



FUEL DELIVERY

SOFTWARE BUYER'S GUIDE

Purchasing new software is all about finding the best fit for your needs and your business. If you're thinking about buying a new software system, our guide will prepare you for the process.

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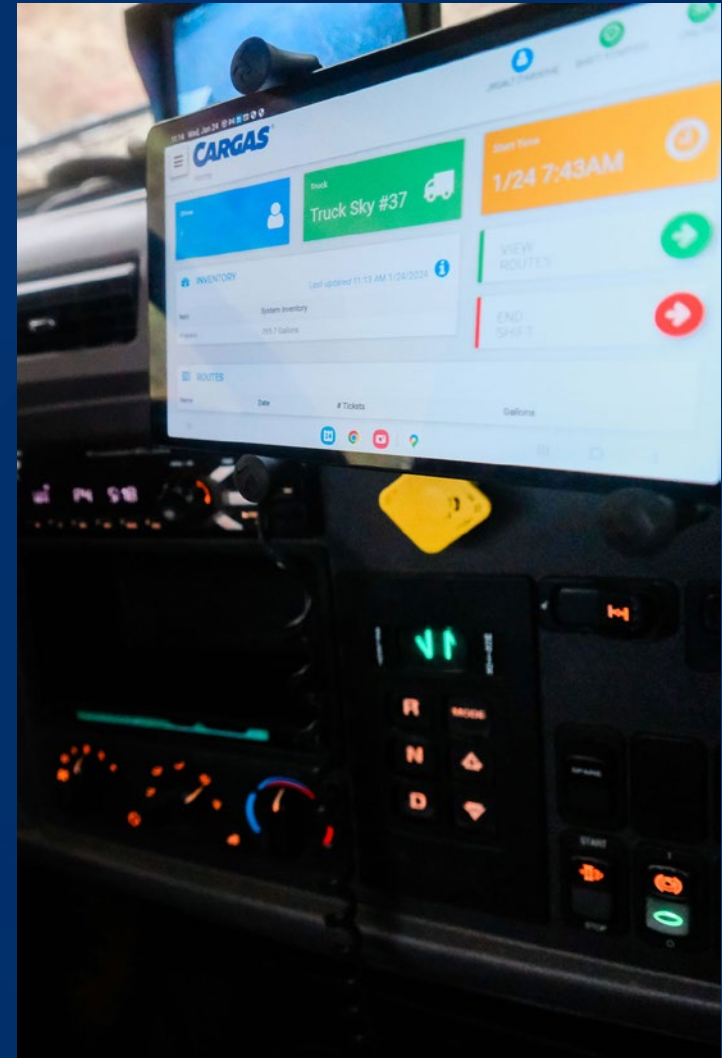
YOUR GUIDE TO THIS GUIDE

LET'S GET STARTED

So, you're looking for fuel delivery software. It's easier said than done—with countless solutions on the market, each with their own jargon and lofty claims, determining the best fit for your business can be tricky.

Our Software Buyer's Guide will help you understand what elevates software like Cargas Energy above other fuel delivery and HVAC service applications. This guide breaks down everything you need to know, including:

- **The benefits of modern, web-based cloud software like Cargas Energy**
- **The features you'll get across our applications**
- **What to expect when you purchase Cargas Energy, including the implementation timeline, customer care, and pricing**



UNDERSTANDING CLOUD HOSTING

WHAT DOES THE CLOUD REALLY MEAN?

At its core, cloud-hosted software lives on a remote server. However, defining true cloud software is a bit more nuanced. The main difference between cloud and true-cloud software is the platform on which that software was initially built.

Solutions initially built for on-premises deployment were installed on specific devices and were only accessible to users on those devices. Many developers have transitioned these to “cloud-hosted” deployment—a designation that is only technically true. In reality, these are still application-based, but instead of being downloaded on computers in your office, they’re downloaded onto a server and accessed remotely. Whenever the developer rolls out updates, or when your company needs to integrate the solution with another tool, the process can be clunky and often requires time-consuming re-installations.

True cloud software is web-based, which means you access it using a web browser. As long as you have login credentials, it doesn’t matter what device you use—you’ll be able to access the information you need. Being web-based makes the software easier to update, and it means integrations with other modern solutions are easy to set up and painless to maintain.

While it’s possible to build web-based applications for existing application-based software, this is a band-aid solution—it doesn’t change the fact that the base solution is built on an outdated platform.

COMMON QUESTIONS

What if the server goes down? Most cloud service providers have a 99% uptime or better. They use multiple servers and power sources, so if one part of the hardware or power goes down, there’s a backup to take its place. Many cloud service providers offer additional protection like continuous backups, so if there is an interruption, your data is safe.

How secure is my data? Cloud service providers build their reputations on reliability and security. They invest more in security than most businesses would be able to afford on their own. Most providers offer encryption, authentication, and authorization to protect your data.

How are software upgrades handled? When software is hosted in the cloud, the provider can run maintenance, fixes, or upgrades from anywhere in the world—there’s no need to access a server at your office. You schedule the upgrade for a convenient time and the provider handles the rest.

UNDERSTANDING CLOUD HOSTING

CLOUD BENEFITS

Anytime access. As long as you have an internet connection, you can access cloud software anytime, anywhere, on any device.

Instant communication. Because of its internet accessibility, software in the cloud communicates with mobile devices in the field instantly. You can get immediate status updates from drivers and techs, like ticket or work order completion, and they can receive instant updates from your back office, like route or price changes.

Better reliability and bandwidth. With a redundant server infrastructure and multiple power sources, cloud service providers can often offer better uptime than an on-premise server. And high-volume activity is easily spread out across the cloud, so you aren't limited to one server's bandwidth.

Better security and failsafes. With measures like encryption, authentication, and authorization, cloud service providers can often provide better security for your data than you can. And you get additional failsafes like continuous backups and disaster recovery plans.

Reduced costs. With software in the cloud, you save yourself the overhead of purchasing, maintaining, and upgrading an office server.

CARGAS ENERGY AND THE CLOUD

Cargas Energy is web-based software that is hosted in the cloud to give you all the benefits listed here. We work with reliable cloud hosting providers to ensure your data is secure and is always accessible from anywhere you need.



"The Cargas Energy software really stood out from the others. It was more user friendly, easier to navigate, and had mobile features that others did not."

– Shane Fortner, Operations Manager, Fortner Gas

UNDERSTANDING INTEGRATION

HOW TO BRING YOUR SYSTEMS TOGETHER

Integration means linking two different software programs so they can talk to one another and share information. Why is this important? Because while you will use fuel delivery software to manage tank fills, HVAC service, and other operations, you'll need other solutions to help you run your business. Integrations help the systems talk to each other so they can sync data, which increases efficiency and reduces data entry.

