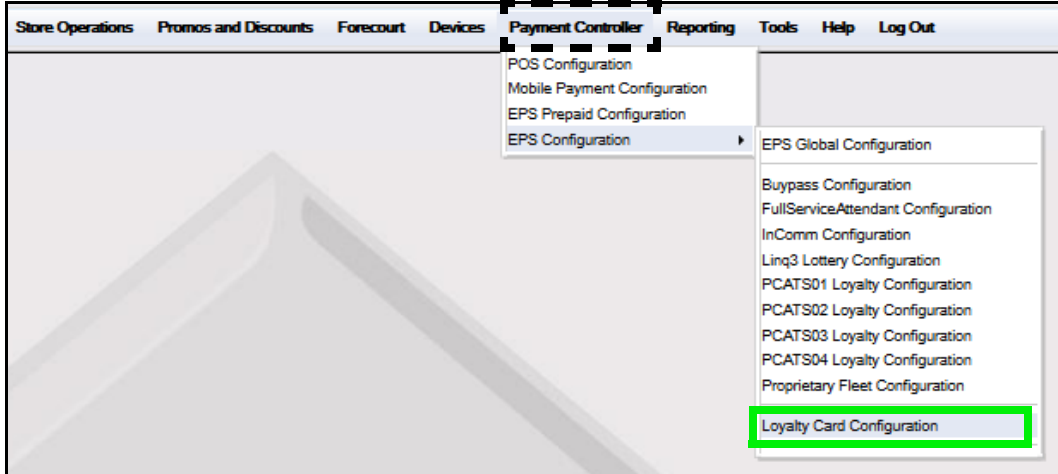
Loyalty Card Configuration

Loyalty cards include both **Mag-Stripe** (swiping) and **Bar Code** (scanning) for encoded account information.

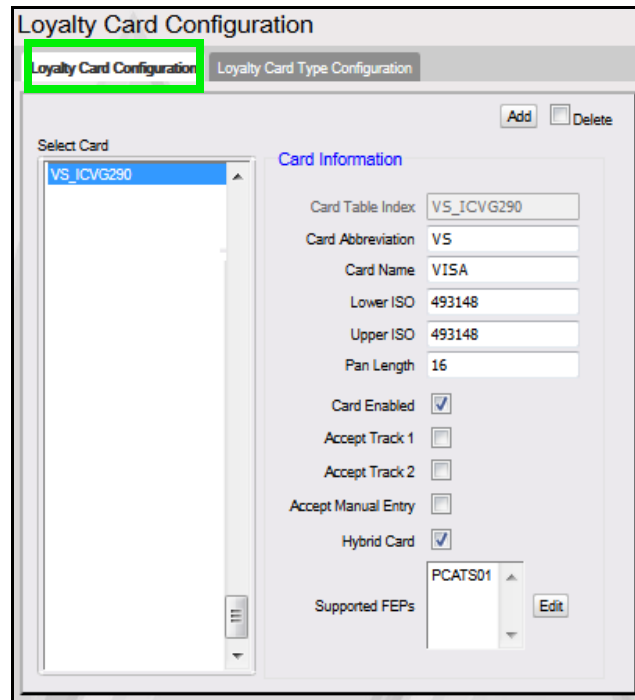
Value	Description
Mag-Stripe	Account information is encoded in a magnetic stripe on the back of the loyalty card.
Standard Bar Code	Data is encoded in a bar code situated on the product (i.e., a coke can or candy bar wrapper).
 <p>Note: The Enable Bar Code Scan flag must be selected for the related FEP to enable bar code scanning. See Loyalty Program Configuration for the related FEP.</p>	

Value	Description
GS-128 Bar Codes	<p>Account information is encoded on <i>both</i> a magnetic stripe and a bar code on the back of the loyalty card. The loyalty card bar code is also encoded with 8018 in front of the account number.</p> <p>The GS-128 loyalty card has both a <i>mag-stripe</i> and a <i>bar code</i>, and must have two entries in the Loyalty Card Configuration:</p> <ul style="list-style-type: none"> • once as mag-stripe entry • once as bar code entry <div data-bbox="652 617 1349 1037" data-label="Image"> <p>The image shows the back of a Plenti loyalty card. At the top left, it says 'PLEAH0914'. Below that is a blacked-out magnetic stripe. To the left of the stripe is the phone number '1-855-PLENTI1' and to the right is 'Activation Code 0284'. In the center is a barcode with the number '(8018) 31041707558328058' printed below it. Below the barcode is the card number 'Card No. 310417 07558 32805'. At the bottom left, there is text: 'To discover all the places you can earn and use points and to finish sign-up, visit plenti.com'. At the bottom right is the Plenti logo. At the very bottom, there is a small disclaimer: 'All use of this card or participation in the Plenti rewards program is subject to the Plenti Terms and Conditions (plenti.com/terms). This is a reward card, not a credit/debit card.'</p> </div>
 <p>Note: The Enable Bar Code Scan flag must be selected for the related FEP to enable barcode scanning. See Loyalty Program Configuration for the related FEP.</p> <p>See the parameter table below for Mag-Stripe, Standard Bar Code and GS-128 Bar Code loyalty card configuration details.</p>	

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > Loyalty Card Configuration.





2. Select the [Loyalty Card Configuration] tab..



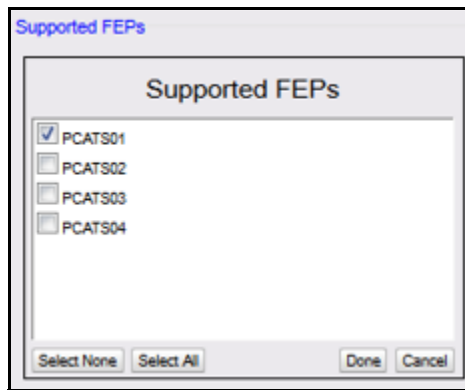
3. Select [Add] to configure a Loyalty Card.

4. Configure the Loyalty Card Information parameters:


Value	Definition	Mag Stripe	Standard Bar Code	GS-128 Bar Code
Card Information				
Card Table Index	Index entry in the card table.	Yes	Yes	Yes
Card Abbreviation	Sets a two digit abbreviation for the card.	Yes	Yes	Yes
Card Name	Name given to identify this entry.	Yes	Yes	Yes
Lower ISO	Sets the lower value of the card (bin) range. The entered card number must be greater than or equal to this number to match the table entry.	The first six digits of the card number.	The first six digits of the bar code.	8018 is a special application ID and is required as the first four digits of the Lower ISO range followed by the first two digits of the bar code.
Upper ISO	Sets the upper value of the card (bin) range. The entered card number must be less than or equal to this number to match the table entry.	Same as the lower ISO or ending range value.	Same as the lower ISO or ending range value.	Same as the lower ISO or ending range value.
Pan Length	Sets the number of digits to be used with the card.	16 digits	12 digits	22 digits
Card Enabled	Enables the loyalty card.	Yes	Yes	Yes
Accept Track1	Allows a Track 1 entry. Note: Either track 1 or 2 needs to be selected. 	Required to accept track1 data.	No	Not required for the bar code entry. Either track 1 or 2 (or both) for the mag-stripe entry.
Accept Track2	Allows a Track 2 entry. Note: Either track 1 or 2 needs to be selected. 	Required to accept track2 data.	No	Not required for the bar code entry. Either track 1 or 2 (or both) for the mag-stripe entry.

