

# Fuel Forward™ App

## Employee Reference Guide

KEEP at cash register. Make visible to all employees.



My Phillips 66®



My Conoco®



My 76®



Fuel Forward™ App

### WHAT IS THE FUEL FORWARD™ APP?

- Beginning in April 2023, the My Phillips 66®, My 76®, My Conoco® Apps will be replaced and combined into one app called the Fuel Forward™ App.
- My Phillips 66®, My 76®, My Conoco® Apps will no longer work, and all consumers must use the Fuel Forward™ App to process mobile pay transactions and receive the mobile app fuel saving discounts.
- All existing app users have been communicated about the Fuel Forward™ App through a series of communications such as email, push notifications and in-app messaging.
- In the Fuel Forward™ App, consumers can:
  - ✓ Securely pay with their mobile phone at the pump and inside the store with various payment method options.
  - ✓ Access fuel savings promotions when paying with the app.
  - ✓ Find and get directions to Phillips 66®, 76®, and Conoco® stations nationwide.
  - ✓ Track and redeem KickBack® loyalty points at participating locations.

### HOW IT WORKS:

- The Fuel Forward™ App works and functions the same way as the current My 76®, My Conoco® and My Phillips 66® Apps.
- The Fuel Forward™ App works for both outside AND inside transactions. See QR code below for access to step-by-step guides on how to process inside mobile transactions.
- Fuel Forward™ is accepted at all Phillips 66®, 76® and Conoco® locations across the country that are mobile pay enabled.
- The existing 2023 mobile app promotion discounts will remain the same at all participating locations. Please reference the 2023 Mobile App Discounts Guide previously sent in Q1 2023.

### HOW TO PROCESS MOBILE TRANSACTIONS:

Scan this QR Code to access videos and instructions for processing Mobile Payments!

If you need site troubleshooting to process Fuel Forward™ App payments, please contact the Phillips 66 Help Desk.

- Call: 1-800-I AM DOWN
- Email: [MobileSupport@p66.com](mailto:MobileSupport@p66.com)



**We encourage you to ask your customers to download the Fuel Forward™ App and get access to fuel savings and more when paying with the app!**

## CONSUMER FAQs:

Below are answers for questions that consumers may ask you.

### **Q: I'm a current My 76® or My Conoco® App user. How do I make the switch to the Fuel Forward™ App?**

**A:** Download the Fuel Forward™ App in your phone app store and login with your current My 76® or My Conoco® user account email and password. Your current payment methods, transaction receipt history, and KickBack® card information will all sync into the new app after you login. You can enable your Face ID again at the time of login.

### **Q: I am a current My Phillips 66® App user. How do I make the switch to the Fuel Forward™ App?**

**A:** Your app will automatically update to Fuel Forward™ if you have auto-updates turned on in your app store settings. If not, you will receive a pop-up when opening your current app that prompts you to update your app to continue using it. You also may need to log back into the app at this time using your current email and password or Face ID.

### **Q: I forgot my password. How do I log in?**

**A:** Click “Forgot Password?” on the login screen. You will be texted a verification code and taken to the reset password process. Once your password is reset, you can continue logging in with your email and new password. All account information is synced to your email.

### **Q: Will I still get the same fuel savings discounts with the new app?**

**A:** Yes! All current mobile pay promotions offered will apply in the Fuel Forward™ App at all participating locations.

### **Q: Will my account information including payment methods transition to the new Fuel Forward™ App?**

**A:** Yes! Your payment methods, receipts, gift cards, and KickBack® cards will all sync with the Fuel Forward™ App once you login with your existing email and password.

### **Q: How do I download the Fuel Forward™ App as a new user and create an account?**

**A:** Search for “Fuel Forward”, “76”, “Conoco” or “Phillips 66” in your phone app store and download the app. Once downloaded, click “Create Account” and follow the steps to set up and register your account. Don't forget to add a payment method to your wallet to start saving on fuel!

### **Q: How do I add a payment method to the wallet?**

**A:** After you have registered and set up an account, go to “More” on bottom menu of home screen > “Payment Methods” > Select the “+” sign and choose the desired payment method to add. Check out the deal offers in the app to see what payment methods could get you extra fuel savings!

### **Q: What if I have more questions?**

**A:** You can contact our Consumer Services Department by email at [cservice@p66.com](mailto:cservice@p66.com) or call 1-800-527-5476.