



# SyncroPlus



## integrated EFTPOS application with central access

In a world where payments capability is constantly evolving, many retailers are adopting new technology to improve efficiencies and add extra value for their business and customers.

SyncroPlus is the latest generation EFTPOS application that can integrate into most existing infrastructures and give retailers centralised access to their entire EFTPOS network. Its central access capability allows head office to control all lanes remotely.

Reporting, diagnostics, configuration and upgrades can be run centrally, saving time and money on staff training and IT dispatch. This makes SyncroPlus the ideal integrated EFTPOS solution for small, medium or larger retailers.

As well as providing your business with EMV compliance, it includes further advantages of increased speed, accuracy and security at the point of sale. It also has the flexibility to operate with a wide range of existing software and hardware configurations.

### is it for you?

#### Are you looking for:

- EMV compliance
- Centralised access
- Greater levels of security
- Reduced complexity
- Better functionality
- More accuracy
- Cost savings on ongoing operation
- An EFTPOS system that will work with your PC-based POS system
- The reassurance of dealing with a market-leading supplier

If so, SyncroPlus is the solution for you.



## business benefits

### Save money

SyncroPlus reduces the potential costs and loss of income associated with human error. The EFTPOS dollar value cannot be miskeyed by the operator as it is communicated directly from the Point of Sale (POS) to the EFTPOS PIN Pad. If payment is declined, SyncroPlus will prevent the sale being closed off and will notify the operator through the POS.

### Provide better customer service

With SyncroPlus, EFTPOS transactions are faster and more secure, reducing customer wait time. You can even process transactions when the EFTPOS network goes down, by using our electronic offline voucher feature.

### Stay in control

SyncroPlus makes all information from your lanes available to you in real time. Centralised management allows you to troubleshoot and perform upgrades from your head office.

### Keep up with the play

SyncroPlus is already fully EMV compliant. With its upgrade capability, SyncroPlus lets you keep up with the latest advances in EFTPOS technology.

### Increase efficiency

SyncroPlus allows troubleshooting tasks to be performed from head office, reducing system down time as technical support can be performed from head office. Staff training time is dramatically reduced due to EFTPOS functionality being integrated with the POS.

### Enjoy flexibility

SyncroPlus is certified with many leading POS applications and Provenco is happy to consider opportunities to certify with other POS vendors or existing in-house POS.

### Reduce your risks

Your investment on hardware and software is safe. SyncroPlus can easily be adapted if you decide later to move from a thick client to a thin client, server or Citrix based environment.

## key features

### Central access

SyncroPlus gives you comprehensive, real-time remote access to all EFTPOS lanes, from your back office or head office.

### Flexibility

SyncroPlus uses the Microsoft .NET Framework and is scalable for single or multiple sites. It can be deployed in a number of different environments, including thin client, thick client, server based, Internet, Citrix, CE, Terminal Services, Unix and Linux.

### Compatibility

SyncroPlus can work with a choice of PIN Pad, with communication occurring across the existing IP network. The application uses existing printers, eliminating the need for a separate EFTPOS printer.

### Customisation

SyncroPlus can be adapted to provide various levels of fault tolerance and offline transaction processing.

### Reporting

SyncroPlus stores a transaction database, providing reporting and receipt reprinting functionality. It offers detailed reporting on card types, amount, time, date, etc.

### Versatility

SyncroPlus has Multi-Merchant functionality so that funds can be credited to different accounts. It also has Multi-Acquirer capability, providing cheque authorisations and linking with loyalty programmes. The application supports all debit, credit and PIN entry transactions and even allows mail order telephone transactions that require Manual PAN entry.

### Speed

SyncroPlus features fast transaction speeds, minimising impact on service time.

### Security

SyncroPlus meets global EMV and 3DES standards.



# how it works

## Architecture

SyncroPlus consists of modular components that can be adapted to suit various POS application scenarios. The POS application manages the sale process and uses the SyncroPlus terminal to electronically transfer funds.

## POS integration

The SyncroPlus application interface manages most of the transactional processing within SyncroPlus, so that minimum development work is required at the POS interface. SyncroPlus has several methods for integration with different POS environments, including via .NET libraries or direct IP addressing with XML messages.

## Compatibility with Syncro and V2

The transition to SyncroPlus has been made as easy, quick and cost effective as possible. Customers currently running Syncro, SyncroLink and V2 will be able to implement SyncroPlus without having to change their POS software or hardware. This significant evolution introduces a level of upgrade that meets the requirements for EMV compliance.

## Centralised management system

All SyncroPlus EFTPOS lanes can be remotely monitored and managed through a local or central administration service. This also enables reporting, diagnostics, configuration and upgrades to be performed from central locations.

## Reporting

As part of the centralised management system, SyncroPlus can provide a variety of reports, ranging from searching for a previous receipt, displaying transaction volumes over time or reporting on credit card types. Reports can be generated on a single lane, branch level or across the entire system. Outputs can be filtered on date, time, amounts and other features such as transaction results and can be delivered as text or as graphics. These can be exported into a CSV file for importing into packages such as Microsoft Excel or Access for further analysis.

