



# Site Operating Procedure



## Petro-Canada Mobile App Car Wash Reload Feature

**Effective Date:** December 14, 2022

**Last Reviewed:** December 16, 2022

**Purpose:** This will show you how to access the mobile app Car Wash Reload feature. It also includes FAQs related to the Car Wash Reload feature.

This feature will allow the customer to reload their Car Wash card for both Wash & Go and for Season Pass.

### Important Notes:

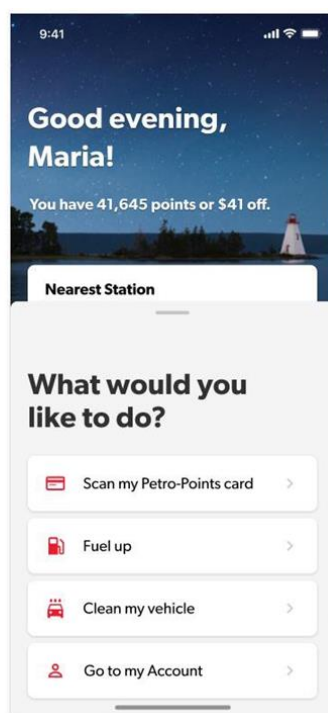
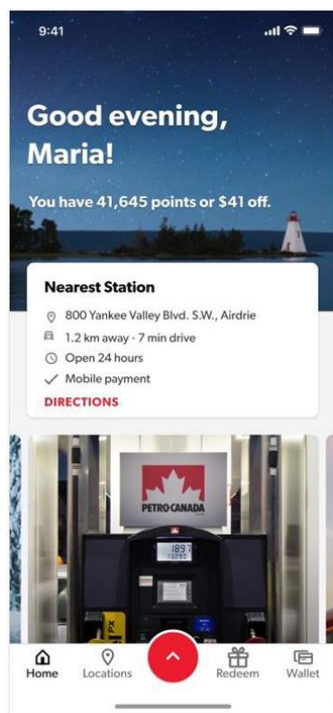
- Guests need to have downloaded the latest 3.9 version of the Petro-Canada mobile app from the Google Play or Apple App Store.
- Guests need to be signed into the app using their Petro-Points account in order to access the Car Wash features.
- Guests must register a Wash & Go OR Season Pass card to their Petro-Points account.



## Site Operating Procedure

This is what it will look like to go through the Car Wash Reload feature:

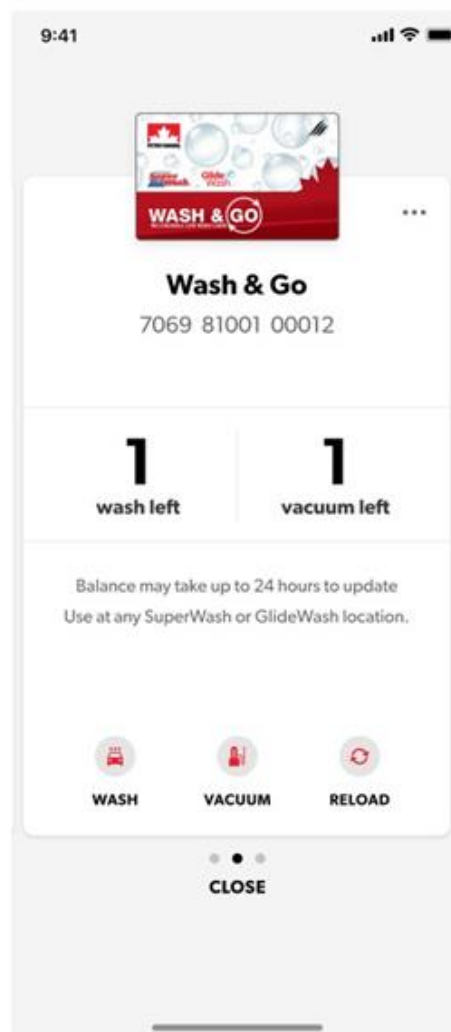
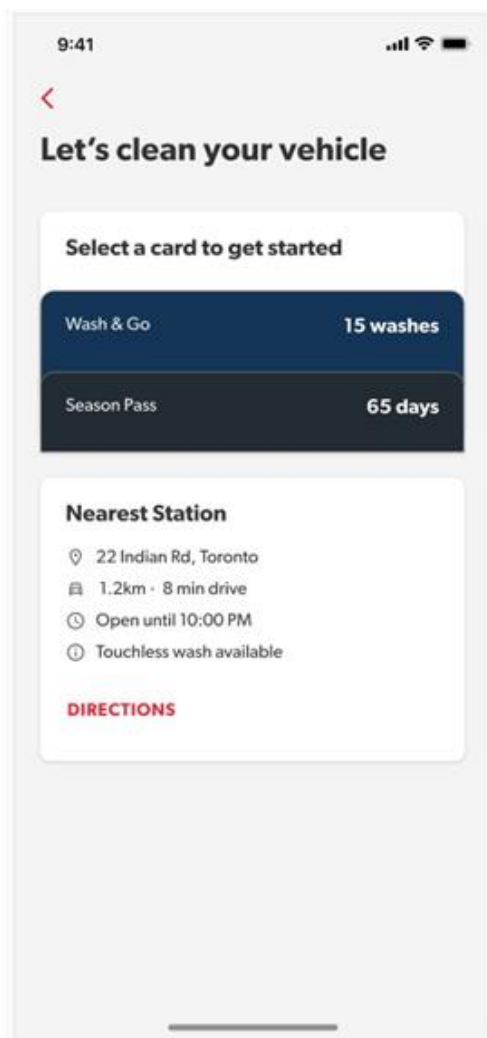
From the main screen, tap on the red action button and then select 'Clean my vehicle'.





