

# VOL 3 ISSUE 5 SourceLine



## Ace Tank Debuts Refreshed Website



Check out the changes at Ace Tank's website at [www.acetank.com](http://www.acetank.com).

## Source™ to Distribute FuelCall® for BP

Source™ North America Corporation has been named the exclusive distributor of FuelCall® for BP gas stations. FuelCall allows retailers to enhance service to drivers with disabilities by communicating customer requests for fueling assistance through a touchpad near the dispenser. Read the full [announcement](#) on [Source's website](#).

## Featured Item Inclusion Solutions FuelCall®



[Inclusion Solutions](#) new ADA-compliant FuelCall® service request system bridges a communication gap between retailers and consumers with disabilities. With FuelCall, customers who need assistance fueling press the FuelCall® BigBell™ installed near the fuel island, which signals the attendant inside the store to come outside and help.

## 'Depot Repair' Eliminates Expensive Service Calls

Source™ North America Corporation and NCR are taking an innovative "depot repair" approach to POS support. The new service protocol provides fuel and C-store retailers hassle-free service while reducing repair costs.

Most distributors' and manufacturers' current support procedures require scheduling a repair technician to visit the site to fix a malfunctioning POS, which could necessitate

"One of the main ROI considerations for NCR is the ability to get my store up and running very quickly. Like most others, I believed the claim of 15 minutes from the device being on site to actually running was too good to be true, so I decided to replace a terminal myself. I found that it was just as easy and fast as advertised. This feature will greatly reduce my technician fees over the life of the system."

- *Tim Watkins, Tevis Oil*

replacement parts and follow-up service calls, ultimately resulting in lengthy and costly downtimes. Source and NCR are changing all of that by taking service parts out of the equation.

### How Depot Repair Works

Source's North American-based support staff, already knowledgeable in your site's configuration and service history, promptly respond to POS support requests. For hardware malfunctions, an entire POS device replacement that has been fully factory refurbished is shipped to the store the next day. In most instances, the time from the delivery of a replacement device to the time to it is up and running is 15 minutes or less. All non-hardware problems can be resolved remotely.

With Source and NCR's Depot Repair services, site operators now have the choice of self-service or local service contractor support. This empowers retailers to decide who works on their equipment and enables them to avoid forced labor charges. Stocking warehouses across the United States provide same-day walk-in will call counter service for access to all of NCR's plug-and-play device exchanges.

To learn more about Source's Depot Repair services, e-mail [ncrinfo@sourcena.com](mailto:ncrinfo@sourcena.com). To read more about Tevis Oil's Radiant POS solution, visit <http://bit.ly/1sXoYjX>.

## Visit Source™ at NACS/PEI Show



Source North America Corporation™ is proud to announce it will again be attending this year's [NACS Show](#) Oct. 7 to Oct. 10 in Las Vegas. Visit Source at Booth 5509 at the Las Vegas Convention Center, 3150 Paradise Road.

In addition to the comprehensive representation of products and services for the convenience and fuel retailing industry, the show offers more than 65 educational sessions. Visit <http://www.nacsonline.com/NACSShow/>.

## Source™ Article Published in CSP Magazine

An article by Source New Business Development Manager Jeff Dzierzanowski is featured in the September issue of CSP Magazine. In the Industry View article, Jeff discusses the challenges fuel marketers are facing in order to adapt to the growing demand for alternative fuels. Turn to Page 38 of the [digital edition](#) to read the entire article that appears on [CSPnet.com](#).

## Source Adds Featured Brands to Website



Source proudly announces the addition of a new Featured Brands section to its website at [www.sourcena.com](http://www.sourcena.com).

## Terms & Abbreviations

EMV (Europay, MasterCard and Visa) and PCI DSS (Payment Card Industry Data Security Standard) shape today's procedures for ensuring secure card processing. PCI and EMV can be an intimidating aspect of retail operations. Below is a glossary of terms to help retailers improve security efforts.

