

To Our Valued Marketers, Distributors and Customers,

Over the next 18 months, the Pacific Pride Network will undergo significant changes to both its fuel control infrastructure and transaction processing logistics. In preparation for these planned changes, OPW, working closely with Pacific Pride, has created an equipment rollout and upgrade path that will allow Pacific Pride marketers to continue to process commercial fueling transactions with little to no disruption to their daily operations and without the need for costly equipment change-outs.

Since the announcement that support and service of the SmartLock™ CPU and satellite system will be discontinued on December 31st, 2014, OPW has been working to ensure that Pacific Pride site operators will have a cost-effective, reliable and secure transaction processing solution from now, and into the foreseeable future. Starting with the July 9th, 2014 release of the updated FSC3000™ fuel site controller package, OPW will continue to offer new solutions to enable seamless fueling operations for each and every Pacific Pride marketer, solutions that require minimal equipment investment, less site downtime and the lowest possible installation cost.

The following Q&A is designed to address the most common questions regarding OPW, its equipment, and how it all fits into Pacific Pride's future commercial fuel network. Should you have any other questions regarding the Pacific Pride transition, please do not hesitate to reach out to your local OPW sales manager, distributor or representative.

Thank you for your continued and loyal support.

Regards,

Phil Carlin
Vice President and General Manager
OPW Fuel Management Systems





Questions & Answers

1 *What are the site infrastructure and equipment changes required to implement OPW's Phase 1 Solution? Are there any special promotions or discounts associated with this equipment?*

◆ Those with existing System 2 controllers will need to upgrade to a new version of the FSC3000™ fuel site controller, as well as purchase a new OPW IP Gateway. This new FSC3000 will be available July 9th, 2014, at a discounted price of \$3,500. Those purchasing a new FSC3000 fuel site controller will be eligible for a \$3,000 trade-in rebate during the Phase 2 transition period. *

Sites with existing FSC3000 fuel site controllers will need to upgrade the SIMM card in their site controller with the new version, purchase a second SIMM card (for diagnostic data logging) and an OPW IP Gateway. This upgrade package will be available on July 9th, 2014, at the discounted cost of \$1,500. Marketers will be able to trade-in their upgraded FSC3000 during Phase 2 of the Pacific Pride transition and receive 100% of the upgrade cost back as a rebate. *

[Click here to view an in-depth look at pricing details.](#)

2 *What are the risks associated with not upgrading my fuel site controller before the discontinuation of service and support for the SmartLock™ system, slated to occur on December 31st, 2014?*

◆ Marketers who choose not to upgrade their fuel site controller before December 31st, 2014, will still be able to process all current Pacific Pride transactions after that date. However, in the event that a marketer's current SmartLock controller and/or satellite modem fails, the marketer may experience delays and disruptions to their ongoing commercial fueling business operations.

3 *Will I need an Internet connection at my site? Are there any specific connection requirements?*

◆ Yes. However, the FSC3000 fuel site controller has been developed to allow the use of any standard or high-speed Internet connection. There is no need for extensive forecourt modifications/remodeling or the need to pull Cat 5 cable to dispenser islands, drastically reducing installation labor and site downtime.

4 *In addition to my fuel site controller and its associated communications equipment, will any of my site's pre-existing OPW equipment need to be replaced during the Pacific Pride transition?*

◆ No. OPW's fuel site controllers have been designed to work with all of OPW's currently supported fuel site products, including island card readers and pump controllers.

* Pricing and rebates are subject to change. Please consult with your OPW representative to verify any pricing or promotion information before ordering.

5 *What are the primary differences between upgrading a Pacific Pride site with OPW equipment, as opposed to using competing equipment?*

◆ The OPW solution requires significantly less investment in equipment, labor and site downtime. Most of a site's initial investment in island terminals and pump controllers remain, which translates to less complexity, less construction and faster change-out. In addition, OPW's discounted pricing and rebates make its transaction processing solution the most cost effective method to ensure ongoing Pacific Pride compliance. [Click here to view more detailed comparative information.](#)

6 *What is the estimated downtime associated with the installation of OPW's equipment during Phase 1 of the Pacific Pride transition?*

◆ If you are installing a new FSC3000 in place of an existing System2, you can "hot-swap" your controller with a pre-programmed FSC3000. If you are upgrading your pre-existing one, you have the ability to pre-program an ARTware profile for fast loading during the upgrade process. In either case, it should only require 1-2 hours of site downtime for the changeover and testing. For sites that don't process 24/7, this enables site operators to avoid any noticeable effect on their operations.

7 *How can I order my Phase 1 upgrade package?*

◆ Starting July 9th, the new Phase 1 compliant FSC3000 (and associated upgrade package) will be available to all Pacific Pride marketers, however, pre-ordering is available and encouraged. It is recommended that you contact your OPW representative to ensure you receive the equipment you need for seamless transaction processing as soon as possible.

8 *How can I order my Phase 2 upgrade package?*

◆ OPW anticipates having its Phase 2 solution completed early next year, at least 6 months in advance of the roll out of Pacific Pride's "Next Generation Solution". In the coming months, a series of email announcements and communications from your OPW representative will be sent out to ensure all Pacific Pride marketers are informed of its availability.



Leading The Way in Electronic Fuel Management Systems

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