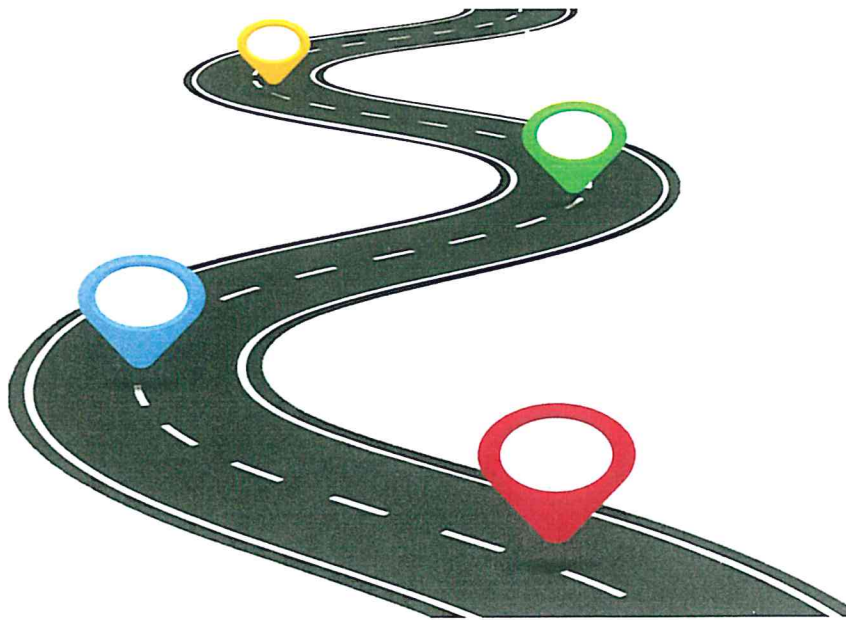




Roadmap to YOUR Success!



This Dealer Packet Contains Pertinent Information to Aid in Your Success



Welcome to the Valor Family!

Valor Oil, founded in 1966, is a family owned and operated company that values our business partners as family members.

We operate by four core values that drive our company forward and distinguish us in the marketplace. Family, Integrity, Profitability and Safety are not just goals but are the very foundation for how we approach everything we do.

Now that you are a valued business partner and family member, we look forward to assisting you in growing your business to support your loved ones.

Our goal is to empower you to operate your business and help you succeed. This binder is a Roadmap to Your Success. Enclosed you will find a wealth of information that will assist you in these efforts.

We hope you will utilize these tools to elevate you and your business to a level that will surpass your expectations.

Your experience with Valor Oil and our family is our number one priority. Please let us know how we can help.

Thank you again for choosing Valor Oil to be your partner and we look forward to serving you.

Sincerely,

Your Valor Family

Technology Support Contact List



Sunoco Technical Helpdesk <ul style="list-style-type: none"> - Station Startup - Debit Not Working at Pumps - Site Communication Questions (VSAT/PRYSM) - Loyalty Technology Support 	800-786-9494 Option 1
Dealer Credit Card Helpdesk <ul style="list-style-type: none"> - Charge Backs - Credit Card Posting 	800-786-9494 Option 4
FDC / Buypass Helpdesk <ul style="list-style-type: none"> - Station Startup (Terminal ID Issues) - Table Loads/Downloads - Transaction Processing - Specific Credit Cards Not Processing - Out of Balance Issues 	800-788-5721
Point of Sale Support for A-Accounts/Distributors	
- VeriFone Helpdesk (includes all Petro POS, as well as VX570/VX520 terminals)	800-480-5848 or via Chat online at support.verifone.com
- Gilbarco Helpdesk	800-800-7498
- Fiscal Helpdesk	800-838-4549 ext 168 800-838-4549 ext 152 (Site down cannot fuel) Or email to helpdesk@fis-cal.com
- Retail Data Systems (RDS) Helpdesk for NCR POS	855-737-4358
- ASCC Helpdesk for NCR POS	724-772-2722
- CBE Helpdesk for NCR POS	800-447-7038
- Oscar W. Larson Co. Helpdesk for NCR POS	800-482-1200
- SPATCO Helpdesk for NCR POS	800-477-2826
- WILDCO PES Helpdesk for NCR POS	866-244-4724
Marketing Program Technology Support for A-Accounts/Distributors	
- Verifone Dispenser Media Helpdesk - for Wayne Pumps (receipt printer, keypad, card readers, display)	800-480-5848 option 3
- Dispenser Media Support – for Gilbarco Pumps (receipt printer, keypad, card readers, display)	Contact your local Gilbarco Authorized Service Contractor
- LIFT PRN Helpdesk	866-369-5199 option 1



Vendor Contact Phone Numbers

Gilbarco:	1-800-800-7498
Wayne:	1-888-929-6327
Verifone:	1-800-318-5373
Techquidation Scanners:	1-770-843-4305
Hinderliter (Evansville) :	1-812-470-0716
Petro Towery (Louisville):	859-623-8520
Specko (Bowling Green):	615-210-7394
Budke (Cincinnati):	513-923-3330
C & B Signs (Cincinnati):	513-615-6511
Custom Signs (Evansville):	1-866-313-7446
Southern Environmental:	270-783-8151
UST Installation & Construction:	270-779-9129
C Store Values – Site Surveys:	513-986-3312
Neumayer Construction:	800-843-4563
Text Line:	314-772-4062



Numbers You Need to Know

Janet Latham

Dispatch Only

Dispatcher

Phone: 270-418-3281

Mobile: 270-231-1296

Brandi Ramirez

Dispatch Only

Dispatcher

Phone: 270-713-2018

Mobile: 270-925-1028

Gina Raley

Pricing Only

Fuel Management Specialist

Phone: 270-663-3207

Mobile: 270-313-6863

Jack Mitchell

Credit Cards Only

Credit Manager

Phone: 270-594-4102

Mobile: 812-499-3674

David Duncan

Maintenance Only

Maintenance Manager

Phone: 270-467-4242

Mobile: 270-991-7932

Kevin Beach

Dealer Sales Manager

Phone: 270-467-4214

Mobile: 270-991-7938

Damon Bail

VP of Retail Operations and Marketing

Phone: 270-663-3209

Mobile: 470-808-1540



Brand Standards

Maintaining brand standards is part of our contractual agreement and partnership.

