



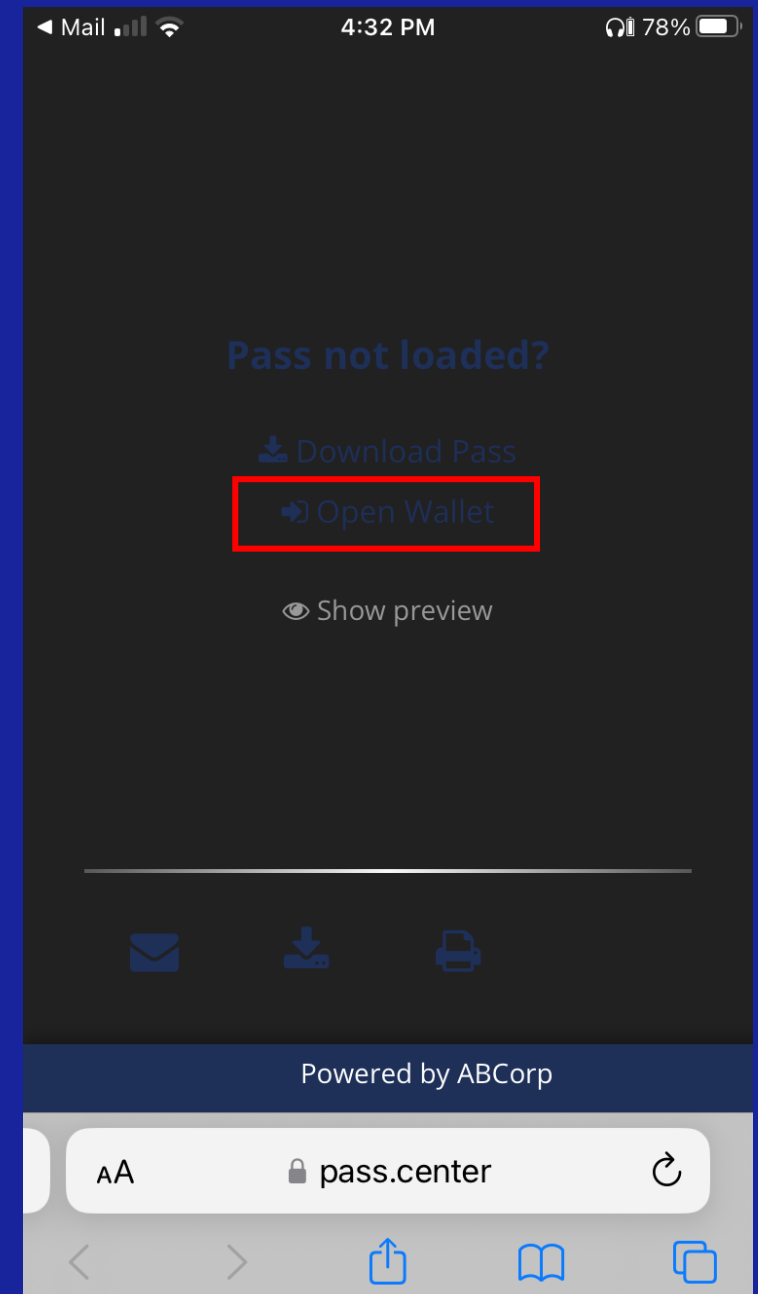
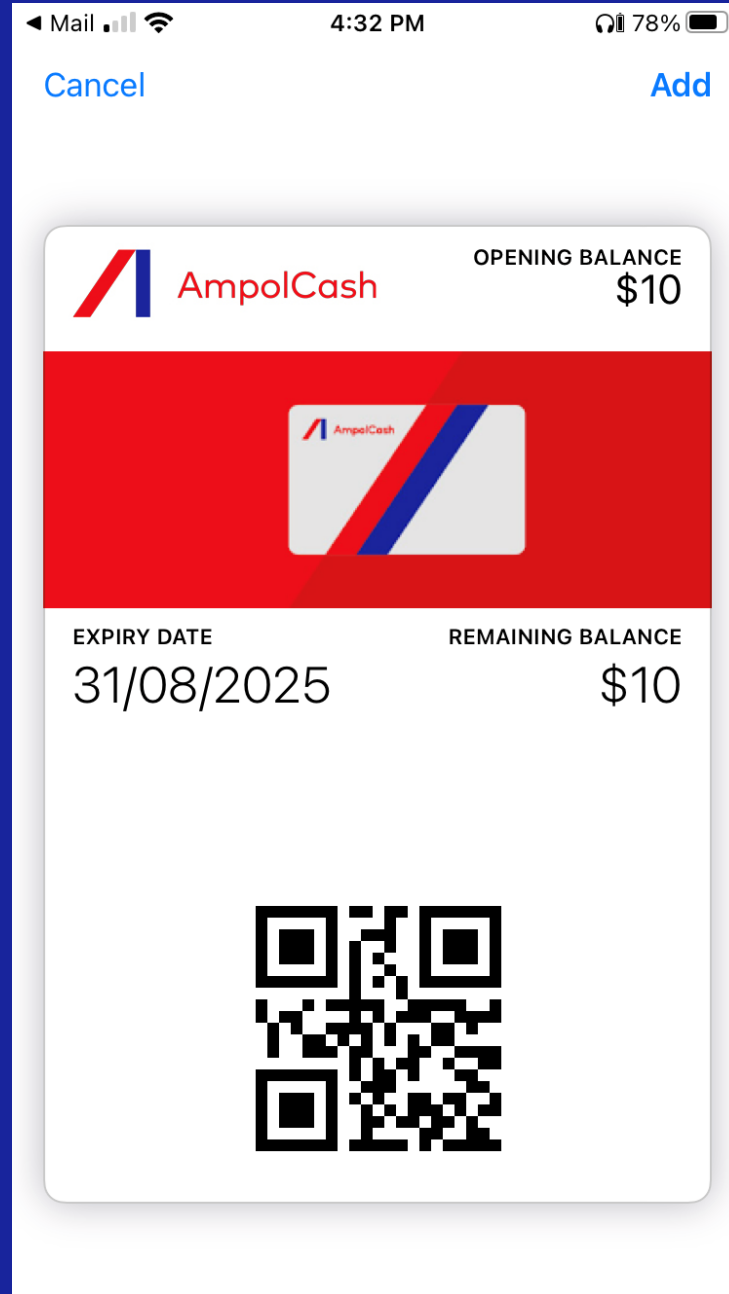
# AmpolCash Digital

