



# First Data® POS Value Exchange™ Restaurant Solution



The First Data® POS Value Exchange™ Restaurant Solution is an all-in-one point-of-sale (POS) computer system designed to help small to mid-sized restaurant owners improve productivity and increase profitability.

## The Challenge

Restaurant owners need to make sure their customers are served quickly and efficiently, while also managing their restaurant's finances, sales, special menu offerings and personnel.

To handle all of these responsibilities, many restaurant owners use a mixture of separate devices from several different vendors or avoid technology altogether and use time-consuming paper guest checks and antiquated cash registers.

## The Solution

The POS Value Exchange Restaurant Solution is a comprehensive, cost-effective system that provides everything necessary to manage all aspects of a restaurant business.

This hard-working system, created by restaurant owners for restaurant owners, combines convenience and ease of use, which allows more time spent focusing on customers and less time in the back office.

## Here's How It Works

The POS Value Exchange Restaurant Solution includes a high performance integrated computer powered by an Intel® processor, a software package featuring Microsoft® technology, and First Data payment processing that accepts many payment types, including Visa®, MasterCard®/Diners Club®, Discover® and JCB® cards, as well as gift cards.

With features that provide customer-specific pricing and special discount options, easy tracking of fresh sheet menu items, and faster, more accurate transactions, the POS Value Exchange Restaurant Solution can be an invaluable business tool.

# First Data® POS Value Exchange™ Restaurant Solution

## Industries Served

- Small to mid-size restaurants

## Help Your Business

- Turn tables faster by speeding up guest check processing times
- Boost menu item sales by promoting specials at the table
- Improve security and prevent loss
- Eliminate time-consuming, paper-based tracking
- Decrease the amount of time spent on administrative tasks
- Accurately track supply of fresh sheet menu items and specials
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## Help Your Customers

- Enjoy personalized attention and a higher level of service
- Expand their range of payment options
- Benefit from tailored receipt messaging offers

## Features

- Quiet, fan-free design
- User-friendly operating system
- Durable 15" touch screen display
- Easy menu setup and maintenance
- Split-ticket and special order processing
- Product support from trusted companies
- Real-time, customizable data reports



## A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

**For more information, contact your  
First Data Sales Representative  
or visit [firstdata.com](http://firstdata.com).**

# First Data POS Value Exchange Restaurant

First Data Global Leasing Terms: If you have an existing relationship with FDGL, see the terms below.

- To sign up, contact: Claudia Susinno – 631-683-6343 – [Claudia.Susinno@firstdata.com](mailto:Claudia.Susinno@firstdata.com)
- First Data will split fund this product. This unit will for no up front cost on leases only. First Data will confirm receipt of the product then fund TASQ directly for equipment fees. The agent will receive the remaining funds after the product is paid for. Please indicate “lease” on the Deployment Form.
  - \*\*\*Note\*\*\*** the tax and shipping costs are *not* deducted up front from the agent's portion of the lease funding. This is due to the unit having to be approved for lease and shipment prior to these amounts being calculated. Those costs are invoiced to iPayment from TASQ and will be charged back to the agent as you would have already received these amounts with your payment.

## Leasing Terms Available for Tier B Merchants and Higher

Equipment	Term	Min / Max Payment
Full Bundle	36	\$156 / \$176
Full Bundle	48	\$125 / \$143
Additional Workstation	36	\$115 / \$125
Additional Workstation	48	\$85 / \$99