## Site Operating Procedure

Tap on a car wash card (Wash & Go OR Season Pass), then tap on the 'Reload' icon.





## Site Operating Procedure

This is the Reload screen where the guest can select the number of car washes to reload with and the payment type. For **Wash & Go**, you can only select to reload with 5, 10 or 15 washes at a time.

9:41

< **Reload Wash & Go**

You're starting at 110,000 points

CARD Wash & Go  
7076 6908 59555 3985

VALUE 5 washes  
\$65.00

PAYMENT Visa \*\*\*\* 1234  
10/2022

Taxes \$8.45

**Total \$73.45**

By pressing "Confirm and pay," you agree to our [Legal and Privacy policies](#).

**CONFIRM AND PAY**

9:41

< **Reload Wash & Go**

You're starting at 110,000 points

CARD Wash & Go  
7076 6908 59555 3985

**Select value**

☒ 5 washes \$65  
☐ 10 washes \$125  
☐ 15 washes \$180

PAYMENT Visa \*\*\*\* 1234  
10/2022

Taxes \$8.45

**Total \$73.45**




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**CONFIRM AND PAY**



## Site Operating Procedure

For Season Pass, you can only select to reload for 30, 60, 90, 180, 270, 360 days at a time.

9:41   

< **Reload Season Pass**




You're starting at 110,000 points

CARD	Season Pass 7069 81001 00012
VALUE	90 days \$199
PAYMENT	Visa **** 1234 10/2022

Taxes	\$25.87
<b>Total</b>	<b>\$224.87</b>

By pressing "Confirm and pay," you agree to our [Legal and Privacy policies](#).

**CONFIRM AND PAY**

9:41   

< **Reload Season Pass**

You're starting at 110,000 points

CARD	Season Pass 7069 81001 00012
------	---------------------------------

**Select value**

<input type="radio"/>	30 days	\$99
<input type="radio"/>	60 days	\$149
<input checked="" type="radio"/>	90 days	\$199
<input type="radio"/>	180 days	\$375
<input type="radio"/>	270 days	\$550
<input type="radio"/>	360 days	\$725

