

GET TO KNOW CLUB CITGO®



Now with more ways to pay and save!

Dear CITGO® Team,

Exciting changes have happened to the Club CITGO loyalty app including the newly introduced mobile payment functionality and Premier Status Savings.

This CITGO Job Aid is designed to assist you at the front counter by providing easily accessible information to help both you and our customers understand and effectively utilize the new features of the app.

Support

- ➔ Detailed information on where to find help, including customer service contacts and troubleshooting tips.

What To Know

- ➔ Basic knowledge about joining Club CITGO, reward types, and how to receive rewards at the pump and inside the store.

More Ways to Save

- ➔ To achieve Premier Status, Club CITGO members must make 12 qualifying fuel purchases of 8 gallons or more, up to 30 gallons using their Alt ID during a quarterly cycle. Once earned, Premier Status is valid until the end of the following quarterly cycle.

Mobile Pay

- ➔ Frequently Asked Questions, steps on how to set up mobile pay, paying at the pump, and how to pay inside the store to guide customers through the process of making payments quickly and securely using their mobile devices.

NOTE: Any previous Club CITGO or CITGO Pay™ Job Aids should no longer be referenced. Additional copies of the new job aid can be ordered through your Marketer, and a digital version is available to download in the Resource Library of myCITGOstore.com.

Thank you for your continued dedication and support. Don't hesitate to contact us if you have further questions.

Sincerely,

The CITGO Loyalty Team

ClubCITGO@CITGO.com

Contact Numbers

Who do I call for help?

POS Technical Issues

- [POS Loyalty Product Support](#)
1-832-486-5415
prgmpos@CITGO.com
- [Verifone Help Desk](#)
1-888-889-7829
- [Gilbarco Passport Help Desk](#)
1-800-800-7498

Firewall Communication Issues Please call your provider:

- [PDI Control Scan](#)
1-800-393-3246
(also known as EchoSat, SPG or PaySafe)
- [Acumera](#)
1-512-687-7401
- [Cybera](#)
1-866-429-2372
- [Mako Networks](#)
1-844-662-4846

General Club CITGO Questions

- 1-888-246-2582
ClubCITGO@CITGO.com

Credit Card Transactions, Communication and Settlement Questions

- [CITGO POS Help Desk](#)
1-800-533-3421, Options 2,2,6

Where can Members turn for help?

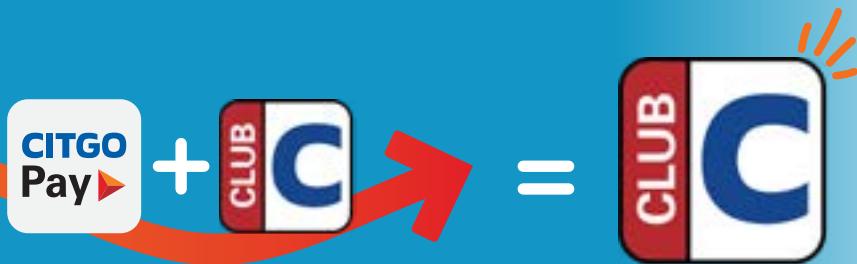
- [Customer Service Call Center](#)
1-888-246-2582
ClubCITGO@CITGO.com
- Members may also select the **'More'** button at the bottom of the app and select **'Contact.'**

Where can I call for support?

- General Technical Support Issues, including credit card transactions, communications and settlement questions - CITGO POS Help Desk 1-800-533-3421 opt 2, opt 2, opt 6 or email, posprod@CITGO.com.

Club CITGO Troubleshooting

Error Message:	
INVALID SITE ID	<ul style="list-style-type: none"> • Check POS Loyalty Settings to ensure that the correct Site ID is entered correctly. • Call PDI Customer Care at 1-877-445-9713 to confirm that the Site ID is set up in the PDI Loyalty Host.
INVALID LOYALTY ID	<ul style="list-style-type: none"> • Perform a test transaction. • Check POS Loyalty Settings to ensure that the proper card ranges are in place for Alt ID. • Call PDI Customer Care at 1-877-445-9713 to confirm that the Site ID is set up in the PDI Loyalty Host.
LOYALTY OFFLINE	<ul style="list-style-type: none"> • Check POS settings. • Contact your Firewall provider if still showing offline. • Call PDI Customer Care at 1-877-445-9713 to confirm loyalty is online.
ROLLBACK/DISCOUNT DIDN'T HAPPEN	<ul style="list-style-type: none"> • Reprint final sale receipt, cannot be the prepaid receipt. • <u>If there is no</u> Club CITGO information on receipt: <ul style="list-style-type: none"> • Loyalty transaction did not reach the loyalty host during the transaction. • Check POS settings; troubleshoot first through your Firewall provider. • Call PDI Customer Care at 1-877-445-9713 • <u>If there is</u> Club CITGO information on receipt: <ul style="list-style-type: none"> • Give the receipt to the customer and tell them to contact Club CITGO at 1-888-246-2582 or email: ClubCITGO@CITGO.com.



