POS Portal
Software Solutions

POS Portal's on-demand software solutions give you the information and tools you need to provide superior services throughout the entire merchant life cycle. With our hosted applications you can capture leads, close deals, process merchant applications, deploy equipment, resolve merchant inquiries, and maintain a central repository of merchant data. Audience-specific logins and role-specific home pages provide your employees, referral sources, agent banks, and merchants with access to data and functionality that's suited to their roles.

Sales Force Automation	Application Processing	Deployment Management
Customer Service	Risk Management	Transaction Research
	OAC and OMC	

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180 Promenade Circle
Suite 215
Sacramento, CA 95834

866.940.4POS

POS Portal
Sales Automation

With POS Portal's Sales Automation module, your sales force spends less time working on administrative tasks and more time closing deals.

Lead Management

> **Online Referral Form**—Provide referral partners with an on-line form for entering leads.
> **Lead List Uploading**—Use the Upload Wizard to import lead lists from Excel files to the Sales Automation database and track the leads as a group.
> **Lead Routing**—Automatically route leads to sales representatives based on configurable assignment rules. Manually assign and reassign exception leads as needed. Leads appear on your sales representatives' home pages.
> **Lead Tracking**—Track leads throughout the sales cycle.
> **Lead Qualification**—Use the Prequalifier home page for lead qualification activities, such as viewing lists of scheduled calls, tracking recent calls, recording sales actions, scheduling appointments, and assigning leads to sales reps.
> **Campaign Management**—Associate leads with promotions and special projects, and report on campaign effectiveness.
> **Referral Partnerships**—Create referral partnerships to define groups of individual referral users.
> **Referral Visibility**—Provide some users the ability to view all leads referred from their referral partnership and limit other users to viewing only the leads that they've referred.
> **Referral Source Reports**—Provide referral partner users with reports that allow them to view the status of leads they've referred.
> **Referral User Maintenance**—Provide select users the ability to maintain user accounts for users within their referral partnership.

Prospect Management

> **Prospect Profile**—Maintain a complete prospect profile in one place, including demographic information, activity history, appointments, internal notes, and current payment services. Attach documents such as merchant applications, pricing schedules, and other merchant setup forms.
> **Application Generation**—Generate merchant applications (PDF) pre-populated with select data from the prospect profile, ready for the sales representative to complete and send to the prospect via integrated email or fax.

Activity Management

> **Appointment Scheduling**—Schedule follow-up appointments with prospects directly from the prospect profile.
> **Appointment Download to Outlook**—Download follow-up appointments to Outlook.
> **Daily Appointment List**—View a daily list of appointments on your home page.
> **Past Due Appointment List**—View reminder list of past due appointments on your home page.

Benefits

> Eliminate re-keying data.

> Reduce data-entry errors.

> Provide instant access to new leads.

> Review all prospect and application data online.

> Help your sales force stay focused on top priorities.

> Increase sales pipeline visibility.

> Monitor sales channel productivity.

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Document Management

- > **Internal Documents**—Store documents targeted to your internal employees, such as newsletters, sales tools, checklists, in a central repository and display them on home pages.
- > **Merchant Documents**—Store documents targeted to merchants, such as brochures, product datasheets, pricing, in a central repository and attach them to prospect profiles, and send them via integrated fax or email.

Communications

- > **Broadcast Messaging**—Display broadcast messages to users on home pages.
- > **Internal Communications**—Post questions and answers about leads and display them on the prospect profile.
- > **Integrated Fax and Email**—Send and receive faxes and email directly from the Sales Automation user interface.
- > **File Upload**—Upload files such as documents and attach them to the merchant profile.
- > **Pends**—Manage exceptions by "pending" applications as they progress through the processing cycle and assign them to other users for follow up.

Sales Reporting

- > **Sales Pipeline Reports**—View sales pipelines in real-time by individual sales representatives, sales groups, or sales channels.
- > **Sales Productivity Reports**—View reports such as the Boarded Accounts Report and the Sales Action and Result Reports
- > **Referral Source Reporting**—View reports that show referral source effectiveness; for example, you can view leads by referral source and see leads that are active, approved, abandoned, declined, or on-hold.

