

DFS IN FOCUS

Keeping You Connected



CONTENTS

PAGE 2 | MEET THE NEW VP OF EMEA & SAIL AT DFS

PAGE 3 | HOW TO SUBMIT A CASE STUDY

PAGE 4 - 10 | DFS CASE STUDIES

PAGE 4 - *The Largest E100 Service Station in Poland selects Dover Fueling Solutions® Technology.*

PAGE 5 - *Fill 'n GO uses advanced Dover Fueling Solutions® technology portfolio to complement their unique and distinct station design.*

PAGE 6 - *Orkan installs DX Power™ and Prizma in Iceland.*

PAGE 7 - *Wookood Petroleum combines solutions from ProGauge and Fairbanks to manage and improve site efficiency.*

PAGE 8 - *LC3 Trasporti Install LIQAL BTU System in Italy.*

PAGE 9 - *Petroleum Equipment Services helps Z Energy by using the ProGauge 3D Laser Scan Automatic Tank Calibration.*

PAGE 10 - *bp Rusocin Selects Wayne Helix® 5000 II and Wayne Century™ 3 Fuel Dispensers for New Service Station.*

PAGE 11 - 12 | DFS HYDROGEN DISPENSER APP

PAGE 13 - 16 | DFS INSIGHTS

PAGE 13 - *When it Comes to Conventional Fuel Dispensers, What is the Cost of Change?*

PAGE 14 - *Future-Ready Forecourt Through Connectivity.*

PAGE 15 - *Hydrogen: A fuel of the Future?*

PAGE 16 - *Hydrogen vs CNG vs LNG vs EV. Which is the Right Future Fuel For You?*

PAGE 17 - 28 | MEET THE TEAM

PAGE 17 /18 - *Lise-Lotte Nordholm*

PAGE 19/20 - *Kurt Dillen*

PAGE 21/22 - *Jeroen van Pelt*

PAGE 23/24 - *Soren Powell-Holse*

PAGE 25/26 - *Fergus Heading*

PAGE 27/28 - *Raf Tormans*

PAGE 29 | DFS WHITE PAPERS

PAGE 30 - 32 | DFS PUZZLES

PAGE 33 | DFS GLOSSARY

PAGE 34 | DFS PUZZLE ANSWERS



Meet the New VP of EMEA & SAIL at DFS

As the new Vice President and Managing Director of the EMEA and SAIL** regions, as well as P&L owner, at Dover Fueling Solutions® (DFS), Kurt Dillen has risen through the ranks of Satam systems, Sofitam Belgium, Tokheim® (US), Tokheim®, and now DFS. Currently running and overseeing P&L, product development and sales, Kurt is responsible for generating growth in both the EMEA and SAIL regions, while working closely with manufacturing and production.*

Ahead of the 2024 UNITI Expo, we caught up with Kurt to chat through his new role, his extensive history in the industry, and some of his greatest accomplishments.

Can you tell us about your new role at DFS?

The region was previously run by one single individual; however, the role is simply too much for one person. As such, there was a need to break the role into two VP positions in order to dedicate more time and drive stronger strategy. I am now VP and Managing Director and my counterpart, whom I work very closely with, Juan Greene, is VP of Operational Excellence.

Can you tell us a bit more about your extensive industry experience?

I originally studied engineering, microprocessors, and telecommunications engineering at Technicum Antwerp. When I completed my education, I began my career in a job at Satam systems/Sofitam Belgium as a software engineer, but quickly moved to field installations, so I was travelling a lot! My installation experience was quick, before I moved into technical support and worked my way up the ladder, from local to larger regional territories covering EMEA & Asia. I then moved into Product Management and Product Marketing (leaning into point of sale of the future and driving innovations).

In 2001, I was promoted to Vice President, System Business Unit (global) by Tokheim® (USA).

In 2003, I was part of the MBO of Tokheim®. This was a critical move for me professionally as I became a managing partner of the Tokheim® brand we all know and love today. In 2015 Tokheim® was purchased by Dover®. In Dover® I oversaw all products for one year

before moving into the VP of solutions in 2016.

In 2020 I became the VP of business development looking after strategic partnerships and M&A.

In January 2023, I was appointed Vice President of Marketing and Key Accounts and then in January 2024, I was appointed to my new and most recent role – VP and Managing Director of DFS EMEA and SAIL regions.

What are some of your professional accomplishments you are most proud of?

I would have to say that my biggest milestone, or accomplishment, was in 1998. After a series of acquisitions, I was involved in condensing 58 different dispenser families into one, and 20 point-of-sale (POS systems) into one. It was personally, my biggest moment of consolidation, collaboration and removed inefficiencies.

Another major milestone was the management buyout in 2003. As the youngest of 10 managers, this opportunity opened several doors for me personally and professionally and I was involved in the purchase of Tokheim® to Dover®.

What are you most proud of personally?

Alongside my professional career, I am extremely proud to be a father of a thriving and passionate son. He has a similar work-ethic to me, with a passion for fancy dinners and nice wine.

Do you have future plans for any philanthropic endeavors or have any association memberships?

I'm not sure this is a philanthropic endeavour, but I like to play golf and fish when I can; however, as my family and colleagues can attest, I'm a busy man!

**Europe, Middle East, and Africa*

***South Africa, India, and Latin America*



Submit a Case Study Today!

We're looking for customers who are using our products, solutions or services to solve challenges in the EMEA region and would be willing to be featured in a DFS case study. Are you that someone?

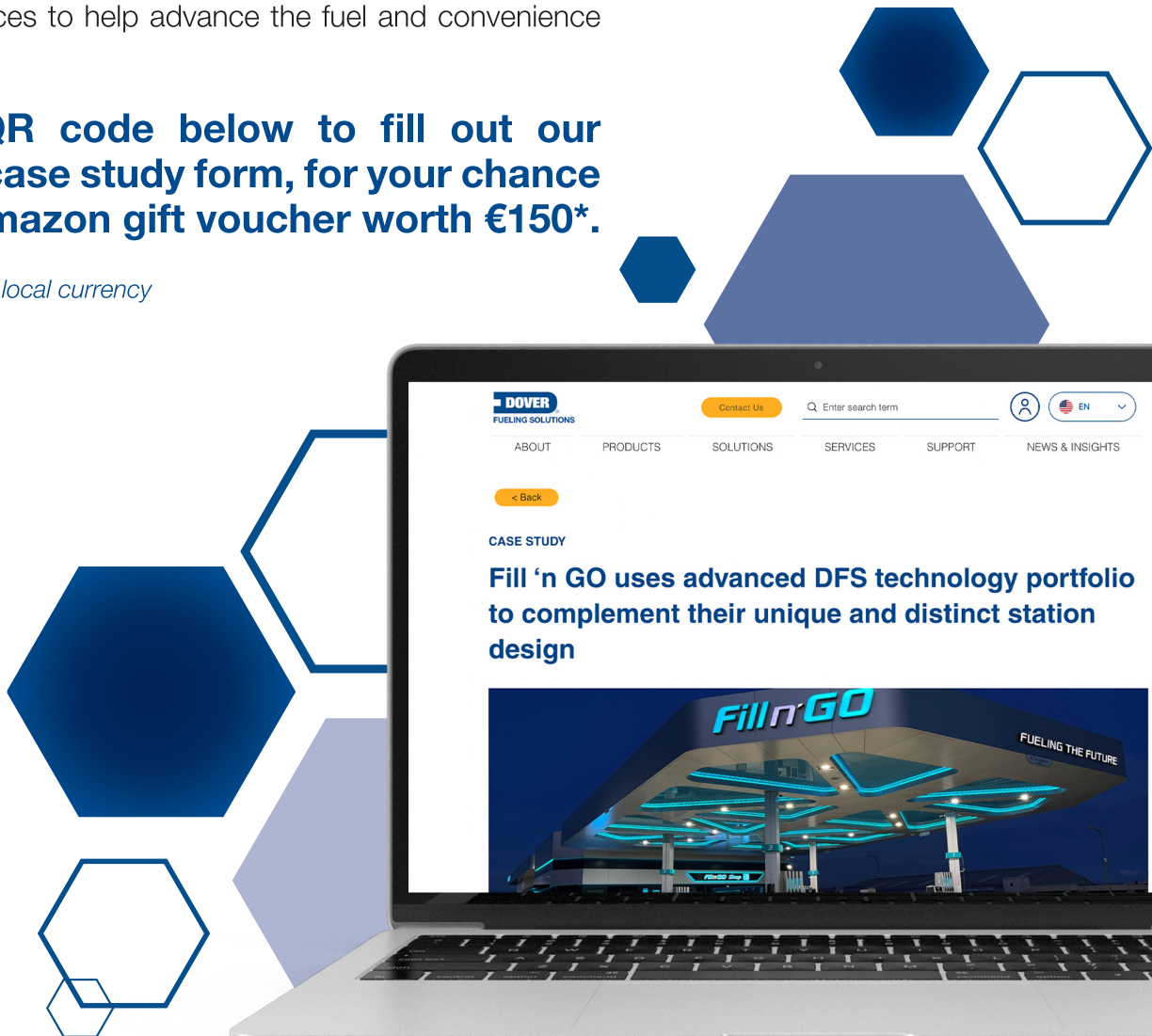
Your story will allow us to showcase the challenges you've overcome or the progress you're making with DFS products, solutions or services to help advance the fuel and convenience retail industry.

Scan the QR code below to fill out our interactive case study form, for your chance to win an Amazon gift voucher worth €150*.

**or equivalent in your local currency*



SUBMIT A
CASE STUDY



DFS *Worldwide Brands*



Case Study

The Largest E100 Service Station in Poland select Dover Fueling Solutions® Technology.

CHALLENGE

The unique and very large construction of the E100 Godzieszów station required exceptional commitment – both from the installation team and the technology/equipment chosen. In order for the station to be fully functional, this site required 13 refueling points for trucks.



OUTCOME

Solution: Tokheim Quantum® fuel dispensers, Tokheim Crypto VGA® OPT (Outdoor Payment Terminal) and Prizma.

