

# SUNOCO GIFT CARD SALES GUIDE



September, 2007

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# SUNOCO GIFT CARD

## General Processing Rules

- All Sales – NO-FEE
- Sales Transactions – ELECTRONIC (Swiped)
- Keyed and Manual Imprinter Sales – NOT ALLOWED
- Customer Signature – NOT REQUIRED
- EPOS system down – another form of payment required
- Prepay Locations – under-pump refunds in cash only
- Card Balance Less Than Sale Amount – EPOS terminal enters “Split Tender” mode (allows the customer to pay the difference using another form of payment)
- Split Tender – a second Gift Card cannot be used to satisfy the Balance Due on Gilbarco and Dresser Wayne
- Pay-At-Pump-Sale – pump set to card balance and card balance “frozen” until sale completed
- Sunoco Gift Cards cannot be reloaded with value
- Sales made with a Sunoco Gift Card cannot be reversed or voided
- DO NOT perform a balance inquiry as you may activate a POS card in error
- Cards that have a denomination printed on the front of the card **must** be POS activated at the time the card is sold

# SUNOCO GIFT CARD

## Ordering Procedures

### Card Orders

- Card Denominations are \$25, \$50 and \$100
- \$5 & \$10 cards are available if you require a quantity of cards for business to business customers. These orders will be shipped separate from retail orders to you or directly to your customer. These cards will be sold as special orders and the method of payment must be made in full at the time of the order with a cash equivalent (i.e. check, money order, ACH). If a credit card is used, there will be a 3.5% service charge. Contact SVM at 1-847-553-9100 for additional details

- Sunoco Gift Card packages

30 - \$25 cards \$750

15 - \$50 cards \$750

5 - \$100 cards \$500

Total package of 50 cards - \$2,000 total package

Any special shipping fees will be drafted from the Retailer/Distributor's Sunoco bill-to account within 2 business days of the order. This payment will be identified on the payment confirmation draft as "GIFTCARD1"

- Standard order is one package with a total of 50 cards
- You may order any quantity of pre-set packages
- Order amounts exceeding \$8,000 may require credit approval
- Have your 10 digit DUNS number ready

### Placing an order

- 
- On-line at [www.sunocogiftcard.com](http://www.sunocogiftcard.com)
  - Via fax at [1-847-553-9222](tel:1-847-553-9222) – see the following form
  - Via the link on SunocoNet at [www.sunoco.net](http://www.sunoco.net)
  - Via phone at 1-866-569-2900 – normal business hours are 8am to 4:30pm CST, Monday through Friday, however orders can be left in the voice mailbox at this number, and will be confirmed on the next business day
  - ***NOTE: Retailers of Distributors must order through their Distributors***

# Sunoco Dealer/Distributor Order Form

DATE: \_\_\_\_\_

**BILL TO DUNS Number**  
# \_\_\_\_\_

NAME OF STATION (**SHIP TO**)  
\_\_\_\_\_

NAME OF PERSON ORDERING  
\_\_\_\_\_

**SHIP TO DUNS Number**  
# \_\_\_\_\_

**SHIP TO ADDRESS** (line 1)  
\_\_\_\_\_

**SHIP TO ADDRESS** (line 2)  
\_\_\_\_\_

CITY STATE ZIP

PHONE # (BILL TO) (\_\_\_\_\_) \_\_\_\_\_

FAX # (BILL TO) (\_\_\_\_\_) \_\_\_\_\_

EMAIL ADDRESS (BILL TO):  
\_\_\_\_\_



**\* There is no prepayment required when ordering gift cards. Upon POS-activation, Retailers will pay 100% of each card's face value. The payment will be drafted from the Retailer/Distributor's Sunoco account.**

\$5 & \$10 cards are available through SVM's Business to Business division. These orders will be shipped separate from retail orders and the method of payment must be made in full at the time of the order with a cash equivalent (check, money order, ACH). If a credit card is used, there will be a 3.5% service charge. The \$5 cards are available for \$5.25 and the \$10 cards are sold at face value. Contact Jason Panici at SVM at 1-847-553-9129 for additional details.

**FAX THIS ORDER FORM TO:  
1-847-553-9222**

**OR VISIT THE LINK ON  
www.SunocoNet.com**

Orders processed Monday–Friday, 8am–5pm CST  
Expect delivery within 5 days from date of order

**GIFT CARD ORDER:**

QUANTITY PER PACK	PACKS ORDERED	TOTAL # OF CARDS	CARD VALUE	TOTAL \$
30	x	=	x \$25	= \$
15	x	=	x \$50	= \$
5	x	=	x \$100	= \$
<b>*SUBTOTAL = \$</b>				_____

**SHIPPING & HANDLING:**

Ground	No Charge
2-Day Air	\$14.95
Overnight	\$21.95

**SHIPPING = \$** \_\_\_\_\_



999 E. Touhy Ave.  
Suite 250  
Des Plaines, IL 60018

*Thank You!*

## Shipping Card Orders

- Cards shipped in 3-5 business days
- Cards shipped Fed Ex ground – free to retailers
- Other shipping options available for additional fee
- Packing letter shipped with card order
- Card carriers shipped with cards to be displayed in store separate from cards

