

Your **CITGO**
CONNECTIONS



Please use this helpful list of contacts to put you in touch with the right source every time.

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MANAGEMENT TEAM

Chris Kiesling

Asst VP, Light Oils Operations & Marketing
1-800-32-CITGO, ext. 4909
ckiesli@CITGO.com

Greg Caponegro

GM, Light Oil Sales
1-800-32-CITGO
gcapone@CITGO.com

Jack McCrossin

GM, Terminal Facilities & Pipelines
1-800-32-CITGO
jmccros@CITGO.com

Eny Suherman

GM, Pricing, Analysis and Business
1-800-32-CITGO, ext. 4453
esuherm@CITGO.com

Kevin Kinney

GM, Brand Equity Development
1-800-32-CITGO, ext. 1986
kkinney@CITGO.com

CENTRAL REGION

SALES

Tyler Shepherd

Mgr., Wholesale Region Sales
346-229-8618
tshephe@CITGO.com

Stephanie Baez

Sr. Administrative Asst.
1-800-32-CITGO, ext. 4049
sbaez@CITGO.com

Josh Amoroso

(WI)
207-415-6784
jamoros@CITGO.com

Lauren Becker

(IN, MI)
219-280-7752
lbecker@CITGO.com

Brad Winczewski

(IN, IL)
847-736-7488
bwincze@CITGO.com

Mark Wright

(LA, TX)
281-782-8463
mwright3@CITGO.com

John Kiernan

Commercial Sales Mgr., TX
817-368-7447
jkierna@CITGO.com

Marshall McGowan

Commercial Sales Mgr., Midwest
618-487-9898
mmcgowan@CITGO.com

PRICING/SUPPLY

Tim Ruehlen

Supply Mgr.
1-800-32-CITGO, ext. 4282
truehle@CITGO.com

After Hours Allocation Hotline

1-800-467-5685

Alan Joiner

Pricing Mgr. Branded Gas (LA, TX)
1-800-32-CITGO, ext. 4867
ajoiner@CITGO.com

Vincent Keller

Pricing Mgr. Unbranded Gas & Diesel (LA, TX)
1-800-32-CITGO, ext. 1736
wkeller@CITGO.com

Trish Mai

Pricing Mgr. Branded Gas (IL, IN, MI, WI)
1-800-32-CITGO, ext. 1440
tmai@CITGO.com

David Marlatt

Pricing Mgr. Unbranded Gas & Diesel (IL, IN, MI, WI)
1-800-32-CITGO, ext. 5464
dmarlat@CITGO.com

BRAND MARKETING

Charlie Kovacsik

Marketing Programs Development Mgr.
1-800-32-CITGO, ext. 4989
ckovacs@CITGO.com

Cora Bales

Region Marketing Mgr.
1-800-32-CITGO, ext. 4369
cbaless@CITGO.com

Aleceia Kidd

Marketing Support Mgr.
1-800-32-CITGO, ext. 4914
akidd1@CITGO.com

Tedd Hupp

Brand Image Mgr.
1-800-32-CITGO, ext. 1966
thupp@CITGO.com

Vera Sells

Region Brand Mgr. (WI)
1-800-32-CITGO, ext. 1962
vsells@CITGO.com

Natalie Gorman

Region Brand Mgr. (IL, IN, LA, MI, OH, TX)
1-800-32-CITGO, ext. 1597
napril@CITGO.com

CONTRACTS/CUSTOMER SERVICE

Paulette Bennett

Customer Business Services Mgr.
1-800-32-CITGO, ext. 5330
pbennet@CITGO.com

Donnie Fetzer

Customer Service Mgr.
1-800-32-CITGO, ext. 5321
dfetzer@CITGO.com

Denise Frazier

Customer Service Specialist
1-800-32-CITGO, ext. 5326
dfrazi2@CITGO.com

Gary Whitfield

Customer Contract & Master Data Mgr.
1-800-32-CITGO, ext. 5284
gwhitfi@CITGO.com

Alicia Lewis

Customer Contract & Master Data Analyst
1-800-32-CITGO, ext. 5510
alewis4@CITGO.com