Value	Definition	Mag Stripe	Standard Bar Code	GS-128 Bar Code
Accept Manual Entry	Sets manual entry for this card	Optional	Must be enabled.	Must be enabled for bar code entry. Optional for mag-stripe entry.
Hybrid Card	Sets the card as a hybrid card.	Optional	Optional	Optional for both bar code and mag-stripe.

5. Click **[Edit]** to select the supported FEPs. The Supported FEPs pop window displays.



6. Click the associated **<FEP>**.

 Note	<i>One Loyalty Card can be configured to multiple FEPs.</i>
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7. Click **[Done]** to save or **[Cancel]** to exit without saving.

8. Select **[SAVE]** or **[Cancel]** to exit without saving changes.

9. To apply new settings, go to: **Configuration Client > Tools > Refresh Configuration.**

Loyalty Card Configuration: Example #1

GS-128 Loyalty Card: first entry configured for the **Bar Code** scan based on the sample below:



Loyalty Card Configuration

Loyalty Card Configuration | Loyalty Card Type Configuration

Add Delete

Select Card

- 0
- VS_ICVG290

Card Information

Card Table Index: CT2_M

Card Abbreviation: LY

Card Name: Plenti

Lower ISO: 801813

Upper ISO: 801813

Pan Length: 22

Card Enabled:

Accept Track 1:

Accept Track 2:

Accept Manual Entry:

Hybrid Card:

Supported FEPs: PCATS01

Loyalty Card Configuration: Example #2

GS-128 Loyalty Card: second entry configured for the **Mag-Stripe** swipe based on the sample below:



Loyalty Card Configuration

Loyalty Card Configuration | Loyalty Card Type Configuration

Add Delete

Select Card

- 0
- VS_ICVG290
- CT2_M

Card Information

Card Table Index: CT3

Card Abbreviation: LY

Card Name: Plenti_MS

Lower ISO: 310417

Upper ISO: 310479

Pan Length: 16

Card Enabled:

Accept Track 1:

Accept Track 2:

Accept Manual Entry:

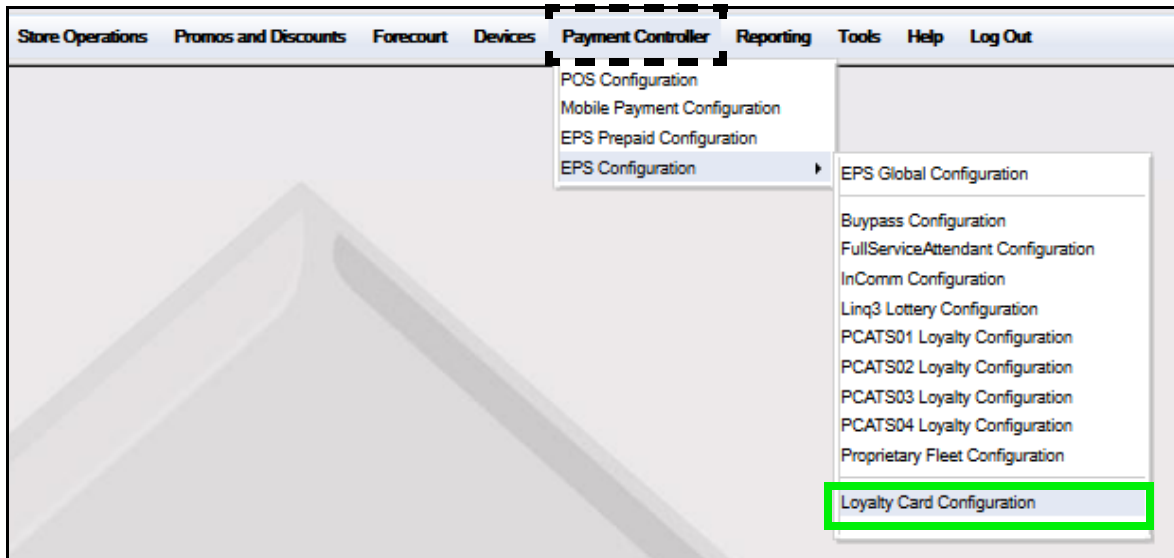
Hybrid Card:

Supported FEPs: PCATS01

Loyalty Card Configuration using a 10-Digit Phone Number

This method configures the site if they are using a 10-digit phone number for loyalty rewards.

1. From the Configuration Client, go to: Payment Controller > EPS Configuration > Loyalty Card Configuration.



2. Select the [Loyalty Card Configuration] tab.

The screenshot shows the 'Loyalty Card Configuration' form. At the top, there is a notification: 'Edits require a one-time password (OTP)'. Below this, there are two tabs: 'Loyalty Card Configuration' (which is selected and highlighted with a green box) and 'Loyalty Card Type Configuration'. The form is divided into two main sections: 'Select Card' and 'Card Information'. The 'Select Card' section contains a dropdown menu with 'Phone No. _M' selected. The 'Card Information' section contains several fields and checkboxes: Card Table Index (Phone No. _M), Card Abbreviation (PN), Card Name (Phone Number), Lower ISO (0000), Upper ISO (9999), Pan Length (10), Card Enabled (checked), Accept Track 1 (unchecked), Accept Track 2 (unchecked), Accept Manual/Scanned Entry (checked), Hybrid Card (unchecked), and Supported FEPs (PCATS01, PCATS02). There are 'Add' and 'Delete' buttons at the top right, and an 'Edit' button at the bottom right.

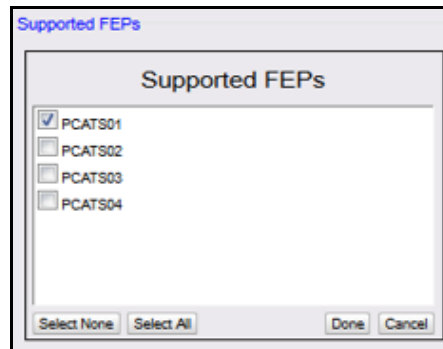
3. Select [Add] to configure a Loyalty Card.

