



Lassus Mobile Pay – Customer FAQ!

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LASSUS MOBILE PAY OVERVIEW

What is Lassus Mobile Pay?

Lassus Mobile Pay is a free benefit to Instant Gas Discount members that allows members to pay for fuel from their Lassus app without having to pay by way of the gas pump or inside the store.

What is the Instant Gas Discount program?

You can find all information about the Instant Gas Discount program on the [Instant Gas Discount website](#) or ask any store associate.

Is my phone supported?

Our Mobile App is supported on the following platforms:

- iOS (iPhone, iPod touch, and/or iPad)
- Android

Is the Mobile App secure?

Yes! No personal information is shared with outside parties or stored on your mobile device. However, mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account. However, you must know your password and PIN to your Instant Gas Discount card in order to use Lassus Mobile Pay.

How do I get the Mobile App for my phone?

Simply search for Lassus in the App Store or in the Play Store.

Do I have to buy the Mobile App?

No. Our Mobile App is completely free to download and install.

How current is the account information I see in the Mobile App?

The information you see in the Lassus app is shown in real-time, so it's always accurate.

What do I need in order to use Lassus Mobile Pay?

- To have downloaded the Lassus app on your mobile device

- Be signed in to your Lassus rewards account on the app, which you create when you
 - 1. Enroll by the paper enrollment form from the in-store rewards printer,
 - 2. Click “Sign Up” or “Log In” within the Lassus app, or
 - 3. Click “Sign up here” at the Lassus rewards enrollment website (here: <https://lassus.allpointscommunity.com/#/>).
- Email and PIN from an active Instant Gas Discount account
- An active checking account with sufficient funds

Where can I use Lassus Mobile Pay?

Lassus Mobile Pay is offered as another way of paying at the pump at all Lassus locations, except for Store #562, located at 225 East High St., Hicksville, OH 43526.

When can I use Lassus Mobile Pay?

Lassus Mobile Pay is available during Lassus hours of operation. Hours vary by site. Refer to the [Lassus website](http://www.lassus.com). (www.lassus.com)

Is Lassus Mobile Pay available for a limited time only?

No. Lassus Mobile Pay is here to stay as a long-term benefit to Instant Gas Discount card members.

INSTANT GAS DISCOUNT CARD MEETS MOBILE

Do I have to log in to the Lassus app in order to use Lassus Mobile Pay?

Yes, you need to log in to the Lassus app in order to make the Lassus Mobile Pay feature available in the Lassus app, for your security. To sign into the Lassus app, either click Sign Up or Log In. Then click “Lassus Mobile Pay” on the side menu of the app or click the dollar sign icon on the Home screen to reach the Lassus Mobile Pay feature. Follow the screen prompts after that.

How do I link my Instant Gas Discount card in the Lassus app?

On the Lassus Mobile Pay “Pay at the Pump” screen, enter your Instant Gas Discount account email and pin.

If I lose my Instant Gas Discount card or get a new one, what do I need to do for Lassus Mobile Pay?

Pick up a new Instant Gas Discount card from your local Lassus location. Activate your new card by calling ZipLine at 1-877-403-2222. Your information should automatically update in the Lassus app.

When my Instant Gas Discount card is in the Lassus app, does that deactivate my physical Instant Gas Discount card?

No. Both the physical Instant Gas Discount card and your Lassus Mobile Pay’s Instant Gas Discount card feature will still work.

After my Instant Gas Discount card shows in the Lassus app, am I only allowed to use Lassus Mobile Pay for fuel pay at the pump transactions, or can I still choose to use the physical IGD card as well?

You can use Lassus Mobile Pay or the physical IGD card. It’s up to you!

Can I cancel a Lassus Mobile Pay transaction?

Yes, you can click “cancel” on your Lassus Mobile Pay transaction phone screen before fueling or stop fueling to end the transaction.

Can I use Lassus Mobile Pay for inside purchases?

Not yet, but this may be available in the future.

Can I use Hometown Rewards coupons towards my Lassus Mobile Pay purchase?

No. Hometown Rewards coupons may only be used on inside transactions.

Do I automatically earn points towards my Hometown Rewards account when I use Lassus Mobile Pay?