LB Fletcher

Transportation Compliance Specialist
1-800-32-CITGO, ext. 5329
lfletc1@CITGO.com

TAX/CREDIT

John Stryker

Senior Credit Manager
832-486-5430
jstryke@CITGO.com

Daniel Padron

Credit Mgr.
1-800-32-CITGO, ext. 1507
dpadron@CITGO.com

Lee Hair

Tax Accountant (IL, IN, LA, TX, WI)
1-800-32-CITGO, ext. 4166
lhair@CITGO.com

Shannon Lewis

Tax Accountant (IA)
1-800-32-CITGO, ext. 4107
slewis2@CITGO.com

Channetta Wickware

Tax Accountant (AR, OH)
1-800-32-CITGO, ext. 4318
cwickwa@CITGO.com

Kristen Dang

Sr. Sales Tax Analyst (Federal, MI)
1-800-32-CITGO, ext. 4260
kdang@CITGO.com

NORTHEAST REGION

SALES

Bill Fagan

Mgr., Wholesale Region Sales
205-383-9301
wfagan@CITGO.com

Stephanie Baez

Sr. Administrative Asst.
1-800-32-CITGO, ext. 4049
sbaez@CITGO.com

Nichole Verner

(DC, DE, MD, Pittsburgh, NJ, WV)
330-631-9210
nverner@CITGO.com

Ellen Yacovelli

(East MA, ME, NH, VT)
860-304-5875
eyacove@CITGO.com

Jennifer Thume

(PA, Upstate NY)
518-837-2054
jthume@CITGO.com

Jeff Sweetman

(CT, MA, RI)
860-302-9707
jsweetm@CITGO.com

Christopher Thomas

(Hudson Valley and Albany NY, NYC/LI, VT)
860-671-8296
cthoma2@CITGO.com

Open Position

Commercial Sales Mgr., Northeast

PRICING/SUPPLY

Steve Landreville

Supply Mgr.
1-800-32-CITGO, ext. 4459
slandr1@CITGO.com

After Hours Allocation Hotline

1-800-467-5685

Robert Edge

Pricing Mgr. Branded Gas (DE, MD, VA, WV)
1-800-32-CITGO, ext. 1774
redge@CITGO.com

Erica Xu

Pricing Mgr. Unbranded Gas & Diesel (DE, MD, WV)
1-800-32-CITGO, ext. 4055
mxu@CITGO.com

Estuardo Bustamante

Pricing Mgr. Branded Gas (CT, MA, ME, NH, NJ, NY, PA, RI, VT)
1-800-32-CITGO, ext. 4717
ebustam@CITGO.com

Huyen To

Pricing Mgr. Unbranded Gas & Diesel (CT, MA, ME, NH, NJ, NY, PA, RI, VT)
1-800-32-CITGO, ext. 1430
hto@CITGO.com

BRAND MARKETING

Charlie Kovacsik

Marketing Programs Development Mgr.
1-800-32-CITGO, ext. 4989
ckovacs@CITGO.com

Olga Hernandez

Region Marketing Mgr.
1-800-32-CITGO, ext. 4160
ohernan@CITGO.com

Aleceia Kidd

Marketing Support Mgr.
1-800-32-CITGO, ext. 4914
akidd1@CITGO.com

Tedd Hupp

Brand Image Mgr.
1-800-32-CITGO, ext. 1966
thupp@CITGO.com

Jonathan Coronado

Region Brand Mgr. (DC, DE, MD, NJ, NY, PA)
1-800-32-CITGO, ext. 4054
jcorona@CITGO.com

Lisa Dunn

Region Brand Mgr. (CT, MA, ME, NH, RI, VT)
1-800-32-CITGO, ext. 1442
ldunn1@CITGO.com

CONTRACTS/CUSTOMER SERVICE

Paulette Bennett

Customer Business Services Mgr.
1-800-32-CITGO, ext. 5330
pbennet@CITGO.com

Priyanka Gandhi

Customer Service Mgr.
1-800-32-CITGO, ext. 5320
pgandhi@CITGO.com

Priscilla Flores

Customer Service Specialist
1-800-32-CITGO, ext. 5325
psoto@CITGO.com

Gary Whitfield

Customer Contract & Master Data Mgr.
1-800-32-CITGO, ext. 5284
gwhitfi@CITGO.com

Janet Cruz-Redus

Customer Contract & Master Data Analyst
1-800-32-CITGO, ext. 5512
jredus@CITGO.com

Joann Duckwork

Customer Contract & Master Data Analyst
1-800-32-CITGO, ext. 5511
jduckwo@CITGO.com