## Billing

- Payment for any special shipping fees is required at the time of the gift card order
- Special Shipping will be drafted from the Retailer/Distributor's Sunoco bill-to account within 2 business days of the order – this payment will be identified on the payment confirmation draft as "GIFTCARD1"
- Upon POS-activation of each Gift Card, the retailer will pay each card's face value
- The face value will be drafted from the Retailer/Distributor's Sunoco bill-to account within 2 business days of the POS-activation of the card – this will be identified on the payment confirmation draft as "GIFTCARD2"

## Activating Cards

- The cards can be activated with a balance inquiry or a "card activation" depending on the EPOS Platform
- The new POS activated cards will have the \$25, \$50, or \$100 denomination printed on the front of the card
- The "activation" of the Gift Card does not substitute for ringing up the sale. All sales still need to be processed on the POS device.
- **Cards that have a denomination on the front of the card must be POS activated at the time of sale**
- See the following activation instructions

## Gift Card Activation Steps

### **Gilbarco Card Activation Steps**

1. Enter 12#
2. Swipe Card
3. Terminal Displays "Balance \$xx.xx"

### **Dresser Wayne +3 Card Activation Steps**

1. Press Credit
2. Swipe Card
3. Terminal Displays "Balance \$xx.xx"

### **Verifone Ruby Card Activation Steps**

#### Via Balance Inquiry

1. Press Network Function Key
2. Scroll to SVC function, press Enter
3. Scroll to Balance Inquiry, press Enter
4. Swipe Card
5. Displays "Card balance \$xx.xx"
6. Press enter for balance confirmation

#### *Preferred Activation Method*

#### Via "Card Activation"

1. Press Network Function key
2. Scroll to SVC function, press Enter
3. Press Enter again
4. Enter activation amount, press Enter
5. Swipe card
6. Displays "\$xx.xx Activation successful"
7. Press Enter for activation confirmation

**The sale of a Sunoco Gift Card now involves a POS activation process. This POS activation process is not a substitute for ringing up the sale.**

## **Ingenico Card Activation Steps**

*The Ingenico terminal must be initialized to accept activations*

### Procedure to **Initialize** Terminal to allow Activation

1. Press ADMIN key
2. Press 7 and enter 4 digit password
3. Press 2 for transaction control
4. Scroll to Gift Activate
5. Press Enter to activate or deactivate
6. Press CAN/ANN to exit

### Procedure to **Activate** Card

1. Press ADMIN key, enter 5
2. Enter 4-digit password press Enter
3. Swipe Card
4. Enter activation amount, press Enter
5. Displays “approval \$xx.xx, prints activation confirmation

## **Datacard 940 Card Activation Steps**

1. Swipe Card
2. Press NO to debit question
3. Press TOTAL key
4. Terminal displays “Remaining balance \$xx.xx”

## **Nucleus Card Activation Steps**

1. At the operating screen, select the “Sunoco” Icon
2. Select Prepaid Card Option
3. Select Balance Inquiry
4. Hand card to customer
5. Customer Swipes Card
6. Pop-up at top of screen will display “Available Balance \$xx.xx”

*Electronic Journal will show date and time and this message: “Balance Inquiry successful by host”*

*There are no other reports available from the Nucleus on this transaction*

*Sell Gift Card with an auditable function (unique department that will report “counts”)*

<p><b>The sale of a Sunoco Gift Card now involves a POS activation process. This POS activation process is not a substitute for ringing up the sale.</b></p>
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## Passport Card Activation Steps

### Via Balance Inquiry

- 1.Press More
- 2.Press Network Functions
- 3.Press Balance request
- 4.Swipe Card
- 5.Displays and prints balance confirmation

### *Preferred Activation Method*

#### Via "Card Activation"

- 1.Press More
- 2.Press Network Functions
- 3.Press Activate Card
- 4.Swipe Card
- 5.Enter Activation Amount
- 6.Displays and prints activation confirmation

**The sale of a Sunoco Gift Card now involves a POS activation process. This POS activation process is not a substitute for ringing up the sale.**

# **Retail Procedures**

## **Marketing Guidelines**

- Sell Gift Cards at face value
- Gift Card carriers should be displayed by hanging in the store or near the register, showing all three denominations (\$25, \$50, \$100)
- Do not insert the actual Gift Cards in the carriers while they are displayed in the store
- Gift Cards are NOT a taxable item – Do NOT charge sales tax on Gift Cards
- Preferred payment methods are Cash, Sunoco Credit Cards, Sunoco Gift Cards, Debit Cards, Bank and Travel/Entertainment Cards
- “Honor All” credit cards are NOT an acceptable form of payment
- The MISC product key should be used to record the sale of Gift Cards
- Set up unique department for Gift Cards on Nucleus
- Do not combine Gift Card sales with other items on DataCard 940 terminals
- Sunoco Gift Cards cannot be reloaded with value

## **Recommended Security Guidelines for Dealer/Distributor locations**

### **Purpose and Scope**

To define the policies and procedures for the proper handling, storage, sales and accounting of Sunoco Gift Cards, sometimes referred to as Cash Cards.

### **Recommended Guidelines**

All Sunoco Gift Cards should be recorded, upon receipt, on a Sunoco Gift Card Tracking Sheet (see attached example). This sheet should be filled out by the manager/owner as each order enters the store, with order number, card account number, and face value for each card.

