



## Club CITGO Integrated App FAQ

Club CITGO® is now an integrated mobile application that combines the CITGO Pay™ functionality within the Club CITGO app.

### What are the benefits of using Club CITGO?

- Simplified User Experience: Customers can manage transactions and loyalty rewards within a single app.
- Unified Account Management: Users can view and manage payment methods, available offers, and loyalty rewards from one interface.
- Enhanced Security: Security features like biometrics protect all transactions and personal information.
- Convenience: Quick and easy access to payment and loyalty program functionalities.

### What features does the Club CITGO app include?

- Loyalty Program Management: Track and redeem loyalty offers, view transaction history, enter Sweepstakes and check current in-store promotions.
- Payment Options: Add, edit and manage various payment methods, including Apple Pay, Google Wallet, credit and debit cards.
- Seamless Transaction Processing: Make secure payments effortlessly within the app.
- Personalized Offers: Receive tailored offers and discounts based on purchasing behavior and preferences.

### Will CITGO Pay go away?

Yes, CITGO Pay will be deactivated on April 1, 2025, but app users who opted in to receive email and in-app app communications will receive communications in early 2025. CITGO Pay will no longer be available for download in the Apple or Google Play stores after March 31, 2025. Customers who currently use the CITGO Pay app can continue to use it while we work to ensure a seamless transition.

### How can my customers pay?

Customers will have the capability to pay at the pump or inside using their mobile payment method.

Inside payments require additional configuration. For further instructions, POS Configuration Guides can be found in MarketNet on the [Payment Card>Point Of Sale>POS Terminals](#) page.

If you do not have access to MarketNet, contact your Marketer for a copy of your Dashboard Report and/or to have access to MarketNet. For locations using Acumera or Mako MNSP devices, the Heartbeat/Dashboard Report may not be available.

### How do I ensure my POS system is compliant with Club CITGO?

- Software Updates: Ensure your POS software is updated to the latest version that supports Club CITGO and CITGO Pay. Check with your POS provider for the specific version requirements and update instructions.

- **Configuration Check:** Verify that your POS system's configuration settings are set up correctly to accept future transactions through the new integrated system. This may involve enabling certain features, such as inside payments, which allows customers to use their mobile payment methods from inside the store, or entering new credentials provided by CITGO.
- **Testing:** Thoroughly test your POS systems before the official launch.
- **Hardware Compatibility:** Confirm that your POS hardware is compatible with the new software updates. You may need to upgrade or order specific components to ensure full functionality.
- Locations must have a 2D Barcode Scanner configured to scan QR codes. Contact your equipment distributor to purchase a scanner or TechQuidation, which offers exclusive pricing for CITGO Marketers and CITGO-branded retail locations, including 2-D scanners.
- **Training Staff:** Train your staff on the new system and provide them with the necessary resources. Contact Steve Main at [ClubCITGO@CITGO.com](mailto:ClubCITGO@CITGO.com).

### **How can I check if my location is compliant?**

Check out the Compliance Dashboard on MarketNet@: [POS Compliance Dashboard](#)

The Compliance Dashboard on MarketNet monitors each program's heartbeat and last transaction metrics at each location. It provides a color legend to indicate whether your location needs action.

If you do not have access to MarketNet, contact your Marketer for a copy of your Dashboard Report and/or to have access to MarketNet. For locations using Acumera or Mako MNSP devices, the Heartbeat / Dashboard Report may not be available.

### **Who do I contact for POS questions or assistance?**

For any POS-related questions or assistance, please contact the POS Product Managers at [posprod@CITGO.com](mailto:posprod@CITGO.com).

Additional resources:

- POS Configuration guides are available on MarketNet for [Verifone](#) and [Gilbarco](#)
  - If you do not have access to MarketNet, contact your Marketer for a copy of your Dashboard Report and/or to have access to MarketNet. For locations using Acumera or Mako MNSP devices, the Heartbeat/Dashboard Report may not be available.
- Contact the CITGO Help Desk, available 24x7: 1-800-533-3421 opt. 2, opt. 2, opt. 6.
- For locations using Acumera or Mako MNSP devices, the Heartbeat / Dashboard Report may not be available
- For complete visibility into heartbeat and transaction data, locations using Acumera or Mako firewalls can update the POS configuration using the guides for [Verifone](#) and [Gilbarco](#).

### **What training and incentives are available for staff?**

- [CITGO Ready Training Online](#): A comprehensive program offering various C-store and cashier training video courses. Cashiers who complete the Club CITGO online training can earn a one-time \$1 off per gallon reward.
- [Intercept Program](#):
  - **Store Education**: Brand Ambassadors visit locations to educate store cashiers on program highlights and how to sell the loyalty program.
  - **Greeter Initiative**: Brand Ambassadors intercept consumers at fuel islands to promote downloads and demonstrate how to redeem rollbacks

Contact Steve Main, [ClubCITGO@CITGO.com](mailto:ClubCITGO@CITGO.com), for more information.

### **Who should my customers contact if they have questions regarding the app?**

- Refer them to the 'Help' section within the app, which will provide a link to [ClubCITGO@CITGO.com](mailto:ClubCITGO@CITGO.com)
- Or they can call 888-246-2582.

### **Who do I contact for Club CITGO support?**

Contact [ClubCITGO@CITGO.com](mailto:ClubCITGO@CITGO.com), or call 888-246-2582.