What do I need to know?

The Club CITGO mobile app has been enhanced for all participating locations. The Alternate ID (Alt ID, phone number) feature enables your customers to receive Rollback Rewards at the pump, as well as savings on select items at the register.

How do Customers get the Club CITGO App?

1. Go to the App Store or Google Play
2. Search for the Club CITGO App
3. Download the App
4. Complete the registration profile

What types of rewards can customers receive?

Fuel rewards, including the everyday Club CITGO rollback, Triple Tuesday and Friday Savings, and other special promotions.

Members can also receive discounts on in-store items at participating CITGO locations.

What do my Customers do to get the Club CITGO rollback rewards?

Download the Club CITGO app and complete the registration profile to become a member.

To receive fuel rollback rewards;

- At the pump: Enter your Alternate ID at the fuel pump, before inserting payment card.
- Inside the store: Enter your Alternate ID on the PIN pad before accepting payment.

More Ways to Save!



Welcome Rewards

Club CITGO rewards start instantly. New members will receive an additional **20¢ off per gallon* on their first fill-up** (up to 30 gallons). It stacks with other savings like the everyday rollback rewards. So, member savings multiply from the moment they join. Members who add a form of payment and pay using the Club CITGO app the first time will enjoy an Introductory **Mobile Pay reward of 50¢ off per gallon***.



Club Status

Club CITGO makes saving effortless and automatic. Members will save **3¢ per gallon every day, 5¢ on Fridays once per month and 9¢ on Tuesdays once per month***. Everyday rollback rewards stack with other rewards throughout the year for even more savings.



Premier Status

Level up your savings with Premier Status. Complete 12 fuel purchases of 8 gallons or more in one quarterly period to unlock this exclusive perk. Premier members enjoy everyday rewards of **6¢ per gallon* with once-a-month rewards of 8¢ per gallon* on a Friday and 18¢ per gallon* on a Tuesday**. You can maintain these supercharged rewards by fulfilling your qualifying purchases every quarter. Track your progress in the Club CITGO app.

*Status Qualifications for Club CITGO Members: Premier Status requires 12 fuel purchases of 8 gallons or more during the promotional cycle at participating CITGO locations. Once achieved, Premier Status is valid until the end of the following promotional cycle. Club CITGO rewards are limited to 30 gallons per purchase. For more information, visit www.ClubCITGO.com. Offer available only through the Club CITGO app. See Club CITGO app for terms and conditions. Message and data rates may apply. Void where prohibited. Promotion can be changed, modified or cancelled at any time.

More Ways to Save!

Level up and earn Premier Status and enjoy premier savings every day.



PREMIER STATUS SAVINGS

6¢

PER GALLON*
EVERY DAY

8¢

PER GALLON*
ONCE PER MONTH ON
FRIDAY

18¢

PER GALLON*
ONCE PER MONTH ON
TUESDAY

Members must purchase 12 times to qualify.

**LEARN MORE
TO EARN MORE**

**Employee
Incentive**

\$1 per
gallon

Complete CLUB CITGO Trainings
to Earn Your Reward Today!

one time use, see app for expiration

- Cashiers must first download the Club CITGO app. Then scan the below circled QR code to register their email and 10-digit ALT ID on the Ready Online Training platform. Their Club CITGO app and Training Videos email and ALT ID information must match.
- After watching the required training videos, cashiers will receive a training certificate and a one-time use reward of \$1.00 per gallon for up to 30 gallons, within seven business days.

CITGO Petroleum Corporation reserves the right to discontinue or modify this incentive at any time up to and during the incentive period and is void where prohibited.

Scan to watch training videos





Mobile Pay

What do I need to know?

Mobile payments are now a feature within the Club CITGO app. Members can use the Club CITGO app to make easy, secure, contactless transactions while earning additional savings.

Members can use the app to activate the pump and pay for fuel all from the convenience of their vehicle or use the inside payment method to pay for goods or services inside the store.

