GASO-Line®
Software solution for retail business in petrol station
The Gaso-Line brand is a family of software solutions, developed to meet business needs of various users in filling station retail business, offering solutions that suit their specific demands. The solutions supports the entire spectrum of processes, from point of sale (POS), back office systems (BOS) to head office systems (HOS) and beyond. With advanced data interchange solutions, Gaso-Line allows easy connections to company ERP systems and partner/supplier ecosystems.

**ADVANTAGES**

- **For Head office:** Complete real-time control on every aspect of sales and operational activities over the network of filling stations. Central management of price calculations, promotions, loyalty and sales strategy for fuel, shop and gastro sales with extended reporting and analytics.
- **For owner of filling station:** Extended insight in daily operations of the filling station with complete real-time reporting of sales activities. Advanced automation of repetitive activities like day opening/closure, ordering, inventory, reporting.
- **For Sale people on filling station:** Easy to use, process optimized and time saving point of sale with easy article, customer, payment method and other data entry. Configurable process automation with step-by-step task guidance. Visual control of every activity on filling station.
- **For Suppliers:** Electronic data exchange with suppliers for orders, delivery notes, invoices. Possibility of automatic invoice reconciliation. Control on every aspect of supply management process for fuel, shop and gastro articles.
- **For End Buyer:** Higher level of customer service, quick service with less errors. Attention to individual with advanced promotion activities, happy hours, recognition of customer’s loyalty, possibility of cross-selling.

**Filling station ADD-ON solutions**

**Coffee Machine integration:** Possibility to interface and control coffee machines and other drinks/vending machines. Better control of consumption of ingredients.

**Mobile inventory and stock taking:** Inventory of stock on filling stations using handheld mobile device. The same device can be used for stock taking. Online and offline synchronization with stock database.

**Outdoor payment terminals (OPT):** Software and hardware solution for unmanned and mixed mode (night shift, additional POS) filling stations. Can work standalone or in tight conjunction with the rest of GASO-Line products.

**3rd party system integration:** Configurable connectivity to other filling station equipment systems (video surveillance, vouchers, invoices, tickets, ...).

**Fleet card integration:** Integration in payments systems for fleet cards, think cards, vouchers.

**Actual services**

**Help desk services** is intended to give users a quick response and help, possibly help immediate remedy/solution and to provide tracking of service level of urgency and level of completion. Usually support is given over a combination of remote access and phone conversation. Customer support is offered according to SLA and can be offered 24 hours/365 days basis.

**On-site support** is intended to solve problems within existing business rules and application features. Actual’s staff at this level knows the application features and can support all the operational and functional issues that don’t result in requests for changes. Usually support is given over a combination of remote access and phone conversation. When needed, usually because of the hardware issues, a site visitation is performed. It includes HW check and replacement of eventual failed parts.

**Third level support** includes engagement of development staff. This is usually executed for incident, which can’t be resolved by other support levels and in case of problems when regular applications functionalities and regular business processes fail to resolve a problem then advanced techniques are used to remedy the problem. Third level support is also supplied for the needs of change requests (CRs).

**Preventive maintenance.** To keep entire solution functioning according to the specification and requirements, regular maintenance is planned for petrol stations and/or head office hardware and applications on periodic basis. Services offered may vary, depending on the business need. Regular maintenance is intended to keep existing system operational and healthy and is generally not intended for implementation of any software changes.

**Installation services.** Changing a software solution on a large number of filling stations can be a daunting task. Careful preparation and project management must be done to ensure that implementation is done as quickly as possible and with minimum downtime or business loss. Our methodology and training services ensure a minimum disruption and gradual change of a network of petrol stations.

**Custom development.** GASO-Line solutions come with numerous pre-installed and built-in scenario and business rules, however, the entire solutions can be modified by custom development services. This is usually done as a part of project / preinstallation services according to commonly agreed blueprints. It can also be an additional service request at any point in time of solution lifecycle and deployed to operating filling stations.

**Solution for filling stations: MPS+**

Fulfills all the needs for operation of a Filling Station, including the reading and controlling various systems on petrol station.

Point of sale (POS) and back-office (BOS) solution for every kind of filling station, which supports multiple business models, large array of forecourt components and legal requirements in various countries. GASO-Line MPS+ serves as a point of sale solution (POS) and a front-end to customer operations. The aim of MPS+ is to provide sophisticated, fault-proof system, yet simple and highly automated solution which can control the hardware and applications and subsystems on FS. Depending on configuration choice, it can serve as a BOS system for station managers.