LB Fletcher

Transportation Compliance Specialist
1-800-423-8434, ext. 5329
lfletc1@CITGO.com

TAX/CREDIT

John Stryker

Senior Credit Manager
832-486-5430
jstryke@CITGO.com

Colton Torrance

Credit Mgr.
1-800-32-CITGO, ext. 3369
ctorran@CITGO.com

Lee Hair

Tax Accountant (DE, PA)
1-800-32-CITGO, ext. 4166
lhair@CITGO.com

Shannon Lewis

Tax Accountant (CT, DC, MA, MD, ME, NH, NJ, NY, RI, VT)
1-800-32-CITGO, ext. 4107
slewis2@CITGO.com

Kristen Dang

Sr. Sales Tax Analyst (Federal)
1-800-32-CITGO, ext. 4260
kdang@CITGO.com

SOUTHERN REGION

SALES

Rick Jones

Mgr., Wholesale Region Sales
813-247-4003
rwjones@CITGO.com

Stephanie Baez

Sr. Administrative Asst.
1-800-32-CITGO, ext. 4049
sbaez@CITGO.com

Thomas Bass

(VA)
540-562-8713
tbass1@CITGO.com

David Laughner

(Central and N. FL)
717-371-0457
dlaughn@CITGO.com

Mary Pabon

(AR, KY, West NC, TN)
615-910-3403
mpabon@CITGO.com

Katie Kinney

(AL, FL Panhandle, MS)
205-460-6868
kkinne1@CITGO.com

Tim Peabody

(GA, West SC)
404-855-9877
tpeabod@CITGO.com

Michelle Lauth

(NC, North SC)
919-527-5248
mlauth@CITGO.com

John Kiernan

Commercial Sales Mgr., Southwest and Florida
817-368-7447
jkierna@CITGO.com

Lee Sideras

Commercial Sales Mgr., Southeast
262-290-7164
lsidera@CITGO.com

PRICING/SUPPLY

Jenny Glass

Supply Mgr.
1-800-32-CITGO, ext. 1617
jglass2@CITGO.com

After Hours Allocation Hotline

1-800-467-5685

Robert Edge

Pricing Mgr. Branded Gas
(GA, FL, NC, SC)
1-800-32-CITGO, ext. 1774
redge@CITGO.com

Alan Joiner

Pricing Mgr. Branded Gas (AL, MS, TN)
1-800-32-CITGO, ext. 4867
ajoiner@CITGO.com

Erica Xu

Pricing Mgr. Unbranded Gas & Diesel
(GA, FL, NC, SC, VA)
1-800-32-CITGO, ext. 4055
mxu@CITGO.com

Vincent Keller

Pricing Mgr. Unbranded Gas & Diesel
(AL, MS, TN)
1-800-32-CITGO, ext. 1736
wkeller@CITGO.com

BRAND MARKETING

Charlie Kovacsik

Marketing Programs Development Mgr.
1-800-32-CITGO, ext. 4989
ckovacs@CITGO.com

Joseph Minotti

Region Marketing Mgr.
1-800-32-CITGO, ext. 4984
jminott@CITGO.com

Angela Swan

Marketing Support Mgr.
1-800-32-CITGO, ext. 4944
aswan@CITGO.com

Tedd Hupp

Brand Image Mgr.
1-800-32-CITGO, ext. 1966
thupp@CITGO.com

Eileen Leach

Region Brand Mgr. (AR, KY, NC, SC, TN, VA)
1-800-32-CITGO, ext. 4297
eleach@CITGO.com

Vera Sells

Region Brand Mgr. (AL, GA, MS)
1-800-32-CITGO, ext. 1962
vsells@CITGO.com

Jonathan Coronado

Region Brand Mgr. (FL)
1-800-32-CITGO, ext. 4054
jcorona@CITGO.com

CONTRACTS/CUSTOMER SERVICE

Paulette Bennett

Customer Business Services Mgr.
1-800-32-CITGO, ext. 5330
pbennet@CITGO.com

Debbie Stokley

Customer Service Mgr.
1-800-32-CITGO, ext. 5282
dstokle@CITGO.com

Lesley Dillingham

Customer Service Specialist
1-800-32-CITGO, ext. 5550
ldillin@CITGO.com

Gary Whitfield

Customer Contract & Master Data Mgr.
1-800-32-CITGO, ext. 5284
gwhitfi@CITGO.com

Gabriel Martinez

Customer Contracts & Master Data Analyst
1-800-32-CITGO, ext. 5513
gmarti7@CITGO.com