INTEGRATION BENEFITS

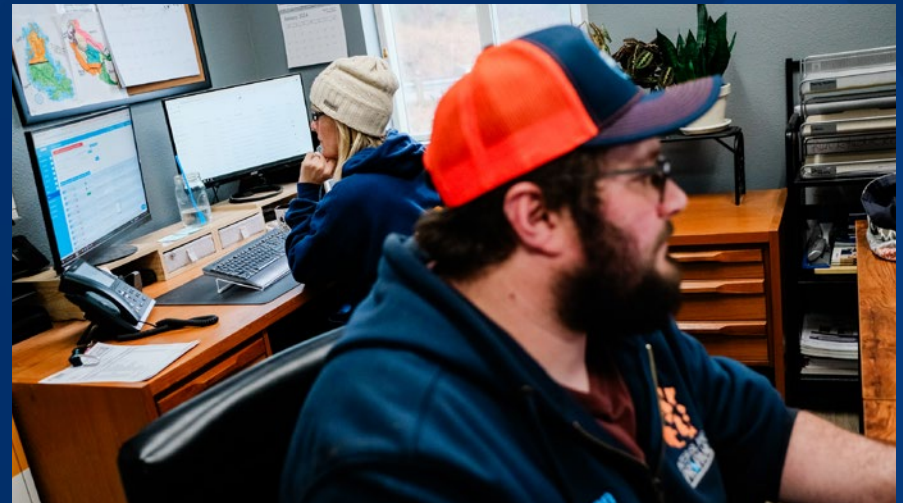
Options. It's challenging to find one software program that has all the features you need. With integration, you can pick multiple programs and link them together to build your ideal solution.

No data silos. Without integration, your data lives in separate programs—even if it's the same information, like a customer's address. When your programs share information through integration, it's like having one system to store and manage data.

Efficiency. With integration, you can pull information from one program into another automatically, eliminating manual or duplicate data entry, errors, and conflicting data.

Collaboration. With integrated software, your team shares the same information, which keeps everyone on the same page.

Partner network. Many software providers have a network of other solutions with a pre-built integration to their software. This means you get the provider's software along with a range of other programs that it already works with.



UNDERSTANDING INTEGRATION

NOT ALL SOFTWARE IS INTEGRATION FRIENDLY

Modern software uses APIs for integration. API stands for Application Programming Interface, but really it's a connector piece used to link two software programs. Linking two programs with APIs is much easier and faster than writing the rules of communication from scratch. APIs form stable, long-lasting connections between software programs.

INTEGRATION AND CARGAS ENERGY

Cargas Energy has its own set of APIs, making it easy to integrate with other programs. It currently has pre-built integrations with HubSpot CRM, Salesforce CRM, Microsoft Dynamics 365 CRM, and Sage Intacct Cloud Accounting. Its partner network includes industry-leading solutions for routing, meters, collections, credit card processing, customer portals, business intelligence, tax compliance, price updates, tank monitoring, cardlock billing, and parts management.



UNDERSTANDING MOBILE TECHNOLOGY

WHAT MODERN MOBILE MEANS FOR YOUR BUSINESS

Many back-office solutions offer mobile applications that can be used by your drivers and technicians in the field. The apps are installed on mobile devices like smartphones and tablets. When these devices are connected to the internet using Wi-Fi or a cellular data network, the mobile apps can communicate with your back-office software wirelessly. Most mobile apps also work offline and sync with your back office as soon as a connection becomes available.

ANDROID BENEFITS

An operating system is software that runs a computer, tablet, or smartphone and all the programs on it. Android is the most widely used mobile OS, and here's why.

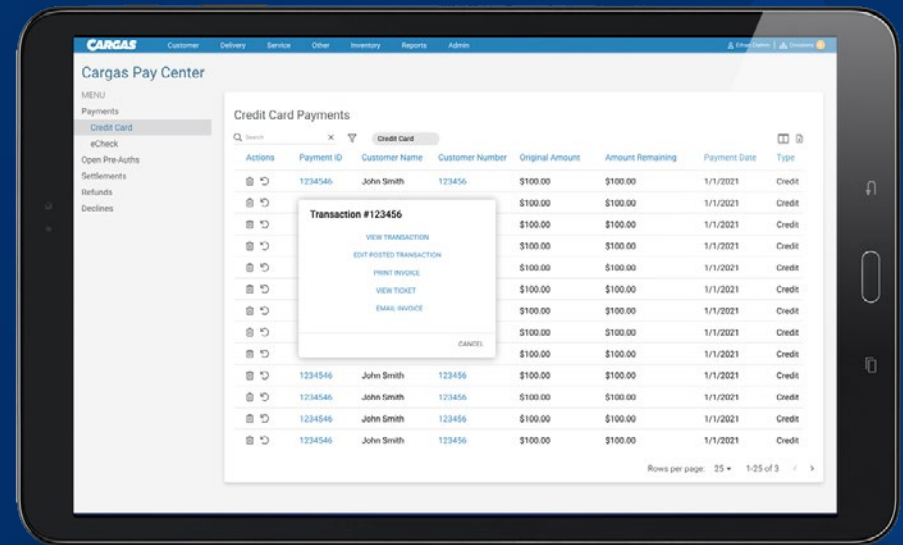
Mobile first. Because Android OS started its life as mobile software with mobile users in mind, it offers a much better mobile experience.

Better connectivity. Because Android was designed for mobile use, it provides more reliable mobile connectivity than other operating systems.

The apps. Android leads the mobile OS market, so nearly every app created is compatible with it.

Easier to use. Because it was designed for mobile, Android OS is straightforward and intuitive for people to use. And the endless Android apps offer loads of options to complete tasks outside of a web browser, a much easier and quicker way to get things done.

Less expensive. Android devices are some of the most affordable tools on the market, ideal for fuel dealers on any budget.





UNDERSTANDING MOBILE TECHNOLOGY

MOBILE TECHNOLOGY & CARGAS ENERGY

Android is the best operating system for optimizing fuel delivery software and related tools. However, some fuel delivery solutions were built before the age of Wi-Fi and cellular data networks, so their mobile component might not work like those of other modern solutions. For example, the mobile devices may have to be plugged in to the back-office system to sync instead of communicating wirelessly.

Cargas Energy was built with mobile technology integration from the beginning—one of the perks of being a modern software. From the first-ever release, Cargas Energy boasted an integrated, real-time mobile solution that was part of the fuel delivery platform rather than a separate application. Cargas Energy's mobile applications are built on the Android operating system to provide the best combination of user experience, functionality, and performance. Our applications use Wi-Fi and cellular data networks to communicate in real time with our back-office software, giving you the flexibility to act or make strategic changes quickly.

WHAT SETS CARGAS ENERGY APART

On the surface, the top fuel delivery solutions on the market look the same. But when you peek under the hood, you'll find that Cargas Energy's unique web-based cloud structure and innovative specialties help it stand out.

Usability. Our software was designed with usability in mind. It looks and acts like the modern applications you use everyday, so it's easy for your team to learn and use.

Anytime access. Cargas Energy is web-based, so you can access it anytime, anywhere, from any device with a web browser.

Real-time information flow. Communication between our back-office software and mobile applications is instantaneous. Your drivers and technicians will receive new routes, route updates, and price changes immediately on their mobile devices, and their progress will instantly be recorded in the back office.