4. Configure the Loyalty Card Information parameters for a 10-digit phone number:


Value	Definition	10-Digit Phone Number
Card Information		
Card Table Index	Index entry in the card table.	Yes
Card Abbreviation	Sets a two-digit abbreviation for the card.	Yes
Card Name	Name given to identify this entry.	Yes
Lower ISO	Sets the lower value of the card (bin) range.	Enter '000'.
Upper ISO	Sets the upper value of the card (bin) range.	Enter '9999'.
Pan Length	Sets the number of digits to be used with the card.	10-digits
Card Enabled	Enables the loyalty card.	Yes
Accept Track1	Allows a Track 1 entry.	Not required for the phone number entry.
Accept Track2	Allows a Track 2 entry.	Not required for the phone number entry.
Accept Manual Entry	Sets manual entry for this card	Must be enabled for phone number entry.
Hybrid Card	Sets the card as a hybrid card.	Not required for the phone number entry.

5. Click **[Edit]** to select the supported FEPs.

The Supported FEPs pop window displays.



6. Click the associated **<FEP>**.

 Note	<i>One Loyalty Card can be configured to multiple FEPs.</i>
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7. Click **[Done]** to save or **[Cancel]** to exit without saving.

8. Select **[SAVE]** or **[Cancel]** to exit without saving changes.

9. To apply new settings, go to: Configuration Client > Tools > Refresh Configuration.

Using EPS Loyalty Sales

Loyalty sales allow the processing and redemption of loyalty transactions both inside, at the POS, and outside at the DCRs.

EPS Loyalty Attributes

- Sites can enable both POP Discount and loyalty, but a customer can receive only one of these discounts per transaction.
- After the loyalty card has been swiped, VOID LINE or ERROR CORR cannot be used. VOID TICKET must be used instead.
- If the network denies the request, a message displays stating that the request was denied. The transaction continues as usual.
- The POS updates the loyalty report totals after each transaction.

Loyalty Sales Functions

- Inside EPS Loyalty Sales
 - Inside Price Per Gallon Loyalty Sale (Pre-Pay)
 - Inside Ticket-Level Loyalty Sale (Post-Pay)

- Loyalty Outside Pay Inside
- Merchandise Only Inside Loyalty Sale
- Outside EPS Loyalty Sale
 - Outside Price Per Gallon Loyalty Sale
 - Outside Ticket-Level Loyalty Sale


Inside EPS Loyalty Sales

The customer or host may authorize a loyalty discount during an inside loyalty sales transaction. The customer can be given discounts as well as be prompted to accept a discount depending on the host settings.


Inside Price Per Gallon (PPG) Loyalty Sale (Pre-Pay) Example

The customer went inside the store, swiped their loyalty card, and prepaid for the purchase.

The dispenser was preset for the purchase amount at the discounted PPG. Fuel was dispensed for the prepaid value of fuel at the discounted PPG.

 <p>Note</p>	<p><i>The customer can authorize a discount during an inside loyalty sales transaction if the Loyalty Host provides an optional discount prompt.</i></p>
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Pre-Pay Steps

 <p>Note</p>	<p><i>If Multiple Loyalty is configured, there will be a second prompt to swipe the next loyalty card, select a loyalty program from the screen, or press a button “I’m Done.”</i></p>
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1. Enter the **<Fuel Purchase>** amount.
2. Select the **[Method of Payment]**.
3. Slide or scan the loyalty card/ payment card, or manually enter the **<Card Account Number>**.
4. Select the **[Fuel product]**.
5. Tender the transaction and complete the sale.
6. The receipt prints displaying the pre-pay amount and the fueling point. Inside Ticket-Level Loyalty Sale (Post-Pay) Example.

WELCOME TO ABC123 Clearwater, FL 33765		
PRE AUTHORIZED RECEIPT		
Descr.	Qty	Amount
-----	----	-----
PREPAY CR #01	1	5.00
	Subtotal	5.00
	Tax	0.00
	DISCOUNT	-0.25
	Points Used	-0.05
	TOTAL	4.70
	PREAUTH \$	4.70
<p>PREPAY Receipt Discover \$4.70 Acct/Card #: xxxxxxxxxxxx5672 Auth #: 987654 Resp Code: 2 Stan: 000158 Invoice #: 7 Shift #: 1</p> <p>Store #: 123456789 SITE ID: VP13007411001 CUSTOMER COPY</p> <p>LINE 1 MESSAGE 1 Card Balance: Unknown Last Line</p> <p>Loyalty Program: PROGRAM01 Card: Kickback Acct/Card #: xxxxxxxxxxxx2454 Trace #: 4 Stan: 000158</p> <p style="text-align: center;">THANK YOU FOR COMING Please Come Again!</p> <p>ST# ABC123 TILL XXXX DR# 1 TRAN# 1010005 CSH: 1 08/02/16 16:53:36</p>		


Inside Ticket-Level Loyalty Sale (Post-Pay) Example

The customer pulled up to a fueling position outside and pressed the **[Pay Inside]** option at the DCR. After fueling was completed, the customer went inside and swiped their loyalty card followed by a payment.

Since this transaction began outside and was completed inside, the loyalty card was not swiped prior to fueling, and no PPG discount was given. However, the host did issue a transaction level EPS Loyalty Discount for the sale.

 Note	<p><i>The information printed on their receipt may vary depending on the loyalty program in place.</i></p>
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Post-Pay Steps

 Note	<p><i>If Multiple Loyalty is configured, there will be a second prompt to swipe the next loyalty card, select a loyalty program from the screen, or press a button "I'm Done."</i></p>
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1. Enter the **<Sales Item(s)>**.
2. Press **[Total]**.
3. Slide or scan the loyalty/payment card or manually enter the **<Card Account Number>**.
4. If the Auth on Total Key is enabled, the information is sent to the network and the discount is applied to adjust the ticket balance.
5. If the Auth on Total Key is not enabled, the discount is not applied until after the MOP is selected.
6. Tender and complete the sale.
7. The receipt prints displaying the loyalty discount amount applied to the ticket and any other messages from the Loyalty Host.


<CUSTOMER COPY>		
Description	Qty	Amount
T ITEM F	1	9.74
9.99 Dsc -0.25		

	Subtotal	9.74
	Tax	2.44
	DISCOUNT	-1.00
	TOTAL	11.18
	Credit \$	11.18
AMEX \$11.18 Acct/Card #: XXXXXXXXXXX2376 Auth #: 990143 Resp Code: 0 Stan: 0001230 Invoice #: 22 SITE ID: FE12008179001 CUSTOMER COPY APPROVED 990143 Loyalty Program: PROGRAM 01 Card: AMEX Acct/Card: XXXXXXXXXXX2376 Trace #: 3 Stan: 0001230 Thanks for Shopping with Us Enjoy Your Rewards Come back soon Discount From: SIM		

Loyalty Outside Pay Inside Example

The customer swiped the loyalty card at the DCR and received a PPG discount. The customer then selected to pay inside.