No. Your Hometown Rewards tag will still need to be swiped at the pump before your Lassus Mobile Pay transaction, in order to earn 10 points per gallon.

What is my PIN?

Your PIN that you will use for Lassus Mobile Pay is the same PIN that is associated with your Instant Gas Discount card/account.

I entered my PIN incorrectly too many times and am locked out of my Instant Gas Discount account now. What do I do to unlock my account?

You will need to call ZipLine at 1-877-403-2222 to unlock your account. You should be able to start using your Instant Gas Discount card and Lassus Mobile Pay feature immediately after your account is unlocked.

Will I still get my Instant Gas Discount card savings when I use Lassus Mobile pay?

Yes. You'll still get 7¢ off/gal + price protection + any other Instant Gas Discount special promotions, when applicable.

FAMILY ACCOUNTS

Family accounts are *STRONGLY* discouraged since some issues may arise (i.e. checking accounts/rewards) from family accounts, but it is possible.

Can multiple people use the same Instant Gas Discount account and same pin for Lassus Mobile Pay?

Yes. If multiple people want to share an Instant Gas Discount account (i.e. as a family account), members can log in to the Instant Gas Discount account by using the same email address and password combination when prompted within the Lassus Mobile Pay feature.

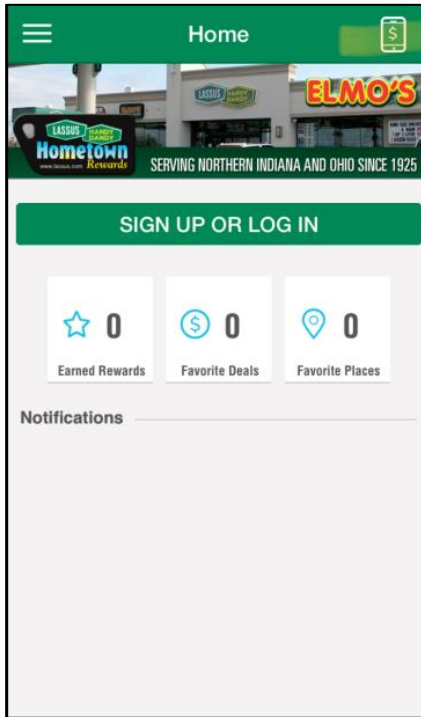
Can multiple people use same Instant Gas Discount account and different pins for Lassus Mobile Pay?

No. Only one pin may be assigned to each Instant Gas Discount account. Multiple Instant Gas Discount accounts may be linked to the same checking account though, so a family can have multiple Instant Gas Discount cards but still be drawing money from the same checking account to pay for their Instant Gas Discount purchases.

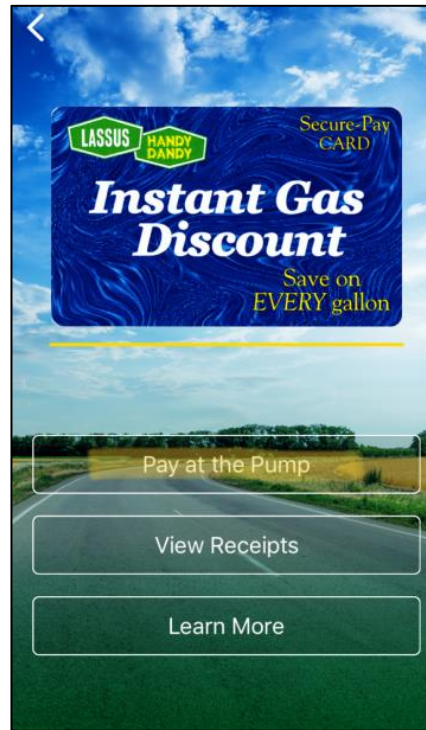
HOW TO USE LASSUS MOBILE PAY

How do I use Lassus Mobile Pay?

