FUEL COMMANDER EMV

UNATTENDED 24/7
FUEL MANAGEMENT & PAYMENT SYSTEM

PRODUCT DETAILS

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PRODUCT DETAIL

The Fuel Commander EMV system is a standalone fully integrated remote managed self-serve unattended fueling system composed of a Concept2Design payment terminal with pedestal, Dell site control computer and Infonet system software. The system offers operators real time remote management and 24/7 self-serve fueling, offering the complete convenience of Pay at the Pump without the capital outlay required for pay at the pump capable dispensers. The system accepts and processes Chip&PIN/EMV credit and debit cards as well as fleet and private cards giving an operator full flexibility in collecting payment and attracting clients to their site. Retail fuel, aviation, card lock, marine and fleet operators have maximum flexibility in selling fuel in any location while having robust remote site management and the capacity to manage multiple sites from any place they choose.

BENEFITS

- Credit & debit card acceptance
- Private card acceptance
- Fleet card acceptance
- Chip & PIN card processing
- PCI compliant; PA-DSS certified
- Global Payments transaction processing via internet
- Increase sales by 5-20%
- Reduce administration time
- Reduce operating costs
- Immediate ROI
- Increase customer satisfaction through improved service levels
- 24/7 access
- No attendant required
- Standalone solution
- Easy to install and operate
- Recovers from power outage with little or minimal user interaction

FEATURES

- 24/7 unattended fuel availability
- The convenience of pay-at-pump without expensive pumps
- Works will all major pump brands including Gilbarco, Wayne, Kraus, etc.
- Control up to 16 dispensers (dependent upon pumps used)
- Accepts credit, debit and private/proprietary fleet cards
- Loyalty card acceptance
- Tiered pricing
- Provides remote management and monitoring through a secure Internet connection
- Works in severe weather conditions :-40 C to +40 C; -40 F to +104 F

- Robust and tamper-proof design
- Sends alarm and warning messages
- Provides on-line and real-time bank communications to process transactions
- Provides extensive reporting
- Provides on-spot safety training
- Enables operators to create custom display messages
- Customizable training screens for legislated operator use
- Provides receipt re-print feature
- Equipped with heavy-duty industry-proven card reader, key pad and receipt printer roller
- Equipped with large back-lit LCD display
- ETL certified

REPORTS

- Detailed Sales
- Credit Sales
- Debit Sales
- Loyalty Sales
- Loyalty Accounts
- and more

UNIT DIMENSIONS & WEIGHT

Terminal:
Dimensions - (H x W x D) (approx.) 470mm x 355mm x 286mm [18.5"x11.25"x14.0"]
Weight - 21 kg [47 lbs]
Pedestal 48":
Dimensions (H x W x D) (approx.) 1200mm x 355mm x 265mm [47.25"x"11.25"x10.1"]
Weight: 12 kg [26 lbs]
Computer/Monitor/UPS: approx 62lbs/28kg

PRIVATE FLEET/PROPRIETARY CARD MODULE

This application is an IP-based, real-time, private fleet/proprietary card management system that works in conjunction with Fuel Commander Family of products.

FEATURES

- Uses TCP/IP protocol as a mean of communications between server and client

- Works with any hi-speed Internet connectivity (i.e. Cable, ADSL, etc.)

- Centralized fleet card management system

- Mag stripe Type 2 card acceptance
- Manual fleet card number entry
- Product restrictions
- 24/7 availability

FUNCTIONS

- Account Status
- Account Details
- Account Features
- Account Management
- Discount Policy
- Point collection
- Username/Password protected
- Payment Management
- Statement Management
- Reports
- Event Logging
- Site Details
- Site Management
- Transaction Details

SITE REQUIREMENTS

It is required that the following items will need to be in place/completed prior to the training and commissioning of the Fuel Commander. These items are as follows:

1. Dispenser(s) : please note we require an electronic headed dispenser (see examples below), our system cannot communicate with mechanical, pulse based dispensers
   1. Kraus Micon 500 head, two stage solenoids and communications chip (Kraus SK472) with Infonet Fuel Control box
   2. Wayne with Fusion 1000
   3. Gilbarco with PAM 5000

Note: dispensers need to be able display volume, total price and per litre price.

2. Pump technician: Wayne certified for system install and commissioning
3. Trenching and civil work : electrical conduits, related site wiring, CAT 5 cabling, mechanical and electrical hookup

4. <u>Fuel tank</u>: inclusive all necessary parts including: fuel pump, piping, filters etc.
5. <u>Proper housing for site computer</u>: insulated and heated, within 500 feet of each Fuel Commander location.
6. <u>Merchant account</u> : Global Payments for Bank card processing
7. <u>High speed Internet IP line</u>: for card processing and remote management.

