

Charity Donations

Feature Reference

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Charity Donations

Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Tipping feature.

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

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Revision History

[illegible]

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1 OVERVIEW

Feature Description

The charity donation feature enables a customer to donate certain amount to a charity.

Only one charity can be active for any site.

The system prompts customers during tendering process for charity donation.
Customers are asked if they wish to make a charity donation.

Requirements

Supported Hardware Configurations

- Verifone Commander with Topaz, Ruby2, and C18

Software Requirements

- Verifone Commander Release 53.40 and above

PIN pad

- P400
- M400
- MX915

2 CONFIGURING CHARITY

Department Configuration

From **Configuration Client > Store Operations > Merchandise > Departments**, create a department for charity with NACS product code 971. Department name is what is shown to customer.

Merchandise Configuration [Save] [Cancel]

Categories | **Product Codes** | Departments

Select Department

- 0253 - DONATIONS
- 0254 - MISC INCOME
- 0255 - MONEY ORDER
- 0256 - PA BUS TICKET
- 0257 - WOODSTOCK TICKETS
- 0258 - BIG Y
- 0259 - BOTTLE DEPOSIT REF
- 0261 - MOVIES
- 0262 - TRUCKER CASH ADV
- 0263 - LIQUOR
- 0275 - CAR WASH
- 0276 - CT WIRELESS PREP
- 0280 - E911 SURCHARGE
- 1111 - Negative Department
- 1234 - PIN_ACTIVATE_PREPA
- 1235 - PIN_RETURN_PREPAID
- 1236 - DISABLE_DEVICE_OR
- 1237 - 3RD_PARTY_PREPAID
- 1238 - ENABLE_DEVICE_OR
- 1239 - 3RD_PARTY_PREPAID
- 1240 - FINANCIAL_PREPAID
- 1241 - PROPRIETARY_PREPA
- 1242 - PROPRIETARY_PREPA
- 1243 - GENERAL_PURPOSE
- 1244 - GENERAL_PURPOSE
- 1245 - REAL_TIME_RECHARGE
- 1246 - WIRELESS_REAL_TIME
- 1247 - SINGLE_PAYEE_BILL
- 1248 - MULTIPLE_PAYEE_BILL
- 1356 - FINANCIAL_PREPAID

Number: 0380

Min. Amount: 0

Product Code: 0971 - ADMINISTRATIVE 971

Fuel Tax Exemption: [Dropdown]

Fees: [Field] [Edit]

ID Check: [Field] [Edit]

Taxes: [Field] [Edit]

Blue Laws: [Field] [Edit]

Name: Red Cross

Max. Amount: 1000.00

Category: [Dropdown]

Transaction Quantity Limit: [Field]

Options

- ☐ Allow Food Stamps
- ☐ Allow Fractional Quantity
- ☐ Fuel Department
- ☐ Prompt Serial Num
- ☐ Prompt for Tip
- ☒ Allow Special Discount
- ☐ Negative Department
- ☐ Money Order Department
- ☐ Prohibit Manual Discount

Note: Tipping Configuration is only available in Verifone C-Site.

Cash MOP Configuration

From **Configuration Client > Store Operations > Payments > MOP** enable “**Tender Amount Required**” for Cash MOP.



Refer to the Method of Payment topic in the Commander User Reference for more information on creating MOPs. The document is available on Verifone Cloud and Verifone Premier Portal.

Payment Management

MOP Currencies Fees Tax Rates

Select MOP

001 - CASH
002 - CHECK
003 - CREDIT
004 - DEBIT
005 - MAN CRED
006 - IN-HOUSE
007 - ELECTR FS
008 - FOODSTAMP
009 - LOTTO
010 - DRIVE OFF
011 - COUPON
012 - SPECIAL DISCOUNT
013 - \$5 CASH
014 - \$10 CASH
015 - \$20 CASH
016 - Pump Test
017 - ELEC MAN SALE
018 - MONEYTRANSFER
019 - MONEYTRFEE
020 - EBT

Name
CASH

Minimum Amount
0.00

Limit
0.00

Tender Code
generic

Options

☐ Force Safe Drop
☒ Tender Amount Required
☐ Allow Zero Entry
☒ Allow Refund
☒ Allow Safe Drop
☒ Force Ticket Print
☒ Allow Lottery Purchase

☒ Open Drawer On Sale
☒ Cashier Report Prompt
☐ Allow Without Sale
☒ Allow Change
☒ Allow Money Order Purchase
☐ Force Quick Cash Key

MOP Code
00 - CASH

Maximum Amount
0.00

#Additional Receipts
0

Tender Sub Code
generic

☐ Delete

Charity Donation Configuration

Go to **Configuration Client > Store Operations > Charity Donations**.