Role-Specific Home Pages

- > **Referral Source Users**—Summarizes the user's referrals by queue so that the user can see the number of leads at each step in the sales and application processing cycles, as well as the number of leads that were abandoned and those that resulted in boarded applications. The user can drill down to see the status of each lead and view any comments associated with the lead.
- > **Sales Representatives**—View scheduled appointments, past due appointments, recently assigned leads, assigned leads by queue, and any "pend" assignments, internal documents, and messages posted by other users. Drill down from the home page to work leads, manage prospect profiles, or move leads and applications from one queue to the next.
- > **Sales Managers**—Capabilities similar to the Sales Rep home page, plus management console that allows you to view prospects and sales activities by sales group and sales rep.
- > **Back Office User Home Page**—View application processing queues and "pend" assignments. Drill down to view and manage prospect profile information.

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Application Processing

With Application Processing you provide your back-office staff with tools for tracking merchant applications and managing exceptions through each step in the application processing cycle.

Queue-Based Application Workflow

> **Custom Queues**—We configure queues to match your application processing cycle.

> **Application Tracking**—Track the application as it progresses through each queue and report on performance trends and Service Level Agreements (SLAs).

> **Queue Monitoring**—Monitor queues to see a list of applications currently in each queue.

> **Application Assignment**—Assign applications to other users and provide with the capability to claim applications for themselves for given queues.

> **Access Control**—Control user access to queues.

Pend Functionality

Specify that an application is incomplete and cannot pass a given queue (for example, because of incomplete documentation.

> **Predefined Pend Reasons**—Select "pend" reasons from a pre-defined list of values.

> **Free Text Notes**—Enter text to describe "pend" issues.

> **Pend Assignment**—Assign "pended" applications to other users.

> **Pend Notification**—Automatically send email notifications to "pend" assignees.

Pend Reporting

> **View performance statistics regarding each queue**—Number of "pends", percentage of "pends", processing time for each "pend", and average processing time.

> **View a summary of "pend" reasons for each queue**

Benefits

> Increase visibility into back-office processes.

> Shorten turnaround time for exceptions.

> Monitor Performance.

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POS Portal
Deployment Management

We provide our Deployment customers with a feature-rich, web-based application for managing merchant relationships. With our Deployment Management module, you can access merchant information, place orders, track assets, and enter customer service tickets—everything you need to provide excellent customer service.

Merchant Profile Management

> **Merchant Profile**—Enter and view all merchant-related information in one place.
> **Installed equipment**—Track equipment assets by merchant, including serial number, terminal download application, debit key injections, warranty information, and equipment due to ship or scheduled for return.
> **Order and ticket history**—View at-a-glance both orders and tickets for a given merchant and drill down for detailed information about the record.
> **Transactions**—View merchant transaction data and download this data to CSV file.
> **Authorizations**—View merchant authorizations and download this data to CSV file.
> **Statements**—View merchant statements and download this data to CSV file.

Order Management

> **Shopping Cart Interface**—Create orders using an easy-to-use shopping cart.
> **Multiple Order Types**—Create new merchant orders, swap orders, repair orders, supply orders, and rental orders.
> **SmartPart View**—Choose equipment and then browse a filtered list of compatible accessories and consumables, such as power supplies, stands, rolls, and ribbons.
> **Freight Quoting**—Select shipping methods from real-time freight quotes.
> **Application Download**—Select terminal applications from a customer-specific list of certified applications for a given unit.
> **Key Injection**—Select key injections from a customer-specific list of valid key encryption methods for a given PIN pad.
> **Check Configuration**—Select check configuration options for check readers and check imagers from a predefined list of configurations.
> **Direct and Revenue Price Views**—Toggle between viewing the direct price (the price we charge you) and the revenue price (the price you charge merchants or agents).
> **Outbound and Inbound Shipment Tracking**—Track shipment progress using carriers' shipment tracking services.