It is vitally important to keep your store compliant. Once per quarter we will complete a Valor Shop to assist you in making this happen.

Included in this section is a Valor Shop for your review. Please become familiar with the document so you have a thorough understanding of the standards.

If a product is legal to sell in the state of Kentucky, and Sunoco permits it, then you may sell it in your store.





Mystery Shop Questions

Brand Compliance, Exterior and Lot Conditions:

1. Is the Primary Oil Company ID brand compliant and is the price sign and poles clean, free of vendor signs cable-tied to the poles and is everything clean and well maintained? Look for rust, missing panels, numbers faded or damaged and any lights out.
2. Is the forecourt area including canopy fascia, poles, dispensers, curbs bollards, forecourt pad, canopy lights, trash cans, brand compliant and clean and well maintained? Look for rust, dirt, excessive stains.
3. Are Dispensers, crind area, and nozzles clean and well maintained and is the current POP on the pump topper correctly displayed at this location?
4. Are all dispensers operational and did the dispenser you used print a receipt?
5. Were squeegees, paper towels, and fresh cleaning fluid available at each island?
6. Was the grass, curbside, landscaping and planter boxes, parking lot, and dumpster area well maintained and free of liter/debris?
7. Is the store front appealing to the customer without excessive window signage and other non-appealing cosmetic deterrents and is paint in good condition?
8. Do you feel safe and secure at the location?
9. Are all fill cap lids on the tank pad area properly painted with no cracks in the lids or any other visible damage and are all fill caps properly placed on the drop tubes?
10. Are vehicle parking striping area clearly marked including ADA required designated handicapped spaces?

Interior

11. Is the interior of the store clean and well maintained? Look for missing/dirty ceiling tiles, lights out, food service area unclean?
12. Is the store well stocked? Look for credit card brochures, outages on shelves or in coolers, customer deli supplies available?
13. Are the restrooms clean and well maintained? Look for missing supplies, dirty, graffiti, odors, lighting trash and mirror issues.
14. Is the counter/cashier area clean and free of clutter?

Customer Service:

15. Was the cashier wearing a uniform or nametag?

16. Marathon: Nametag or Marathon shirt or shirt with location name

17. Valero: Not required

18. Shell: Shell approved collared shirt or Shell apron

19. Sunoco: Nametag or Sunoco hat or shirt with location name

20. Did the cashier greet the customer in a friendly fashion at the beginning of the transaction?

21. Did the cashier thank the customer for their purchase and handle the transaction efficiently?

Differentiators:

22. Were drugs, drug magazines, drug paraphernalia, or pornographic materials being merchandised at this location? If Marathon location look for Kratom. Other examples are pipes, bong, one hitters, scales, UPass, etc...

Bonus Questions:

23. Marathon only: Is Make it Count working at the location and information displayed?

24. Shell only: Is Fuel Rewards working at the location and information displayed?

25. Sunoco only: Is Sunoco Go Rewards working at location and information displayed?



EBT/SNAP NOW ACCEPTED VIA COMMANDER EPOS SYSTEMS

In response to recent requests, locations equipped with commander EPOS systems, can now accept EBT and SNAP as a form of payment.

SCHEDULING:

VeriFone Commander – Completed

Radiant – Currently in Beta

Passport – Projected for Q4 2019

What's the Difference?

EBT: Electronic Benefit Transfer

EBT is an electronic system that allows a recipient to authorize a transfer of their government benefits from a Federal account to a retailer account, to pay for products received. EBT cards are more discreet because of their resemblance to debit cards.

SNAP: Supplemental Nutrition Assistance Program

SNAP helps recipients maintain healthy diets by making relatively expensive items like fresh fruits and vegetables accessible to those with low incomes.

TANF: Temporary Assistance for Needy Families

The TANF program provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical.

How do I get My POS Enabled?

Go to portal.sunocolp.com. Select **Program Site Enrollment** from the **Operations** Menu. Select **EBT** program. Provide us your FNS number and whether you participate in the **SNAP** or **TANF** or **Both** programs.

Don't have access to SunocoNet? If you don't have access to SunocoNet you can contact the First Data Help Desk and provide your site's FNS number at 1-800-788-5721.

Sunoco is not responsible for EBT credits if we are provided the incorrect FNS number either through SunocoNet.

If you cannot find your permit, contact the SNAP Retailer Service Center for further assistance. The address and telephone number of the SNAP Retailer Service Center can be found at:

http://www.fns.usda.gov/snap/retailers/retailer_service_center.htm

Each store location is issued a SNAP permit. If a store changes ownership, moves to a different location, or is closing, the SNAP permit is void and cannot be transferred to someone else.

For more information please visit

http://www.fns.usda.gov/snap/retailers/retailer_service_center.htm

Setting up your POS

1. Sites will also need to maintain their Point of Sale Price Book so that only food Stamp/ SNAP qualifying merchandise can be sold and non-qualifying items are restricted when using the EBT tender types.

Note: Sunoco is not responsible for a sending non Qualifying Food Stamp items to the payment processor. A Site is fully held liable by their State if the site incorrectly sells non-qualifying food stamp items. Control of EBT/Food Stamp restrictions are 100% controlled by the Price book. The Site owner/ manager must maintain proper control of their site via policies, procedures and or Software restriction settings.

2. Sites will need New tender Keys created in their POS for "EBT FD" and "EBT CB" Short for "EBT Food" and "EBT Cash Benefit". If needed, contact your POS Vendor Helpdesk to assist with this setup.

