

# Connect

## Customer Newsletter

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### T-Media – Easy to use high impact Forecourt media

Petrol stations are a hub of activity. Why not provide customers with information and entertainment? Our 17inch media screens, TQC VGA, bring promotions, information and advertisements to life. We do not just give you a screen - we can also provide you with a full media package, T-Media, which gives you the opportunity to quickly secure a return on your investment.

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### Tokheim ProFleet: New name for the commercial sector

Tokheim is pleased to launch our new 'Tokheim ProFleet' business at Automechanika. Tokheim ProFleet provides a dedicated set of services to the commercial fleet industries. Design, build, install and service – there every step of the way.

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### TCO Feature

In recent years, the retail petroleum industry has turned its attention from an emphasis on equipment purchase price, to a more detailed analysis of the true cost of service station equipment over its lifetime—known as TCO: total cost of ownership. Tokheim focuses on 4 key areas.

## Welcome to Automechanika 2012 and a new look to Tokheim

For this year's Automechanika we are pleased, once again, to present our Company at the European retail petroleum industry showcase event. There are many new products, systems and supporting innovative features on our stand, and we are announcing the launch of a new commercial division, Tokheim ProFleet, at this year's event.

Our full range of Quantum dispensers are presented on the stand and more detail on each of these can be obtained by browsing through the iPads. We have added more functionality to our popular dispenser family and we have a completely new specialist media solution that we will showcase, T-Media, together with a range of new systems, payment and software packages for you to view.

No doubt you will have noticed that we have refreshed our look a bit. We aim to provide you with as much simplified information as we can through a new website, a set of new brochures as well as our new customer newsletter, "Connect". You can stay in touch with us via Twitter, Facebook or LinkedIn and please make sure to see our latest videos on our YouTube page.

We hope you enjoy the show.

## T-Media – High impact forecourt media that's easy to manage

Petrol stations are a hub of activity. Why not provide customers with information and entertainment? Our 17inch media screens, TQC VGA, bring promotions, information and advertisements to life. We do not just give you a screen—we can also provide you with a full media package, T-Media, which gives you the opportunity to quickly secure a return on your investment.

Event Driven: What sets T-Media's apart is the 'event-driven' advertising—you can run targeted media at different stages of the customer refuelling process.

17" Display and Calculator all-in-one: One focal point for media and fuel/price information helps deliver content more effectively to a more receptive and captive audience.



Cloud Computing: Add content by uploading media to your T-Media account. Why not target your premium diesel to a diesel motorist, run in-store shop promotions, or promote your new food deli? You simply drag and drop the content to a playlist.

Different customers, different advertisements: Promote products based on a variety of events such as fuel type, loyalty cards, timed promotions and much more.

Boost revenue the smarter way: Customer case studies have identified that T-Media has helped boost sales from in store promotions by up to 40%.

## Fuel POS: A smarter fuel retail solution

Fuel POS is the industry-specialist Point of Sale solution that has been chosen by oil companies and thousands of independent service stations to help run their businesses more effectively. It has a range of features and benefits that make it a truly complete EPOS, including:

### User interface

Easy for staff to use with clear icons, audible alerts, simple pop-up windows, and carefully designed touch-screen layouts.

### Marketing programs

A range of clever applications help improve your sales including E-Vouchers, Loyalty, Discounts (coupons/vouchers), Promotions, and Fuel Bonus applications.

### Quick Service Restaurant (QSR)

Fuel POS is not all about fuel and shop items. A feature-rich QSR application provides you with a powerful solution for food and drinks that includes restaurant menus and table management functions.



## Quantium – The proven global platform for fuel dispensing

Tokheim's Quantum range is the proud result of years of hard work and detailed information analysis by our engineering, service and installation teams around the world. A truly modular set of dispensers, the Quantum range has been manufactured to be installed safely, faster, last longer, require less service and dispense more accurately. Not only do Quantum dispensers benefit from the Tokheim Quality, they are packed with the innovative, robust, and reliable components that add genuine benefit to your business.

### Truly Modular, Truly Global.

#### Calculator

The TQC platform effortlessly connects the internal communications with the outside world. Choose from a standard LCD display or upgrade to a high-resolution 17-inch media screen to help deliver a strong return on investment.