How do Members get Mobile Pay Savings?

Mobile savings are automatically applied to app mobile transactions and are stackable with Club CITGO offers such as the 3 cents per gallon everyday rollback.

Is there a limit on the number of gallons?

Just like Club CITGO, Mobile Pay rewards are capped at 30 gallons per fill-up.

What methods of payment are accepted within Club CITGO?

Members may add their Visa, Mastercard, Amex, Discover, or CITGO Rewards® Card to their Club CITGO wallet. Additionally, members may use Apple Pay or Google Pay when using the app out at the pump.

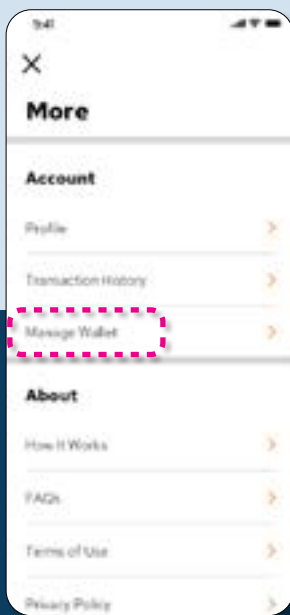
Can Members get their Rewards Card savings too?

For members who have added and use a CITGO Rewards Credit Card as their payment method, yes, those rewards are stackable along with the mobile pay and Club CITGO rewards.

Setting Up Mobile Pay

How do Members add payment methods to the Club CITGO app?

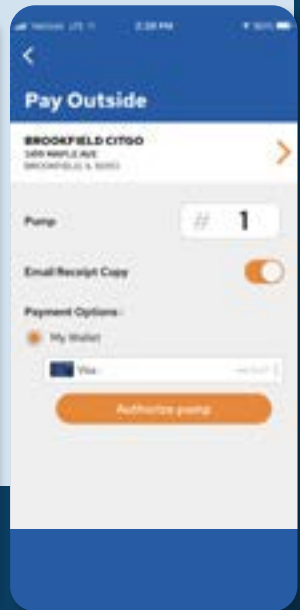
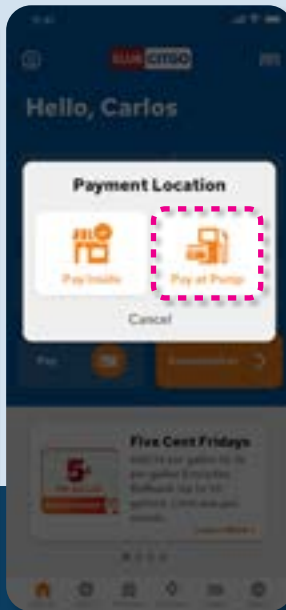
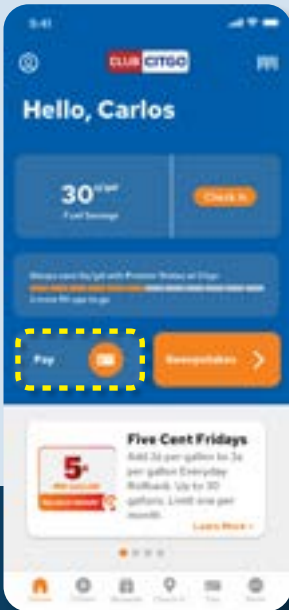
1. Click **'Set Up Mobile Pay'** from the pop up message or on the home screen, tap **'More'**
2. Confirm the phone number associated with the account to receive a SMS code
3. Enter the verification code
4. Create a pin
5. Tap **'Manage Wallet'**
6. Enter pin
7. Tap **'Add New Card'**
8. Enter the card details as requested



Mobile Pay – Outside

How do Members use the App at the pump?

1. Select the **'Pay'** function from the home screen
2. Tap **'Pay at Pump'**
3. Confirm your location and enter the pump number
4. If applicable, add desired car wash
5. Tap **'Check Out'**



6. Pump activates and rolls back price
7. Dispense fuel
8. Receipt is available (can be emailed if member chooses)

Mobile Pay – Inside

How do Members use the App inside?

1. Select the **'Pay'** function from the home screen
2. Tap **'Pay Inside'**
3. Confirm desired method of payment and tap **'Generate Code'**
4. If applicable, add desired car wash
5. Show the QRC to the cashier to scan and complete the transaction

If your location is not showing pay inside, contact the POS Helpdesk at 1-800-533-3421, opt 2, opt2, opt 6.

