







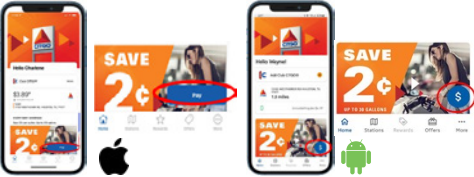
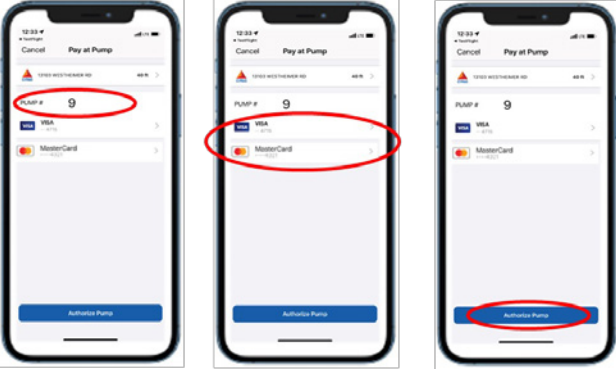
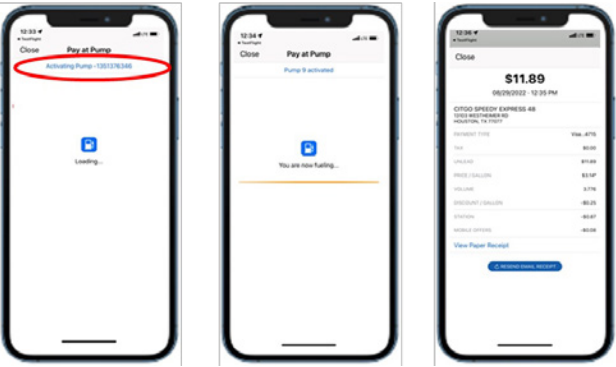
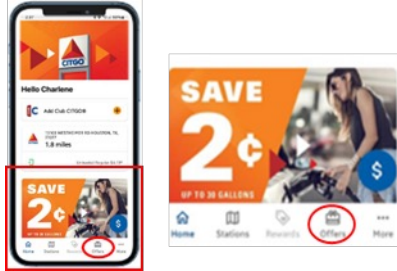
# CITGO Pay App Job Aid

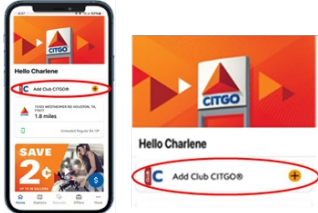
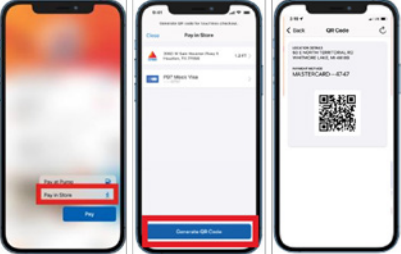
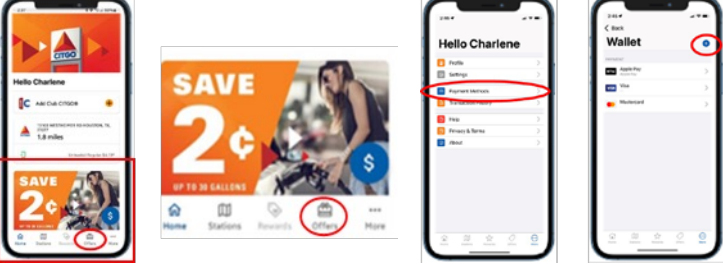


## What do I need to know?

The CITGO Pay app allows customers to make easy, secure, contactless transactions while saving with rollback-at-the-pump. Customers can use the app to activate the pump and pay for their fuel using their mobile phone. They can also activate offers, choose their preferred payment method and pay for fuel all from the convenience of their vehicle.