Pay Inside Steps

 Note	<p><i>If Multiple Loyalty is configured, there will be a second prompt to swipe the next loyalty card, select a loyalty program from the screen, or press a button "I'm Done."</i></p>
--	--

1. Enter the **<Sales Item(s)>**.
2. Press **[Total]**.
3. If the Auth on Total Key is enabled, the information is sent to the network and the discount is applied to adjust the ticket balance.
4. If the Auth on Total Key is not enabled, the discount is not applied until after the MOP is selected.
5. Tender and complete the sale.
6. The receipt prints displaying the loyalty discount amount applied to the ticket and any other messages from the Loyalty Host.

**WELCOME TO ABC123
Clearwater, FL 33765**

<CUSTOMER COPY>

Description	Qty	Amount
T ITEM F	1	9.64
9.99 Dsc -0.35		
T ITEM F	1	9.64
9.99 Dsc -0.35		
Subtotal		19.28
Tax		4.82
DISCOUNT		-0.25
Points Used		-0.20
TOTAL		23.65
		20.65

Discover \$23.65
 Acct/Card #: XXXXXXXXXXXX5672
 Auth #: 987654
 Resp Code: 0
 Stan: 000168
 Invoice #: 10
 Shift #: 1

Store #: 123456789
 SITE ID: VP13007411001
 CUSTOMER COPY

LINE 1 MESSAGE 1
 Card Balance: Unknown
 Last Line

Loyalty Program: PROGRAM 01
 Card: Kickback
 Acct/Card #: XXXXXXXXXXXX2454
 Trace #: 5
 Stan: 000168
 Thanks for Shopping with Us
 Enjoy Your Rewards
 Come back soon
 Discount From: PCATS01


**THANK YOU FOR COMING
Please Come Again!**

ST# ABC123 TILL XXXX DR# 1 TRAN# 1010006
 CSH: 1 08/18/16 16:55:31

Merchandise Only Inside Loyalty Sale Example

The customer went inside and purchased several items. The customer swiped the loyalty card and received the appropriate line item or ticket level discount from the host.

Merchandise Only Inside Loyalty Sale Steps

 Note	<p><i>If Multiple Loyalty is configured, there will be a second prompt to swipe the next loyalty card, select a loyalty program from the screen, or press a button "I'm Done."</i></p>
--	--

1. Enter the **<Sales Item(s)>**.
2. Press **[Total]**.
3. If the Auth on Total Key is enabled, the information is sent to the network and the discount is applied to adjust the ticket balance.
4. If the Auth on Total Key is not enabled, the discount is not applied until after the MOP is selected.
5. Tender and complete the sale.
6. The receipt prints displaying the loyalty discount amount applied to the ticket and any other messages from the Loyalty Host.

WELCOME TO ABC123
Clearwater, FL 33765

Descr.	Qty	Amount
T ITEM F	1	9.99
	Subtotal	9.99
	Tax	2.50
	TOTAL	12.49
	Credit \$	12.49

DISCOVER \$12.49
 Acct/Card #: xxxxxxxxxxx0000000
 Auth #: 000410
 Ref: 10558028
 Resp Code: 000
 Term ID: 01200
 Stan: 00305445

SITE ID: 9999103
 MERCHANT COPY

REWARD
 Acct/Card: xxxxxxxxxxx3033
 Trace #: 244369
 Stan: 00305445
 THANK YOU FOR USING
 PUMP REWARDS

THANK YOU FOR COMING
Please Come Again!

ST# ABC123 TILL XXXX DR# 1 TRAN# 1020085
 CSH: 1 08/02/16 13:10:15


Outside EPS Loyalty Sales

The customer can authorize a loyalty discount during an outside loyalty sales transaction. If needed, Loyalty card account numbers can be entered manually at the DCR by selecting the **[Loyalty]** softkey.


Outside Price Per Gallon Loyalty Sale Example

The customer pulled to a fueling position outside, swiped their loyalty card, chose to use an available PPG discount and

pay outside at the DCR. The dispenser adjusted the PPG to the discounted amount. Fuel was dispensed and paid for at the discounted PPG.

 <p>Note</p>	<p><i>The information printed on their receipt may vary depending on the loyalty program in place.</i></p>
--	--

Outside Price Per Gallon Loyalty Sale Steps

 <p>Note</p>	<p><i>If Multiple Loyalty is configured, there will be a second prompt to swipe the next loyalty card, select a loyalty program from the screen, or press a button "I'm Done."</i></p>
--	--

1. The Customer swipes the loyalty card at the DCR.
2. The loyalty network asks the customer if they want the discount.
3. The loyalty transaction is sent to the loyalty network.
4. The loyalty network replies with a text message from the host and a price per gallon discount off the purchase.
5. The customer swipes the payment card.
6. The receipt prints displaying the discounted PPG amount sent by the network and any message send by the Loyalty Host.

```


DATE 06/05/16 12:28
PUMP # 01
SERVICE LEVEL: SELF
PRODUCT: UNLD
GALLONS: 4.395
PRICE / G: $ 1.561
FUEL SALE: $ 6.86
600649XXXXXXXXXX7834
Stn # 00001986
MASTERCARD
Inv # 3604505
Auth # 72766

Earn 10 cents / gal
fuel credits with
the xxxxxxxx and
xxxxxxx Visa Card
Call 1.800.373.3277


VCMG
Acct / Card #:
xxxxxxx6792
Stan: 0000220105
Rwd ID: 540633
Four Rewards Amount
$ 0.20 / gallon
    
```

Outside Ticket-Level Loyalty Sale Example

The customer pulled up to fueling position and pressed the pay outside button at the DCR. After fueling was complete, the customer swiped their loyalty card followed by completing payment for the purchase.

