# 3) Scope of Work

* 1. General scope of services
     1. PTT (CAMBODIA) LTD. will provide POS device and teams to support operations.
     2. PTT (CAMBODIA) LTD. will offer POS Oil system services including hardware, software, POS Oil, linkage protocol with dispenser, call center service for handle POS Oil system service issue, installation services and user training and standby (as requests), and onsite services for solving problems caused by normal use (Additional service).
  2. Scope of POS Oil hardware services

PTT (CAMBODIA) LTD. will process the supply and delivery of hardware to support in accordance with Appendix A.

* + 1. PTT (CAMBODIA) LTD. will provide Service Level Agreement (SLA) as in Appendix A,

Section 1.

* + 1. PTT (CAMBODIA) LTD. will provide POS Oil device as specified in Appendix A, Section 2 on device details.
    2. PTT (CAMBODIA) LTD. will provide maintenance of the POS Oil system according to the preventive maintenance (PM) period 1 time per year.
    3. Preventive Maintenance (PM) details are included.
       1. Cleaning POS Oil machines, and other peripherals
       2. Check agents and eliminate the viruses.
       3. Check all POS Oil system operation systems.
       4. Verify the correctness of possession of the device.
  1. Scope of software & Application support.
     1. PTT (CAMBODIA) LTD. will provide POS Oil software to supports sale of products under the PTT brand only.
     2. PTT (CAMBODIA) LTD. will provide consulting services and application support, remotely, monitor and troubleshoot software problems at the station.
     3. PTT (CAMBODIA) LTD. will manage antivirus systems by always keeping the version up to date, such as virus definition.
  2. Scope of Support service
     1. PTT (CAMBODIA) LTD. will provide call center service for support POS Oil system issues for DEALER Oil station by phone number, telegram group during business hours 8 hours 5 days a week.
     2. PTT (CAMBODIA) LTD. will provide hotline number during non-business hour; weekends, and public holidays to support the POS Oil system.
     3. PTT (CAMBODIA) LTD. will solve the problem or replace the device after being notified by the client and/or corrective maintenance (CM), these must be completed so that the POS Oil system can be immediately resolved and in accordance with the Service Level Agreement (SLA) specified in Appendix A. Section 1.
     4. In case of the POS Oil system device is defected, PTT (CAMBODIA) LTD. will correct it to normal in accordance with the Service Level Agreement (SLA).
     5. After troubleshooting, PTT (CAMBODIA) LTD. will test the system to function normally.
     6. A diagram of a company

        Description automatically generated with medium confidenceSupport Service Procedures
  3. Scope of POS Oil Installation with details as follows.
     1. Scope of survey and installation of the workplace. (Geographical Scopes)
        1. PTT (Cambodia) Ltd. survey the dealer’s station for the installation of POS Oil System. PTT (Cambodia) Ltd. will perform activities such as check physical wiring (electrical wires, ground wires, signal cables, and various connection systems) to be ready and safe to use. In case of support equipment don’t work well dealer must install that equipment for connecting to the POS Oil device prior PTT (Cambodia) Ltd.'s activities.
        2. PTT (CAMBODIA) LTD. will install hardware, POS OIL system and pre-configure all necessary system configurations before delivery.
        3. After the installation is completed, PTT (CAMBODIA) LTD. will test the operation of the POS OIL system together with the station's dispenser system.
        4. PTT (CAMBODIA) LTD. will be responsible for transporting the complete assembly of POS OIL device.
        5. PTT (CAMBODIA) LTD. will transport and install the POS at the specified location and inform to dealer the installation plan at least one week in advance.
        6. PTT (CAMBODIA) LTD. will keep the cables organized or cut the cable for safety in use.
        7. PTT (CAMBODIA) LTD. will provide on-site training dealer about how to use the POS Oil system after POS Oil System completed install.
        8. PTT (CAMBODIA) LTD. will guarantee the work for one year from the date of installation. If damage is found and the cause of the initial installation is incomplete, PTT (CAMBODIA) LTD. will fix it and repair it and bear the costs incurred by itself, except for the reason from the abnormal use of the service station.
     2. Uninstall the POS system.
        1. When the POS machine is due for a 5-year contract, PTT (CAMBODIA) LTD. will send staff to complete the decommissioning, and storage of equipment and systems within 15 days of the contract maturity date, free of charge.
        2. In case wishing to be temporarily demolished or dismantled, close the renovation while not fully used or permanently closed. PTT (CAMBODIA) LTD. can charge additional demolition fees from DEALER (ask management to confirm about this case 3.5.2.2).

# 4) Conduct Service

* 1. In order to deliver the work, it is considered that the service is provided with a delivery document consisting of a list of installed equipment and a test report.
  2. DEALERS can cancel or change the use of the service. In stations that are discontinued or where there is a reason for not being able to provide services, DEALER will provide written notice at least 30 days in advance. In the event of termination of the contract, PTT (CAMBODIA) LTD. reserves the right to consider charging the remaining lease until the end of the contract period and will charge as one installment after receiving the cancelation notice (ask management to confirm about this case 4.2.).
  3. Upon the date of notification of termination of the service, PTT (CAMBODIA) LTD. will send staff to complete the decommissioning of equipment and systems within 20 days of notification of cancellation. PTT (CAMBODIA) LTD. reserves the right to charge an additional demolition fee of 200 USD/time (ask management to confirm about this case 4.3).
  4. Upon the maturity of the 5-year contract, PTT (CAMBODIA) LTD. will send staff to complete the decommissioning of equipment and systems within 20 days of the contract maturity date, free of charge.
  5. In case of closing the service station, PTT (CAMBODIA) LTD. reserves the right to charge a monthly fee for a binding period of service (ask management to confirm about this case 4.5).
  6. If technical details and operating conditions other than this document are changed, consent must be always granted between PTT (CAMBODIA) LTD. and DEALER.
  7. Security requirements: PTT (CAMBODIA) LTD. will comply with the standards of data preservation in accordance with the confidentiality hierarchy. In the event that information is required by logical or physical means, consent must be obtained by the authority that owns the data or the designated person, and there is a confidential agreement or non-disclosure agreement (NDA) between PTT (CAMBODIA) LTD. and DEALER.

