

Cybera Overlay

Add-On Loyalty Application Installation Guide

Before You Begin

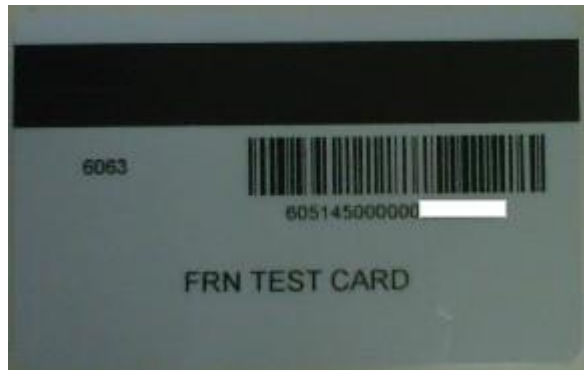
Visit www.frnuniversity.com for tips on configuring the Point-of-Sale (POS) for loyalty and how to complete the required site certification. For the Certification Tutorial, Select “Reward Link 3.0” and choose the POS type. Then select “Site Certification” for the online tutorial.

Included Components

For Verifone Sapphire Point-of-Sale Systems



FRN Test cards to complete Loyalty certification



For Gilbarco Passport Point-of-Sale Systems



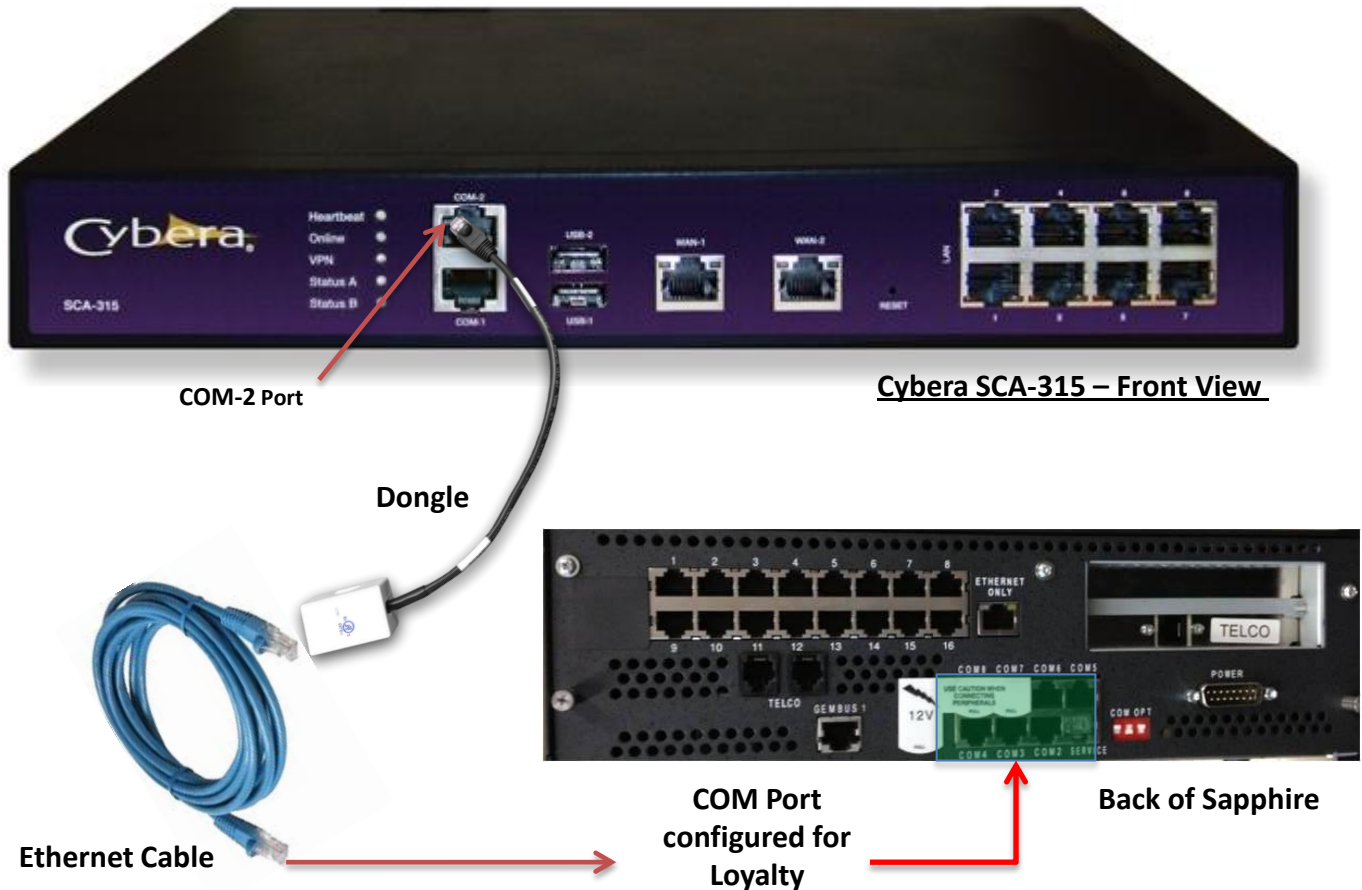
NOTE: Ethernet cables being used for connections are standard Cat5 cables with RJ-45 connectors at each end.

