

The logo for DX Fleet, featuring the text "DX Fleet" in a white, sans-serif font with a trademark symbol, set against a dark blue background.

# FREQUENTLY ASKED QUESTIONS

## Introducing DX Fleet

Remotely monitor entire organizations with DX Fleet™, a fuel management solution from Dover Fueling Solutions (DFS) that delivers real-time monitoring of your fleet, proprietary cards, transactions, alerts, notifications and reports. Leverage the newly available mobile solution for fueling authorizations, which provides an innovative alternative to standard fleet cards.

### GENERAL

#### **Are there any specific PC requirements?**

There are no PC requirements other than an internet browser and connectivity.

#### **What types of ports are required?**

The OPW Fuel Management Systems (OPW FMS) FSC3000 requires the first serial port opened and available for connectivity to the DFS Edge intelligent IoT platform. Additionally, there are a few ports that need to be opened from a networking perspective to ensure the DFS Edge can communicate with the DFS Cloud infrastructure.

#### **What are the supported internet browsers/browser versions?**

DFS has validated Google Chrome as its preferred solution. However, we have not had any reported issues using other popular internet browsers.

#### **Which OPW FMS systems are compatible with DX Fleet? Will DX Fleet work with internal and external fuel site controllers (FSCs)?**

DX Fleet is compatible with any external FSC configuration. PV200™ integrated FSC configurations are supported.

#### **Is there a maximum number of users or sites for DX Fleet?**

No.

**Will DX Fleet work with my smart phone?**

Yes, it will work with your smart phone's internet browser.

**Are there plans to have a mobile phone application?**

Yes, we will be looking for pilot users and market validation later in 2021.

**What type of connections are compatible with DX Fleet (cell, wireless, ethernet, etc.)?**

Ethernet is mandatory, but cellular connectivity is also sufficient.

**What information is available on the dashboard?**

On the multi-site dashboard, you can view sales by product, sales by network/card type, and a list of recent alarm events. On the single-site dashboard, you can view sales by product, sales by network/card type, sales by pump position, fuel island terminal (FIT) status, and pump status.

**Does DX Fleet support multiple users simultaneously?**

Yes.

**How frequent are DX Fleet updates?**

Approximately 1-2 times per month.

**Can you store duplicate driver or card numbers in the DX Fleet database (used at separate sites/FSCs)?**

No, you cannot have the same card number in the DX Fleet database for the same customer.

**Can DX Fleet validate alpha-numeric driver/vehicle numbers?**

Only numeric card numbers can be processed. The 'Short Name' field is available for use as an alias and can support alphanumeric up to 9 digits. The 'Short Name' field is included in Excel/CSV file exports.

**Are there any interface requirements for 3rd party software?**

Yes, there are requirements for third-party software integrations. Please contact your local commercial district manager for more information.

**Are there any restrictions on multiple product allocations per user/card?**

There are currently no restrictions set up in the system. However, the new controller is under development and when released, will include this functionality.

**How do I schedule a DX Fleet upgrade?**

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.

**Can one DFS Edge device be connected to two FSC3000 fuel site controllers located on one site?**

No. You will need a separate DFS Edge device for each FSC3000 on site.

**Is DX Fleet going to be available as an option over Petro Vend/Comdata with CFN-Pacific Pride?**

Yes, DX Fleet will be available as an option with Petro Vend and the FleetCor network. We are actively working with FleetCor to create an encompassing offer for CFN and Pacific Pride customers.

**Do we have the ability to migrate users and vehicles from a non-Petro Vend system into DX Fleet?**

Yes, we do offer a database migration service that includes competitive solutions, dependent on your system. Please contact us to talk about the possible migration solutions available to you.

**Will DX Fleet be offered as a standard to replace Phoenix SQL<sup>®</sup> and Phoenix SQL Lite<sup>™</sup> software going forward?**

Yes, however we will continue to have an on-premise solution.

**Does the authorization process go back to DX Fleet or does it remain with the FSC? Will this allow centralized mileage reasonability without a writeable chipkey, finally?**

The authorization process will remain at the FSC but allows for additional validation through the cloud. Future updates of the FSC3000 and DX Fleet will enable centralized mileage reasonability.

## **ALERTS & NOTIFICATIONS**

**What type of site alerts can DX Fleet push via email?**

Push notifications include FSC offline, DFS Edge offline, FIT down, dispenser down, receipt printer down, and receipt paper low or out.

## **SUPPORT**

**Which days/times is support available?**

DX Fleet comes with 24/7 support via the support portal (<https://dfsdx.zendesk.com/hc/en-us>).

**Are there any plans for scheduled maintenance/downtime?**

As with all software applications, large scale updates or platform upgrades may require system downtime. Instances of these will be effectively planned and communicated prior to implementation.

## **REPORTS**

**Am I going to lose any functionality using DX Fleet compared with Phoenix SQL applications? Which reports are available to me?**

DX Fleet can currently generate a selection of prioritized reports that are currently available in the Phoenix SQL product. DFS will be implementing more flexibility for customized reports as we continue to develop the DX Fleet software.

**Are there any plans to release customizable reports?**

Customizable "exports" (raw data coming out of the system) are available in the solution today. Customizable reports are scheduled to be available later this year in 2021.

## **SECURITY**

**How long is data held within the solution and what is the data purge process?**

The DX Fleet system maintains a rolling three 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.

**Are events logged in the DX Fleet system for change-tracking purposes?**

The system captures event logs with each application. Logging is incrementally created with every change in each of the major applications within the DFS DX™ connected solutions platform. Items logged include user details, date/time, and database reflected change, which can be used for auditing in case of any problems.

**Does the DX Fleet solution enable encryption of 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.

## AUTHENTICATION

### **Does the DX Fleet solution integrate with third-party, approved, centralized authentication solutions?**

Yes, DX Fleet supports both SAML and OpenID, with preference to OpenID based identity providers.

### **Does the DX Fleet solution enforce lack of session termination?**

The solution enables a standard session termination after a five-minute period of inactivity. This is configurable based on need from the customers.

### **Does the DX Fleet solution enforce password requirements and refreshes?**

The solution enforces password requirements natively. However, for more robust requirements, it's recommended to integrate customers' IDP and requirements to ensure uniform credential requirements.

## PRICING AND ORDERING

### **Can pricing modules be integrated with an already existing solution?**

Yes, provided that a system is being used that is based on the FSC3000 controller platform.

### **Do you have the ability to re-price an individual transaction or re-price for a specific account that might have 100 users?**

We can re-price for individual transactions, but we cannot re-price multiple transactions at one time based on one specific account.

### **How do I place an order to subscribe to the DX Fleet service?**

Contact your local OPW FMS distributor or Commercial District Manager to place your order for DX Fleet.

### **Is DX Fleet a subscription-based service?**

Yes, DX Fleet is a subscription-based offering. The standard pricing is \$75/month per site and is billed annually (\$900/year). Additionally, there is a one-time site setup fee of \$500/site. However, there are opportunities based on length of contract and/or total number of sites available as part of the quoting process.

## REGIONAL AVAILABILITY

### **In which regions is DX Fleet available?**

DX Fleet is currently available in North America with the goal of making the solution global as quickly as possible. If you have an opportunity outside the North American market, please contact your Commercial District Manager.

## API INTEGRATION

### **Can the DX Fleet solution be integrated with other 3rd party Fleet Management Systems? Is DX Fleet compatible with CAMS/Asset Works management software?**

We are open to, and are actively seeking, partnerships that would enable DX Fleet for any and all solutions. Please contact your local Commercial District Manager for additional information.