Tarsil

Deliver More

BUYER'S GUIDE FOR LPG DISTRIBUTORS

LPG Software Buying Guide

How distributors in the UAE and GCC can define requirements, test vendors, run a pilot, compare cost and roll out distributor software.

Includes a printable 20-feature scorecard.

Prepared by the Tarsil marketing research team, drawing on its industry experience with delivery-driven businesses and on public buyer guides.

Companion to the article "LPG Distributor Management Software: 20 Features to Check Before Buying" | Version 1.0 | November 2026 | tarsil.io

About this guide. The Tarsil marketing research team wrote it from its industry experience with delivery-driven businesses. It is general guidance. It does not rank vendors and does not promise results.
How to use it. Read sections 1 to 3 before you book any demo. Print the scorecard on the last page and fill it in live during each demo. Use sections 5 to 7 once you have a front-runner.
About Tarsil. Tarsil is a business operating system for delivery-driven SMBs. It covers customers, orders, deliveries, riders, billing, payments, cylinders, deposits and reports in one place.

> **The short version.** Buy software to solve measurable operating problems, not just to move paper records onto a screen. Make every vendor prove the full cycle before you commit: filled cylinders out, then empties, deposits and payments back.

1 Define your requirements

Document how you operate

- Customer types: households, restaurants, commercial accounts.
- Daily delivery volume, cylinder sizes and who owns the cylinders.
- Vehicles, riders, branches and warehouses.
- Order channels, payment methods and growth plans for the next two to three years.

Interview the owner, accountant, store keeper, dispatcher and riders. Each one sees a different part of the problem.

Measure your baseline

Before you talk to vendors, record your own numbers for a typical month: cylinder losses, stock differences, unrecorded sales, cash shortages, overdue credit, failed deliveries and hours spent on manual reports. Set improvement targets against these figures, not against vendor promises.

2 Know the capabilities to verify

Area	What to verify
Cylinder and inventory	Filled, empty and damaged stock by size; customer-held balances; exchanges; deposits; warehouse and vehicle stock; day-end reconciliation.
Orders and delivery	Customer records, recurring orders, dispatch, routes, rider app, offline use, live tracking, delivery confirmation and failed deliveries.
Billing and finance	Cash and credit sales, customer rates, invoices, partial payments, aging, rider collections and deposits.
Reports and controls	Stock differences, delivery performance, collections, user roles and a record of who changed what.
Technology and support	Data export, backups, mobile use, notifications, language options, integrations, multi-branch use and support hours.

Label each requirement **must-have**, **should-have** or **nice-to-have**. A must-have that fails the demo is a deal-breaker. Barcode or RFID tracking of individual cylinders is worth paying for only if your asset-control problem justifies it.

3 Check UAE and GCC fit

- Currency, Arabic and English needs, customer messages and the invoice formats you issue.
- Your licensing and record-keeping duties as an LPG distributor. Software does not replace operating permits.
- **E-invoicing.** The UAE Ministry of Finance states that its e-invoicing system applies to all persons conducting business in the UAE, subject to exclusions. It requires an accredited service provider and sets phased start dates. Ask each vendor how they handle it, and confirm your own deadline with your accountant.
- Other GCC countries have their own invoicing and tax rules. Check them with local authorities and your accountant, not with the vendor alone.

Source: UAE Ministry of Finance, "Ministry of Finance announces the issuance of two ministerial decisions on the scope of obligations and the timelines for implementing the electronic invoicing system", 29 September 2025, mof.gov.ae.

4 Shortlist and run a live demo

Compare three to five vendors. Ask each for a written proposal covering features, price, implementation, integrations and support. Ask for references from comparable LPG distributors. Keep a clear line between features that work today and features that are promised.

The demo script

Give every vendor the same script and ask for proof at each step: a screen, an export or a report.

#	Step	Proof to ask for
1	Create a restaurant customer with an agreed cylinder rate and a separate deposit balance.	Customer record
2	Order 4 filled cylinders, assign a rider and dispatch the stock.	Order and dispatch record
3	Record 4 delivered but only 3 empties collected. Show the one open empty.	Customer cylinder balance
4	Issue the invoice, take a partial payment and check the balance. The deposit must stay separate.	Receivable and deposit report
5	Cut the rider's connection, record a delivery, reconnect and check the sync.	No duplicate or missing entries
6	Compare rider collections, warehouse receipts and finance totals. Show who resolves any gap.	Day-end reconciliation view

> **Day-end test (illustrative figures).** A rider loads 100 filled cylinders and delivers 80. The 20 unsold return. The customers owed 80 empties but handed back 75. A good system closes the filled count at zero, shows the 5 missing empties by customer, and keeps them out of sales.