All Sunoco Gift Cards not available for sale should be stored in the facility safe.

All Sunoco Gift Cards available for sale should be kept in the cash register (POS) drawer.

It is the responsibility of the Facility Manager to determine the limit on the dollar value of cards that can be left in the register drawer at each facility.

Sunoco Gift Cards should be reconciled by cashier shift by each Customer Service Representative (CSR).

Sunoco Gift Cards sold should be reconciled daily by the Manager or trained Asst. Manager.

Sunoco Gift Cards can be purchased with credit cards – however, no manual or keyed purchases can be made. If the credit card will not swipe or is not valid, the credit card may not be used to purchase the Sunoco Gift Card.

**The sale of a Sunoco Gift Card now involves a POS activation process. This POS activation process is not a substitute for ringing up the sale. All sales must be rung on the POS device!**

***It is not permitted to use the “Balance Inquiry” function on your POS device to check the balance on a Sunoco Gift Card!!!!***

There are several ways to determine remaining card balance:

- Check customer receipt for balance information.
- Balance inquiry is available online at [www.sunocogiftcard.com](http://www.sunocogiftcard.com).
- Have the customer call the toll free number 1-877-653-3357 on the back of the card. The system will provide remaining balance in dollars and cents.

***NOTE: Do not perform a balance inquiry by swiping the card through the Electronic Point of Sale Equipment except at the moment of selling a card you have just taken out of your store inventory. If you swipe a card you have not just sold and collected payment for, you might activate a card in error and your location will be charged for that card. This will result in a cash shortage and is not subject to a charge reversal as it is a violation of policy.***

It is highly recommended that Sunoco Gift Cards should not be used to purchase Lottery tickets or Money Orders to avoid the confusion between Gift Card and Credit Card sales.

Sunoco Gift Cards **CANNOT** be replaced if lost or stolen – treat all cards as you would cash.

Sunoco Gift Cards **CANNOT** be reloaded with value.

The remaining balance on Sunoco Gift Cards **CANNOT** be refunded for cash (no cash back) except in MA, where it is required by law.

Finalized purchases made with Sunoco Gift Cards **CANNOT** be canceled or voided.

Once something has been bought with a Sunoco Gift Card, you **CANNOT** credit the purchase back on the card. Customers can return items that they've purchased with a Sunoco Gift Card; however, the reimbursement to the customer will need to be with a replacement item or cash.

### **Recommended Procedures**

#### **CSR Responsibility**

At the moment of cashier log-off, the on coming CSR should make sure that all cards in the register drawer are listed on the Cashier report (see attached example), with the dollar value and account number of all Sunoco Gift Cards.

#### **Transaction Example:**

- 1-Customer requests the purchase of a \$25.00 Sunoco Gift Card by selecting the appropriate card carrier from the store or requesting a specific card.
  - 2-Using the “No Sale” button on the POS device, the CSR opens the register drawer and removes a \$25.00 Sunoco Gift Card.
  - 3-CSR closes the register drawer and with card in hand, rings up the sale on the POS device. CSR puts the sale date next to the card on the Cashier Report.
  - 4-Once the payment is received and processed; the CSR activates the Sunoco Gift Card following the correct activation process for the POS device.
  - 5-CSR puts the card in the card carrier and hands the activated card to the customer.
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**It is strongly recommended that the Manager require Gift Card Inventory counts at the end of the each shift. These counts should be verified and compared to the sales showing on the POS device. POS sales should match cards no longer in the drawer for each shift.**

### **Recommended Facility Manager Responsibility**

#### **Sunoco Gift Card Delivery Receipt Process:**

1. The Facility Manager should immediately record the order number, card value and serial number of the newly received Sunoco Gift Cards on the Sunoco Gift Card Tracking Sheet.
2. The Facility Manager should determine whether any cards are needed immediately in the POS drawer. If not, the newly received Sunoco Gift Cards should be placed in the safe.

3. If new cards are immediately required for sale, the CSR should record the new card information on the Cashier Report. Using the No Sale key on the POS device, open the POS drawer and place the Sunoco Gift Cards inside for safe keeping. The POS drawer should then be closed.
4. If, during the shift, additional Sunoco Gift Cards are required to meet anticipated sales volume, the Facility Manager or assigned personnel should open the safe and, place the cards in the POS drawer following the same process as in #3.

### **Card Carrier Display Location**

Card Carriers must be displayed by hanging in the store or near the register, showing all three denominations (\$25, \$50, \$100). **Do not insert the actual Gift Cards in the carriers while they are displayed in the store. Cards must be kept in a secure location (safe or register drawer) at all times.**

## GIFT CARD ORDER TRACKING SHEET

	\$25	\$50	\$100
<b>Previous Inventory</b>			
<b>Order Number</b>	<b>Card Number</b>	<b>Card \$ Value</b>	<b>Date card removed from inventory</b>
<b>Ending inventory</b>			



## Sunoco COOP Gift Card Policy and Procedure

OP-0764-05-2

07/25/05

**Replaces: OP-0764-00-3**

### *Purpose and Scope*

To define the policies and procedures for the proper handling, storage, sales and accounting of Sunoco Gift Cards, sometimes referred to as Cash Cards, at company operated facilities.