 Note	<i>The information printed on their receipt may vary depending on the loyalty program in place.</i>
---	---

Outside Ticket-Level Steps

 Note	<i>If Multiple Loyalty is configured, there will be a second prompt to swipe the next loyalty card, select a loyalty program from the screen, or press a button "I'm Done."</i>
---	---

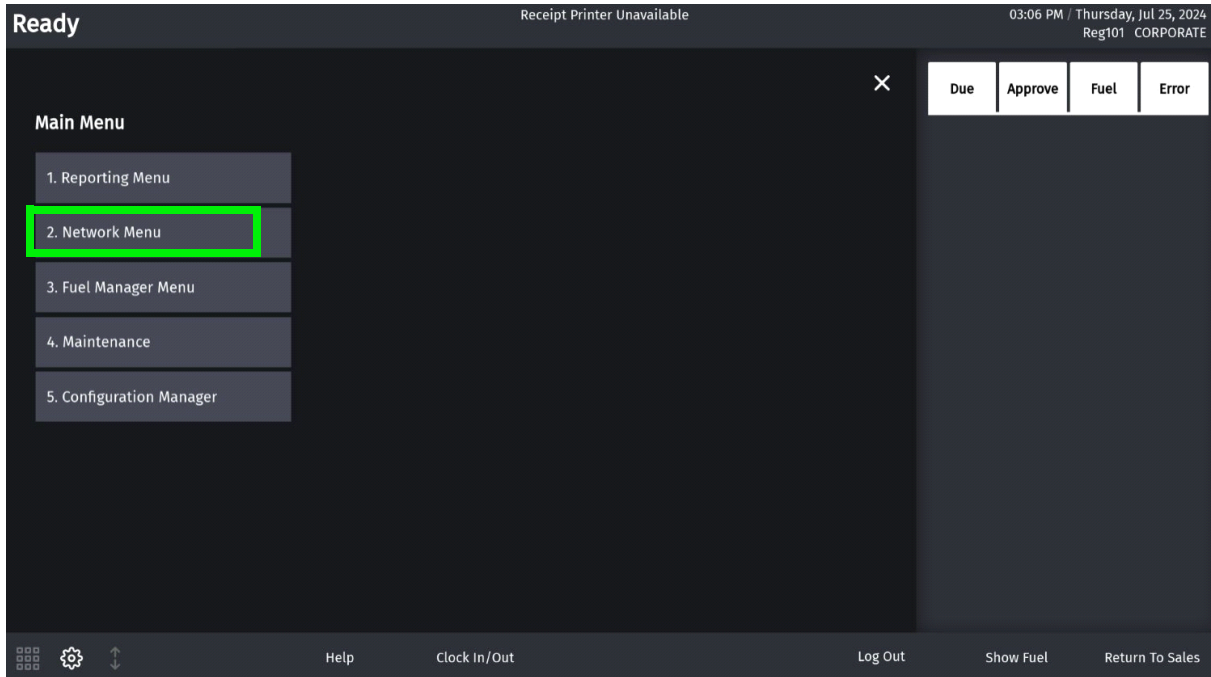
1. The Customer swipes the loyalty card at the DCR.
2. The loyalty transaction is sent to the loyalty network.
3. The loyalty network replies with a text message from the host and a price per gallon discount off the purchase.
4. The customer swipes the payment card.
5. The receipt prints displaying the ticket-level discount.


```
WELCOME TO ABC123  
Clearwater, FL 33765  
  
DATE 08/19/16    14:34  
TRAN # 9010006  
PUMP # 01  
SERVICE LEVEL: SELF  
PRODUCT: UNLD  
GALLONS:                1.701  
PRICE/G:                $ 1.121  
FUEL SALE                $ 1.90  
    DISCOUNT            - 1.00  
    CREDIT                0.90  
  
AMEX  
XXXXXXXXXXXX2376  
Auth #: 990156  
Resp Code: 0  
Stan: 0001240  
Invoice #: 26  
SITE ID: FE120081790  
01  
  
THANK YOU FOR COMING  
Please Come Again!
```