Taxes	\$25.87
<b>Total</b>	<b>\$224.87</b>

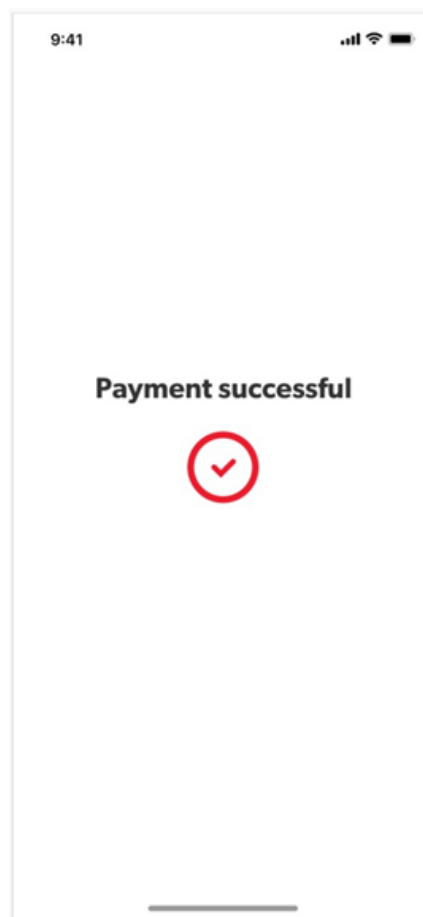
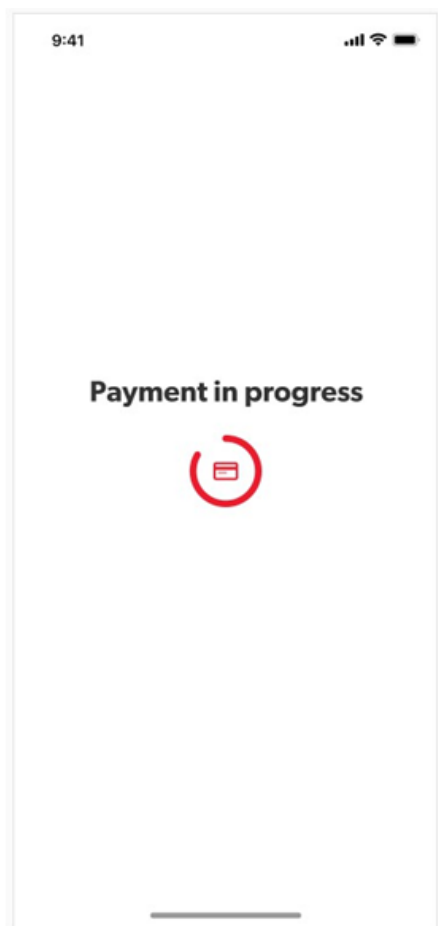
By pressing "Confirm and pay," you agree to our [Legal and Privacy policies](#).

**CONFIRM AND PAY**

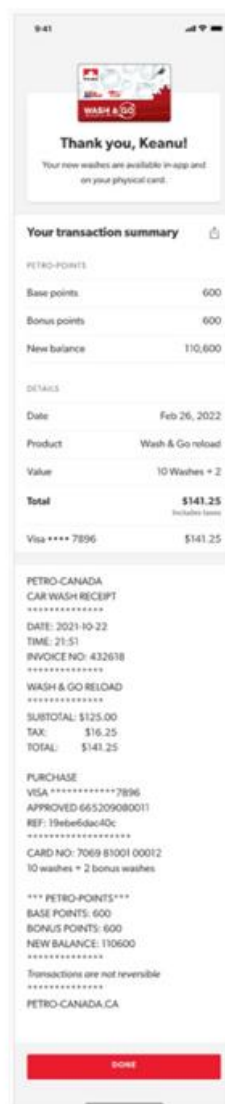
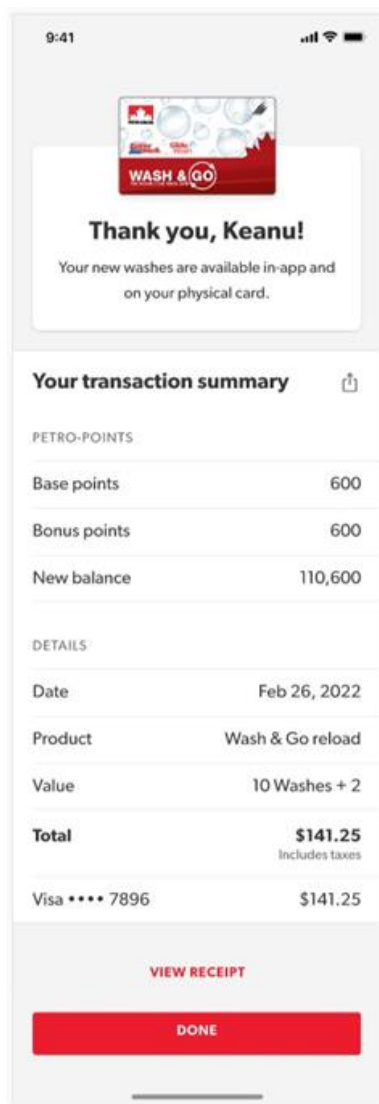


