

MARKETING TRANSLATION

The card reader terminals will be replaced in all Oiltec stations throughout the year in 2020. At gas stations that have a night switch, it may be necessary to install an additional electrical and network connection.

The card readers currently in Oiltec gas stations are already five to seven years old. This year, they'll be replaced by modern, more convenient devices that work even faster and more safely. "Partners have always requested them in the past. One of the things many of them wanted was a touch-free payment option at night PIN pads," explained Andrew Johnson, Head of Customer Payment Operations at Oiltec. The conversion should be completed across all 2,500 stations by the end of the year.

For most gas stations, all that's needed is to replace the hardware and a call to Drew Nester's team which was specifically selected to install a card reader. Making this change doesn't mean interrupting a sale at the station and it will still be possible to pay in cash without any restrictions in the meantime. However, the conversion at stations with night switches is slightly more complex.

Contractor checks connections

"The night PIN pad on the night switch will be connected directly to the gas station network in the future. There is no longer a difference between a night PIN pad and a card reader in the gas station. Now the hardware is identical," explains Business Project Manager Fred Bremen for Oiltec. "The night PIN pad receives its own separate network connection just like every other card reader at the gas station." For that reason, Drew Nester's technicians will schedule a visit in advance with every gas station that has a night switch beginning sometime around April.

The technician will check whether the station's existing electricity and network structure suffice or if it is necessary to install a new network socket or an additional electrical connection. If that's the case, an appointment will be made with one of Drew Nester's technician and/or an electrician to perform the work required.

Important for partners:

since the schedule is tight and there are many stations concerned, changing the test and installation dates is only possible in exceptional cases. **Card payment only briefly interrupted**

Oiltec is extremely careful when implementing the new card reader.

To start, so-called user acceptance tests were run in a test laboratory at Drew Nester's studio in order to verify the smooth functionality of the new equipment. Then pilot tests demonstrated their suitability for everyday use.

In the future, Drew Nester will send the new models to partners directly to the gas station. Normally, card readers can be replaced by the gas station partner itself. Oiltec provides corresponding instructions for that purpose.

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After installing the devices, calling the Drew Nester Project Team is the final step for activation. It will then be possible to process card payments again. We'll provide a detailed account of the switch, activation and benefits of new card readers in the June/July edition of Oil Today.