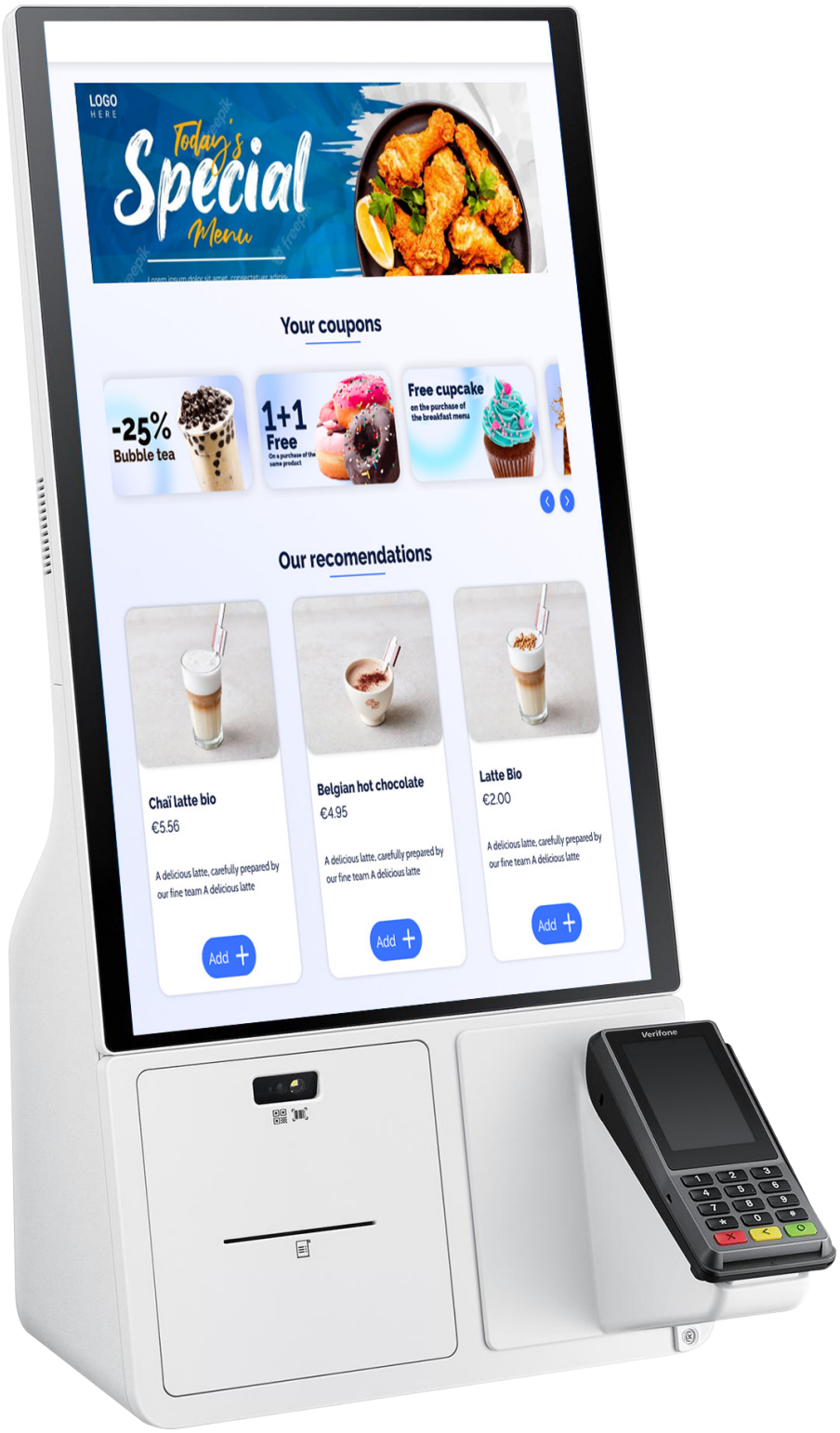
FLYX | DOVER FUELING SOLUTIONS

Advanced C-Store Ordering



DFS Order Kiosk™
powered by FLYX

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DFS *Worldwide* Brands

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Effortless and Efficient C-Store Ordering

In this day and age, choice is inevitable. In fact, it's expected. It's what customers look for when they enter into any retail experience — whether they recognize it or not. This is where the DFS Order Kiosk™ powered by FLYX comes in...

With enhanced, user-friendly software capabilities — for both c-store customers and staff — the DFS Order Kiosk™ can add real value to a fuel retail business. Through an easy-to-use ordering process, customers can expect shorter queues so they can get what they want faster. But that's not all... With various media options, which have shown to increase the average basket size, retailers also have an opportunity to increase c-store revenue. Happier customers equal better business.

The DFS Order Kiosk™ is convenient, compact, and efficient. It's the perfect solution for retailers looking to enhance their service station offering, while improving operations and employee efficiency.

Are you ready to embark on a seamless journey that will improve your current business model, and overall customer experience? Look no further than the DFS Order Kiosk™...