All in one. Everything from routing and dispatching to customer account management and statement printing is handled directly in Cargas Energy. Our mobile solutions and back-office software were designed and built together, so they work together as one system.

Built for acquisition. Cargas Energy offers the flexibility you need to manage your growing business. When you acquire, you don't have to maintain a separate database for your new acquisition—you can consolidate everything in one system. Or, take advantage of our divisional security to segment user access by division or location and use different logos based on brand or division.



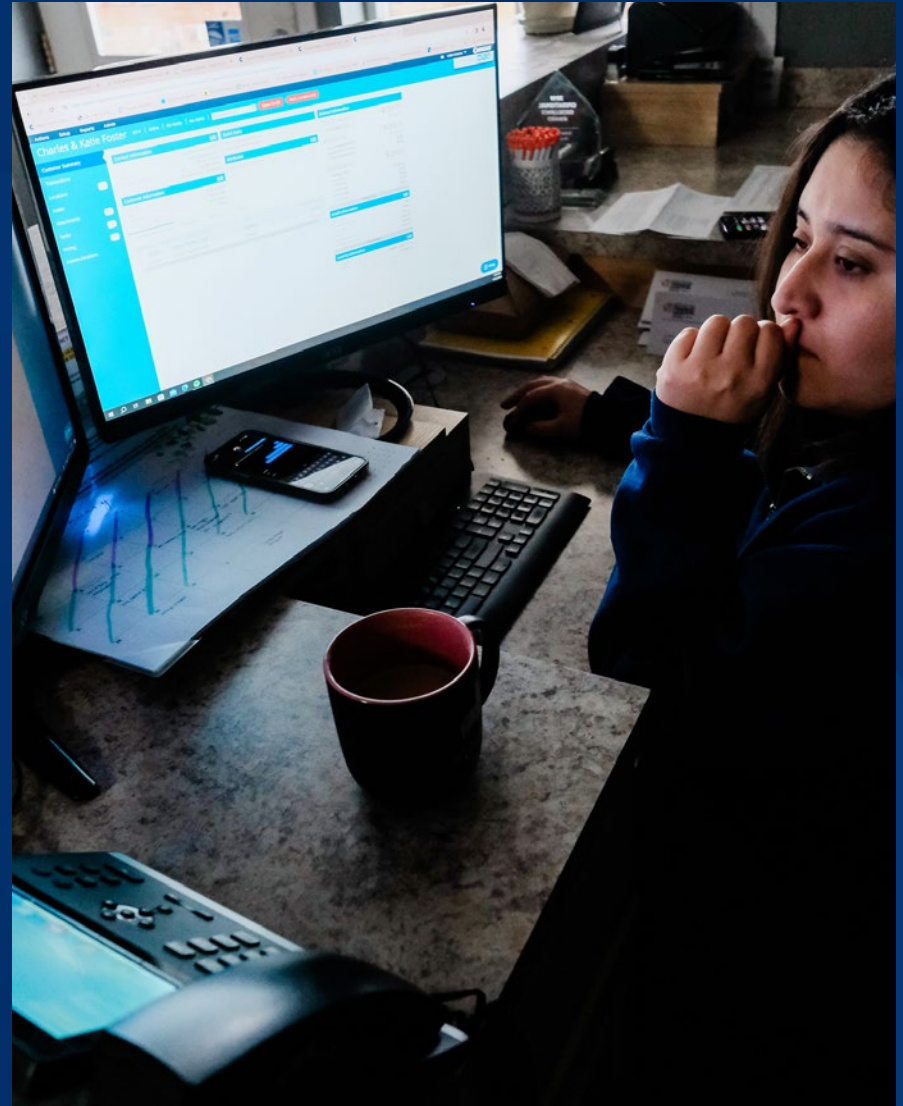
WHAT SETS CARGAS ENERGY APART

Embedded payments. Cargas Energy's embedded payments platform, Cargas Pay, allows you to process payments directly through your fuel delivery software. With Cargas Pay, you can manage all your payments in one place and create a better customer experience.

Streamlined upgrades. Upgrades are managed remotely and scheduled for a time that's convenient for you so they don't impact your daily operations. We're continuously making improvements, and you'll automatically receive the latest features and bug fixes with each update.

Integration capabilities. Because Cargas Energy is a web-based solution, it's easy to integrate the software with other leading web-based solutions for CRM, accounting, tank monitoring, and more. We have a vast partner network with pre-built integrations to industry-leading solutions, while our robust web APIs make it easy to build custom integrations between Cargas Energy and any other solution you use to run your business.

Modern platform. Cargas Energy was web-based from the very beginning, which means it's designed to evolve and adopt the latest, most modern features as it grows. Older tech often needs major revamping to keep pace with industry trends.



FUEL DELIVERY

MORE GALLONS, FEWER MILES

Cargas Energy's fuel delivery module gives you tools to transform the way you deliver fuel. Whether you use remote tank monitors, deliver on a schedule, or automatically forecast customer usage, the Cargas Energy Delivery Center manages all your customers' tanks in one place. Our intuitive Route Builder helps dispatchers create complex routes with ease, while our real-time mobile technology lets you dispatch, monitor, and adjust your routes on the fly.



FUEL DELIVERY

KEY BENEFITS

Integrated routing. Our Route Builder is seamlessly integrated to our Delivery Center so you can manage ticket pulls, routing, and dispatching from one place. Build routes in minutes with intuitive ticket selection filters and visual mapping, plus advanced features like the ability to identify the best route for an emergency will-call stop.

Route optimization. Make deliveries efficient with route optimization that accounts for origin and destination points, live traffic, Hazmat and truck restrictions, and reloading stops.

Integrated tank monitor management. Integrations with industry-leading tank monitoring systems allow you to see tank levels right in Cargas Energy. This gives you instant access to accurate tank level data.

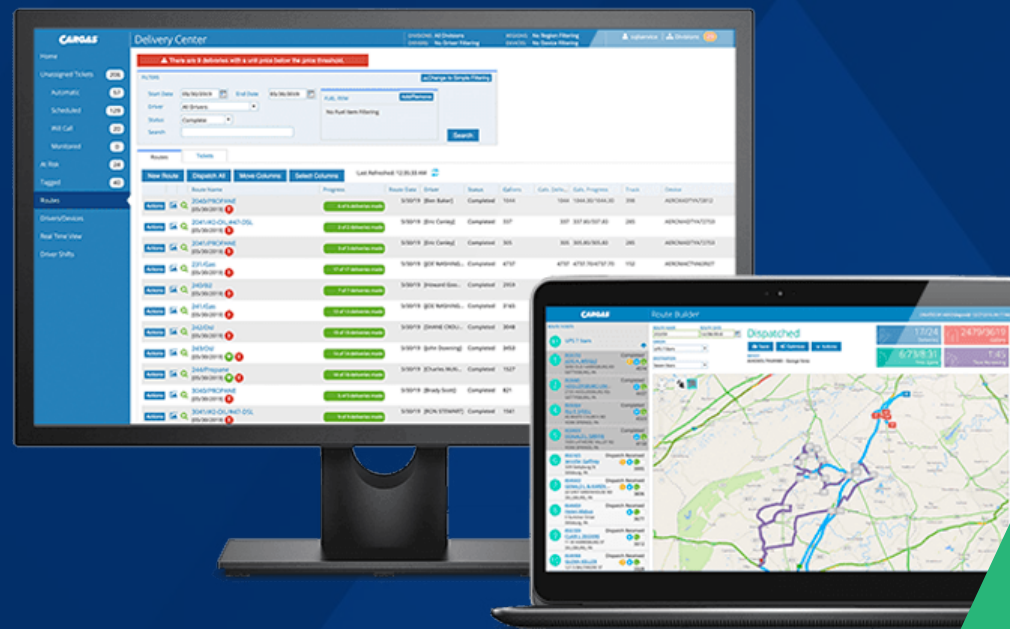
Mobile application. Our Android Mobile Delivery application pairs with our back-office software so you and your drivers are always on the same page. Instantly dispatch new routes, route updates, and price changes to your drivers' mobile devices. Plus, drivers get turn-by-turn directions and can easily locate tanks with geolocation services.

