Thursday, March 19, 2020

To Our Valued Customers, Distributors and Marketers,

FleetCor and Pacific Pride have contracted with NBS to route all transactions associated with cards settled through Pacific Pride.   The relationship with NBS replaces the announcement made May 9, 2017 stating that FleetCor and Pacific Pride were going to use FleetCor's "Hermes" authorization host. All sites will need to upgrade to OPW software version 1.20h or greater. If you have already purchased and installed OPW software version 1.18 through 1.19 which uses the Hermes authorization path you will not be billed the OPW software fee of $1,495.00.

OPW Fuel Management Systems has collaborated with FleetCor and Pacific Pride on this new software update for the FSC3000™ site controller to facilitate Pacific Pride's sunset of the Switcher/Controller. The Switcher/Controller method of polling and sorting transactions within the Pacific Pride operating system is being replaced by a streamlined process utilizing NBS to route all cards to the correct card authorizer.

OPW has worked closely with Pacific Pride on the development and testing of the new authorization and capture   system to ensure a seamless transition for marketers. The new Pacific Pride FSC3000 network flag will route all card transactions to NBS. . The immediate capture of all transactions to a central host will enable Pacific Pride to send marketers a nightly transaction file inclusive of all their card activity <u>after</u> the sunset of the Pacific Pride Switcher/Controller platform. **The Pacific Pride Controller will be used to poll and switch transactions until the Sunset occurs**.

Installation of the new FSC3000 version will require an on-site technician (in most cases) to upgrade the operating software and Pacific Pride flag. Pacific Pride has contracted with SolvOne to coordinate the software upgrade at all Pacific Pride Cardlock locations. Marketers with captive sites need to schedule the upgrade with their OPW equipment distributor. **This process will involve a cold-start.** Downtime can be limited by utilizing the ARTWare™ utility program to backup and restore the card-reader terminal and pump configurations. Each upgrade file is linked to a specific FSC unit serial number. OPW will need the FSC3000 serial number from each unit (i.e., site) when the software purchase order is placed. ***This software upgrade needs to occur prior to Pacific Pride's sunset of the Switcher/Controller.***

There are three scenarios that a Marketer may be in for their site(s):

1) **Purchased and Installed** – If you purchased the new FSC-specific option file and upgraded your site to 1.18 or 1.19 during the original program launch in late 2017, you are all set. You do not need to purchase another upgrade. Fill out form M03000-B PRE SITE SURVEY for each location. The form for cardlock locations needs to be emailed to project_mgmt@solvone.com. The form for captive locations needs to be sent to your OPW equipment distributor.

2) **Purchased, but not yet Installed** – If you purchased the new FSC-specific option file but did not upgrade your site during the 2017 original program (or a few sites actually rolled back to the previous version), the option file you received then is still valid and can be used in conjunction with the 1.20 version. If you have misplaced the option file that was emailed previously, we can re-send them, we just need the FSC3000 SIMM serial # to verify the previous purchase. Fill out form M03000-B PRE SITE SURVEY for each location. The form for cardlock locations needs to be emailed to project_mgmt@solvone.com. The form for captive locations needs to be sent to your OPW equipment distributor.

3) **Not yet Purchased or Installed** – Order the FSC option file from your OPW-FMS distributor now. This will ensure the SolvOne contractor will be able to install when they are in your area. The new FSC3000 version for Pacific Pride is part# SF020-A and is priced at $1,495.00. Fill out form M03000-B PRE SITE SURVEY for each location and send to your OPW equipment distributor.

To purchase this upgrade:

      Outright Purchase – The new FSC3000 version for Pacific Pride is part# SF020-A and is priced at $1,495.00.

This purchase option will run through OPW's authorized distributor network.

OPW-FMS will publish detailed upgrade instructions, including a section on remote communication options now available to marketers. With the retirement of the Switcher/Controller polling method, sites are no longer limited to the 2400 baud external modem method. We will also be updating our special Pacific Pride landing page on the www.opwglobal.com/opw-fms website with ordering instructions and associated support documentation.

Thank you for your continued loyalty and support.

Sincerely,

Bobby Hayes
Domestic Sales Manager