

LASSUSGO Rewards FAQs

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ENROLLMENT

How do I enroll for Lassus Rewards?

2 options:

1. Click Sign Up after launching the Lassus app, OR
2. Click Sign Up on the Lassus.com/Lassus-Rewards website.

How do I enroll for Lassus Debit?

2 options:

1. Click the side menu on the Lassus app and then tap “Debit” to complete the enrollment form, OR
2. Click Sign Up on the Lassus.com/Lassus-Rewards website.

ALT ID

What is an alt ID?

An alt/alternate ID is a 10-digit, numerical representation of your loyalty account when at the PIN pad or pump. To use your alt ID, enter your unique, registered Lassus Rewards phone number after selecting the LOYALTY ID button at the pump or PIN pad screen.

What is my alt ID? I forgot it or don't know if I ever registered.

If you aren't sure what you entered as your registered alt ID, you can check by logging in to your Lassus Rewards account, either in the Lassus app > Menu > Settings > Profile > Phone Number, or in the online consumer portal at Lassus.com > Menu > Lassus Rewards > Sign in. This must be a unique value in order to be accepted at the time of the transaction.

Why doesn't my alt ID work? When I enter my alt ID, I receive an error message.

If two Lassus Rewards accounts have the same number registered, the system locks out that number to protect your account from theft by the other person. You or the other account member (family member sometimes) should change your alt ID to another unique number or use your personal cell phone numbers instead, in order to use your alt ID as an acceptable method of loyalty recognition. You can also just use another loyalty ID (i.e. card, key tag, mobile ID) instead.

Will my alt ID work without a LASSUSGO card or Hometown Rewards tag being linked to my Lassus Rewards account?

Yes, you can use the alt ID without having linked a card or tag to your Lassus Rewards account.

MOBILE ID

What is a mobile ID?

A mobile ID is a digital representation of your loyalty account when signed in on a Lassus app. It can earn rewards and redeem rewards for inside transactions only at this time. Mobile ID isn't available for pay-at-the-pump transactions. Mobile ID is another method of loyalty recognition in addition to your LASSUSGO Rewards card, LASSUSGO Rewards key tag, or alternate ID.

What generates a mobile ID?

After signing up for Lassus Rewards in the Lassus app, a unique mobile ID is generated for your account (not device). Only one mobile ID is assigned per loyalty account.

If I sign into the Lassus app on a new device, am I assigned a new mobile ID?

No, your mobile ID is associated with your Rewards account's email address, not your device.

When is mobile ID functional at each store?

Mobile ID is functional at a store that is participating in the LASSUSGO Rewards program during the store's open hours.

What is the benefit of mobile ID?

Mobile ID allows you to forego your physical LASSUSGO card and digitally “swipe your card” to earn or redeem your points on an inside transaction.

Where can I use mobile ID?

Inside stores that participate in LASSUSGO Rewards program will accept mobile ID. Mobile ID is not functional for paying at the pump.

Do I need a card in order to have a mobile ID?

No, your mobile ID is *assigned* to your loyalty account, and your card is *linked* to your account. Your mobile ID and your Rewards card(s) are not linked together. They are both associated with your Lassus Rewards account though. You’re welcome to add a physical LASSUSGO card to your Rewards account, but it isn’t a requirement in order to use mobile ID.

Will Mobile ID be available in the app if a customer has NOT signed up or logged into a Lassus Rewards account?

No, mobile ID is created when someone registers for a Lassus Rewards account specifically *in the Lassus app*.

When is mobile ID not functional?

Mobile ID isn’t functional for pay-at-the-pump transactions or at non-participating LASSUSGO locations.

Do I have to use a LASSUSGO Rewards card or key tag in order to be a LASSUSGO Rewards member?

No, you can go completely cardless if you’d like! Mobile ID is generated after registering or signing in to your Lassus Rewards account on the Lassus app. Mobile ID is your digital representation of your Rewards account within the Lassus app.

Where is my mobile ID?

Your Rewards account’s mobile ID is located on the Home screen within the Lassus app on the horizontal toolbar.

How do I use my mobile ID?

Launch the Lassus app, log/sign in, tap the mobile ID on the horizontal toolbar of the Home screen, and show it to the cashier for them to scan before your payment.

When should I scan my mobile ID?

Your cashier can scan your mobile ID *before* payment.

Why should I use mobile ID?

If you’d like, you can show a cashier your mobile ID (instead of swiping your physical LASSUSGO Rewards card, scanning your LASSUSGO Rewards key tag, or entering your alternate ID) to earn or redeem LASSUSGO Rewards. Mobile ID is simply another method of loyalty recognition and a benefit of using the Lassus app.

Can I change my mobile ID image?

Not at this time.

Is mobile ID functional with Hometown Rewards?

No. The technologies are incompatible.

Is mobile ID the same as my alt ID?