The Result: A comprehensive service station, complete with highly advanced technological solutions – one that meets all E100 requirements.



CHOICE FACTOR

Innovation and efficiency. The entire purpose of the service station design was to create a station that maximised convenience and refueling time for motorists. As such, Dover Fueling Solutions® (DFS) Tokheim Quantum® fuel dispensers, Tokheim Crypto VGA® OPT (Outdoor Payment Terminal) and Prizma were chosen.

The construction of the E100 station in Godzieszów was impressive, both in size and uniqueness. It is the largest self-service station in all of Poland. As such, this extraordinary investment required exceptional commitment – both from the installation team and the technology/equipment chosen – and in order for this station to be fully functional, it required 13 fueling points for trucks and a comprehensive outdoor payment system.

The entire purpose of the service station design was to create a site that maximised convenience and refueling time for motorists. As such, DFS Tokheim Quantum® fuel dispensers were chosen, as they enable refueling of 1,000 litres of in just 8 minutes. Each refueling point is also equipped with a Tokheim Quantum® AdBlue® dispenser, which is essential for modern trucks and a Tokheim Crypto VGA® OPT for safe and secure outdoor payment.

Hundreds of meters of fuel installation created a virtually cosmic landscape during pressure tests and trials. DFS' automatic payment systems – Tokheim Crypto VGA® OPT and Prizma – and the Tokheim Quantum® fuel dispensers were installed under a 70-meter canopy to emphasise the best quality properties of the applied solutions.

"We are proud of this realisation, not only because of meeting the wishes and requirements of the Investor but also because the facility was made entirely by applying TSG & DFS solutions, which confirms the realisation of our business ambitions focused on delivering comprehensive and systematic solutions for fuel stations and new, multi-energy stations of the future, which will soon begin to fill our landscape." - Krzysztof Łaszkiwicz, General Manager, TSG Polska.

Fill 'n GO

Case Study

Fill 'n GO uses advanced DFS technology portfolio to complement their unique and distinct station design.

CHALLENGE

To choose technology that would enhance the station image and enhance the customer experience.



OUTCOME

Solution: Wayne Helix® fuel dispensers, Tokheim Crypto VGA® OPT (Outdoor Payment Terminal), Prizma, ProGauge MagLink LX 4 console, Fairbanks Station Manager 365™ web portal (pending).

The Result: One of the most technologically advanced and distinctly designed stations in Cyprus and beyond.



CHOICE FACTOR

Dover Fueling Solutions® (DFS) were able to provide the fuel retail and convenience technology solutions that matched the unique design ethos of the Fill 'n GO station and were confident these products and solutions would be able to enhance the customer experience.

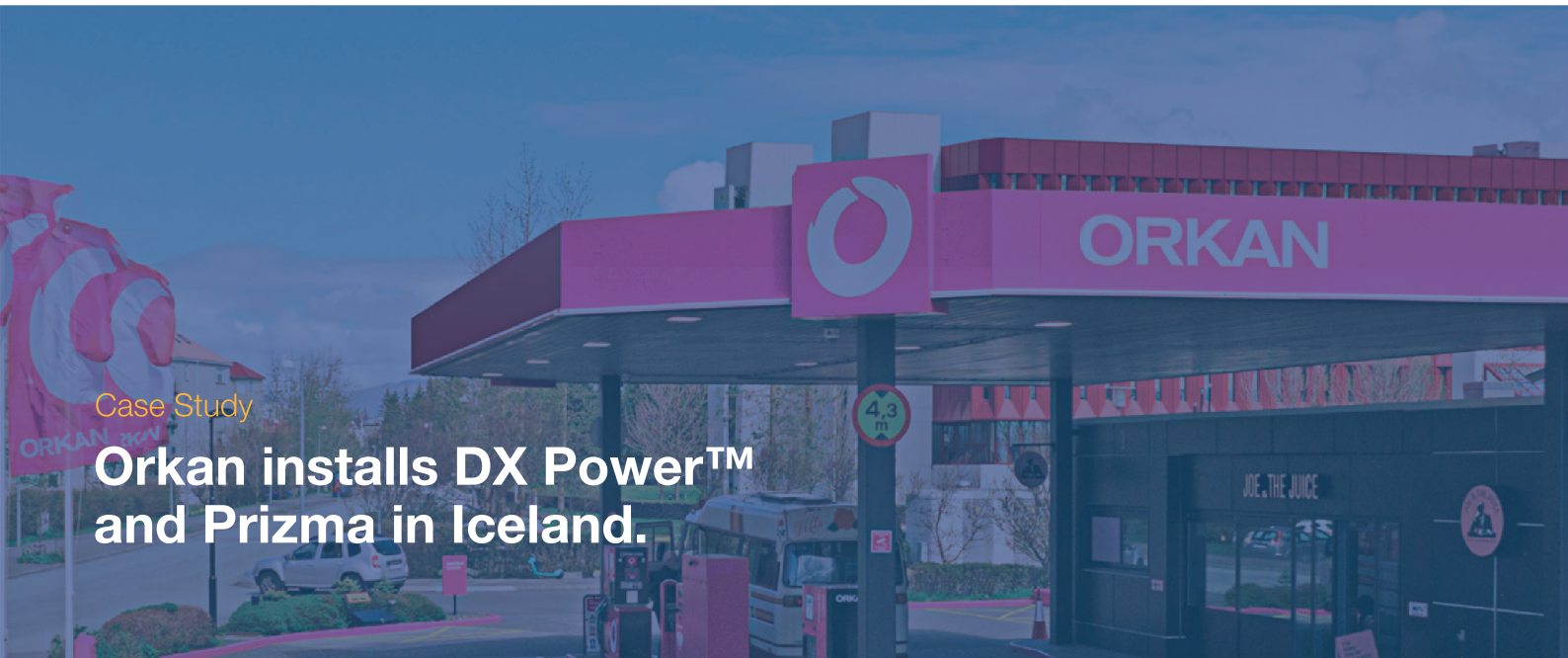
“Fill 'n GO is a thriving new chain of gas station and fuel delivery services in Cyprus, part of the MICHAELAS GROUP of companies. Fill 'n GO capitalises on the most recent advancements in technology to provide high quality services and products to the customers. With its unique design and ethos, it promises the highest quality to fuel services, fuel transport, lubrication and car wash. There are already four established and highly popular stations across Cyprus that combine excellence in services and aesthetics with low prices. Although new, the brand has achieved increased recognisability and popularity in the local market.” - Fill 'n GO

Fill 'n GO's innovative service stations, with their unique and distinct design, have been developed to offer high performance fuels and a totally new experience to customers throughout Cyprus.

The designers of Fill 'n GO, Demades Design, applied an automotive design approach in the development of Fill 'n GO stations, resulting in the dynamic sculptured surfaces, interlocking triangular shapes, and flowing lines. New hi-tech materials were used that blend in to reinforce the totally new design language that stands out from any other petrol station. The Fill 'n GO futuristic design reflect the brand's philosophy which is that of supplying future technology performance fuels and lubricants to motorists today.

In line with this unique design and customer experience, it was crucial for Fill 'n GO to select complimentary technology solutions, which would fit their design ethos and provide a best-in-class user experience for customers.

For Fill 'n GO there was only one choice: Dover Fueling Solutions'® portfolio of advanced technologies including Wayne Helix® fuel dispensers, Tokheim Crypto VGA® OPT (Outdoor Payment Terminal), Prizma, and ProGauge automatic tank gauging products, all supplied, installed and maintained by DFS' trusted local partner Hellenic Technical Enterprises.



Case Study

Orkan installs DX Power™ and Prizma in Iceland.

CHALLENGE

To create a unified customer experience at their new EV charging stations.



OUTCOME

Solution: Prizma, Tokheim Crypto VGA® OPT (Outdoor Payment Terminal), Tokheim OASE™ (Online Authorisation and Switching Environment) (payment and loyalty), and DX Power™.

The Result: The very successful installation of the Prizma eco-system and DX Power™ and the new Orkan EV charging stations.



As Orkan were at the beginning of their energy transition journey, they wanted to create a unified customer experience at their new EV charging stations, while leveraging their existing loyalty scheme and providing more known payment options to customers at the same time as keeping control over all transactions. Loyalty was already being used for traditional refueling; however, it was not extended to the EV chargers on the same site.

In addition to a unified customer experience – with embedded loyalty, payment options and transaction control – the EV charger set-up also posed a problem. Although there were six fast chargers on site, in reality the set-up meant there was only one fast-charger with 7 different connectors. For end-customers this was confusing at the payment terminal, as drivers has to select “charger 1” and then select connector 1-7 on the payment terminal display. It was not the user-friendly system Orkan wanted to provide customers.

Orkan is now able to provide a unified consumer experience on the forecourt, leveraging existing loyalty schemes for both conventional fuel dispenser and EV charging systems. In addition, the Orkan EV charging sites allow consumers to pay using alternative payment options, including Mastercard, VISA (payment cards and contactless), the E1 app, and the Orkukort fleet card.

Through this successful Prizma and DX Power™ installation Orkan can now provide a user-friendly EV charging experience, while having increased visibility and control across all transactions on site.

Orkan have 72 Orku stations throughout Iceland and they plan to rapidly increase the number of fast charging stations in the coming months, with fast charging stations Akureyri and Laugavegur are currently being installed.

“We installed our first EV charging stations, utilising DX Power™ and the Prizma eco-system from DFS. There were a few challenges at first; however, in great co-operation with DFS and TSG, we have been able to develop smart, outside the box, solutions, which have enabled us to continue and complete this installation project. This is a great example of how Orkan can move forward at a great pace with the same goal in mind. I would like to give my thanks to everyone working on the project. We could not have done this without DFS - Gumundur Ingi Þorsteinsson, Manager Development.”



Case Study

Wookood Petroleum combines solutions from ProGauge and Fairbanks to manage and improve site efficiency.

