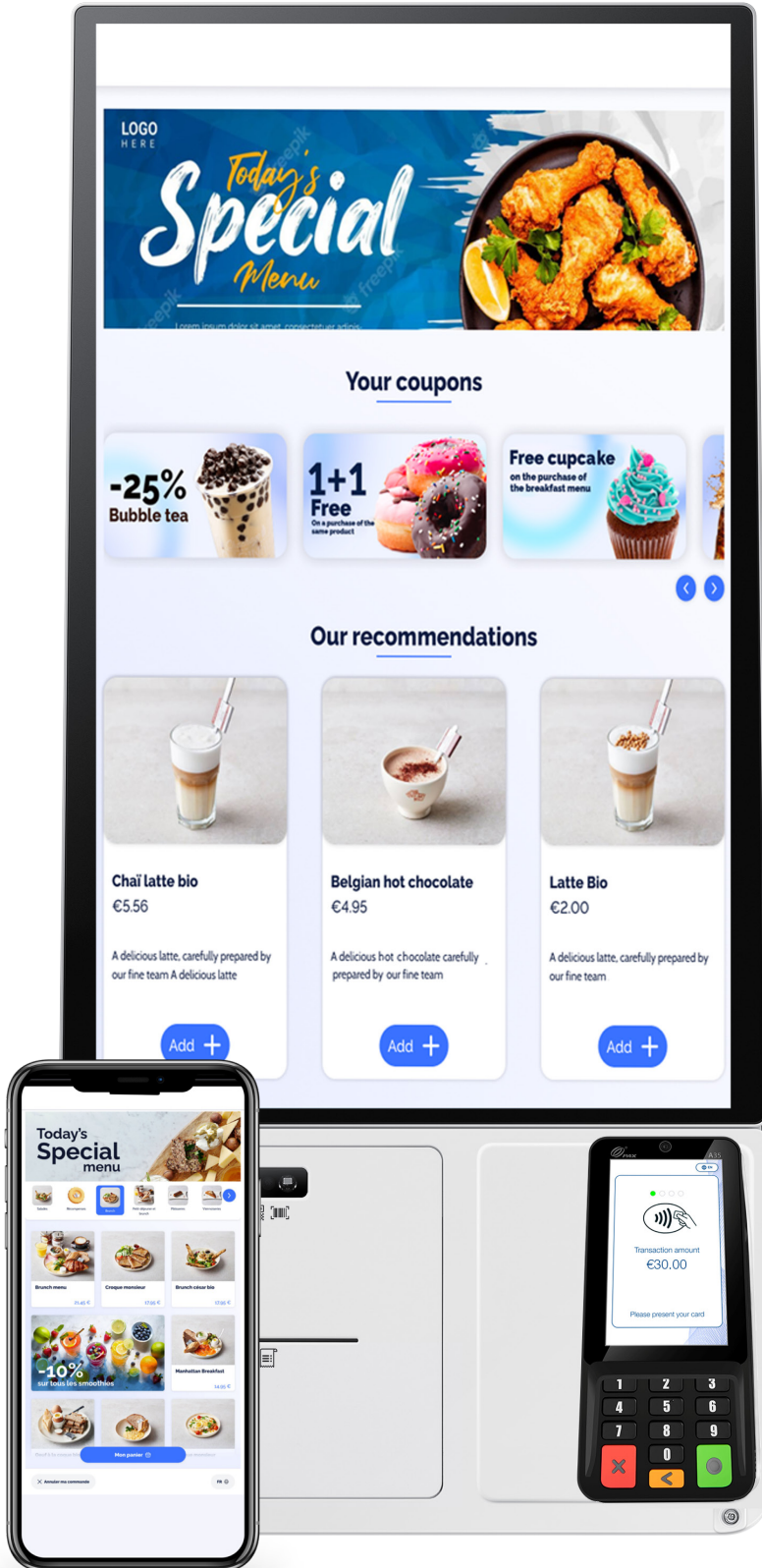


# Omni-Channel Strategies Brought To Life

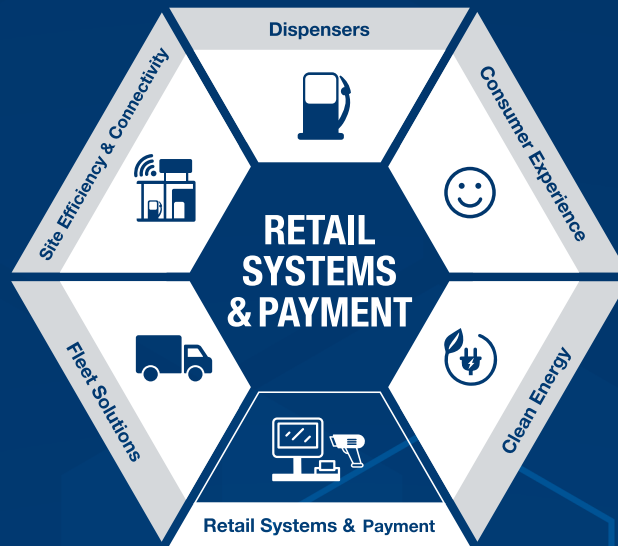


The DFS Order Kiosk™  
powered by FLYX



Visit Website

DFS Worldwide Brands



# 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 recognise 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 help improve your current business model and overall customer experience? Look no further than the DFS Order Kiosk...

DFS *Worldwide Brands*

# One Order Kiosk, Multiple Experiences

## Enhanced Experience

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

