

Gilbarco Passport Loyalty Stacking Instructions

Gilbarco Passport software now supports stacking of multiple loyalty programs. However, there are a few setup steps that need to be completed to ensure proper functionality.

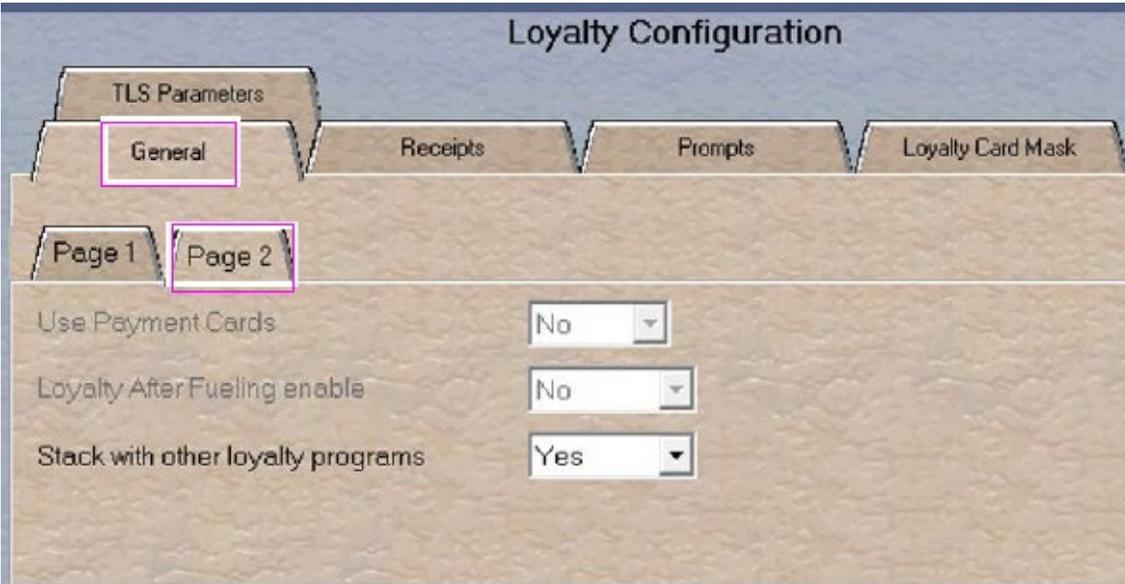
Feature Activation

To properly offer loyalty stacking, both the Enhanced Loyalty and the Multiple Loyalty Interfaces must be enabled within the point of sale.

Multiple Loyalty Interface is a new setting within Passport and can be accessed via the Manager Workstation (MWS) Configuration menu:

1. Go to Set Up > Store > Loyalty Interface
2. Select your desired Loyalty Program and select **change**
3. Select Page 2, the General Tab
4. Set the option for **Stack with other loyalty programs** to “YES”
 - a. When set to “YES”, that specific loyalty program can be combined with others in the same transaction.
 - b. When set to “NO”, that specific loyalty program **cannot** be combined with others in the same transaction.

Note: When adding a new loyalty program to Passport, the default configuration is “YES”



The screenshot displays the 'Loyalty Configuration' window. At the top, there are four tabs: 'TLS Parameters', 'General', 'Receipts', and 'Loyalty Card Mask'. The 'General' tab is selected and highlighted with a pink box. Below the tabs, there are two sub-tabs: 'Page 1' and 'Page 2', with 'Page 2' selected and highlighted with a pink box. The main area shows three settings, each with a dropdown menu:

Use Payment Cards	No
Loyalty After Fueling enable	No
Stack with other loyalty programs	Yes

Processing Multiple Loyalties on a Transaction

Cashier Workstation

If configured appropriately, when the cashier selects the “Loyalty ID” button on the Cashier Workstation (CWS), the PIN Pad/Dispenser will display options for all available loyalty programs.



Each button will initially appear as grey until selected. Once selected the button will turn red.

Customers may select individual loyalty options or use the “SELECT ALL” option to add all applicable loyalty programs to their transaction.

Note: If you have one or more loyalty programs set to **not** stack, an asterisk will be displayed alongside them. Loyalty programs with an asterisk cannot be combined with any other loyalty programs. When one or more loyalty programs are set to not stack, a message will be displayed on the PIN Pad/Dispenser advising the customer that not all programs are combinable.

If a customer selects a non-combinable loyalty program first, all other options will be disabled on the PIN Pad/Dispenser.

After selecting one or more loyalty programs, the customer will be prompted to enter their Loyalty ID on the PIN Pad/Dispenser.

Transaction Flows

After the customer enters their Loyalty ID, Passport will automatically send it to the first program in the list. If the next program requires a different Loyalty ID, the customer will be prompted to enter the second Loyalty ID on the PIN Pad or Dispenser.



For example:

Site has three loyalty programs selected, 1, 2 and 3, the following sequence occurs:

1. Customer chooses the "SELECT ALL" option
2. The display for program 1 is prompted
3. Customer manually enters their Loyalty ID
4. Loyalty Program 1 is approved
5. Passport will automatically try the Loyalty ID for programs 2 and 3
6. The Loyalty ID is only valid for program 3
7. Loyalty Program 3 is approved
8. The customer is prompted to enter their Loyalty ID for program 2
9. Customer manually enters their Loyalty ID
10. Passport tries the second Loyalty ID on all remaining programs
11. Loyalty Program 2 is approved

Note: When additional information is requested of the customer, such as a secondary Loyalty ID, the name of the requesting Loyalty Program will be displayed