

CITGO Gift Card Procedures

Below are procedures for Gift Card sales, activations and more for a variety of POS equipment.

Remember: Be sure to keep CITGO Gift Cards in stock. They work just like cash and customers are able to set the value of their card in whole dollar increments, ranging from \$5 to \$300. To order additional CITGO Gift Cards, please contact your CITGO gasoline supplier.



Verifone Commander/Ruby Ci

Sale

1. Enter dollar amount to be added to the card
2. Swipe CITGO Gift Card on the PIN Pad

Activation

1. Choose Function (Always select Activate, never Recharge—even on cards with a balance)
2. Enter amount between \$5 and \$300
3. Tender Sale
4. Swipe CITGO Gift Card on the PIN Pad
5. The display will read “Is Pre-Value Card Yes or No”—select No
6. Transaction will process and receipt will print

Activation Failures

1. Select Refund
2. Select Gift Card
3. Enter amount
4. Swipe Gift Card on the PIN Pad
5. Select Method of Payment
6. Transaction will process and receipt will print

Gilbarco Passport

Set-Up PLU for Sale/Activation

1. In Manager Work Station, select Pricing
2. Select Item
3. Select PLU number with description, department and item type as Gift Card
4. Check for Price required

Sale/Activation

1. Select Sale/Activation
2. On Sale screen, type in PLU# or select PLU
3. Select Yes for Activation or No for Recharge (Never Recharge)
4. Enter dollar amount to be added to the card
5. Swipe CITGO Gift Card on the PIN Pad
6. Receipt will print with activation verification and amount

Vx520

1. Prepaid Card Button Select
 - a. Sale
 - b. Refund
 - c. Activation
 - d. Replenish
2. Enter Amount
3. Swipe CITGO Gift Card on the PIN Pad
4. Enter Clerk ID
5. Transaction will process and receipt will print