Reporting

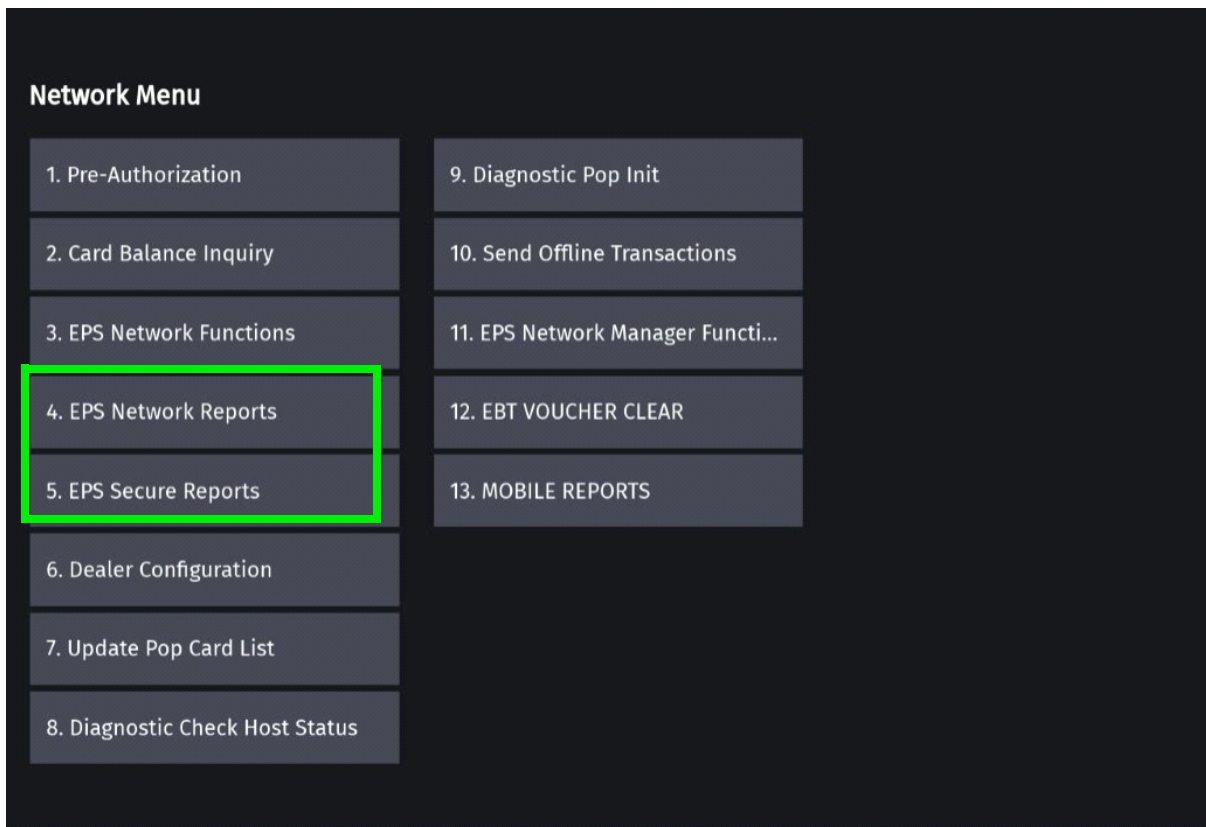
EPS Reports from the POS Terminal

1. To access EPS Reports from the POS Terminal, go to: CSR Func > Network Menu.



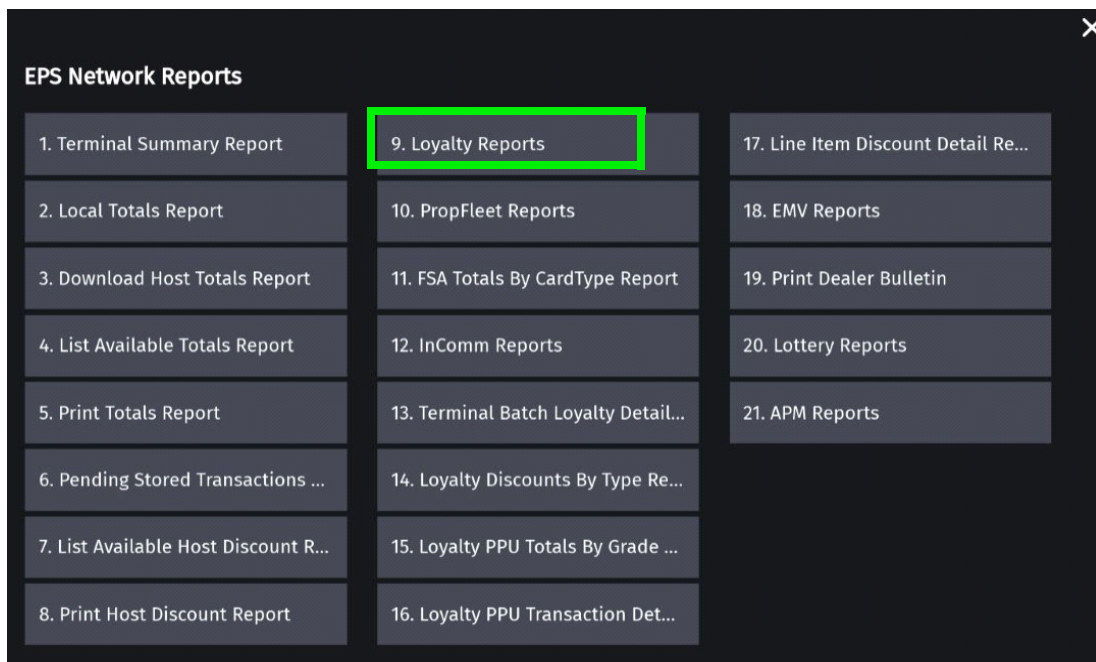
 <p>Note</p>	<p><i>Some reports contain sensitive information. POS security levels should be set to limit access to these reports.</i></p>
--	---

2. Select the Report Types from the POS Network Menu:



EPS Network and Secure Reports

The EPS Network Reports are specific to a particular host network and can vary across customer implementations.



EPS Loyalty Reports

Below are samples of the EPS Loyalty Reports.

Based on the parameter file settings, the account number may be masked.



Because of the sensitive nature of the data included in Loyalty Detail Reports, it is critical that proper security levels be set for report access.

Terminal Batch Loyalty Detail Report

The Terminal Batch Loyalty Detail Report is requested by terminal batch number.

Report Details:

- **TITLE:** Terminal Batch Loyalty Detail Report.
- **DLR #:** Dealer identification number.
- **PRINTED:** Date and time the report printed.
 - **MM/DD/YY:** Date in month, date year format.
 - **HH:MM:SS:** Time in hour, minutes, and seconds.
- **WORKSTATION ID:** Workstation identification number.
- **TERMINAL BATCH:** Terminal batch number.
- **LOYALTY HOST:** Loyalty host name.
 - **ACCOUNT NO:** Account number.
 - **TOTAL:** Total transaction amount.
 - **DISCOUNT:** Transaction discount applied to the transaction.
- **SUMMARY DISCOUNTS FOR ALL LOYALTY HOSTS:** Displays the summary of discounts applied for all loyalty hosts in a batch transaction.
 - **TICKET TOTAL:** Total amount in a batch transaction.
 - **DISCOUNT TOTAL:** Total discount in a batch transaction.

EPS NETWORK REPORT		

Terminal Batch Loyalty Detail Report		
DLR # 9999999		
Printed: 08/27/16 16:12:20		
WORKSTATION ID POS001		
Terminal Batch 1		
Loyalty Host: PCATS01		
Account No.	Total	Discount
XXXXXXXXXXXXXXXXXXXX0015	0.00	0.00
XXXXXXXXXXXXXXXXXXXX0015	14.93	10.00
XXXXXXXXXXXXXXXXXXXX0015	24.05	.70
XXXXXXXXXXXXXXXXXXXX0015	8.88	10.45
XXXXXXXXXXXXXXXXXXXX0015	14.93	10.00
XXXXXXXXXXXXXXXXXXXX0015	2.64	0.45
XXXXXXXXXXXXXXXXXXXX0015	1.67	0.45
XXXXXXXXXXXXXXXXXXXX0015	1.12	0.45
TICKET TOTAL		68.22
DISCOUNT TOTAL		32.50
Summary Discounts for all Loyalty Hosts		
TICKET TOTAL		68.22
DISCOUNT TOTAL		32.50

Loyalty Discounts by Type Report

The Loyalty Discounts by Type Report contains a summary, and grand totals for all PPG, transaction-level, and item-level discounts given during the selected terminal batch period.

This report provides the total of the network loyalty discounts taken through EPS.

EPS NETWORK REPORT			
Loyalty Discounts By Type Report			
DLR # 9999999			
Printed: 08/27/16 16:11:48			
Terminal Batch 1			
PPU	TICKET	ITEM	TOTAL \$
DISC	DISC	DISC	
1.80	30.00	0.70	32.50

Report Details:

- **TITLE:** Loyalty Discounts By Type Report.
- **DLR #:** Dealer identification number.
- **PRINTED:** Date and time the report printed.
 - MM/DD/YY:** Date in month, date year format.
 - HH:MM:SS:** Time in hour, minutes, and seconds.
- **TERMINAL BATCH:** Terminal batch number.
- **PPU DISC:** PPU Discount in a transaction.
- **TICKET DISC:** Total discount in a transaction.
- **ITEM DISC:** Discount by item.
- **TOTAL \$:** Total amount in dollars.

Loyalty PPU Totals by Grade Report

The Loyalty PPU Totals by Grade Report provides the total of network loyalty discounts taken by fuel grade through the EPS. The report is requested by terminal batch number.

The total number of discounted fuel transactions are included in the report.

For fuel sales with loyalty, the report will contain a list of fuel product codes sold, along with the total volume by product code and the total dollar amount of discounts by product code.

Fuel sales without loyalty are not included.

EPS NETWORK REPORT			

Loyalty PPU Totals By Grade Report			
DLR # 9999999			
Printed: 08/27/16 16:12:49			
Terminal Batch 1			
GRADE	COUNT	VOLUME	DISCOUNTS \$
001	2	2.00	0.90
002	1	1.00	0.45
003	1	1.00	0.45

Report Details:

- **TITLE:** Loyalty PPU Totals By Grade Report.
- **DLR #:** Dealer identification number.
- **PRINTED:** Date and time the report printed
 - MM/DD/YY:** date in month, date year format.
 - HH:MM:SS:** Time in hour, minutes, and seconds.
- **TERMINAL BATCH:** Terminal batch number.
- **GRADE:** Type of fuel grade.
- **COUNT:** Count.
- **VOLUME:** Total volume of fuel dispensed.
- **DISCOUNT \$:** Discount in dollars.