CHALLENGE

Incorrect fuel monitoring with inefficient manual tank dips and no remote visibility.



Wookood Petroleum has a growing chain of gas stations and fuel delivery services in Lebanon. “Wookood” is the Arabic word for fuel, and as their name suggests, they strive to be the driving force behind each and every aspect of their customers’ active lives, delivering success and efficiency to their businesses and households while constantly enhancing safety measures and making sure they provide the best and finest quality fuel products.

OUTCOME

Solution: The ProGauge MagLink LX console, ProGauge Magnetostrictive XMT Probes, and Fairbanks Station Manager 365™ web portal.

The Result: Effective wetstock management that tracks fuel deliveries and losses to ensure accurate stock levels. Consequently, preventing fuel theft, leakage or other discrepancies.



Their story began in 1973, by their founder Mr. Samir Saade, and continues today with his son/successor and current Chairman Mr. Georges Saade. “Throughout a turbulent history of civil wars, we kept moving forward with vision and determination. Despite it’s challenging history and the devastating current financial crisis, powered with an enduring will, Lebanon struggles to keep up-to-date with fuel retail automation technologies,” added Wookood’s management.

With that same determination and brighter vision for the future, Wookood’s CFO Mr. Rony Daou decided to install ProGauge MagLink LX consoles, ProGauge Magnetostrictive XMT Probes and Fairbanks Station Manager 365 web portal in their TotalEnergies branded Beit Mery station, with plans to implement more solutions from Dover Fueling Solutions® (DFS) within the rest of their network.

Since DFS provides an effective wetstock management solution, which allows fuel retailers to track sales, fuel deliveries and losses to ensure accurate stock levels, this seemed like the ideal solution for Wookood Petroleum, considering their main challenge was to accurately identify fuel monitoring on their site. What’s more, with the Fairbanks Station Manager 365™ web portal Wookood Petroleum was able to identify potential opportunities for fuel theft, leakage, or other discrepancies.

The combination of the ProGauge MagLink LX consoles, ProGauge Magnetostrictive XMT Probes, and Fairbanks Station Manager 365™ web portal has definitely been good news for the market in Lebanon, and the Beit Mery gas station.

“We chose DFS because of their high reputation and excellent local after sales support. ProGauge’s automatic tank gauging products and Fairbanks Station Manager 365™ web portal helped us monitor our fuel stocks accurately and effectively, both on-site and from the cloud in one click.
- Mr. Rony Daou, Chief Financial Officer, Wookood Petroleum”



Case Study

LC3 Trasporti Install LIQAL BTU System in Italy.

CHALLENGE

To improve the liquified natural gas (LNG) refueling performance on site and efficiently control the LNG fuel station's Boil Off Gas (BOG) inside the storage tank.

To progress the LNG station, there were several challenges LC3 wanted to address, these included; high pressure in the LNG tank due to BOG, ineffective heat management of LNG on site, challenges with refueling of LNG trucks (due to high tank pressure). In addition, LC3 wanted to increase the volume of Bio-LNG delivered from the station.



OUTCOME

Solution: The installation of the LIQAL Boil-off Gas Treatment Unit (BTU) system via SGIG.

The Result: LC3 can now provide a unified refueling experience at their LNG station. With the LIQAL BTU System tank pressure is under control, meaning truck drivers can refuel their LNG vehicle smoothly and consistently. In addition, logistics are easier to manage, as there is no need to arrange offloading to reduce tank pressure. The installation of the LIQAL BTU system also allows the site to operate with a lower minimum level of LNG within the tank and with LIQAL BTU system, LC3 is now able to deliver 100% bio-LNG to trucks.



Due to high pressure in the liquified natural gas (LNG) tank due to Boil Off Gas (BOG), ineffective heat management of LNG on site, challenges with refueling of LNG trucks (due to high tank pressure), as well as increasing the volume of Bio-LNG delivered from the station were all challenges the LC3 Trasporti encountered, until a decision was made to install the LIQAL Boil-off Gas Treatment Unit (BTU) system via SGIG, at their station in Piacenza, Italy.

Taking that LIQAL I Dover Fueling Solutions® (DFS), together with Italian service provider SGIG, is a reliable and trusted supplier of premium micro-liquefaction solutions for the Italian market, LC3 Trasporti considered this to be a strong factor for going ahead with this project. We're so glad they did, because the results are exceptional...

Tank pressure is now under control and at low total cost of ownership (TCO), resulting in smooth and efficient truck refueling operations on site. LC3 can now provide a unified refueling experience at their LNG station. With the LIQAL BTU System tank pressure is under control, meaning truck drivers can refuel their LNG vehicle smoothly and consistently. In addition, logistics are easier to manage, as there is no need to arrange offloading to reduce tank pressure. The installation of the LIQAL BTU system also allows the site to operate with a lower minimum level of LNG within the tank and with LIQAL BTU system, LC3 is now able to deliver 100% bio-LNG to trucks.

"Rising temperatures due to climate change affect the entire Mediterranean region and Italy, where we operate. This year, we also experienced record heatwaves, especially during the summer months. With the LIQAL BTU solution, we can now avoid the consequences of boil-off gas in our facility caused by excessive overheating, preventing the risk of any direct gas emissions into the atmosphere. We've had the new system in operation for months, even during hotter summer periods, and have not encountered any issues. In fact, we can completely eliminate the risk of overheating. Furthermore, we've conducted Bio-LNG refueling phases at 100% and can confirm that the system is functioning perfectly. We can be satisfied and proud of this partnership with LIQAL and Dover Fueling Solutions® for what we are accomplishing today and for what we can achieve in the future, soon reaching 100% Bio-LNG dispensing from our Piacenza facility thanks to this technology,"
- Michele Ambrogi, President of LC3 Trasporti.

Case Study

Petroleum Equipment Services helps Z Energy by using the ProGauge 3D Laser Scan Automatic Tank Calibration.

CHALLENGE

To provide accurate internal tank measurements after relining process.



OUTCOME

Solution: The ProGauge 3D Laser Scan was used to obtain accurate strapping charts and tank volumes.

The Result: The ProGauge 3D Laser Scan was able to provide accurate data and strapping charts to recalibrate tank gauging and dip sticks.



Petroleum Equipment Services (PES) is a key supplier of equipment in the Petroleum industry and has always been at the forefront of technology in New Zealand, thanks to its partnership with Dover Fueling Solutions® (DFS). As a distributor for 3 fuel dispensers DFS, PES supports in distributing Wayne Helix® and Wayne Century™ dipensers, various equipment of ProGauge automatic tank gauging (ATG), OPW Fuel Management Systems (OPW FMS), Fibrelite, as well as the Wetstock Management solution from Fairbanks, DFS.

The process has been very simple and efficient - PES starts by hiring the ProGauge 3D Laser Scan from DFS and later provides training to contractors who then carry out the scanning process for customers like Z. Once the scans have been processed, the contractors are able to complete the calibration on the tank gauging and form new dipsticks. To date, PES have helped process 50 scans for Z Energy in collaboration with trained and experienced contractors, thanks to the 3D Laser Scan, which has proven to bring great benefits and results.

As of recently, PES decided to invest in a new 3D Laser Scanner from ProGauge. The main factors for such investment were the age of the existing 3D Laser Scan, but also the rise of interest from other customers who have been looking to carry out recalibration on older tanks. As a result of this investment, PES is hoping to support more customers and make an even greater use of the 3D Laser Scanner from ProGauge.

For this particular customer, the 3D Laser Scan is an essential part for completing an accurate 3D scan of the tank, due to the reline process and the change in internal diameter of the tank. By applying the 3D Laser Scan, Z was able to understand and obtain new dimensions, including strapping charts to recalibrate the tank gauge and create new dipsticks.

One of the main advantages of using the ProGauge 3D Laser Scan is that it's able to operate in a hazardous environment, such as underground petroleum tanks. Additionally, it can complete a scan with product still in the tank, which is hugely beneficial for the site as it can maintain operation throughout the scanning process, meaning no downtime or loss of sales.

“With over 50 tank scans completed over a four-year period, the 3D Laser Scan has proven to be invaluable in supplying accurate data to enable Z Energy to recalibrate tank gauging and create new dip sticks for our tank relining projects.
- Mr. Rony Daou, Chief Financial Officer, Wookood Petroleum”



Case Study

bp Rusocin Selects Wayne Helix® 5000 II and Wayne Century™ 3 Fuel Dispensers for New Service Station.

CHALLENGE

The new service station will be dealing with both commercial and retail traffic – with a significant portion of the station's customers being large trucks and heavy good vehicles (HGVs) – the challenge was to ensure efficient and smooth refueling for all traffic.



OUTCOME

Solution: Wayne Helix® 5000 II fuel dispensers and Wayne Century™ 3 fuel dispensers with high flow of 120 l/min.

The Result: Ability to competently serve both commercial vehicles (trucks and HGVs) and passenger cars entering the motorway at high and very high traffic levels, at the same time, without sacrificing service quality for either.



CHOICE FACTOR

Innovation and efficiency. The entire purpose of the service station design was to create a station that maximised convenience and refueling time for motorists. As such, Dover Fueling Solutions® (DFS) Tokheim Quantum® fuel dispensers, Tokheim Crypto VGA® OPT (Outdoor Payment Terminal) and Prizma were chosen.

The bp service station in Rusocin, Poland was specifically built to handle high and very high traffic volumes on the A1 motorway – with the main purpose of being able to efficiently serve both commercial trucks and HGVs, as well as retail passenger cars. As such, Wayne Helix® 5000 II fuel dispensers and Wayne Century™ 3 fuel dispensers were chosen.

The Helix® 5000 II fuel dispenser was selected as an ideal solution for larger stations with significant vehicle traffic. Its long hose reach allows motorists to confidently refuel larger vehicles and trucks; while this model also provides retailers to offer a variety of fuels in one dispenser (separation of gasoline from diesel), so it can accommodate both commercial and retail consumer demands. In conjunction with its relatively small dimensions (just over 1.3 m in length), this dispenser enables retailers to maximize on footprint. All this makes Helix® 5000 II perfect for facilities built next to highways, such as the new bp station in Rusocin.