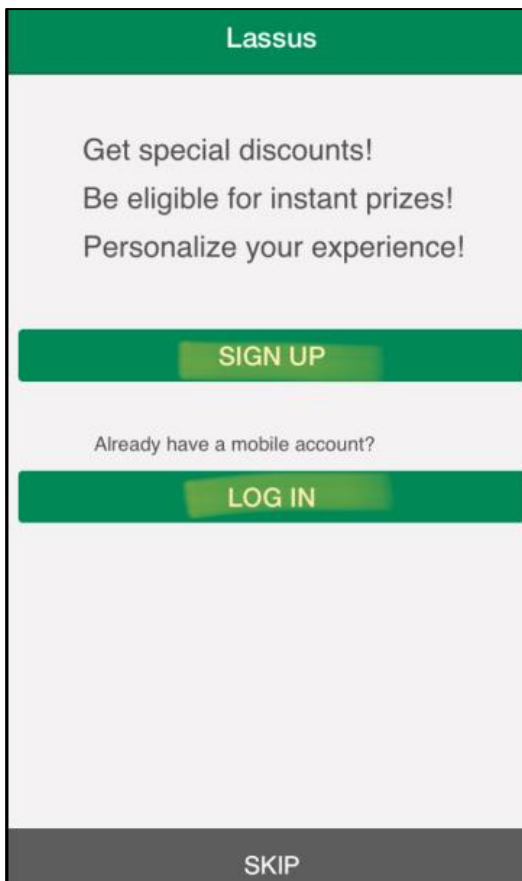
1. After turning off your car, click the Mobile Pay icon in the top right corner



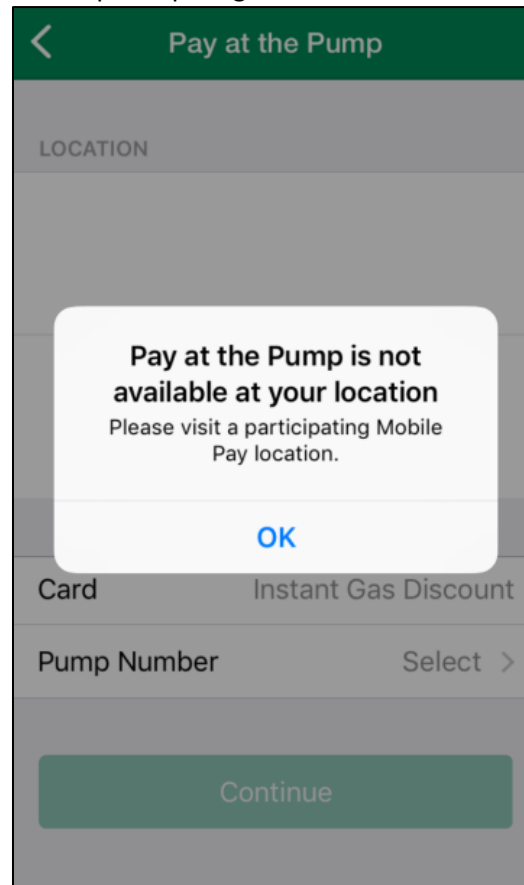
2. Click "Pay at the Pump"



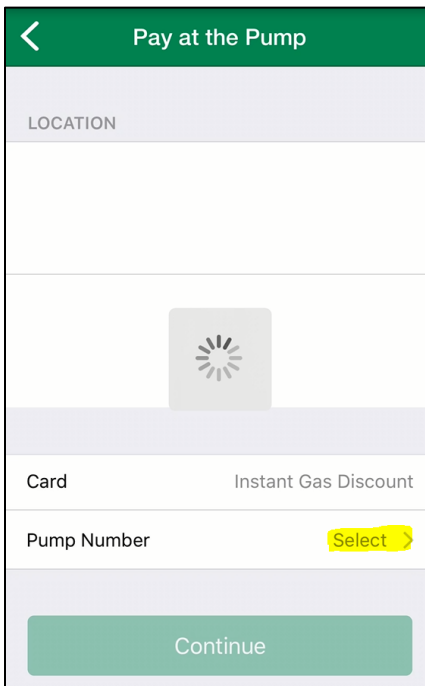
3. Click "Sign Up" or "Log In" if you haven't done so.



