

# POS Portal Deployment Services



With POS Portal deployment services you can order POS equipment—including supplies, accessories, and collateral—and have the order blind-shipped to your merchants. Orders arrive ready-to-use and configured to your specifications.

## Deployment Service Features

- > Same-day shipment of POS equipment, accessories, and supplies.
- > Terminal application downloads and transaction testing.
- > PIN Pad injections and transaction testing.
- > Check reader and check imager configuration.
- > Wireless terminal configuration and APRIVA wireless service activation.
- > Plate embossing.
- > Configurable terminal stickers.
- > Merchant order kitting, including quick cards, overlays, and other client-specific collateral.
- > Pack list and detailed return instructions.
- > Automatically generated email notifications to merchants for order receipt, order shipments, and order delivery.
- > Replacement orders.

## On-Demand Deployment Management System

- > Web-based application developed in-house and tailored for the merchant acquiring industry.
- > Enter orders with an easy-to-use, online shopping cart—enter new merchant orders, replacement orders, return orders, and repair orders.
- > Manage merchant profiles—enter and view merchant information, including demographic information, installed equipment, order history, and deployment ticket history.
- > Manage installed equipment—view equipment details, track warranties, view equipment pending shipment, track equipment returned to POS Portal.
- > Enter and track customer service requests—for example, upgrade ship method, report order problems, and request information about shipments.
- > Merchant and agent pricing—set merchant and agent pricing, with agent-specific price plans.
- > Online reporting—comprehensive reporting tools, including order reports, open call tags, installed equipment, and invoice reports.

## Billing

- > Credit management—enter credit requests online, track credit status, view credit request reports.
- > Agent and merchant billing options—directly bill merchants or agents.
- > On-line invoicing—view invoice details online (revenue and margin) by order, state, GL code, category, and category grid.
- > GL cross reference—cross reference your GL codes to items in the POS Portal catalog.
- > Download invoice data—download invoice data in CSV or in XML format. time periods throughout each day.  
Supply order desk.

## Value Added Deployment Benefits

- >Shorten your equipment deployment cycle.
- >No inventory ownership
- >Recover equipment assets and bill out for lost assets.
- >Free-up internal IT resources for non-deployment projects.
- >Maintain confidence in deployment process control and quality.
- >Use quality data to improve download accuracy for all merchants.
- >Resolve merchant inquiries quickly and real-time shipment and returns data.
- >Minimize merchant downtime with replacement order return management.
- >Reduce exposure to seasonal and large merchant demand fluctuations.

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## Service Levels

- > 9-point order quality assurance process—ensures that orders contain the correct items and equipment is functioning properly.
- > Weekly deployment management reports—includes performance data, customer service ticket data, and system announcements.
- > On-time shipping reports—summarizes shipping performance data for various time periods throughout each day.

## Client Relationship Management

- > Client relationship manager—clients have a single point-of-contact.
- > Customer service tickets—all customer inquiries recorded as customer service tickets and high priority issues responded to within 2 hours.
- > Live chat—use text messaging to chat with a POS Portal representative, Monday through Friday 6:00 AM to 6:00 PM (Pacific Time), excluding holidays
- > Weekly review call—review client Deployment Management Report, review any collateral inventory levels, discuss areas for quality improvement.
- > POS Portal University training—on-site classes provided throughout the year for end users and administrators.
- > Online documentation available for download, including user guide, deployment best practices, and deployment quick reference card.

## Additional Services

- > PIN pad injection services— merchant-owned PIN pads injected and returned to merchants.
- > Equipment repair services—factory authorized repair facility for VeriFone, Hypercom, Lipman, and Thales.
- > Supply order desk.

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