# 6) Service Period

Hardware rental period of POS Oil at Station’s DODO oil station is five (5) years commitment contract on the POS OIL System service. The contract begins after the completion of installation date all device and POS system (Received POS hardware check list, installation document and training document).

Relocation of POS Oil devices of an early terminated station, the duration of the contract is the remainder of the five (5) years agreement of the prior operation. In case of returning any devices from an early terminated contract to PTT (Cambodia) Ltd., PTT (Cambodia) Ltd. has all the rights to charge one-time cancellation fees for the remainder of the five (5) years contract. DEALER shall return all devices and products due to early termination. (ask management to confirm about this case 6).

# 7) Deliverables

PTT (CAMBODIA) LTD. will submit monthly report to DEALER for whole service period/commitment contract period. The deliverable documents are as follows:

* 1. PTT (CAMBODIA) LTD. Will issue monthly invoice of rental POS fee at the end of each month to DEALER. DEALER must pay to PTT (CAMBODIA) LTD. within 20 days after issue invoice date.
  2. Corrective Maintenance (CM) or Preventive Maintenance (PM) documents, signed between the authorized officers of the Oil station and the operators of PTT (CAMBODIA) LTD.

# 8) Warranty and Support Period

* 1. Performance Warranty Conditions
     1. PTT (CAMBODIA) LTD. will provide a 5-years warranty after the installation of POS Oil has been completed and the defects in this project have been solved.
        1. After-sales support comprises the following.
        2. PTT (CAMBODIA) LTD. will provide a call center to report problems during business hours 8 hours 5 days a week.
        3. PTT (CAMBODIA) LTD. will provide domestic phone numbers and hotline numbers for out-of-hours, weekends, and public holidays.
        4. PTT (CAMBODIA) LTD. will provide email, group telegram for support.
        5. After receiving notification of the problem from the DEALER, PTT (CAMBODIA) LTD. will inform the progress in solving the problem by group telegram or E-mail.
  2. Out of warranty
     1. Damage due to transportation Accidents, fractures, misuse experiment, demonstration, maintenance, installation, adjustment or modification of the machine or spare parts or negligence by DEALER.
     2. Damage caused by external factors; Natural and environmental disasters such as residues, liquids, humidity, Lightning, earthquakes, floods, misuse of voltage and power failures, and overloading cause damage to the POS Oil.
     3. Damage caused by war, aggression. Malicious actions of foreign enemies or acts of war- like evil. Whether there is a declaration of war or not, or civil war, hardening, rebellion, revolt. strike Chaos, acts of terrorism, revolution. A coup, a declaration of martial law, or any event, which would cause the declaration or upholding of martial law.
     4. Breakdowns and damage caused directly or indirectly due to accidents such as car crashes, explosions, vehicle accidents and other accidents.
     5. Wear and tear Corrosion, rust, scratches from unusual applications such as tampering, smashing or using solids, sharp objects that cause damage to equipment, external components, and animal or insect hazards cause any damage which has been replaced. Repair or check by any employee who is not an employee of the DEALER and/or company assigned by the DEALER.
     6. There is damage to the device under conditions beyond the warranty, PTT (CAMBODIA) LTD. reserves the right to charge for the operation of the device to be restored to normal operation, except for the Service Level Agreement (SLA).
     7. PTT (CAMBODIA) LTD. reserves the right to integrate other peripherals with POS systems and devices as a result of direct or indirectly affected systems or POS devices.

# 10) Risks and Constraints

* 1. The risk of services may occur due to incidents such as natural disasters or disturbances such as building blockade. Government order bomb explosions, big fires, severe earthquakes, power blackouts and COVID-19 viruses, etc., and external equipment attached to POS Oil systems in Oil stations that have not been tested by PTT (CAMBODIA) LTD.
  2. In case the coronavirus (COVID-19) pandemic or similar situation has occurred.
  3. There is a risk that may affect access to network devices installed in common areas, which can delay the resolution time or installation of network devices.
  4. The potential risks of unclear requirements that will directly affect the design and development of the system. Therefore, there may be a risk of designing a system that affects the work. Preventive guidelines, PTT (CAMBODIA) LTD., will provide a confirmation requirement and designed system.

# 11) Assumptions

* 1. The DEALER’s management and personnel will be fully supportive.
  2. Client personnel who are engaged in the project must provide full support to achieve project goals.
  3. Scope of work must be clearly defined and understandable by all related parties.
  4. DEALER will provide appropriate workplace and facilities and will be responsible for all costs that may incur such as workstation, meeting room, LAN connection, Internet Connection, copy machine and parking area.
  5. DEALER will provide appropriate staff to support installation and use of the POS system.
  6. DEALER must provide Internet connection to support POS system.

# Training

* 1. For the use of the POS system, the team will train the user for one time after the installation of the system is complete within a day.
  2. DEALER must join and assign at least two staffs who have knowledge or ability to understand the process of PTT services station and using computer for training POS system.

