

# Charity Donations

## Feature Reference

Date: August 06, 2025



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# Charity Donations

## Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Charity Donations 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

| Date       | Description                    |
|------------|--------------------------------|
| 07/07/2025 | Initial Documentation Release. |
| 08/06/2025 | Updated with review comments.  |
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# 1 OVERVIEW

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## 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.

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## 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.

The screenshot shows the 'Merchandise Configuration' window with the 'Departments' tab selected. The interface includes a list of departments on the left, a central form for configuration, and an options section at the bottom. The 'Name' field is set to 'Red Cross' and the 'Product Code' is set to '0971 - ADMINISTRATIVE 971'. The 'Number' is '0380' and the 'Min. Amount' is '0'. The 'Max. Amount' is '1000.00'. The 'Category' is set to a dropdown menu. The 'Options' section includes checkboxes for 'Allow Food Stamps', 'Allow Fractional Quantity', 'Fuel Department', 'Prompt Serial Num', 'Prompt for Tip', 'Allow Special Discount', 'Negative Department', 'Money Order Department', and 'Prohibit Manual Discount'. The 'Allow Special Discount' checkbox is checked. A note at the bottom states: 'Note: Tipping Configuration is only available in Verifone C-Site.'

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\_BILLING
- 1248 - MULTIPLE\_PAYEE\_BILLING
- 1356 - FINANCIAL\_PREPAID

Number: 0380

Min. Amount: 0

Product Code: 0971 - ADMINISTRATIVE 971

Fuel Tax Exemption: [Dropdown]

Fees: [Dropdown] Edit

ID Check: [Dropdown] Edit

Taxes: [Dropdown] Edit

Blue Laws: [Dropdown] Edit

Name: Red Cross

Max. Amount: 1000.00

Category: [Dropdown]

Transaction Quantity Limit: [Dropdown]

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  Delete

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 MOP Code: 00 - CASH

Minimum Amount: 0.00 Maximum Amount: 0.00

Limit: 0.00 #Additional Receipts: 0

Tender Code: generic Tender Sub 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

## 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

**Prompting Options**

Preset Amount 1

Preset Amount 2 (Outside only)

Preset Amount 3  Round to next dollar

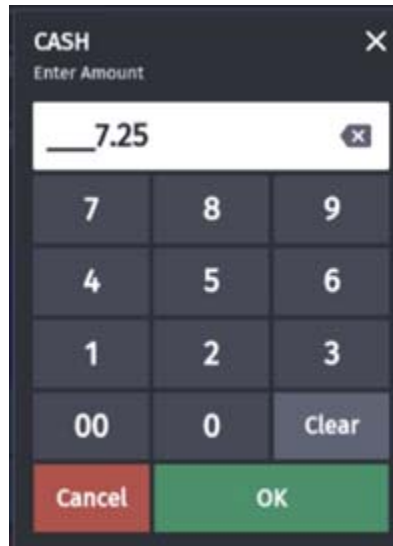





*If the charity department does not have NACS product code 971 assigned, it will not appear in the Department drop-down in this form.*


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><b>Note:</b> 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><b>Note:</b> 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> |
| <b>Cash</b>  |  |
|  <p><b>Note:</b> 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.   |
|  <b>Card</b><br><b>Note:</b> Cards can be used for both Indoor and Outdoor charity. |   |
| 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  | Either “Preset Amount 3” or “Round to next dollar” can be selected as the third option.<br><br>Enter the preset amount option 3.  |
| Round to next dollar   | Either “Round to next dollar” or “Preset Amount 3” can be selected as the third option.<br>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. |

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.