While the DFS Order Kiosk improves the overall customer experience, it also helps to reduce queues and waiting times (by up to 40%) in the c-store. It's a win-win!

## Improved Sales

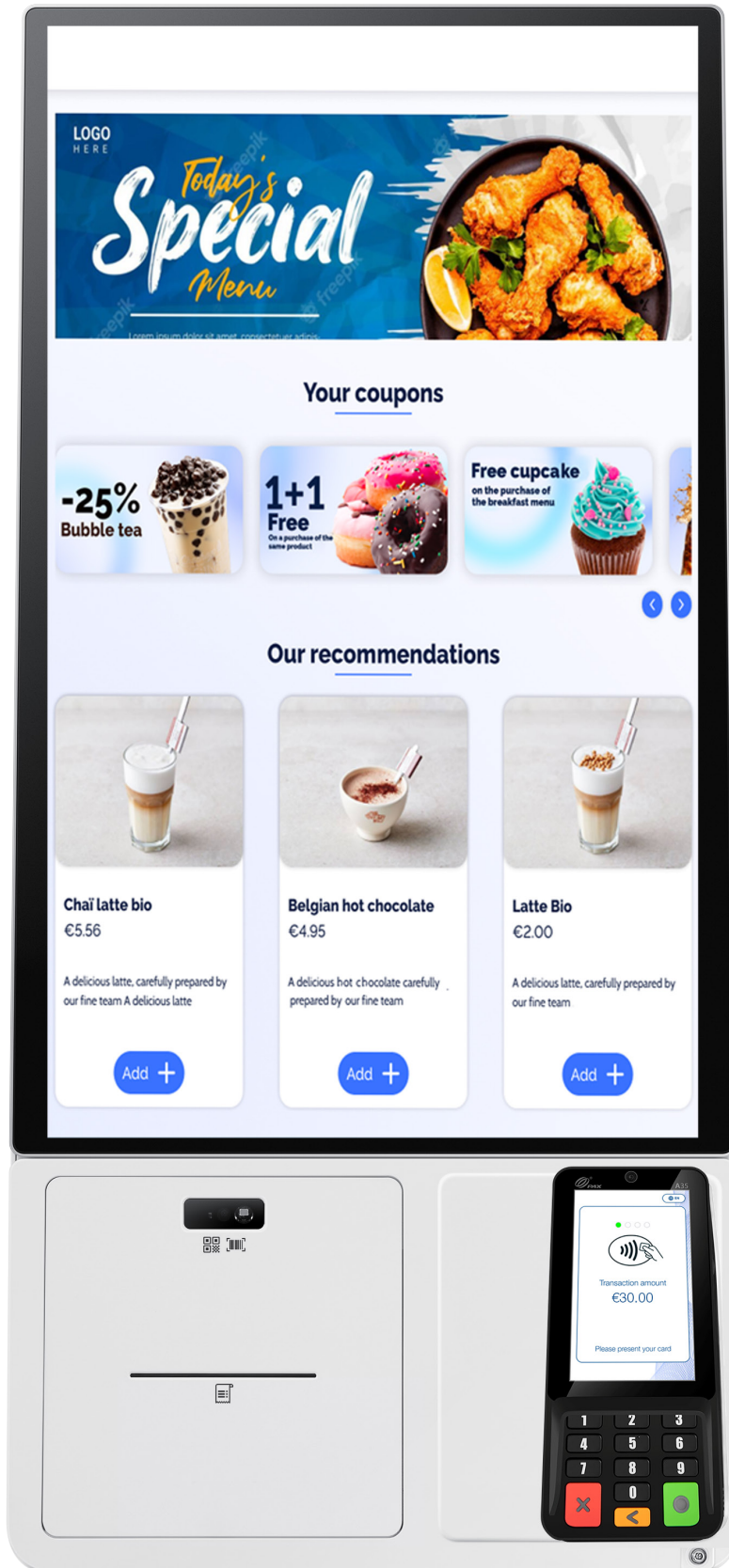
Because of how innovative and modern the DFS Order Kiosk is, your customers can see clear and timely information about your products. Meaning, whatever offers you've chosen to display on the DFS Order Kiosk, will be on display to the customer at all times (before, during, and after the order process),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