## Site Operating Procedure

Once the guest taps on the red button 'Confirm and Pay' they will see the 'Payment in progress' and the 'Payment successful' screen.



They will then be brought to the Thank You screen with the Transaction Summary, just like you would in a fueling transaction. Then tapping on the 'view receipt' button will expand and show the digital receipt.





# Site Operating Procedure

## Discounts and marketing campaign bonuses

When there are marketing campaigns with bonus washes or discounts, it will show within the Value section. For the images below, from left to right: Wash & Go card with bonus wash units, Season Pass with bonus days, and finally a dollar discount on the card.

9:41

< **Reload Wash & Go**

You're starting at 110,000 points

CARD	Wash & Go 7076 6908 59555 3985
VALUE	5 washes + 2 bonus washes \$65.00
PAYMENT	Visa **** 1234 10/2022

Taxes \$8.45

**Total \$73.45**

By pressing "Confirm and pay," you agree to our [Legal and Privacy policies](#).

**CONFIRM AND PAY**

9:41

< **Reload Season Pass**

You're starting at 110,000 points

CARD	Season Pass 7069 81001 00012
VALUE	90 days + 5 bonus days \$199
PAYMENT	Visa **** 1234 10/2022

Taxes \$25.87

**Total \$224.87**

By pressing "Confirm and pay," you agree to our [Legal and Privacy policies](#).

**CONFIRM AND PAY**

9:41

< **Reload Wash & Go**

You're starting at 110,000 points

CARD	Wash & Go 7076 6908 59555 3985
VALUE	5 washes \$55.00 (\$65)
PAYMENT	Visa **** 1234 10/2022

Taxes \$8.45

**Total \$73.45**

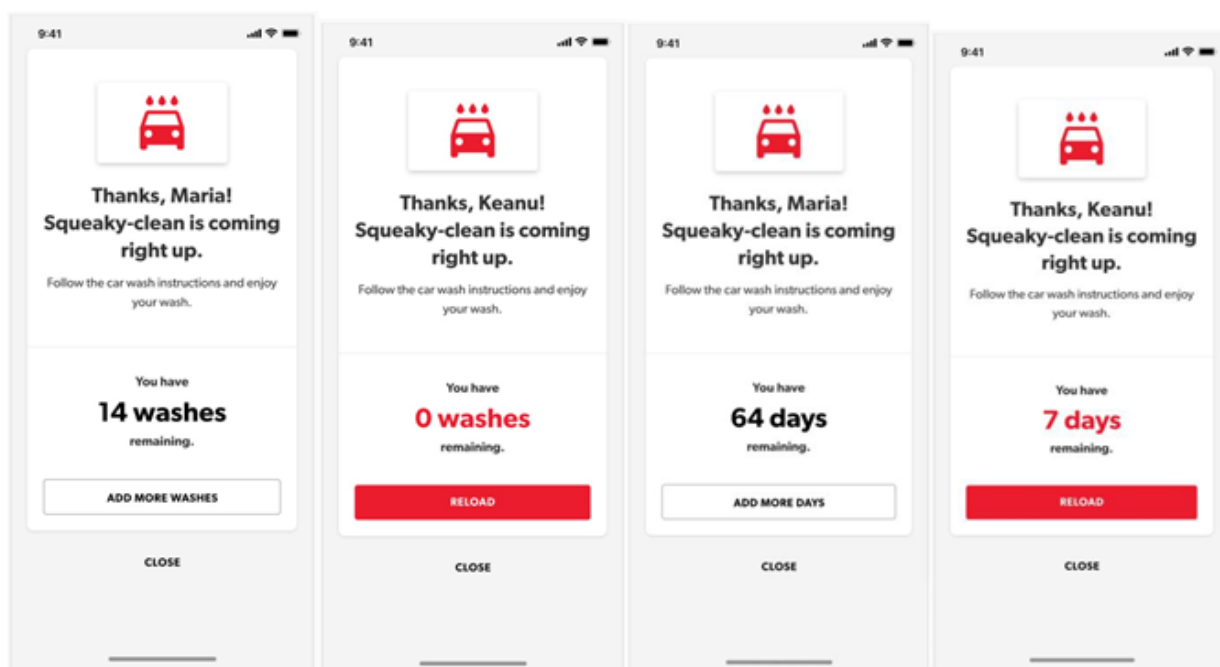
By pressing "Confirm and pay," you agree to our [Legal and Privacy policies](#).