## Communications

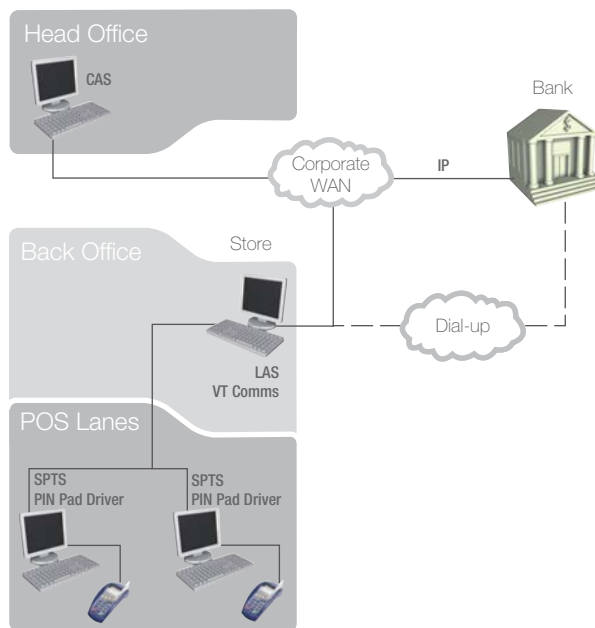
SyncroPlus sends transactional information to the acquiring host via the Virtual Terminal Communications module (VT Comms). There are many communication methods including dial-up, leased line, IP and GPRS. Multiple communication paths can be configured to provide redundancy.

### glossary of terms

- CAS - Central Administration Service
- LAS - Local Administration Service
- SPTS - SyncroPlus Terminal Services
- VT Comms - Virtual Terminal Communications

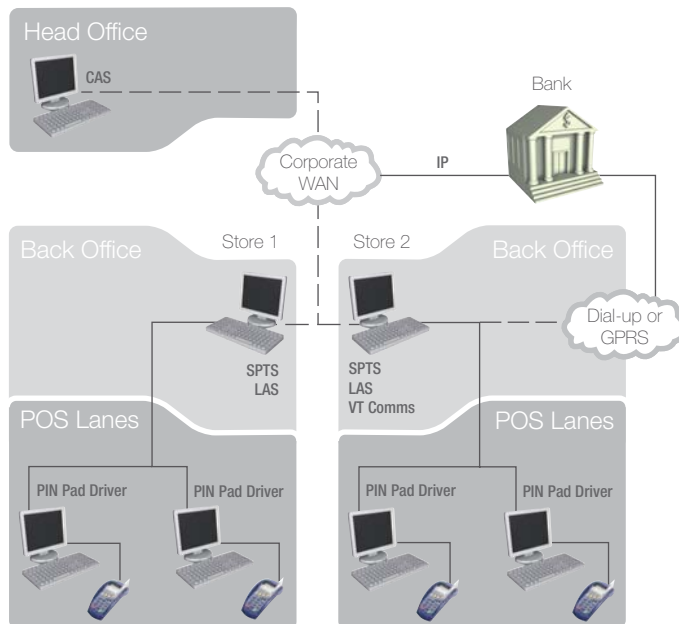
## Thick Client Deployment

This diagram illustrates a SyncroPlus deployment of one store and a Head Office. The diagram also shows communication redundancy options with a primary link via the Corporate WAN and a back-up secondary link via dial-up from the store.



## Thin Client Deployment

This diagram illustrates a SyncroPlus deployment across stores and a Head Office. The diagram also shows communication redundancy options with a primary link via the Corporate WAN and a back-up secondary link via GPRS or dial-up from the store.



## PIN Pad options

SyncroPlus offers retailers the flexibility to choose the PIN Pad that best meets their needs. Both suggested PIN Pads have been ergonomically designed and comply with the latest EMV and 3DES security standards.

### Keycorp K23 PIN Pad

The Keycorp K23P PIN Pad is compact and easy to use. It incorporates unique design features such as the high-definition backlit display screen, vertical card swipe, and privacy shield for PIN entry.



### Hypercom S9SC PIN Pad

The Hypercom S9SC PIN Pad has been designed to fit comfortably in customers' hands. It includes a backlit two-line display, horizontal card swipe, and oversized, coloured ENTER and CANCEL keys.



### PIN Pad hardware selection

- Serial or IP connectivity
- Power supply from power pack or from powered serial port
- Optional extension cables and PIN Pad stands

SyncroPlus is brought to you by Provenco the leading provider of EFTPOS and payment technologies to the New Zealand market. Provenco has developed an in-depth knowledge of its customers' business and their requirements creating the ability to source and provide new technology and enhanced solutions to help customers grow and develop their business.

Provenco distributes a full range of EMV-compliant terminals and payment solutions including Hypercom, Keycorp and its 5th generation integrated solution SyncroPlus.

For more information, visit [www.provenco.com](http://www.provenco.com)

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