#### Payment

The Crypto VGA, Tokheim's outdoor payment solution, is an all-in-one touchscreen and secure pin pad that comes as a standalone, dispenser integrated, or bank note acceptor solution.

#### Hydraulics

At the heart of our Quantum dispensers are a set of high-quality components that provide long-lasting performance. The minimal drift TQM meter and robust TQP pump ensure your dispensers keep dispensing with accuracy.

“Tokheim's Quantum range is the proud result of years of hard work and detailed information analysis by our engineering, service and installation teams around the world.”



## Introducing our new Bank Note Acceptor

Our latest Crypto BNA model is a smart, secure design that is available as a single or double-sided solution. The Crypto BNA accepts bank notes as well as card and RFID payment. The cash is housed in a safe compartment within the unit that utilises the latest sensor and alarm technology.

#### Touchscreen

A full colour touchscreen guides the customer clearly through the transaction process. All additional data related to the transaction, such as vehicle identification and mileage, can also be processed using the unique touch screen.

#### Payment Methods

The Crypto VGA is certified to process credit, debit, fuel and loyalty cards, and offers an integrated solution for emerging payment technologies such as contactless cards, RFID and smartphone payment (NFC). Additional applications such as carwash, e-ticketing, and e-vouchers are also available.

#### Security and Protection

Tokheim has PCI approval to the highest level achievable. It's a future-proofed path providing the most effective security solution for sensitive payment card information.

An integrated privacy shield plus advanced anti-tamper and anti-skimming devices, that are constantly reviewed, help counter fraud attempts.



## TCO Feature

In recent years, the retail petroleum industry has turned its attention from an emphasis on equipment purchase price, to a more detailed analysis of the true cost of service station equipment over its lifetime – known as TCO: total cost of ownership. Today, the major and national oil companies in particular are meticulous in their procurement of new equipment. You may be developing a site, a new network of sites or simply upgrading your fuel dispensers – naturally you'll want to get the best deal for your business. But – it is often the case that a short-term gain could cost you tens of thousands of euro over the lifetime of the dispenser.

### 4 key areas of focus for TCO

#### 1. Reliability

Over the dispenser's lifetime, the service and maintenance costs related to unreliability and call-out charges can often cost significantly more than the initial purchase price of the equipment. Dispenser downtime means additional cost to the fuel retailer: Every time a dispenser is out of action there is a decrease in throughput, which will inevitably see a drop in customer usage and capture. Damage to brand and image also costs. When equipment on-site is out of order, the image of the business and the loyalty of the customer are both affected, as the site may and can be perceived as unreliable.

That is exactly why Tokheim dispensers are built to last, with each and every component designed for reliability, and manufactured to the highest quality standard. Detailed research shows that our Quantum dispensers are less likely to break down; fewer breakdowns result in fewer revenue losses from downtime, and less need for servicing. With Tokheim dispensers – reliability is built in.

#### 2. The Meter

Meters are at the heart of any fuel dispenser, and reliability and accuracy of their measurement is paramount. Legacy dispensers utilising older meter platforms generally tend to be less efficient and less accurate than modern day meters. This makes a significant difference. The legal fraction limit is 0.3%, but even a drift or over-dispense of 0.2% would cost a site dearly. This cost could be up to 100,000 litres over the lifetime of a set of dispensers – a significant cost to any business.

The reliability and functionality of a dispenser's meter is critical. Fuel drift costs – no matter how small the drift. Tokheim's TQM is the most accurate, robust and minimal drift piston meter in the marketplace today. We understand that accurate measurement equals increased revenue, that's why all of our products have been thoroughly and independently tested by NMI. The results show a significantly minimal drift as well as a quality stable performance under varying conditions: This is key - Minimal drift, means minimal fuel losses. Additionally – TQM is also extremely robust. Unlike other meter platforms it handles a variety of fuel standards easily and it is designed to handle the latest in bio and alternative fuel products. What's more - our best in class piston meter comes as standard worldwide, at no additional cost. Lower drift, lower maintenance, lower downtime – this is the Tokheim commitment.



#### 3. Technology/Future-Proofing

With any new equipment you want to make sure your investment is at the forefront of today's technology, but also that it is right for tomorrow's fuel retailing environment.