Deployment Ticket Management

> **Call Ticketing**—Submit online requests and inquires to POS Portal.
> **Follow-up Management**—Delegate specific actions to individuals or POS Portal queues.
> **Document Upload**—Attach documents to tickets, such as a screen capture or digital picture of a terminal in need of repair.
> **Ticket Reporting**—Report on ticket history and customer service trends.

Benefits

> Automate processes.

> Eliminate re-keying.

> Reduce errors.

> Drive down costs.

> Increase efficiency.

> Improve quality.

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Live Chat

- > **Online Chat**—Get live help from a customer service representative using instant messaging, Monday through Friday 6:00 AM to 6:00 PM (Pacific Time), excluding holidays.
- > **Web Collaboration**—Share browsers with a POS Portal customer service representative.
- > **Text Transcription**—Order transcription of online chat sessions.

Catalog Management

- > **Client-Specific Item Catalog**—Select items to display in your item catalog from a master list of items maintained by POS Portal.
- > **Merchant and Agent Pricing**—Set merchant and agent-specific pricing and create price plans for agents.

Agent Bank Management

- > **Agent Banks**—Setup agent banks, agent bank hierarchies, and agent bank users.
- > **Price Plans and Exception Pricing**—Create agent specific pricing and parameters for calculating shipping and handling fees.
- > **Data Visibility**—Provide agent bank users with only the data they need to see; processors see all merchants, and agent banks see only the merchants in their portfolios.

Reports

- > **Order Reports**—View outbound order data, such as open orders, recent orders, new merchant orders, repair orders, and on-time shipping metrics.
- > **Return Order Reports**—View return order data and repair order data, such as orders returned by the carrier, call tag status, and repair orders.
- > **Ticket Reports**—View deployment ticket data, such as tickets entered in a given year listed by month and category, open follow-up actions, and monthly ticket summary by category or by ticket initiator.
- > **Planning Reports**—View data such as consigned collateral inventory levels, scheduled depletion dates, and usage rates.
- > **Rental Reports**—View rental data, such as current active rentals and current residual totals.
- > **Invoicing Reports**—View invoicing data, such as invoice batches by order, category, GL code, or state.
- > **Portfolio Reports**—View summary data of your merchant portfolio, such as merchant status, termination reasons, satisfaction levels, and installed equipment analysis.

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POS Portal
Customer Service

With POS Portal's Customer Service module, your customer service staff has comprehensive merchant information at their finger tips and tools for capturing customer interactions, managing requests, and routing requests to the right people in your organization.

Merchant Profile Management

> **Merchant Profile**—Enter and view all merchant-related information in one place, such as demographic information, installed equipment, terminal applications, front-end and back-end processors, and help desk providers.
> **Installed Equipment**—Track equipment installed at a merchant's site, including download application, key injection, and check configuration. Drill down to warranty information, install date, and owner. Installed equipment is updated automatically when you place orders for a merchant and it shows status such as pending shipment or open call tags placed against the equipment.
> **Order and Ticket History**—View at-a-glance both orders and tickets for a given merchant and drill down to detail information about the record.
> **Merchant Status and Inactive Merchant Reporting**—Create reports that show current merchant satisfaction levels and reasons for account inactivation.
> **Transactions**—View merchant transaction data and download data to CSV file.
> **Authorizations**—View merchant authorizations and download data to CSV file.
> **Statements**—View merchant statements and download data to CSV file.

Ticket Management

> **Custom Queues**—Create custom queues to represent the functional groups in your organization that tickets will be assigned to.
> **Call Ticketing**—Provide your internal employees with an online mechanism for submitting requests and inquires.
> **Follow-Up Management**—Delegate specific actions to individuals or queues that represent functional groups at your company.
> **Document Upload**—Attach documents to tickets, such as account change forms.
> **Ticket Reporting**—View comprehensive reports on ticket histories and customer service trends.

Benefits

> Provide easy access to comprehensive merchant information.

> Increase first-call resolution.

> Gain efficiencies.

> Increase visibility into customer trends.

