

CITGO Mobile Payment Options - Overview

Mobile Payment Apps enable customers to make easy, secure, contactless fuel payments from the convenience of their vehicle. CITGO currently offers two mobile pay options:



The CITGO Pay™ app features rollback-at-the-pump savings at participating CITGO locations. Customers can also activate offers and choose their preferred payment method.

Benefits & Features:

- ▶ Activate the dispenser before getting out of the car
- ▶ Automatic rollback-at-the-pump savings
 - ▷ Everyday 2¢ reward on fuel purchases
 - ▷ Club CITGO members can stack an additional 3¢ savings to their CITGO Pay savings for a total of 5¢ everyday up to 30 gallons
- ▶ No more lost receipts! They are automatically emailed to the customer
- ▶ Secure, in-car payment process means there is no need to get out of the vehicle to insert a payment card at the pump
- ▶ No ZIP Code verification required

How it works:

CITGO Pay users are rewarded each time they fill-up. Customers simply download the CITGO Pay app and register their account. Customers save even more by linking their Club CITGO member email and password to their CITGO Pay account. And if customers are not a Club CITGO member, they can easily register for an account directly through the CITGO Pay app.

Paying at the pump is easy:

1. Open the app
2. Select pay
3. Select Pay in Store or Pay at pump
4. Authorize pump
5. Dispense fuel
6. Done! Receipt is automatically emailed to the customer



Download CITGO Pay



Alexa enables customers to pay for gas just by saying, "Alexa, pay for gas." Using their vehicle's Alexa-enabled device or the Alexa app, customers simply confirm their location and pump

number, pay and be on their way. Alexa can be used at participating CITGO locations.

Benefits & Features:

- ▶ Works on Alexa mobile app or on vehicles with Alexa Built-in
- ▶ Easy to use; simply say "Alexa, pay for gas" to get started
- ▶ Secure, in-car payment process means there is no need to get out of the vehicle to insert a payment card at the pump

How it works:

1. Open the Alexa mobile app or use your Alexa Built-in and say "Alexa, pay for gas."
2. Confirm the gas station location
3. Follow prompts to say the pump number
4. Activate the pump and dispense fuel
5. Take receipt
6. Payment is processed with the customer's Amazon account

Learn more about Alexa by searching for "Alexa, pay for gas" or scan this QR code:



Download
Amazon Alexa

FAQs on next page



CITGO Mobile Payment Options - FAQ

CITGO Pay FAQ

How does a customer get the CITGO Pay app?

The CITGO Pay app is available in the App Store or Google Play. Install the app and complete the registration.

Can customers use CITGO Pay to buy other things?

Yes. Customers can pay for gas and goods inside the store using the app. Cashier simply scans the QR code generated by the app with a programmed 2D scanner to process the transaction. **If the 2D scanner is not programmed ask the customer for an alternate method of payment.**

How do customers get a receipt?

Receipts are automatically emailed to the address registered in the app.

Do customers save when they use the app?

Yes. Customers save 2¢ per gallon (up to 30 gallons) when paying for fuel with the CITGO Pay app.

Can customers get Club CITGO rollback savings when they use CITGO Pay?

Customers who link CITGO Pay with their Club CITGO membership receive Club CITGO savings in addition to the 2¢ CITGO Pay savings. Combined savings automatically rollback at the pump.

Can Rewards Card Holders earn statement credits?

Yes, if they add their Rewards card to the CITGO Pay wallet and use that card as a preferred method.

Can employees participate?

Yes. We encourage employees to use the app and spread the word to their customers, family, and friends about the added convenience and savings they get from using CITGO Pay.

How do Retailers get reimbursed?

Rollback savings are 100% reimbursed to your Marketer daily. If you have any reimbursement questions, please contact your Marketer.

How does a Retailer participate?

Contact your Marketer to register your location. They will provide you with the configuration guides so you can schedule a tech to complete the configuration.

What do I do if the app does not work at my location?

Make sure location services are enabled on the customer's mobile device and validate that your location is in the correct spot on the device's map. If mapped incorrectly or app still doesn't work, call the POS HelpDesk at 800-533-3421, opt 2, opt 2, opt 6 to report the issue. Mapping issues will be fixed within 2-5 business days.

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Alexa Pay for Gas FAQ

What does a customer need to use, "Alexa, pay for gas"?

Customers can use Alexa in vehicles equipped with Alexa, through the Alexa app on their smart phones or with any Alexa-enabled, on-the-go device that connects to the Alexa app.

How does a customer get the Alexa app?

The Alexa app is available in the App Store or on Google Play. Install the app and select "open". To engage Alexa from the app, simply say "Alexa."

Can customers use Alexa to buy other things (e.g. car wash or convenience store items)?

It is not possible to purchase additional items through Alexa at this time.

Will customers get rollback savings when they use Alexa to pay for fuel?

Customers will not be able to get everyday rollback savings when they use Alexa to purchase gas but will receive savings during special promo periods.

How do customers get a receipt?

Receipts are printed at the pump or from the station's cashier.

Can customers see previous gas transactions with Alexa?

Yes. Transactions using "Alexa, pay for gas" can be viewed in the "Orders" section of their Amazon account.

Why can't Alexa find my CITGO?

Make sure location services are enabled on the customer's mobile device and that the Alexa app has permission to access their location. For vehicles with Alexa built-in, have the customer consult the owner's manual for location services connectivity.

Why can't Alexa activate the pump?

Have the customer verify that "purchase by voice" is turned on. Within the Alexa app, go to Settings > Account Settings > Voice Purchasing and switch on the feature.

How to become a mobile pay location

Ask your Marketer to register your location.

Scan the QR code or visit the "Mobile Pay" tab on myCITGOstore.com to get your store employees ready for Mobile Pay.