# Appendix A

## Section 1 Service Level Agreement (SLA)

1. Service Level Agreement (SLA)
   1. Problems caused by the POS Oil kit (refer to the POS Oil details according to Appendix A. Section 2) Upon notification of the problem of using the service, PTT (CAMBODIA) LTD. must send an officer to resolve the issue for the station to use normal service as soon as possible. The standard time it takes to solve the problem has been set since it was notified until it can be used normally as follows:

The duration of repair service from Phnom Penh is as follows:

* Phnom Penh responds to 30-minute problems, available within 24 hours.
* Other Areas 30-minute response to the problem, available within 48 hours
  1. Problems caused by software POS systems (referring to software scope details as per Appendix A. Section 4) or inquiry into software POS system usage or request to verify data in software POS system.

PTT (CAMBODIA) LTD. must resolve the issue of enabling stations to use normal service as soon as possible, provided that the Internet system provided by the customer must be able to operate effectively in remote support. The standard time it takes to solve the problem has been set since it was notified until it can be used normally as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| category  (Type) | How long the officer responds to the problem.  (Response Time) | Phnom Penh | Other Areas |
| Available  (Resolution Time) | Available  (Resolution Time) |
| In case of hardware | | | |
| CAT Hardware | 30 minutes | 24 Hour | 48 Hour |
| In case of software | | | |
| CAT 1\* | 15 minutes | 4 Hour | 4 Hour |
| CAT 2\* | 30 minutes | 6 Hour | 6 Hour |
| CAT 3\* | 30 minutes | 12 Hour | 12 Hour |
| CAT 4\* | 30 minutes | 48 hours (working days) | 48 hours (working days) |
| CAT 4 Report\* | 30 minutes | 96 hours (working days) | 96 hours (working days) |
| CAT 5\* | 4 Hour | 240 hours (working days) | 240 hours (working days) |

* + 1. Severity level 1 (CAT 1) means that a system device cannot work in sales at all, a level where sales cannot be performed at the POS, or the back office cannot contact the POS, or the dispenser cannot be dispensed in case the dispenser is connected to the system. Automation, which is the result of software or system glitches, is so "outaged" that it cannot be sold or cannot be sold through the system (must be sold offline).
    2. Severity Level 2 (CAT 2) means that system equipment can still perform partial sales tasks, which the system can still run because of software glitches. However, the station is so severely limited that it affects the data around the day, such as:
       - Can't afford some fuel, dispenser This is caused by dispensers not being able to connect to automation systems.
    3. Severity Level 3 (CAT 3) refers to a system device that is defective but does not affect sales work. It has some but mild impact on all stations or operations of the head office, such as:
       - Each cycle cannot be closed.
       - Reports cannot be printed.
       - Ticket printers cannot be printed.
       - Cash drawers do not open automatically.
       - The point-of-sale keyboard is not available, but the Mouse is still available or can be used either.
    4. Severity Level 4 (CAT 4) refers to minor issues that are caused by software vulnerabilities that do not affect the sales process, such as:
       - Staff at the station are unsure how to use the system, so training is required on the next occasion.
       - Additional device replacements
       - Problems occurring within vulnerable areas as announced by the government.
       - Report error detection within 96 hours (CAT 4 Report)
    5. Severity level 5 (CAT 5) refers to issues related to data editing in POS, BO systems, such as: Reports cannot be generated.
    6. In case problem cause by equipment that is not related with POS system equipment such as Network Cable, Media converter, Internet Router, internet connection, Wi-Fi access point, Fiber Optic Cable, Dispenser signal cable, Dispensers, Electric Supply Equipment, etc. is not response by PTT POS System.

## Section 2 Device Details

POS Oil Equipment details as follows:

POS in front of the fuel dispenser

1. POS machine for POS Oil System has the following minimum features:

* The CPU and monitor make up the all-in-one uniform attached to the base; the screen can be adjusted to the degree of use. Installed in tousles.
* 15–17-inch Square Touch Screen Display with Capacitive 1024x768 Resolution
* CPU Intel® Core™ i3 or above.
* 8 GB primary memory (RAM)
* Solid State Drive Hard Disk 240 GB Capacity
* Magnetic Card Reader (MSR)
  + Bi-directional reading, both 2-track and 3-track cards
* It can be used well under the environment and climate. Outside the air-conditioned room in the Oil station enclosure.
  + Works well under 40°C and humidity not less than 85%.
  + Good use outdoors, resistant to dust, raindrops according to IP 65
  + For safety reasons. The unit must be designed to cool without a fan.
* Peripheral connectors are available, including all POS kits and bank credit card readers.
* Network interface 10/100/1000 mbps
* Operating System: Windows 10 IOT 64 bit
* CE standard and either UL or FCC standard

1. Slip printer for POS Oil has the following minimum requirements:

* Thermal Printer
* Tabletop installation in Oil station enclosure
* Can be used with 2 sizes of wide paper, 58 mm and 80 mm, with bookmarks.
* There is a paper scrolling control button and an automatic paper cutting system.
* Photos, Barcode and QR Codes can be printed.

1. Cash drawer for POS Oil has the following minimum requirements.

* The case and drawer structure are sturdy and have a cash drawer lock system.
* Connect to the computer and instruct the drawer to open it from Software.
* Can be installed in Oil station enclosures.

1. ELCB for POS Oil has the following minimum requirements:

* Outlet type: Plugged in both round and flat legs with 6 ground outlets.
* Rate current: not less than 10A
* Rate current sensitivity: 30mA
* Power cut response time: up to 30ms
* Circuit breaker: Current rate not less than 10A and not exceeding 16A, with ELCB power cutter system with test button and working situation light.
* Use with 1 phase electrical system 220VAC 50 Hz
* 3-pin male plug

1. Keyboard for POS has the following minimum features:

* The keyboard has letters. England and numbers appear permanently with a USB connection.