In turn, Century™ 3 dispensers are incredibly versatile and lend themselves to suit any application and location. Despite its small size, this model was selected by bp due to its very high flow rate, which ensures it can meet the needs of fleet customers. Additionally, in the spatial design of the service station, two Century™ 3 dispensers were placed in a separate shelter where the largest vehicles can easily fit, regardless of the traffic of passenger cars.

“Helix® 5000 II and Century™ 3 fuel dispensers are the ideal solution for larger stations with high traffic volumes. The long hose reach allows the dispenser to efficiently handle larger vehicles, and when combined with the ability to refuel multiple types of fuel, it is an ideal choice for stations serving both commercial and retail traffic”
- Representative of GIA Poland.

View the DFS Hydrogen Dispenser in AR

On the application, scan the trigger image to view the DFS Hydrogen dispenser in AR.

View the trigger image on the next page to get the full experience!



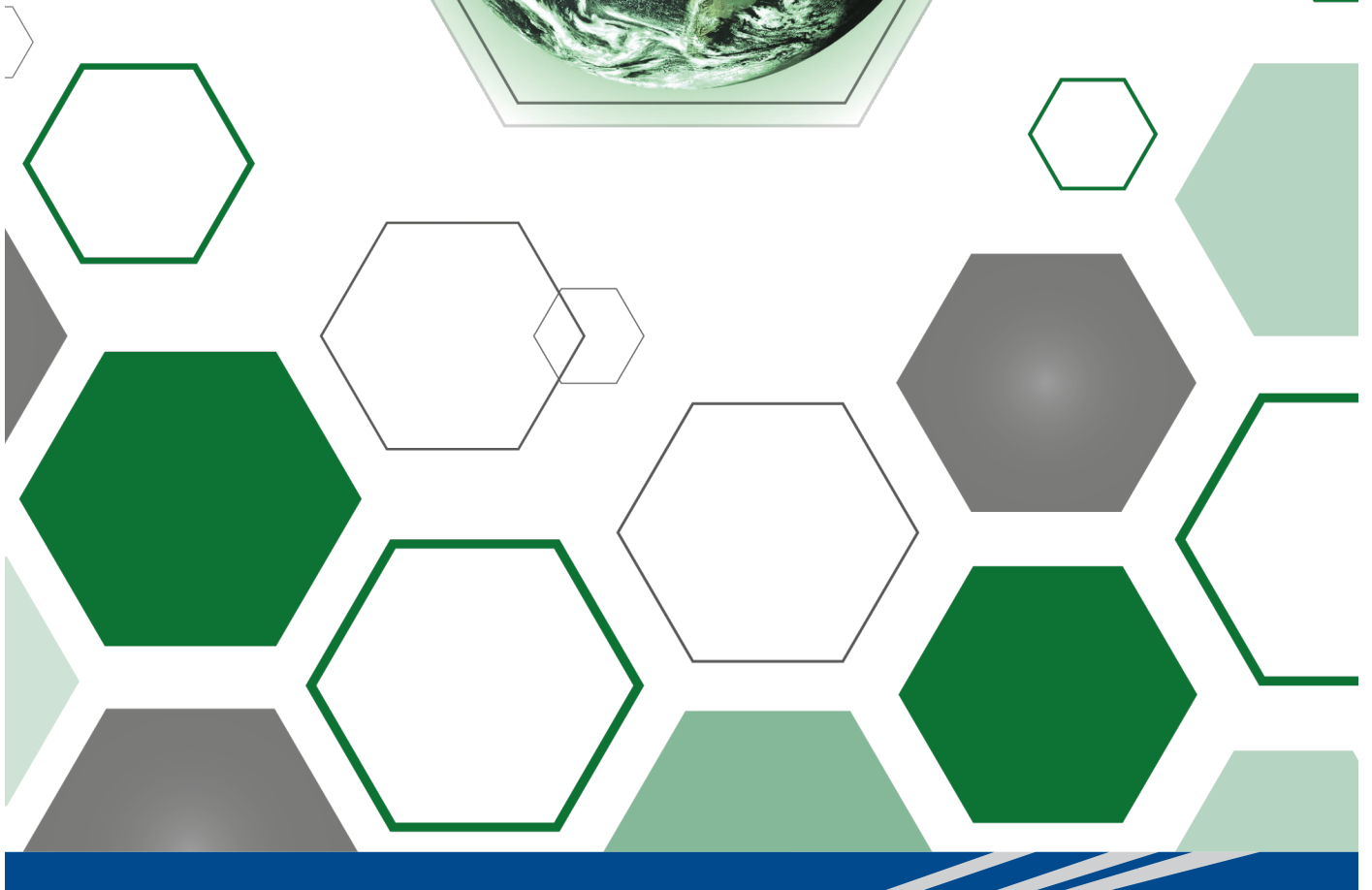
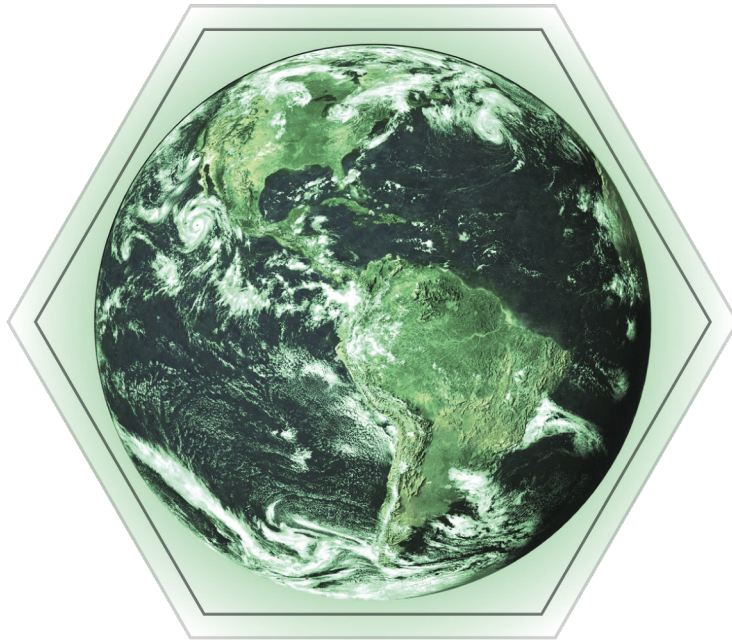
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Fueling a Green Energy Movement



DFS Insights

When it Comes to Conventional Fuel Dispensers, What is the Cost of Change?



Despite the move towards decarbonisation, internal combustion engine (ICE) vehicles are still prevalent in most markets and, according to some reports, will be in use long after 2030. However, motorists continue to embrace greener transport, with many drivers considering which clean fuel is best for them, while fuel retailers are wondering which investment is best for business. With so much change, why is replacing conventional fuel dispensers so important?

The answer? Aging dispenser equipment will eventually need to be replaced to avoid breakdowns, as normal equipment wear and tear could lead to nozzles becoming inoperational, resulting in forecourt congestion and queuing. New dispenser equipment would also ensure retailers are able to provide motorists with the best technology and user experience to cater and adapt to increasing consumer expectations.

In terms of longevity and low total cost of ownership (TCO), offering a mix of both clean and conventional fuels on one forecourt is a sure-fire way to satisfy consumer trends while staying one step ahead of the competition.

For modern businesses, change is not only healthy but essential for success; however, managing change comes at a cost. So, what is the cost of change should you decide to replace your conventional fuel dispensers?

What is the Cost of Change?

Simply put, the cost of change is how much money you will need to pay to change or upgrade your service station. When it comes to fuel retailers, they will have to take into consideration the costs associated to install new equipment, remove old equipment, as well as any impact to revenue (e.g., due to out of use dispensers, etc.).

No matter the industry, cost of change is something many will have had to take into consideration at one point or another, however, the change and uncertainty associated with the energy transition, as well as consumer trends, make the cost of change more prevalent.

It's important to compare the potential costs of change versus not implementing anything at all. While it can seem easier to maintain the status quo rather than cause upheaval, the reality of doing nothing or delaying action could end up costing you more money in the long run.

Another way to look at it is this – can you afford to not keep your service station relevant, welcoming and operational at a time when your competitors are making investments to ensure longevity?



Want to read more?

Scan the QR code below to read the full insight article.



Future-Ready Forecourt Through Connectivity.



A forecourt equipped with fully functioning fuel dispensers, secure payment terminals and reliable payment solutions sounds like a forecourt that's built to optimise sales and improve the customer experience to its highest potential in 2023 and beyond, right? Think again. Technological advancements, changes in consumer behavior and new trends within the fuel retail industry are all reasons why today's forecourt owners need to look beyond investing in products and solutions that only perform well on their own, and instead, create a forecourt equipped with products and solutions that work well with each other. By doing so, the forecourt becomes connected. But what exactly do we mean by connectivity?

What Does a Connected Forecourt Look Like?

Firstly, it is important to consider the layout of the fuel station. Is it easy for a customer who has just entered the forecourt to refuel their vehicle, and then use additional services such as the car wash or tyre pressure station? If they're having to go out of their way to access these services, it could have a negative impact on their customer experience, which could result in them choosing another station (i.e., one of your competitors' forecourts) because it has a much better layout and is optimised for ease. Layout is important. If done poorly, retailers risk losing out on potential revenue and the ability to build loyal, returning customers, as well as leaving motorists with a less than average consumer journey.

Secondly, it is worth considering the power of media. Do the fuel dispensers on the forecourt have the capability to target customers with promotional advertisements through the dispensers' media

screen while they refuel their vehicle? Investing in media solutions allows forecourt owners to connect fuel dispensers with the convenience store (i.e., e-store) and drive customers in-store to make the most of advertised promotions; allow for any payment transaction made at the dispenser or c-store to be recorded instantly and transmitted to a secure and safe environment allowing you to understand your customers' shopping behaviour and needs on a greater scale, as well as monitor your fuel output or any potential fuel loss much quicker. What's more, through media, retailers have the ability to introduce personalisation – something that's been proven to add additional value for companies - as well as their customers - if done right (McKinsey, 2023).