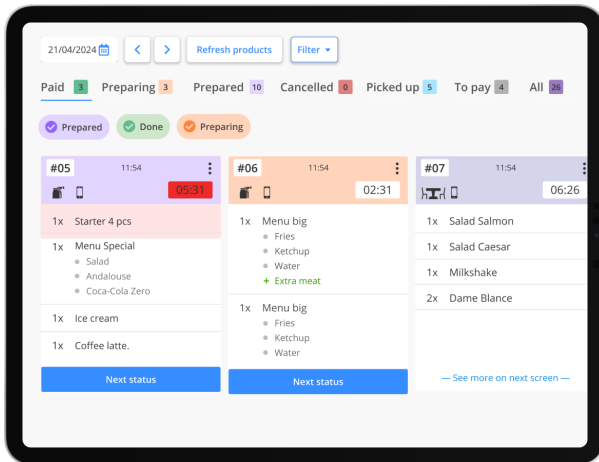
Now that customers can order independently via the DFS Order Kiosk, your employees have the ability to focus on other areas of the business — meaning an opportunity to enhance the quality and service of your other service station offerings. As a matter of fact, you could free up time for your staff by up to 21%!

Aside from improving employee efficiency, the DFS Order Kiosk can help monitor and track orders and sales, as it's fully integrated with DFS 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. Consequently, giving your employees one less thing to worry about and saving time, reducing stress, and minimising human error.



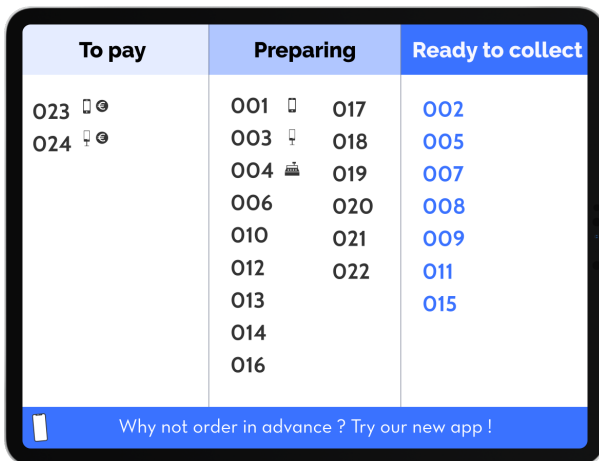
# Take Ordering to the Next Level

## Kitchen 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 Kitchen Display System (KDS). The communication happens instantly, so you can rest assured no orders will be overlooked or forgotten about.