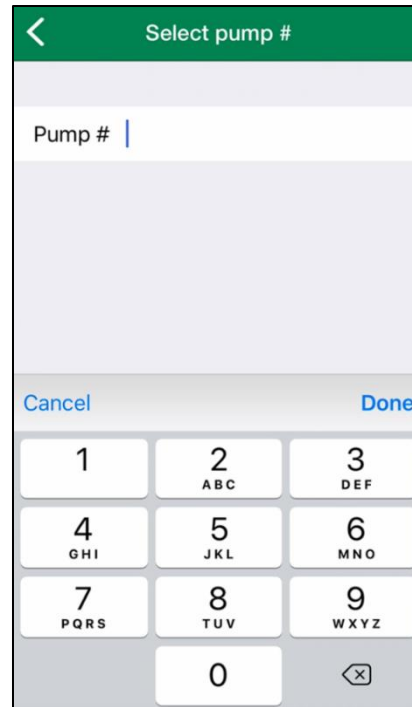
4. If you get this message, you are not within range of a participating Lassus location. Click "Learn More" to view all participating locations.



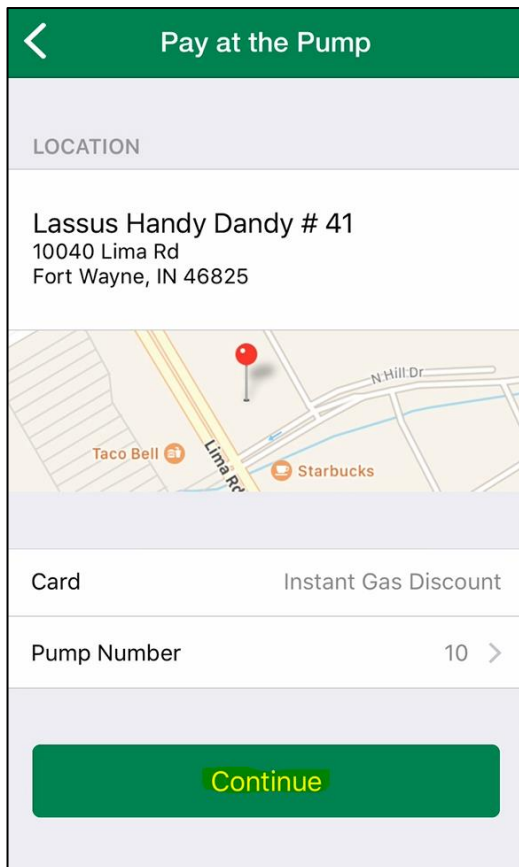
5. Click "Select" on the pump number row



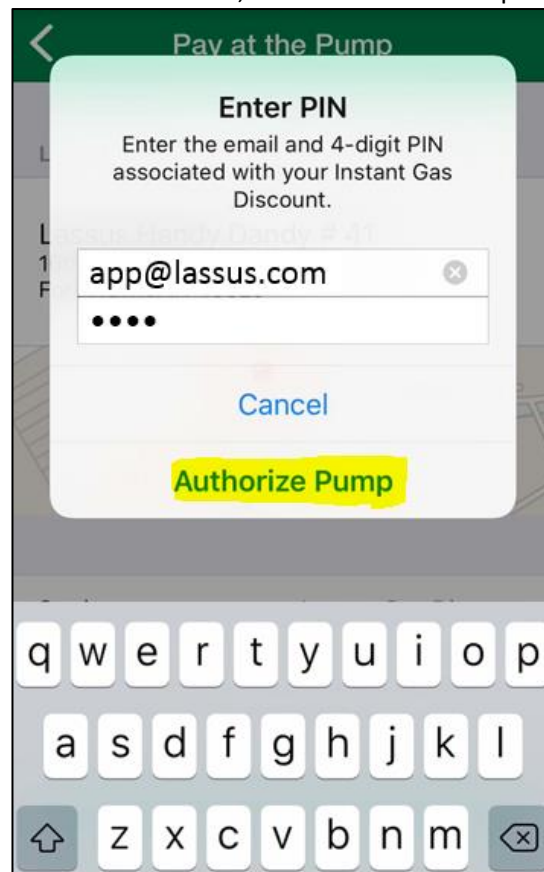
6. Enter your pump number, located on the physical pump