**CONFIRM AND PAY**



## Alternative screens where you can also reload your car wash card

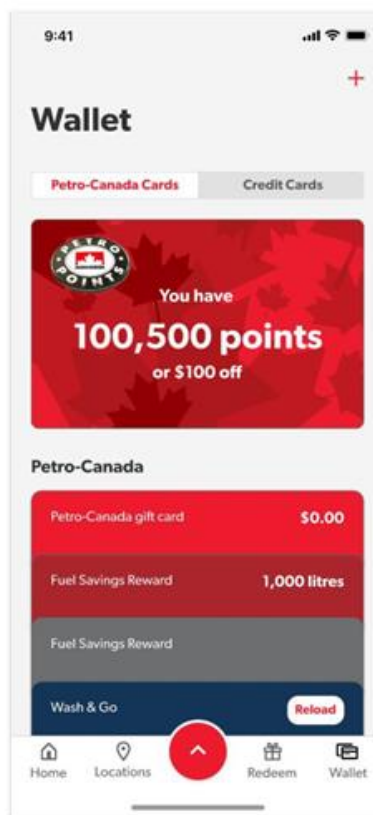
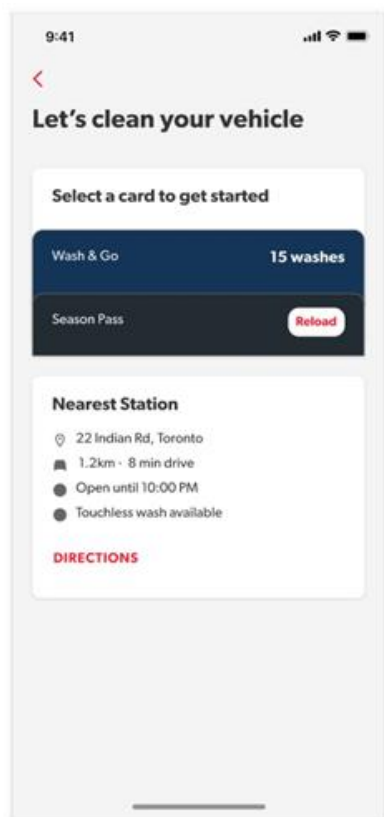
After a customer activates a car wash, the thank you screen will also show an option to reload their car wash card. For Wash and Go cards, if the customer has more than 1 wash left, they will see a white button with 'add more washes'. If they have 0 washes left, it will show a red 'reload' button. For Season Pass cards, if the customer has more than 7 days left, they will see a white 'add more days' button. If they have 7 days or less, it will show a red 'reload' button. The reason it turns red is to convey to the customer that they are running low and should reload soon.





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One more area where the customer can reload is on the car wash tab on the 'Let's clean your vehicle' screen or on the 'Wallet' screen. If the card has 0 washes/days, a button will appear that will take you through the car wash reload flow.