All orders can be personalised, 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.



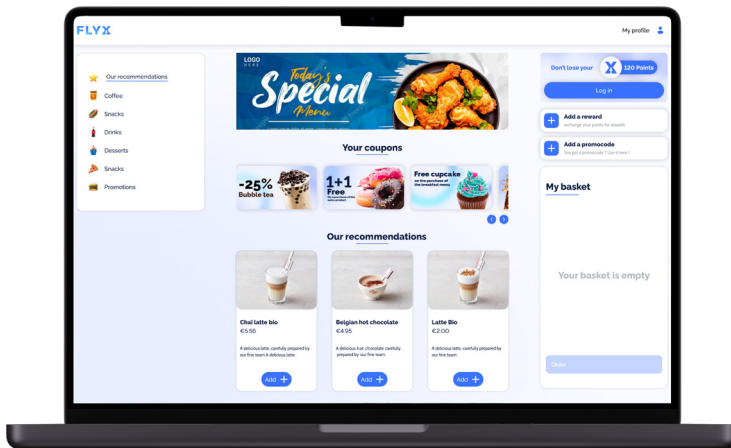
## 'Order Ready' Board

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!

Similar to the kitchen display, the TV app is completely customisable. Not ready to place an 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.

## Web Ordering



Reduce wait times and enhance dining experience by allowing your customers to 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 and order more frequently, as compared to 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 — and manufactured by Samsung — 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 a 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

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## Stand-alone

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## Countertop

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## Features

- 24" Touch screen
- QR code / 2D Barcode scanner
- Ticket printer
- EMV terminal cradle





# DFS Crypto NOVA®

## Removing Payment Complexity

Crypto NOVA is designed to provide retailers and merchants with an open payment platform to enable consistent transaction processing. This next generation, secure, modular solution also simplifies reconciliation between indoor and outdoor environments, helping operators manage increasingly complex payment journeys.

Connect every customer, site, and service through a single payment experience.  
**One Payment. Every Journey.**

## Highly-Secure Payment

Crypto NOVA is a highly secure payment platform based on PCI PTS 6.x SRED accreditation, designed for 24/7 indoor and outdoor operations. Anti-tamper and anti-skimming measures are embedded in the hardware design, and combined with real-time encryption (P2PE) to protect against physical breaches and data theft.

Crypto NOVA is certified to process credit, debit, fuel, and loyalty cards, as well as facilitate contactless payments across its entire suite of solutions. This includes physical cards alongside smartphones or wearables.

## Seamless Integration

Crypto NOVA's open architecture, based on IFSF, allows for seamless integration and is available with the DFS Prizma ecosystem — including DFS Prizma point-of-sale (POS) and Tokheim OASE™ (Online Authorisation and Switching Environment) — to provide unparalleled reliability, speed, and card acceptance capabilities.

## Premium User Interface (UI)

The premium UI of Crypto NOVA has been designed to facilitate the best customer journey. A full colour touchscreen guides customers clearly through the transaction process, while all required data related to the transaction is shared with the retailer or merchant to simplify the reconciliation process.

# Web and Table Ordering

## One Solution. Two Powerful Sales Channels.

Unlock the full potential of your fuel station restaurant and retail space. DFS | FLYX Web Ordering is a versatile 2-in-1 platform that handles both on-site table service and web “Click & Collect” through a single, branded interface.

It's a solution that enables you to turn every seat and every website visit into an instant revenue generator...