### *Policies*

It is the responsibility of the Area Operations Manager to train the Facility Manager on the correct handling of the Sunoco Gift Cards.

It is the responsibility of the Facility Manger to train all facility personnel on the correct handling of the Sunoco Gift Cards.

All Sunoco Gift Cards must be recorded, upon receipt, on the electronic Sunoco Gift Card Tracking Sheet.

All Sunoco Gift Cards not available for sale must be stored in the facility safe.

All Sunoco Gift Cards available for sale must be kept in the cash register (POS) drawer.

It is the responsibility of the Area Operations Manager to determine the limit on the dollar value of cards that can be left in the register drawer at each facility in the territory.

The first few deliveries of the new Sunoco Gift Card will not have the UPC code in place so until the UPC code exists on the card, the Pricebook Department will continue to maintain the 3 PLU keys setup for use in all POS devices for the 3 different dollar value Sunoco Gift Cards available for sale.

**The PLU keys are numbered: 501-\$25.00 / 502-\$50.00 / 503-\$100.00.**

Sunoco Gift Cards must be reconciled by cashier shift by each Customer Service Representative (CSR).

Sunoco Gift Cards sold must be reconciled daily by the Facility Manager or trained Asst. Manager.



**The sale of a Sunoco Gift Card now involves a POS activation process. This POS activation process is not a substitute for ringing up the sale. All sales must be rung on the POS device using the appropriate PLU key!**

**Because the POS activation process is new, it may be common initially for the CSR to forget to ring up the sale. Therefore, all sales entries to the DSR must be determined by daily Sunoco Gift Card number reconciliation, rather than by POS “End of Day” report sales amounts.**

**Sunoco Gift Card sales must be entered by the Facility Manager, or other trained personnel, into the store level accounting system on the Sunoco Gift Card screen by employee number, dollar value of card sold, and account number of card.**

Sunoco Gift Cards can be purchased with credit cards – however, no manual or keyed purchases can be made. If the credit card will not swipe or is not valid, the credit card may not be used to purchase the Sunoco Gift Card.

***It is not permitted to use the “Balance Inquiry” function on your POS device to check the balance on a Sunoco Gift Card!!!!***

There are several ways to determine remaining card balance:

- Check customer receipt for balance information.
- Balance inquiry is available online at [www.sunocogiftcard.com](http://www.sunocogiftcard.com).
- Have the customer call the toll free number 1-877-653-3357 on the back of the card. The system will provide remaining balance in dollars and cents.

***NOTE: Do not perform a balance inquiry by swiping the card through the Electronic Point of Sale Equipment except at the moment of selling a card you have just taken out of your store inventory. If you swipe a card you have not just sold and collected payment for, you might activate a card in error and your location will be charged for that card. This will result in a cash shortage and is not subject to a charge reversal as it is a violation of policy.***

Sunoco Gift Cards **CANNOT** be used to purchase Lottery tickets or Money Orders.

Sunoco Gift Cards **CANNOT** be replaced if lost or stolen – treat all cards as you would cash.

Sunoco Gift Cards **CANNOT** be reloaded with value.

The remaining balance on Sunoco Gift Cards **CANNOT** be refunded for cash (no cash back) except in MA, where it is required by law.

Finalized purchases made with Sunoco Gift Cards **CANNOT** be canceled or voided.

Once something has been bought with a Sunoco Gift Card, you **CANNOT** credit the purchase back on the card. Customers can return items that they've purchased with a Sunoco Gift Card; however, the reimbursement to the customer will need to be with a replacement item or cash.

Failure to follow any of these policies will result in disciplinary action up to and including termination.

## *Procedures*

### **CSR Responsibility**

At the moment of cashier log-off, the on coming CSR will record, on the Cashier report, the dollar value and account number of all Sunoco Gift Cards available for sale in the cash register drawer.

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#### **Transaction Example:**

- 1-Customer requests the purchase of a \$25.00 Sunoco Gift Card by selecting the appropriate card carrier from the store or requesting a specific card.
- 2-Using the “No Sale” button on the POS device, the CSR opens the register drawer and removes a \$25.00 Sunoco Gift Card.
- 3-CSR closes the register drawer and with card in hand, rings up PLU 501 on the POS device.
  - 3a-Nucleus POS only: Part of the PLU 501 entry on the POS device involves the pop-up of a box requiring the entry of the Gift Card serial number from the Sunoco Gift Card. CSR enters the required number, and obtains payment from the customer.
  - 3b-Non-Nucleus POS: CSR notes the serial number of the card being sold on the Cashier report.
- 4-Once the payment is received and processed; the CSR activates the Sunoco Gift Card following the correct activation process for the POS device.
- 5-CSR puts the card in the card carrier and hands the activated card to the customer.

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At the end of the CSR shift, the CSR will note on the Cashier report which, if any, of the recorded Sunoco Gift Cards were sold.

The dollar amount showing on the register Cashier report should show the same dollar amount as the dollar value of noted Sunoco Gift Card sales.

