



What do I need to know?

The Club CITGO mobile app has been enhanced for all participating locations. A new Alternate ID (Alt ID) feature enables your customers to receive an automatic discount at the pump, as well as discounts on select items at the register. In order to take advantage of these enhancements, certain activities will need to be completed at your site to activate this new functionality. These include:

- Installation and testing process
- Training store employees
- POP materials and customer communication

The purpose of this guide is to help implement the **Club CITGO Loyalty Rollback** and **FIS Premium Payback** features; and prepare in advance for **Mobile Payment** processing at your location.

Use this guide as a checklist to complete the activities needed for success.

Program Offers and Communication

- Everyday Discount: Consumers get 3¢ on all gallons everyday
- Monthly Specials: Once per month on a Tuesday and Friday consumers receive a larger incremental discount. They get it one time per month each month.
- Surprise and Delights: The program will include surprise and delights to drive consumers to use the program more often.
- C-Store offers: At stores with scanning technology, there are savings on select products. The savings can be a Cents Off, Free Item or a Club CITGO discount.
- Discounts are advertised in the app.

Installation and Activation Process

Depending on your location, installations may happen in one of the following ways:

- Technician
- Marketer Personnel
- Retailer

Use the Verifone or Passport **Installation Guides to configure, test Club CITGO and complete the installation survey located on MyCITGOStore > Club CITGO > Training & Resources or click [here](#)**. To get the installation guides, contact your Marketer or log into MyCITGOStore > Club CITGO > Training & Resources at the bottom of the page or click [here](#).

Complete the installation activities for your POS type:

- Club CITGO Configuration**
- FIS – Premium Payback Configuration**
- Mobile Payment Configuration Preparation**



Training Your Employees

It is ideal to provide training during installation. Club CITGO Training resources are located on MyCITGOStore > Club CITGO > Training & Resources or [here](#). Training materials consists of:

- Cashier Training Video (program overview)
 - Cashier Training Manual
 - Cashier Job Aid
 - Program FAQ
- Ask cashiers to watch Club CITGO video.
 - Review manual and job aid with cashier.
 - During testing show the cashier how the program works both inside and outside.
 - If able, have the cashier download the Club CITGO app so they can train other store associates and save on gas too!
 - Ask the cashier to explain how the program works to the other cashiers.

POP Installation and Training Support

- POP will be installed per the schedule located on MyCITGOStore > Club CITGO > Sign Up or [here](#).
- POP Installer will place all POP at location
- POP installer will provide location with:
 - a. Club CITGO Training Manual
 - b. Club CITGO Quick Step Card
 - c. Program FAQs (Club CITGO and FIS)
- POP installer will complete one inside Club CITGO transaction to help train cashier on duty.
- The month POP is installed the original Club CITGO mobile coupon program is deactivated. Locations not converted to rollback will not have a Club CITGO loyalty program.

Accounting

- POS Installer will set up reporting functionality during installation. If reporting is not setup refer to the installation guides or contact your POS provider tech support for assistance.
- Loyalty fuel and merchandise discounts are totaled on the “End of Day” report.
- Rebates are sent weekly, on Wednesday, to your fuel supplier for Monday through Sunday discounts.
- Long-term rebates will be sent daily.



FAQs	
<i>If the Club CITGO Program stops working check the following:</i>	
Issues and typical resolutions:	
<i>Message display calling out an issue when consumer tries to use the program</i>	<ul style="list-style-type: none"> • Contact your firewall company to ensure there is no communication issue • Contact PDI to ensure there is no issue with the program
<i>Recent POS upgrade program not working</i>	<ul style="list-style-type: none"> • Contact POS provider to validate installation was done properly • Contact firewall provider to validate communication is working • Contact PDI to ensure they have you setup
<i>Change in POS or firewall provider</i>	Prior to changing, contact PDI and let them know when you are upgrading and the system changes; ensure the new firewall provider knows you are on the Club CITGO Loyalty Rollback program

Technical Support	
<i>Firewall installation or communication issues:</i>	<ul style="list-style-type: none"> • Acumera: 1-512-687-7412 • Control Scan 1-800-393-3246 (<i>also known as EchoSat, SPG or PaySafe</i>) • Cybera: 1-866-4CBYERA or 1-866-429-2372 • Mako Networks: 1-844-66-CITGO or 1-844-662-4846
<i>POS Technical Issues</i>	<ul style="list-style-type: none"> • Gilbarco Passport Help Desk: 1-800-800-7498 (<i>have your location phone number available</i>) • VeriFone Help Desk: 1-888-889-7829 (<i>have your VeriFone Service ID available</i>)
<i>PDI Club CITGO App discount setup issues</i>	<ul style="list-style-type: none"> • 1-800-371-1118, then press 2
<i>CITGO Assistance</i>	<ul style="list-style-type: none"> • POS and Technical Support: POSPROD@citgo.com
<i>General Club CITGO Questions</i>	<ul style="list-style-type: none"> • Email CLUBCITGO@citgo.com