Fuel Commander – Basic Connections
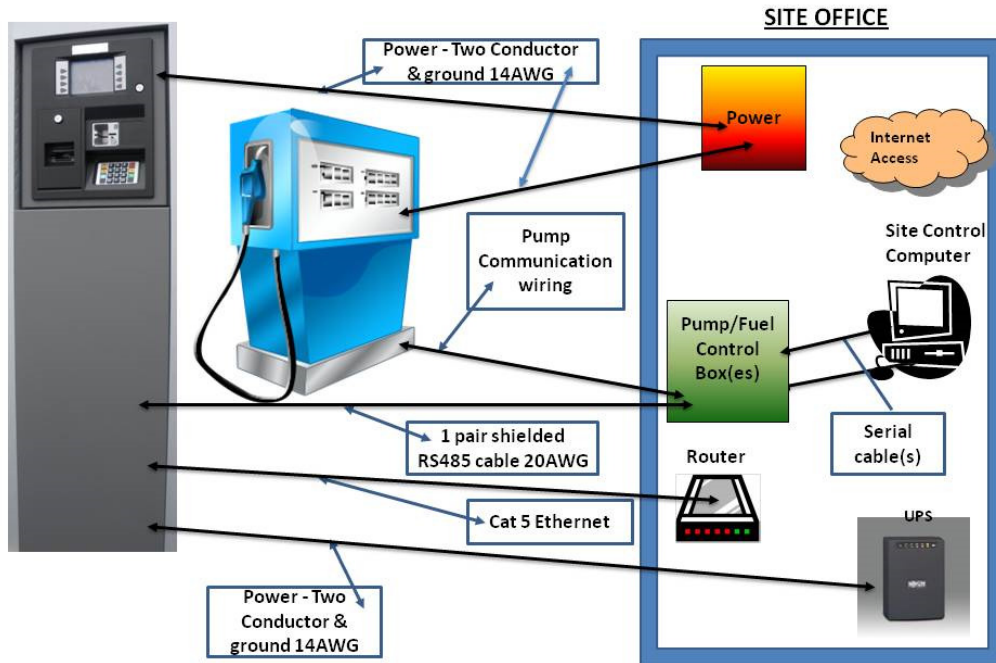
SITE COMPUTER

An integral part of the Fuel Commander is the need to have a dedicated site computer and an Uninterruptible Power Supply (UPS). The site computer is the brain of the InfoNet system. It both controls and manages the dispensers and the Fuel Commander. By having an on-site computer, the Fuel Commander system provides a simple and hassle-free solution to owners, operators and managers by reducing operational costs through automation and eliminating unnecessary tasks.

Why is a computer needed?
- To verify and process credit and debit cards in real-time
- To change fuel prices
- To check and verify pump totalizers
- To manage the dispensers
- To manage fleet and proprietary cards
- To manage customer accounts
- To allow for the management of your operation remotely over the Internet

- To send warning messages via email
- To customize receipts
- To re-print receipts
- To customize on-screen messages and prompts
- To provide and customize on-screen training and safety instructions
- To store sales details
- To generate reports

Why is a UPS needed?

The UPS is required to ensure uninterrupted operation of the Fuel Commander as well as pump registers including a complete payment cycle in the event of power loss. It protects your equipment against power surges and therefore provides maximum fuel availability and minimum down time.

Computer system

The following is a list of the computer system components utilized in managing the Fuel Commander. Infonet currently uses Dell computers along with other system required components. The following is a sample of the system we supply for the site computer.

Example system: Dell OptiPlex Mini Tower

- Intel Core i5
- 8GB ram
- Dual RAID 500GB Hard Disks
- Windows 10
- PCIe card with serial and parallel port Full Height
- Mouse & keyboard
- ProSupport Next Business Day Onsite and 7x24 Technical Support for 3 Years
- 19" Monitor, min.
- Team Viewer Remote Desktop SW
- Kaspersky Anti-virus – 12 month subscription
- 1500 Watt UPS
- Cables & Comport

SAFETYNET PROTECTION PROGRAM - TECHNICAL SUPPORT HELP DESK

Support Issues

At Infonet, we pride ourselves in providing the best quality customer care and service. There are 2 ways to contact us.

1. **Call Support: 1-888-431-7944**, 24/7
   Wait times to get support can take up to 4 hours depending upon call volume. Please be patient as in most emergency cases support personnel will need to get a remote connection to the site, we will always do our best to get your site back up in working order as soon as possible.

   1

2. **Email:** fcs@infonet-tech.com
   Email is a great way to let us know about non-critical issues that arise. Email also helps us track common issues among all of our customers and provide the most feedback to applying fixes and patches for our upcoming releases. Always remember to cc or send your emails directly to the Support email address as your preferred support representative may be away or not able to answer your emails in a timely manner.

   2 3

Please keep in mind that support issues are prioritized by the problem at hand and it is very important that when you call or leave a message that you do as follows:

- Clearly identify your site location,
- Describe the problem,
- Clearly supply the name and contact number of the person calling and who we need we need to call back.

Support Priority Levels

Level	Cases Included	Cases Not Included
1	- System down - All Pumps Down - All Banking Down	- Bank close issues - Training questions (How do I do…?) - Any non-critical issue
2	- Peripheral Hardware Failure - Banking issue –ie failed card	- Bank Close issues -Training Issues - Report Issues - Product feature requests
3	- Bank Close issues -Training Issues - Report Issues - Product feature requests - Hardware Purchases - Feature Purchases - other Inquires	