Process for redemption and usage

Updated November 2023

# Downloading AmpolCash onto a Mobile Device

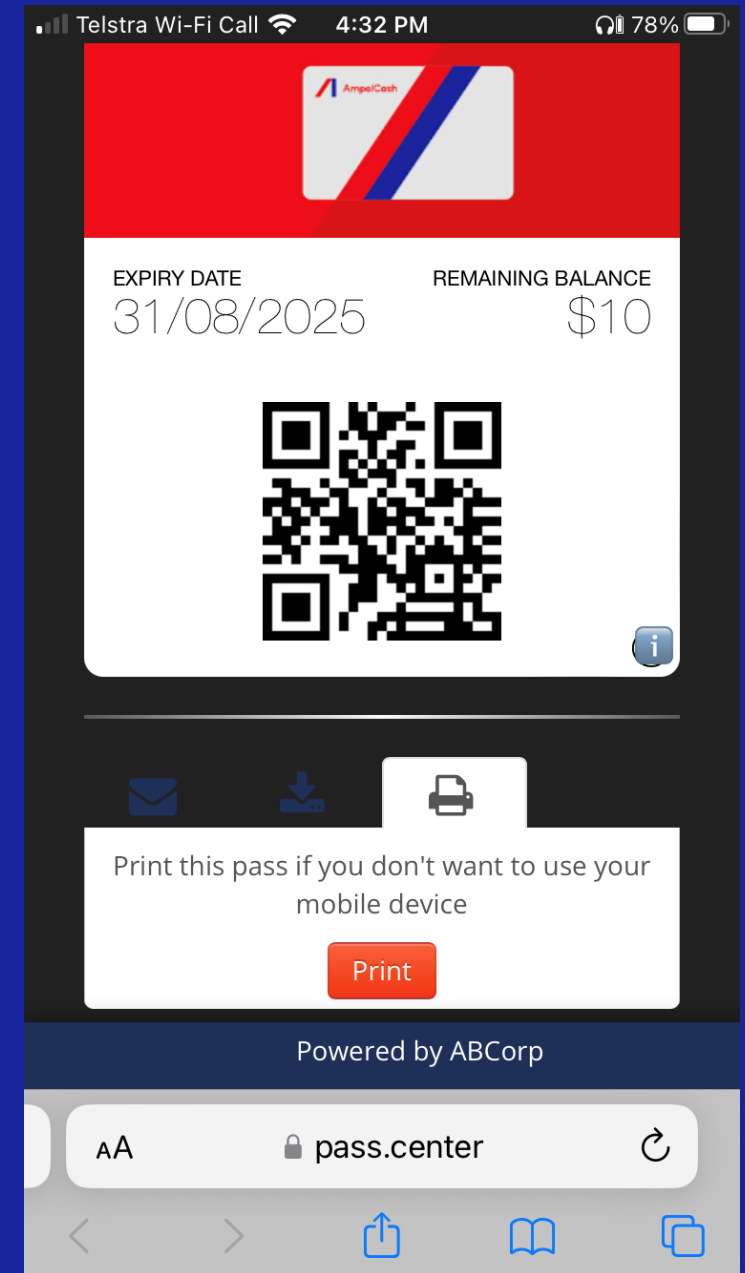
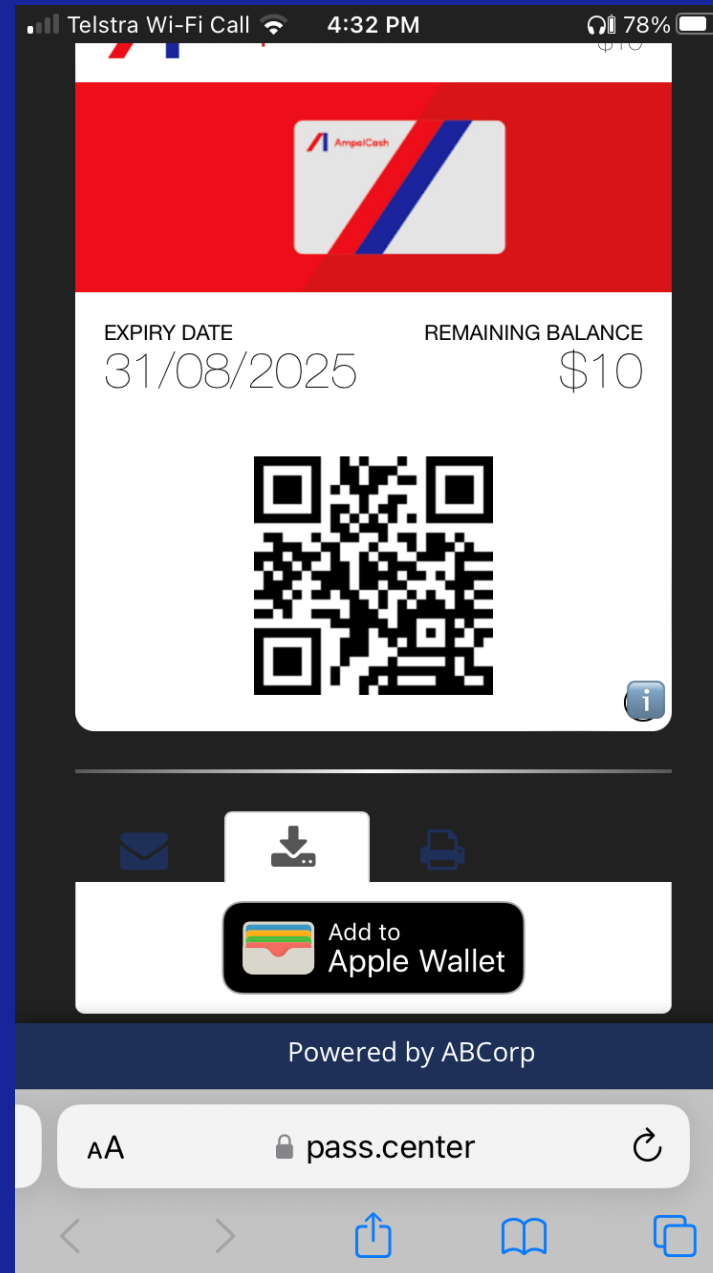
- Customer clicks on the link 'Add to passbook' in email
- The following screen will be shown >>>>>>^
- Customer clicks on 'Add' to add pass to Apple or Google wallet
- AmpolCash Digital is downloaded to Apple/Android wallet
- Once downloaded the customer can view their AmpolCash Digital by clicking on 'Open Wallet'



