
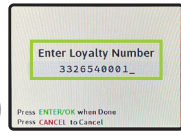


Overview: The "Save Every Mile" loyalty program enables customers to receive price discounts at the forecourt and earn points inside on a variety of merchandise. They earn points to redeem outside or inside.

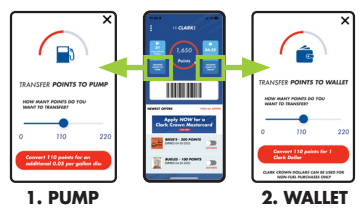
<p>What are the benefits of the Clark Crown loyalty program to customers?</p>	<ul style="list-style-type: none"> Introductory Fuel Offer: 1st fuel purchase 10¢/gal 3rd fuel purchase 10¢/gal 5th fuel purchase 15¢/gal (Maximum 20 gallons per purchase) Everyday 3¢ per gallon rollback (Maximum 20 gallons) Earn points on first Save Every Mile purchase and redeem 200 Bonus Points for app registration upon first in-store purchase
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<p>How do customers get the "Save Every Mile" app?</p>	<ol style="list-style-type: none"> Go to SaveEveryMile.com and scan QR code to install app on phone Complete the registration profile <p>START HERE</p>  <p>SCAN. JOIN. SAVE.</p> 
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<p>Where do customers find the Mobile ID or Rewards ID?</p>	<p>The Mobile ID is the bar code in the "Save Every Mile" app. It is loaded on the home screen.</p>  <p>Rewards ID (Alt ID) is the phone number. Access from the ellipsis at top left.</p> 
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<p>How does the customer redeem their "Save Every Mile" price rollback at the pump?</p>	<p>Select "SaveEvery Mile" or loyalty prompt.</p>  <p>Enter the customers loyalty Alt ID (phone number)</p>  <p>The pump price rolls back</p> <p>Select method of payment and fuel</p>
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<p>There are three ways to earn points.</p>	<ol style="list-style-type: none"> Install the app on phone and receive 200 bonus points with any in store purchase. Purchase "Save Every Mile" promo items Apply for and use the Clark Crown MasterCard = 1650 bonus points 	<p>Can discounts be combined or "stacked"?</p> <p>Yes, points redeemed for fuel can be combined or "stacked." Example:</p> <p>Everyday 3 cents per gallon + 110 points transferred to pump (5 cents per gallon) = 8 cents per gallon discount</p>
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<p>There are two ways to redeem and earn points.</p> <ol style="list-style-type: none"> Fuel discounts Clark Crown Dollars 	<ol style="list-style-type: none"> Go to your "Save Every Mile" app home screen Choose either "Transfer points to pump" or "Transfer points to wallet" Select 110 or 220 points Click convert button 
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<p>Point Values</p> <p>Points expire after one year of no activity.</p>	<p>110 points = Additional 5¢ CPG at the pump or \$1.00 Save Every Mile Dollar for inside purchases</p> <p>220 points = Additional 10¢ CPG at the pump or \$2.00 Save Every Mile Dollar for inside purchases</p>	<p>RESTRICTIONS: Clark Crown Dollars may not be applied to the purchase of alcoholic beverages, tobacco and nicotine products, lottery tickets and cards, video gambling machine services, and financial products, including gift cards and phone cards.</p>
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<p>How do customers use Clark Crown Dollars?</p> <p>* Clark Crown Dollars are not authorized for fuel purchases.</p>	<ol style="list-style-type: none"> Click on the "Transfer points to wallet" button on app points screen Transfer up to 220 points = \$2.00 Clark Crown Dollars Use Clark Crown Dollars towards inside purchases other than restricted items