1. Mouse for POS has the following minimum features:

* Optical Mouse with USB connection
* There is a scroll wheel button.

Back Office Detail

1. The machine for the Back Office has the following minimum features:

* CPU Intel® Core™ i3 or above
* 8 GB primary memory (RAM)
* 10.3 Solid State Drive Hard Disk 500 GB Capacity
* All Back Office peripherals are available.
* Port: USB 2. 0 or 3. 0 6 ports or higher, External Serial port 4 ports (RS232)
* Network Interface 10/100/1000 Mbps 2 port
* Good operation under 40 °C and humidity not less than 85%.
* Pump Interface and Software PTT Digtal Installation Support
* Certification: CE or FCC or UL
* Operating System: Windows 10 IOT 64 bit

1. Screen for Back Office has the following minimum requirements:

* LED or LCD color monitor with frame and tabletop mounting base
* Resolution not less than 1024x768, 17" widescreen or square
* Response time not exceeding 5 ms
* Contrast Ration not less than 1000:1
* Certification: CE or FCC or UL

1. Laser Printer for Back office has the following minimum requirements:

* Speed: 18 sheets per minute (A4)
* Resolution: 600 \* 600 dpi
* First page: Not over 10 sec
* Memory: 4 MB
* Interface: Interface USB port
* Number of printed pages per cartridge is more than 1,200 pages.
* Paper size: A4, A5
* Certificate: CE or FCC or UL or IEC or EMC

1. UPS for Back Office type Line Interactive UPS with Stabilizer has the following minimum requirements:

* Capacity 1500 VA at 900 Watt
* Backup time for all devices the whole set except laser printer is not less than 20 minutes.
* It has an easy-to-spot indicator light.
* Software manages or monitors UPS that are easy to use and convenient.
* Stabilizer, Surge Protection and Overload Protection systems prevent damage to the equipment.
* Battery Type: Sealed Lead Acid Maintenance Free
* Certificate: TIS 1291-2545 or CE

1. Surge protection for Back Office has the following minimum requirements:

* It can attenuate, prevent damage caused by surge or transient voltage and induction electrical forces caused by lightning.
* AC Line not less than 10 amps
* There is a system that does not supply output voltage with alarm in case of incorrect electrical installation of Line, Neutral, Ground
* There is a transient voltage inlet.
* 3-pin male plug
* Use with 1 phase electrical system 220 Vac 50 Hz

1. Network Switch for Back Office has the following minimum features:

* Network Managed Gigabit Switch 8 Port
* Speed: 10/100/1000 Mbps
* There are mounting holders that can be equipped with 19" standard size rack cabinets.

1. Rack 15 cabinet for installing back-office kit equipment has the following minimum requirements.

* Standard Size Rack Cabinet Width 19" Height 15U
* Size 600 x 600 mm
* 2 trays
* No front and rear covers

1. ELCB for Back-office OIL has the following minimum requirements:

* Outlet type: Plugged in both round and flat legs with ground 8 outlets
* Rate current: not less than 10A
* Rate current sensitivity: 30mA
* Power cut response time: up to 30ms
* Breaker: Lever type with test button and working indicator
* 3-pin male plug
* Use with 1 phase 220VAC 50Hz electrical system
* Rack mount type 19" height up to 1 U and inlet wire type is standard (UL) SJT 300 V size 16 AWG x 3C length not less than 1 m.

1. Keyboard for Back Office has the following minimum features:

* The keyboard has English letters and numbers permanently displayed by USB connection.

1. Mouse for Back Office has the following minimum features:

* Optical Mouse dpi with USB connection
* There is a scroll wheel button.

1. Pump Interface Kit

* PTT (Cambodia) Ltd. Forecourt Controller
* Pump Interface with interchangeable boxes or equipment for connecting to dispenser.

## Section 4 Software Scope Details

Service providers must comply with the scope of service in the following areas:

**Details in Section 1: Software** **Scope**

Software Applications technical requirements and service provider POS system requirements for DODO-style Oil stations are as follows:

**Standard** Application

1. Front forecourt (POS) support
   1. Sale of oil
   2. Selling other products
   3. Front forecourt Sale
   4. Receipt of goods
   5. Pricing
   6. Receipt and inventory management.
2. The Back Office System (BO) includes:
   1. Inventory Management System
   2. Authorization and Administration
   3. Sales Reports
   4. Executive Report / Analysis Report
3. Promotion system at service station

\* DODO stations are stations owned and managed by dealers.