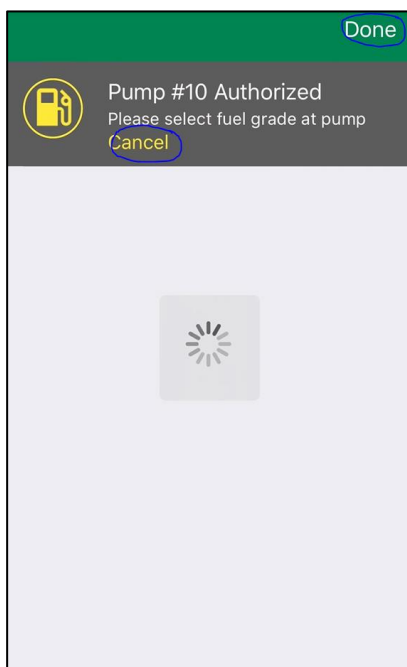
7. After reviewing your location and pump number, click "Continue".



8. After entering your Instant Gas Discount account username and PIN, click "Authorize Pump".



9. Click “Done” after fueling or click “Cancel” if you wish to cancel the mobile payment.



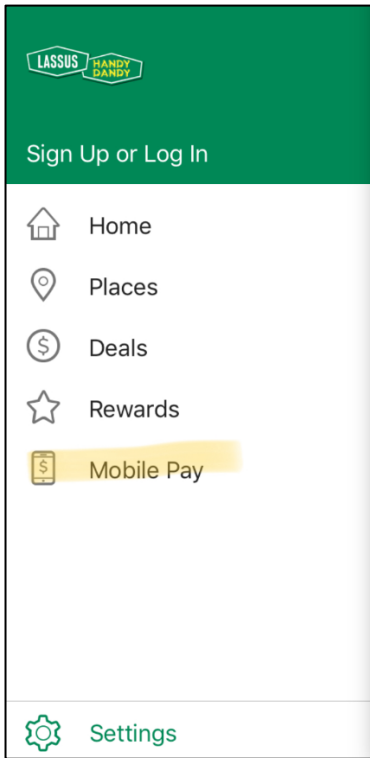
10. Shop inside for your favorite drinks and snacks, and you're ready to go again!



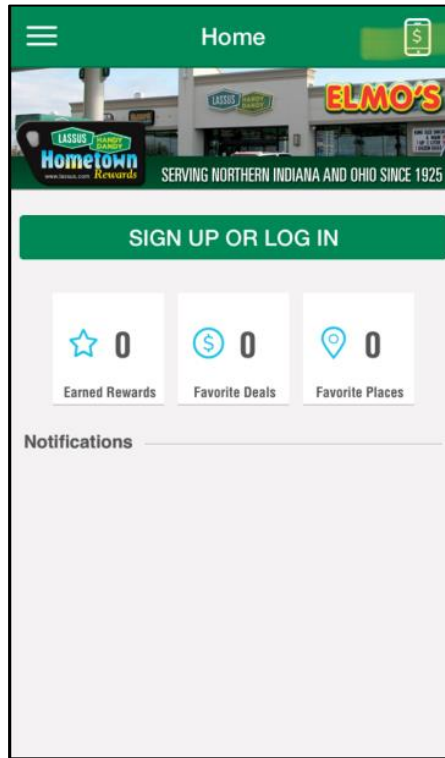
Viewing Your Lassus Mobile Pay Receipts

How do I view my Lassus Mobile Pay receipts?

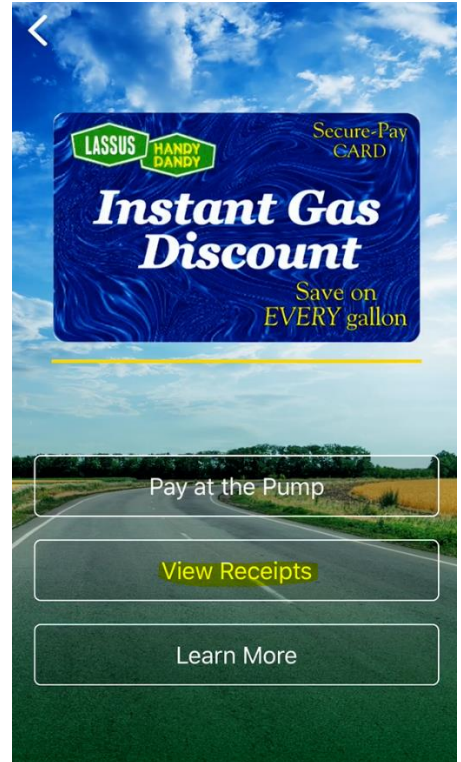
1. Select "Mobile Pay" from the app menu or click the Mobile Pay icon on the home screen