## **Facility Manager Responsibility**

### **Sunoco Gift Card Delivery Receipt Process:**

1. The Facility Manager will immediately record the card value and serial number of the newly received Sunoco Gift Cards on the Sunoco Gift Card Tracking Sheet.
2. The Facility Manager will determine whether any cards are needed immediately in the POS drawer. If not, the newly received Sunoco Gift Cards will be placed in the safe.
3. If new cards are immediately required for sale, the Facility Manger will hand the necessary new cards to the CSR. The CSR will immediately record the new card information on the Cashier report. Using the No Sale key on the POS device, the CSR will open the POS drawer and place the Sunoco Gift Cards inside for safe keeping. The POS drawer will then be closed.
4. If, during the shift, additional Sunoco Gift Cards are required to meet anticipated sales volume, the Facility Manager will open the safe and, after recording the appropriate serial numbers and dollar values, give the additional Sunoco Gift Cards to the CSR so they can be available for sale. The CSR will immediately record the new card information on the Cashier report and place the cards in the POS drawer following the same process as in #3.

### **Sunoco Gift Card Sales Reconciliation Process:**

1. If all cards listed on the Sunoco Gift Card Tracking Sheet are NOT still at the location either in the safe or in the cash register drawer, then sales must have occurred regardless of POS sales reported on POS “End of Day” reports.
2. If sales listed on POS End of Day reports do not match with the dollar value of “missing” Sunoco Gift Cards, it is important to carefully reconcile the CSR Cashier reports to determine which CSR sold Sunoco Gift Cards and did not ring them up appropriately on the POS device.
3. Identify Sunoco Gift Cards sold by CSR.
4. Record all Sunoco Gift Card sales on the Sunoco Gift Card Tracking form by entering the last name of the employee that sold the card and the DSR date the card was sold on the form.
  - a. This will move the Sunoco Gift Card’s detail information onto the Sunoco Gift Cards history section of the form and remove the information from the Tracking

Sheet since this particular Sunoco Gift Card is no longer available for sale.

### **Sunoco Gift Card DSR Sales Entry Process:**

The Facility Manager will enter the Sunoco Gift Cards sales information into the store level DSR by entering the appropriate information onto the Sunoco Gift Card Sales Detail screen.

#### **NOTE:**

- **Each card sold must be entered individually**
- **All required information for each card must be entered – Card Dollar Value, Card Serial Number, and Employee Number of the individual that sold the card.**

### **Gift Card Carrier Display Location**

Gift Card Carriers should be displayed by hanging in the store or near the register, showing all three denominations (\$25, \$50, \$100). **Do not insert the actual Gift Cards in the carriers while they are displayed in the store. Cards must be kept in a secure location (safe or register drawer) at all times.**

## **Gift Card Portal Reports**

Reports are available on the Portal under Financial>>Miscellaneous Reports

### **Available to Dealers, Distributors, Distributor Retail Sites, COOP's**

#### **Gift Card Activation by Summary**

Transaction detail for activations associated with a summary by Ship To DUNS #

Activation amount

Gift Card number

*NOTE: This report represents activations that occur within the time frame of a summary*

### **Available to Dealers and Distributors**

#### **Gift Card Orders – A/R draft – GIFTCARD1**

Transaction detail for any special shipping fees at the time the order is placed

Order face value amount

Special shipping amount (GIFTCARD1)

Gift Card number ranges

#### **Gift Card Activations – A/R draft – GIFTCARD2**

Transaction detail for activations included in the daily activation draft at the time the card is activated

Activation Amount

Draft Amount (GIFTCARD2)

*NOTE: This report represents activations that occur within the time frame of midnight to midnight*

***NOTE: The Gift Card Activations by summary report and the Gift Card Activations A/R Draft report represents activations in different time frames***

## Customer Related Issues

How to obtain the remaining balance on a Gift Card

- Check customer receipt for balance information
- Balance inquiry is available online at [www.sunocogiftcard.com](http://www.sunocogiftcard.com)
- Call 1-877-653-3357 and select option #1

***NOTE: Do not perform a balance inquiry by swiping the card through the Electronic Point of Sale Equipment other than those you have just sold and taken out of inventory. If you swipe a card you have not just sold and taken out of inventory, you may activate a card in error and your station will be charged for that card. This charge is not subject to reversal as it is a violation of policy.***

How to complete a sale when the Gift Card is not readable by the EPOS equipment

- Call 1-877-653-3357 option #1 to check the balance on the Gift Card
- Call Gift Card Customer Service at 1-866-569-2900
- Have the Gift Card account number available for the Gift Card Customer Service Representative
- Depending on the Gift Card's remaining balance, and the Sunoco location's inventory of Gift Cards, the Gift Card Customer Service Representative, can execute one of the following procedures to provide immediate access to the customer's funds on the defective Gift Card
  1. If the **full** balance is remaining on the Gift Card, the location refunds the Gift Card balance in cash or replaces the Gift Card out of existing inventory and the location is sent a replacement card.
  2. If only a **partial** balance is remaining on the Gift Card, the location refunds the remaining balance in cash and the location's AR account is credited
- Gift Card Customer Service Representative deactivates the defective Gift Card
- Defective Gift Card should be disposed

What to do if a customer tries to use a Gift Card that has not been properly activated

1. Station or Customer calls 1-888-784-5262 to request activation
- ***It is important that cards are not activated other than those that the location has just sold. The location will be charged for cards that the location activates.***