**Standard Applications Table of POS Oil Systems for COCO Oil Stations**

| **Article** | **Function** | **Function details** | **Note** |
| --- | --- | --- | --- |
| 1 | **Front forecourt Sales System (POS)** |  |  |
| 1.1 | **Sale of light oil** |  |  |
|  | Sell light oil price/quantity from POS |  |  |
|  | Displays the image or name of the product of each dispenser. |  |  |
|  | Displays a status of the working status of each dispenser. | Show and control the sale of all dispensing heads simultaneously in every cabinet, with the system showing the status of the dispenser every time, such as having a dispensing hand raised, having a squeeze of oil, squeezing the oil, and then waiting for payment. Know if there's a squeeze on the oil or if there are any items that haven't been paid. |  |
|  | Supports the sale of more than 1 product type (light oil and lubricant) per receipt. |  |  |
|  | Calculate VAT |  |  |
|  | Supports offline sales (Point of sale (POS) can't connect to dispenser) | In case of point of sale (POS) has any problem, dispenser is cut after fixing. The system can know the sales generated during the sale of the dispenser as STAND ALONE. |  |
|  | Browse Sales Information / Sales History | You can go back to the sales list and receipts in past 7 days. |  |
| **1.2** | **Patio Sales System** |  |  |
|  | Log in is available to access | Each salesperson's login must verify that the identity password is correct. Matches in the system. |  |
|  | Assign system licenses by user group | * Define the responsibilities of each group of employees, determined by the authority in the service station. * Correction change any related system requires only the authority in that service station. |  |
|  | Sell light oil, lubricant and other product |  |  |
|  | Approve an each cabinet dispenser at a time or all. | Control the operation of the dispenser by being able to force the opening of the sale at the pay page. |  |
|  | Pay page approval stops working on each pay page or all | Control the operation of the dispenser by being able to force the closing of the deal (in case of closing at the dispenser, the fuel supply cannot be performed). |  |
|  | Check the connection status of a printer device |  |  |
|  | Checking the status of connections to other devices such as EDC |  |  |
|  | Print receipts | * Print a list of the amount of fuel and bill after the customers have refilled so that can keep it as evidence. * On the sales screen can print receipts immediately for the customers. |  |
|  | Close a shift | Possible to check sales in the amount of USD and litters in that shift. |  |
|  | Print closing shift / closing days |  |  |
|  | Closing days |  |  |
|  | Oil Test | There must be a report to separate the fuel test channels and correct sales calculations. |  |
|  | Support for more than 1 POS |  |  |
|  | Dispenser [Tank] (Graphic) – Real Time Light Oil Stock |  |  |
|  | Sale hold |  |  |
|  | Shelving money |  |  |
|  | Removing money from a safe drop | * Money is controlled from the cashier drawer with reports of the number of times and amounts in and out of each shift, day. * The money is put into the safe with reports of the number of times and the amount of each shift, day. |  |
|  | Warn when cash in the drawer exceeds the set amount. | A safe drop is warned when the cash in the drawer is exceeded, prompting employees to put the cash in a safe for safety reasons. |  |
|  | On/Off print receipts |  |  |
|  | Reprint receipts |  |  |
|  | Read the dispenser meter | * On the sales screen, there is a meter reading button. The electronic meter figures of all dispensers at that time can be seen instantly and printed on a printer. |  |
|  | Tank Reading Report | * The case is connected to the level meter in the underground oil tank. The sales screen has a tank reading button to help you get instant information about the amount of oil, the amount of water in the tank at that moment, and display it in the * Displays the oil level in a graph. |  |
|  | Money delivery information (money check report in drawer) |  |  |
|  | Instrument Data Report by Shift (Safe Drop Report) |  |  |
| **1.3** | **Receipt of goods** |  |  |
|  | Cash payment |  |  |
|  | Pay by credit card |  |  |
|  | Pay with coupons instead of cash |  |  |
|  | EDC link POS | The EDC Link POS system allows users to link information with EDC devices to make a credit card payment transaction. |  |
|  | Assortment payment e.g., cash 5 USD, Bank card 10 USD |  |  |
|  | Changing payment types, such as from credit cards to cash |  |  |
| **1.4** | **Pricing** |  |  |
|  | **Light oil** |  |  |
|  | Supports price setting (light oil) | More than one sale price of the same product can be determined by using the announcement price or the discounted station page price sold to the customer. |  |
|  | Supports pricing products to change immediately and to change in advance. | Change the price of the oil at the sales screen, and the system will change the sale price that the kiosk pays for immediately. |  |
|  | Changing the price of light oil products by time |  |  |
|  | Check item prices |  |  |
|  | **Other products such as lubricants** |  |  |
|  | Supports product pricing |  |  |
| **1.5** | **Receipt and inventory management** |  |  |
|  | Item Information | Displays item detail information. |  |
|  | **Manage information on products sold in stations - light oil** |  |  |
|  | Record receipt of light oil (WET STOCK) by product type  (Documents received from order) | Record item cost price |  |
|  | Check the inventory (Fuel) |  |  |
|  | Browse to the light oil stock. |  |  |
|  | Oil Summary Report |  |  |
|  | Report on light oil movements |  |  |
| 1.6 | **Connecting to another system** |  |  |
|  | PTT (Cambodia) Ltd. Forecourt Controller |  |  |
| **2** | **Back Office System** (**BO)** |  |  |
| 2.1 | **Inventory Management System** |  |  |
|  | Adjust Tank - Top Dip Tank |  |  |
|  | Tank (graphics) | Browse Stock Light oil |  |
|  | Utilities (Back up etc.) | The system backs up the database every day after 12:45AM |  |
|  | Browse on-off shift/day information | On-off shift/day information can be retrieved on the monitor. |  |
|  | Browse Sales Information / Sales History | Detailed product sales information can be checked on the display monitor. |  |
|  | Station Information |  |  |
| 2.2 | **Authorization and Administration** |  |  |
|  | Assign user data rights |  |  |
|  | Assign user group information rights |  |  |
|  | Set access to the system |  |  |
|  | Assign access to the POS system |  |  |
|  | Assign back-office access rights |  |  |
|  | Set up POS machines |  |  |
|  | Set up dispenser |  |  |
|  | General Settings |  |  |
| 2.3 | Sales Reports |  |  |
|  | Changing payment type Report |  |  |
|  | Instrument Reports |  |  |
|  | Credit card acceptance report |  |  |
|  | Daily Sales Report |  |  |
|  | Product price change history report |  |  |
|  | Safe Drop Report |  |  |