Appointment notifications. Automatically send personalized texts to customers about upcoming delivery and service appointments. Include key information such as customer account data and images of technicians.

Ultimate flexibility. The Delivery Center displays all outstanding tickets, regardless of type, giving you the ultimate flexibility to manage all deliveries in one hub.

FEATURE HIGHLIGHTS

- Manage All Delivery Tasks in One Place
- Easily Identify At-Risk Tickets
- One-Click Dispatching and Posting
- Track Each Driver's Progress in Real Time
- Customizable Grids
- Playback Shift History
- Print Shift Reports
- Automatic Texts





CUSTOMER SERVICE

A BETTER CUSTOMER EXPERIENCE

Cargas Energy's Customer Service functionality offers a full set of customer account management features that are easy to learn and use. With a streamlined account screen and intuitive navigation, your CSRs have the most important information at their fingertips, including easy access to details and action menus when they need them. Setup wizards simplify even the most complex processes with step-by-step instructions.

CUSTOMER SERVICE

KEY BENEFITS

Easy to navigate and use. Our customer account screen provides an at-a-glance summary of each account, with drill-down capabilities to instantly reveal details when needed. The streamlined navigation shows only the items that have been set up for the account you're viewing instead of cluttering your screen with an endless list of options. Your CSRs will have quick access to action menus, alerts, activity, and a list of recently accessed accounts.

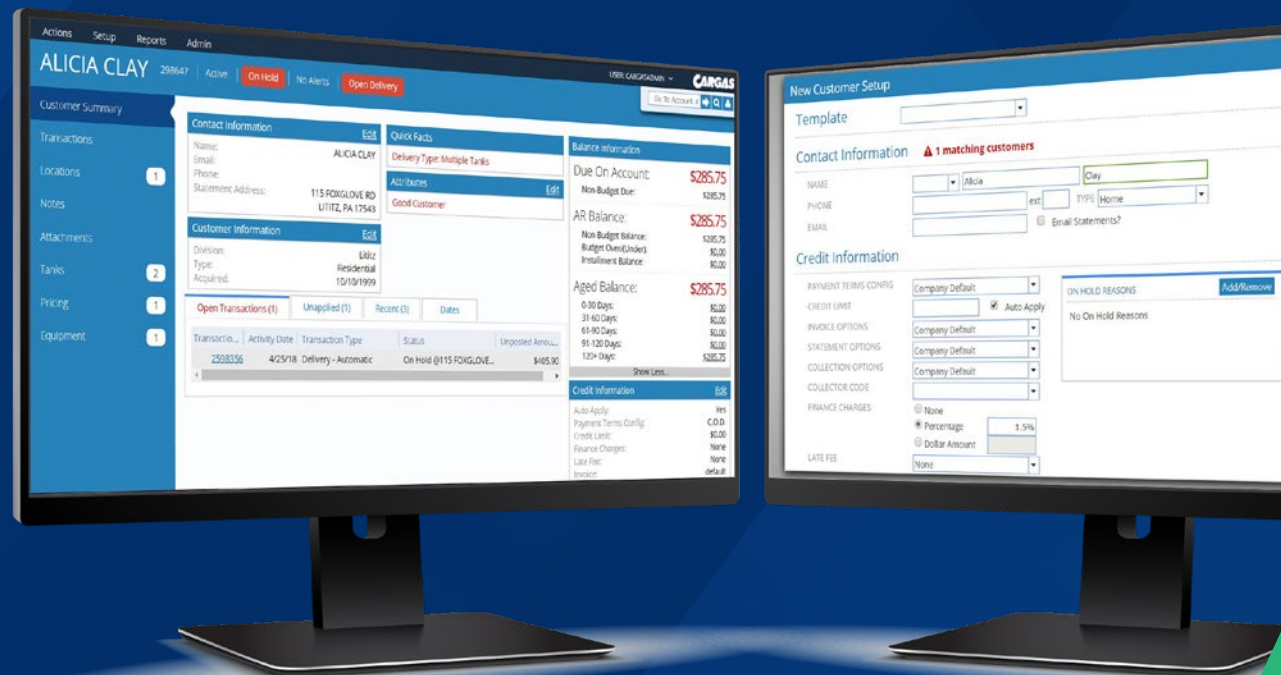
Manage everything under one account. There's no need to juggle multiple accounts for the same customer in Cargas Energy. Within one customer account, you'll find all their locations, tanks, fuel types, contracts, and other vital information.

Control customer data accessibility. You control the access your team has. Allow your CSRs to pull up any account, or use divisional security to set access parameters based on division or location.

Text messaging. Set up automated, personalized messages for your customers with Cargas Energy's texting capabilities, establish triggers for specific message sends, and track conversations in the Message Center.

FEATURE HIGHLIGHTS

- All Account Info in One Place
- Quick-Action Menus
- Pop-Up Alerts
- Quick Facts & Notes
- Recent Account Activity
- Recently Opened Accounts
- Auto On/Off Hold
- CRM Integration
- Automated Text Messages
- Customizable Message Templates





HVAC SERVICE

SERVICE MANAGEMENT SIMPLIFIED

Cargas Energy's HVAC Service functionality streamlines service management so you can drive revenue with installations, maintenance, and more. The intuitive drag-and-drop dispatch board makes scheduling easy, while the mobile application lets you work with your technicians in real-time. With serialized inventory management features, flat rate or time and materials billing, and work order and task management, your team has all the tools it needs to get the job done.

HVAC SERVICE

KEY BENEFITS

Intuitive dispatch board. Our dispatch board makes job-matching easy. Assign qualifications to technicians and search for availability or pair them with open work orders accordingly. Simplify scheduling with a drag-and-drop calendar.

Automated parts inventory. Automatically track inventory levels for all parts, whether they're on your trucks or in your warehouse. EDI integrations with part vendors allow you to set parameters for automatic reordering so you never risk running out.

