

P.O.S. Equipment Questions & Answers



Check Imaging

<u>QUESTION</u>	<u>ANSWER</u>
1. How Many Images Can Terminal Store?	The 4-Access Terminal Will Store Up To 1,000 Check Images?
2. Is a Separate Procedure Required to Send Images?	No. Images Are Transmitted With Check Settlement, Daily.
3. Can I View Check Images On-line?	Yes. Check Images are Available On-line Through Retriever Portal.
4. What If Image is Not Captured or Transmitted?	4-Access Real-Time System Confirms Complete Transfer of Images.

Connection

<u>QUESTION</u>	<u>ANSWER</u>
1. What are the Terminal Transmission Options?	<ul style="list-style-type: none"> ◆ Internet Protocol (IP); Supports Broadband Connectivity. ◆ Dual Dial-Up Phone Connection Jack. ◆ Dial-Up Back-Up for both Card & Check Services.
2. How do I Hook-Up the Terminal IP Connection?	Connect an Ethernet Cable From Your Router Directly to Terminal. Important: <ul style="list-style-type: none"> ◆ Check Your Router for an Available Ethernet Port. ◆ Identify Length of Ethernet Cable Needed (Router to Terminal). ◆ Purchase Ethernet Cable (CDW) Based on the Required Length. Note: Use Your ELS Discount at CDW for Cable Purchase(s).
3. What Peripherals Connect to Terminal USB Port?	Future Peripheral Devices: <ul style="list-style-type: none"> ◆ Biometric Scanners ◆ Drivers License Bar Code Reader ◆ RFID Acceptance
4. What Peripherals Connect to Terminal Serial Port?	<ul style="list-style-type: none"> ◆ Verifone 1000SE External PIN-PAD ◆ TBD

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Placement

<u>QUESTION</u>	<u>ANSWER</u>
1. What is the Best Placement for the Terminal?	<ul style="list-style-type: none"> ◆ Terminal Placed at Window, Between Two Workstations. ◆ Terminal Placed Next to the ELS (PC) Monitor.
2. What if I Have Four Windows Doing Licenses?	Maximum Efficiency; Two Lanes Side by Side, Using One Terminal.
3. What About the Placement of the PIN Pad?	Placing the PIN-Pad Outside the Window Between Lanes. <u>Important:</u> <ul style="list-style-type: none"> ◆ Only One (1) Pin Pad Can Connect to a Terminal. ◆ PIN-Pad <u>Does Not</u> Fit Under the Teller Window. ◆ PIN-Pad Standard Length Cable is 6', Longer Cables, Available.
4. What if PIN-Pad Cannot be Placed Outside Window? i.e. Security Reasons.	Some Stores Ask the Customer to Write Down Their PIN #, Teller Will Input Customer PIN # for Approval.
5. Can I Place the Terminal on the Back Counter?	Yes. However, Here are Some Important Items to Consider... <u>PIN-Debit:</u> <ul style="list-style-type: none"> ◆ Where to Run the Extended PIN-Pad Cable? Terminal to Window. <u>Procedural:</u> <ul style="list-style-type: none"> ◆ Teller Must be Trained to Bring Non-Cash Payment Instrument to Terminal for Before Rendering or Issuing Vehicle Services.

Deployment

<u>QUESTION</u>	<u>ANSWER</u>
1. How Long Will it Take to Receive Equipment?	Your Equipment Should Arrive Within Two Days of Payment Received.
2. Will the Equipment Need to be Programmed?	No. Equipment is Plug-n-Play; Terminal is Pre-Programmed.
3. Does Equipment Come with an Ethernet Cable?	No. However, You May Use Your ELS Discount at CDW for Purchase.
4. How Long is the Standard PIN-Pad Cable?	The PIN-Pad Cable is Approx. Six (6) Feet Long. Longer Length Cables Available; Length and Pricing TBD.

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Installation

<u>QUESTION</u>	<u>ANSWER</u>
<p>1. What is Required Before Installing the Terminal?</p>	<ul style="list-style-type: none"> ◆ One (1) Open Router Ethernet Port for Broadband Connection. ◆ AC Power or Plug Into a Surge Protector Strip (Recommended). <p>Notes: Phone Line May be Used as a Back-up Connection if IP or Broadband Connection is Not Available.</p>
<p>2. Who Installs the Terminal?</p>	<p>The Terminal is Plug-n-Play. Just Plug it in and the Connect Cables.</p> <p>Important:</p> <ul style="list-style-type: none"> ◆ Retriever's 24/7 Toll-Free Help-Desk Can Assist With Set-Up. ◆ Terminal has a Demo Mode so You Can Train Your Staff, Off-line. ◆ Terminal Reference Guide and Other Training Materials Included. ◆ Point of Sale Procedure Materials Included. ◆ An Internet Training & Installation Video is Coming Soon!

General Questions

<u>QUESTION</u>	<u>ANSWER</u>
<p>1. What Other Services Can the Terminal Perform?</p>	<p>The Terminal is Capable of Holding Up to Twenty (20) Applications.</p>
<p>2. What Will be the Benefits of Integration to ELS?</p>	<ul style="list-style-type: none"> ◆ Increase the Overall Time to Process a Transaction. ◆ Reduce Data Entry (Human) Errors. ◆ Approve All Non-Cash Payments Before Issuing License Service. ◆ Reduce Teller Key Stroke Procedures. (see Question 3, below.)
<p>3. What Are Some Future Integration Features?</p>	<p>The Ability to Pass Information From ELS Directly to Terminal i.e.,</p> <ul style="list-style-type: none"> ◆ Automatically Activate Charge Type Key(s) ◆ Total Sale Amount ◆ ELS Generated Invoice # ◆ Drivers License (State & Number) ◆ Generate a Terminal Cash Receipt ◆ Terminal Transaction Reporting

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Leasing

<u>QUESTION</u>	<u>ANSWER</u>
1. Do I Own the Terminal at the End of 48 Months?	No. However, There are Four (4) Options Available. <ul style="list-style-type: none"> ◆ Buy-Out the Equipment at the Current Fair Market Value. ◆ Continue to Make the Same Monthly Payment (Not Recommended). ◆ Send the Equipment Back to the Leasing Company to End Lease. ◆ Upgrade the Equipment by Contacting Retriever Sales Office.
2. Can I Terminate Lease Before the 48 Months?	Yes. However, There is No Financial Advantage to Terminating Early.
3. What if Terminal is Obsolete Before Lease End?	The 4-Access Terminal was Chosen Because of Its Future Capabilities. Note: Retriever Gold Service Package Covers Equipment Purchased Through Retriever That Becomes Obsolete <u>Before</u> Its Lease End.
4. What are The Advantages of Leasing?	<ul style="list-style-type: none"> ◆ Equipment Payment Can be Amortized Over Period of the Lease. ◆ Begin Processing Cards & Checks with Minimal Cash Outlay.
5. Should I Lease if I Plan on Selling My Store?	The Lease is Non-Cancelable. Here are Some Items to Consider: <ul style="list-style-type: none"> ◆ You May Assign Your Lease to the New Owner. ◆ New Lessee Takes Over Remaining Lease Payments. ◆ Original Lessee Remains Responsible for Lease if Default Occurs.

Investment

<u>QUESTION</u>	<u>ANSWER</u>
1. What Payment Types Are Accepted?	Check and Credit Cards (Visa, MasterCard & Discover).
2. When Do I Pay for the Equipment?	Once Approved for Processing, We Will Call You to Discuss the Options.
3. Is Sales Tax Already Included?	No. All Sales Tax Will be Calculated on Total Purchase Amount.