No, your mobile ID is a unique number that's assigned to your loyalty account. Your alt ID = your phone number saved in your Lassus Rewards profile, found either in the Lassus app or on the [Lassus Rewards website](#).

LASSUSGO Debit FAQs

Enrollment for LASSUSGO Debit (in LASSUSGO Debit + Rewards)

Where can I register for LASSUSGO Debit + Rewards?

Debit: If you are already enrolled in the Instant Gas Discount program, call Lassus Debit Customer Support at 1- 855-542-8867 or 1-844-LASSUSGO, option 1, and then option 5. Someone will help activate your new LASSUSGO Debit + Rewards card.

Rewards: If you already *enrolled* in Lassus's Hometown Rewards program, you are already enrolled for Rewards. You just need to add your new LASSUSGO Debit + Rewards card to your Lassus Rewards account either at [Lassus.com/LASSUSGO](#) or in the Lassus app. If not, you can enroll in the Lassus app or at [Lassus.com/LASSUSGO](#).

What will happen to my Instant Gas Discount card by activating my LASSUSGO Debit + Rewards card when I call Lassus Debit Customer Support?

Your Instant Gas Discount card will be deactivated and will no longer work as the physical card or as the digital card through Lassus Mobile Pay. Your new LASSUSGO Debit + Rewards physical and digital card will work. No action is required for transferring your digital card from your Instant Gas Discount card to the LASSUSGO Debit + Rewards card. It will automatically update.

How do I use LASSUSGO Debit + Rewards through Lassus Mobile Pay in the Lassus app?

Your digital card will be processed through Lassus Mobile Pay after clicking "Pay at the Pump" in the Lassus app and entering your Lassus Debit credentials, each time you use Lassus Mobile Pay.

Where can I view my LASSUSGO Debit + Rewards receipts?

View all Debit transactions after signing into your Lassus Debit account, administered by a 3rd party (Lassus Debit), at <https://www.lassus.com/LASSUSGO/> or view Lassus Mobile Pay receipts in the Lassus app's Mobile Pay section under "View Receipts" from the time that you most recently downloaded the Lassus app.

Existing Lassus Debit Customers

Who is considered an “existing Debit customer”?

An existing Debit customer is anyone who has previously enrolled in Lassus Debit. Specific to Lassus, existing Lassus Debit customers are customers who have previously enrolled in the Instant Gas Discount [card] program.

What's the enrollment process for LASSUSGO Debit + Rewards if I'm an Instant Gas Discount member?

No sign up for LASSUSGO Debit + Rewards is necessary. Existing Lassus Debit customers will keep the same Lassus Debit/Lassus Debit customer account number when they activate their LASSUSGO D+R card. If an updated address is in their Lassus Debit account profile, existing Lassus Debit customers will receive their LASSUSGO Debit + Rewards card and a letter informing about the Lassus Debit Customer Support phone number to call to activate the new LASSUSGO Debit + Rewards card. Lassus Debit's Customer Support Team will link the new card to their Lassus Debit acct. when the customer calls to activate the new LASSUSGO Debit + Rewards card.

Is enrolling your card on the *website* and *calling* Lassus Debit Customer Support to activate a Lassus Debit card (either Instant Gas Discount card or LASSUSGO Debit + Rewards card), the same thing?

No, calling Lassus Debit customer service is only necessary for current customers who need to add and/or replace a Lassus Debit card. In order to enroll as a new customer, customers should enroll via at Lassus.com/LASSUSGO.

What is Lassus Mobile Pay?

Click [here](#) for Lassus Mobile Pay FAQs.

When should I call the Lassus Debit customer support phone number?

Call to activate a new Lassus payment card powered by ZipLine, for account help if you didn't instantly activate from the bank verification performed by Lassus Debit, or for replacing a Lassus Debit card or reporting a lost Lassus Debit card. Call 1-844-LASSUSGO or 1-844-527-7874 and follow the prompts for Debit.

What's the process for the new (non-transition letter) LASSUSGO D+R customers?

Brand new account: activate a new card through enrollment site. No need to call Lassus Debit Customer Support. Calling Lassus Debit at 1-844-LASSUSGO is only required for replacing your Instant Gas Discount card with the LASSUSGO Debit + Rewards card.

PIN Creation

Can I use any 4-digit PIN?

Yes.

Key Tags

Can I use my key tag(s) to pay for purchases?

No, key tags can only earn and redeem *rewards* (for the Rewards portion) of the LASSUSGO Debit +

Rewards program. Debit purchases can be paid for with the LASSUSGO Debit + Rewards *card* or through Lassus Mobile Pay in the Lassus app.

Participants of both Hometown Rewards and LASSUSGO Rewards

Do I earn and redeem points and rewards for both programs altogether or separately?

There's a points and rewards "bucket" for using your Hometown Rewards tag at participating Hometown Rewards locations, and there's a separate LASSUSGO Rewards "bucket" for points and rewards at participating LASSUSGO stores. Points and rewards accumulate and are only earned according to whichever program that specific location is participating in.