Club CITGO with Payments App Quick Reference Guide

2 Apps Conveniently Rolled Into 1

Soon, you can add your method of payment!

The integrated Club CITGO app will add value to your business and improve customer experience.

Introduction

We are excited to announce that we will integrate the CITGO Pay™ functionality into the Club CITGO® mobile application. A soft launch for testing purposes is scheduled for February 24, and a hard launch with POP, print and digital advertisement will take place on April 1. The integration will streamline the user experience, allowing customers to manage their loyalty rewards and payment options from one easy-to-use app.

- **Loyalty Program Management:** Members will no longer need to switch between multiple apps to manage their transactions and loyalty rewards. Everything will be accessible within the Club CITGO app.
- **Payment Options:** Users can view and manage their payment methods and loyalty transactions from a single interface.
- **Seamless Transaction Processing:** The integration will leverage advanced security features to protect all transactions and personal information.
- **Personalized Offers:** Members can receive tailored offers and discounts based on their purchasing behavior and preferences, complete with customizable in-store offers.

Benefits

- **Simplified User Experience:** Customers will no longer need to switch between multiple apps to manage their transactions and loyalty rewards. Everything will be accessible within the Club CITGO app.
- **Unified Account Management:** Users can view and manage their payment methods and loyalty rewards from a single interface.
- **Enhanced Security:** The integration will leverage advanced security features to protect all transactions and personal information.

- **Convenience:** Quick and easy access to payment and loyalty program functionalities will significantly enhance the overall customer experience.

Features

The unified Club CITGO app will include the following features:

- **Loyalty Program Management:** Track and redeem loyalty offers, view transaction history and check current promotions.
- **Payment Options:** Add, edit and manage various payment methods, including 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.

POS System Maintenance and Update Requirements

Compliance

Customers will be able 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.

To ensure your Point of Sale (POS) systems remain compliant with the new integrated Club CITGO with CITGO Pay app, please follow these steps:

- **Software Updates:** Ensure that 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 correctly set up to accept 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 2D scanners.

- **Training Staff**: Ensure your staff is trained on the new system. Please provide them with the necessary resources and support to handle transactions smoothly and assist customers with any questions regarding the new integration.

Compliance Dashboard on MarketNet

Are your location(s) compliant? Check out the Compliance Dashboard on MarketNet: POS Compliance Dashboard

The report shows two metrics for each program at each location: the heartbeat and the last transaction. Locations should be monitored, and action may be required to ensure the program's function.

- Heartbeat - This is the last time the POS communicated with the program host. This data updates every two hours.
- Last Transaction - This is the last date a transaction, including a fuel discount, was completed at the location. This metric updates daily.

Report Legend:

- **Red** - No activity for 14 days or longer. Immediate action is required to restore program functionality.
- **Orange** - No activity for over 7 days. Action is likely required to restore program functionality.
- **Yellow** - No activity for over 48 hours. Monitor status.
- **Green** - Activity within 48 hours. No action is required.

What if something requires action?

The location must troubleshoot the POS configuration to restore program functionality. CITGO offers several avenues to help:

- POS Configuration guides are available on MarketNet for Verifone and Gilbarco
- Contact the CITGO Help Desk, available 24x7: 1-800-533-3421 opt. 2, opt. 2, opt. 6.
- Contact the CITGO POS Product Managers: 832-486-5415 or posprod@CITGO.com
- 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.

Location Training and Incentives

CITGO offers programs to support you and your staff, providing the utmost training to exceed your customers' experiences. Knowledgeable, helpful, and courteous staff equates to increased loyalty, gallons sold and in-store purchases.

Ready Online Training

Introducing Ready Online Training, a comprehensive program to enhance your team's skills and knowledge. This training platform offers a variety of C-store and cashier training video courses tailored to meet your team's and customers' needs.

Club CITGO-specific training modules will be posted on myCITGOstore.com and will include, but not limited to:

- Highlights of Club CITGO
- Navigating the App
- Cashier Best Practices

These modules can be incorporated into your Learning Management System (LMS) for group training.

To register for Ready Online Training:

- Visit the training portal at https://traininggrid.com/Launch/CITGO.
- Create an account with your email address and a secure password.
- Select the courses you are interested in and complete the enrollment process.

  Navigate to the 'Courses' section on the training portal for more details on available courses and schedules

- Contact our support team at support@readyonlinetraining.com for personalized assistance.
- Once registered, visit the FAQ page for answers to common queries about the training programs and registration process.

Learn More to Earn More: Cashiers who complete the Club CITGO online training can earn a *one-time $1 off per gallon reward*.

- Cashiers scan the QR code to register using their store location code, the email used for their Club CITGO account and their 10-digit ALT ID (phone number).
- After the cashier watches the required training videos, they will receive a training certificate indicating he or she is eligible for the one-time $1.00 off per gallon reward.
- Within seven business days, CITGO Customer Service will issue and contact the cashier when the one-time $1.00 off per gallon for up to 30 gallons reward can be redeemed.
- This one-time offer is available to employees at designated CITGO Retail Locations.

Marketers with 5 or more locations

Implement Club CITGO's New User challenges and reward your teams for completing the Club CITGO Trainings.

- Challenges can be set for single or grouped locations.
- Start and end dates are flexible.
- Friendly competitions can be customized!

Contact Steve Main at smain1@CITGO.com for more information regarding team training and incentives.

Intercept Program

- **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 at ClubCITGO@CITGO.com for more information regarding Ready Online Training and the Intercept Program.

To Help Your Customers

New to Club CITGO?

- Download the Club CITGO app by scanning the QR code, or, depending on your device, download through:
  - [App Store (apple.com)](App Store)
  - Google Play
- Complete the fields
- Choose an Alt ID
  - We suggest using your phone number as it is unique to you and can only be linked to one Club CITGO Account.
- Now, you're Good to Go!

Current Club CITGO member but need to link to CITGO Pay?

Take advantage of the new integrated features by following these simple steps:

- **Update your Club CITGO App**: Ensure your mobile device has the latest version of the Club CITGO app installed.
  - iPhone:
    - **Open** the App Store.
    - Tap the **My Account** button or your photo at the top of the screen.
    - Scroll down to see pending updates and release notes.
    - Tap **Update** next to an app to update only that app or tap **Update All**.
  - Android:
    - You may need to restart your device.
    - Tap **Manage apps & devices** to search for the Club CITGO app.
    - If the app has an update available, the **Update** button will appear.
    - Select **Update**.
    - If no "Update" button appears, you are up to date.
- **Log In:** Use your existing Club CITGO credentials to log in.

- **Follow** the steps to link CITGO Pay to Club CITGO

Current CITGO Pay member, but need to link to Club CITGO?

⏰ **Effective April 1, 2025**, the CITGO Pay app will be disabled. You can no longer use the CITGO Pay app if you have not linked your CITGO Pay to Club CITGO. CITGO Pay will be removed from the Apple and Google App Store on April 1, 2025.

To link your CITGO Pay account to Club CITGO before April 1, follow the below steps:

- On the CITGO Pay home screen
- Tap the **+ sign** next to Add Club CITGO

Support

Club CITGO

For Club CITGO questions or assistance:

- Refer to the 'Help' section within the Club CITGO app
- Contact our customer support team at ClubCITGO@CITGO.com
- Call 888-246-2582.

Location POS

For POS questions or assistance, contact posprod@CITGO.com.

Resources

- POS Compliance Dashboard
- POS Configuration Guides: Are located in MarketNet
- Marketer / Retailer FAQ
- ClubCITGO.com
- CITGO_Ready_Training_Online.com
  - Scan the QR code below for CITGO Online Training