## Summary of Products/Pricing - Purchased through iPayment (no lease)

ITEM	Agent Cost
One Station Bundle	\$3,883.95
Additional Station	\$2,938.95

<b>RESTAURANT - STATION BUNDLE - Includes</b>	
"Brain" CPU/Touch Screen Monitor	Imprinter Plate
Thermal Receipt Printer-Serial	Do not open sticker Qty 2
Dot Matrix Kitchen Printer	Appropriate decals (based off entitlements selected)
Cash Drawer	2 Paper rolls + 1 roll in printer
Magnetic Stripe Reader (MSR)	Help Desk Sticker
8-Port Router (Main Stations/Rec't Printers)	Merchant referral letter (LTR-MERCH-REFER)
NetGear	Visa Cardholder info security letter (LTR-VISA-CISP)
Main Station/Rec't Printer Power Conditioner	MAG Strip Reader Card Qty 5
Kitchen Printer Power Conditioner	QRG
Dinerware Software DB2001	2 Blue Boxes
Installation and Configuration	Two ethernet cables
ESET Antivirus Software	Sticker Label Sheet
First Data Name Plate	Bundle Keyboard
First Data Welcome Envelope (ENV-FD)	What happens next letter
Sales Drafts	Overbox Pouch
Credit Slips	First Data stickers to cash drawer, thermal printer
3 Year Warranty	2 Gig Thumb Drive
<b>RESTAURANT - ADDITIONAL WORKSTATION - Includes</b>	
"Workstation" CPU/Touchscreen Monitor	Appropriate decals (based off entitlements selected)
Thermal Receipt Printer-Serial	2 Paper rolls + 1 roll in printer
Magnetic Stripe Reader (MSR)	Help Desk Sticker
Main Station/Rec't Printer Power Conditioner	1 Blue Box
Dinerware Software DB2001	Do not open sticker
Installation and Configuration	One ethernet cable per workstation and kitchen printer
ESET Antivirus Software	First Data sticker to thermal printer
First Data Name Plate	3 Year Warranty
First Data Welcome Envelope (ENV-FD)	

ADDITIONAL ITEMS AVAILABLE	Agent cost	ADDITIONAL ITEMS AVAILABLE	Agent cost
Base Mount Pole Display Serial	\$94.50	Cash Drawer Split Cable:	\$16.80
Additional Cold-side Dot Matrix Kitchen Printer	\$315.00	Key Set, Pair, for CR6210B	\$5.62
Additional Cold-side Kitchen Printer Power Cord	\$73.50	Cash Tray with Cover	\$36.44
Dual Sided Thermal Printer	\$393.75	Tray Cover for Cash Drawer	\$18.22
Dual Sided Printer Power Supply	\$85.31	Under Counter Bracket for Cash Drawer	\$28.04
POSIFLEX-DEMO	\$1,260.00		

## FD POS Retail and Value Exchange Restaurant Systems Process Flow

1. Fill out Merchant Application completely with specific sections as follows:
  - Equipment Section:
    - “Front-end”: Check Nashville box
    - Check “Software” box and type in POS Retail or POS Value Exchange Restaurant
    - Indicate With Check or Without Check in “Software” field as well
    - Type in XP Prof POS v 2.0 in “Software Version”
  - Lease Section: **ONLY IF MERCHANT IS OPTING FOR A LEASE THROUGH FIRST DATA GLOBAL LEASING (FDGL) AND SALES PARTNER HAS A RELATIONSHIP WITH FDGL...**
    - Fill out applicable lease factors and obtain merchant’s initials.
    - If the merchant is not opting for a lease, payment information will need to be indicated on the Deployment Form. **Due to higher than normal equipment cost, payment for equipment is due upon equipment order and there will not be any approved deferred billing. If leasing POS System, FDGL will split fund cost. Please indicate on the Deployment form this is a lease so we do not double charge.**
  - Comments Section:
    - If merchant wants additional accessories indicate these accessories on the “Comments” lines.
2. Submit application and Deployment Form to iPayment New Accounts Department (1 business day if application package is complete). **Please ensure Deployment Form is included with Merchant Application.**
3. New Accounts will process merchant application and, if approved, will place merchant on the FD Nashville front-end and will obtain the CMS MID and TID required for ordering the POS device.
4. Once MID and TID are created and equipment payment has cleared, iPayment will place order for POS device through First Data. (Up to 5 business days for First Data to process order). iPayment Deployment Department will email Sales Partner confirmation that order has been received and will email confirmation once the order has been completed.
5. The POS bundle packages are shipped to the merchant’s location within 10 business days of order completion. The software will be preinstalled and configured with the Nashville merchant ID for immediate processing when the system is installed. Someone must be present at the time of delivery as FedEx requires a signature. If a lease option is being chosen, the equipment will not be shipped until First Data Global Leasing approves the lease.
6. Merchant will be contacted by Nurol to schedule the over the phone installation once the unit is in transit (approximately 1 week from POS device order completion date). In person installs are still available upon request, a minimal install fee may apply,

### Important Notes:

- Power must be supplied at the merchant’s checkout location with proper surge protection.
- Merchant must have high speed internet access with connection at the checkout.
- Merchant must have adequate counter space available.
- For under the counter wiring, the countertop must have a grommet hole drilled at least 2” in diameter.
- Merchant should NOT plug any unsupported peripherals into the system. Unsupported peripherals (ie: MP3 players, PDAs, etc.) have proven to affect system performance and reliability.
- Merchant should NOT open boxes containing the POS device when the system is received from FedEx. The installer will open all boxes when they arrive to install device.
- Installer will process a test transaction to ensure device is working properly.

