DINOPAY FAQ - Sinclair Oil

*Some settings in your device will require that you refer to your Apple or Android user manual.

Connectivity

1. **How do I verify that I'm on the most up to date version?**
   a. Visit the Apple or Android app store and search the keyword DINOPAY then download or update to the latest version.
2. **Is a Wi-Fi connection required?**

   a. No, DINOPAY does not utilize Wi-Fi. It relies on an adequate cellular signal 📶 in order for the app to interact with the gas pump and register.
   b. If you are having connection issues while at the location you can try to correct this by turning OFF Wi-Fi in your device*.
3. **Transactions seem slow or the app won't respond at all?**
   a. If you are experiencing slow or no response while opening the app or during a transaction you want to verify your phone's cellular service in the area is strong enough to support a connection during the entire transaction.
4. **Is my VOIP phone number compatible?**
   a. No, The SMS messaging system that sends a verification code to your mobile phone is not available for VOIP (voice over IP) phone numbers and cannot be added to your account.

Location
1. **Why does DINOPAY need my mobile device location?**
   a. The GPS setting* on your mobile device is used to help locate the DINOPAY enabled stations near you, or to quickly identify the station where you wish to buy gas. For that reason, it is advised that you allow DINOPAY to access your mobile device's location service.

   b. If the app does not auto locate you, touch the map and the re-center icon ⌖ (lower right corner on the map) to find a DINOPAY location nearest to you.
2. **Why can I not find a station near me?**
   a. Sinclair continues to improve its network of stations across the USA. Sometimes this means that a new station is opened for customers before it appears in the app. We strive to have the most accurate data available, but if you find that a particular station is missing or shown in the wrong place, please contact us here. (https://www.sinclairoil.com/about/contact-us)
3. **How does the app use my location data?**
   a. The app uses your location data to find the nearest station to you and to provide you with features, information, advertising, or other content which is based on your specific GPS coordinates.

Offers
1. **Do I have to select offers in the app for them to be applied to my purchase?**
   a. No, offer discounts are automatically applied when the product purchased is associated to an offer. These are subject to change so for updated information tap the info ⓘ icon on the offer.
2. **Do all Sinclair locations provide the same offers?**
   a. No, it varies by location and supported offers can be seen in the Station Details.
3. **What happens if I didn't received the discounted offer?**
   a. If your transaction completed and the offer discount was not applied you can contact support through the app. Navigate to the Settings menu by tapping the gear ⚙ icon in

the upper right corner on the home page and then Help/About. Provide your DINOPAY user email and registered phone number. Include the date of the transaction and allow time for support to investigate and reply to the request.

Payment

1. **What forms of payment will the DINOPAY app accept?**
    a. Most locations accept the Sinclair Green Card, Mobile Advantage, MasterCard, Visa, American Express, Discover and any major Debit card.
2. **How do I add a payment method to my account?**
    a. Tap the Settings ⚙ icon, upper right. Tap *Payment Method* from the menu then tap the add payment ➕ button. Now tap *Add Credit Card or Sinclair Green Card* and follow the steps required to complete the process.
3. **Why are the Pay options grayed out when I select the station?**
    a. Stations that are DINOPAY ready will have PAY AT PUMP or PAY INSIDE appear as bright red buttons. If they
4. **Can I use DINOPAY at stations other than Sinclair?**
    a. No, DINOPAY can only be used to locate Sinclair stations for fuel and convenience store purchases where DINOPAY is enabled.
5. **Can I use DINOPAY to pay for auto repairs or other services?**
    a. At this time DINOPAY may only be used to purchase fuel and convenience store items.
6. **How do I use DINOPAY to make inside purchases?**
    a. When you select Pay Inside and touch "Generate Code" you will be prompted to enter your pin number to authorize payment. The screen will display a QR code, and the cashier will scan the code to complete your purchase.
7. **Where is my receipt and purchase history?**
    a. In General Settings, you can select how you'd like to receive your receipt. You can choose to receive receipts through email, at the pump or both.
    b. A history of your transactions is available in the History menu. Tap the Settings ⚙ icon, upper right of your screen, then History. All of the purchases you have made using DINOPAY will be displayed for that account. Receipts can be viewed and forwarded via email.
8. **How will DINOPAY purchases appear on my credit card bill?**
    a. Transactions will appear as they normally would just as if you had used a credit card to make the purchase.
    b. **Sinclair Mobile Advantage** transactions will appear on (online) banking statement.
9. **How do I apply for a Sinclair Green Card?**
    a. You can now apply for a Sinclair Green Card online here. Once approved and after receiving your new card, you can add it to your Wallet and start paying with the Sinclair Green Card. Apply now and start saving on your next fill up! (https://www.sinclairoil.com/customers/sinclair-green-card)
    b. Call to apply 1-800-325-3265 Monday – Friday 8AM to 6PM (MST)
10. **How do I apply for a Sinclair Mobile Advantage Account?**
    a. Enrollment in **Sinclair Mobile Advantage** is available only through the DINOPAY app.
    b. For full details on how to apply for the **Sinclair Mobile Advantage** account, visit our site here. (https://www.sinclairoil.com/customers/mobile-advantage-account)

Account Security and Support

1. **How do I change the notification settings?**

   a. Enter the Settings menu by touching the gear ⚙ icon in the upper right hand corner on the apps home page and navigate to General Settings, then Notifications. Here you can turn on or off email receipts and push notifications.

2. **Where can I change my password or pin number?**

   a. Enter the Settings menu by touching the gear ⚙ icon in the upper right hand corner on the app home page and navigate to General Settings, then Security.

3. **Why do you need my phone number?**

   a. We use your phone number when you register with DINOPAY to enhance account security and assist in resetting your password by sending a message to only that device.

4. **What is personal data used for?**

   a. Please go to Settings then Privacy Policy to see full policy details.

5. **How do I delete my account or withdraw consent?**

   a. To delete your account enter the Settings menu by touching the gear ⚙ icon in the upper right on the app home page and navigate to General Settings, then Security. If you choose to delete your DINOPAY account all of your information is permanently removed and transaction history is no longer available.

   b. In order to withdraw consent, enter the Settings menu by touching the gear ⚙ icon in the upper right on the app home page and navigate to General Settings, then Security. Here you can opt-out and suspend your account until you log in again and opt back-in.

6. **How do I request help with the app or there was an error?**

   a. You can contact support in the app by navigating to Settings menu by touching the gear ⚙ icon in the upper right on the app home page and then Help/About.