Loyalty PPU Transaction Detail Report

The Loyalty PPU Transaction Detail Report contains information about the entire fuel sale with a Loyalty PPU discount. This report is sorted on transaction date and time and is requested by Terminal Batch Number.

For each sale, the report contains the date and time, fueling position, grade, original price as reported by POS, PPU discount amount, volume, total dollar amount of the discount, total amount of the fuel sale, and the loyalty card number

Report Details:

- **TITLE:** Loyalty PPU Transaction Detail Report.
- **DLR #:** Dealer identification number.
- **PRINTED:** Report print date and time.
 - MM/DD/YY:** Date in month, date year format.
 - HH:MM:SS:** Time in hour, minutes, and seconds.
- **TERMINAL BATCH:** Terminal batch number.
- **HEADINGS:**
 - DATE:** Transaction date.
 - TIME:** Transaction time.
 - MEMBER ID:** Loyalty card number.
 - PUMP#:** Pump number.
 - GRADE:** Fuel grade.
 - STREET-PRICE:** Original fuel price.
 - FUELED PRICE:** Discount fuel price.
 - PPU DISC:** PPU discount.
 - VOLUME:** Volume of fuel dispensed.
 - TOTAL DISC:** Total discounts applied.
 - TOTAL SALE:** Total transaction amount.
- **TRANSACTIONS APPROVED BY FIRST LOYALTY HOST:** List of individual transactions for the first loyalty host; data for each transaction.
- **TOTAL VOLUME:** Total volume of fuel sales for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL DISCOUNT:** Total ticket discount for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL SALE AMOUNT:** Total sale amount for all transactions approved by this loyalty host in this terminal batch.

EPS NETWORK REPORT				

Loyalty PPU Transaction Detail Report				
DLR # 9999999				
Printed: 08/27/16 16:22:31				
Terminal Batch 1				
Date	Time	Member ID		
Pump#	Grade	StreetPrice	FueledPrice	
PPUDisc	Volume	Total-Disc	Total-Sale	
08/27/16	16:07	XXXXXXXXXXXXXXXXXXXX0015		
1	001	1.121	0.671	
0.450	1.000	0.45	0.67	
08/27/16	16:10	XXXXXXXXXXXXXXXXXXXX0015		
1	002	2.121	1.871	
0.450	1.000	0.45	1.87	
08/27/16	16:09	XXXXXXXXXXXXXXXXXXXX0015		
1	001	1.121	0.671	
0.450	1.000	0.45	0.67	
08/27/16	16:11	XXXXXXXXXXXXXXXXXXXX0015		
1	003	3.121	2.641	
0.450	1.000	0.45	2.64	
Total Volume			4.000	
Total Discount			1.80	
Total Sale Amount			5.95	

Loyalty Transactions Approved by Hosts (Terminal Batch Period) Report

The Loyalty Transactions Approved by Host Report prints all loyalty transactions within a given terminal batch. To account for sites with multiple loyalty hosts, transactions are organized by the approving host

If a transaction is approved by multiple loyalty hosts, it will be included in each host's list of transactions.

Report Details:

- **TITLE:** Loyalty Transactions Approved by Loyalty Hosts.
- **DLR #:** Dealer identification number.
- **PRINTED:** Date and time the report was printed.
 - MM/DD/YY:** Date in month, date year format.
 - HH:MM:SS:** Time in hour, minutes, and seconds.
- **TERMINAL BATCH:** Terminal batch number.
- **HEADINGS:**
 - STAN:** System traced audit number (Transaction ID), a unique key for a transaction.
 - DATE/TIME:** Date and time of transaction.
 - LOYACT#:** Last four digits of loyalty account
 - FUEL:** Cost of fuel products purchased.
 - VOLUME:** Volume of fuel products purchased. Includes all fuel-specific discounts.
 - NONFUEL:** Includes any non-fuel transaction item, such as tax.
 - TKT DISC:** Total ticket level discount on transaction. Does not include line item or price per gallon discounts.
 - SALEAMT:** Total transaction as reported to user. Contains only ticket level discounts applied to this transaction.
 - TRACE NUMBER:** Sequence number assigned by loyalty host. If the sequence number is greater than 40 characters long, only the last 40 will be returned.

EPS NETWORK REPORT				
Loyalty Transactions Approved by Host				
DLR # VP13007411001				
Printed: 08/18/16 15:10:29				
Terminal Batch 1				
STAN	Date/Time			LoyAct #
Fuel	Volume	NonFuel	TktDisc	SaleAmt
Trace Number (Last 40)				
Test Program 1				
DLR # 0123456789				
0001477	08/18/16 15:10			0015
0.00	0.000	37.39	0.00	37.39
20				
0001524	08/18/16 15:10			0015
0.00	0.000	37.39	26.00	11.39
3				
Total Fuel Sales:				0.00
Total Fuel Volume:				0.000
Total Nonfuel Sales:				74.78
Total Ticket Disc Amount:				26.00
Total Sale Amount:				48.78
Test Program 2				
DLR # 987654321				
0001524	08/18/16 15:10			1755
0.00	0.000	37.39	26.00	11.39
3				
Total Fuel Sales:				0.00
Total Fuel Volume:				0.000
Total Nonfuel Sales:				37.39
Total Ticket Disc Amount:				26.00
Total Sale Amount:				11.39

- **FIRST LOYALTY HOST NAME:** Program name of the loyalty host which displays the receipt.
- **FIRST LOYALTY HOST DEALER NUMBER:** Dealer ID for this site as reported to the First loyalty host.
- **TRANSACTIONS APPROVED BY FIRST LOYALTY HOST:** List of individual transactions for the first loyalty host; data for each transaction.
- **TOTAL FUEL SALES:** Total cost of fuel sales for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL FUEL VOLUME:** Total volume of fuel sales for all transactions approved by this loyalty host in this terminal batch.

- **TOTAL NONFUEL SALES:** Total cost of non-fuel sales for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL TICKET DISCOUNT:** Total ticket discount for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL SALE AMOUNT:** Total sale amount for all transactions approved by this loyalty host in this terminal batch.
- **Lines #13 - 20:** Are the same as lines 5-12, but for a second possible loyalty host.
 - As noted above, if a transaction is approved by more than one loyalty host, it will appear in this report for all hosts that approved it.
 - The only difference between each of these entries is the sequence number provided by the loyalty host.

