

# Retailer FAQ

## Benefits and Features

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

- 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 now 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.

## POS

### How do I ensure my POS system is compliant with Club CITGO 2.0?

- Software Updates: Ensure your POS software is updated to the latest version that supports the integration.
- Configuration Check: Verify that your POS system's configuration settings are set up correctly.
- Testing: Thoroughly test your POS systems before the official launch.
- Hardware Compatibility: Confirm that your POS hardware is compatible with the new software updates.
- Training Staff: Train your staff on the new system and provide them with the necessary resources.

### 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.

### Did CITGO Pay™ go away?

Yes, CITGO Pay was deactivated on April 1, 2025. CITGO Pay is no longer available for download in the Apple or Google Play stores. Mobile payment functionality is now available within the Club CITGO app.



### How do cashiers complete the sale inside the store?

- 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.
- \* Enter ID manually if your scanner does not scan the ID.

<u><b>VeriFone</b></u>	<u><b>Gilbarco Passport</b></u>	<u><b>PIN Pad</b></u>
1. Ring up transaction. 2. <b>Before</b> hitting method of payment, • 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.	1. Ring up transaction and hit tender key. • 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 the Mobile ID into POS. 4. Proceed with payment.	1. Select "Loyalty ID." 2. Enter Alt ID ( <i>phone number in Club CITGO profile</i> ). 3. Proceed with payment.

### 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](#)
- 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](#)

### Team Training and Incentives

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

- [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 [ClubCITGO@CITGO.com](mailto:ClubCITGO@CITGO.com) for more information.

## Contact 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. Monday – Friday, 6 am – 8 pm.

### Where can I get additional information?

Within myCITGOstore, on the [Club CITGO](https://www.clubcitgo.com) site, Retailers have access to the Mobile Pay FAQ, Employee Incentive offerings, Quick Reference Guide, and more.