## How your Customers can purchase Gift Cards directly from Sunoco (SVM)

- Call 1-866-569-2900
- On-line at [www.sunocogiftcard.com](http://www.sunocogiftcard.com)
- Fax an order to 1-847-553-9222 (credit card and ACH debit)
- Gift Cards ordered directly from Sunoco (SVM) will be pre-activated cards
- Gift Cards ordered directly from Sunoco (SVM) will be charged processing fees

## How to comply with the Massachusetts Law requiring a “Cash-Out” option

- This procedure only applies to locations in the state of Massachusetts
- The “Cash-Out” option only applies to Gift Cards with 90% or more of their value already used
- Remaining balance eligible for the “Cash-Out” option

\$10 Gift Cards - \$1.00 or less

\$25 Gift Cards - \$2.50 or less

\$50 Gift Cards - \$5.00 or less

\$100 Gift Cards - \$10.00 or less

- Failure to comply with customer’s request to “Cash-Out” could result in a \$300 fine per violation
- **Guidelines for an automated “Cash-Out” option:**

### **Dealer Guidelines**

Gift Card must be present

Verify remaining balance – call 1-877-653-3357 and select option #1

Establish a procedure to account for a Gift Card “Cash-Out”

Enter remaining balance into EPOS terminal as a sale amount

Swipe the card to complete the “cash-out” sales transaction

Check receipt to verify remaining balance is zero

Destroy the Gift Card

Give the customer the remaining balance in CASH

### **COOP Guidelines (Nucleus)**

Gift Card must be present.

Verify remaining balance – call 1-877-653-3357 and select option #1

Ring up a “sale” using the “Fuel Correct” button for the remaining Gift Card balance

Have the Customer swipe the Card – the Cashier will touch the green “Credit” button

Once the sale is approved, check printed receipt to verify Remaining Balance is now zero (\$0.00)

Open the drawer by touching the “No sale” button

Return Remaining Balance to consumer in CASH

CSR - cut the Gift Card in half and drop into the safe with the transaction receipt

Facility Mgr must match manual fuel transaction dollars to dropped gift cards



## Sunoco Gift Card Terminal Display Messages

CALL AUTH CTR \$N	Authorization network is down. Cannot use Gift Card at this time. Another form of payment is required.
INACTIVE CARD \$A	Gift Card cannot be processed – it has not been activated – call 1-866-569-2900
INVALID CARD \$B	Gift Card cannot be processed – account number is not valid – call 1-866-569-2900
NO PRE AUTH \$I	Pre-authorization for completed Cardmatic sale was not found due to system time out. Sales transaction dropped. To receive credit send journal tape with Store and Forward sales entry to:  Sunoco, Inc. CC Accounting 15 <sup>th</sup> Floor, Suite LL 1735 Market Street Philadelphia, PA 19103-7583
NO PREV AUTH \$E	Transaction being reversed cannot be found. Void transaction is rejected. Note – void amount must equal original sale amount and void must be within 24 hours of original sale
NSF BALANCE \$D	Gift Card remaining balance does not cover sale amount. Split Tender situation – follow Terminal instructions and associated display messages
RETRY LATER \$X	Communications are down – Gift Card cannot be used at this time. Another form of payment is required
INVALID TRANS \$C	Refunds, returns, and voids, are not accepted

# Sunoco Gift Card Terminal Instructions

## Gilbarco

### Card Activation

- 1.Enter 12#
- 2.Swipe Card
- 3.Terminal displays  
“balance \$xx.xx”

### Sales Transaction

- 1.Enter sales data
- 2.Press Credit key
- 3.Swipe card
- 4.Completed sale prints  
receipt with remaining  
balance

### Balance Inquiry

- Call**  
1-877-653-3357  
option #1  
**See note below**

***IMPORTANT: DO NOT perform a balance inquiry by swiping the card through the EPOS equipment other than those cards you have just sold or taken out of inventory. If you swipe a card you have not sold and taken out of inventory, you may activate a card in error and your station will be charged for that card. This charge is not subject to reversal as it is a violation of policy.***

### Split Tender – Sale amount greater than remaining balance on Gift Card

Terminal Display:	Available	\$32.02 (gift card remaining balance)
	Balance Due	\$36.88 (amount still due)
	Use Available	Y/N
	Tax	0.00
	Total	\$68.90 (total sale amount)

Press “**NO**” if the customer decides not to use the remaining balance on their Gift Card and presents another form of payment for the TOTAL (\$68.90) sale amount

System waits for sales transaction for TOTAL (\$68.90) to be completed  
Customer may pay with Cash, Debit/Credit card (cannot be product restricted) – discounts cannot be applied  
Follow normal procedures to complete sale  
End of Split Tender procedure

Press “**YES**” if the customer wants to use the remaining balance on their Gift Card, and will pay the BALANCE DUE (\$36.88) either with Cash or Debit/Credit card(s)

System will generate a sales transaction for the AVAILABLE (\$32.02) amount  
Terminal prints receipt showing gift card remaining balance (\$0.00)  
Terminal Display: FINISH SALE – TAX – TOTAL \$36.88 (Amount Still Due)  
System waits for sales transaction for TOTAL (\$36.88) to be completed  
Customer may pay with Cash, Debit/Credit card (cannot be product restricted) – discounts cannot be applied  
Follow normal procedures to complete sale