## The 2-in-1 Powerhouse

**In-Store Table Ordering:** Guests scan a QR code at their table to browse, order, and pay instantly. No more waiting in line for a second coffee or dessert.

**Web Click & Collect:** Embed the same solution directly into your website. Customers can pre-order their meals or convenience items from the road and pick them up the moment they arrive.

## More Sales, Less Labour

**Drive “Second Sales”:** Sitting customers are 30% more likely to re-order if they can do it from their mobile phone.

**Higher Average Check:** Automated upselling prompts can increase basket size by up to 20%.

**Queue Busting:** Drastically reduces congestion at the main counter during peak travel rushes.

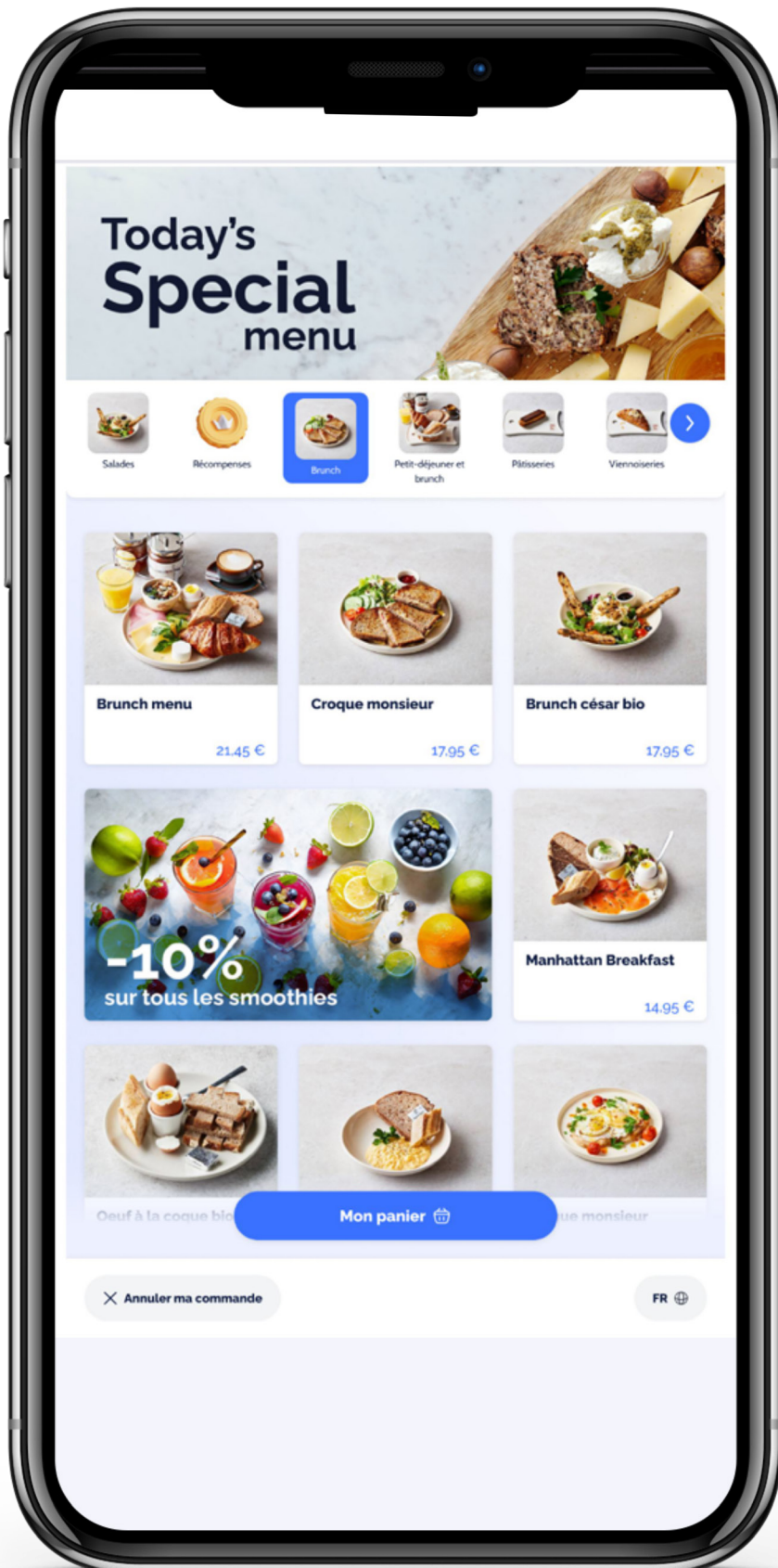
## One Interface. Total Control.

