# PetroVend Synergy Fuel Site Controller™ (FSC)

# Frequently Asked Questions

## Introducing PetroVend Synergy FSC™

Enable your sites for the digital transformation: PetroVend Synergy FSC™ delivers extensive features to address the needs of most unattended fleet site environments. Consolidate on-site devices and automate manual tasks to lower your total cost of ownership.

## What purpose does PetroVend Synergy FSC™ fulfill?

Securely and remotely manage your unattended fleet fueling site, with more visibility to customer activity and more capabilities to control activity and store site records than ever before.

## What are the platform's primary operating features?

- Connection to the site's fuel dispensers – PCM, DPC, DTC
- Compatibility with existing PetroVend® fuel island terminals
- Access to DX Fleet® platform: Cloud connected for card, user and transaction management
- Integration of IP gateway functions (Systech/Abierto)
- Integration of DFS EDGE IoT functions

## Why do I want access to the DX Fleet® platform?

- Reduce fraud, reduce delays in service

DX Fleet® delivers real-time monitoring of fleet vehicles, proprietary cards, transactions, alerts, notifications and reports. Additionally, fleet users can leverage a mobile application for fueling authorizations, which provides an easy and innovative alternative to standard fleet cards. On the single-site dashboard, you can view sales by product, sales by network/card type, FIT status, and pump status.

# What are the differences between PetroVend Synergy FSC™ and the FSC3000®?

| Customer Feature | PetroVend Synergy FSC™ | FSC3000® |
|---|---|---|
| Mileage Or Engine Hours Reasonability | Multi-site | Single-site |
| Vehicle Maintenance Tracking | Enhanced | Basic |
| Number of Cards | Unlimited | Limited |
| Transaction Memory | Unlimited (3 years retention) | Limited |
| Transaction Limits | Daily/Hourly | No |
| Supports Extended Prompts | Enhanced Controls & Prompt Tools | Collection Only |
| Maintenance User Role (Vehicle Cards) | Yes (Cloud) | No |
| Legacy PetroNet Support | Yes | Yes |
| Fleet Networks Support | Coming Soon | Yes |

## What hardware is used?
Designed for easy serviceability:
- Reliable single board computer with enough performance and storage to ensure seamless operation
- Integrated Supercapacitor module for Short Term Power Loss Prevention and Controlled Shutdown
- Extended temperature range (0° C to 40° C)

## What software is required?
Industry-standard interfaces:
- Microsoft® Windows 10 Enterprise LTSC (Long Term Servicing Channel)
- Secure One-Shot password to access OS, using DFS Unlock
- DX Fleet® integrated for reporting and configuration
- Dover Fueling Solutions® (DFS) has validated Google Chrome as its preferred solution. However, we have not had any reported issues using other popular internet browsers.

## Is the data secure and encrypted data in transit?
All data transmitted/received is protected with secure socket layer protocol TLS1.2. Every API consumed to log data is authenticated with private/public key pairs to ensure origination from trusted partner/devices.

## What support is available?
DX Fleet® comes with 24/7 support via the support portal.

### Visit the support portal by scanning here:

# Related DX Fleet® FAQ

## Will DX Fleet® work with my smart phone? Is there an app available?
Yes, and yes.

## If existing DX Fleet® customers migrate to PetroVend Synergy FSC™, will they end up with a 2nd org for Synergy in addition to the existing org for DX Fleet®?
At this time, yes, two organizations will be required to manage both account types. Users will be created once for each organization.

## Can a DX Fleet® user leverage the same email address for both orgs?
Yes.

## Does DX Fleet® support multiple users simultaneously?
Yes.

## Is there a maximum number of users or sites for DX Fleet®?
No.

## How frequent are DX Fleet® product updates?
Product enhancements are rolled out 1x/quarter on average.

## How do I schedule DX Fleet® onboarding?
Upon placing your DX Fleet® order with your local distributor, the designated organizational administrator will receive a welcome email from the DFS® Service Organization (note: please ensure to check junk mail folders). The welcome email will contain a link for scheduling the final steps of the onboarding process. When asked to provide a date, please use your intended 'live' date.

## What type of site alerts can DX Fleet® push via email/text?
Push notifications include FSC offline, DFS Edge Intelligent IoT platform offline, FIT down, dispenser down, receipt printer down, and receipt paper low or out.

## How long is data held within the solution and what is the data purge process?
The DX Fleet® system maintains a rolling, 3 years' worth of transactional data storage. Customers are welcome to export and archive beyond that, but the system automatically removes the oldest data as new data is generated.

## Does the DX Fleet® user login procedure integrate with third-party, approved, centralized authentication solutions?
Yes, DX Fleet® supports both SAML and OpenID, with preference to OpenID based identity providers.