Charity Donations Configuration [Save] [Cancel]

☒ Enable Charity Donations
Department: Red Cross ▼

Cash

☒ Prompt Indoor

Prompting Options

☒ Rest for charity

☒ Round to next dollar

Card

☒ Prompt Indoor
☐ Prompt Outdoor

Preset Amount 1
0.50

Preset Amount 2 (Outside only)
10.00

☒ Preset Amount 3
20.00

☐ Round to next dollar






If the charity department does not have NACS product code 971 assigned, it will not appear in the Department drop-down in this form.


When the customer is using Cash as MOP, there are two options that can be enabled from configuration client to be presented to the customers on the PIN pad:

- Donate change amount (rest for charity) and is calculated as the difference between the amount due and the amount paid.
- Round to next dollar amount which rounds off their transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.

When the customer is using Cash as MOP, extra amount should be entered in the **Cash - Enter Amount** input overlay to get the charity prompt.



Field/Button	Description
Enable Charity Donations	<p>Enables the Charity Donations program.</p> <p> Note: When Enable Charity Donations is selected, by default Prompt Indoor is selected and cannot be edited.</p>
Department	<p>Select the charity department.</p> <p> Note: If the charity department does not have NACS product code 971 assigned, it will not appear in the Department drop-down in this form.</p>
<p>Cash</p> <p> Note: Cash is only available for indoor charity.</p>	

Field/Button	Description
Rest for charity	Select if this option appears for cash payments. This donates the remaining amount for charity.
Round to next dollar	Select if this option appears for cash payments. Rounds off the transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.
<div>  Card </div> <p>Note: Cards can be used for both Indoor and Outdoor charity.</p>	
Preset Amount 1	Enter the preset amount option 1.
Preset Amount 2	Enter the preset amount option 2. This option is only available for outside transactions.
Preset Amount 3	<p>Either “Preset Amount 3” or “Round to next dollar” can be selected as the third option.</p> <p>Enter the preset amount option 3.</p>
Round to next dollar	<p>Either “Round to next dollar” or “Preset Amount 3” can be selected as the third option.</p> <p>Select if this option appears for credit/debit card payments. Rounds off the transaction to the next whole dollar. The donation amount is the difference between the total amount of the purchase and the rounded dollar amount.</p>

When the customer is using ‘Credit’ or ‘Debit’ cards as MOP, they will be presented with three preset contribution amounts configured in configuration client or two preset contribution amounts and a “round to next dollar” option.

The chosen selection is shown on the receipt, where it reflects the contribution. Only one charity can be active for any site.

Updating the Charity Configuration

POS

After any changes to the configuration, go to **Configuration Client > Tools > Refresh Configuration** for the configuration changes to be applied.

PIN Pad

To send the configuration changes to PIN pad, log out and back into the POS.

