



ExxonMobil Cash or Gift Card Reference Guide

Cashier takes customer payment (cash, ExxonMobil card, third party credit card, or ATM card) and completes a sale for an ExxonMobil Gift Card. The ExxonMobil Gift Card must then be activated through the POS terminal.

Card must be activated at time of purchase (Example assumes a \$50 activation)

| G- Site | Passport | Wayne Plus 3 |
|---|---|--|
| Press 31 and the # Key Swipe ExxonMobil Gift Card Enter an amount: 39999 Press the # Key Terminal Displays: In Progress ACT BAL \$50.00 | Press the More Key Press Network Functions Press Credit Card Verify Swipe ExxonMobil Gift Card Enter Card Auth. Amount: 39999 Press Enter Terminal Displays: ACT BAL \$50.00 | Enter an Amount: 39999 Press Credit Swipe ExxonMobil Gift Card Terminal Displays: ACT BAL \$50.00 |
| Nucleus | VeriFone Ruby | VeriFone Omni 3300 |
| Enter an Amount: 39999 Press Credit Swipe ExxonMobil Gift Card Terminal Displays: ACT BAL \$50.00 | Press the Network Function Key Terminal Displays: 1. Special Function 99 Press Right Arrow Key 1 time Terminal Displays: 2. Pre-Authorization Press Enter Swipe ExxonMobil Gift Card Terminal Displays: Estimated total \$ of Sale Enter 39999 Enter Terminal Displays: Please Wait Approval Number Press Enter to Continue Press Enter Terminal Displays: ACT BAL \$50.00 | Press the Down Arrow Press F2 for Verify Swipe ExxonMobil Gift Card Enter Verify Amount: 39999 Enter Terminal Displays: Verify Request Dialing....Connecting.... Sending....Receiving.... ACT BAL \$50.00 |

❖ Accepting ExxonMobil Cash or Gift Card as a Form of Payment (inside store)

- Cashier enters product and purchase amount and presses **CREDIT KEY** on the POS equipment
- Cashier swipes ExxonMobil Cash or Gift Card and follows system prompts
- Customer receipt provides Remaining Card Balance after purchase
- No signature required on ExxonMobil Cash or Gift Card receipt

❖ Purchases for Pay at the Pump

- **Customer inserts the ExxonMobil Cash or Gift Card** at the CAT/CRIND and follows system prompts
 - Customer can pump up to card Balance Available (dollars and cents)
 - Customer receipt provides Remaining Card Balance after pumping

❖ Balance Inquiry

- The balance is printed on every receipt
- Customers can call **1-800-919-8646** to obtain an ExxonMobil Cash or Gift Card balance
- Customers can check balances at www.drivercash.com

❖ Bad Mag Stripe Restrictions

- If the card's magnetic stripe is defective or becomes damaged and cannot be read Manually Key the card (see Card Guide 3.9)

❖ Activation Reports

I:\NA.FM.OPS.SUPPORT\OPS ADMIN\E Commerce\ECSS\ASTIUS PORTAL\Portal Content Uploads\Cash Card Quick Reference Guide.doc

- Cash Card activation reports for your store are available using special function 99 -28 for the time period you specify (up to 14 days)

❖ **Restrictions**

- ExxonMobil Cash Cards must be processed electronically; no paper tickets; no KEY FOR CREDIT
- ExxonMobil Cash Cards **CANNOT** be used to purchase Lottery Tickets, Money Orders or another ExxonMobil Cash Card
- In Ohio ExxonMobil Cash Cards **CANNOT** be used to purchase Beer or Wine
- ExxonMobil Cash Cards **CANNOT** be replaced if lost or stolen - treat activated card as you would cash
- ExxonMobil Cash Cards **CANNOT** be reloaded with value
- Remaining balance on ExxonMobil Cash Cards **CANNOT** be refunded for cash (no cash back) (Except in some situations in MA., CA., MT., RI., VT., & WA. - See Cash Card Qs & As for details)

❖ **Split Tender Transactions - EMV1 Through EMV3**

When a customer's purchase totals more than the remaining balance on their ExxonMobil Cash Card, the display will show the remaining balance of the card (**REM BAL "XXX.XX"**) and the customer will be responsible for the difference.

- Only one Network Payment type (Cash Card Payment) is allowed per transaction and it must be the last payment media.
- Customer can pay for remainder of the purchase with cash or check. Cash or Check must be processed before the Network Payment type (Cash Card Payment)

Split Tender - Scenario: Split Tender - Scenario: Customer pumps fuel for \$20.00, and presents a Cash Card with a balance of only \$10.00. The Cashier does not know the balance of the Cash Card before swiping it through the Terminal. {Please refer to this scenario for examples below.}

