

FREQUENTLY ASKED QUESTIONS

Alexela Tangi app

What is Alexela Tangi app?

Alexela Tangi app is a mobile app that enables you to pay for fuelling up at Alexela.

How can I use the Alexela Tangi app?

If you wish to use the app for paying at Alexela, download the app, log in with Mobile ID or Smart ID and add a suitable payment option. You can use the app instantly. The app is downloadable from App Store and Google Play.

Which cards can be linked to the Alexela Tangi app?

Alexela Tangi app can be linked to different credit cards (e.g., Mastercard and Visa), and with Alexela discount and payment cards.

Why does the Alexela Tangi app require to allow the location of the device?

For allowing fuelling up, we must make sure that the user is at the right place (in a fuelling station). The most convenient way to identify yourself is by using location identification. If location identification is not allowed you can identify yourself by scanning the QR-code on the pump. The Alexela Tangi app does not monitor or use the location of the user for other purposes.

Why does the Alexela Tangi app require enabling storage capacity in the device?

The permit for storage capacity is needed for saving receipts in the device. If you do not need to download receipts, you can disable the storage capacity function.

Why does Alexela Tangi app require enabling camera settings?

Using the camera is necessary if a user wishes to identify themselves with a QR-code. The camera will not be used for other purposes.

Why does Alexela Tangi app require enabling notifications of the device?

Enabling notifications is necessary for the app to work correctly. When you start fuelling up, the pump will interact with the user's device through default notifications (e.g., notifying the app when fuelling up has been completed).

Where can I see my receipts?

The receipts are stored after the transaction in the Alexela Tangi app. You can see them on the dashboard of the app by clicking “Receipts”. You can view the receipt, download it (if storage capacity of the device is enabled) and forward it with e-mail.