**Standard Applications Table of POS Oil Systems for DODO Oil Stations**

| **article** | **Function** | **Function details** | **note** |
| --- | --- | --- | --- |
|  | **Front forecourt Sales System (POS)** |  |  |
|  | **Sale of light oil** |  |  |
|  | Sell light oil price/quantity from POS |  |  |
|  | Displays the image or name of the product of each dispenser. |  |  |
|  | Displays a status of the working status of each dispenser. | Show and control the sale of all dispensing heads simultaneously in every cabinet, with the system showing the status of the dispenser every time, such as having a dispensing hand raised, having a squeeze of oil, squeezing the oil, and then waiting for payment. Know if there's a squeeze on the oil or if there are any items that haven't been paid. |  |
|  | Supports the sale of more than 1 product type (light oil and lubricant) per receipt. |  |  |
|  | Sell more than 1 light oil product per receipt |  |  |
|  | Supports offline sales (Point of sale (POS) can't connect to dispenser) | In case of point of sale (POS) has any problem, dispenser is cut after fixing. The system can know the sales generated during the sale of the dispenser as STAND ALONE. |  |
|  | Browse Sales Information / Sales History | You can go back to the sales list and receipts. |  |
|  | **Selling other products** |  |  |
|  | Sale of lubricants and other products | DRY STOCK products such as lubricants, filters, etc. must be able to enter the product code directly from the POS machine. |  |
|  | Sell more than 1 item per receipt |  |  |
|  | Returns are supported. |  | It depends on the station management policy. |
|  | Sales can be canceled before payment. |  | light oil can't be Cancelled. |
|  | **Patio Sales System** |  |  |
|  | Log in is available to access | Each salesperson's login must verify that the identity password is correct. Matches in the system? |  |
|  | Assign system licenses by user group | * Define the responsibilities of each group of employees, determined by the authority in the service station. * correction change any related system requires only the authority in that service station. |  |
|  | Approve each cabinet dispenser at a time or all. | Control the operation of the dispenser by being able to force the opening of the sale at the pay page. |  |
|  | Pay page approval stops working on each pay page or all | Control the operation of the dispenser by being able to force the closing of the deal (in case of closing at the dispenser, the fuel supply cannot be performed). |  |
|  | Check the connection status of a printer device | This checks the status of the connection to the printer device to whether it is available when the shift is opened.   1. Thermal Printer 2. Laser Printer |  |
|  | Checking the status of connections to other devices such as EDC | It checks the status of the connection between the POS system and the EDC through the sales list. |  |
|  | Print receipts |  |  |
|  | Close a shift | It is the process of summarizing the sales list of the shift in preparation for the next shift. |  |
|  | Closing days | It is the process of summarizing the sales list of the day according to business date. |  |
|  | Print closing shift / closing days | 1. The closing slip is a summary display of sales by sales type and payment type, and the shortfall of money in the system and the money in the drawer of the shift. 2. The closing slip is a summary of the sales on the day, according to Business Date. |  |
|  | Oil Test | It is a function used for performing light oil squeezing tests to check if the dispenser is still functioning properly or if the dispenser is repaired. The amount of oil is not for sale as it will be poured back into the tank. |  |
|  | Internal use | It is a function used to support the use of light Oil inside the service station, which is counted as sales as the meter number of the dispenser is actually moving. |  |
|  | ATG ALARM e.g. water entering the underground oil tank | Displayed as Pop Up and locked out of selling light oil. | The use of function requires ATG equipment in Oil stations. |
|  | ATG ALARM, such as low product count | Displayed as Pop Up, the system will notify you, but still allow the sale of light oil to continue. | Using function requires ATG equipment in Oil stations. |
|  | Supports more than 1 POS | The system can connect to more than 1 POS at the same time. |  |
|  | Dispenser [Tank] (Graphic) | It shows the balance of oil in each pay tank at that point in time. |  |
|  | Sale hold | It is a function used for suspension of sales to clear other sales items first. |  |
|  | Auto Clear | It is a function used for cases that are urgent. There are a large number of cars filling up, and the system will automatically clear the item as a refueler, in cash. |  |
|  | Shelving money | It is a function used to bring cash from sales, shelving or initial change before selling on a particular shift. |  |
|  | Removing money from a safe drop | * Money is controlled from the cashier drawer with reports of the number of times and amounts in and out of each shift, day. * The money is put into the safe with reports of the number of times and the amount of each shift, day. |  |
|  | Warn when cash in the drawer exceeds the set amount. | A safe drop is warned when the cash in the drawer is exceeded, prompting employees to put the cash in a safe for safety reasons. |  |
|  | Check cash in the drawer with money in the system (Cash Audit / Cash Float) | It is a function used to check the cash that is in the system and in the drawer that make sure is match. |  |
|  | Open drawers without selling | It is a function used to check whether the drawer is still functioning normally. |  |
|  | On/Off print receipts | It is a function used to control the printing of receipts when the customer has completed the payment by:   * Open the receipt printing. Every time when making a payment * Turn off receipt printing the receipt will not be printed. When a customer makes a payment (if this function is used, the customer needs a receipt. The receipt can be selected and printed through the receipt menu.) |  |
|  | Reprint receipts | It is a function of reprinting receipts with the latest receipts. |  |
|  | Read the dispenser meter | * On the sales screen, there is a meter reading button. The electronic meter figures of all dispensers at that time can be seen instantly and printed on a printer. |  |
|  | Tank Reading Report | * The case is connected to the level meter in the underground oil tank. The sales screen has a tank reading button to help you get instant information about the amount of oil, the amount of water in the tank at that moment, and display it in the * Displays the oil level in a graph. |  |