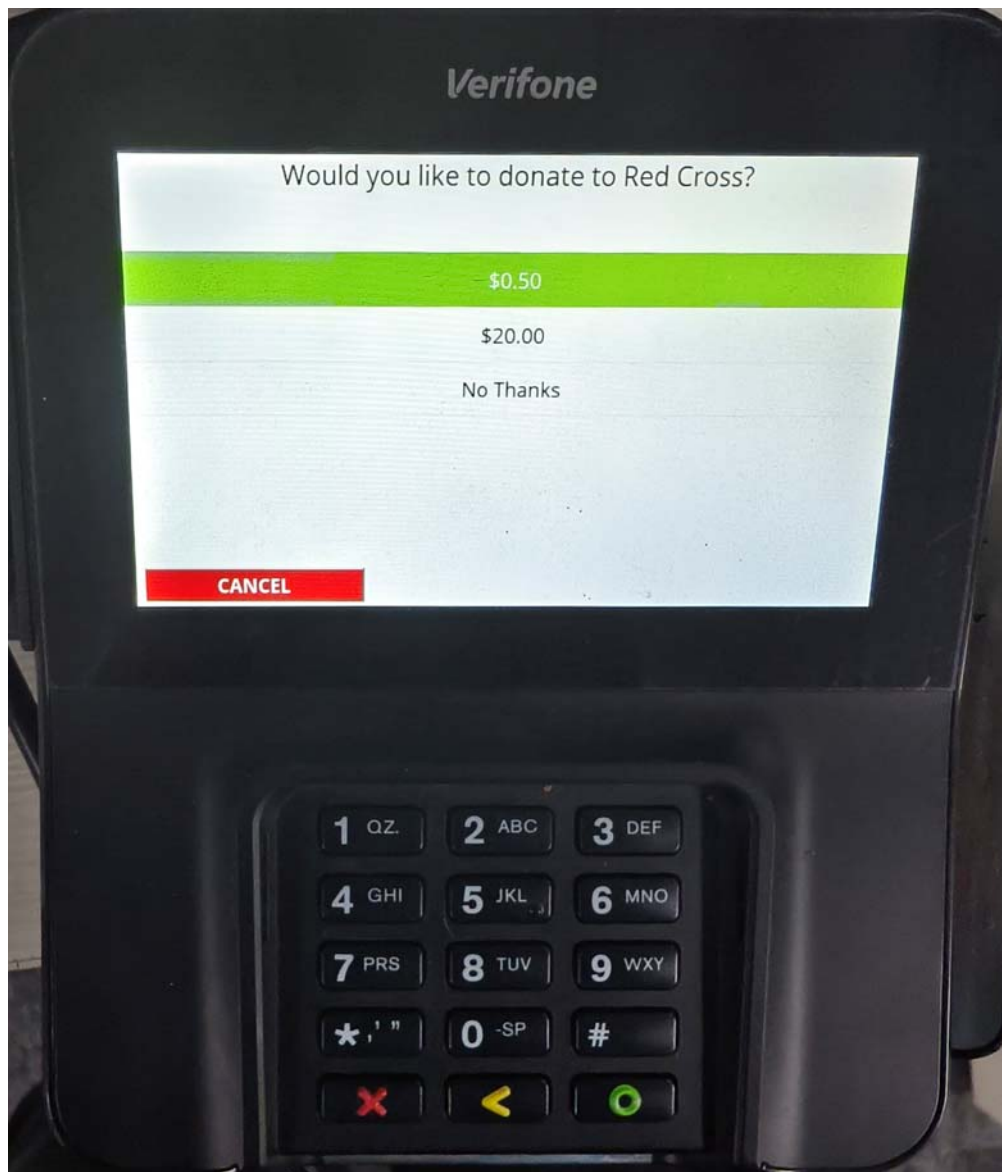
DCR

For sending configuration updates to DCRs, do a DCR initialization from **Configuration Client > Forecourt > Initialization > DCR**.

3 USING CHARITY

PIN Pad Charity Prompt Examples

The prompt below shows two prompt options on the M400 PIN pad with a No Thanks button. The “Would you like to donate to Red Cross” is pulling the name 'Red Cross' from the charity department name. Press “No Thanks” or “Cancel” or red X sign on the keypad to complete payment without adding charity amount to the transaction.



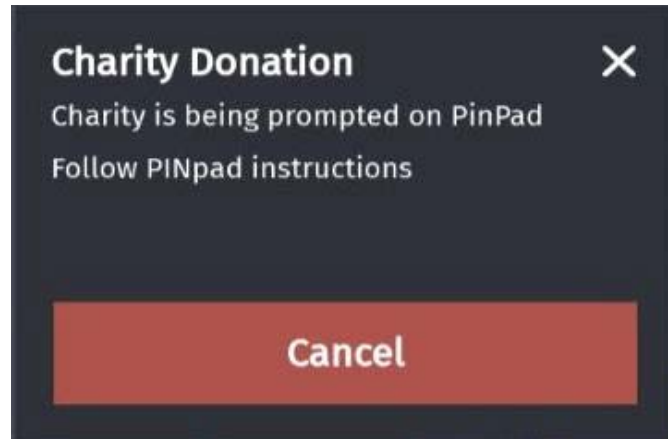
DCR Charity Prompt Example

The charity prompt will appear before the customer fuels, and after swiping their card. Press the key next to No Thanks to complete the payment without adding charity amount to the transaction.