Loyalty Transactions Approved by Host (Configured Period) Report


The Loyalty Transactions Approved by Host Report prints all approved transactions within the reconciliation window. The report prints one host's transactions at a time because in a multiple-loyalty environment, each loyalty host can be configured with its own reconciliation period.

Reporting one host at a time resolves any conflicts resulting from multiple reconciliation periods. The reconciliation period is not related to the terminal batch period, and is configured on a per-host basis.

When this report is generated, the POS will prompt the user for the host name to run the report on, and an index. This index refers to the period for which the report should be generated. Zero will represent the most recent period, one the period before that, and so on.

This report only details a single host; that host's program name and dealer number will appear at the top of the report. The fields for ticket-level discount and sequence number will be added to each transaction, as well as appropriate headings.

The data contained in this report is similar to the Loyalty Transactions Approved by Hosts (Terminal Batch Period) Report. However, this report only contains data for a single loyalty host's reconciliation period. The user will be prompted to select which host, and which reconciliation period index, prior to printing the report.

 <p>Note</p>	<p><i>The total ticket discount amount in this report includes ticket level discounts from all sources, not just the selected loyalty host.</i></p>
--	---

Report Details:

- **TITLE:** Loyalty Transactions Approved by Host.

EPS NETWORK REPORT				
Loyalty Transactions Approved by Host				
DLR # 987654321				
Printed: 08/18/16 15:11:41				
Test Two				
Period: 08/18/16 04:00 - 08/19/16 04:00				
STAN	Date/Time		LoyAct #	
Fuel	Volume	NonFuel	TktDisc	SaleAmt
Trace Number (Last 40)				
0001524	08/18/16	15:10		1755
0.00	0.000	37.39	26.00	11.39
3				
Total Fuel Sales:				0.00
Total Fuel Volume:				0.000
Total Nonfuel Sales:				37.39
Total Ticket Disc Amount:				26.00
Total Sale Amount:				11.39

- **DLR #:** Dealer identification number.
- **PRINTED:** Date and time the report was printed.
 - MM/DD/YY:** Date in month, date year format.
 - HH:MM:SS:** Time in hour, minutes, and seconds.
- **FIRST LOYALTY HOST NAME:** Program name of the loyalty host which displays the receipt.
- **FIRST LOYALTY HOST DEALER NUMBER:** Dealer ID for this site as reported to the first loyalty host.
- **RECONCILIATION PERIOD:** Reconciliation period start/end date.
- **HEADINGS:**
 - STAN:** System traced audit number (Transaction ID).
 - DATE/TIME:** Date and time of transaction.
 - LOYACT#:** Last four digits of loyalty account.
 - FUEL:** Cost of fuel products purchased.
 - VOLUME:** Includes all fuel-specific discounts and the volume of fuel products purchased.
 - NONFUEL:** Includes any non-fuel transaction item, such as tax.
 - TKT DISC:** Total ticket level discount on transaction. Does not include line item or price per gallon discounts.
 - SALEAMT:** Total transaction as reported to user. Contains only ticket level discounts applied to this transaction.
 - TRACE NUMBER:** Sequence number assigned by loyalty host. If the sequence number is greater than 40 characters long, only the last 40 will be returned.

- **TRANSACTIONS APPROVED BY FIRST LOYALTY HOST:** List of individual transactions for the first loyalty host; data for each transaction.
- **TOTAL FUEL SALES:** Total cost of fuel sales for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL FUEL VOLUME:** Total volume of fuel sales for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL NONFUEL SALES:** Total cost of non-fuel sales for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL TICKET DISCOUNT:** Total ticket discount for all transactions approved by this loyalty host in this terminal batch.
- **TOTAL SALE AMOUNT:** Total sale amount for all transactions approved by this loyalty host in this terminal batch.

Loyalty Discounts/Redemptions Report

The Loyalty Discounts and Redemptions Report contains transactions with a ticket level discount granted by a loyalty host that falls within the selected reconciliation period.

This report will be changed to be printed on a per-host basis. The host program name and dealer number will be added to the report header. In addition, the sequence number assigned by the loyalty host will be added to each transaction entry.

Report Details:

- **TITLE:** Loyalty Discounts/Redemptions.
- **DLR #:** Dealer identification number.
- **PRINTED:** Date and time the report was printed.
 - **MM/DD/YY:** Date in month, date year format.
 - **HH:MM:SS:** Time in hour, minutes, and seconds.
- **FIRST LOYALTY HOST NAME:** Program name of the loyalty host which displays the receipt.
- **FIRST LOYALTY HOST DEALER NUMBER:** Dealer ID for this site as reported to the First loyalty host.
- **RECONCILIATION PERIOD:** Reconciliation period start /end date.
- **HEADINGS:**
 - **STAN:** System traced audit number (Transaction ID), a unique key for a transaction.
 - **DATE/TIME:** Date and time of the transaction.
 - **DISC:** Ticket-level discount on transaction from this loyalty host.

EPS NETWORK REPORT			

Loyalty Discounts/Redemptions			
DLR # 0123456789			
Printed: 08/18/16 15:11:14			
Test Program 1			
Period: 08/17/16 - 08/18/16 20:00			
STAN	Date/Time	Disc	LoyAct #
Trace Number (last 40)			
0001524	08/18/16 15:10	13.00	0015
3			
Total Discount			13.00

–**LOYACT#**: Last four digits of loyalty account.

–**TRACE NUMBER**: Sequence number for this transaction assigned by the selected loyalty host.

- **TRANSACTIONS APPROVED BY FIRST LOYALTY HOST**: List of individual transactions for the first loyalty host; data for each transaction.
- **TOTAL DISCOUNT**: Total discount for all transactions in this reconciliation period.

GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the Feature Reference.

Terms	Definitions
Bar Code	Data is encoded in a bar code situated on the product (i.e., a coke can or candy bar wrapper).
DCR	Dispenser Card Reader
EPS	Electronic Payment System
FEP	Front End Processor
GS-128 Loyalty Card	<p>Account information is encoded on <i>both</i> a magnetic stripe and a bar code on the back of the loyalty card. The loyalty card bar code is also encoded with 8018 in front of the account number.</p> <p>The GS-128 loyalty card has both a <i>mag-stripe</i> and a <i>bar code</i>, and must have two entries in the Loyalty Card Configuration.</p>
IFSF	International Forecourt Standards Forum
Loyalty Transaction	Any transaction approved by a loyalty host, including earn transactions and discount redemptions.
Mag-Stripe	Magnetic stripe on the back of the loyalty card encoded with Account information.
MOP	Method of Payment
PCATS	Petroleum Convenience Alliance for Technology Standards
POP	Point of Purchase

Terms	Definitions
POS System	Includes the POS (Point of Sale) terminals, site controller and the Electronic Payment System (EPS).
PPG	Price Per Gallon
PPU	Price Per Unit