Verifone Commander POS setup for EBT acceptance

1. Ensure PLUs that Qualify for EBT have the following option set for **EACH** PLU "Food Stamp"

Note: the PLU will not inherit the Department setting

Price Look Up Manager

Page 1 of 224

Previous Retrieve PLUs Next

0000000000321/000	REFILL COLD
0000000000406/000	CUP OF ICE / WATE
0000000000451/000	.25 OLLOT
0000000000468/000	.50 OLLOT
0000000000475/000	\$1 OLLOT
0000000000512/000	MONEY ORDER
0000000000802/000	REFILL XL HOT
0000000000994/000	NONSCAN ITEMS
0000000001038/000	APPLES GRANNY SMT
0000000001229/000	OAK FARMS HOMO PL
0000000001427/000	PLT FRIJOLADA
0000000001588/000	GOLD5W30
0000000001687/000	10LB BAG ICE
0000000002127/000	FOOD REBATE PLU 1
0000000002776/000	LTC CHICKEN LEG
0000000002783/000	BURRITO DE
0000000003179/000	FISHING .89
0000000003186/000	FISHING .99

PLU 0000000000103 8 000

Description APPLES GRANNY SMTH USA

Price 0.49 Sell Unit 1.000

Department 0105 - Grab N Go

Product Code 0400 - GENERAL MERCHAN

Fees Edit

ID Check Edit

Taxes Edit

Blue Laws Edit

Group ID

Sequence #

Properties

Open Not Sold

Returnable Food Stamp

Special Discount Promo

Fractional Qty Prompt Serial Num

Prohibit Manual Discount

2. If the site performs sales using the department key, setup the Food Stamp option in the department as well.

Merchandise Configuration Save Cancel

Categories Product Codes Departments

Select Department

0096 - PAYPHONE COLLECT
0097 - MDA COLLECT
0098 - DRISCOLL COLLECT
0099 - OTHER CHARITY
0100 - Prepaid Fuel Fiscal
0101 - Grocery
0102 - Bakery
0103 - TX Scratch
0104 - Dairy
0105 - Grab N Go
0106 - Ice Cream
0107 - OK Scratch
0108 - NM Scratch
0109 - Tobacco
0110 - HABA
0111 - Packaged Drinks
0112 - Beer and Wine
0113 - Liquor
0114 - GENMERCHANTX
0115 - Ice
0116 - AUTO PRODUCTS
0117 - UNKNOWN04
0118 - Automotive
0119 - UNKNOWN05
0120 - State Instant Lottery
0121 - LOTTERY
0122 - UNKNOWN07
0123 - UNKNOWN08
0124 - UNKNOWN09

Number 104

Min. Amount 0.00

Max. Amount 0.00

Product Code 0400 - GENERAL MERCHAN

Category 0104 - POCKET

Fuel Tax Exemption

Fees Edit

ID Check Edit

Taxes Edit

Blue Laws Edit

Options

Allow Food Stamps Allow Special Discount

Allow Fractional Quantity Negative Department

- The Site will need Tender keys created to Perform EBT transactions
They should be labeled EBT_FS and EBT_CB

Payment Management

MOP Currencies Fees Tax Rates

Delete

Select MOP	Name	MOP Code
018 - 5 Cash	EBT_FS	20 - EBT_FS
019 - 10 Cash	Minimum Amount	Maximum Amount
020 - 20 Cash	0.00	0.00
021 - Mobil Payment	Limit	#Additional Receipts
022 - Order Up	0.00	0
023 - EBT_FS	Tender Code	Tender Sub Code
024 - EBT_CB	generic	generic
025 - PESOS1	Options	
026 - keyed credit	<input type="checkbox"/> Force Safe Drop <input type="checkbox"/> Open Drawer On Sale <input checked="" type="checkbox"/> Tender Amount Required <input checked="" type="checkbox"/> Cashier Report Prompt <input checked="" type="checkbox"/> Allow Zero Entry <input type="checkbox"/> Allow Without Sale <input checked="" type="checkbox"/> Allow Refund <input type="checkbox"/> Allow Change <input checked="" type="checkbox"/> Allow Safe Drop <input type="checkbox"/> Allow Money Order Purchase <input type="checkbox"/> Force Ticket Print	
027		
028		
029		
030		
031		
032		
033		
034		
035		
036		
037		

Payment Management

MOP Currencies Fees Tax Rates

Delete

Select MOP	Name	MOP Code
018 - 5 Cash	EBT_CB	21 - EBT
019 - 10 Cash	Minimum Amount	Maximum Amount
020 - 20 Cash	0.00	0.00
021 - Mobil Payment	Limit	#Additional Receipts
022 - Order Up	0.00	0
023 - EBT_FS	Tender Code	Tender Sub Code
024 - EBT_CB	generic	generic
025 - PESOS1	Options	
026 - keyed credit	<input type="checkbox"/> Force Safe Drop <input type="checkbox"/> Open Drawer On Sale <input checked="" type="checkbox"/> Tender Amount Required <input checked="" type="checkbox"/> Cashier Report Prompt <input checked="" type="checkbox"/> Allow Zero Entry <input type="checkbox"/> Allow Without Sale <input checked="" type="checkbox"/> Allow Refund <input type="checkbox"/> Allow Change <input checked="" type="checkbox"/> Allow Safe Drop <input type="checkbox"/> Allow Money Order Purchase <input type="checkbox"/> Force Ticket Print	
027		
028		
029		
030		
031		
032		
033		
034		
035		
036		
037		

- Once these tender Keys are created Place them on the Touch screen

NCR Radiant Setup coming soon



TAP. PUMP. GO.

Digital Storefront Manager: Training FAQ

SUNOCO APP QUESTIONS

Will customers be able to use the Sunoco App at other branded locations?

No; the Sunoco App can only be used at Sunoco branded locations.

Which phones can be used with the Sunoco Mobile App?

Android and iPhone phones can download and use the Sunoco Mobile App.

Can Grocery Reward programs be linked to the App?

At launch, Price Chopper and Shop n' Save Rewards cards can be linked to the Sunoco App for customers to redeem gas rewards earned. Sunoco is evaluating other grocery rewards partners for future app versions.

How does the app work at full-service locations?

Users can select the pump and authorize payment from their phones. Full-service attendants will need to select the grade of fuel when prompted on the pump.

If a consumer has a question or is having issues with the app, where should we direct them?

Please participate in the training sessions and educate your staff on how to accept payment. If you are not able to answer a customer question, please direct him/her to call Sunoco Customer First (1-800-SUNOCO-1). The Sunoco Customer First team has been trained on how to answer customer questions and/or resolve issues with the app.

What is the consumer value prop?