**CNP:** Card-not-present

**CVM and CVR:** Card verification methods and results

**DAC:** Data authentication code

**EMV:** Europay, MasterCard, Visa. Visit [www.emvco.com](http://www.emvco.com) for more information.

**ICC:** Integrated circuit card

**iCVV:** ICC Verification Value

**PAN:** Primary account number

**POS:** Point of sale

**SEPA:** Single Euro Payments Area

**TRM:** Terminal risk management

**Hybrid card:** A card that contains an EMV chip and a magnetic stripe

**Technical fall-back:** A circumstance in which a chip cannot be used and another type of entry — such as magnetic-stripe read or PAN key — is used to complete a transaction.

## Alternative Fuels 101: UL Certifications

As more and more states pass laws that require the use of biofuels, fuel retailers need to become educated about their certification requirements. Here is a guide to the new [UL](#) certifications and what they cover:

**UL 87:** Standard certification from 0 to E10 gasohol standard petroleum

**UL87A:** Certification for 0 to E85 ethanol blends

**UL87B:** Certification for nominal biodiesel blends up to B20, kerosene and fuel oil

**UL 87C:** Certification for Diesel Exhaust Fluid (DEF, Urea)

## More Alternative Fuel Cars Hit the Mainstream

While many commercial operations have begun incorporating alternative fuel vehicles into their fleets, few mass-produced choices have been available to mainstream car buyers. Automakers are answering the call as they begin to roll out more alternative fuel vehicles to consumers seeking ways to reduce reliance on oil imports, minimize their own carbon footprint and maintain a level of automotive convenience.

In May, Hyundai began leasing a hydrogen fuel-cell option for its sport-utility Tuscon in California. Toyota and Honda plan to introduce mass-produced fuel cell vehicles in 2015, while GM reports that its 2015 bi-fuel Chevrolet Impala, which runs on compressed natural gas (CNG) and gasoline, will be available in the fourth quarter of this year.



Hyundai rolled out a hydrogen fuel-cell Tuscon in California in May.

Hydrogen and CNG offer a fueling experience similar to standard petroleum re-fueling: consumers go to a station and can fill up their cars in 10 minutes or less. California is strategically ramping up its hydrogen-fueling infrastructure at the same time it is introducing new fuel cell vehicles to the market. In July, the California Energy Commission announced almost \$50 million in grants for 28 hydrogen-fueling stations and one mobile refueler.

The new alternative fuel models should help consumers save on their fueling costs. The Tuscon Fuel Cell, which is currently offered with free hydrogen fueling, has an estimated 265-mile range between fills. One kilogram of hydrogen is roughly equivalent to one gallon of gasoline and is costing in the neighborhood of \$5 per kilogram. The bi-fuel Impala, a full-size sedan, offers a greater mileage range — the Impala is expected to offer 500 miles between fueling. Natural gas burns cleaner than petroleum, and relative to current gasoline prices, costs significantly less. Some research suggests an average of 30 percent fuel savings.

## Goodyear Introduces Low-Perm Hose For Dispensers

Goodyear Engineered Products has recently introduced a low-permeation fuel-dispensing hose that prevents significantly more fuel from escaping the hose covering and entering into the environment.

Testing initiated by the California Air Resource Board (CARB) demonstrated that 1.6 gallons of fuel permeate through a hose annually. With over one million dispensing hoses in North America, that equates to over 1.6 million gallons of fuel that could be escaping. In 2011, CARB proposed a low-permeation hose standard. Conventional hoses can allow 100 grams/m<sup>2</sup>/day of fuel to escape per day. Low-permeation hoses can only permit 10 grams/m<sup>2</sup>/day of fuel to escape per day.



Goodyear's [Flexsteel® Futura™](#) low-perm hose features a hard-wall wire braid reinforcement. Synthetic-rubber covers on the hose offer enhanced protection against ozone, cracking and wear. The hose, which can be used with gasoline, diesel, ethanol blends and biodiesel blends (up to E15), not only meets UL330 standards for conventional and vapor recovery, but it meets the permeation requirements of less than 10 grams/m<sup>2</sup>/day.

Ohio is the first state to require low permeation hoses in conjunction with Stage II Decommissioning requirements. CARB approval is pending in California, which will affect all conventional and vapor-assist hoses there. Stay up-to-date with Stage II Decommissioning requirements with our interactive guide at <http://www.sourcena.com/stage2/>.