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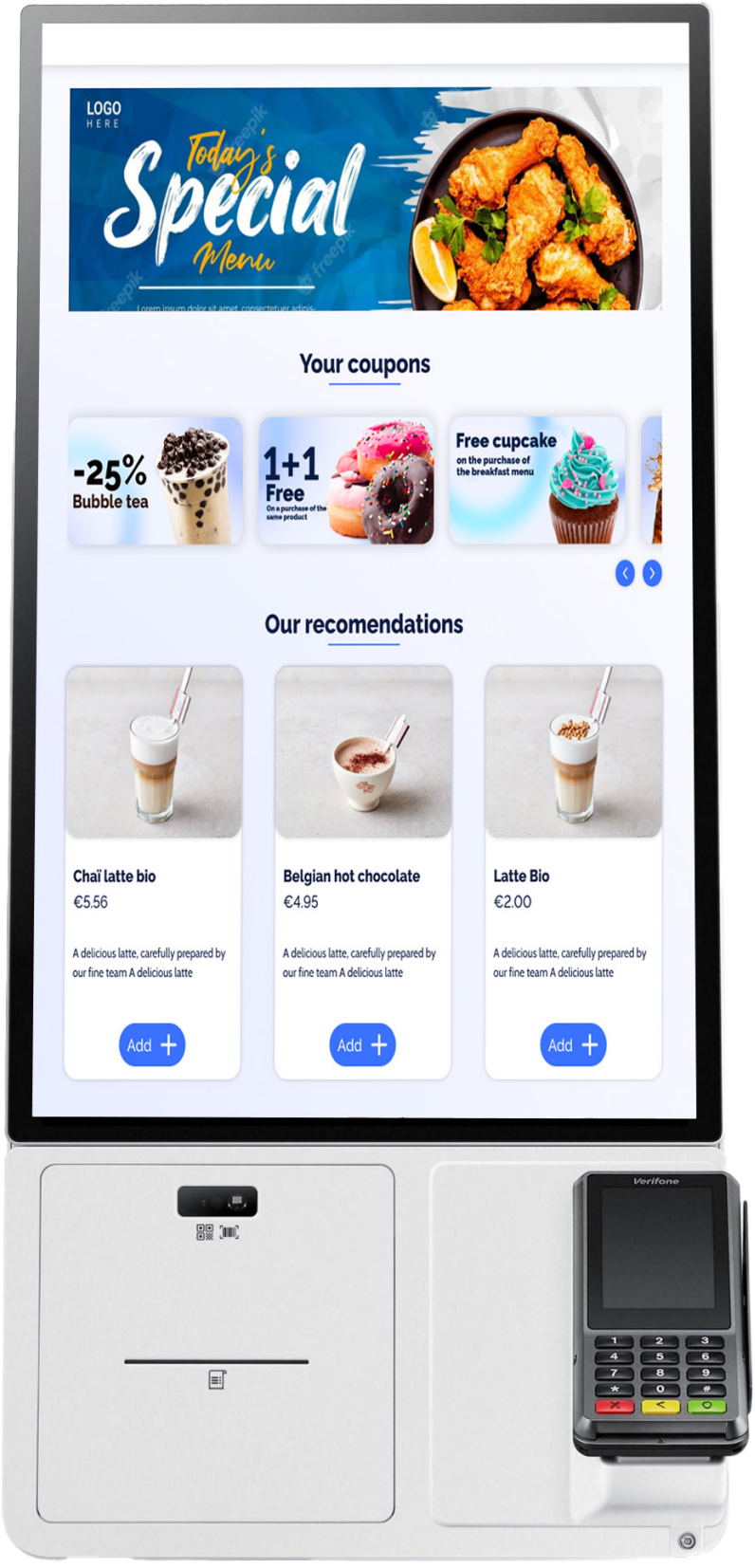
One Order Kiosk, Multiple Experiences



Enhanced Experience

With a self-service order kiosk, customers can independently place orders and make transactions in no time at all. These orders can then be customized during the order process with available add-on's and modifiers, in turn, creating an experience that is personalized and special to the shopper.

While the DFS Order Kiosk™ improves the overall customer experience, it also helps to reduce queues and waiting times in the c-store. It's a win-win!

Improved Sales

Because of how innovative and modern the DFS Order Kiosk™ is, your customers can see clear and timely information about your products. Meaning, whatever offers you've chosen to display on the DFS Order Kiosk™, they will be on display to the customer at all times (before, during, and after the order process), hopefully encouraging additional purchases, while providing an opportunity for you to increase profit margins. In fact, expect to grow the average basket size by 25% - 35%.