|  | Money delivery information (money check report in drawer) |  |  |
|  | Instrument Data Report by Shift (Safe Drop Report) |  |  |
|  | **Receipt of goods** |  |  |
|  | Cash payment |  |  |
|  | Pay by credit card |  |  |
|  | Pay by Fleet Card | - Prevent overpayment accruals with manager approval  - Payment is not allowed with fleet card. |  |
|  | Pay with Manual Card | Support manual card payment with manager's approval prior to transaction. |  |
|  | Pay with coupons instead of cash |  |  |
|  | Assortment payment e.g., cash 5 USD, Bank card 10 USD |  |  |
|  | Changing payment types, such as from credit cards to cash | Supports changing payment type with manager's approval prior to transaction. |  |
|  | Supports internal use | Is to squeeze light oil for use in Oil stations. |  |
|  | **Pricing** |  |  |
|  | **Light oil** |  |  |
|  | Supports price setting (light oil) | More than one sale price of the same product can be determined by using the announcement price or the discounted station page price sold to the customer. |  |
|  | Supports pricing products to change immediately and to change in advance. | Change the price of the oil at the sales screen, and the system will change the sale price that the kiosk pays for immediately. |  |
|  | Changing the price of light oil products After the day closes |  |  |
|  | Changing the price of light oil products After the shift closes |  |  |
|  | Changing the price of light oil products by time |  |  |
|  | Changing the price of light oil products Instant |  |  |
|  | Check item prices |  |  |
|  | **Other products such as lubricants** |  |  |
|  | Supports product pricing |  |  |
|  | **Back Office System** (**BO)** |  |  |
|  | **Inventory Management System** |  |  |
|  | **Receipt and inventory management** |  |  |
|  | **Item Information** | Displays item detail information. |  |
|  | **Manage information on products sold in stations - light oil** |  |  |
|  | Record receipt of light oil (WET STOCK) by product type  (Documents received from order) | Record item cost price |  |
|  | Adjust Tank - Top Dip Tank |  |  |
|  | Tank (graphics) | Browse Stock Light oil |  |
|  | Oil Summary Report |  |  |
|  | Report on light oil movements |  |  |
|  | **Manage information on products sold in** **stations- lubricants and other goods.** | **Stations can add products and make sales on their own.** |  |
|  | Record lubricated receipts (DRY STOCK) by product type (documents received from orders) | Record item cost price |  |
|  | Count inventories (Lube) |  |  |
|  | Item information (sales unit, item group) |  |  |
|  | Product category recommended |  |  |
|  | There are best sellers. | Best-selling lubricants are automatically calculated. |  |
|  | Stock card |  |  |
|  | Stock Card Report |  |  |
|  | Daily Stock Report (Daily Stock Count) |  |  |
|  | Authorization |  |  |
|  | Station Information |  |  |
|  | Assign user data rights |  |  |
|  | Assign user group information rights |  |  |
|  | Set access to the system |  |  |
|  | Assign access to the POS system |  |  |
|  | Assign back-office access rights |  |  |
|  | Set up POS machines |  |  |
|  | Set up dispencer |  |  |
|  | Set the closing time of the day. |  |  |
|  | General Settings |  |  |
|  | Special Discounts |  |  |
|  | Set up depots |  |  |
|  | Set up import-out categories |  |  |
|  | Promotion Management |  |  |
|  | Sales Reports |  |  |
|  | Browse on-off shift/day information | On-off shift/day information can be retrieved on the monitor. |  |
|  | Browse Sales Information / Sales History | Detailed product sales information can be checked on the display monitor. |  |
|  | Browse sales information (pay by credit card) |  |  |
|  | Instrument Reports |  |  |
|  | Daily Sales Report |  |  |
|  | Closing day report by dispenser |  |  |
|  | Reports of irregular credit card sales |  |  |
|  | Credit card acceptance report |  |  |
|  | Closing Day Summary Report |  |  |
|  | Cash report |  |  |
|  | Reports of problematic oil sales |  |  |
|  | Sales reports |  |  |
|  | Summary of inventories and daily sales |  |  |
|  | Sales by product report |  |  |
|  | Safe Drop Report |  |  |
|  | Sales history (including discounts) |  |  |
|  | Other product sales reports |  |  |
|  | Money in and out report |  |  |
|  | Product price change history report |  |  |
|  | Oil Test Report |  |  |
|  | Light oil Sales Report |  |  |
|  | Lubricant Sales Summary Report |  |  |
|  | Promotion Summary Report |  |  |
|  | Inter-station product transfer report |  |  |
|  | All in one payment and sharing payment reports |  |  |
|  | Executive Report / Analysis Report |  |  |
|  | Daily Car Count Report | Shows the number of cars that have been filled in each interval. |  |
|  | Changing payment type Report |  |  |
|  | Consolidation Report, the split. |  |  |
|  | Manual Fleet Card/Credit Card Payment Report |  |  |
|  | The same card payment is greater than 1. Times within day Report |  |  |
|  | Informal sale Report |  |  |
|  | Card void Report |  |  |
|  | The abnormal sale Report |  |  |
|  | Gross Light oil Profit Report |  |  |
|  | Irregular item notification system | Notify managers when login to the Back office:  - Payment type change  - All in one payment and sharing payment  - Overdue accruals  - Manual Fleet Card/Credit Card Payment  - Payment with the same card more than 1 time within the day  - Informal sales  - Voiding cards |  |
|  | Promotion at a service station |  |  |
|  | percentage discount,  Discounts by Currency,  Unit Price Discount |  | Exclude connections to other systems |
|  | End of bill discount |  | Exclude connections to other systems |
|  | Discount by the quantity of the item. |  | Exclude connections to other systems |
|  | Discount based on the value of the product (in pieces) or the price of the product (only Pirce Discount and Coupon/Voucher) Discount. | Offer discounts only on other products. | Exclude connections to other systems |
|  | Coupon /Voucher Discounts |  |  |
|  | Redemption based on the quantity of purchased goods | Offer discounts only on other products. |  |
|  | Redemption of goods based on the value of the purchased goods |  |  |
|  | Redemption by type of purchase |  |  |
|  | Promotion Bill Coupon Summary Report |  |  |
|  | Price Discount Promotion Summary Report |  |  |
|  | Coupon/Vocher Discount Promotion Summary Report |  |  |
|  | Promotional Discount Summary Report |  |  |