Setting up an account and paying through the app allows consumers to experience a faster way to fuel. App users will be able to search for a location, link participating grocery rewards, favorite locations, and view available offers and promos at nearby stores.

What radius does a customer need to be in to see offers at my location?

Assuming you have created In-Store Offers, users will see an indication on the home screen that In-Store Offers are nearby if they are within 15 miles of the store.

Will Sunoco Rewards Credit Card users receive the five cent per gallon discount when used in the app?

The Sunoco rewards card will work the same when used in the app as it does when using the credit card reader in the dispenser. The Sunoco Rewards Credit Card will be enabled in the mobile wallet at the end of August.

Can customers pay inside and outside with the Sunoco Mobile App?

Yes; customers will be able to pay outside once your POS system has been upgraded. For customers to pay inside, you must use your 2D scanners to accept payment.

What payment methods can be used in the Sunoco Mobile App?

Apple Pay, Google Pay, Visa, MasterCard, Discover, American Express

We are actively working to enable the Sunoco consumer credit card as an accepted method of payment.

Can consumers apply for a Sunoco Rewards credit card in the app?

This feature will be available in the coming months and supported by a marketing campaign.

What happens if a customer chooses to pre-pay for fuel inside but they do not pump the full amount?

The customer will only be charged the amount for which they pumped, the same as any other inside credit card pre-pay transaction for fuel.



TAP. PUMP. GO.

Digital Storefront Manager: Training FAQ

TROUBLESHOOTING AND TECHNICAL QUESTIONS

How do I access the Digital Storefront Manager on the Sunoco Portal?

To access the Digital Storefront Manager, you will need to log into the legacy SunocoNet Portal or the new, Sunoco LP portal (depending on whether or your username has been migrated to the new portal). After you log in, look for the “Vendor Partner Links” menu tab and select “Digital Storefront Manager” to get started.

I was able to log into the Portal and access the Digital Storefront Manager, but I cannot get past the “Get Started” button. Please help!

Please use Google Chrome or alternate browser, other than Internet Explorer.

My location is mobile ready, but I cannot accept inside payment. My scanner shows an error message when I try to scan a customer’s barcode in the app.

Please reference the Mobile Payment Transaction Guides posted in the Sunoco Mobile App document folder in the portal. There are also scan sheets available for 2D scanners to be updated. If neither of these guides resolve your problem, please reach out to sunocoapp@sunoco.com for assistance.

We can we find the recorded webinar sessions?

The recorded webinar sessions are available in the WebEx Call Recordings file in the Training documents of the Sunoco Mobile App documents folder on the portal. Please click on one of the blue hyperlinks to “play recording” and enter the provided password to view the training.

I do not have 2D scanners at my location. How do I make sure I purchase the correct one?

Please use the 2D scanner flyer that has been posted to the portal under the Sunoco Mobile App documents folder for price details and order information to purchase 2D scanners for your location.

I have not been contacted by Verifone to complete the mobile activation, who can I call to activate mobile payment?

Dealers/Distributors can directly email Verifone at: i.Projects.General@verifone.com

- Email subject line: Sunoco Mobile Config Request
- Email body: Provide Duns, Phone number, Contact Name, and configuration appointment request (M – F, 8AM to 5PM EST)

I have installed the Gilbarco Passport 11.01H software, but I have not been contacted by a Gilbarco Representative to complete the mobile activation. Who can I call to activate mobile payment?

Gilbarco representatives will reach out to all locations who have downloaded the 11.01H software upgrade to complete mobile payment activation.

What happens if a customer selects the wrong pump?

The transaction will time out after 90 seconds and a user will need to either try again to come inside to pay.

What if the app doesn’t recognize my location?

Please email SUNOCOAPP@SUNOCO.COM for assistance.



TAP. PUMP. GO.

Digital Storefront Manager: Training FAQ

MOBILE PAYMENT PROGRAM QUESTIONS

Is there a program cost or transaction fee?

No; not at this time. Sunoco reviews all credit card and transaction fees on an annual basis.

Will the Sunoco WEX or Fleet cards be a part of the mobile payment options in the app?

Not at this time; Sunoco has not built this capability into the current app version. Sunoco is evaluating this capability for future app versions.

How do I make sure my site is ready to accept payment through the Sunoco Mobile App?

1. Check your POS system first.
 1. If you have a Verifone Commander POS – your system is being remotely upgraded and you will be contacted directly if information is missing.
 2. If you have a Gilbarco Passport POS – you must sign up for the software upgrade. Contact your area sales representative to sign up. After you have signed up, you will receive CD-ROM software to install the 11.01H software. A Gilbarco Representative will call your location to complete mobile payment activation.
 3. If you have NCR Radiant – more details will be released in the fall. You can still log into the digital storefront manager to update store info and/or upload deals and offers to be made available to Sunoco App Users.
2. Make sure you have a 2D scanners set up and enabled to use to accept mobile payment inside.

How will customers know that my location accepts Mobile Payment with the Sunoco App?

You will receive a complete sign kit to clearly identify your site as Mobile ready. Customers will also be able to find “Accepts Mobile Pay” locations on the Station Locator feature and list view of the app.

Do I need a 2D scanner at my location?

You must have a 2D scanner to accept customer payment through the Sunoco App inside of your store.

Will there be any changes to the process for settlement?

There will be a new MOP line for Mobile Method of Payment. For locations with the Verifone/Commander POS, please review the “Sunoco Commander Mobile Payments Settlement” document posted under the “Sunoco App” folder available on the SunocoNet portal should you have questions regarding reconciliation.

Will Sunoco be coming out with a rewards program to drive loyalty?

Yes! We are actively working on a new Sunoco Rewards program.



TAP. PUMP. GO.

Digital Storefront Manager: Training FAQ

DIGITAL STOREFRONT MANAGER QUESTIONS

The information about my location isn't up to date in store locator. How can I update that information?

You can make changes to your location's name, address, hours, and available services through the Digital Storefront Manager dashboard.

Will Sunoco solicit any promotions from vendors that I can run at my location?

This feature is coming soon and you will be able to "Opt-In" for your location through the Digital Storefront Manager Dashboard.