As global sales of EV chargers increase (Statista, 2023), and a growing number of consumers look for charging stations, it's important to evaluate whether fuel stations are offering appropriate services for customers who have an additional 30 to 60 minutes (depending on the vehicle and charging stations available) to spend on your forecourt while charging their vehicle? According to a study by (Deloitte, 2023), EV drivers look out for amenities such as coffee and beverages (64%), bathroom access (56%), Wi-Fi connectivity (55%), snacks and light meals (43%), lounge or sitting areas (42%). By offering Wi-Fi connectivity, a waiting area or an interactive means of entertainment for these customers is a sign that the forecourt owner has considered the complete customer journey.

As likely as it is, customers will visit the forecourt primarily for fuel or electricity, but retailers must also be ready to offer additional products and services to optimise sales and offer a more pleasant customer experience; whether that's a car wash, cash, vending or coffee machines, or parcel drop-off points. There's no better time to invest in products and solutions that will allow for 360-degree connectivity than now.

Want to read more?

Scan the QR code below to read the full insight article.



Hydrogen: A fuel of the Future?



The climate change effects, pollution costs, and environmental awareness are driving towards alternative solutions to diesel and petrol vehicles in recent years, so clean energy fueling choices are gaining popularity. One possible solution is the use and integration of hydrogen, particularly for long-haul, heavy-duty vehicles and other types of commercial transport.

However, with only a little over 200 hydrogen vehicle refueling stations across the EU in 2021, there seems to be a long way to go before the hydrogen-powered transport revolution becomes a reality.

Domenico Sicilia, Sales Director, Alternative Fuels LNG, Hydrogen & CNG at Dover Fueling Solutions®, explains: “The hydrogen vehicle is not to be misunderstood by drivers with concerns over their affordability, safety, refilling times, and even their environmental credentials.”

“In reality, a lot of these are mere myths, because clean-fueled vehicles, such as the hydrogen-powered truck or bus, and already available safe filling stations technology can pave the way to a greener future without fossil-fuel dependence.”

Which Trucks are Available?

If you’re considering choosing hydrogen over diesel for your next commercial vehicle – and let’s face it, it is recommended – it pays to know which vehicles are available and which will soon enter production.

Manufacturers Hyundai and Hyzon are leading the rollout with the first fuel cell trucks recently appearing on the European market, while development continues apace for other companies.

Hyundai’s Xcient model is a significant entry for the South Korean manufacturer. The world’s first hydrogen-powered, heavy-duty truck hit Swiss roads in late 2021, and a total of 1600 units are expected to hit European roads by 2025.

Another haulage heavyweight is American brand Hyzon, whose Class 8 and Hymax models are also paving the way toward decarbonised heavy-duty road transport. Hyzon Motors form part of the European consortium, Hydrogen Europ which plans to introduce 100,000 fuel cell trucks by the year 2030.

Range

Many business owners question whether hydrogen vehicles can go the distance like their traditional petrol/diesel alternatives, with common concerns regarding power and the availability of hydrogen fuel stations to cover long-haul trips.

As of 2001, the European Commission awarded nine countries 18.5 million euros to set up hydrogen-fueled transportation systems. This has now seen buses rolled out successfully across some European cities including Berlin. Initiatives such as H2Haul have also been undertaken in an attempt to provide hydrogen-fueled trucks across European countries – in the hopes of reducing haulage emissions to zero.

Currently, Volkswagen is developing a model which can travel 2000 kilometres on a single tank of fuel. While Volvo, for instance, are pouring millions into the development of its hydrogen-powered alternative with a range of 1000 km.

Want to read more?

Scan the QR code below to read the full insight article.



Hydrogen vs CNG vs LNG vs EV. Which is the Right Future Fuel For You?



Despite the move towards decarbonisation, internal combustion engine (ICE) vehicles are still prevalent in most markets. Up to 2020, nearly 80% of all passenger vehicles sold in the leading European markets were petrol or diesel, with the average lifespan of road vehicles being 10 years. Clearly, the road to carbon-neutrality is a rocky one with barriers to adoption including price, range and refueling/charging anxieties. However, news that UK electric vehicles sales outpaced ICE sales for the first time in December 2022 offers cause for optimism in the race for adoption.

As motorists continue to embrace greener transport, many drivers will be considering which clean fuel is best for them. For fleet managers and sustainability directors, many will be wondering which is best for business? At present, market leaders appear to be hydrogen, electric, Compressed Natural Gas (CNG) and Liquefied Natural Gas (LNG) - each with their own advantages. But which is right for you, your business sector or personal driving habits? We drill down into the data and review what your fuel of the future might look like.

Hydrogen

Hydrogen would appear to be a strong choice for long-haul, heavy-duty vehicles and other commercial transport and we are starting to see the first fuel cell trucks recently appearing on the European market. The Hydrogen truck lends itself naturally to the mass mileage demands of HGV haulage. Hyundai's current Xcient model, for instance, can travel 400 miles on a single tank, while Volvo is

pouring millions into the development of its own hydrogen-powered alternative with a range of 1000 km.

Volvo's simple nozzle-to-pump dispensation will also appeal to motorists, with no need for time consuming charging which may complicate electric, battery-powered alternatives. To fully flourish, however, greater infrastructure is needed to support future fuel development. Hydrogen investment is growing but not as quickly as that of electric vehicles (EV). Market leaders, Germany provide a neat case study with total German hydrogen refueling stations expected to reach 85 by 2025 and 300 by 2030. Despite this, cumulative hydrogen investment totals €40 billion, which lags behind EV at €51 billion.

One other thing to note, when it comes to this future fuel is cost. In Germany, the average price of fuel per 100km is 7.60 euros for Hydrogen, compared with 9.05 euros diesel and 11.74 euros for petrol.

Compressed Natural Gas (CNG)

One lesser known option is CNG which is widely accepted to be the 'cleanest fossil fuel'. Its chemical properties mean it's compressed to less than 1% of its volume while it reduces carbon monoxide emissions by 90 to 97 percent.

Although it's a non-renewable source, having been formed millions of years ago from decomposing plants and animals, CNG is non-toxic and has fiscal benefits too. Every 1% increase in natural gas production can create 35,000 jobs. Statistically, CNG is 30% more efficient than petrol with a vehicle able to travel the same distance on 6/7 litres of CNG as 10 litres of petrol. As with any fuel, pricing is subject to global market conditions, but it remains the cheapest non-renewable energy source. Its nozzle-to-pump refuelling method is also a clear user benefit.

Want to read more?

Scan the QR code below to read the full insight article.





In the Spotlight: Lise-Lotte Nordholm

Vice President and General Manager
of Clean Energy and Global Platforms.

Lise-Lotte Nordholm serves as the vice president and general manager of clean energy and global platforms at Dover Fueling Solutions® (DFS). Lise-Lotte was promoted into this critical role for DFS in 2019 after having achieved significant progress for DFS in her previous roles as vice president of the dispenser business unit and director for global dispenser products. In her current role, she leads the strategy and vision for developing new and innovative products and solutions for DFS' best-in-class line of dispenser offerings around the world.

Lise-Lotte has over a decade of experience within the industry. Her background in marketing, product management and project management also served as a core asset for her management and leadership roles in GE Oil & Gas and Wayne Fueling Systems. Through each merger and acquisition, Lise-Lotte has continued to hone her talents as a leader in the company and in the industry.

Lise-Lotte holds a master's degree in international marketing and a bachelor's degree in marketing and media studies from London South Bank University. She is based in the DFS Malmo, Sweden location.

It's been 8 years since the beginning of the Dover Fueling Solutions® (DFS) journey. In your opinion how far have DFS come in these 8 years?

DFS has truly come a long way. I recall the initial confusion on how two market leading brands, Tokheim® and Wayne, that had been competing for so many years, would ever be able to function side by side. But over the past 8 years, not only have we seen them function, but we've seen how these two brands have strengthened each other and flourished. Together with other strong brands – such as LIQAL, ProGauge, Fairbanks etc. – the DFS portfolio is becoming more diverse by the day, where we now go beyond our core of traditional dispensing and payment to various solution platforms and Clean Energy products.

In your years with DFS, what's the biggest, or most exciting, activity or development you've either witnessed or been a part of?

Having been in this industry for over 18 years now, I find the market transition that we are currently living in very exciting. While the introduction of Clean Energy is moving very quick for certain energy types and regions, this is a journey that will take a long time and I find it exciting to see the co-existence of old and new on traditional retail fuelling sites as well as new energy outlets.

As DFS is a complete end-to-end supplier, within the fuel and convenience retail industry, which categories do you see having the biggest potential for growth when it comes to the EMEA and SAIL regions?

Clean Energy is of course at the top of my mind and it is an area where I believe we will see substantial growth over many years to come. We are seeing the electric vehicle (EV) segment moving very quick in many parts of the world, but for the heavy-duty segment there are also great opportunities around Liquefied Natural Gas (LNG) and Hydrogen.

What key DFS projects are you most excited about for 2024?

I'm excited about all our products and solutions but to call out a few specifics I think our boil off gas treatment unit (BTU) for LNG is an excellent product that truly addresses our customers desire to reduce OPEX spend on site. For hydrogen we are releasing a best-in-class dispenser with an extensive focus on safety and usability. And, for electric vehicle charging (EVC), DX Power™ truly enables our customers to make EV charging part of their traditional retail fueling infrastructure.

What does the future hold for DFS?

The future is very exciting as we will continue to see our product portfolio grow to address current and new market segments around not only our traditional business but also Clean Energy and solutions and I'm very much looking forward to us continuing to bring technology leadership to our extensive customer base.