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<h3>How do I complete a sale inside the store?</h3>	<p>VERIFONE</p> <ul style="list-style-type: none"> Customer makes a "Save Every Mile" purchase. Cashier rings up transaction. Cashier prompts for loyalty. Customer or cashier scans customer Mobile ID on phone, manually enters ID into POS or customer enters Alt ID on PIN pad. Proceed with payment type. Customer receives receipt indicating "Save Every Mile" points earned towards additional CPG or Save Every Mile Dollars. <p>GILBARCO PASSPORT</p> <ul style="list-style-type: none"> Customer makes a "Save Every Mile" purchase. Cashier rings up transaction and hits tender key. POS prompts cashier to select Yes or No "Save Every Mile" Loyalty. Cashier selects "Yes" and presses the "Manual" button. Cashier scans Mobile ID on phone, manually enters ID into POS or customer enters Alt ID on Pin pad. Proceed with payment Customer receipt reflects "Save Every Mile" purchase points. <p>PIN PAD</p> <ul style="list-style-type: none"> Select "Loyalty ID" Enter Rewards Alt ID (phone number in "Save Every Mile" App Profile) Proceed with payment method 	<h3>Terminology and Definitions</h3> <hr/> <p>Rewards ID</p> <p>"Save Every Mile" member ID is the phone number listed in the "Save Every Mile" app profile. To find the Rewards ID, open the app, click on the ellipsis in the upper left-hand corner. The rewards ID number is below the customer name.</p> <hr/> <p>Ellipsis</p> <p>A set of dots indicating more information. ⋮</p> <hr/> <p>"Save Every Mile" App</p> <p>"Save Every Mile" app is what a customer installs on their smartphone to receive savings on fuel and products sold at participating Clark/Crown locations.</p> <hr/> <p>Everyday Fuel Saving</p> <p>"Save Every Mile" 3 CPG price rollback applied to fuel purchased at the pump or in the store. 20 gallon limit.</p> <hr/> <p>CPG</p> <p>Cents Per Gallon</p> <hr/> <p>Earned Fuel Savings</p> <p>A rollback applied to fuel purchased at the pump or in the store when the customer uses the "Save Every Mile" app. (20 gallon limit.)</p> <hr/> <p>Mobile ID</p> <p>The "Save Every Mile" Mobile ID is the bar code located on the home screen of the app.</p> <hr/> <p>Rollback</p> <p>The dispenser automatically rolls back the retail gas price at the pump based off the customer CPG discount. Example: Customer received 10¢ off the price charged drops from \$2.99 per gallon to \$2.89.</p> <hr/> <p>Stack</p> <p>Combining earned fuel savings at time of purchase. Example: Customer earns 10¢ off, the price drops by 13¢ because they combined the earned and everyday savings.</p>
<h3>Who do I call for help?</h3>	<p>POS Technical Issues</p> <ul style="list-style-type: none"> Verifone Help Desk: 1-800-837-4366, Opt. 1 (Have your service ID ready) Gilbarco: 1-800-800-7498 (Site phone number) <p>Firewall Communications Issues</p> <ul style="list-style-type: none"> PDI: 1-800-371-1118 Ext. 2 Install issues 1-800-317-1118 Ext. 3 Loyalty support <p>General "Save Every Mile" Questions</p> <ul style="list-style-type: none"> Clark Crown Client Services 1-877-462-5275 Ext. 9 <p>Customer Loyalty Questions</p> <ul style="list-style-type: none"> Use Contact via app <p>Credit Card Transaction, Communication and Settlement Questions</p> <ul style="list-style-type: none"> Clark Crown Client Services 1-877-462-5275 Ext. 9 	
<h3>Actions customers take points, discounts or rollback at the pump are not received?</h3>	<p>In the "Save Every Mile" app, click the ellipsis (:), select Contact, complete the form, and submit.</p> 	



Have you heard about the Clark Crown MasterCard® Program

Get the App
+ Apply for the Card
= Accelerated Savings

Go to ClarkBrands.com/credit-cards for additional information.

BENEFITS:

- 1.5% Cash back at all Clark/Crown locations
- Receive 1650 "Save Every Mile" loyalty bonus points after your first purchase using the card
- Unlimited earnings which won't expire
- 1% Cash back on most other purchases

Click here to get started.