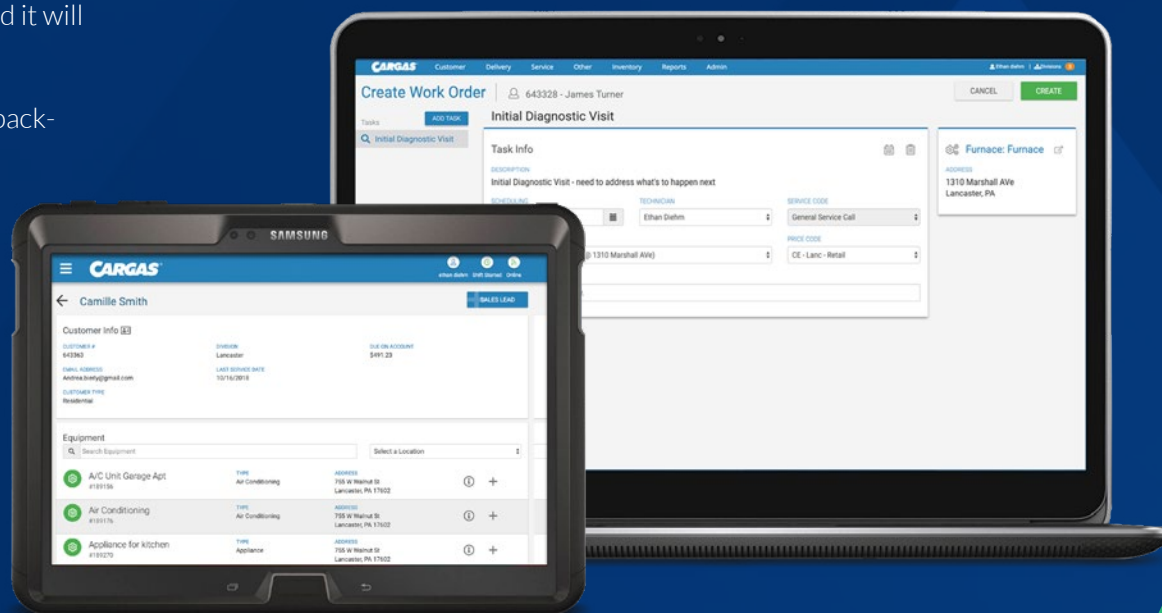
Robust service contract capabilities. Set up your service contract terms and let the software do the heavy lifting. It will tell you what parts are covered under specific contracts and calculate customer bills accordingly, and it will track each plan's profitability.

Mobile application. Our Mobile Service application pairs with our back-office software so you and your technicians are always on the same page. Track their progress in real time throughout the day, locate the nearest technician for emergencies, and dispatch work orders via text.

Service quoting. Cargas Energy offers a dedicated space for generating electronic quotes, complete with multi-selection tools for faster quote generation. Plus, this module automatically calculates pricing, allows the addition of images and discounts, and can be formatted to send for customer review and approval.

FEATURE HIGHLIGHTS

- Real-Time Service Work Order Dispatching
- Serial Numbers
- Equipment Photos
- Automatic Parts Reordering
- Exhaustive Work Order History
- On-Site Signature Capture
- TankSure and Gas Check Digital Forms
- Installment Plans
- Intelligent Zone Mapping
- Quoting



CYLINDER EXCHANGE

TRACKING INVENTORY LIKE NEVER BEFORE

Cargas Energy's Cylinder Exchange functionality puts you in the driver's seat, allowing you to build the pricing structures and exchange schedules you need for your business. Manage ticket pulls, routing, and dispatching from one place through our Cylinder Exchange Center. Using the latest mobile technology, track everything in real time, from inventory to exchanges.



CYLINDER EXCHANGE

KEY BENEFITS

Flexible pricing and scheduling Build the pricing structures and exchange schedules you need based on criteria you set, like discounted pricing for bulk exchanges or a more frequent exchange schedule for high-volume consumers.

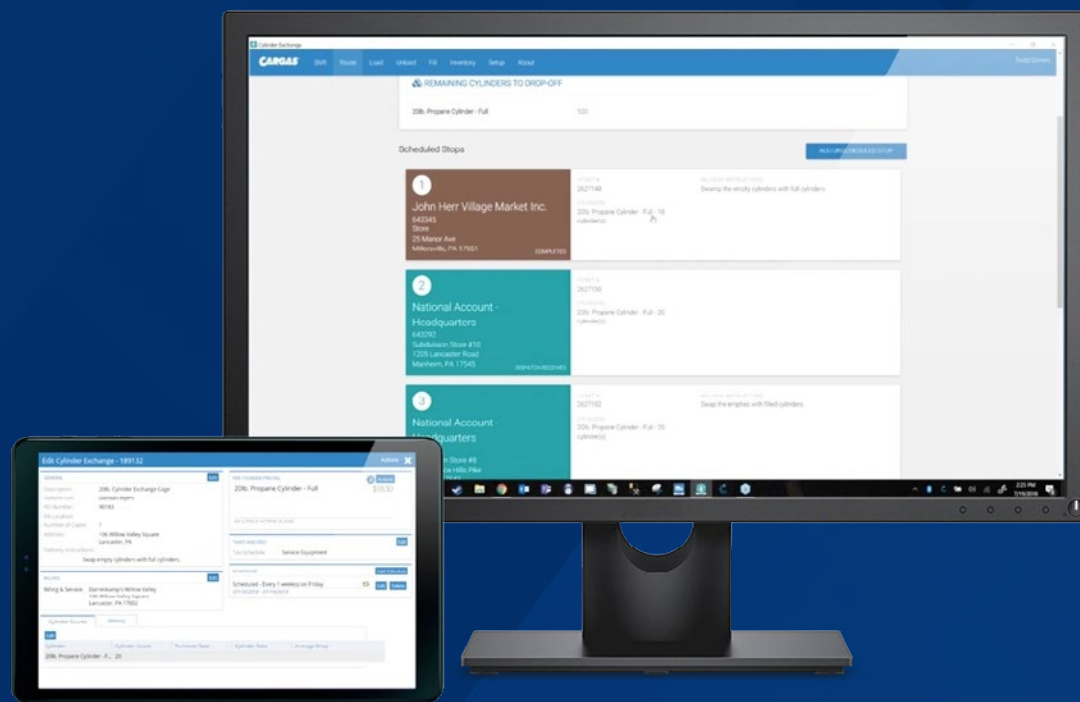
All-in-one exchange management Our Cylinder Exchange Center has integrated routing so you can manage ticket pulls, routing, and dispatching from one place. Intuitive selection filters help you identify customers due for an exchange, or add will call tickets as needed.

Real-time inventory tracking Get an accurate count of all your tanks in real time. Updates from the mobile app appear instantly in the back office as drivers make exchanges, so you're never in the dark.

Mobile application Our Cylinder Exchange application works in sync with our back-office software, so you and your drivers are always up to date with the latest information. Track exchange progress throughout the day, instantly dispatch new routes, or make route updates to accommodate changes or emergency stops.