FLYX | **DOVER**
FUELING SOLUTIONS

Advanced C-Store Ordering

DFS Order Kiosk™ powered by FLYX



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Powering a Cleaner Future

LNG | CNG | Synthetic | Bio Fuels | Additives | Hydrogen | LPG



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Fueling The Conversation

We're ready to fuel the conversation, are you?
A DFS Podcast



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In the Spotlight: **Kurt Dillen**

Vice President and General Manager,
Commercial of EMEA & SAIL regions.

Kurt Dillen is the Vice President and Managing Director of the EMEA and SAIL regions, as well as P&L owner, at Dover Fueling Solutions® (DFS). In his new role, Kurt runs and oversees product development and sales, and is responsible for generating growth in both the EMEA and SAIL regions, while working closely with the VP of EMEA and SAIL manufacturing and production.

With over three decades of experience within the industry, Kurt joined DFS in 2015 when the company acquired the Tokheim® brand; however, he has been in the fuel retail and convenience industry for over 35 years. His background in customer-focused technologies, strategic partnerships, and mergers and acquisitions has seen Kurt hold several VP positions making him primed to lead DFS EMEA and SAIL during the next phase in the company's growth.

Kurt is a well-known and highly sought-after industry speaker and has presented to thousands of conference attendees on digital transformation and IoT (internet of things) technology. He continues to share his expertise and knowledge of technology-enablement with others, focusing on advanced services and solutions in the fuel and convenience retail industry.

Kurt holds a bachelor's degree in microprocessors and telecommunication from Technicum Antwerp and is fluent in four languages. He is currently based in the DFS Turnhout, Belgium office.

It's been 8 years since the beginning of the Dover Fueling Solutions® (DFS) journey. In your opinion how far have DFS come in these 8 years?

In the first couple of years we had to work hard to bring the famous brands and companies together, starting with our culture and way of working. In the last couple of years, we have focused on our products by releasing the new EMEA dispenser ranges – Tokheim Quantum®, Wayne Helix®, and Wayne Century™ 3, new global solutions, and integrating a new acquisition that has presented new clean energy capabilities for Hydrogen and LNG. With a full range of dispensers ready for the multi-energy market, alongside our innovative systems and payment solutions, we are ready for continued success and growth. Reading the question and looking at 8 years it gets you wondering if the expression is correct, time flies when you are having fun.

In your years with DFS, what's the biggest, or most exciting, activity or development you've either witnessed or been a part of?

DFS has a culture of "celebrating success" and during these 8 years we have celebrated

so many times, in so many parts of the world. Every achievement, every happy moment, and every win gives me energy to move forward and to hunt for more successes. I am a strong believer that the answer to this question still has to happen or maybe at the end my career the answer will be being part of DFS.

As DFS is a complete end-to-end supplier, within the fuel and convenience retail industry, which categories do you see having the biggest potential for growth when it comes to the EMEA and SAIL regions?

If you look at Europe this is certainly true for conventional fuels, clean energy, payment, and general mobility. If you look at other parts of the EMEA and SAIL region we have massive growth opportunities with end-to-end automation projects and even by winning conventional fuel dispenser deals in several markets. Where there is population growth, there will always be opportunities.

What key DFS projects are you most excited about for 2024?

The innovative product developments. Within DFS we have different Business Units and all of them are delivering super interesting new products or solutions. At the 2024 UNITI Expo, we have a long and interesting story to tell our customers and partners about why we are the product leaders, and we can prove this with our new projects.

What does the future hold for DFS?

Delivering innovative products into the fuel retail business, that will make our customers successful and doing this with a very happy, motivated, and engaged team around the world.

DX Power™

Flexible and Effortless EV Payment



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In the Spotlight:
Jeroen van Pelt
Sales Director.

Jeroen van Pelt is the global sales director for the Global Solutions business unit and commercially responsible for all Wetstock solutions and related services like logistics, Compliance and Asset management, monitoring services and price management. In that context he works with many business partners of DFS as well direct customers on a global and regional scale to promote and sell those solutions.

He started his career the automotive industry and worked there for 10 years. He came into our industry when joining Tokheim®. In 2016 Tokheim® was acquired by Dover® and migrated together with Wayne Fueling systems into Dover Fueling Solutions® (DFS). All together he has more than 19 years of experience in our industry holding various roles within the Product management and sales.

Together with his business development and sales team, they successfully grow the business in all parts of the world. DFS is the leading Wetstock Management supplier and will continue to expand and grow in all parts of the world delivering best in class Wetstock software solutions to its business partners and Managed services direct.

It's been 8 years since the beginning of the Dover Fueling Solutions® (DFS) journey. In your opinion how far have DFS come in these 8 years?

I believe DFS has come a long way and has proven to be a solid partner, supplier, and innovator in the fuel retail and convenience industry. DFS has brought together over 300 years of experience, and successfully introduced new products, solutions, and concepts to our partners. The industry has changed a lot over the last five years, more so than previous decades, due to the accelerated introductions of clean energy – a segment where DFS has shown significant contributions – embracing the challenge of the energy transition, developing new products and solutions to support our global customer base, and bring these products and solutions to market successfully and within existing forecourt structures.

In your years with DFS, what's the biggest, or most exciting, activity or development you've either witnessed or been a part of?

For me, personally, it was and still is the fast changing and growing need for solutions to increase site efficiency and mitigate risks within our industry. More than ever, our customers need access to real time information and support, so they can implement efficiencies and various improvements; as well as integrating analytical data into their business processes. New technologies enable us to provide this exact service to our global customer base, but it requires

a lot of in-depth discussion, while working closely with our customers to tailor our solutions to their needs. In my opinion, that is what makes us stand-out from the competition, this is where we make a difference as DFS.

As DFS is a complete end-to-end supplier, within the fuel and convenience retail industry, which categories do you see having the biggest potential for growth when it comes to the EMEA and SAIL regions?

The greatest growth potential is for sure in clean energy products – the DFS Hydrogen dispenser, LIQAL LNG dispenser etc. Next to that, I would have to say is advanced digital solutions particularly regarding payment and data processing solutions – these will be essential. Of course, connecting all these products and solutions together, making sure they work seamlessly on any forecourt, will be crucial to enable that growth. Our customers need to be able to integrate new products and solutions into their existing business processes and infrastructure, through intelligent systems which will enable them to manage everything on a single (or multiple) service station. We at DFS, are continuously working to define optimal and scalable solutions that will meet global retailer needs. In turn, this will have a great impact on how we do things and how customers will use our products and solutions moving forward. We can only imagine where that will take us, but for sure it is an exciting journey.

What key DFS projects are you most excited about for 2024?

We will be extending our portfolio in 2024 with some new and exciting solutions. It is a bit early to disclose what those are exactly, but they will be in the scope of enabling more remote management, as well applying new technologies to further improve our existing product and solution offering to the market.

What does the future hold for DFS?

I think there is unique momentum, in relation to our long history in this industry. Rapid changes in mobility is a key driver that requires innovators like DFS to come up with new and better solutions to make this mobility change possible for customers and end users. We have some challenges ahead of us, but I am convinced DFS will contribute in finding products and solutions to ensure we can best support the process of change. We have the drive, responsibility, and know-how to contribute in a positive way and that is what we will continue to do!

ProGauge | **DOVER**
FUELING SOLUTIONS

Ultimate Interaction. Ultimate Possibilities.

ProGauge MagLink LX Ultimate Console



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DX Wetstock[®]

Locate and identify instances of fuel loss and lower operational costs



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In the Spotlight: Soren Powell-Holse

Director of Product Marketing for EMEA.

Soren Powell-Holse is the Director of Product Strategy & Marketing as well as the Product Owner for the fuel dispenser product line from Dover Fueling Solutions® (DFS). Soren has extensive experience in the fuel retailing industry, having started his career in fuel retailing working for Texaco in a variety of roles in Denmark and the US, before transitioning to sales & marketing of fuelling equipment & solutions working first for Wayne in the United Kingdom and later for DFS in a variety of roles.

Soren enjoys working directly with fuel retailers to use the leading technology DFS offers to drive low total cost of ownership for fuel retailers as well as ensuring an efficient and user-friendly customer experience for the motorist.

It's been 8 years since the beginning of the Dover Fueling Solutions® (DFS) journey. In your opinion how far have DFS come in these 8 years?

DFS has really gone from strength to strength since Dover Corporation brought together all the fantastic brands that currently make up DFS. The depth and breadth of technology and products for the global fuel retailing industry is truly unrivalled, as is DFS' continued investment in leading component technology and product portfolio. It's great to see new products and solutions for clean energy, as well as for conventional fuels. DFS is committed to partner with the global fuel retail industry as we, together, navigate the energy transition by bridging the continued need for fueling of the internal combustion engine (ICE) car population, as well building out infrastructure and retail offers for electric vehicles and other clean energy technologies.

In your years with DFS, what's the biggest, or most exciting, activity or development you've either witnessed or been a part of?

DFS is industry-recognised for innovation and leading technology, and I'm very excited about our advances in digitalisation and connectivity in our core products. Inspired by the possibilities in IoT (Internet of Things) in general, DFS has set out to develop technology and solutions that bring connectivity to our traditional fuel dispenser products. It takes a long time to convert the existing car population from ICE to EV (or any other alternative energy for that matter), and so fuel retailers will have to balance the need to service the varying types of motorists with both clean and conventional fuels, as the industry develops. No doubt we will see existing dispensers being used for longer, which generates a need for even longer durability as well as monitoring to ensure safe operation. We are excited to be launching new advanced technology that enables not only remote monitoring but also remote diagnostic and intervention of traditional fuel dispensers, to assist fuel retailers with operating their forecourts more efficiently.

As DFS is a complete end-to-end supplier, within the fuel and convenience retail industry, which categories do you see having the biggest potential for growth when it comes to the EMEA and SAIL regions?

Although we see the same macro trends impacting our industry worldwide, DFS is a global provider of products, services, and solutions to the fuel and convenience retail industry. As such, we have the benefit of observing different markets as they evolve in different directions and at a different pace. This brings many different opportunities for us to partner with fuel retailers to develop their next retail offering. DFS will be showcasing a number of exciting product launches at the 2024 UNITI Expo, which is a clear result of evolving market needs across our region and beyond.