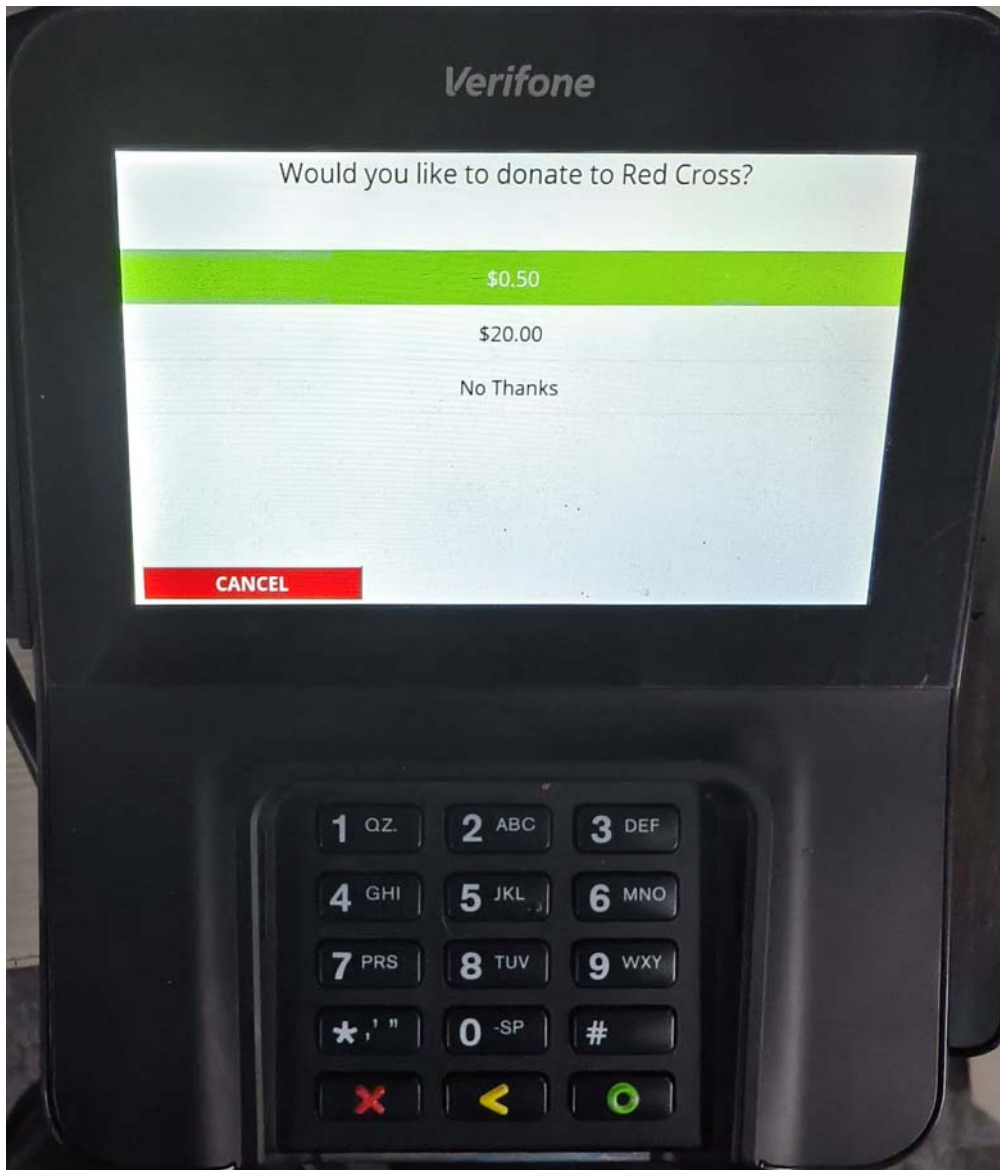
### DCR

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.



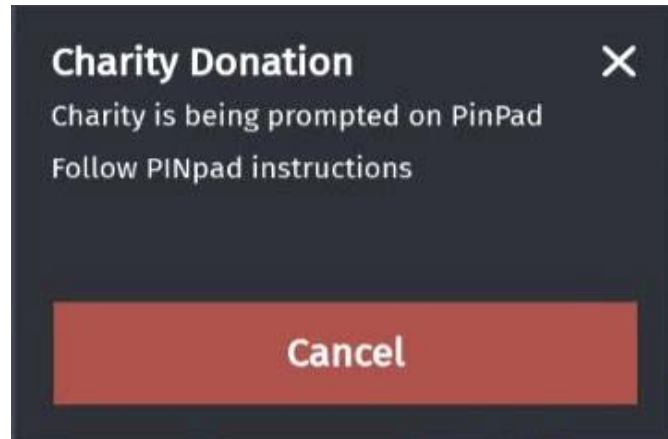
## DCR Charity Prompt Example

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

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## 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