FEATURE HIGHLIGHTS

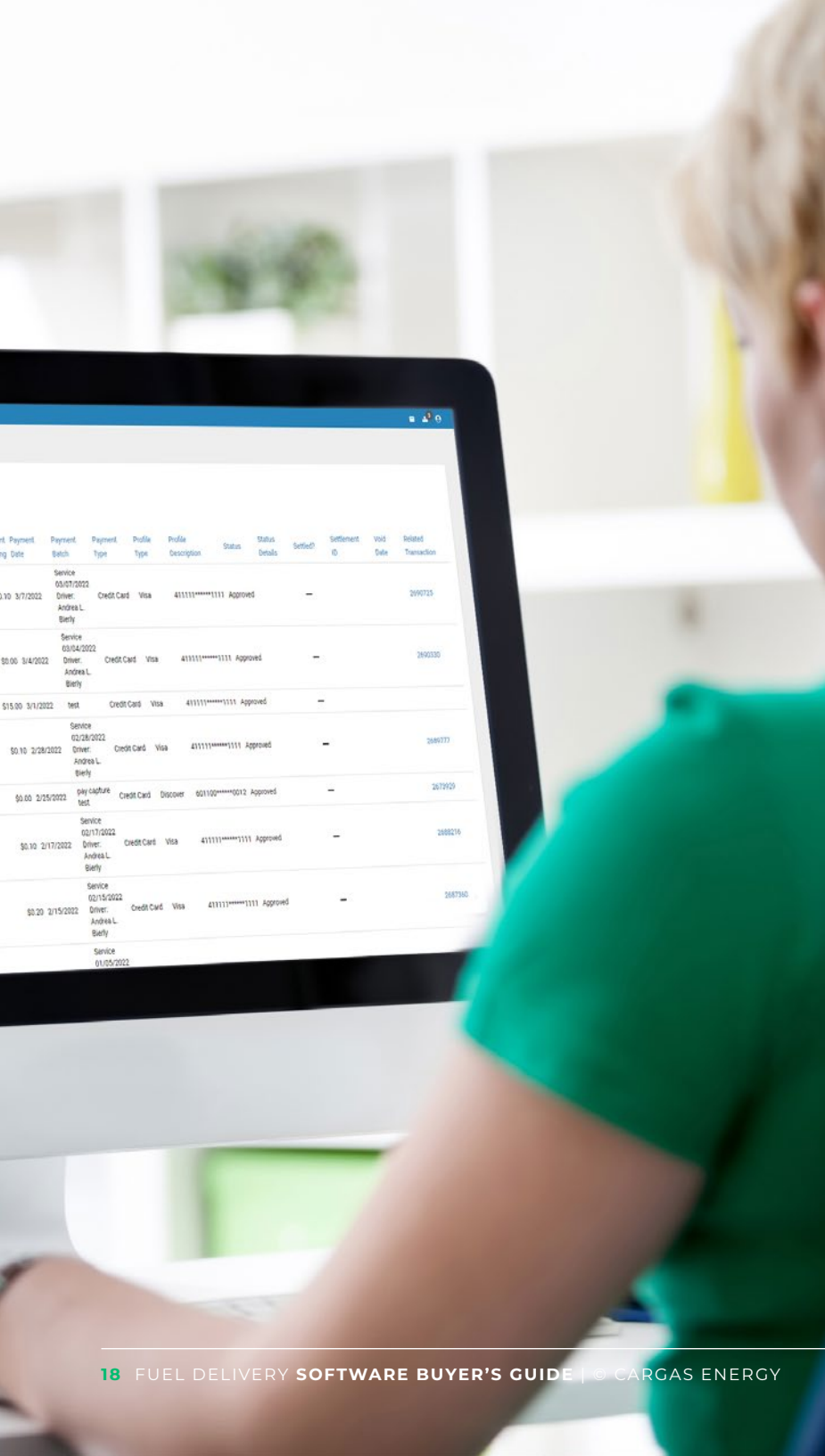
- Flexible Pricing Structures
- Manage All Exchange Tasks in One Place
- One-Click Dispatching and Posting
- Real-Time Inventory Tracking
- Loading, Unloading, and Filling
- Onsite Billing and Signature Capture
- Email Invoicing
- Turnover Rate Analysis



INTEGRATED PAYMENT PROCESSING

STREAMLINE PAYMENTS WITH CARGAS PAY

With Cargas Pay, Cargas Energy becomes your payments platform and Cargas becomes your payments facilitator. This means you don't need a separate payment gateway or processor—everything is managed directly within Cargas Energy. Even better, you'll know exactly what your costs are—all fees are available right in Cargas Energy, too.



Payment Batch	Payment Type	Profile Type	Profile Description	Status	Status Details	Settled?	Settlement ID	Void Date	Related Transaction
01/10 3/7/2022	Service 05/07/2022 Driver: Andrea L. Bierly	Credit Card	Visa	411111*****1111	Approved	—	—	—	2690725
\$0.00 3/4/2022	Service 03/04/2022 Driver: Andrea L. Bierly	Credit Card	Visa	411111*****1111	Approved	—	—	—	2690330
\$15.00 3/1/2022	test	Credit Card	Visa	411111*****1111	Approved	—	—	—	—
\$0.10 3/28/2022	Service 03/28/2022 Driver: Andrea L. Bierly	Credit Card	Visa	411111*****1111	Approved	—	—	—	2686777
\$0.00 3/25/2022	pay capture test	Credit Card	Discover	601100*****0012	Approved	—	—	—	2679929
\$0.10 2/17/2022	Service 02/17/2022 Driver: Andrea L. Bierly	Credit Card	Visa	411111*****1111	Approved	—	—	—	2688216
\$0.20 2/15/2022	Service 02/15/2022 Driver: Andrea L. Bierly	Credit Card	Visa	411111*****1111	Approved	—	—	—	2687360
01/05/2022	Service								

CARGAS PAY

KEY BENEFITS

A centralized experience. Cargas Pay centralizes payments within Cargas Energy. See progress on settlements and review batches in your fuel delivery software instead of jumping between systems and working with external and third-party vendors.

No hidden fees. Enjoy better and more transparent pricing, with transaction fees visible directly in the software. Our simplified, blended rate offers competitive pricing and tells you exactly how much you're paying, with transaction fees visible directly in the software.

Award-winning support. Whether you need assistance with Cargas Pay or Cargas Energy, our award-winning support team is standing by to help.

Flexible payments. Drivers and service techs can process payments in the field in real time by entering customer information or charging a card that's on file.

Surcharging. Recoup the processing costs of credit card payments made through Cargas Pay. Add surcharges to automatic payments and have peace of mind with our adherence to card network and state law requirements.

FEATURE HIGHLIGHTS

- Centralized Payments Dashboard
- Detailed Cost Breakdown of Each Payment Batch
- Bounced eCheck Wizard
- In-the-Field Credit Card Payment Processing
- Customer Portal Integration
- PCI Level 1 Security Compliance





EXTENDED FEATURES

ONE SOLUTION FOR ALL YOUR NEEDS

Cargas Energy can handle everything from a small residential business to a large commercial operation. Our extended feature set is available to help you manage complex processes with ease, from wholesale deliveries to fleet fueling.