## Customer Information

<p><b>How do customers get the CITGO Pay app?</b></p>	<ol style="list-style-type: none"> <li>1. Go to the app Store or the Google Play Store</li> <li>2. Search for the CITGO Pay app</li> <li>3. Download the app</li> <li>4. Complete the registration profile</li> </ol>	   	
<p><b>How do customers get CITGO Pay savings?</b></p>	<p>Savings are automatically applied when customers use the CITGO Pay app to purchase fuel at a participating CITGO location.</p>		
<p><b>How do customers use the app at the pump?</b></p>	<ul style="list-style-type: none"> <li>• Open app</li> <li>• Tap "Pay" or "\$"</li> <li>• Tap "Pay at Pump"</li> </ul>		
<p><b>How do customers use the app at the pump?</b></p>	<ul style="list-style-type: none"> <li>• Enter pump number</li> <li>• Select payment method</li> <li>• Tap "Authorize Pump"</li> </ul>		
<p><b>How do customers use the app at the pump?</b></p>	<ul style="list-style-type: none"> <li>• Pump activates</li> <li>• Dispense fuel</li> <li>• Receipt is automatically sent to email provided in-app</li> <li>• Receipts are also available in the app</li> </ul>		
<p><b>Is there a limit on the number of gallons a customer can save on?</b></p>	<ul style="list-style-type: none"> <li>• Savings are limited to 30 gallons per fill-up.</li> <li>• Non-CITGO Pay offers (Club CITGO, CITGO Rewards) may have a lower limit. See offers for terms and conditions.</li> </ul>		
<p><b>How do Customers know what offers are available?</b></p>	<ul style="list-style-type: none"> <li>• In the CITGO Pay app, everyday savings are listed on the home screen.</li> <li>• For additional information, or other offers, tap the "Offers" button at the bottom of the screen.</li> <li>• For additional savings, customers can link their Club CITGO Loyalty account.</li> </ul>		

Customer Information		
<p><b>How do customers sign up for or add Club CITGO Loyalty to the CITGO Pay app?</b></p>	<ul style="list-style-type: none"> <li>On the CITGO Pay home screen, tap the <b>+</b> sign next to “Add Club CITGO,”.</li> <li>Existing members tap “Login to Club CITGO” using their Club CITGO member email and password.</li> <li>New members tap “Signup for Club CITGO” and complete the registration.</li> </ul>	
<p><b>Can customers use the app inside the store?</b></p>	<p><u>Only at sites with a programmed 2D scanner to process the transaction</u></p> <ul style="list-style-type: none"> <li>Open app and tap “Pay”</li> <li>Tap “Pay in Store”</li> <li>Tap or select payment method</li> <li>Tap “Generate QR Code”</li> <li>Cashier scans the QR code generated by the app</li> </ul> <p><i>If you do not have a 2D scanner programmed to scan QR Codes, let the customer know you cannot accept mobile payments inside the store and ask for an alternate payment method. Contact your POS help desk for information on how to setup your scanner to scan QR codes.</i></p>	
<p><b>How do customers add payment methods to the CITGO Pay app?</b></p>	<ul style="list-style-type: none"> <li>On the CITGO Pay home screen, tap “...More”</li> <li>Tap “Payment Methods”</li> <li>Tap the <b>+</b> icon and key in card information</li> </ul>	
<p><b>Can customers get their Rewards Card savings too?</b></p>	<ul style="list-style-type: none"> <li>Yes, when customer selects and uses their Rewards Card as the payment method.</li> <li>Customers will either receive a statement credit or an automatic rollback depending on the CITGO location they visit.</li> </ul>	
<p><b>Where can customers call for help?</b></p>	<ul style="list-style-type: none"> <li>Customer Service Call Center: 1-866-248-4672 for customer questions or comments</li> </ul>	
<p><b>Where can I call for support?</b></p>	<ul style="list-style-type: none"> <li>General Technical Support Issues, including credit card transactions, communications and settlement questions:</li> </ul>	<ul style="list-style-type: none"> <li>CITGO POS Help Desk 800-533-3421 Opt 2 &gt; Opt 2 &gt; Opt 6</li> </ul>
	<ul style="list-style-type: none"> <li>Firewall Communication Issues</li> </ul>	<ul style="list-style-type: none"> <li>PDI Control Scan (PDI): 1-800-393-3246, Opt 1 (Also known as EchoSat, SPG or PaySafe)</li> <li>Acumera: 1-512-687- 7401</li> <li>PDI Cybera: (866) 429-2372, Opt 1</li> <li>Mako Networks: 1-800-851-4691, Opt 1</li> </ul>
	<ul style="list-style-type: none"> <li>POS Technical Issues</li> </ul>	<ul style="list-style-type: none"> <li>Verifone Help Desk: 1-888-889-7829 (have your Verifone Service ID available)</li> <li>Gilbarco Passport Help Desk: 1-800-800-7498 (have your location phone number available)</li> </ul>
	<ul style="list-style-type: none"> <li>Program and Marketing Questions</li> </ul>	<ul style="list-style-type: none"> <li>General CITGO Pay questions: Email CITGOPay@CITGO.com</li> </ul>