Who can we contact if we have questions about the app and/or the digital storefront manager?

Please email SUNOCOAPP@SUNOCO.COM for assistance.

Are there any restrictions on the offers I can load into the digital storefront manager?

Yes; Digital Storefront Manager Users must adhere to the terms and conditions set forth on the site. Promotion or advertisement of items that may be considered offensive or that violate state, local, and/or federal laws is strictly prohibited.

My site has services that aren't included in the store locator. How can I update services?

You can add "Available Services" through the Digital Storefront Manager dashboard.

How often can you update/edit your Digital Storefront? Is there a limit to the number of offers you can create?

There is no limit on the number of updates that can be made or to the number of offers added. Be sure to keep your store information up to date and accurate, as this is the content that will be displayed to your consumers. If you would like to create multiple deals or promos, Sunoco recommends using one or two relevant and impactful offers at a time.



Cashier Quick Training Guide

Now that your site has been activated and able to process chip cards at the dispenser, you need to familiarize yourself with an Outdoor EMV transaction. Customers already know how to use EMV for inside transactions and outside transactions have a very similar look and feel. Knowing and being able to explain the process to the customer will help ensure their experience is both stress free and secure.

What is new at the dispenser?

The customer experience at the pump will be very similar to the inside transaction process at the site today. The customer will no longer quickly insert/swipe their card at the dispenser. **The customer will need to insert their chip card and follow the screen prompts on the pump display to complete the fueling process. Chip Cards are required to be removed from the card reader before fueling will start.** Some card readers will not allow the card to be removed until prompted to do so.

Most dispensers have a logo of how the card should be inserted into the card readers. The orientation of the card reader will determine how the chip card is inserted.

Vertical Card Readers – the chip card needs to be inserted as shown in *Figure 1*. The logo/chip side of the card will be facing left and the mag stripe will be facing right.



Figure 1



Figure 2

Horizontal Card Readers – the chip card needs to be inserted as shown in *Figure 2*. The logo/chip side of the card will be facing upwards, and the mag stripe will be facing down.

Why do some Credit/Debit Cards require a PIN?

Some credit/debit cards require that the customer enter a PIN for the card to be process as a chip card. The requirement is set by the issuing bank and not Sunoco. If the customer does not know the PIN they should contact their bank.

Some credit/debit cards allow for a customer to not enter a PIN. The customer can press the enter button on the pinpad or press the PIN Bypass prompt on the screen.

How do Magnetic Stripe Only Cards work?

There are still credit and debit cards that do not have a chip. These cards will be processed as they have been prior to Outdoor EMV activation by swiping the card as shown in Figure 1 & 2, then following the on screen prompts.



Cashier Quick Training Guide

Commander / RubyCi Software - Buypass 3.10.39 (Base 51.37) Important Changes

Indoor Transaction Process Flow Change - Notification of Two Potential Issues

1. Verifone Commander/RubyCi software, Buypass 3.10.39 (Base 51.37), includes a software enhancement that was intended to streamline the indoor transaction for the customer, but instead has caused customer confusion. Previously a customer had to insert their EMV chip card in the pinpad for the entire transaction, but now the customer can insert their EMV chip card into the pinpad, the pinpad will beep, and the card can be removed after only a few seconds. This is called "quick chip", which cannot be turned off in the software, and allows the customer to put the card back in their wallet quickly. However, the transaction has NOT completed so you may need to inform the customer they need to wait for the transaction to complete before leaving the store.

Only after the card has been removed from the pinpad AND the cashier presses the credit or debit tender button will the register begin the authorization process, resulting in an approval or decline. The card authorization process takes approximately 4-8 seconds, and the cashier will not see a message on the register until the transaction is approved or declined:

- A. Approved Transaction: register shows \$0 balance due, the ticket view on left hand screen clears, and is ready for the next transaction
 - B. Declined Transaction: register screen shows "sale decline" and balance due remains
2. Verifone Commander/RubyCi software, Buypass 3.10.39 (Base 51.37), includes pinpad screen prompt changes during a transaction that is causing some customer confusion.
During the card authorization process:
 - a. the pinpad display cycles through the idle and welcome screens, and this may give the impression to the customer the transaction completed
 - b. the pinpad font is small and may be difficult to read for some customers

We have made Verifone aware of these issues and in a near future software release, Verifone is creating clearer messaging on the pinpad and register. This will lessen customer confusion on when to remove their card, and the pinpad prompting during the authorization process.

If you have any concerns about the transaction authorization process taking longer than 8 seconds to complete, please report this to the Verifone or Sunoco help desk.



Cashier Quick Training Guide

Commander / RubyCi Software - Buypass 3.10.39 (Base 51.37) Important Changes

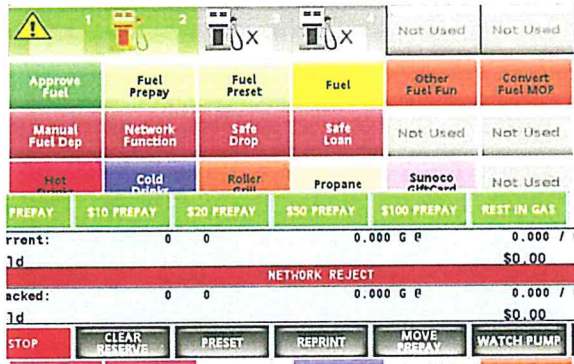
Outdoor Transaction Process Flow Change - Notification of Potential Issue

Once Outdoor EMV is active, a transaction at the dispenser requires customers to keep their EMV chip cards inserted, but some customers will continue to swipe their cards. The pump screen will prompt the customer to keep their EMV chip card inserted, but if they don't the cashier will see a message on the register that says "NETWORK REJECT". Inform the customer they need to follow the pump screen prompts and to keep the card inserted to complete the pump transaction.