EXTENDED FEATURES

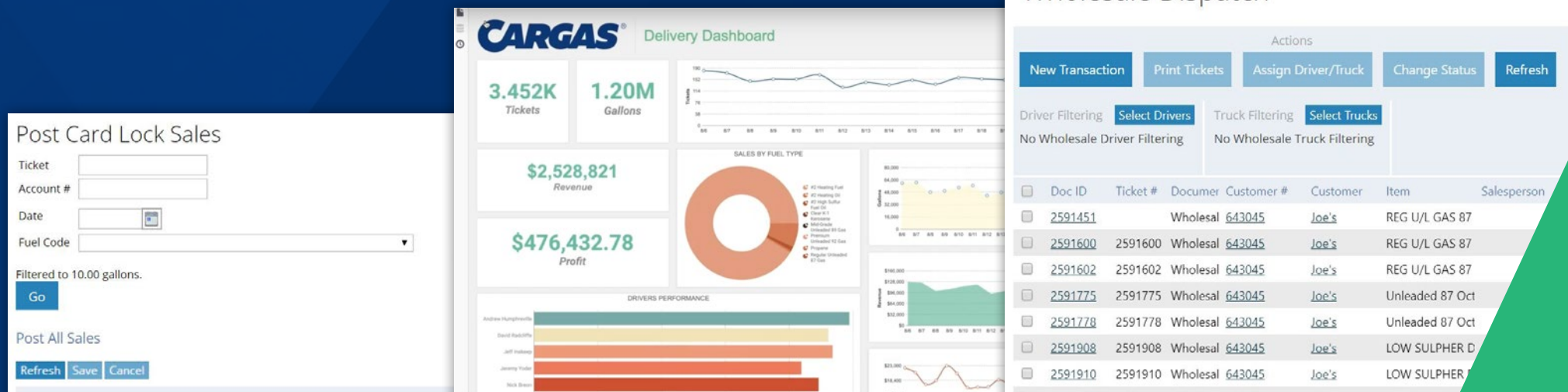
Wholesale delivery. Cargas Energy offers a dedicated wholesale board to track incomplete wholesale transactions. Your margin on each wholesale ticket is automatically recorded so you can track fuel costs from the point of origin all the way to your end customers. See a list of available suppliers and their prices, along with freight and other costs added in so you can always find the best price. Add multiple sources for wholesale tickets for the ultimate flexibility and allow the software to calculate the cost based on each source line. Our solution even manages third-party carriers, including calculating the freight and surcharge cost into your total cost of delivery.

Cardlock. We've partnered with the leading cardlock vendors in the industry, including CFN, FuelMaster, Pacific Pride, and more, to build seamless integrations between their solutions and Cargas Energy. With our cardlock integrations, you can see all cardlock transactions directly in Cargas Energy and produce comprehensive invoices and statements for your customers with details like card number, transaction location, and transaction time.

Fleet fueling. Simplify your fleet fueling services by handling all of your pricing and billing directly in Cargas Energy.

Reporting and dashboarding. Our pre-built dashboards give you a visual way to measure the metrics that matter to your company's success. Plus, Cargas Energy's query tool allows you pull simple lists and reports easily; once you've built a query, you can use it over and over again to keep track of the information that's important to you. In addition, ETL tables make it quick and easy to generate and share external reports. Cargas Energy continuously innovates its reporting and dashboarding capabilities to offer advanced features.

Point of Sale. Manage your retail storefront with a POS app specifically designed for propane dealers. Cargas Energy's POS app is fully integrated with the software's customer accounts, so you can use it to settle customer account balances in-store or add store purchases to a customer's account balance. POS transactions automatically adjust your inventory levels so it's easy to keep track of your stock.



CARGAS ENERGY IMPLEMENTATION

12 WEEKS TO TOTAL TRANSFORMATION

It only takes 12 weeks to get up and running on Cargas Energy. A dedicated project manager and implementation consultant will guide you through the process, while our expert Technical Services team handles your data migration. The cost of your implementation and target go-live date are determined before you purchase Cargas Energy, so you know exactly what to expect up front.

IMPLEMENTATION RESPONSIBILITIES



Cargas Handles

- System Setup
- Data Migration
- Data Revisions
- Training
- Go-Live Support
- First Month Support



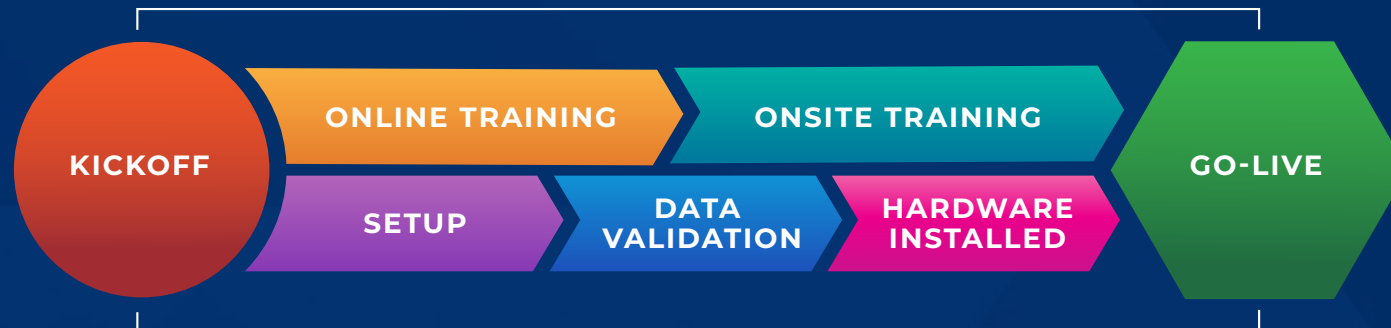
You Handle

- Server Setup
- Data Export
- Data Validation
- Completion of Training Programs
- Hardware Installation
- Testing & User Practice

TIPS FOR A SUCCESSFUL IMPLEMENTATION

1. Form an in-house implementation team dedicated to working with Cargas
2. Appoint a project manager with the authority to lead the project
3. Take ownership of staff buy-in and set clear expectations for your team
4. Make sure your team completes all training programs
5. Take data validation seriously
6. Complete truck hardware installation as early as possible
7. Take advantage of the extra support resources available to you after go-live

CARGAS ENERGY IMPLEMENTATION



OUR PROCESS

Kickoff. Your Cargas Project Manager will schedule a call to launch your implementation. We'll make introductions, review the process, and establish key roles, like your team's project manager.

Online training. Your team will work through our library of online training videos, then practice in a test site.

Setup. The Cargas team will guide you through server setup and manage all of your admin setup in Cargas Energy. You'll install any necessary hardware in your trucks.

Data migration and validation. You'll export all of your company and customer data from your legacy system and we'll import it into Cargas Energy. Your team will review the data in Cargas Energy to confirm everything transferred properly. You'll provide feedback, and we'll make adjustments.

Training. Your implementation consultant will hold training sessions for your team. Training can be completed remotely, but our team is available for on-site training upon request.

Go-live. Once you complete month-end close in your legacy system, we'll do a final data migration to import your most recent info into Cargas Energy. Your implementation consultant will be on-site during go-live to support your team.