Yervis Prieto

Transportation Compliance Specialist
1-800-32-CITGO, ext. 5328
yprieto@CITGO.com

TAX/CREDIT

John Stryker

Senior Credit Mgr.
832-486-5430
jstryke@CITGO.com

Jessica Flores

Credit Mgr.
1-800-32-CITGO, ext. 4891
jflore8@CITGO.com

Lee Hair

Tax Accountant (KY)
1-800-32-CITGO, ext. 4166
lhair@CITGO.com

Shannon Lewis

Tax Accountant (FL, GA, SC, TN, VA)
1-800-32-CITGO, ext. 4107
slewis2@CITGO.com

Channetta Wickware

Tax Accountant (AL, MS, NC)
1-800-32-CITGO, ext. 4108
cwickwa@CITGO.com

Kristen Dang

Sr. Sales Tax Analyst (Federal)
1-800-32-CITGO, ext. 4260
kdang@CITGO.com

COMMERCIAL SALES

SALES

Brian Galloway

Mgr., Wholesale Region Sales Distillates
1-800-32-CITGO, ext. 4946
bgallow@CITGO.com

Stephanie Baez

Sr. Administrative Asst.
1-800-32-CITGO, ext. 4049
sbaez@CITGO.com

Open Position

Commercial Sales Mgr., Northeast

John Kiernan

Commercial Sales Mgr., Southwest and Florida
817-368-7447
jkierna@CITGO.com

Lee Sideras

Commercial Sales Mgr., Southeast
262-290-7164
lsidera@CITGO.com

Marshall McGowan

Commercial Sales Mgr., Midwest
618-487-9898
mmcgowa@CITGO.com

Tasheka Franklin

Commercial Sales Support Analyst
1-800-32-CITGO, ext. 4365
tfrankl@CITGO.com

PRICING/SUPPLY

After Hours Allocation Hotline

1-800-467-5685

Tim Ruehlen

Supply Mgr., Central
1-800-32-CITGO, ext. 4282
truehle@CITGO.com

Jenny Glass

Supply Mgr., Southeast and Mid-Atlantic
1-800-32-CITGO, ext. 1617
jglass2@CITGO.com

Steve Landreville

Supply Mgr., Northeast
1-800-32-CITGO, ext. 4459
slandr1@CITGO.com

Erica Xu

Pricing Mgr. (DE, GA, FL, MD, NC, SC, VA, WV)
1-800-32-CITGO, ext. 4055
mxu@CITGO.com

David Marlatt

Unbranded Gas & Diesel (IL, IN, MI, WI)
1-800-32-CITGO, ext. 5464
dmarlat@CITGO.com

Huyen To

Pricing Mgr. Unbranded Gas & Diesel (CT, MA, ME, NH, NJ, NY, PA, RI, VT)
1-800-32-CITGO, ext. 1430
hto@CITGO.com

Vincent Keller

Pricing Mgr. (AL, AR, KY, LA, MS, TN, TX)
1-800-32-CITGO, ext. 1736
wkeller@CITGO.com

CONTRACTS/ CUSTOMER SERVICE

Paulette Bennett

Customer Business Services Mgr.
1-800-32-CITGO, ext. 5330
pbennet@CITGO.com

Priyanka Gandhi

Customer Service Mgr. – Northeast/ Mid-Atlantic
1-800-32-CITGO, ext. 5320
pgandhi@CITGO.com

Priscilla Flores

Customer Service Specialist – Northeast/Mid-Atlantic
1-800-32-CITGO, ext. 5325
psoto@CITGO.com

Donnie Fetzer

Customer Service Mgr. – Midwest/Southwest
1-800-32-CITGO, ext. 5321
dfetzer@CITGO.com

Denise Frazier

Customer Service Specialist – Midwest/Southwest
1-800-32-CITGO, ext. 5326
dfrazi2@CITGO.com

Debbie Stokley

Customer Service Mgr. – Mid-Atlantic/Southeast
1-800-32-CITGO, ext. 5322
dstokle@CITGO.com

Lesley Dillingham

Customer Service Specialist – Mid-Atlantic/Southeast
1-800-32-CITGO, ext. 5550
ldillin@CITGO.com

Gary Whitfield

Customer Contract & Master Data Mgr.
1-800-32-CITGO, ext. 5284
gwhitfi@CITGO.com

Joann Duckworth

Customer Contract & Master Data Analyst - Southwest
1-800-32-CITGO, ext. 5511
cscontr@CITGO.com

Alicia Lewis

Customer Contract & Master Data Analyst - Mid-Atlantic
1-800-32-CITGO, ext. 5510
cscontr@CITGO.com

