



Gift Card Procedures



Sunoco Gift Card Benefits:

Gift Cards appeal to all our customers

- Gas Gift Cards are universal - all driving customers appreciate them
- The Gift Card category is exploding - be sure you don't miss out on sales
- Gift Cards generate loyalty - customers need to return to your station to redeem
- Sunoco Gift Cards have no value until activated – no payment is required

Note: *The distributor's draft and reports are created within 24 hours and are available on SunocoNet the following morning. So, the Distributor has the detail within 48 hours that is needed to charge their retail locations. Credit terms for the Gift Cards is Net 5 days. Which means, it is 5 business days from the date we create the draft before the Distributor is actually charged for the activations. Same is true for Dealers*

Nucleus:

Sales and activation:

All gift cards are sold by using a pre-programmed PLU for the specific gift card amount requested. Once paid for, the card must be manually activated.

Activation:

1. Select the Sunoco button
2. Select Pre-paid card options
3. Select activation, swipe card.

Redemption:

Cards are processed for payment the same as credit cards.

If the balance will not cover the complete transaction, the system will respond with a balance and ask to use the balance towards the transaction as a partial payment.

In a pay at the pump situation, the pump will only authorize for the remaining balance on the card.

Balance Inquiry:

Select the Sunoco button
Select Pre-paid card options
Select Balance Inquiry.

Balance requests can be completed by calling the number on the back of the card or visiting the Sunoco Gift card web site: <http://www.svmcards.net/sunoco>

VeriFone: Ruby, Sapphire, Topaz, Ruby with Viper

Sales:

All sales should be rung up according to the proper PLU assigned to the particular card being sold. During the sale of the cards, the system will prompt you to swipe the card for activation.

Activation is part of the sale of the cards

For multiple card sales and activations, please review the VeriFone ICAT Alert on page 3 of this document.

Redemption:

Cards are processed for payment the same as credit cards.

If the balance will not cover the complete transaction, the system will respond with a balance and ask to use towards the transaction.

In a pay at the pump situation, the pump will only authorize for the remaining balance on the card.

Balance Inquiry:

Select Network functions
Select Pre-paid card options
Select Balance Inquiry.
Swipe the gift card.

Balance requests can be completed by calling the number on the back of the card or visiting the Sunoco Gift card web site: <http://www.svmcards.net/sunoco>



Gift Card Procedures



Passport:

Sales

All sales should be rung up according to the proper PLU assigned to the particular card being sold. .

Activation:

1. Press More
2. Press Network Functions
3. Press Activate Card, and swipe
4. Enter Activation amount

VX 570:

Terminal activation initialization

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 the red cancel button to exit..

Redemption:

Cards are processed for payment the same as credit cards.

If the balance will not cover the complete transaction, the system will respond with a balance and ask to use towards the transaction.

In a pay at the pump situation, the pump will only authorize for the remaining balance on the card.

Activation:

1. Press Admin key, enter 5
2. Enter 4 digit password and press enter
3. Swipe card
4. Enter activation amount. Press enter.
5. Displays "approval \$xx.xx, prints activation confirmation.

Balance Inquiry:

1. Press More
2. Press Network Functions
3. Press Balance request.
4. Swipe card.

Balance requests can be completed by calling the number on the back of the card or visiting the Sunoco Gift card web site: <http://www.svmcards.net/sunoco>

Balance Inquiry:

1. Press Admin key
2. Press 4
3. Swipe card.

Balance requests can be completed by calling the number on the back of the card or visiting the Sunoco Gift card web site: <http://www.svmcards.net/sunoco>



VeriFone ICAT Alert



Introducing the MX830 ICAT

Through time, Sunoco has added the ability to have different ICAT's (indoor card activation terminals) at various locations. Not all sites elected to use this new ICAT.

This ICAT takes over the swiping of all card types. Instead of swiping "any" cards through the POS card swipe, all cards are swiped through this ICAT for activation of gift cards along with all other swiping situations.



VeriFone POS - multiple card purchases and activations

Since the activation process is included in the sale of the gift cards on this POS, it is important to understand how the cards actually get activated.

During the sale of the cards, the POS requests that the CSR swipes the card for activation based off of PLU sales to the correct department. When multiple cards are in one transaction, the system knows how many cards are sold based off of the number of PLU items rung in.

1. The POS will request to swipe the first card for activation.
2. That card gets activated
3. The POS requests to swipe the next card
4. That card gets activated
5. This process will continue until all cards sold within the last transaction have been activated.

Note - If you do not swipe all cards during this process, they will not get activated! Only the cards that were swiped during this process will be active.

VeriFone POS systems limit gift cards to 5 per transaction.

The system will only allow up to 5 gift cards to be activated within a single transaction.



Required VeriFone programming



BUYPAK Setup - *Standard Ruby, Ruby/Sapphire and Topaz*

Dealer Configuration

Change the following items in Dealer Configuration: **Ruby MENU PATH:** System Setup|Network Mgr|#13 Configuration|#5 Dealer Configuration. The items in **BOLD** need to be changed to the value indicated. Other items can be changed based on the location's needs.

#	Attribute	Setting
14	SVC Cards Accepted	Y
15	SVC Activation	Y
16	SVC Re-charge	N
17	SVC Activation Min	25
18	SVC Activation Max	100
19	SVC Re-charge Min	10
20	SVC Re-charge Max	100

Department File Setup

Go to **Ruby MENU PATH:** System Setup|Manager|#3 Dept File. Set Department # 43 as Sunoco Cash Card. (If the site already has a department for Sunoco Cash/Gift Cards, this step does not need to be performed. Use an-other department number if necessary)

Sales Configuration Setup

Go to **Ruby MENU PATH:** System Setup|Manager|#3 Configuration|#2 Sales Config|#55 Prepaid Card Activate Dept#. Change the 0000 to 0043 (or the department that the site already has assigned)

EPSPAK/Viper Setup – *Any site installed with a V920 or a V910 Sapphire card*

Sunoco Cash Card Setup

Viper software integrates the Sunoco gift card activation event with the actual sale. Use these parameters for locations that sell the Sunoco Cash Card/Gift Card.

Go to **Ruby MENU PATH:** System Setup|Manager|#3 Dept File. Set Department # 43 as Sunoco Cash Card. Set the Host Product Code to 533. Select 1 for Activation (If the site already has a department for Sunoco Cash/Gift Cards, change the Host Product Code for that department to 533. (Use another department number if necessary)