| | | |
|---|---|---|
| <p>G- Site</p> <p>The G-Site will display: CUR BAL \$10.00 - accept card Yes/No Always press NO. The transaction will remain on the register to be tendered correctly. NOTE Important: If Yes is pressed, the entire transaction will go into Non-POS reporting and you will not receive payment for the transaction. Press the Pump Select Key Press Fuel (if fuel was purchased) Press \$10.00 Cash/Check (the non-network portion needs to be tendered first) The Terminal will display: Total \$10.00 Press the Credit Key Swipe the Cash Card to finalize the sale.</p> | <p>Passport</p> <p>The Passport will display; "Rem. Bal. \$10.00. Press \$10.00 Cash (the non-network portion needs to be tendered first) The Terminal will display "Balance \$10.00" Press the Tender Key Press the Credit Key Swipe the Cash Card to finalize the sale.</p> | <p>Wayne Plus 3</p> <p>The Terminal will display: CUR BAL \$10.00 - Press Acknowledge Press the Subtotal/No-Sale Key to get the subtotal of the transaction. (In this example should be \$20.00) Enter \$10.00 Press Cash/Check (the non-network portion needs to be tendered first) The Terminal will display: BAL DUE \$10.00 Press Credit Swipe the Cash Card to finalize the sale</p> |
| <p>Nucleus</p> <p>The Terminal will Display: CUR BAL \$10.00 View Total on the Register Press the Tender Key Enter \$10.00 Press Cash/Check (the non-network portion needs to be tendered first) The Terminal will display: Total as \$10.00 Press Tender and Press Credit Swipe the Cash Card to finalize the sale Note: Allow Split Tender must be turned on in Tender Programming.</p> | <p>VeriFone Ruby</p> <p>The Terminal will Briefly display: CUR BAL \$10.00 and then return to the Total screen. (In this example we use \$20.00) Enter \$10.00 Press Cash/Check (the non-network portion needs to be tendered first) The Terminal will display: Total as \$10.00 Press Credit Swipe the Cash Card to finalize the sale</p> | <p>VeriFone Omni 3300</p> <p>Terminal will display : CUR. BAL. \$10.00 Finalize the \$10.00 Cash\Check portion on the Cash Register Carry only the \$10.00 remaining balance of the cash card to the terminal. Process the \$10.00 transaction on the Cash Card as you would any credit card sale Note: If the remaining Balance is not verified before trying to process this sale, the Terminal will Display; CUR BAL \$10.00</p> |

Cancellations and Refunds

- Finalized purchases made with ExxonMobil Cash Cards cannot be cancelled.
- POS partial refunds for ExxonMobil Cash Card purchases are **not** available.
- Once something has been bought with the Cash Card, you cannot credit the purchase back on the card. Customers can return items that they've purchased with a Cash Card, ****However, you will need to reimburse them with cash or a replacement item.****

- ❖ **For additional help with POS transactions, please call 1-800-231-1122**
- ❖ **For questions about Cash Cards, balance inquiries, and card operability/ malfunctions, please call 1-800-919-8646.**
- ❖ **For questions about Cash Card settlement, please call Retailer Inquiries at 1-800-413-9966.**
- ❖ **To order additional Cash Cards, please call 1-866-462-8646**

Split Tender Transactions - EMV4

Split Tender - Scenario: Customer pumps fuel for \$20.00, and presents a Cash Card with a balance of only \$10.00. The Cashier does not know the balance of the Cash Card before swiping it through the Terminal. {Please refer to this scenario for examples below.}

| G- Site | Passport | Wayne Plus 3 |
|---|--|---|
| <p>G-Site will display (Current BAL. \$10.00 - Briefly) Then Displays: \$10.00 Available \$10.00 more needed Use available Y/N Press Yes to accept the amount available on the Cash Card. The Terminal will process the \$10.00 that remains on the Cash Card. Terminal will then display Credit \$10.00 - Total: \$10.00 Tender with the Alternate form of payment. Remainder of the sale will process. If Cash is selected the Remainder of the sale will process as Cash and a cash receipt will print out</p> | <p>Passport will display: \$10.00 available, \$10.00 more needed Use Available Y / N</p> <p>Press Yes Passport displays: Please Wait Passport displays: \$10.00 remaining balance in the Journal area</p> <p>Yellow status bar displays: Please select tender type and enter an amount</p> <p>Note: any tender, Credit, Debit, Speedpass, Cash Card, or Cash can be used</p> | <p>The Terminal will display: CUR BAL \$10.00 - Press Acknowledge Press the Subtotal/No-Sale Key to get the subtotal of the transaction. (In this example should be \$20.00) Enter \$10.00 Press Cash/Check (the non-network portion needs to be tendered first) The Terminal will display: BAL DUE \$10.00 Press Credit Swipe the Cash Card to finalize the sale.</p> |
| Nucleus | VeriFone Ruby | VeriFone Omni 3300 |
| <p>Terminal Displays: \$10.00 Available \$10.00 more needed Use available? Continue or Cancel Press Continue to accept the amount available on the Cash Card. The Terminal will process the \$10.00 that remains on the Cash Card. Terminal will then display \$10.00 More Needed Press Tender and Select the Alternate Form of Payment. If Credit is selected, The terminal will display: Swipe Card Remainder of the sale will process. If Debit is selected the terminal will display - Swipe Card Enter Pin Number Remainder of the sale will process If Cash is selected the Remainder of the sale will process as Cash and a cash receipt will print out.</p> | <p>The Terminal will Display: {Current BAL. \$10.00 Briefly} \$10.00 Available \$10.00 more needed Use available Y/N Press Yes to accept the amount available on the Cash Card - The Terminal will process the \$10.00 that remains on the Cash Card Terminal will then display Credit \$10.00 - Total: \$10.00 Tender with the Alternate form of Payment Remainder of the sale will process If Cash is selected the Remainder of the sale will process as Cash and a cash receipt will print out.</p> | <p>The Terminal will Display {CUR BAL \$10.00 Briefly} \$10.00 Available \$10.00 More Needed Use available Y/N Press Yes to accept the amount available on the Cash Card - The Terminal will process the \$10.00 that remains on the Cash Card. Terminal will then display \$10.00 More Needed Select Form of Alternate Payment CRED DEBIT CASH If Credit is selected the terminal will display - Swipe Card and the remainder of the sale will process If Debit is selected the terminal will display - Swipe Card - Enter Pin Number. Remainder of the sale will process. If Cash is selected the Remainder of the sale will process as Cash and a cash receipt will print out.</p> |