### What is NOT included:

- Data migration of merchant’s inventory into Microsoft Point of Sale.
- Setting up a network connection between existing back office PC to the new POS system.
- Integrating the new POS system with an existing accounting system or store website.

Leave a copy of this document with the customer and ask them to initial each section of your copy.

## POS Value Exchange Restaurant Solution Sales Confirmation Check List – BEFORE YOU ORDER

Customer Initials: \_\_\_\_\_

The following pre-wiring should be completed by an approved contractor prior to scheduling the installation of your new POS Value Exchange Restaurant Solution:

- An electrical outlet must be supplied at each Point of Sale Station as well as each Kitchen Printer location.
- **High Speed Internet must be supplied at the system router location (a NetGear router is included). Dial-up and wireless will not work. Internet should be sourced directly from a modem, not through another existing router.**
- Ethernet cable must be run from each POS Station location to the NetGear router (Internet) location. **Be sure to use only the CAT5E 568B Standard (RJ45 Ethernet Cable).** CAT5E 568A will not operate the system properly.
- Additionally, Ethernet cable must be run from each Kitchen Printer location to the NetGear router (Internet) location. **Be sure to use only the CAT5E 568B Standard (RJ45 Ethernet Cable).** CAT5E 568A will not operate the Kitchen Printer properly.
- You must have adequate counter space available (see your sales representative for system dimensions); any old systems should be removed from the area prior to installation.
- For any under counter wiring, the countertop must have a grommet hole drilled at least 2” in diameter.

**All of the above items must exist for a successful installation to take place. If any of the above items are not in place, the installation may not be completed resulting in a billable follow-up installation.**

### What to Expect Now

Customer Initials: \_\_\_\_\_

#### Timing

- It will generally take up to 5 business days to process your application.
- After approval, allow up to 5 business days for delivery of your new POS system.

#### Product Delivery

- Someone must be present at the time of delivery to sign for the package.

#### Installation

- **When you receive your system DO NOT OPEN THE BOXES. Once all of the pre-wiring requirements (noted above) are complete, contact our installation partner, NuRol, at (866) 669-5280 to schedule your “Getting Connected” over-the-phone installation.**
- NuRol will confirm that all of your pre-wiring and Internet requirements are complete prior to approving the installation.
- If you desire an On-site technician to be deployed to your location to assist with the installation in person, this can be coordinated with NuRol. Additional charges for an on-site technician will apply and be payable via credit card directly to NuRol.
- No training is provided at this time.
- Please do not add unsupported peripherals or software to the system. Unsupported peripherals (i.e. MP3 players, PDA's, additional printers, etc.) may impact system performance and reliability.

#### Training

- **Once your system is installed, work with Nurol again at (866) 669-5280 to schedule your “Getting Started” telephone/Internet training session.**
- If additional training is required beyond the free telephone/Internet training session included with your system purchase, you may contact Nurol at the number above to request additional fee-based training.
- You will be contacted for Gift Card Training, if applicable.

### Customer Support and Information Resources

Customer Initials: \_\_\_\_\_

- **For POS Value Exchange Restaurant Solution system questions and assistance, the First Data POS Help Desk is available to assist you from 8:00am to 10:00pm Eastern Time, Monday-Friday at 800-211-2711.** The POS Help Desk number is listed on the first page of the Important Reference Materials book included with your product shipment.
- **Have your Merchant ID available to ensure the most efficient routing of your call.**
- Wired network connections between the Internet, router, and the POS Station(s) & printer(s) in the store are not supported by the First Data POS Help Desk.
- For 24x7 transaction processing Customer Service call the number located on the first page of the Important Reference Materials book included with your product shipment. This help desk does not troubleshoot hardware and software questions related to your POS Value Exchange Restaurant Solution system.
- Additional supplies may be obtained by calling TASQ Technologies at (866) 669-5280.