**The Solution:** A fully branded, mobile-optimised experience with zero app downloads required.

**Unified Kitchen Flow:** All orders—from the table or web—go directly to your KDS.

**Zero Manual Entry:** 100% integrated with DFS Prizma POS. Every transaction is recorded automatically—no manual typing, no errors.

**One Admin Console:** Manage your table menus and your web store from a single platform.



# Home Delivery

## More Turnover. Zero Manual Work.

Transform your convenience store into a digital powerhouse. FLYX aggregates the world's leading delivery platforms into your DFS Prizma POS, driving massive sales growth without the operational headache.

**One screen.**  
**All delivery partners.**  
**100% automated.**

## The Business Boost

**Expand Your Reach:** Sell to everyone within a 5km radius, not just those on the road.

**Increased Basket Size:** Digital customers spend significantly more per order.

**Capture Off-Peak Sales:** Drive revenue during quiet hours at the fuel station.

## One Interface. Total Control.

**The Solution:** We bridge Wolt, Uber Eats, Deliveroo, Glovo, Takeaway, and Stuart into one single, smart dashboard.

**End "Tablet Hell":** No more juggling five vibrating screens. All orders flow into one single KDS.

**Stop Manual Entry:** Every transaction syncs automatically with DFS Prizma POS. No more end-of-day typing; no more human errors.

**Instant Menu Sync:** Change a price or hide an item across all apps in one click.

## Why Home Delivery?

**Native DFS Prizma Integration:** Built to work perfectly with your existing hardware.

**European-Ready:** Pre-connected to every major delivery giant.

**Loyalty Focused:** The only aggregator that links delivery to your Omnichannel Loyalty program.



# Omni-Channel Loyalty

## One Experience from Nozzle to Cashier

We're helping to break down the silos in your network. Through native integration with Tokheim OASE and DFS Prizma POS, DFS (through FLYX) delivers a truly borderless loyalty experience. Your customers are recognised and rewarded at every single touchpoint across your entire site.

**We help provide the ultimate loyalty experience, a 360° seamless journey...**

## Loyalty that Flows

For the first time, your loyalty program follows the customer, not the channel:

- **At the Pump:** Earn points on every liter of fuel authorised via Tokheim OASE.
- **At the Cashier:** Seamlessly identify customers and redeem rewards directly at DFS Prizma POS. No extra scanners, no friction. Just a fast, modern checkout.
- **At the Table:** Order via QR Code and automatically apply member discounts.
- **At the DFS Order Kiosk powered by FLYX & Web:** Access a single digital wallet for Click & Collect or in-store self-service.

## Capture Every Interaction

**Convert "Fuel-Only" to "Full-Site":** Use real-time triggers to turn a pump transaction into a shop sale.

**Frictionless for Staff:** Because this solution is integrated with DFS Prizma, your cashiers don't need special training. The loyalty rewards are handled as naturally as the payment itself.

**Universal Wallet:** One account, one balance. Whether they are on your website or standing at your counter, the customers rewards are always ready.

## Unrivaled Engagement

Most loyalty programs stop at the pump or end at the c-store door. This solution erases the line between the forecourt and the c-store.

Our engine engages customers at the exact moment of intent. By the time they hang up the fuel nozzle, they already have a reason to walk into your store. This solution uses fuel data to drive shop turnover.