Can your dispenser communicate easily with the extensive variety of other systems in the marketplace? Is it future-proofed so that the electronics do not become obsolete within a couple of years? How about integrating other systems such as payment?

At Tokheim, we develop our technology with your future business in mind. Our calculator platform, the TQC, allows you to connect your dispenser to the outside world. There is functionality built in to allow remote access via TCP-IP and it is designed to easily upgrade boards and software in the field. We offer you additional revenue streams such as media displays – to increase revenue opportunities at the island and in-store. Our dispensers can also be supplied or easily retrofitted with payment terminals that are considered the most advanced and most secure in the industry – the Crypto VGA. They have worldwide, PCI certification until 2020 and they are continuously upgraded, fully future-proofed and follow international standards.

#### 4. After-Sales Support And Service

But what happens if something does go wrong with your equipment? What support can you rely on if your dispensers experience technical issues? At Tokheim, we do not just manufacture – we also offer installation, commissioning and after sales services to provide full support to our customers. Tokheim has the largest number of direct operations worldwide by far. This means that we have the facilities available to service major and national oil companies, hyper-supermarkets and local independents throughout the market.

We are here when you need us – providing the Global Service Network that is just around the corner. Local knowledge, backed up with a global team of service experts, ensures greater uptime for equipment on your service stations. Tokheim, putting service first.

*TCO Feature continued*

## TCO “check-list”

Today in fuel retail, the emphasis should be fixed on the true cost of service station equipment over its lifetime. Thinking about the total cost of ownership now, can and will save you a significant amount of costs in the future. The initial price of the dispenser is only one element to consider over its lifetime TCO. Other related costs to consider are energy consumption, spare parts, the ease of installation and removal and recycling.

Your check-list for purchase should include everything from the reliability and meter drift, to the ease of upgrade and the likelihood of breakdown. Of course, purchase price should be a consideration – but it should not be the only one. Think longevity, reliability and future proofing.

With Tokheim, your service station will benefit from significant savings delivered from a lifetime of high performance.

**Tokheim: Better quality all round.**

## AdBlue® Solutions for the retail and commercial sectors

Safe, reliable and accurate fuel dispensing is the minimum you can expect with Tokheim’s AdBlue® range. If you are looking for a quality AdBlue® dispenser you will be encouraged to know that Tokheim has been at the forefront of AdBlue® dispensing technology over the last decade, providing thousands of customers across Europe with high quality solutions. We offer a flexible range of standalone or combined ‘combo’ dispensers as well as a variety of tank storage options ranging from 4,000 to 10,000 Litres.



“We are here when you need us – providing the Global Service Network that is just around the corner.”

Our range of alternative fuel products are truly modular. Our LPG and AdBlue® dispensers also come as standalone or ‘combo’ products with upgrade options such as payment and media.

## Alternative Fuels: CNG

A faster, safer fuelling experience combined with high quality componentry is at the heart of Tokheim’s Q310 CNG dispenser. A truly modular dispenser, the Q310 CNG allows for a variety of nozzle options and alignments for either trucks or light vehicles. Tokheim’s CNG dispensers are designed to last longer even in the toughest of conditions. Our local sales and service divisions have the knowledge and experience to help you to select a CNG solution that is right for your business.

## Alternative Fuels: LPG

There are many LPG (Liquefied Petroleum Gas) dispensers in the market and it can be a difficult task to select the right product for your business. Tokheim’s local sales representatives can help you to select the right solution for your forecourt from a range of models. We aim to provide you with a safe, reliable and quality LPG dispenser that will have a reduced cost of ownership over the lifetime of the pump. Our portfolio of LPG dispensers aims to offer you flexibility when it comes to the unique layout of your fuelling station.

## Tyre Inflating Equipment for cars and trucks

The T.I.E. is an innovative tyre inflator that complements any forecourt with its sleek looks and smart design. Originally engineered for light vehicles it has one of the industry’s smallest footprints, with a truck version also available. Each T.I.E. passes a series of stringent quality tests that you would associate with the Tokheim brand. The final result is a stylish and contemporary inflator that is built to last in the toughest outdoor environments.