POS Cashier Prompt

The cancel prompt that shows up on the POS. This prompt is used to bypass the charity prompt if customers are confused.



Charity Donation Receipts

When the customer is using 'Credit' or 'Debit' cards as MOP, they will be presented with three preset contribution amounts configured in configuration client or two preset contribution amounts and a "round to next dollar" option.

The chosen selection is shown on the receipt, where it reflects the contribution. Only one charity can be active for any site.

Outdoor Receipt

Receipt

WELCOME
WELCOME
VeriFone Gold Disk
FL

DATE 12/10/21 13:59
TRAN#9010010
PUMP# 01
SERVICE LEVEL: SELF
PRODUCT: Tractor
LITERS: 4.630
PRICE/L: \$1.000
FUEL SALE \$4.63
Red Cross \$0.37
CREDIT \$5.00

Am Express
*****1005
Entry: Swiped
Auth #: 123628
Resp Code: 000
Stan: 003524304
Invoice #: 12402
Store # 99999

THANK YOU
HAVE A NICE DAY
THANK YOU
HAVE A NICE DAY

Charity
Item

Indoor Receipt

WELCOME TO
OUR STORE
99999
VeriFone Gold Disk
FL

Description	Qty	Amount
T PC112	1	4.56
+T Tax on Rebate of \$3.00		
Red Cross	1	0.55
Subtotal		5.11
Tax		1.89
TOTAL		7.00
CREDIT \$		7.00

Charity
Item

Tax Type	Purchase	Rebate	Taxable	Tax
T(25.000%)	4.56	3.00	7.56	1.89

SALE Receipt
Am Express USD\$7.00
Acct/Card #: *****1005
Entry: Swiped
Auth #: 123628
Resp Code: 000
Stan: 003424034
Invoice #: 12340
Shift #: 1

Store # 99999
CUSTOMER COPY

ST#AB123 DR#1 TRAN#1010010
CSH: 1 12/10/21 12:50:19 PM

4 REPORTING

Department Report all Cashiers

Department Report all Cashiers contains the number of transactions with charity and the total amount of charity collected during the period in the **All Cashiers** section.

Voided transactions are not counted in the charity reporting section.

Department Report all Cashiers

Store Number: CL120

Period Information

Period Current - Day - 4

Open Period 2025-07-03 05:39

Close Period Pending

All cashiers

Dept#	Description	Cust#	Items	% of Sales	Gross	Refunds	Discounts	Net Sales
2	ENERGY SUPP	10	14.000	28.39	335.75	0.00	0.00	335.75
7	HOT DOG/GRILL	1	1.000	5.67	67.00	0.00	0.00	67.00
14	ENERGY BARS	1	1.000	3.81	45.00	0.00	0.00	45.00
27	BOXED FOODS	1	1.000	2.87	34.00	0.00	0.00	34.00
35	BOTTL WATER	1	1.000	0.85	10.00	0.00	0.00	10.00
1567	CHARITY	4	4.000	27.67	327.19	0.00	0.00	327.19
9995	TEST A DEPT	10	13.000	19.00	224.70	0.00	0.00	224.70
9996	TEST B DEPT	6	6.000	9.89	117.00	0.00	0.00	117.00
9997	TEST C DEPT	1	1.000	1.86	22.00	0.00	0.00	22.00
Neg			0.000		0.00	0.00	0.00	0.00
Other			42.000		1,182.64	0.00	0.00	1,182.64
Totals			42.000	100.00	1,182.64	0.00	0.00	1,182.64

5 TROUBLESHOOTING

Important Information

If you have issues with the feature, refer to this information.

- **Department not showing up in the charity drop down** - check the product code number for the charity department.
- **I only have 2 options on my PIN pad** - the PIN pad implementation only supports two options.
- **I configured two preset amounts for the PIN pad but only one shows up** - confirm that the preset amounts are different. This includes preset 2 which is only used for DCRs. If the values are the same it will not display the value.
- **Charity is grayed out in configuration client** - Check security levels of the user.
- **Cash MOP is not getting the Charity prompt** - Make sure that "Tender Amount Required" is enabled for Cash MOP