

Alt ID is the Key to Saving Everyday



Troubleshooting

<p>INVALID ALT / LOYALTY ID</p>	<p>If a customer enters their Alt ID and the POS says Invalid Loyalty ID – have them try again.</p>	<ol style="list-style-type: none"> 1. Ask customer to try again. <i>If it still doesn't work,</i> 2. Print the receipt for the customer. 3. Tell them to contact ClubCITGO@CITGO.com or call 1-888-2-GO-CLUB (1-888-246-2582). This information can also be found in the app on the Contact screen.
<p>LOYALTY HOST OFFLINE OR NO ROLLBACK/ DISCOUNT</p>	<p>If the POS displays an error message Loyalty Host Offline or Rollback/diskout didn't happen, follow these steps to resolve the issue.</p>	<ol style="list-style-type: none"> 1. Troubleshoot your firewall by rebooting the firewall and contacting your provider: <ul style="list-style-type: none"> ▷ PDI Control Scan: 1-800-393-3246 (also known as EchoSat, SPG or PaySafe) ▷ Acumera: 1-512-687-7401 ▷ Cybera: 1-866-429-2372 ▷ Mako Networks: 1-800-851-4691 2. Check your POS Loyalty configurations: <ul style="list-style-type: none"> ▷ Gather the log in information for your POS ▷ Contact the CITGO POS Help Desk: 1-800-533-3421, Options 2, 2, 6 ▷ Ask them to help you review your Loyalty Configurations 3. If the issue still isn't resolved, contact your POS provider's Help Desk: <ul style="list-style-type: none"> ▷ VeriFone Help Desk: 1-888-889-7829 (have your VeriFone Service ID available) ▷ Gilbarco Passport Help Desk: 1-800-800-7498 (have your location phone number available)

Club CITGO FAQs



Does every participant need their own Alt ID?

To avoid any disruptions due to frequency limits, each Club CITGO member should use a unique Alt ID. It is possible that family members might share an Alt ID which is acceptable.

Can employees participate in Club CITGO?

Yes, employees of CITGO retail locations can take advantage of fuel and merchandise offers through Club CITGO. However, employees are not eligible to participate in any sweepstakes drawings.

Can a Retailer add their own offers to the app?

Not at this time. In the near future, additional programs for Club CITGO enhancements will be available.

Can Club CITGO be used in conjunction with tobacco company rebate programs?

Not at this time. In the near future, additional programs for Club CITGO enhancements will be available.

How will a Retailer be reimbursed?

CITGO reimburses 100% of the rollback rewards and consumer package goods offers to the Marketer daily. Marketers are responsible for reimbursing the Retailers. All reimbursement questions should be directed to the Marketer.