## Introducing a Specialist Security Solution for Service Stations

Tokheim EYE is our most advanced high-definition CCTV solution. Specifically developed for service stations - bringing pumps, payment and imagery together. Tokheim EYE only stores relevant images - so you can quickly view images captured from the cameras as soon as movement is detected. Tokheim EYE stores the receipt number and filling number together with the images so you can retrieve images more easily.

### Drag and Drop:

Tokheim EYE is easy to use. The clever interface allows you to simply drag and drop camera thumbnails on to the media player.

### Image on Fuel POS:

Display images (up to 9 in total) of the filling on your cashier's screen. Touch a thumbnail to change the image. It helps to avoid mix-ups and speeds up the sales process.

### Zoom in with high-definition:

Select an area on the screen you want to zoom in on. It is that simple. Quickly zoom in on people or number plates, while retaining crisp, quality images.

### Number Plate Recognition:

Both static and dynamic (moving) ANPR is an optional feature. Store drive-offs in a blacklist directory. If the license plate appears at the petrol station again, the cashier is automatically notified.

## Tokheim EV Charger

Electrical Vehicles or EV's are continuing to gain momentum - however, it can be difficult to choose the right technology platform for your business. The Tokheim EV Charger is an innovative, reliable and scalable AC charger for electrical vehicles. This charger, designed in collaboration with DBT, a European leader in electric equipment, brings both standard and accelerated charging capabilities.

## Tokheim Konnect: Our latest Back and Head-Office Solution

Tokheim Konnect is our integrated, web-based back office and head office solution for petrol and convenience retailers. It provides a universal software platform for managing state-of-the-art petrol filling station operations. The solution can be hosted by the customer or by Tokheim and is comprised of a number of distinct modules to ensure straightforward deployment and a competitive total cost of ownership proposition.

### Stock Control

Manage your in-store sales, margins and losses, in order to enable you to focus on building a more profitable convenience offer towards your customers.

### Fuel Control

The near real-time, centralised solution means that head-office always has an up-to-date view on stock levels, variances, temperatures and water levels, across the entire retail network.

## SafePay: Taking the dangers out of cash-handling

Tokheim introduce SafePay - a pioneering closed cash system for retailers. This closed cash handling system can replace manual tills with recycling cash systems. Payment is counted and correct change paid automatically. Coins and notes are secured and controlled from the moment customers pay until the money reaches the cash-counting centre. With SafePay, staff and stores are safer, cash differences and shrinkage is removed, and back office administration reduced.



Tokheim ProFleet provides a range of products and services tailored specifically towards the commercial fleet market such as the SlimDiaLOG pictured above.

## No fuel cards, no credit cards, no cash. Now that is Smart

SmartFuel is Tokheim's advanced vehicle identification solution. It is an automated refuelling system that incorporates fuel payment based on vehicle identification with two options for both the retail and fleet environments. SmartFuel helps to reduce fraud, improve customer loyalty and provides more accurate, more reliable data.

### How it works:

1. The nozzle is inserted in the fuel tank. The vehicle tag details are validated by the Fuel POS/DiaLOG - Vehicle data, odometer or engine running time (for industrial vehicles) information is wirelessly transmitted during the authorisation process.
2. Communication between the vehicle tag and the nozzle unit localises the transaction to that specific nozzle. When wireless communication between the vehicle and the nozzle is maintained, fuel may be dispensed. The system controls fuel type and eliminates cross fuel contamination and unauthorised fuelling.
3. Once refuelling is complete the nozzle is returned to the pump. There is no need to sign any paper because all refuelling details are automatically stored either locally or remotely. Transaction slips may be requested from the attendant.



## Tokheim ProFleet: The new name for the commercial sector

At Automechanika Tokheim is pleased to launch our new ProFleet business. We have a range of products and a team of local and central specialists (across engineering, retail IT, project conception and construction disciplines) in place that can work in partnership with you to deliver the best all round solution for managing your fuel. Tokheim ProFleet provides a dedicated set of services to the commercial fleet industries. Design, build, install and service – there every step of the way.

### Tokheim ProFleet's Products and Services include:

#### DiaLOG

The DiaLOG is a browser-based fuel management system that allows you to control your fuel more effectively. For the DiaLOG hardware you can choose from a standalone terminal to control multiple dispensers or opt for a fuel management solution integrated in a Quantum 110 or 210 fuel dispenser.