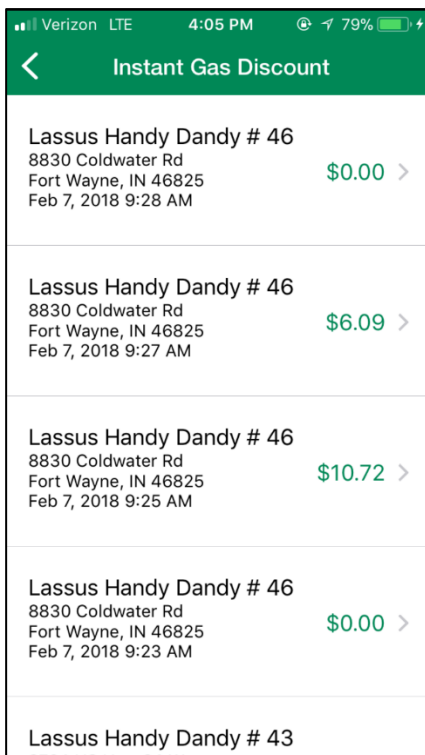
or



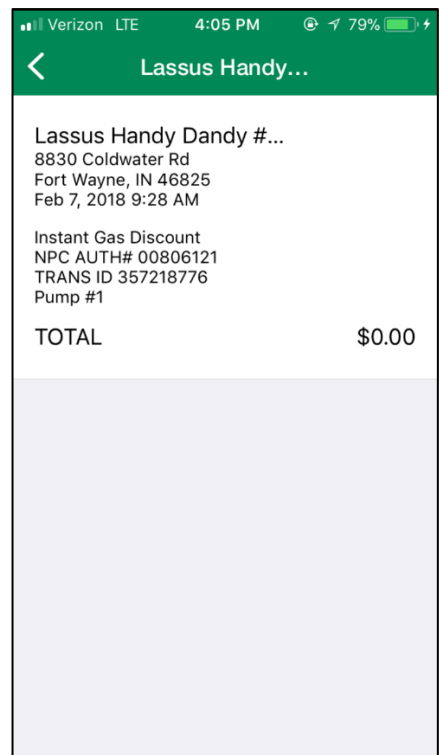
2. Select "View Receipts" to view all Instant Gas Discount mobile payments



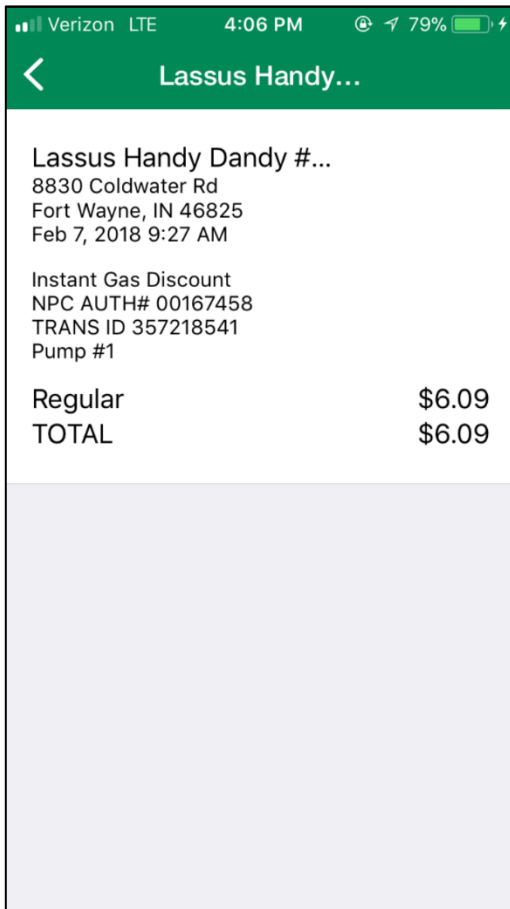
3. Click on a specific transaction for more details



4. A cancelled mobile pay receipt will show like this:



5. Here is what a completed Lassus Mobile Pay receipt will show:



6. As with every Instant Gas Discount purchase, you should receive an email receipt from ZipLine within a few hours.



Why don't I see all of my Instant Gas Discount card receipts in the Lassus app?

