

# PROCESSING MOBILE PAY TRANSACTIONS FOR SITES WITH KICKBACK®



A NEW GENERATION  
OF PAY

## GILBARCO PASSPORT

- **Verify if the customer** will be using Mobile Pay
- **Ring up items**
  - If redeeming KickBack® points, press the key designated for **“KICKBACK REDEMPTION”** (The name of this key may vary by site)
    - If not redeeming KickBack® points, proceed to next step
- **Select “TENDER”**
- **Always select “NO”** if your register prompts you to enter a KickBack® card



- **DO NOT swipe the KickBack® card manually.** The card must be added within the app and points will be automatically awarded for purchases
- **Select “CARD”**
- **Scan the QR code** that will appear on the customer's phone when they choose the “pay inside” option (Scanner may require trigger to be pressed)
- **Transaction will process** and receipt will print. Receipts may also be viewed within the app or by email based on the customers' preference settings within the app.

## VERIFONE COMMANDER

(BASE 47 AND ABOVE)

- **Verify if the customer** will be using Mobile Pay
- **Ring up items**
  - If redeeming KickBack® points, press the key designated for **“KICKBACK REDEMPTION”** (The name of this key may vary by site)
    - If not redeeming KickBack® points, proceed to next step.
- Press the tender key designated for **“MOBILE PAYMENTS”** (The name of this key may vary by site)
- If a **“Reward Customer Yes/No”** prompt appears:
  - Select **“MOBILE”** if customer has a KickBack® card loaded into the app (or customer will select MOBILE on PIN pad)
  - Select **“YES”** if customer does NOT have a KickBack® card loaded into the app
- **Select “I'M DONE”**
- **Scan the QR code** that will appear on the customer's phone when they choose the “pay inside” option (Scanner may require trigger to be pressed)
- **Transaction will process** and receipt will print. Receipts may also be viewed within the app or by email based on the customers' preference settings within the app.



**>> REMEMBER:** These steps apply to KickBack® cardholders paying by Mobile Pay only. KickBack® cards for cash or manual swipe credit or debit card transactions should be completed as normal.