What key DFS projects are you most excited about for 2024?

I personally think hydrogen will be an important component of a complex energy mix needed to fuel the world's ever growing need for energy, as it holds promise of repurposing existing infrastructure to power clean energy vehicles in various sectors. DFS has recently launched the DFS Hydrogen dispenser, which also will be showcased at the 2024 UNITI Expo. I'm excited to see how this technology will be evolving and how the wider industry will react to the DFS hydrogen dispensing technology.

Giving You Control Where You Need It Most

Fuel Volume Monitoring and Tracking Solution for Fuel Tankers



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In the Spotlight: Fergus Heading

Business Development Director.

Fergus Heading is the Business Development Manager and Product Manager for Automatic Tank Gauges within Dover Fueling Solutions® (DFS) – this includes ProGauge and OPW Fuel Management Systems (OPW FMS) products.

With more than 28 years' experience with DFS, Fergus has extensive experience in the fuel retailing industry, having originally started his career with Tokheim® in a technical role based in Ireland, before transitioning into product management and business development with the Tokheim® European team and then the ProGauge team from 2013.

Fergus lives in Ireland, just outside Dublin with his wife and two children. He is a keen sports fan and a bad golfer.

It's been 8 years since the beginning of the Dover Fueling Solutions® (DFS) journey. In your opinion how far have DFS come in these 8 years?

The journey has been fantastic. From pulling together leading technology from several well established brands in our marketplace to assembling a great team of people to create DFS – it's been an incredible achievement. The culture and support within our various teams for each other, to enable success, and towards our customers and partners is second to none.

In your years with DFS, what's the biggest, or most exciting, activity or development you've either witnessed or been a part of?

As part of the ProGauge automatic tank gauge (ATG) team, the growth of the product range, seeing the added functionality and features develop has personally been very rewarding. We now have a complete end-to-end, global ATG solution, which offers customers a scalable solution to fit their needs and requirements.

As DFS is a complete end-to-end supplier, within the fuel and convenience retail industry, which categories do you see having the biggest potential for growth when it comes to the EMEA and SAIL regions?

Alternative fuels and clean energy are driving the business to be more sustainable. With the introduction of ethanol blended and Biofuels across the EMEA and SAIL regions, DFS are ready to support our customers with a range of products and solutions – from monitoring the fuel

at a site level, right through to fully connecting sites to the truly global DFS DX™ connected solutions platform.

What key DFS projects are you most excited about for 2024?

The launch of the ProGauge MagLink LX Ultimate console, which happened just this year, is key to the ProGauge ATG range, the MagLink LX Ultimate completes the MagLink LX family to provide customers with an advanced, precise, scalable, and global ATG console. Whatever your needs the MagLink LX Ultimate has it covered. The MagLink LX Ultimate is a console specifically designed to be scaled up. With base monitoring capabilities of up to 12 probes, this console can easily be enhanced to deliver monitoring of up to 48 probes and 480 sensors across a fuel network. This coupled with patented multidrop technology, which reduces installation costs, makes the MagLink LX Ultimate console the ideal ATG solution for fuel retail sites of all sizes.

What does the future hold for DFS?

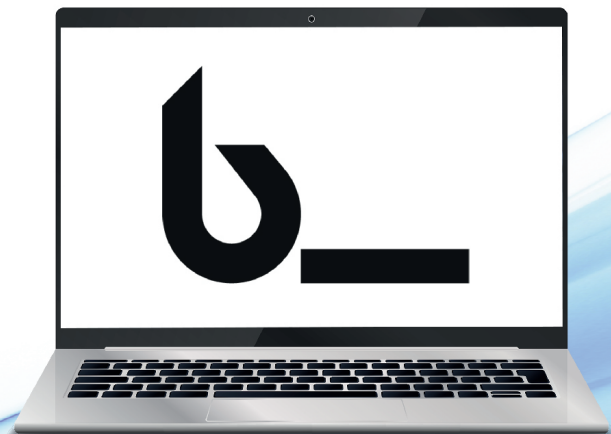
The future is bright, the teams are engaged and ready to provide our partners and customers exciting solutions for the ever-changing fuelling market. We cater for the industrial, commercial, and retail fuelling segments, proving high-quality products and outstanding support and value.

Enhance Efficiencies and Responsiveness

Bottomline Supply Chain Optimisation



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bottomline



In the Spotlight: Raf Tormans

Senior Manager, Product Management.

Raf Tormans is a Senior Manager of Product Management for Dover Fueling Solutions® (DFS) in Europe, Middle East & Africa (EMEA), with over 18 years of experience.

Throughout his career, Raf has had various roles within product management and project & program management. As Senior Manager, Product Management, he is responsible for site system automation & payment products in EMEA.

Raf joined DFS in August 2013 and today, mainly works with customers on driving value in a transforming environment with focus on mobility, convenience retail, food services and alternative energy management solutions.

It's been 8 years since the beginning of the Dover Fueling Solutions® (DFS) journey. In your opinion how far have DFS come in these 8 years?

Eight years ago DFS began its journey as different entities, including three, century-old and well-established brands. Internally, we started to build out a new DFS culture, committed to becoming "THE" product leadership company in the fuel retail and convenience industry. When I look back now I'm very proud to see that there is ONE team building DFS products and solutions, using best practices, all focused to shape our industry as it continues to evolve and grow. Over the years, the needs of our customers have evolved, creating new opportunities for DFS. The transition to connected mobility & convenience retail hubs with focus on clean energy and alternative fueling solutions, connected devices, food ordering solutions, and new checkout experiences are a key focus for us. It is our mission to deliver these solutions via world-class products, fully integrated and automated with the site system to create a truly connected service station eco-system.

In your years with DFS, what's the biggest, or most exciting, activity or development you've either witnessed or been a part of?

I would have to say that my most exciting moments at DFS are all linked to receiving positive feedback from customers after completion of a major solutions program, project, or upgrade. Being able to receive confirmation that developments made to our products and solutions, as well as our continuous commitment to quality, have enabled our customers to achieve their goals and business objectives is extremely rewarding. This is what drives us forward. Customer centricity is at the heart of everything we do.

As DFS is a complete end-to-end supplier, within the fuel and convenience retail industry, which categories do you see having the biggest potential for growth when it comes to the EMEA and SAIL regions?

The biggest potential for growth in Europe will be in clean energies, for various reasons e.g. government incentives, legislation, greater availability of clean energy vehicles etc. As a result, our payment and loyalty solutions such as Tokheim Crypto VGA® OPT (outdoor payment terminal), the Prizma Eco-system, and DX Power™ (among others), are available to support both clean and conventional dispensers during the energy transition – enabling retailers to use existing site infrastructure to “bridge the gap” between existing fuel dispensers and potential clean energy investment in Hydrogen, LNG and the rest of the sites eco-system. In addition, I think there will be growth in three other key DFS categories. Retail Systems & Payment growth is inheritantly connected to optimising the overall Consumer Experience and increasing Site Efficiency & Connectivity. At DFS, the heart of the fuel retail site is Prizma, a solution which is continiously evolving with new technologies to support digital transformation through a fully connected eco-system. Prizma supports fuel retail business by helping to reduce maintenance and ecological footprint (e.g. digital receipts), increase revenue by providing opportunities to cross-sell and upsell, engage customer loyalty through personalised deals & offers, and increase efficiencies through automation and better use of personel (e.g. Coffee machines, DFS Self-checkout kiosk, DFS Order Kiosk™ powered by FLYX).

What key DFS projects are you most excited about for 2024?

Our focus for 2024 is set on extending food service functionality and automated sales injection capabilities, for the Prizma connected mobility and convenience hub. In collaboration with FLYX and Samsung, DFS will be able to provide fuel retailers with an end-to-end and innovative order kiosk solution for their c-stores – the DFS Order Kiosk™ powered by FLYX. The DFS Order Kiosk™ will improve the overall consumer experience in a c-store and will create unique cross-selling and up-selling capabilities for the retailer.

From a hardware perspective the order kiosk has a compact and space-saving design, which is ideally suited for retail sites. It can be wall-mounted, stand-alone, or secured on a countertop to offer a solution for every c-store layout. Lastly it is optimised for fast and cost efficient installation and serviceability, which will make it an attractive solution for many retailers. Watch this space!

What does the future hold for DFS?

The future looks bright. At DFS, we are committed to driving positive change in our industry. The transformation in mobility hubs, focus on clean energy solutions, big data analytics, AI as transformative technology, and connected convenience retail solutions offers plenty of opportunities for DFS to bring value to our customers to support their evolving businesses, now and in the future.



Refueling For A Digital Age

Wayne Helix® 6000 II fuel dispenser range



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DFS White Papers

Scan QR codes to access the full White Papers



Key Challenges and Opportunities in Fuel and Convenience Retail: How Fuel Dispensers Can Deliver Enhanced Consumer Engagement on the Forecourt.

Topics covered in this White Paper:

- Challenges facing fuel site operators in Today's Forecourt Environment
- How cloud-enabled, connected solutions create 'next level' forecourts
- Necessary design features to nurture consumer relationships and increase engagement for a seamless end-user experience
- How to maintain competitiveness and enhance loyalty with Tokheim® and Wayne fuel dispensers.



The Impact of Evolving Consumer Demands and the Energy Transition on Conventional Fuels: How Can Fuel Retailers Future Proof Forecourts?

Topics covered in this White Paper:

- Challenges facing fuel retailers during the energy transition
- Investing in conventional fuels for the future
- What would it cost to change?
- Future-proofing forecourts



The Evolution of Wetstock Management: Rejecting the Status Quo in the Pathway to Improved Risk Management.

Topics covered in this White Paper:

- Wetstock Management FAQ
- Where to begin
- DX Wetstock® advantages by department

PUZZLES



Put your DFS knowledge to the test with these puzzles!