The Lassus app only shows *Lassus Mobile Pay* receipts in the Mobile Pay section of the app, not (all) Instant Gas Discount card receipts.

Will the pump still print out a physical paper receipt from my Lassus Mobile Pay transaction?

Yes.

Who is ZipLine?

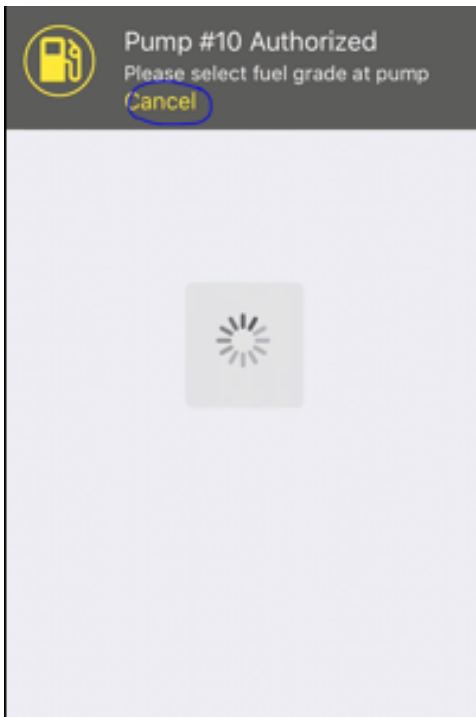
ZipLine is the payment processing company for the Instant Gas Discount card. If you have a question about the payment details of your Instant Gas Discount card, please call ZipLine at 1-877-403-2222.

Who can use Lassus Mobile Pay?

Any Instant Gas Discount customer with the Lassus app.

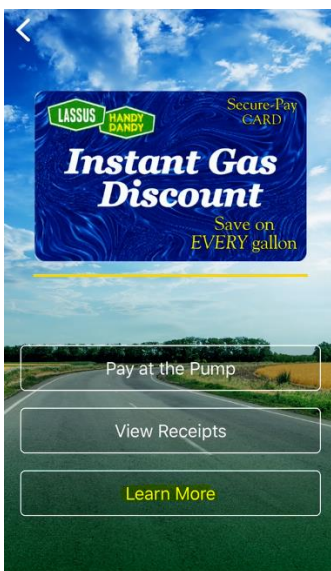
What happens if I enter the incorrect pump number?

Click the “Cancel” button on your phone or tap the pump number row to re-enter your correct or new pump number.



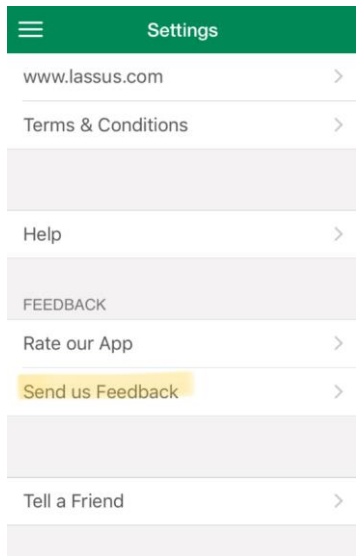
Where can I get help on Lassus Mobile Pay?

You can ask any Lassus store associate, the [Lassus website](#), or click “Learn More” in the app by clicking on the side menu (☰) > Mobile Pay > Learn More.



Where can I submit feedback or issues for Lassus Mobile Pay?

You can submit feedback to any Lassus store employee or in the app by clicking on the side menu (☰) > Settings > Send us Feedback.



Please use your phone responsibly.

Thank you for using *Lassus Mobile Pay!*