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POS Portal
Risk Management

With POS Portal Risk Management, you can monitor transaction activity and quickly identify fraud. The Risk Management module analyzes transaction data from your front-end processor and uses a set of risk parameters to generate alerts. Risk managers review a daily list of alerts to easily find transactions that require review, research alert details, drill-down to transaction details, enter notes, and set alert status.

Alert Generation

> **Transaction Monitoring**—Authorization transactions are analyzed using complex set of rules to detect fraudulent activity.
> **Daily Alert Generation**—Alerts are generated from daily batches of authorization and capture transactions.
> **Alert Types**—Multiple alert types are generated for specific indicators of fraud, such as deposit amounts, multiple transactions on the same card, transaction variance, and declined authorizations.
> **Configurable Alert Parameters**—Administrators can set specific parameters for each alert type, such as deposit thresholds, variance percentages, and declined authorization percentages.

Alert Management

> **Alert Search**—Search for alerts by date, date range, merchant, agent, or authorization vendor. Filter results by minimum deposit amount, authorization vendors, and alert status.
> **Alert Lists**—An easy-to-use online alert list displays alert status, merchant, deposit amount, MID, agent number, SIC code, and alert type code.
> **Color-Coded Alert Statuses**—Easily view alerts in need of review, alerts that are currently being investigated, and alerts that have been resolved.
> **Alert Examination**—Review merchant demographic information, alert details, and batch summaries. See who has reviewed alerts in the past and enter and review notes.
> **Transaction Details**—Drill down to the transaction details for the alert, including the capture detail.

Benefits

> Identify fraud quickly.

> Minimize exposure to risk.

> Make the investigation process more efficient.

> Adjust alert parameters as fraud patterns change.

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POS Portal Transaction Research

With POS Portal's online transaction research you can view transactions by date range or search for transactions using criteria such as, bank date, card type, or transaction amount. Your front-end and back-end processors send us data files that we parse and then display to your users. You can also provide your agents and merchants with transaction research capabilities and appropriate levels of data visibility.

Authorizations

> **Authorization Search**—Search for authorizations using search criteria, such as authorization date, card number, last four digits of card number, transaction amount, and authorization number.
> **Online Authorization Report**—View authorization date, merchant account number, authorization number, card number, and authorization amount. Drill down to merchant profile and authorization details.
> **Download**—authorization data to a CSV file.

Transactions

> **Transaction Search**—Search for individual transactions or transaction batches using search criteria, such as settlement date, card type, card number, authorization number, transaction amount, and more.
> **Online Transaction Report**—View transaction settle date, MID number, batch reference, authorization number, card number, and transaction amount. Drill-down to the merchant profile and transaction details.
> **Download**—Download transaction data to a CSV file.

Benefits

> Resolve issues quickly.

> Reduce research costs.

> Eliminate paperwork.

> Improve merchant satisfaction.

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POS Portal
OAC and OMC

With our Online Agent Center and Online Merchant Center, you can provide your agents and merchants with audience-specific logins to access our Merchant Profile, Risk Management, and Transaction Reporting functionality. If you use our contract deployment services, you can also display order history and ticket history.

We configure OAC with your logo and color scheme so that when your agent bank users log in, they see your company branding. In addition, we can configure OMC with an agent bank's corporate branding so that when merchants log in, they see your agent bank's company branding.

Each user group has an appropriate level of data visibility. Processors can access all data, agents can view data for their organizations and their merchants, and merchants can view their merchant account data.

Capabilities	Processor Login	Agent Login	Merchant Login
Data Visibility	View all data	View agent's data and merchant data	View merchant's data only
Merchant Profiles	Yes	Yes	Yes
Installed Equipment	Yes	Yes	Yes
Order History*	Yes	Yes	Yes
Merchant Transaction Research	Yes	Yes	Yes
Risk Management	Yes	Yes	No
Fraud Alerts	Yes	Yes	No
Set Alert Parameters	Yes	No	No
User Admin	Create Agent Users	Reset passwords and disable user accounts	Self-Registration

~Available for clients who use our equipment deployment services.

Benefits

> Strengthen partnerships.

> Improve merchant service.

> Increase efficiency.

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