



Troubleshooting CITGO Pay

Configuration Incomplete or Offline

Use configuration guides or Contact **CITGO POS Helpdesk at 1-800-533-3421, option 6 to audit configuration settings.**

- [Gilbarco Guide](#)
- [Verifone Guide](#)

Transaction Declined

- Verify customer's Credit Card is properly setup in the app (numbers and expiration date)
- Verify POS Configuration Settings:
 - a. Log into POS using the Manager Password to access configuration settings.
 - b. Use configuration guides or Contact **CITGO POS Helpdesk at 1-800-533-3421, option 6 to audit configuration settings.**
 - [Gilbarco Guide](#)
 - [Verifone Guide](#)

Location "Out of Range"

- Location's geofencing needs to be adjusted. Email CITGOPay@CITGO.com and include a screen shot of your location, address, and contact information. CITGO will update the location within 3 business days for retesting. Once complete, CITGO will send you a confirmation email so your location can retest.

Fuel Price is not accurate

Complete a test transaction to ensure the location is communicating properly.

- If you cannot complete a transaction
 - a. Log into the POS using the Manager's Password to access the configuration settings before calling the help desk.
 - b. Use configuration guides or Contact **CITGO POS Helpdesk at 1-800-533-3421, option 6 to audit configuration settings.**
 - [Gilbarco Guide](#)
 - [Verifone Guide](#)
- If you complete a successful transaction and pricing is still incorrect
 - a. Log into the POS using the Manager's Password to access the configuration settings.
 - b. Contact your POS Help Desk to update the fuel product configuration.
 - c. Remove any unused fuel products from the configuration.