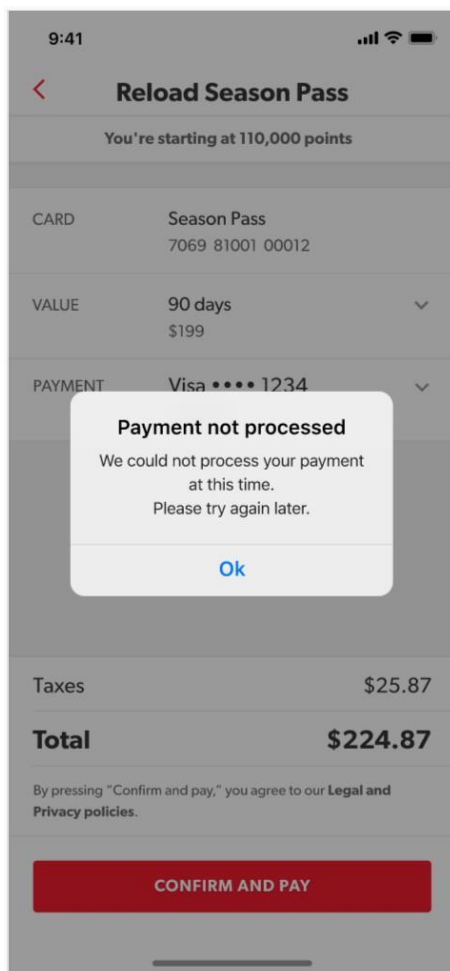
# Site Operating Procedure



## Error scenarios

### Payment not processed

Once a customer taps on 'confirm and pay' and Moneris is down and cannot take payment, then this error message will appear. No charges will go through in this scenario.

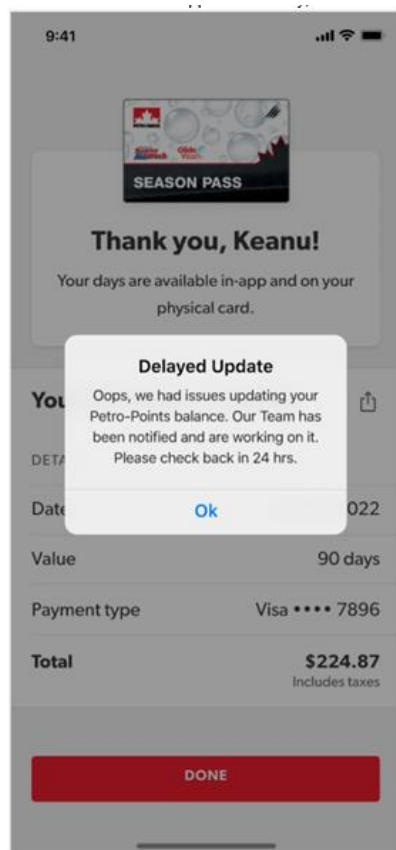




## Site Operating Procedure

### Petro-Points not applied

Once a customer taps on 'confirm and pay' and our Loyalty system is down, but payment is good and Car Wash units were applied correctly, this message will appear:



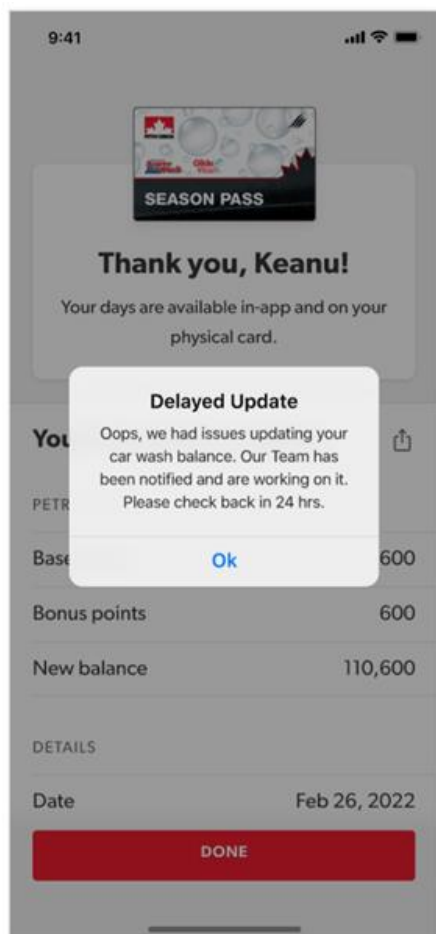
CSN will instantly receive an email that will have the customers information in order to apply the correct amount of points to their account.