Score the demo

Score each of the 20 features: **0** = not shown, **1** = partly shown, **2** = fully shown in your scenario. Then weight the five areas:

Area (features)	Max points	Weight
A. Cylinder and inventory (1 to 5)	10	25%
B. Orders and delivery (6 to 10)	10	25%
C. Billing and credit (11 to 14)	8	20%
D. Field operations, security and reporting (15 to 18)	8	15%
E. GCC fit and vendor ownership (19 to 20)	4	15%

Weighted score = sum of (points earned ÷ max points × weight) across the five areas, out of 100. **Reject any vendor with a critical failure** (a 0 on a must-have), whatever its total.

5 Pilot before you commit

Run a controlled pilot of two to four weeks with one branch and a few vehicles. Approve the vendor only if all of these hold:

- Billing is correct and customer balances match your records.
- Stock reconciles at day end, including empties and deposits.
- No critical transaction is lost or duplicated, including after offline use.
- Riders and office staff use the system without workarounds.
- The vendor has fixed every critical defect and confirmed the fix in writing.

6 Compare cost and review the contract

Three-year total cost

Add up subscription, extra users, setup, data migration, hardware, training, integrations, messaging, support and exit costs. Compare vendors on the three-year total, not the monthly price.

Return on investment

ROI % = (benefits – costs) ÷ costs × 100. Estimate benefits from your own baseline: fewer lost cylinders, lower delivery cost, less manual work. Treat vendor savings claims as unverified until the pilot confirms them. Faster collections improve cash flow, but they do not automatically add profit.

Contract checklist

- Pricing, renewal terms and price-rise limits.
- Implementation scope and who does the data migration.
- Uptime, support response times, backup and recovery targets.
- Data ownership, full export in a usable format and what happens on termination.

- Privacy obligations. Avoid long commitments before the pilot is complete.

7 Implementation roadmap

When	Action
Weeks 1 to 2	Assess operations, document requirements and record baseline figures.
Weeks 3 to 4	Shortlist vendors, run demos, compare cost and security.
Weeks 5 to 7	Pilot the front-runner, then resolve critical gaps.
Week 8	Approve the vendor and contract. Name a project owner.
Weeks 9 to 10	Clean and migrate customers, stock, cylinder balances, deposits and receivables. Set user roles and train staff.
Weeks 11 to 12	Approve opening balances, test recovery, launch in phases and stabilise.

An illustrative timeline. Adjust it for your size, data quality and integrations. Keep a rollback plan and reconcile closely during the switch.

After go-live

- **Days 1 to 30:** stabilise transactions and adoption.
- **Days 31 to 60:** improve stock accuracy, routes and collections.
- **Days 61 to 90:** review cost per delivery, cylinder losses, receivables and actual return against your baseline.

> **The buying rule.** Choose the platform that proves operational fit, cylinder accountability, financial accuracy, regional suitability and long-term value. Do not buy on price, feature count or a polished demo alone.

Printable scorecard: 20 features

Score each feature 0 (not shown), 1 (partly shown) or 2 (fully shown). Mark P as M (must-have), S (should-have) or N (nice-to-have). Any 0 on an M is a critical failure.

#	Feature to test	P	Vendor A	Vendor B	Vendor C
A. Cylinder and inventory					
1	Filled, empty and damaged cylinder tracking				
2	Customer-held cylinder balances				
3	Cylinder exchanges and empty returns				
4	Deposit and refund tracking				
5	Warehouse, branch and vehicle movements				
B. Orders and delivery					
6	Order capture and status				
7	Recurring delivery schedules				
8	Route planning and dispatch				
9	Live rider visibility				
10	Delivery confirmation and exceptions				
C. Billing and credit					
11	Customer-specific pricing				
12	Cash and credit invoicing				
13	Receivables and payment tracking				
14	Rider settlement reconciliation				
D. Field operations, security and reporting					
15	Offline operation and sync				
16	Customer notifications				
17	User roles and activity records				
18	Operational and financial reports				
E. GCC fit and vendor ownership					
19	UAE and GCC suitability (currency, language, invoicing)				
20	Onboarding, support and ownership cost				
Weighted score (out of 100)					
Critical failure? (Y/N)					