#### Quantium Fuel Dispensers and AdBlue® Solutions

Our range of Quantum dispensers for the commercial fleet sector are renowned for their quality. Our products and our manufacturing plants are ATEX and MID certified. We offer a flexible range of AdBlue® dispensers as well as a variety of tank storage options ranging from 4,000 to 10,000 Litres.

#### SmartFuel for Tokheim ProFleet

SmartFuel is Tokheim's advanced vehicle identification solution that links directly to DiaLOG. SmartFuel authorises the transaction through a tag fitted to the vehicle; reducing fraud and paperwork. With the GPS system, the transfer of mileage data can be automated. SmartFuel simplifies the complete transaction from inserting the nozzle, fuelling the vehicle and returning the nozzle to the boot.

#### Project Management and Support Services

Our local teams can cover everything from the development of CAD drawings and specifications, pipe and tank works through to the construction of fuelling areas, and finally to the installation, commissioning and servicing of equipment. We also install and maintain our products as well as a full range of third-party suppliers fuel equipment.

“Design, build, install and service –  
Tokheim ProFleet is there every  
step of the way.”

# 40,000 Service Stations, 31 Countries: at your service

Tokheim has invested extensively in setting up the largest direct service network across 4 continents, and in addition has carefully selected only the very best Distributors and Authorised Service Representatives in those markets where we do not have our own Direct Sales and Service Divisions.

Our extensive network provides us with an unmatched presence and an impressive rapid-response capability to our 40,000 customers worldwide. Local specialists across more than thirty countries are there to help your business. Industry experts from your region work with you to ensure that the solution we deliver is adapted and optimised for deployment in your marketplace. Wherever you are, whatever your needs, we believe in being there with you. Listening. Supporting. Performing.



## Tokheim launches a new website

We have launched a new website that is packed with information, imagery and graphics to help you find out more about Tokheim and to help you to choose a product or service that is right for your business. We won't list all the new features of the site – it's best that you go and visit it to find out more at same address as always: [www.tokheim.com](http://www.tokheim.com).

### Dates for your diary

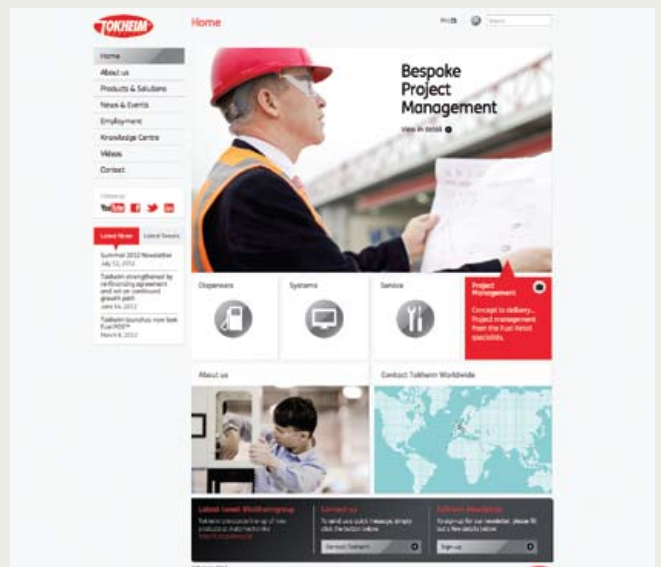
We will be delighted to welcome you, our customers, on our stand at the following industry events:

**Plovdiv, International Plovdiv Fair**  
Bulgaria 24-30 September 2012

**Birmingham, Eurobus**  
UK 6-8 November 2012

**Paris, Cartes & Identification**  
France 6-8 November 2012

**Salzburg, Autozum**  
Austria 16-19 January 2013



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### Further information

As Tokheim regularly improves its products to ever better respond to evolving market and regulatory requirements, it reserves the right to change any of the specifications of these products, and this without prior notice.

For any further information and detailed contacts for each country, please visit our website at [www.tokheim.com](http://www.tokheim.com) or email us at [info@tokheim-international.com](mailto:info@tokheim-international.com)

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