The whole solution is built in such a way, that can be easily set-up, locally and remotely controlled, and substituted in very short time in case of malfunctioning. The whole MPS+ solution is completely autonomous and can work offline, without the connection to Country/Head Office. Data Exchange is offered on predetermined intervals, to fulfill business rules and goals.

**Solution for head office: IPS+**

Allows control, management and operations support at country level.

Solution for management of retail network of filling station from headquarter office. GASO-Line IPS+ allows control, management and operations support at country level. Depending on business needs and strategy, it can be used for anything from controlling price procedures and calculations, promotions, manage fleet and loyalty cards, support mass invoicing, invoice reconciliation, perform centralized procurement, serve as a reporting tool and a backup system for data from country’s FS’s. This component can be scaled back or expanded module by module in regard to role of central ERP system.

**Data interchange:** DATA MOVER

**Performs communication among ERP, head office system (HOS) and filling stations.**

Communication tool for real-time electronic data exchange in petrol station retail environment.

Efficient, reliable and connected solution is of key importance for successfully operation of today’s filling stations. Efficient communications makes an important part it. Our solutions for delivery of effective operation and control over a landscape of FS’s is GASO-Line Data Mover, which serves as a fast intelligent data concentrator. Its role is to deliver and aggregate the consistent data transport feeding the back office ERP and HOS (IPS+) systems, according to business demands and strategy. It is used also to connect electronic exchange of data with other information, for example suppliers. Concentrator has a set of data exchange tools to provide adaptability to various container standards (xml, file, wddl), protocols (ssl) direct db access, web service, file export/import, ftp export/import. Product’s function is to be fast highway and to offer quick and affordable interface building.

**Localization services.** Gaso-Line solutions are fully localized for the markets in which they are available. Localization means, that user interface and documentation is available in local language, but more importantly all the necessary fiscal / law requirements are built in. Actual offers localization support and changes as an integral part of software maintenance contracts.

**User training services.** Training is very important activity to assure the correct and efficient usage of proposed solution and its subsystems. Actual can provide professional training for the staff of filling stations, head offices and optionally customer’s IT technical staff. The majority of training is to be done for filling station personnel, which has very little time for this kind of activities, so we aim to organize small and efficient workshops.

**Spare parts management.** To obtain the required goal of continuous operations and full contractual obligations, support teams need and keep spare parts in stock on a country/regional level or other designated locations according to the contract agreements. The spare parts are stocked in appropriate warehouses and service provider will fulfill inventory management and tracking, replenishment planning and reporting.
Management from Head office
Possibility to manage every aspect of filling station, from price calculation, promotion planning, procedure changes notification and other activities. On other hand provides insight into daily sales and activities performed in network of filling stations.

Forecourt capability
Solution is compatible with wide range of forecourt controllers, bank terminals, fiscal devices, forecourt equipment and specialized devices. Modular solution allows quick integration of new types of devices.

Security
Various levels of security functionalities allows to continue operations even with certain degree of hardware and software errors, communication line failures. Replication of data to central location allows even the restore operations even after complete disasters. Full-proof solution for today’s critical operations.

Easily integrated with IS of restaurant, shop, car wash
One solution for all forecourt, shop and gastro needs. Possibility to integrate various components into one streamlined experience, control and insight in filling station operations.

Easily integrated with suppliers
Easy article ordering process with proposed quantities based on historical data. Electronic data exchange of relevant documents and automatic invoice reconciliation allows to decrease tedious back office tasks.

Price management, promotions, loyalty
GASO-Line solutions allows flexible price management in today’s competitive world. Sophisticated promotions can extend and increase the volume of sales. Loyalty subsystem allows retain and attract customers.

Instant support
Professional help services are one click away, either by remote or on-site support. The aim is to minimize downtime by proactive monitoring and quick response, when needed.

Reporting and statistics
Advanced reporting is available for all kind of retail operations, based on authorisation level and scope (sales personnel, station manager, area managers, central retail management, finance). Ad-hoc reporting system allows user to create their own report based on available data structures.

HEAD OFFICE
Control your business in petrol station network. Manage price, loyalty and sales strategy.

