

New Dover Fueling Solutions® and NACS Research Report Provides Direction for Retailers Navigating Uncertainty

The Retail Rewired: 2026 Fuel & Convenience Trends Report explores the forces shaping retailer growth and the technology decisions driving stronger returns.

AUSTIN, TX – November 19, 2025 – [Dover Fueling Solutions® \(DFS\)](#), a part of Dover Corporation and a leading global provider of advanced customer-focused technologies, services and solutions in the fuel and convenience retail industries, today released the [Retail Rewired: 2026 Fuel & Convenience Trends Report](#), based on a survey conducted in partnership with National Association of Convenience Stores ([NACS](#)), the leading global trade association dedicated to advancing convenience and fuel retailing. The report highlights how retailers are focusing on cutting costs, growing profits, and modernizing technology to strengthen performance and position their business for future growth.

As fuel and convenience retailers face persistent economic headwinds, inflation, and competitive pressure, the report explores where retailers are finding growth and where challenges remain. The research provides clarity and insight during a critical time, helping retailers operate more efficiently and make confident decisions about investments to grow their business.

“Retailers are under constant pressure to do more with less: maximizing uptime, managing costs, and operating smarter,” said Kendra Keller, Vice President and General Manager, North America, at DFS. “The 2026 Retail Rewired Report shows how the most enterprising operators are finding efficiencies through better visibility and data-driven decision-making – the same principles guiding how we help our customers strengthen performance and profitability.”

What Trends Are Shaping Fuel and Convenience Retail?

A sampling of insights from the 2026 Retail Rewired Report includes:

- **Optimizing every dollar.** Nearly two-thirds of retailers (62%) say using data to cut waste was one of the most effective cost-reduction strategies in the past year.
- **Experience investments drive growth.** Retailers are impacting profit growth by making investments in expanding food offerings (60%), enhancing sites and facilities (47%), and adopting tech-enabled loyalty or promotions (36%). These strategies create elevated experiences that drive loyalty.
- **Smarter systems, smoother sales.** More than one in four retailers (27%) plan to upgrade their POS systems, optimizing for ROI and prioritizing modern, intuitive integrations across payments, loyalty, and store operations.

“Across survey responses, we saw common threads within the industry emerge,” said Jayme Gough, Director of Research & Development at NACS. “Retailers are focused on controlling

expenses where they can, using data to optimize operations, and making smart investments in their particular business strategies, whether that be loyalty, food service, and/or easier-to-use POS systems. While there is no one-size-fits-all solution across the industry, simplifying operations and leveraging technology effectively are two strategies that can be utilized by retailers of any size or location.”

The research highlights how technology is reshaping competition in fueling and convenience retail, particularly as retailers navigate uncertain economic conditions. Beyond traditional revenue streams, new opportunities in loyalty, media, and EV charging are helping retailers attract customers, operate more efficiently, and strengthen profitability over time.

“Consumers expect more from a modern c-store than just a place to fuel up,” said Scott Negley, Senior Director, Product Management at DFS. “They’re looking for convenience, quality, and speed. Delivering on those expectations requires technology that works together seamlessly. For retailers, this is where modernization pays off. A connected ecosystem linking loyalty, payments, and promotions gives operators the confidence to compete, even amid uncertainty.”

Conducted by NACS Research in partnership with DFS, the survey gathered insights from fuel and convenience retail business leaders across the U.S. and Canada, representing a range of company sizes and leadership roles.

To download and learn more about DFS’ 2026 Retail Rewired: Fuel & Convenience Trends Report, visit <https://info.doverfs.com/Retail-Rewired-2026-Fuel-and-Convenience-Trends-Report-NACS.html>.

About Dover Fueling Solutions

Dover Fueling Solutions® is part of Dover Corporation and a leading provider of advanced energy dispensing equipment, electronic automation, point-of-sale and payment systems, automatic tank gauging and subscription solutions to fueling and convenience retail customers worldwide. Comprised of brands Wayne®, Tokheim®, OPW®, ProGauge™, Fairbanks®, AvaLAN Networks™, LIQAL®, Bulloch Technologies®, and SitelQ™, DFS is dedicated to offering a broad range of solutions that power vehicles, including conventional fuel and clean energy products that support gasoline, diesel, bio-diesel and ethanol as well as LNG, H2, LPG, CNG and EV chargers.

Headquartered in Austin, TX, DFS has a strong global manufacturing and technology development presence, including facilities in Brazil, Canada, China, India, Italy, Poland, Belgium, the Netherlands, the United Kingdom and the United States. For more information about DFS, visit www.doverfuelingsolutions.com.

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