# Dresser Wayne Plus

## Card Activation

- 1.Press Credit Key
- 2.Swipe Card
- 3.Terminal Displays  
“balance \$xx.xx”

## Sales Transaction

- 1.Enter sales data
- 2.Press Credit key
- 3.Swipe Card
- 4.Completed sale prints  
receipt with remaining  
balance

## Balance Inquiry

- Call**  
1-877-653-3357  
option #1  
**See note below**

***IMPORTANT: DO NOT perform a balance inquiry by swiping the card through the EPOS equipment other than those cards you have just sold or taken out of inventory. If you swipe a card you have not sold and taken out of inventory, you may activate a card in error and your station will be charged for that card. This charge is not subject to reversal as it is a violation of policy.***

## Split Tender – Sale amount greater than remaining balance on Gift Card

Note: Any prepaid fuel sales that requires a refund **must** be tendered in cash. Prepay fuel may **not** be split tendered – on the WAYNE PLUS

Terminal Display: NSF                                              \$92.14 (Total sale amount)  
USE UP BALANCE                                              \$77.34? (Gift card remaining balance)  
USE SOFT KEYS TO ANSWER “YES” OR “NO”

Press “**NO**” if the customer decides not to use the remaining balance on their Gift Card and presents another form of payment for the NSF balance (\$92.14) total sale amount

System waits for sales transaction for NSF BAL (\$92.14) to be completed  
Customer may pay with Cash, Debit/Credit card (cannot be product restricted) – discounts cannot be applied  
Follow normal procedures to complete sale  
End of Split Tender procedure

Press “**YES**” if the customer wants to use the remaining balance on their Gift Card, and will pay the difference with Cash or Debit/Credit card(s)

System will generate a sales transaction for the USE UP BALANCE (\$77.34) amount  
Terminal prints receipt showing gift card remaining balance (\$0.00)  
Terminal Display: BALANCE DUE \$14.80  
System waits for sales transaction for BALANCE DUE (\$14.80) to be completed  
Customer may pay with Cash, Debit/Credit card (cannot be product restricted) – discounts cannot be applied  
Follow normal procedures to complete sale

# Verifone Ruby

## Card Activation

- 1.Press Network function key
- 2.Scroll to SVC function, press enter
- 3.Press enter again
- 4.Enter activation amount press enter
- 5.Swipe card displays "\$xx.xx activation successful" press enter for activation confirmation

## Sales Transaction

- 1.Enter sales data
- 2.Press Credit key
- 3.Swipe Card
- 4.Completed sale prints receipt with remaining balance

## Balance Inquiry

- Call**  
1-877-653-3357  
option #1  
**See note below**

***IMPORTANT: DO NOT perform a balance inquiry by swiping the card through the EPOS equipment other than those cards you have just sold or taken out of inventory. If you swipe a card you have not sold and taken out of inventory, you may activate a card in error and your station will be charged for that card. This charge is not subject to reversal as it is a violation of policy.***

The "Network Functions" key can be set up to allow cashiers easy access to the SVCS balance inquiry function. Otherwise, Cashier must exit, enter Network Manager, and then follow the instructions from step #2.

## Split Tender – Sale amount greater than remaining balance on Gift Card

Terminal Display: NSF Balance  
Card Balance \$000015.20  
Apply \$15.20 to Total Sale ? Y/N ?

Press "**NO**" if the customer decides not to use the remaining balance on their Gift Card and presents another form of payment. The Ruby will then display the Total Due, and normal procedures should be followed to complete sale to another form of payment.

Press "**YES**" if the customer wants to use the remaining balance on their Gift Card, and will pay the balance due with other Gift Cards, Cash or Debit/Credit card(s)

The Terminal will display "Dialing" as it dials the network, and will then display:

Credit \$15.20 (amount removed from Gift Card balance) Total \$11.30 (the Balance Due on the sale)

The Balance Due may be tendered to other Gift Cards, Debit/Credit cards or Cash. Up to **five** Gift Card payments may be tendered. If the 5<sup>th</sup> payment cannot finish the sale, Cash **must** be used for the sixth tender. The final receipt will list all activity. Examples: (4 Gift Cards plus 1 Credit Card) or (5 Gift Cards plus Cash).

The use of a Debit/Credit card will always complete the sale, it will be the last payment tendered, and it can never be greater than the 5<sup>th</sup> payment.

# Ingenico 510

The Ingenico Terminal must be initialized to accept activations – see following instructions

## Card Activation

- 1.Press Admin key  
then press 5
- 2.Enter password then enter
- 3.Swipe Card
- 4.Enter activation amount  
press enter
- 5.Displays “approval \$xx.xx”  
prints activation confirmation

## Sales Transaction

- 1.Press Prepaid key
- 2.Swipe Card
- 3.Select product
- 4.Enter sales data
- 5.For multiple products  
repeat steps 3 & 4
- 6.Verify Sale Amount
- 7.Press OK/ENTER key
- 8.Completed sale – prints  
receipt with remaining  
balance