Gabriel Martinez

Customer Contract & Master Data Analyst - Midwest
1-800-32-CITGO, ext. 5513
cscontr@CITGO.com

Janet Cruz-Redus

Customer Contract & Master Data Analyst – Northeast/ Mid-Atlantic
1-800-32-CITGO, ext. 5512
jredus@CITGO.com

TRANSPORTATION COMPLIANCE

L.B. Fletcher

Transportation Compliance Specialist
1-800-32-CITGO, ext. 5329
lfletc1@CITGO.com

Yervis Prieto

Transportation Compliance Specialist
1-800-32-CITGO, ext. 5328
yprieto@CITGO.com

TAX/CREDIT

Open Position

Sr. Credit Mgr., Bulk

Colton Torrance

Credit Mgr., Northeast
1-800-32-CITGO, ext. 3369
ctorran@CITGO.com

Daniel Padron

Credit Mgr., Central
1-800-32-CITGO, ext. 1507
dpadron@CITGO.com

John Stryker

Sr. Credit Mgr., Light Oils Marketing and Lubricants
1-800-32-CITGO, ext. 5430
jstryke@CITGO.com

Jessica Flores

Credit Mgr., Southern
1-800-32-CITGO, ext. 4891
jflore8@CITGO.com

Lee Hair

Tax Accountant (DE, IL, IN, KY, LA, PA, TX, WI)
1-800-32-CITGO, ext. 4166
lhair@CITGO.com

Shannon Lewis

Tax Accountant (CT, DC, FL, IA, MA, MD, ME, NH, NJ, NY, RI, SC, VT)
1-800-32-CITGO, ext. 4107
slewis2@CITGO.com

Channetta Wickware

Tax Accountant (AL, AR, MS, NC, OH)
1-800-32-CITGO, ext. 4318
cwickwa@CITGO.com

Kristen Dang

Sr. Tax Analyst (Federal, MI)
1-800-32-CITGO, ext. 4260
kdang@CITGO.com

PAYMENT CARD

OPERATIONS

Kara Gunderson

Mgr., Payment Card Operations
1-800-423-8434, ext. 4718
kgunder@CITGO.com

Caleb Burke

Payment Card Mgr.
Settlement, Fraud & Chargebacks
1-800-423-8434, ext. 4340
cburke@CITGO.com

Open Position

Retail Marketing Technology Mgr.

Amber Sherman

Payment Card Financial Analyst
1-800-423-8434, ext. 5302
asherm1@CITGO.com

SETTLEMENT SUPPORT

CITGO Settlement Help Desk

1-800-533-3421, opt. 2, opt. 3
poshelp@CITGO.com

Joy Joplin

POS Support Analyst
1-800-423-8434, ext. 1760
jjoplin@CITGO.com

Kim Moore

POS Support Analyst
1-800-423-8434, ext. 5962
kmoore1@CITGO.com

Esther Olanrewaju

POS Support Analyst
1-800-423-8434, ext. 5357
eawozel@CITGO.com

POS SYSTEMS AND SUPPORT

POS Product Mgrs.

