

**May 9, 2017**

To Our Valued Customers, Distributors and Marketers,

OPW Fuel Management Systems has been collaborating with FleetCor and Pacific Pride on a 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 FleetCor's newest authorization host, "Hermes".

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 the new Hermes host instead of sending to individual card hosts based on card type (i.e., Pacific Pride or third party). 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.

Installation of the new FSC3000 version will require an on-site technician (in most cases) to upgrade the operating software and Pacific Pride flag. **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. Marketers will need to provide the serial number from each unit (i.e., site) when placing their orders. ***This software upgrade needs to occur prior to Pacific Pride's sunset of the Switcher/Controller.***

There are two purchase options for this upgrade:

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

**Monthly Payment Option** – For marketers who want to amortize the upgrade cost, Pacific Pride will facilitate a monthly payment plan through the regular statement process. The monthly payment is \$135.00 per month, for 12 months. Use part# SF020-B when choosing this option.

Both purchase options will run through OPW's authorized distributor network.

OPW-FMS will be publishing 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](http://www.opwglobal.com) website with ordering instructions and associated support documentation.

Thank you for your continued loyalty and support.

Bobby Hayes  
Domestic Sales Manager, OPW FMS