Y	F	L	E	E	T	Q	T	N	E	I	O	A	R	Q
T	G	A	U	G	E	S	P	E	L	O	I	P	T	A
I	O	C	R	Y	P	T	O	G	C	A	M	Z	M	Q
V	S	K	A	H	N	P	E	O	U	F	Q	Z	A	P
I	R	F	H	D	O	V	E	R	D	J	I	I	R	J
T	E	A	Q	E	Z	K	T	D	M	R	C	O	L	X
C	S	I	U	L	I	Y	C	Y	P	Q	G	F	M	K
E	N	R	A	J	J	M	L	H	R	A	T	V	C	Y
N	E	B	N	R	F	Q	X	T	U	N	C	O	Z	R
N	P	A	T	S	U	U	C	G	E	H	T	E	C	U
O	S	N	I	I	F	P	E	M	E	S	Q	N	N	T
C	I	K	U	M	A	M	Y	L	T	M	K	E	G	N
L	D	S	M	E	O	A	I	E	I	E	V	R	F	E
Y	N	Q	Y	X	P	X	W	K	C	N	C	G	B	C
E	T	G	V	A	J	E	N	Y	A	W	G	Y	A	O

Century
 Crypto
 Fleet
 Helix
 LNG
 ProGauge
 Prizma
 CNG
 Dispensers
 Energy
 Gauges
 Fueling
 Hydrogen
 Payment
 Tokheim
 Wayne
 Quantum
 Wetstock
 Connectivity
 Dover
 Fairbanks
 LIQAL



On The Winning Team, Everytime

Tokheim Quantum® ML fuel dispenser range



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Remote Dispenser Diagnostics and Management Made Easy

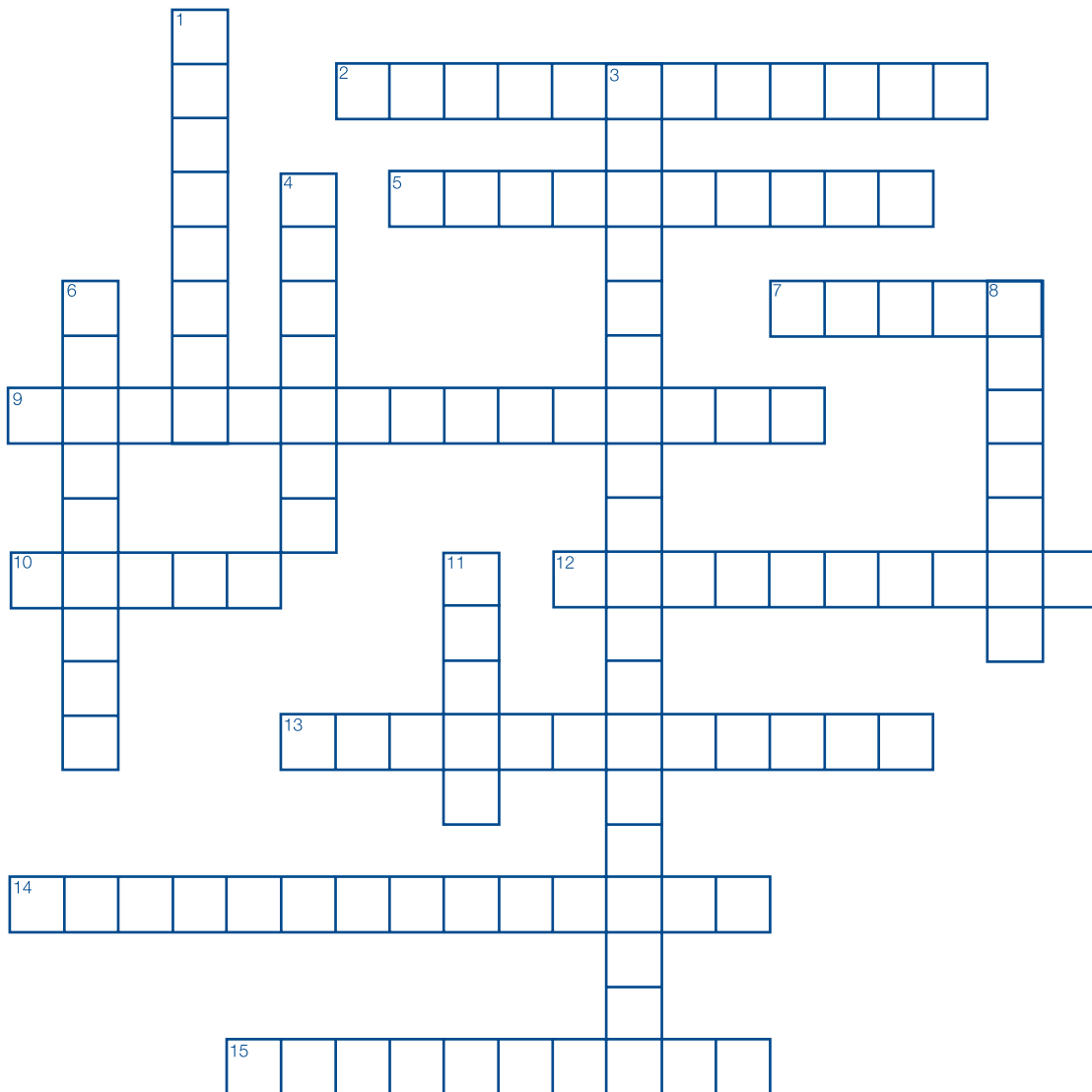
RDM by DFS

RDM

BY DFS



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ACROSS

- 2.** When one device, or devices, links to each other effortlessly.
- 5.** The application of knowledge to practical applications.
- 7.** A small or large group of vehicles.
- 9.** To measure how well you are utilising your equipment to become more streamlined.
- 10.** Technology driven fuel dispenser brand, available globally with blue branding.
- 12.** To take charge. What DFS is renowned for.
- 13.** Currently emerging across the transport and fuel retail industry as an alternative to conventional fuel.
- 14.** A successful way to facilitate running your fuel business.
- 15.** The piece of equipment/machinery that can refuel a vehicle.

DOWN

- 1.** The brand name for DFS ATG equipment - can measure any liquid.
- 3.** The overall interaction an individual has with DFS at all stages of the customer journey.
- 4.** The thing you transfer in exchange for goods and services.
- 6.** The renowned wetstock management brand, available globally.
- 8.** Quality driven fuel dispenser brand, available in EMEA and SAIL regions. Has a distinctive red brand.
- 11.** The leading European brand for clean energy dispensers - specifically LNG and BTU solutions.

Can you spot the 10 difference hidden on our Wayne Helix® 5000 II fuel dispenser?



View the Tokheim Quantum® ML Fuel Dispenser Range in AR



View on Google Play



View on App Store



View the Wayne Helix® 6000 II Fuel Dispenser Range in AR



View on Google Play



View on App Store



DFS GLOSSARY



DFS Website



DFS Resource Page



DFS Podcast

DFS Socials



DFS LinkedIn



DFS Facebook



DFS Instagram



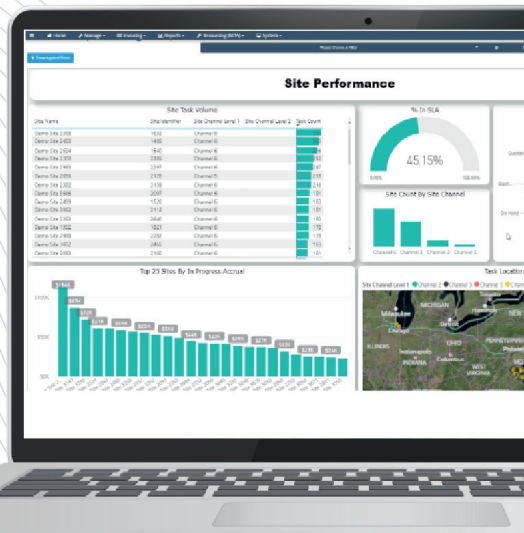
DFS Youtube

Knowledge is Power; Power Means Potential

DFS Compliance Manager and Asset Manager



Learn More



Tech:niche.

DFS Puzzle Answers

Y	F	L	E	E	T	Q	T	N	E	I	O	A	R	Q
T	G	A	U	G	E	S	P	E	L	O	I	P	T	A
I	O	C	R	Y	P	T	O	G	C	A	M	Z	M	Y
V	S	K	A	H	N	P	E	O	U	F	Q	Z	T	P
I	R	F	H	D	O	V	E	R	D	J	I	R	J	
T	E	A	Q	E	Z	K	T	D	M	R	C	O	L	X
C	S	I	U	L	I	Y	C	Y	P	I	G	F	M	K
E	N	R	A	J	J	M	L	H	R	A	T	V	C	Y
N	E	B	N	R	F	Q	X	T	U	N	C	O	Z	R
N	P	A	T	S	U	U	C	G	E	H	T	E	C	U
O	S	N	I	I	F	E	E	M	E	S	Q	N	N	T
C	I	K	U	M	L	M	Y	L	T	M	K	E	G	N
L	D	S	M	E	O	A	I	E	I	E	V	R	F	E
Y	N	Q	Y	X	P	X	W	K	C	N	C	G	B	C
E	T	G	V	A	J	E	N	Y	A	W	G	Y	A	O



DFS CROSSWORD

ACROSS

- 2. Connectivity
- 5. Technology
- 7. Fleet
- 9. Site Efficiency
- 10. Wayne
- 12. Leadership
- 13. Clean Energy
- 14. Retail Systems
- 15. Dispensers

DOWN

- 1. ProGauge
- 3. Consumer Experience
- 4. Payment
- 6. Fairbanks
- 8. Tokheim
- 11. LIQAL

The Only Outdoor Payment Terminal You Need
Tokheim Crypto VGA® OPT (Outdoor Payment Terminal)

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In Your Future Exists a Spectrum of Possibilities
PRIZMA

[Learn More](#)

UNIVERSITY 2024



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