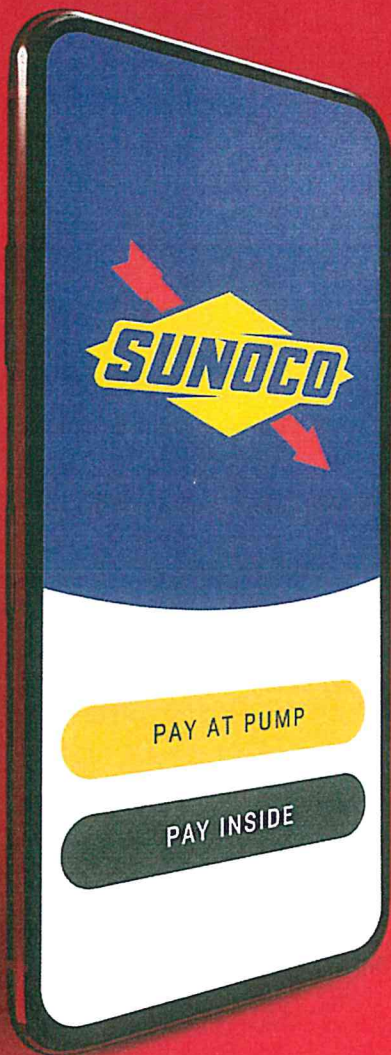
Customer will see at the Pump



Cashier will see on Register



We have made Verifone aware of this issue and in a near future software release, Verifone is creating clearer messaging on the register.



Gilbarco Passport Inside Mobile Transaction Guide

The New Sunoco Mobile App
Tap. Pump. Go.

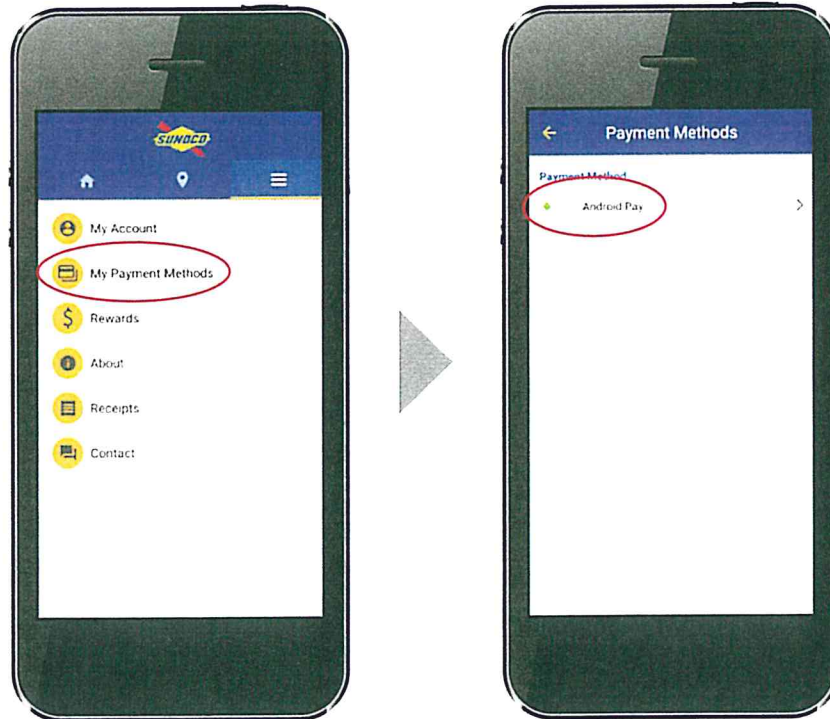


Gilbarco Passport Inside Mobile Transaction Guide

The New Sunoco Mobile App **Tap. Pump. Go.**

IF USED BY THE CUSTOMER IN COMBINATION WITH APPLE PAY OR ANDROID PAY AS THE ONLY FORM OF PAYMENT IN THE SUNOCO APP PAYMENT METHODS

1. If the customer only has one payment method in the wallet and that payment method is **Apple Pay** or **Android Pay**. The pay inside transactions will require the customer to use their phone as a **Tap and Pay** device for Android Pay or Apple Pay.
2. The customer will then place their phone on the PIN pad so that Android Pay or Apple Pay data may be received for Payment.
3. A receipt will print from the register.





Gilbarco Passport Inside Mobile Transaction Guide

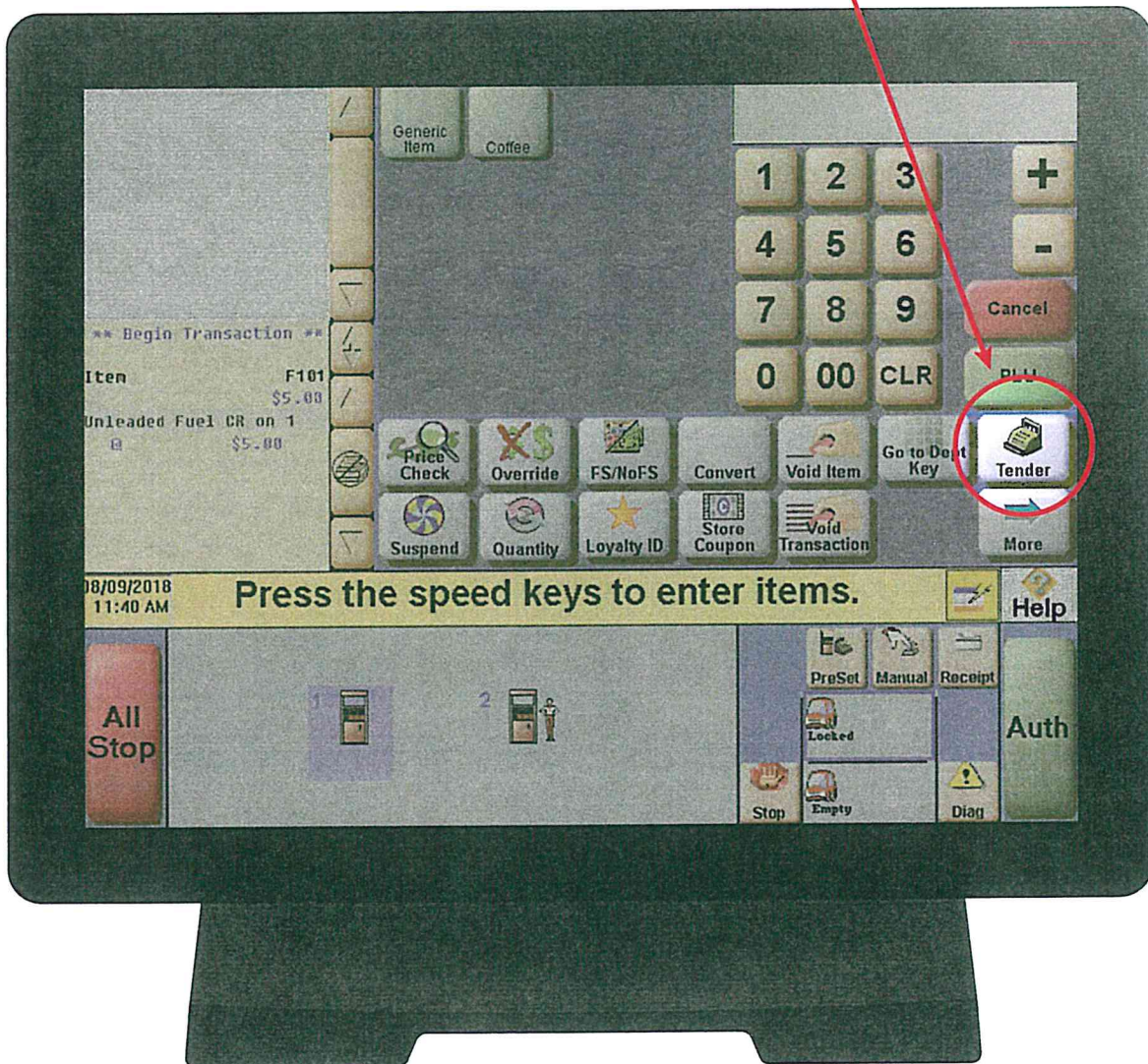
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RINGING AN INSIDE MOBILE TRANSACTION ON GILBARCO PASSPORT POS

