

DX Retail™

FREQUENTLY ASKED QUESTIONS

Introducing DX Retail

Maintain the same standards, with the same data, on the same systems and secure efficient updates

GENERAL

GENERAL

How do I install DX Retail?

DX Retail does not require installation. To run it, you simply need to access it via the [DX Retail Fueling Solutions](#) site on your web browser.

I don't appear to have access to all options in the menu. Why is this?

Depending on access rights that are granted to you via your organization, access to certain areas may be restricted. Please contact your manager or your distributor if you think that your access rights have not been set up correctly.

How often will DX Retail be updated with new features and functionality?

DX Retail is an online application and therefore new features and functionality will become available automatically, as soon as they are ready. Please note that some features are dependent

upon your Fuel POS model and may only be available with the latest Fuel POS models. Any unsupported features will be greyed-out in the menu.

What is the minimum required version for my connected Fuel POS?

The minimum required Fuel POS version is v56.

As an existing customer, I cannot connect DX Retail to multiple stations at once. Why is this happening? What should I do?


For existing customers, there are various reasons that might be causing this problem.


- a) You are trying to connect to certain individual stations that are not in the same group. To connect multiple stations at once, you must connect to a specific station group. If required, you can create a new station group comprising of the stations which you want to view. For this and any additional questions on how to get this done, please contact your local distributor.
- b) You have not enabled the multi-location feature. Please contact your distributor to assist you in enabling this feature.
- c) You have not selected stations that are in the same country. To connect multiple site, they must be in the same area.

How can I gain access to the same station group as my colleague(s)?

Station groups are bound to specific users. If you want to create a new station group containing the same stations as a colleague, you must manually create a new station group that contains the same sites. For assistance or questions on how to do this, contact your local distributor.

How do I know if a station is online and connected to DX Retail?

Connectivity is indicated in the site management menu. If a station is online, it will be shown by this green icon 

If it is not online, it will be shown by this red icon: 

Will DX Retail replace remote eMIS? (programming access In Fuel POS)

No, remote eMIS will continue to be available until further notice. It is our plan to replace eMIS in the future with DX Retail. We are also working to use the DX Retail UI on the Fuel POS locally.