SUPPLIER
Control fuel, shop and gastro supply network. Exchange orders, delivery notes, invoices with your suppliers.

Easily integrated with suppliers
Easy article ordering process with proposed quantities based on historical data. Electronic data exchange of relevant documents and automatic invoice reconciliation allows to decrease tedious back office tasks.
**GASO-Line facts**

- **Complete solution**
  Covers entire retail petrol business, from POS on filling station to business management on headquarters and to electronic data exchange to various parties. From procurement, sales, to operations management.

- **Support for different operation modes (COCO, CODO, DOCO, DODO)**
  Configurable support for various business models, support for mixed modes on filling stations (eg. fuel and shop with different model than gastro) and in the network of stations (some fully owned, other franchised).

- **User-friendly interface**
  Understandable and easy to learn interface which highlights the most important data or actions to help user to quickly identify in solve tasks. Configurable interface on POS to fit company requirements.

- **Flexible and easy configurable process customization**
  Business processes mostly configurable with parameters and data, no programming needed. Saves time and money in implementation and allows greater flexibility toward always changing business requirements.

- **Support for multiple bank and fuel/fleet cards**
  Open interface to various EFT bank and terminals with configurable restrictions based on business rules.

- **Hardware independent solution**
  Support for multiple types of forecourt controllers, easily adaptable to new ones. Support for standard PC computers and specialized POS hardware. Cost effective solutions in terms of necessary hardware and licence requirements.

- **Easy localization and fiscal devices support (country specific)**
  Support for different local country requirements, fiscal devices, fiscal reporting and with all necessary certificates towards and customers. Easy adaptation to different country specifics, always in local language (from program, to manuals).

- **Support for discounts, happy hour, promotions, loyalty systems**
  Flexible pricing tool, with multiple alternative calculation, market intelligence, configurable targeted promotions. Built in loyalty card/system support, points/rewards collection and analytics tools for developing and monitoring advanced marketing campaigns.

- **Integration with ERP / accounting**
  Electronic data exchange with ERP systems (like SAP, MS Dynamics NAV), two way data exchange, advanced automatic invoice reconciliation for speed up all backoffice business processes.

**Support**

An important part of GASO-Line solutions are professional services offered by Actual and its partners. Services cover the entire lifecycle of a software solutions, from installation, preventive and remedial maintenance, to user support.

We can provide ongoing operational support and maintenance for all levels of petrol station retail business. The level of support can vary depending on customer's demands and contractual agreement. Support is offered on a basis of Services Level Agreements (SLA) with guaranteed service quality measured by key performance indicators.

Services provided are divided into different levels that are intended to cover all support requests, from individual user needs to business conceptual changes.

**Our biggest references in oil business**

*Customer satisfaction is our guiding star*

In 10 years we implemented GASO-Line solution in more than 300 retail units in different countries. More than 1.500 GASO-Line users perform more than 1 million transactions per day.

- **OMV**
  Italy, Slovenia, Croatia, Bosnia & Herzegovina, Serbia.
  The OMV filling station and Commercial network operates from Munich through to Vienna, Prague, Budapest and Bucharest, from the Black Forest to the Black Sea. OMV’s Refining & Marketing business is number one in the Danube Basin, a growth market of 13 counties with a total population of over 100 million.

- **MOL**
  Slovenia, Serbia.
  The MOL Group operates over 1600 filling stations in CEE and five highly complex refineries in HUN, SVK, CRO and IT. MOL operates in Europe, Africa, the Middle East and the CIS, incorporating primarily the brands MOL, Slovnaft, Tifon and INA. In Europe the Group is active in Hungary, Slovenia, Cisadna, Czech Rep., Serbia, Bosnia, Slovakia, Romania, Italy and Austria.

- **Slovenia**
  Logo was established in 1960 and since then it has grown to become a truly integrated oil company with a substantial, innovative presence in Slovene forecourt retailing. Today Logo has a network of 4 stations throughout Slovenia.

- **NAFTA Lendava**
  Slovenia.
  The company Nafta Lendava, which is wholly owned by the Republic of Slovenia, acts as a holding company, which holds seven subsidiaries cited together in the Nafta Group and deals with the strategic management of the group. The group employs 489 total employees. Companies are operating in the following areas: storage and marketing of petroleum products, maintenance and drilling of wells, geothermal energy research, production of methanol and methanol-driven products, energy production and others.