STEP 1

Ring up merchandise and/or fuel sale as normal.

After all items have been rung up, select **Tender**.

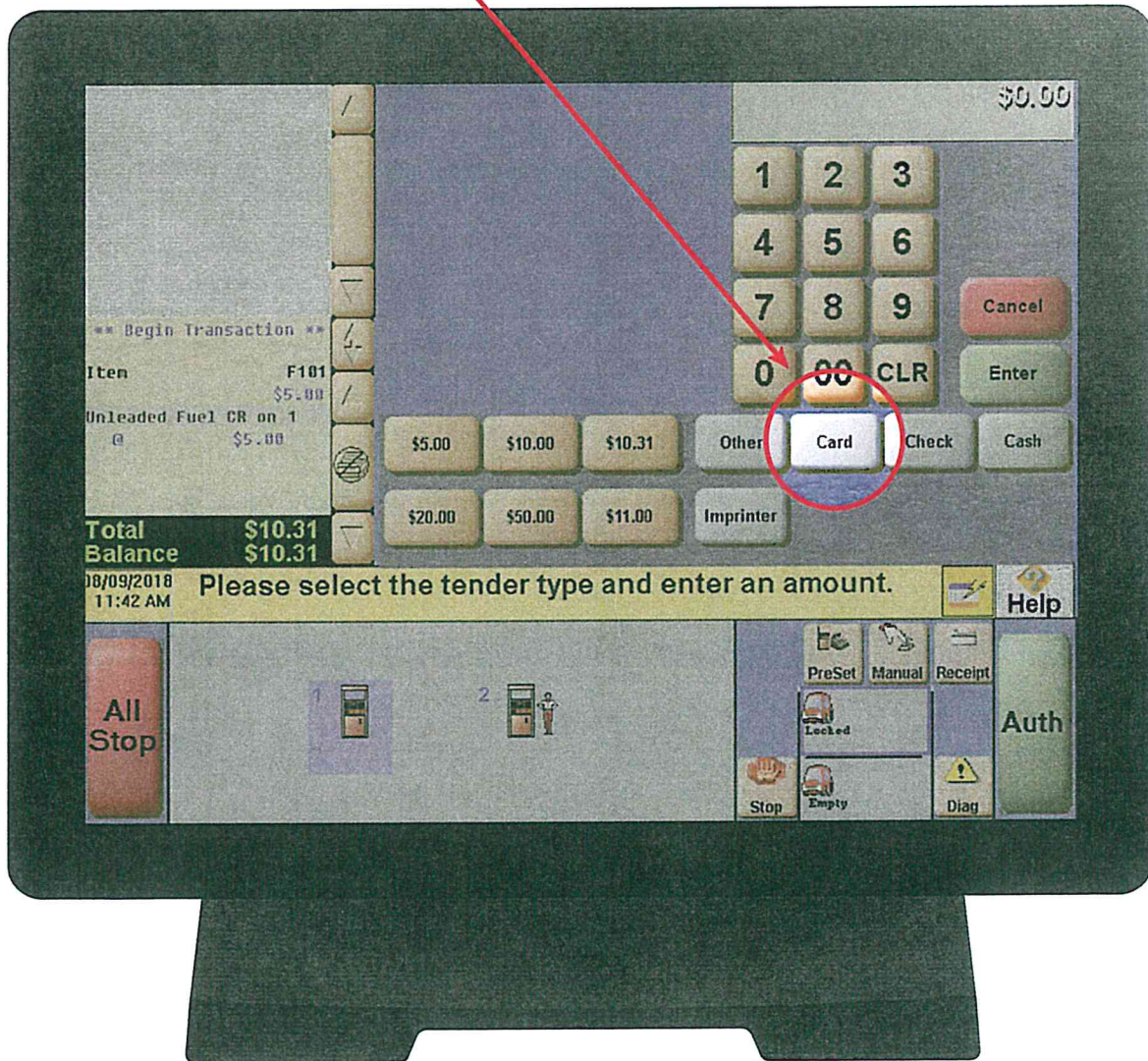




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STEP 2
Select **Card.**



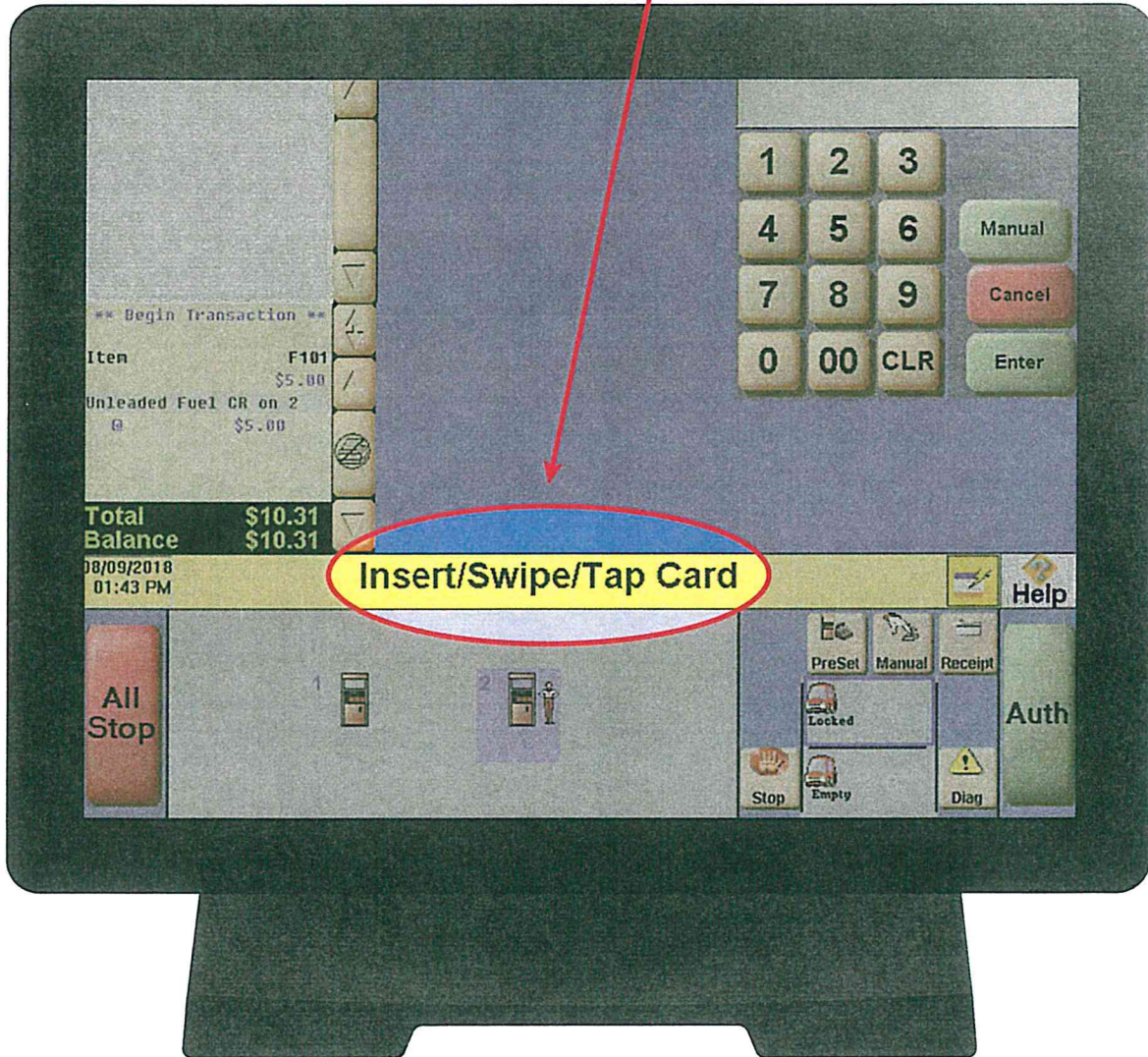


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STEP 3

The Passport screen will prompt to Insert/Swipe/Tap Card.



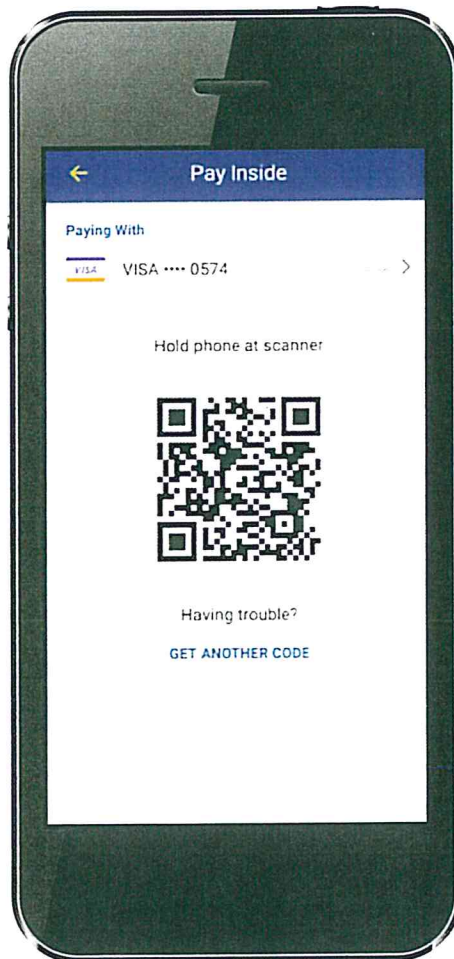


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STEP 4

At this point, the cashier can scan the QR Code that was generated by the Sunoco Mobile App.



Sunoco 2022 Card Processing Fees

Card Type	% of Sales	Per Transaction
Visa Credit	1.85%	\$0.22
Visa Debit	0.60%	\$0.30
MasterCard Credit	1.85%	\$0.22
MasterCard Debit	0.60%	\$0.30
American Express	2.35%	\$0.28
Discover	2.00%	\$0.18
Pin Debit	0.95%	\$0.18
Sunoco Consumer Card	0.00%	\$0.00
Stripes Gift Card	1.00%	\$0.15
Sunoco Corporate Card	0.00%	\$0.00
SunTrak	1.40%	\$0.20
WEX	2.65%	\$0.25
Voyager	2.65%	\$0.25
FleetOne	2.65%	\$0.25
Universal	2.10%	\$0.20
EBT Cards	0.0%	\$0.10
<\$5.00 Txn Fee*	see card type %	\$0.15