



Club CITGO Rollback Rewards Program Job Aid

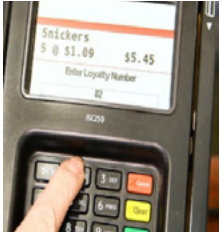


What do I need to know?

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

Customer Information

<p>What do my Customers do to get the Club CITGO rollback rewards?</p>	<p>Download the Club CITGO app and complete the registration profile. To receive fuel rollback rewards;</p> <p>At the pump:</p> <ul style="list-style-type: none"> Customer enters their Alternate ID at the fuel pump, before inserting payment card. <p>Inside the store:</p> <ul style="list-style-type: none"> Have the customer enter their Alternate ID on the PIN pad or enter the customer's Mobile ID into the POS, before accepting payment. 									
<p>How do Customers get the Club CITGO App?</p>	<ol style="list-style-type: none"> Go to the App Store or Google Play. Search for the Club CITGO App. Download the App. Complete the registration profile. 									
<p>What types of rewards can customers receive?</p>	<table border="1"> <tr> <td data-bbox="412 856 659 926"> <p>Everyday reward</p> </td> <td data-bbox="659 856 1529 926"> <ul style="list-style-type: none"> 3¢ off per fuel gallon. Savings are limited to 30 gallons. </td> </tr> <tr> <td data-bbox="412 926 659 1016"> <p>Triple Tuesday</p> </td> <td data-bbox="659 926 1529 1016"> <ul style="list-style-type: none"> Additional cents off per gallon - earned once per month on one Tuesday. Offered each month the first time the customer uses the Club CITGO app on a Tuesday. Savings are limited to 30 gallons. </td> </tr> <tr> <td data-bbox="412 1016 659 1106"> <p>5¢ Friday</p> </td> <td data-bbox="659 1016 1529 1106"> <ul style="list-style-type: none"> Additional cents off per gallon - earned one time per month on one Friday. Offered each month the first time the customer uses the Club CITGO app on a Friday. Savings are limited to 30 gallons. </td> </tr> <tr> <td data-bbox="412 1106 659 1171"> <p>Scan Savings</p> </td> <td data-bbox="659 1106 1529 1171"> <ul style="list-style-type: none"> Special offers on in-store products. Automatic savings when scanned at the register. </td> </tr> </table>		<p>Everyday reward</p>	<ul style="list-style-type: none"> 3¢ off per fuel gallon. Savings are limited to 30 gallons. 	<p>Triple Tuesday</p>	<ul style="list-style-type: none"> Additional cents off per gallon - earned once per month on one Tuesday. Offered each month the first time the customer uses the Club CITGO app on a Tuesday. Savings are limited to 30 gallons. 	<p>5¢ Friday</p>	<ul style="list-style-type: none"> Additional cents off per gallon - earned one time per month on one Friday. Offered each month the first time the customer uses the Club CITGO app on a Friday. Savings are limited to 30 gallons. 	<p>Scan Savings</p>	<ul style="list-style-type: none"> Special offers on in-store products. Automatic savings when scanned at the register.
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<p>Can rewards be combined/stacked?</p>	<p>Yes. The everyday rewards can be stacked with other Club CITGO offers, like Triple Tuesday and 5¢ Friday.</p>									
<p>Where can my Customer find the "Alternate ID" or "Mobile ID" in the app?</p> <p>Alternate ID Club CITGO member's Alternative ID (Alt ID) is the phone number listed in their Club CITGO app profile.</p> <p>Retrieving the Alternate ID:</p> <ul style="list-style-type: none"> Open App Tap Barcode in upper right corner Alt ID displayed at top <p>Mobile ID The Club CITGO Mobile ID is the barcode in the Club CITGO app. Scanning does not work at all locations.</p> <p>Accessing the Mobile ID:</p> <ul style="list-style-type: none"> Open App Tap Barcode in upper right corner Mobile ID barcode is at the bottom 										
<p>How do Customers use the app at the dispenser?</p>	<p>Fuel Dispenser with Graphic Screen</p> <ul style="list-style-type: none"> Select Club CITGO or loyalty prompt Enter Alt ID (phone number in Club CITGO App profile) Select method of payment & fuel up 									

Store Information			
How do I complete the sale inside the store?	<ul style="list-style-type: none"> Ring the sale as usual. See specific instructions for VeriFone & Gilbarco Passport below. Ask the customer if they have the Club CITGO app. If yes, then ask the customer to enter their Alternate ID into the PIN pad or enter the customer's mobile ID* before accepting payment. Process payment as usual. <p>* Enter ID manually if your scanner does not scan the ID.</p>		
	<p>VeriFone</p> <ol style="list-style-type: none"> 1. Ring up transaction. 2. Before hitting method of payment, <ul style="list-style-type: none"> Customer selects Loyalty ID on pin pad. Customer enters Alt ID on pin pad or cashier manually enters Mobile ID into POS. 3. Proceed with payment. 	<p>Gilbarco Passport</p> <ol style="list-style-type: none"> 1. Ring up transaction and hit tender key. <ul style="list-style-type: none"> POS prompts cashier to select "Yes" or "No Club CITGO" 2. Cashier selects "Yes Club CITGO" 3. Cashier presses the "manual" prompt so the customer can enter their Alt ID on the pin pad or cashier manually enters Mobile ID into POS. 4. Proceed with payment. 	<p>PIN pad</p> <ol style="list-style-type: none"> 1. Select "Loyalty ID." 2. Enter Alt ID (<i>phone number in Club CITGO profile</i>). 3. Proceed with payment.
How do Club CITGO rewards and offers work inside the store?	<p>Product Offers</p> <p>Scan savings are automatically applied based on products purchased.</p> <ul style="list-style-type: none"> Savings are only available at stores that scan all products 	<p>Fuel Rollback Rewards</p> <p>Customers automatically receive the savings at the dispenser on fuel purchases.</p>	
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. 		
Error message: INVALID LOYALTY ID	<ul style="list-style-type: none"> Try a different Loyalty ID. 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 and that the card ranges have been imported/refreshed. 		
Error message: LOYALTY OFFLINE	Check POS settings; troubleshoot through the Firewall provider.		
Rollback/discount didn't happen	<ul style="list-style-type: none"> Reprint final sale receipt, cannot be the prepaid receipt. If there is no "C" number or loyalty customer name 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 the Firewall provider. Call PDI Customer Care at 1-877-445-9713 to confirm that there are no global outages on the PDI Loyalty Host. If there is a "C" number or loyalty customer name 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. 		
Where do I call for help?	POS Technical Issues	<ul style="list-style-type: none"> VeriFone Help Desk: 1-888-889-7829 (<i>have your VeriFone Service ID available</i>) Gilbarco Passport Help Desk: 1-800-800-7498 (<i>have your location phone number available</i>) 	
	Firewall Communication Issues	<p>Please call your provider:</p> <ul style="list-style-type: none"> PDI Control Scan: 1-800-393-3246 (<i>also known as EchoSat, SPG or PaySafe</i>) Acumera: 1-512-687-7401 Cybera: 1-866-429-2372 Mako Networks: 1-800-851-4691 	
	General Club CITGO Questions	1-888-246-2582 or email: clubCITGO@CITGO.com	
	Credit Card Transactions, Communication and Settlement Questions	CITGO POS Help Desk: 1-800-533-3421, Options 2,2,6.	