## Site Operating Procedure

### Car Wash units/days were not applied

Once a customer taps on 'confirm and pay' and our car wash system (CCM) is down and did not apply the car washes, but payment is good and Petro-Points were applied correctly, this message will appear:



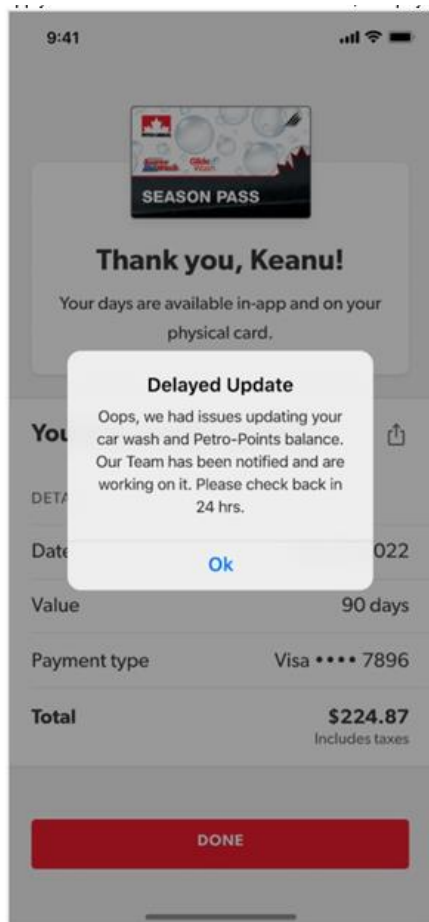
CSN will instantly receive an email that will have the customers information in order to apply the correct amount of car wash units/days to their account.



## Site Operating Procedure

### Petro-Points AND Car Wash units/days were not applied

Once a customer taps on 'confirm and pay' and our Loyalty system AND car wash system (CCM) are both down and did not apply the car washes nor the Petro-Points, but payment is good, this message will appear:



CSN will instantly receive an email that will have the customers information in order to apply the correct amount of points and car washes to their account.



## Site Operating Procedure

### FAQs

#### Can I only reload vacuums?

We currently cannot only reload vacuums at this time. When car wash units or days are reloaded, the corresponding amount will apply to vacuums as well.

#### My car washes and vacuums were not updated following the reload of my car wash card

If there was an issue with the guest's car washes not updating after they reloaded a card, our Customer Service agents were notified automatically and will correct this typically within a business day. Let the guest know that after 24 hours if the points were still not updated, ask them to please call us at 1-800-

668-0220 or email [customerservice@petro-canada.ca](mailto:customerservice@petro-canada.ca) or they can chat directly at

[www.petro-canada.ca/en/personal/contact-customer-service](http://www.petro-canada.ca/en/personal/contact-customer-service)

#### My Petro-Points were not updated following the reload of my car wash card

If there was an issue with the guest's loyalty points not updating after they reloaded a card, our Customer Service agents were notified automatically and will correct this typically within a business day. Let the guest know that after 24 hours if the points were still not updated, ask them to please call us at 1-800-668-0220 or email

[customerservice@petro-canada.ca](mailto:customerservice@petro-canada.ca) or they can chat directly at [www.petro-canada.ca/en/personal/contact-customer-service](http://www.petro-canada.ca/en/personal/contact-customer-service).

#### What if my app is not working or responding?

Ensure the app is updated to the newest app version. If that didn't work, ask the guest to restart their mobile device and try the app again. If the issue persists, let the guest know to contact our Customer Service at 1-800-668-0220 or email [customerservice@petro-canada.ca](mailto:customerservice@petro-canada.ca) or they can chat directly at [www.petro-canada.ca/en/personal/contact-customer-service](http://www.petro-canada.ca/en/personal/contact-customer-service).