



# DINOPAY® FAQ

## Connectivity

### How do I verify that I'm on the most up-to-date version?

Visit the Apple or Android app store and search the keyword "DINOPAY," then tap "Download" or "Update" to ensure you have the latest version.

### Is cellular or wireless data required to use the app?

Yes, cellular data is required to use the app.

### Is a Wi-Fi connection available to use the app at each site?

No, Sinclair gas stations do not provide public Wi-Fi. The app runs off of personal cellular data, rather than Wi-Fi. A weak Wi-Fi signal can actually interfere with the functionality of the app. If you are having connection issues at any Sinclair gas station, try turning OFF Wi-Fi in your device to avoid potentially picking up a weak signal.\*

### What if transactions seem slow or the app won't respond at all?

Slow load times may be caused by interference from a weak Wi-Fi signal. We recommend turning OFF Wi-Fi if you are encountering a problem with the app.

### Is my VoIP phone number compatible?

No, the SMS messaging system that sends a verification code to your mobile phone is not available for VoIP (voice over internet protocol) phone numbers and cannot be added to your account.

## Location

### Why does DINOPAY® need my mobile device location?

- The GPS setting\* on your mobile device helps locate DINOPAY®-enabled gas stations near you. Your phone's GPS also works as a security mechanism to ensure that only the pumps at your location are activated. That's why it's necessary to allow DINOPAY® access to your mobile device's location service while you are using the app.
- If the app does not auto-locate you, tap the map and the re-center icon (lower right corner on the map) to find a DINOPAY® location near to you.

### Why can't I find a gas station near me?

Sinclair continues to improve its network of gas stations across the U.S. Sometimes this means that a new gas station is opened for customers before it appears in the app. Sinclair strives to have the most accurate data available, but if you find that a particular gas station is missing or shown in the wrong place, please contact Sinclair DINOPAY® support [here](https://www.SinclairOil.com/about/contact-us). (SinclairOil.com/about/contact-us)

### How does the app use my location data?

The app uses your location data to find the gas station closest to you and to provide you with features, information, offers or other content which is based on your specific GPS coordinates.



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## Offers

### **Do I have to select offers in the app for them to be applied to my purchase?**

No, offer discounts are automatically applied when the product purchased is associated with an offer. These are subject to change, so for updated information, tap the info icon on the offer.

### **Do all Sinclair locations provide the same offers?**

No, it varies by location; supported offers can be seen in the Station Details.

### **What happens if I didn't receive the discounted offer?**

If your transaction completed and the offer discount was not applied, you can contact support through the app:

1. From the home page, tap the gear icon in the upper right corner to navigate to the Settings menu.
2. Tap "Help/About."
3. Provide your DINOPAY® user email and registered phone number.
4. Include the date of the transaction in your message.
5. Allow time for Support to investigate and reply to the request.

## Payment

### **What forms of payment does the DINOPAY® app accept?**

You can add the following payments to your DINOPAY® mobile wallet: Mobile Advantage™, MasterCard, Visa, American Express, Discover, Apple Pay and Google Pay.

### **How do I add a payment method to my account?**

1. From the app home page, tap the Settings icon, the gear in the upper right corner.
2. The Settings menu will open; tap "Payment Method."
3. Tap the "Add Payment" button.
4. Tap your preferred form of payment.
5. Follow the prompts to complete the process.

### **Why are the pay options grayed out when I select the gas station?**

Gas stations that are DINOPAY® ready will show "Pay at Pump" or "Pay Inside" as bright red buttons. If those options are grayed out, that gas station is not yet able to accept DINOPAY®.

### **Can I use DINOPAY® at gas stations other than Sinclair?**

No, DINOPAY® can only be used to locate and purchase fuel and other items at Sinclair gas stations and convenience stores where DINOPAY® is enabled.



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## Can I use DINOPAY® to pay for auto repairs or other services?

At this time, DINOPAY® may only be used to purchase fuel and convenience store items.

## How do I use DINOPAY® to make purchases inside the convenience store?

When you select “Pay Inside” and tap “Generate Code,” the screen will display a QR code, and the cashier will scan the code to complete your purchase.

## Where is my receipt and purchase history?

- In General Settings, you can select whether you’d like to receive your receipt through email, at the pump or both.
- A history of your transactions is available in the History menu. Tap the Settings icon in the upper right corner 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.

## How will DINOPAY® purchases appear on my credit card bill?

- Credit card transactions will appear as they normally would, just as if you had directly used a credit card to make the purchase.
- Sinclair Mobile Advantage™ transactions will appear on your online banking statement as an automated clearing house (ACH) transaction.

## How do I open a Sinclair Mobile Advantage™ account?

1. To enroll, start from the app home page.
2. Tap the Settings icon, the gear in the upper right corner.
3. The Settings menu will open; tap “Payment Method.”
4. Tap the “Add Payment” button.
5. Tap “Add Sinclair Mobile Advantage Account.”
6. Follow the prompts to complete the process.

Enrollment in Sinclair Mobile Advantage™ is available only through the DINOPAY® app. 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). (SinclairOil.com/customers/mobile-advantage-account).

## Account Security and Support

### How do I change the notification settings?

From the app home page, tap the gear icon in the upper right corner to enter the Settings menu. Navigate to “General Settings,” then “Notifications.” Here, you can turn email receipts and push notifications “On” or “Off.”

### Where can I change my password or personal identification number (PIN)?

From the app home page, tap the gear icon in the upper right corner to enter the Settings menu. Navigate to “General Settings,” then “Security” and follow the prompts to change your login information.



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## **Why do you need my phone number?**

When you register with DINOPAY®, Sinclair uses your phone number to enhance account security and assist in resetting your password by sending a message to only that device.

## **How is personal data used?**

To see the full details of our Privacy Policy, start on the app home page, tap the gear icon in the upper right corner to enter the Settings menu, then tap “Privacy Policy.”

## **How do I delete my account or withdraw consent?**

- To delete your account, start on the app home page, tap the gear icon in the upper right corner to enter the Settings menu and tap “General Settings,” then “Security.” If you choose to delete your DINOPAY® account, all of your information will be permanently removed and your transaction history will no longer be available.
- To withdraw consent, start on the app home page, tap the gear icon in the upper right corner to enter the Settings menu and tap “General Settings,” then “Security.” Here, you can opt-out and suspend your account. To reverse this action, you will have to log in again and opt back in.

## **How do I request help with the app or report an error?**

To contact Support, start on the app home page, tap the gear icon in the upper right corner to enter the Settings menu, then tap “Help/About.”