

AdQue® Self-Service Coin Integration Levels

This document is intended to provide an overview of the various levels of integration for the AdQue Self Service Coin system. Due to the wide variety of supported displays, user interfaces, and configuration options, detailed discussions with authorized AdQue representatives are encouraged.

Level One

Level One provides a basic AdQue system with no interface to the Self-Service Coin (SSC). The AdQue System does not control the SSC. All functions of the SSC remain independent of the AdQue system. Users see marketing messages on the AdQue display. Displays ranging in size from 15" to 84"+ are available. Interaction with the SSC unit is done through the "Start" button and the display on the SSC unit. At the end of the transaction, the user will receive a receipt to be taken to a cashier for processing.

- ◆ All AdQue functionality is available. Refer to the "AdQue Summary" and "AdQue Significant Features" information sheets for details.
- ◆ Display messages should include more detailed information on the operation and use of the SSC.

Level Two

Level Two provides a basic AdQue system similar to Level One, but also includes a direct interface with the SSC unit. The User Interface (UI) in this case becomes the standard SSC "Start" button. The AdQue system can change the marketing message as soon as the start button is pressed, giving the ability to cross sell products and services directly to someone using the SSC. Preset surcharges can be adjusted based on day of week and/or hour of day (i.e. "2% Tuesdays"). In addition to marketing messages on the AdQue display, users also see information related to the coin unit and the current transaction. In this configuration the coin unit is controlled by the AdQue system. At the conclusion of a transaction, AdQue provides the ability to show the operation for the next steps (i.e. check the rejected coin drawer; take receipt to teller, etc.). As in Level One, at the end of the transaction, the user will receive a receipt to be taken to a teller for processing.

- ◆ All Level One features are included.
- ◆ Surcharges can be based on day of week and/or hour of day.
- ◆ Detects bag/bin fill levels.
- ◆ Emails reports (bag/bin full, pre-determined percent full, etc.)
- ◆ Provides transaction volumes.
- ◆ Provides utilization statistics
i.e. the SSC is not used on Tuesdays – offer "2% Tuesdays" to bring people into the branch on that day.
- ◆ Provides diagnostic reports.
- ◆ Maintains system health checks.
- ◆ Optional Web based reporting allows remote monitoring
Refer to the "AdQue for...Self-Service Coin Web Reports" for additional information.

Level Three

Level Three includes the same features as Level Two and, in addition, requires a User Interface (UI) such as a magnetic stripe reader (i.e. MSR or card swipe), keypad and/or touch screen. The UI will also be used to confirm transaction progress. While a touch screen could be used to allow entry of an account number this is not a recommended solution. The keypad can become an on-screen virtual keypad utilizing the touch screen.

The user can enter an account ID or swipe a card issued by the financial institution to determine the fee percentage to be surcharged, if any. During setup, the bank supplies a list of associated bank identification numbers (BINS). With an approved BIN, as identified by a card swipe, a person using the SSC can receive a different (likely lower) surcharge. The bank card (ATM, check, debit, or credit card), at that point, becomes the proof that the person is a customer. In this scenario, each individual branch can surcharge based on whether or not the person is a customer and/or surcharge based on the day of week and/or hour of day (i.e. 2% Tuesdays). If a keypad is installed, there are additional on-screen operator functions that can be accessed as well.

The UI must be physically accessible by the person using the SSC. It is the responsibility of the facility to determine and meet any ADA requirements. It is suggested that the display and UI equipment be mounted in a Kiosk. Facilities Managers should work with Data Concepts, Inc. to determine the best ergonomic design for display size and UI equipment placement.

- ◆ All Level 1 and Level 2 features are included.
- ◆ Surcharges can be based on user provided bank card.
- ◆ User statistics are available.

Level Four

This is the highest integration level provided by the AdQue Self Service Coin interface. From a physical hardware perspective this level is configured like Level Three. However, this level includes full integration with a supported teller platform. This integration allows direct deposit into a primary account type of the user's choosing, negating the need for teller intervention.

Contact Data Concepts for information on supported teller platforms and specifications. For platforms that are not compatible, custom development may be required to create an interface to the teller platform. This can be done by Data Concepts, the teller platform provider, or other third party developer. Interaction with Data Concepts will be required for the development of the interface to the teller platform.

- ◆ All Level 1, Level 2, and Level 3 features are included.
- ◆ No teller intervention is required for the deposit.
- ◆ The AdQue system communicates with the teller platform to determine depository accounts, surcharge rates, and to provide positive feedback that a deposit has been successfully concluded.
- ◆ Marketing content can vary based on the information available from the teller platform.
- ◆ Marketing messages specific to the user may be displayed.

AdQue® Support

Not Just a Pretty Face

Behind the color, the drama, the action of the display screen and fixtures, resides the true heart of the AdQue® system.

It's what audiences don't see that our clients rely on everyday.

AdQue® is about service and that translates into being supportive and accountable in every aspect of concept, design, fixtures, hardware, software, installation, screen graphics, training and maintenance.

AdQue®

More than Meets the Eye



Innovative Solutions By
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