1-800-423-8434, ext. 5415
posprod@CITGO.com

Brandon Robinson

POS Manager
1-800-423-8434, ext. 4334
brobin1@CITGO.com

Jeff Maybray

POS Tech Lab Mgr.
1-800-423-8434, ext. 4782
jmaybra@CITGO.com

Adela Ramirez

POS Product Mgr.
1-800-423-8434, ext. 4781
aramir6@CITGO.com

Sherry Thompson

POS Product Mgr.
1-800-423-8434, ext. 5494
sthoms@CITGO.com

James Long

POS Technical Program Support Mgr.
1-800-423-3434, ext. 4423
jlong3@CITGO.com

Lisa Godsell

POS Technical Program Support Mgr.
1-800-423-8434, ext. 5587
lgodsel@CITGO.com

CITGO POS Help Desk

1-800-533-3421, opt. 2, opt. 2

Billing for POS Help Desk & Verifone Equipment Rental

1-800-423-8434, ext. 5415
posverif@CITGO.com

CITGO PRIVATE LABEL CARD PROGRAMS

CITGO Rewards, WEX & Gift Cards

Payment Card Programs
pcprog@CITGO.com

Karen Lacey

CITGO Card Rep., Gift and Fleet Cards
1-800-423-8434, ext. 4775
klacey@CITGO.com

Amanda Rackliff

Marketing Support Mgr.
1-800-32-CITGO, ext. 4809
arackli@CITGO.com

Fleet Customer Service Help Desk

1-866-926-5615
www.CITGOfleetcards.com

Fleet Hotline

1-855-804-1455

CITGO Rewards Customer Service Synchrony Financial

1-855-598-4879

Merchant Supplies Center

1-800-805-8492

FRAUD/CHARGEBACKS

Card Operations

cardoperations@CITGO.com

David Fuentes

Sr. Chargeback Administrator
1-800-423-8434, ext. 4774
dfuente@CITGO.com

Jana Roberts

Sr. Chargeback Administrator
1-800-423-8434, ext. 4326
jrobert@CITGO.com

LOYALTY PROGRAMS

CLUB CITGO®

Technical Support

CITGO POS Help Desk
1-800-533-3421, opt. 2, opt. 2

Customer Service Center

1-888-246-2582
ClubCITGO@CITGO.com

CITGO PAY™

Technical Support

CITGO POS Help Desk
1-800-533-3421, opt. 2, opt. 2

Customer Service Center

1-866-248-4672
CITGOPay@CITGO.com

PREMIUM PAYBACK

Amanda Rackliff

Marketing Support Mgr.
1-800-32-CITGO, ext. 4809
arackli@CITGO.com

FAQ

ADVERTISING AND PROMOTIONS

Who do I contact for more information on the following?

- ▶ Club CITGO app – Club CITGO Customer Service (ClubCITGO@CITGO.com) or Region Marketing Support Manager
- ▶ CITGO Pay app - CITGO Pay Customer Service (CITGOPay@CITGO.com) or Region Marketing Support Manager
- ▶ Business Milestone Kits (Welcome, Grand Opening, Customer Appreciation) – Region Marketing Support Manager
- ▶ Customizable Marketing Materials (print ads, flyers, etc.) – Region Marketing Support Manager
- ▶ MyCITGOstore.com (Retailer portal) – Region Marketing Support Manager

ALLOCATION

How do I request an increase to my allocations during business hours?

Utilize CITGO MarketNet® to view your current product allocations and request additional loads due to allocation outages directly through the DTN TABS Allocation system. You may also call your Pricing Manager with any questions.

How do I request an increase to my allocations during non-business hours?

Contact the CITGO After Hours Allocation Hotline at 1-800-467-5685 or make a request directly through the DTN TABS Allocation system on MarketNet. The hotline operates on weekdays from 4:30 p.m. - 8 a.m. CDT and 24 hours a day on weekends and holidays.

I have a driver at the terminal, but I'm out of allocation. Can I get an extra load?

If the terminal is a CITGO equity terminal, speak with terminal personnel directly. If you have any questions, contact your Pricing Manager during business hours and the CITGO After Hours Allocation Hotline (1-800-467-5685) after hours and on weekends/holidays.

How can I get notices of when my allocation is low at the terminal?

Alerts may be set up in MarketNet through the DTN TABS Allocation system. This is only available at terminals equipped with TABS. For questions, contact your Territory Sales Manager.

How do I receive real-time terminal notifications?

Follow these steps to designate contacts to receive real-time terminal notifications through the CITGO Terminal Notifications mobile app.

- ▶ Visit the Manager User Account page on MarketNet at Account Management >> Mobile Notifications >> Manage User Account.
- ▶ Submit contact information for each person in your organization who should receive notifications. Contacts can be edited and/or deleted as necessary.
- ▶ Each contact entered will receive an email with a link to download the application. The email will also include the email address and password needed to log into the app once installed.
- ▶ Click on either the Apple App Store or Google Play icon in the email, depending on the type of smart phone you have, to install the app.

Platform requirements:

- ▶ Apple iOS (>=8.0) – not limited to iPhone 6/7/8, iPhone 6/7/8 plus
- ▶ Android Jelly Bean or higher (>=4.1) – not limited to Samsung Galaxy S4, S6, S7 Edge, Pixel, Pixel XL
- ▶ Data plan
- ▶ Not available for Blackberry and Windows phones

BRANDING

Who do I contact for more information on the following?

- ▶ FAT Fund (fund balance, qualifying expenditures, program details, etc.) – Brand Manager
- ▶ Grow Bucks (payment status, qualifying volume, program details, etc.) – Brand Manager
- ▶ Allowances (notification copies, enter volume, payment status, etc.) – Brand Manager
- ▶ Trimark of Excellence Mystery Shop (view inspection, submit an RFA, cost, billing, etc.) – Brand Manager or Region Marketing Manager
- ▶ Brand Materials Installation (CITGO Certified Installer lists) – Brand Manager

CUSTOMER SERVICE

How can I get a copy of a product invoice?