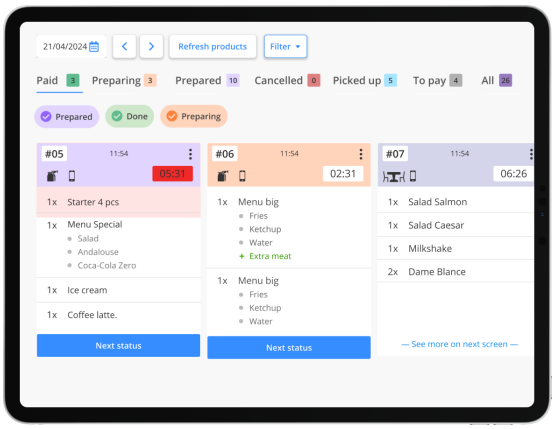
The best part? Both cross-selling and up-selling can be done efficiently and smoothly, whether your customers are using the DFS Order Kiosk™ in-store, via the mobile app, or the website.

Streamlined Operations

Now that customers can order independantly via the DFS Order Kiosk™, your employees have the ability to focus on other areas of the business — meaning an opportunity to enhance the quality and service of your other service station offerings!

Aside from improving employee efficiency, the DFS Order Kiosk™ can help monitor and track orders and sales, as it's fully integrated with Prizma, — Dover Fueling Solutions'® (DFS) connected mobility and convenience hub. The system automatically tracks orders and table numbers, provides visibility on orders and food handling, as well as external sales. As a result, giving your employees one less thing to worry about and consequently, saving time, reducing stress, and minimizing human error.

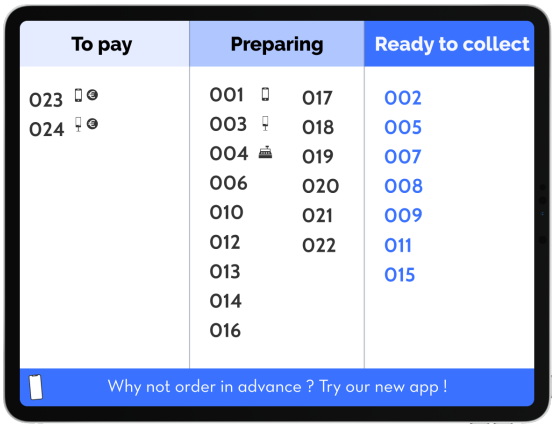
Take Ordering to the Next Level



Reliable Staff Display

To enhance your operations and back-of-house efficiency, all orders — made from various channels, including the cashier, table, Click & Collect, and the DFS Order Kiosk™ — will be consolidated and displayed through the Staff Display System. The communication happens instantly, so you can rest assured no orders will be overlooked or forgotten about.

All orders can be personalized, meaning, whichever orders that should take priority can be tagged accordingly. This will allow your staff to enhance both the preparation and management, while meeting customer expectations smartly.

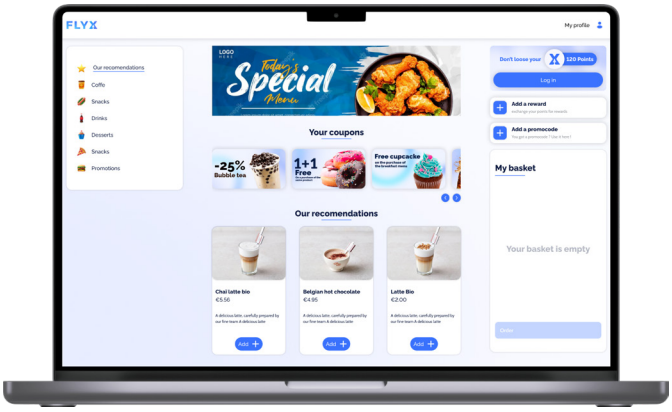


Smart TV App

The status of all submitted and in-progress orders can also be made visible on a TV screen in the store. The data pulls through from the TV app, which is extremely easy-to-use — your staff will love this!

Similarly to the kitchen staff display, the TV app is completely customizable. Not ready to place on order in the preparation column, or mark the order as complete? No problem! Do so when you are.

Additionally, customers can check the status of an order, at any given time through any device, by viewing the status screen, providing them with extra sense of security and transparency.



Quick Web Ordering

Reduce wait times and enhance dining experience by allowing your customers order directly from their table using their mobile device, laptop or similar. This can help boost table turnover and revenue, as well as improve staff efficiency, and have your employees focus on delivering exceptional and timely service.

Another web ordering option, is for your customers to order online and collect their order at your store. By having a Click & Collect service in place, you're expanding your customer reach and allowing room for more sales. After all, customers are likely to spend more money online, as well as ordering more frequently, as supposed to when placing an order from a cashier.

Your Store, Your Way

We understand space might be a concern for some fuel retailers but we have it covered! The DFS Order Kiosk™ has been specifically designed to cater for ANY fuel retail site, no matter its size. It is truly compact and space-saving.

The DFS Order Kiosk™ can be wall-mounted, placed as stand-alone unit, or secured on a countertop. You won't believe how quickly and cost efficiently it can be installed, not to mention its straightforward and swift serviceability.



Wall-mounted

Stand-alone

Countertop

Features

- Touch screen
- QR code / Barcode scanner
- Printer
- EMV terminal cradle



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