Transition to support. Your implementation consultant will provide support for your team for the first 4 weeks after go-live, until you've successfully completed your first month-end close using Cargas Energy. Then, they'll introduce you to your dedicated support consultant, who will receive all of your support tickets for the next 100 days.

CARGAS CARE PLAN

SUPPORT, UPGRADES & BEYOND

Your annual subscription to Cargas Energy is called the Cargas Care Plan and gives you access to all the support, upgrades, and resources you need to get the most out of your Cargas Energy investment. Additionally, our Customer Experience team is specifically dedicated to your relationship with Cargas and ensuring you receive exceptional customer care.

RESOURCES FOR SUCCESS

Award-winning support. Our Support and Customer Experience teams are specifically dedicated to your relationship with Cargas and ensuring you receive exceptional customer care. Our expert support team is available 7am–7pm EST to answer questions and resolve any issues you experience with Cargas Energy. You can submit tickets through our online support portal or chat directly with one of our support consultants. In addition, we have a dedicated support hotline for driver and system emergencies.

Upgrades and enhancements. We're continuously improving Cargas Energy, with new features released each year. Upgrades are first deployed in a test site so you can run through common activities and confirm everything is working properly before you make the change in your live site. Updates are scheduled for a date that's convenient for you and are managed after hours by our Deployment team to ensure no disruptions to your daily operations. Your update will be handled by a dedicated Project Specialist, who will partner with you to test our latest features and updates within a test site.



Project Specialists also provide a comprehensive testing checklist tailored to your business.


Online resources. The Cargas Energy Help Center is your one-stop-shop for help and information about Cargas Energy. In the Help Center, you can submit a support ticket or product suggestion. You can also access the Knowledge Base (which contains helpful articles and videos) and the Cargas Connections forums (where you can chat with and ask questions of other Cargas Energy customers).

Additional services. Our Customer Experience team was formed to ensure you experience the best customer care possible during your journey with Cargas. Alongside our Account Management team, the Customer Experience team is equipped to discuss any needs you may have, regardless of whether they fall within the scope of your Cargas Care Plan. These teams can provide information about extended services like software customizations and integrations, acquisitions, new modules, and ongoing training.

CARGAS ENERGY SUMMIT

OUR BIENNIAL EDUCATIONAL AND UPCOMING PRODUCT ENHANCEMENTS FOR CARGAS ENERGY USERS

In addition to the support and resources offered through the Cargas Care Plan, any Cargas Energy customer can attend our Summit, which brings together hundreds of customers, partners, and Cargas team members. This multi-day event offers discussion panels, educational and training sessions, and social events to connect customers with one another and the Cargas team.



Cargas Pay:
We onboard you as a merchant
We make Credit Card and eCheck Payments Easier

CARGAS ENERGY PRICING

WHAT CAN YOU EXPECT TO PAY?

The price for Cargas Energy is different for each customer depending on the number of users, required hardware, modules activated, integrations or customizations, and the scope of implementation services. Once a member of our team reviews your business needs, we can give you a price estimate tailored for your organization. Our pricing is structured in three categories.

PRICING STRUCTURE

Software. Your System List Price is a one-time fee you will pay for each back office and mobile user, who will have access to Cargas Energy's core modules. Depending on your needs, you may want to implement an advanced module, like Wholesale/Bulk Transport, or take advantage of one of our third-party integrations, like a customer web portal. Advanced modules and partner modules or integrations will add to your System List Price.

Hardware. You will pay a one-time fee for the hardware needed for each delivery truck and service van. This expense includes the cost of the tablet device, mounting hardware, Bluetooth® adapters, power cords and cables, and printers. Because pricing varies based on the cost of the tablet and mounting, we offer a variety of Android devices so you can choose the product that best suits your needs and budget.

Implementation services. You will work with a member of our team to define the scope of your implementation, which will determine the cost. Implementation is a one-time expense that includes project management, software installation and setup, data conversion, training for your team, integration and customizations, and go-live and post go-live support.

ADDITIONAL CONSIDERATIONS

Ongoing costs. After the initial implementation, your ongoing cost for Cargas Energy is covered under your Cargas Care Plan, which includes all support and upgrades. The Cargas Care Plan has an annual renewal of 27% of your System List Price (the total amount you paid for the software). Outside of Cargas Energy, you will have the monthly or annual fees associated with the partner routing software, your wireless service provider, and your cloud services provider.

Price management. If you are interested in financing, we partner with several vendors in the industry. We can also structure a phased implementation to reduce the cost of your initial investment. For example, you could start by implementing Cargas Energy's back-office software and Mobile Delivery application, then implement Mobile Service later, and Mobile Cylinder Exchange after that.

CARGAS CAPABILITIES

SUPPORT FOR YOUR GROWING BUSINESS

As your business grows and changes, you'll need additional resources for ongoing success. Whether you're preparing for an acquisition, need a custom feature, or are considering solutions for other areas of your business, Cargas offers unique capabilities to support your company now and in the future.

MORE THAN JUST OUR SOFTWARE

Continuous development. Our software needs to keep up with changes in industry, technology and your business. Our Product Development team is dedicated to continuously improving Cargas Energy to provide the capabilities you need for success. We are always creating new features based on your feedback and using the latest technology to offer the best product and experience for you.

Acquisition support. Managing acquisitions doesn't need to be a challenge. With the help of our Technical Services team, data migration is a streamlined process so you can get your new team up and running quickly. Cargas Energy is equipped to manage multiple divisions and locations with one system, so you don't need to keep the information from your new acquisition on a separate database.

Customization. Our technical consultants can help you get the most out of Cargas Energy and the other tools you use to run your business. Integrate solutions so you can easily share information across your company. Or take advantage of our custom development services to create reports or screens that are unique to your needs.

Additional expertise. Cargas is a leading provider of accounting, operations, and sales and marketing software from Microsoft, Sage, Salesforce, and HubSpot we have an expert custom development team. As your business grows and changes, we can help you develop the new resources that you need.



“The ability to scale our business would have been much more difficult without the right software partner.”

– Anthony Santoro, Jr., Regional Manager, Santoro Oil

CASE STUDY

AN INSPIRATION FOR CARGAS ENERGY'S INNOVATION

Starting a business is hard. Starting a business to deliver propane across numerous islands while adjusting to a new partnership? Now that's one wild ride. Driven by their love for their neighbors in the San Juan Islands, Jimmy Lawson and Donny Galt established Inter-Island Propane to serve a community in dire need of a local propane business. Hear how Jimmy and Donny overcome angry tides and unpredictable weather every day to make sure their community gets the propane they need—even if it means crossing land and sea.



SCAN & WATCH



YOUR JOURNEY

READY FOR THE NEXT STEP?

If you know what you're looking for and are ready to start talking to software providers, we'd love to hear from you. Our back-office software and mobile applications are helping fuel dealers across the country achieve better results faster and easier than ever before. We'd love to understand what's going on at your company and how Cargas Energy can support your success. For more information about Cargas and Cargas Energy, please visit cargasenergy.com or contact us to get started.



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