Visit MarketNet and follow this path: *Account Management >> Invoices*. Contact your Customer Service Manager or Representative with any questions.

How can I get a copy of a bill of lading?

Contact your Customer Service Manager or Specialist for a copy of a bill of lading.

What do I do if my product invoice is incorrect?

Contact your Customer Service Manager or Specialist if you receive an incorrect invoice.

Who do I contact with questions about my EFT notice?

Contact your Credit Manager with any questions regarding your EFT notices.

What do I do if I'm having DTN transmission issues?

Contact your Customer Contracts or Master Data Analyst with any DTN transmission issues.

CONTRACTS/CARRIERS

I have questions about contracts/carriers. Who should I contact?

Your Contract Specialist can answer questions about the following:

- ▶ Adding a new carrier
- ▶ Loading numbers
- ▶ Lifting/carrier issues
- ▶ Help with DocuSign
- ▶ Loading at CITGO terminals

CHARGEBACKS

Where do I fax the Request for Copy invoice?

The chargeback fax number varies based on card type. The appropriate fax number should be included on your Request for Copy. If you have any questions on where to send your receipt, please email cardoperations@CITGO.com.

I have questions on a chargeback. Who should I contact?

A customer service phone number should be provided on each notice. You can also email any questions to cardoperations@CITGO.com.

Why did I receive a chargeback?

Each chargeback includes a reason code. A detailed listing of codes and their definitions can be found on the Chargebacks page in MarketNet. (*Payment Card >> Payment Card Operations >> Chargebacks*)

How do I activate ZIP verification?

CITGO automatically enables ZIP verification for all new locations, with the exception of those in New Jersey. If you have any questions regarding ZIP verification, please email cardoperations@CITGO.com.

FAQ CONTINUED

CREDIT

How do I change my bank account?

Contact your Region Credit Manager to get an EFT change form, complete the form and fax it back to them directly.

Where do I send credit references?

Email or fax all credit references to cfs@CITGO.com or 832-486-1872.

Where do I send my annual financial statements?

Please send all annual financial statements to your Region Credit Manager.

FLEET PROGRAM

I have questions about my Fleet accounts. Who should I contact?

Contact the Marketer/Retailer hotline at 1-855-804-1455 for help getting more Fleet accounts and to receive help getting a credit on your Fleet accounts.

FRAUD

How can I prevent fraud at my location?

Upgrading to EMV both inside your store and out at the dispenser is the most effective way to protect your Location against fraud. Review your CITGO Payment Card Guide and Regulations manual for tips to prevent fraud.

How can I detect skimming at my location?

One easy way to detect skimming is by inspecting all POS equipment (at the pump and in-store) at each shift change.

What do I do if I find a skimming device at my location?

If you find a skimming device, shut the pump or inside POS down and contact local law enforcement. Also, please notify Caleb Burke, Payment Card Manager, at 1-800-423-8434, ext. 4340 and email cardoperations@CITGO.com.

MARKETNET®

How can I get a User ID and password to log on to MarketNet?

Contact your CITGO MarketNet Administrator (CMA) for a MarketNet User ID and password. If you are unsure of your CMA, contact your Customer Service Manager or Representative.

How do I change the CMA for my company?

Contact your Customer Service Manager or Representative to change your CMA.

My MarketNet User ID is locked/revoked. What should I do?

Contact your CMA if your User ID is locked or revoked. The CMA can unlock your UserID and will reach out to your Customer Service Manager or Representative to reactivate the UserID on your behalf.

I forgot my MarketNet password. What should I do?

Contact your CMA or use the forgot password feature on MarketNet at *User Profiles >> Update Profile*.

Can I give my Retailers MarketNet access?

Yes. Your CMA can create a special Retailer ID that only allows access to Payment Card transactions and reports.

POS EQUIPMENT

Where can I find last EMV date reporting, my POS Vendor Service ID and firewall/MNSP provider?

www.CITGOmarketnet.com >> Payment Card >> Payment Card Reports >> Your POS Equipment Listing. This webpage will provide you with that information and much more including POS type, and software version.

How can I subscribe to the required Point of Sale (POS) Vendor's Help Desk subscription so I can get help with my POS System?