*^ The customer may be prompted by the phone's security feature to allow this screen to be shown. The customer should click 'Allow'*

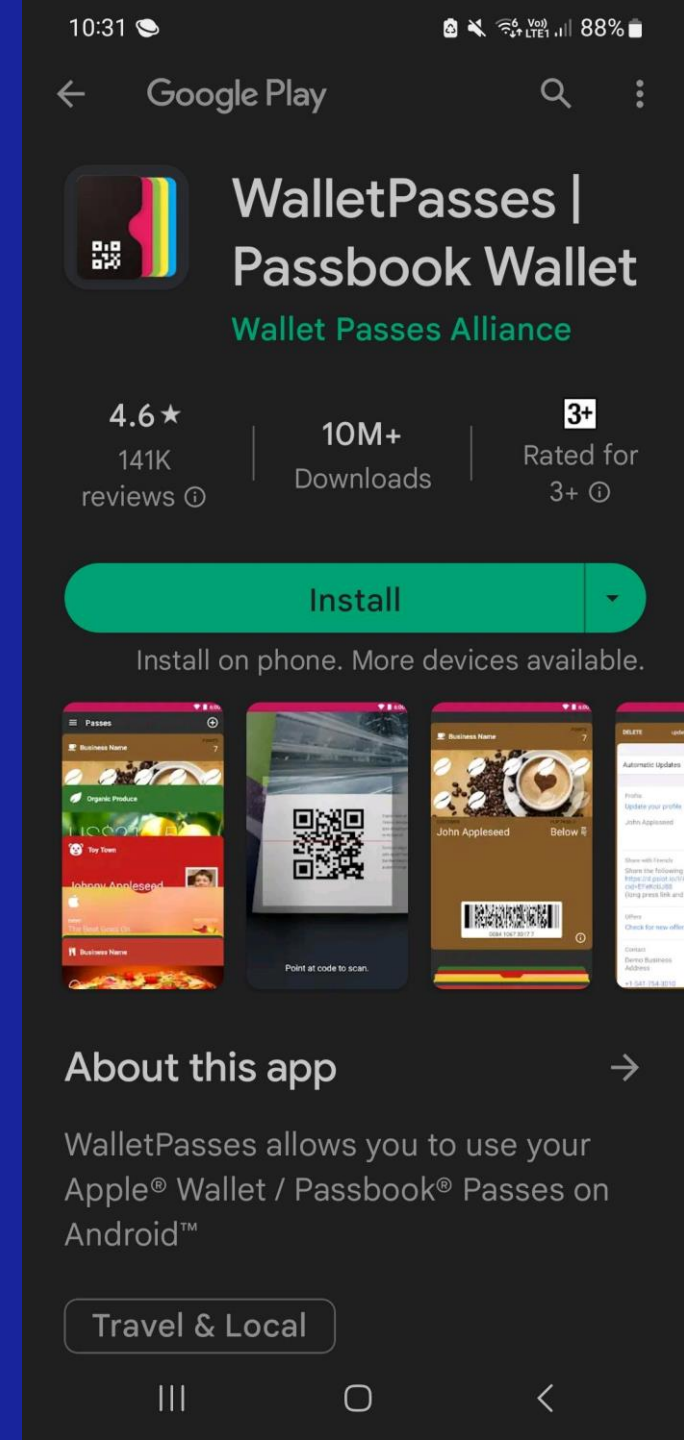
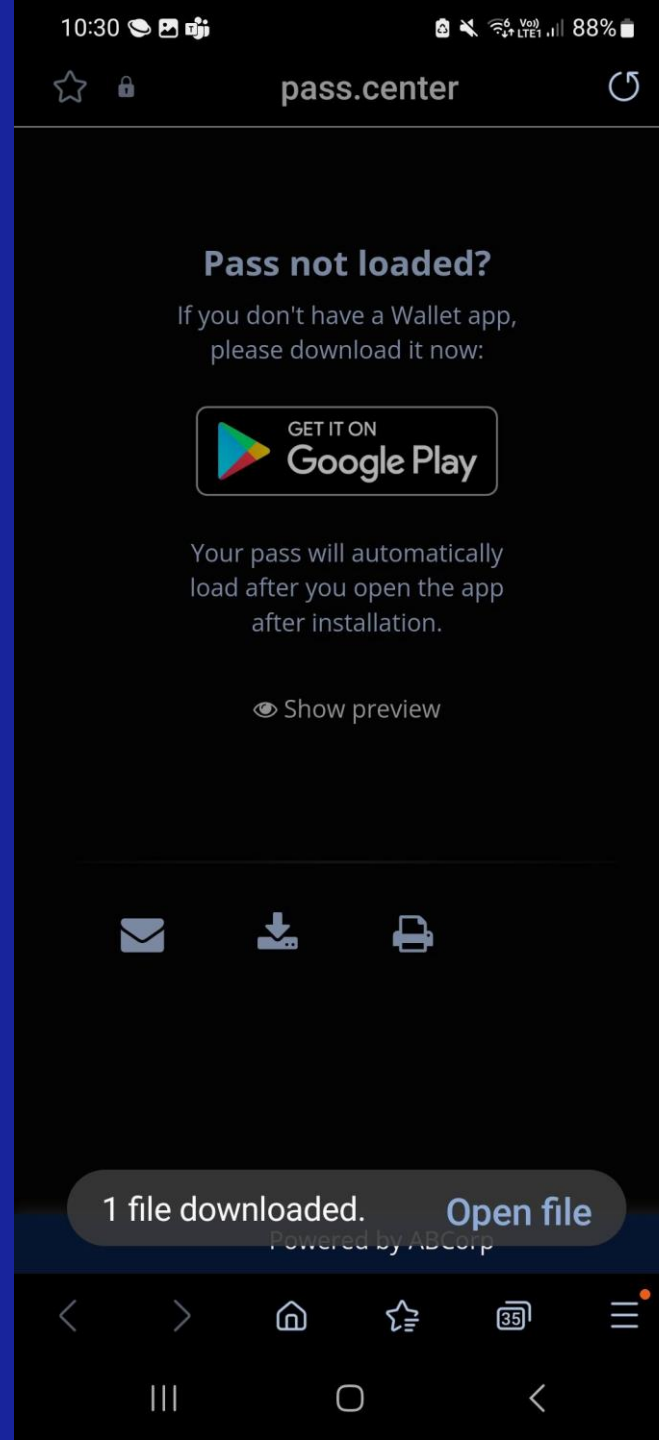
# Downloading AmpolCash onto a Mobile Device (cont'd)

- If the customer experiences an issue and does not see the pop up screen to 'Add' the pass, they can manually click the download icon and click on 'Add to Apple/Android wallet'
- Alternatively, if the customer wishes to print a copy of the pass, they can do so by selecting the Print icon and clicking on 'Print'
- Once the pass is downloaded onto the Apple/Android wallet or printed, it is ready to be used as a method of tender at participating Ampol locations



# Downloading AmpolCash (cont'd)- Android devices

- When a customer does not have a default wallet on their device they will be prompted to download WalletPasses.
- Once they download WalletPasses, the pass will be available in this app for use.



# Making payment in store using AmpolCash Digital

- Customer presents AmpolCash Digital instore for payment
- QR code is scanned by customer service attendant.
- At service stations without a scanner the customer is required to enter the 10 digit AmpolCash number and expiry date – accessed by clicking on the 'More options icon' to flip the pass
- Once the transaction is completed, the customer will be provided a physical receipt showing the remaining balance in real time.
- The AmpolCash Digital balance on the Digital pass will generally update within 3 hours (may take up to 12 hours for an overnight transaction).