Add-On Loyalty – Verifone Sapphire

Please Note: If the site currently has a Systech RL device or HP device providing the Excentus Loyalty service, it must be fully disconnected from the POS and the internet to complete the conversion to Cybera. Shell recommends not to discard the Systech RL device.

VeriFone Ruby/Sapphire:

Using the provided serial adaptor (dongle), connect the RJ45 end to **COM-2** on the SCA-315. Using the provided Ethernet cable, connect one end to the Serial Adaptor as shown, and the other end to the **COM port configured for loyalty** on the Sapphire.



CERTIFICATION REQUIRED – PLEASE REFER TO APPENDIX 1 FOR LOYALTY CERTIFICATION STEPS

Add-On Loyalty – Gilbarco Passport

Please Note: If the site currently has a Systech RL device providing the Excentus Loyalty service, it must be fully disconnected from the POS and the internet to complete the conversion to Cybera. Shell recommends not to discard the Systech RL device.

Gilbarco Passport 6.x:

Using a standard Ethernet Cable, connect one end to **LAN port 2** on the SCA-315. Connect the other end to an available LAN port on the **Linksys router** that's connected to the POS system.

Gilbarco Passport 8.x:

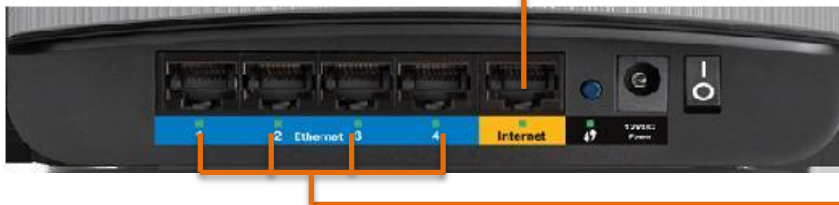
Using a standard Ethernet Cable, connect one end to **LAN port 2** on the SCA-315. Plug the other end into the DMZ port of the Cisco RV042 shown below. If that port is occupied, trace the cable to a switch/hub (Expanded DMZ switch). Determine if the site has a Systech or HP device already connected for loyalty. If present, unplug the existing loyalty device and connect the SCA-315 into the same port. If not, just connect the SCA-315 to an open LAN port on the Expanded DMZ switch.



Cybera SCA-315 – Front View



Site provided Expanded DMZ switch –
THIS IS AN EXAMPLE



LAN-2 Port

Ethernet Cable

CERTIFICATION REQUIRED – PLEASE REFER TO APPENDIX 1 FOR LOYALTY CERTIFICATION STEPS

Appendix 1: Loyalty Certification Addendum

New Loyalty sites and sites converting from a Systech device to the SCA-315 must be certified with the FRN rewards provider, Excentus. Follow the steps below to complete the process.

STEP 1: If this is an existing Loyalty site, please verify that the Systech device is fully disconnected from the POS and the internet.

STEP 2: Complete a Loyalty balance inquiry transaction inside using FRN Rewards card (s) provided. Keep the receipt.

STEP 3: Complete a pre-pay transaction inside (credit card or cash + Loyalty) for at least 1 gallon worth of fuel. Keep the receipt.

STEP 4: Complete a pay-at-the-pump transaction (credit card or cash + Loyalty) for at least 1 gallon worth of fuel. Keep the receipt.

ATTENTION: If the Point-of-Sale (POS) is a Verifone Sapphire, it will take approximately 20 minutes for the POS system to close the loyal transaction with Excentus.
Wait 20 minutes before continuing to STEP 5.

STEP 5: You will need your transaction receipts and laptop or smartphone with internet access. On your laptop or smartphone, access website, www.frncert.com. You will need the Site street address and 11-digit Merchant ID.

If you are unable to complete the certification process online, please contact Excentus at (877) 445-9713, option 2. You will need the site address, 11-digit merchant ID, and information from the transaction receipts.

For Reference: Steps for completing Loyalty certification online can be found at www.frnuniversity.com. Select "Reward Link 3.0" and choose the POS type. Then select "Site Certification" for the online tutorial.