## Balance Inquiry

- Call**  
1-877-653-3357  
option #1  
**See note below**

***IMPORTANT: DO NOT perform a balance inquiry by swiping the card through the EPOS equipment other than those cards you have just sold or taken out of inventory. If you swipe a card you have not just sold and taken out of inventory, you may activate a card in error and your station will be charged for that card. This charge is not subject to reversal as it is a violation of policy.***

## Split Tender – Sale amount greater than remaining balance on Gift Card

Terminal Display: Gift Sale  
NSF Balance \$999.99  
Use balance  
NO YES

Terminal Prints: Alert Non-Sufficient Funds  
Sale amount \$26.10  
Remaining balance \$23.10  
Amount Due \$ 3.00

Remove the NSF Receipt

Press “**NO**” if the customer decides not to use the remaining balance on their Gift Card and presents another form of payment. The terminal displays a message that the transaction was cancelled; follow normal procedures to complete sale with another form of payment.

Press “**YES**” if the customer wants to use the remaining balance on their gift card, and will pay the balance due with other Gift Cards, Cash, or Debit/Credit card(s)

Terminal generates a sales transaction for the Remaining Balance (\$23.10) and prints a “Sale Receipt” showing the remaining balance of \$0.00.

Terminal Display: Split Sale  
Amt Due \$3.00  
Pay Cash?  
NO YES

Press **YES** if customer wants to pay Amount Due with Cash. Terminal prints a cash receipt for the amount due (\$3.00). Staple the Sale Receipt, NSF Receipt, and Cash Receipt together.

# ACTIVATING A SUNOCO GIFT CARD ON INGENICO 510 Version 2.14m

This procedure defines the steps for **initializing** the Ingenico terminal to allow activation of a Sunoco Gift Card and the process for activating a card. This should be done by the location owner or manager.

## **INITIALIZING TERMINAL TO ALLOW ACTIVATION**

1. Press ADMIN key.
  2. Press “7” for Manager Menu.
  3. Enter Manager password, press ENTER key.
  4. Press “2” for Transaction Control.
  5. Scroll to Gift Activate
  6. Press enter to activate or deactivate.
  7. To exit, press CAN /ANN key.
- \*\*Terminal is ready to accept activations \*\***

## **ACTIVATING A GIFT CARD**

1. Press ADMIN key, enter 5.
2. Enter 4 digit password, press Enter key.
3. Swipe Card.
4. Enter activation amount, press ENTER key.
5. Terminal will display “Approval \$xx.xx” and prints activation confirmation

### **NOTES:**

- \*\* Customer must call the SVS help desk to determine their remaining balance.
- \*\* Attempting to activate a card that was previously activated will be declined.
- \*\* A report at the end of a shift will show all cards activated during the shift along with the date, time, card number and amount activated. If shift is not taken, the same information will appear when the day is settled. This information **will not appear** if a “forced close” is initiated by First Data.
- \*\* Card will only be activated for the amount set by card issuer.

**CALL THE FIRST DATA HELP DESK WITH ANY TERMINAL QUESTIONS  
1 – 800-788-5721**

# Datacard 940

## Card Activation

- 1.Swipe Card
- 2.Press “NO” to debit
- 3.Press “TOTAL” key
- 4.Terminal displays  
“remaining \$xx.xx”

## Sales Transaction

- 1.Swipe Card
- 2.Press NO/CLEAR
- 3.Press product key
- 4.Key in sales data
- 5.Press ENTER
- 6.Multiple Products  
Repeat Step 3
- 7.Completed sale prints  
receipt with remaining  
balance

## Balance Inquiry

- Call**  
1-877-653-3357  
option #1  
**See note below**

***IMPORTANT: DO NOT perform a balance inquiry by swiping the card through the EPOS equipment other than those cards you have just sold or taken out of inventory. If you swipe a card you have not just sold and taken out of inventory, you may activate a card in error and your station will be charged for that card. This charge is not subject to reversal as it is a violation of policy.***

## Split Tender – Sale amount greater than remaining balance on Gift Card

Terminal Display: NSF Balance \$999.99

Terminal Prints: Cash Card Declined  
Sale amount \$62.50  
Amount on Card \$40.82  
Amount Due \$21.68

Remove “Decline” Receipt

Press Enter to continue

Terminal Display Use amount of cash card YES/NO

Press “**NO**” if the customer decides not to use the remaining balance on their Gift Card and presents another form of payment for the sale amount (\$62.50)

Original sales transaction cancelled  
Initiate a new sales transaction for the sale amount (\$62.50)  
End of split tender procedure

Press “**YES**” if the customer wants to use the remaining balance on their gift card, and will pay the balance due with either Cash, or a Debit/Credit card(s)

Terminal generates a sales transaction for the Amount on Card (\$40.82)  
Terminal prints “Sale” receipt showing Gift Card remaining balance (\$0.00)

Terminal Display: Amt Due \$21.68  
Cash accepted YES/NO

Press **YES** if customer wants to pay Amount Due (\$21.68) with Cash.

Terminal prints a cash receipt for the amount due (\$21.68). Staple the Decline receipt and Cash receipt together.

Press **NO** if the customer wants to pay the Amount Due (\$21.68) with a Credit/Debit Card or another Gift Card.

Swipe Credit/Debit Card  
Terminal generates sales transaction for Amount Due (\$21.68)  
Terminal prints “Sale” receipt