For Verifone and Gilbarco POS systems, enroll in MarketNet: www.CITGOmarketnet.com >> Payment Card >> Point of Sale >> POS Programs Order Forms. For NCR POS, contact your NCR Reseller. Contact your POS Vendor's Help Desk for more information on enrollment. For Verifone Commander/RubyCi and Gilbarco Passport POS locations. CITGO POS Product Managers at posverif@CITGO.com, or call 1-800-423-8434 ext. 5415.

Where can I find the POS Configuration Guides for Club CITGO Loyalty, CITGO Pay mobile payments and FIS Premium Payback?

www.CITGOmarketnet.com >> Retail Operations >> Loyalty Programs. This webpage will provide you with information about each program, how to register your eligible locations and POS Configuration guides.

FAQ CONTINUED

If I have a POS issue, who should I contact?

First, contact your POS vendor's Help Desk. If you still have questions after speaking to your POS vendor's Help Desk, contact the CITGO POS Help Desk at 1-800-533-3421, option 2, option 2. Both are available 24 hours a day, 7 days a week, 365 days a year.

If I still have POS questions, is there someone else I can contact?

Contact the CITGO POS Product Managers during normal business hours at 1-800-423-8434, ext. 5415, or email posprod@CITGO.com.

Where can I find my POS Vendor Service ID and firewall provider?

www.CITGOmarketnet.com >> Payment Card >> Payment Card Reports >> Your POS Equipment Listing. This webpage will provide you with that information and much more including POS type, software version, last EMV date, Mobile Payment Location ID ("MPPA-ID"), etc.

Who would I call if I need a firewall because I transmit my payment cards over the Internet to meet PCI DSS compliance?

Contact any of the CITGO-authorized firewall providers, listed on myCITGOstore.com. www.myCITGOstore.com/payment-technology/payment-technology-security.jsp

Since I accept payment cards and am required to be PCI DSS compliant, where can I find information to become compliant?

For a full list of documentation and requirements, visit www.pcisecuritystandards.org. Need help? Visit www.controlscan.com/petropci for online forms and scan from a PCI-certified Authorized Scanning Vendor.

Where can I find the CITGO PCI DSS Information and the CITGO Data Security Operating Policy?

www.CITGOmarketnet.com >> Payment Card >> Point of Sale >> PCI Compliance and Data Security

How can I get my Verifone POS software upgraded?

Contact your CITGO Marketer and/or Fuel/Gas Supplier for the following options:

1. Hire a technician
2. Submit request to Verifone to push the software to the POS system. Instructions are located in MarketNet: www.CITGOmarketnet.com>> Payment Card >> Point of Sale >> Point of Sale Terminal

How can I get my Gilbarco POS software upgraded?

1. Log into Insite360 and make a request for the software download.
2. Contact the Gilbarco Help Desk at 1-800-800-7498 to set up remote software download. Gilbarco Help Desk subscription through CITGO required.

Where can I find the CITGO Payment Card Guide & Regulations brochure?

CITGOmarketnet.com >> Payment Card >> Payment Card Operations >> Payment Card Guide and Reference Manual

Who can I contact if I'm having trouble accepting the CITGO Pay app or the Club CITGO app?

Contact CITGO POS Help Desk at 1-800-533-3421, option 2, option 2, option 6. Available 24 hours a day, 7 days a week, 365 days a year.

POS HELPDESK – SETTLEMENT

Who should I contact for help with retransmission of daily summaries, EFT notifications or POS rental invoices?

Contact the CITGO Settlement Help Desk at poshelp@CITGO.com or 1-800-533-3421, option 2, option 3.

TRANSPORTATION COMPLIANCE

I am at the rack and the digital read out says my insurance is expired. What do I do?

Contact your Transportation Compliance Specialist for help. If it is after hours (e.g., midnight), call 713-471-6598.

VENDOR PROGRAMS

Where can I learn about available vendor programs?

Vendor contact information and program details can be found in Street Smarts. Visit the MarketNet homepage and click on the "Street Smarts" button on the right side of the page under "Features." Approved programs include, but are not limited to:

- ▶ C-Store Elevate Image
- ▶ C-Store Interior Graphics
- ▶ Amazon Hub Locker
- ▶ fuelService App (Disability Fueling Assistance)
- ▶ Lighting (In-store and under canopy)
- ▶ Coffee Program
- ▶ Uniforms/Name Tags
- ▶ Special Event Giveaways



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