



Locations without Mobile Payment Capability FAQ

Why are some CITGO locations not enabled for mobile payments?

At times, some locations may be offline with the mobile payment gateway which temporarily removes their ability to process mobile payments. In addition, some locations may have software versions that limits the capability for mobile payments to process. Consumers will need to pay via other available payment methods such as credit cards, debit cards, or cash.

What should I do if a customer asks about mobile payment options at a location not enabled for mobile payments?

If a customer asks about mobile payment options at a location that is not enabled for mobile payments or is temporarily offline, you can inform them that the station currently does not support mobile payments. You can also suggest alternative payment methods such as credit cards, debit cards, or cash. Be sure to remind the customer about the ability to enter their Alt-ID for their Club CITGO discount at participating CITGO branded locations.

How can Marketers and Retailers promote Club CITGO at CITGO locations if mobile payments are not enabled?

Club CITGO offers many discounts and rewards for members that participate by entering their Alt ID at time of purchase. It is not a requirement for members to pay via the Club CITGO app and alternative payment methods such as credit cards, debit cards, or cash are always accepted with a club CITGO transaction.

How can I show our customers how to find a CITGO location that offers mobile payment through the Club CITGO app?

The fastest way is by looking on your Club CITGO app. After loading your mobile payment options into the wallet, select the 'Home' button at the bottom of the screen. In the middle of the screen, select 'Mobile Pay.' Mobile payment enabled locations within 150 meters will appear. If a mobile payment enabled location is not in your area, an Error message will appear stating, "No Stores Found. Please make sure you are near a store and try again."

Are there plans to enable mobile payments at all CITGO locations in the future?

CITGO is continuously evaluating and updating its payment systems to enhance customer convenience. Ultimately, as each location is independently owned and operated, it is the responsibility of the Marketer or Retailer to enable mobile payment software through their dispenser and POS equipment.

POS Systems at Locations without mobile payments enabled

For POS assistance, contact the CITGO's POS Team at posprod@citgo.com or call them at 1-800-533-3421, opt 2 > opt 2 > opt 6.

How can I troubleshoot issues with the POS system at a CITGO location?

If you encounter issues with the POS system at a CITGO location, you can refer to the troubleshooting guide provided by the POS system manufacturer. Additionally, you can contact CITGO's POS Team at posprod@citgo.com or call them at 1-800-533-3421, opt 2 > opt 2 > opt 6.

Can I upgrade the POS system at my CITGO location to support mobile payments?

Upgrading the POS system to support mobile payments may be possible depending on the technical capabilities of the current system. You can consult with CITGO's POS Team at posprod@citgo.com or call them at 1-800-533-3421, opt 2 > opt 2 > opt 6.

Additional Marketer and Retailer Information can be found in [myCITGOstore](#):

- [Club CITGO with Mobile Payments App FAQ](#)
- [Quick Reference Guide](#)
- [Location Training and Incentives](#)
- [POS System Maintenance and Update Requirements](#)