Section 5 Examples of survey and installation documents (Checklist)

1. Station Information

□ New station □ Renovate Station

Survey Date Time

system will be installed Date Time

Station name , station ID

Address

County/District Province Zip Code

Coordinates Latitude Station, Longitude

Type of Station □ COCO □CODO □ DODO Others

**Note: Attach a certificate of VAT registration (photo or copy from the station)**

□ have □ without

Can I contact the staff on the day of installation? □ Yes □ No □ Others

Station administrator named Contact Number

Station manager's named Contact Number

How many shifts are there in a working day?

Shift supervisor 1 contact number time

Shift supervisor 2 contact number time

Shift supervisor 3 contact number time

Shift supervisor 4 contact number time

**Locker Key Holder name**  **contact number**

Investigator

Name Contact Number

Name Contact Number

Name Contact Number

Business Date / Time

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Working Days | Opening Time | Closing Time | Open for Business | Other Dates |
| Monday - Friday |  |  | □ 24 Hour |  |
| Saturday - Sunday |  |  | □ 24 Hour |  |

Remark

Sales category of the station.

□Cash □ credit cards □ advance receipts, □Fleet cards

□ Fill & Go □ Coupons

Types of clear oil sold in stations

□ Diesel □ Premium Diesel □ Gasohol 91 □ Gasohol 95 □ E20 □ Petrol 95 □E85

**2. Contact list**

|  |  |  |
| --- | --- | --- |
| First-Last Name | Department | Contact Number |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**3. Station General Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Is there an ATG system? | □ have | □ without | □ There is an installation plan. |
| In case of the installation plan | Installation Date | | |
| brand | | generation | |
| Does the station have any other goods besides light oil? | □ have | □ Need to sell in the system | |
| □ without | □ No need to sell in the system | |
| The moment the POS position is exposed to sunlight. |  | | |

Remark

**4. POS** **installation point**

|  |  |  |  |
| --- | --- | --- | --- |
| POS Location point | □ Same point. | □ New Point | □ No installation point |
| Power Cable | □ have | □ Able to use | Floor length more than 30 cm |
| □ without | □ Not applicable |
| LAN System | □ CAT6 OUTDOOR Number of line(s) | | |
| □ Fiber Optic Number of line(s) | | |
|  |  | | |

note

**5. Measure the voltage! POS**

Electrical Standards

L+N = 205 Volte – 248 Volte

L+G = 205 Volte – 248 Volte

G+N = 0.0 Volte – 0.5 Volte

Line (Ground) □have □ without.

Measure voltage L vs N Volte

Measure voltage L vs G Volte

Measure voltage G vs N Volte

(Electric designed by the station to L color N color G color

Remark

**6. Dispenser information**

|  |  |  |  |
| --- | --- | --- | --- |
| Dispenser Brand | Dispenser Model | Number of dispensers | Digit format of dispenser |
|  |  |  | Value.  Quantity  Price per liter |
|  |  |  | Value.  Quantity  Price per liter |
|  |  |  | Value.  Quantity  Price per liter |
| Link line under the dispenser | □ have | □ deteriorate | Length |
| □ without | □ Not damaged |
| Dispenser Company |  | | |

Remark

**7. Back Office** **installation point**

|  |  |  |
| --- | --- | --- |
| Back Office installation point | □ Original installation point | □ New installation point |
| Power outlets | □ have | Number of channels |
| □ without |
| Dispenser Link Line | □ have | □ deteriorate |
| □ without | □ Not damaged |

Remark

**8Measure the voltage! Back Office**

Electrical Standards

L+N = 205 Volte – 248 Volte

L+G = 205 Volte – 248 Volte

G+N = 0.0 Volte – 0.5 Volte

Line (Ground) □have □ without.

Measure voltage L vs N Volte

Measure voltage L vs G Volte

Measure voltage G vs N Volte

(Electric designed by the station to L color N color G color

Remark

**9. Inform the station to prepare the paper before the opening date.**

|  |  |  |  |
| --- | --- | --- | --- |
| kind | □ Thermal | □ A5 | □ EDC |

Remark

**10. Survey Conclusions**

|  |  |  |  |
| --- | --- | --- | --- |
| Office BO Installation Location | □ ready | □ Not ready | □ Installation date ready |
| POS Enclosure | □ ready | □ Not ready | □ Installation date ready |
| Dispenser | □ ready | □ Not ready | □ Installation date ready |

Remark

Operator

................................................

(................................................)

Date .........

Auditor (PTT (Cambodia) Ltd.)

................................................

(................................................)

Date .........

Station Manager/Agent

(with station seal)

................................................

(................................................)

Date .........

**Oil station exploration images**

|  |  |
| --- | --- |
|  |  |
| **entrance** | **exit** |
|  |  |
| **Pictured in front of the courtyard, you can see all the dispensers.** | **Oil Pipe Down (Tell Oil Products)** |
|  |  |
| **Internal Office** Conditions |  |

**Gas station exploration images**

|  |  |
| --- | --- |
|  |  |
| **POS** mounting point **inside enclosure** | **Power** line end **at POS** |
|  |  |
| **Lan** system **under POS** | **Dispenser** |
|  |  |
| **Dispenser Model** | **Link line under the dispenser** |

**Gas station exploration images**

|  |  |
| --- | --- |
|  |  |
| **Back Office** installation point | **Back Office (Outlet)** |
|  |  |
| **Dispenser link line at Back Office** |  |