1stPay POS Pro

FIRST AMERICAN
Technology Driven Payments

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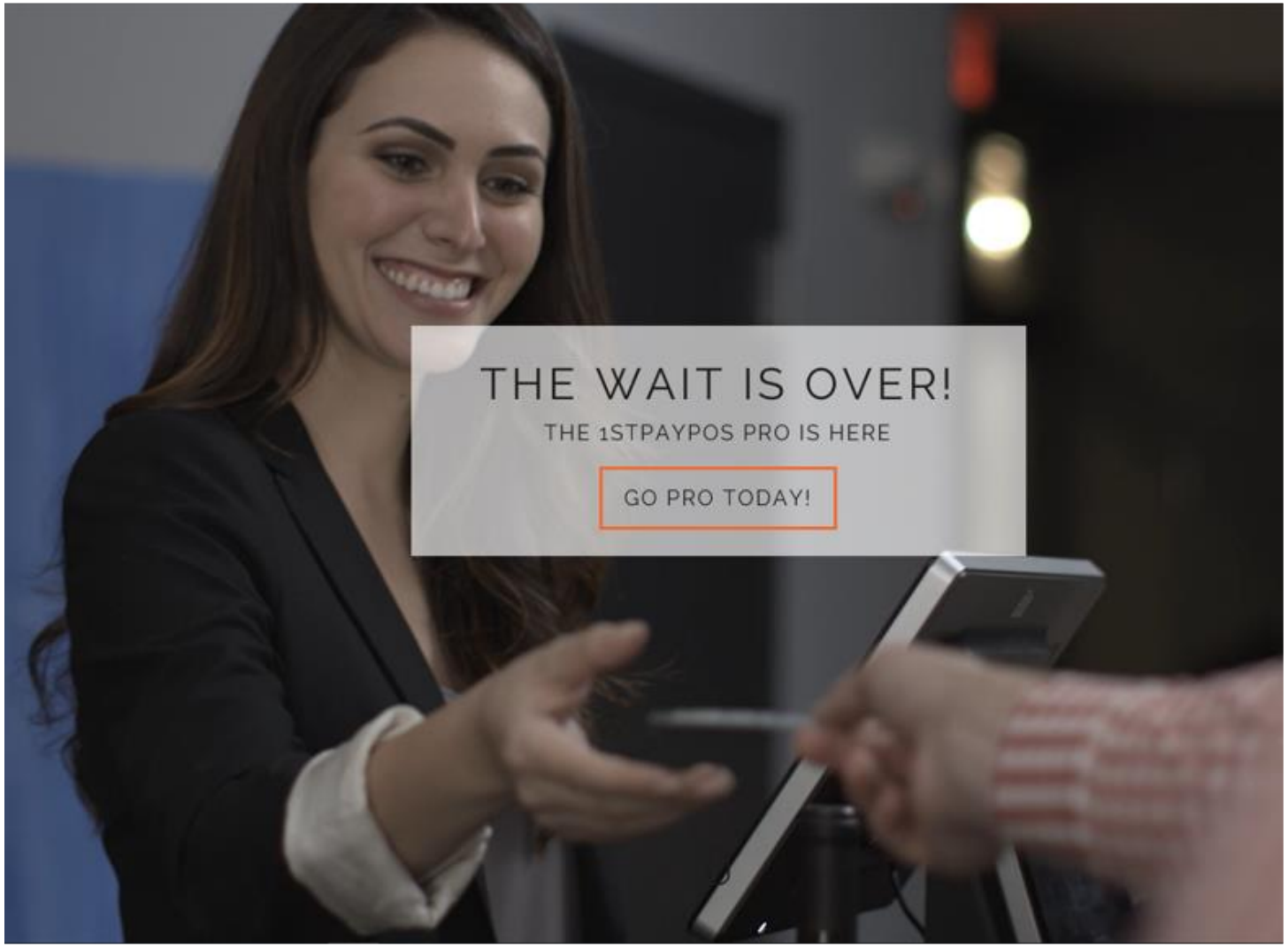



www.1stpaypos.com

# 1stPayPOS Pro:  Overview

# INTRODUCING 1STPAYPOS PRO

Welcome to 1stPayPOS Pro! The feature-rich, Android-based tablet solution that is perfect for any business environment.

Built to evolve with a merchants' business and simplify day-to-day operations, this best-in-class, cloud-based point of sale solution is an all-in-one storefront management platform that comes equipped with everything your merchant needs to manage their business.

## 1stPayPOS Pro functionality includes:

- Integrated Payments with EMV
- Reporting
- Multi-register Management
- Multi-location Management
- Inventory Management
- Staff Management
- Menu/Product Management
- Order Placement/Management
- Pricing and Discount Management
- Hassle-Free Maintenance

# FEATURES THAT MAKE A DIFFERENCE

## ADMINISTRATIVE PORTAL

Allows the business administrator or management to setup employee user roles and permissions, review transaction details, print “X” (cash) and “Z” (closing/settlement) reports, add and update menu items or goods sold.

Accessible through the tablet or a computer. (Accessing the portal through a computer will allow ease of use.)

## INVENTORY FLEXIBILITY

Easily customize your menu items and inventory, establish product bundles and modifiers, and configure pricing.

## TRANSACTION REPORTING

Get a 360˚ view of your business. Track and analyze all of your transactions and inventory data from one portal.

## BEST-IN-CLASS HARDWARE

Industry-leading POS equipment and peripherals to help modernize and organize your counter-top.

## INTEGRATED PAYMENTS

Certified with the latest payment tech including EMV¨, PIN Debit and mobile payments, like Apple Pay & Android Pay™.

## STAFF MANAGEMENT

Manage employee time clocks, review hours and manage permissions from your POS dashboard.

## HASSLE-FREE MAINTENANCE

All software-based updates are done remotely and we provide 24/7/365 award-winning customer service support

# EVERYTHING YOU NEED & MORE

## Integrated Payments

- EMV Chip Card Acceptance
- 3rd Party Contactless Acceptance (Apple Pay, Android Pay, Samsung Pay, etc.)
- PIN Debit
- Manual Credit AVS Support (CVV, Zip, etc.)
- Split Tender Payments
- Restaurant Tip Adjust
- Retail (Inline) Tipping
- Multiple Tax Rates by Item
- Order Refunds & Voids
- Partial Authorizations
- Credit (Voice) Authorizations

## Reporting

- Transaction Reporting
- Mobile Reporting
- Offline Transaction Capture

## Employee Management

- Staff Clock-In & Clock-Out
- Employee Time Tracking
- Emailed Employee Shifts / Payroll Summaries
- Shift Management
- Multi-User Access
- Customizable User Roles
- PIN Login for Cashiers/Servers
- SSO Support

## Inventory

- Track Order History
- Inventory Item Notifications
- Count / Receive Inventory

## Order Placement

- Table Assignments
- Server/Sales Associate Assignments
- Split Orders by Items
- Save / Hold / Recall Transactions
- Combine / Merge Orders
- Kitchen / Expeditor Printers Supported

## Menu/Product Administration

- Department / Category / Subcategory Configurations
- Customizable Screen Layouts
- Multiple Menus & Pricing (Breakfast, Lunch, etc.)
- Item Availability & Pricing By Store
- Menu Item Modifiers

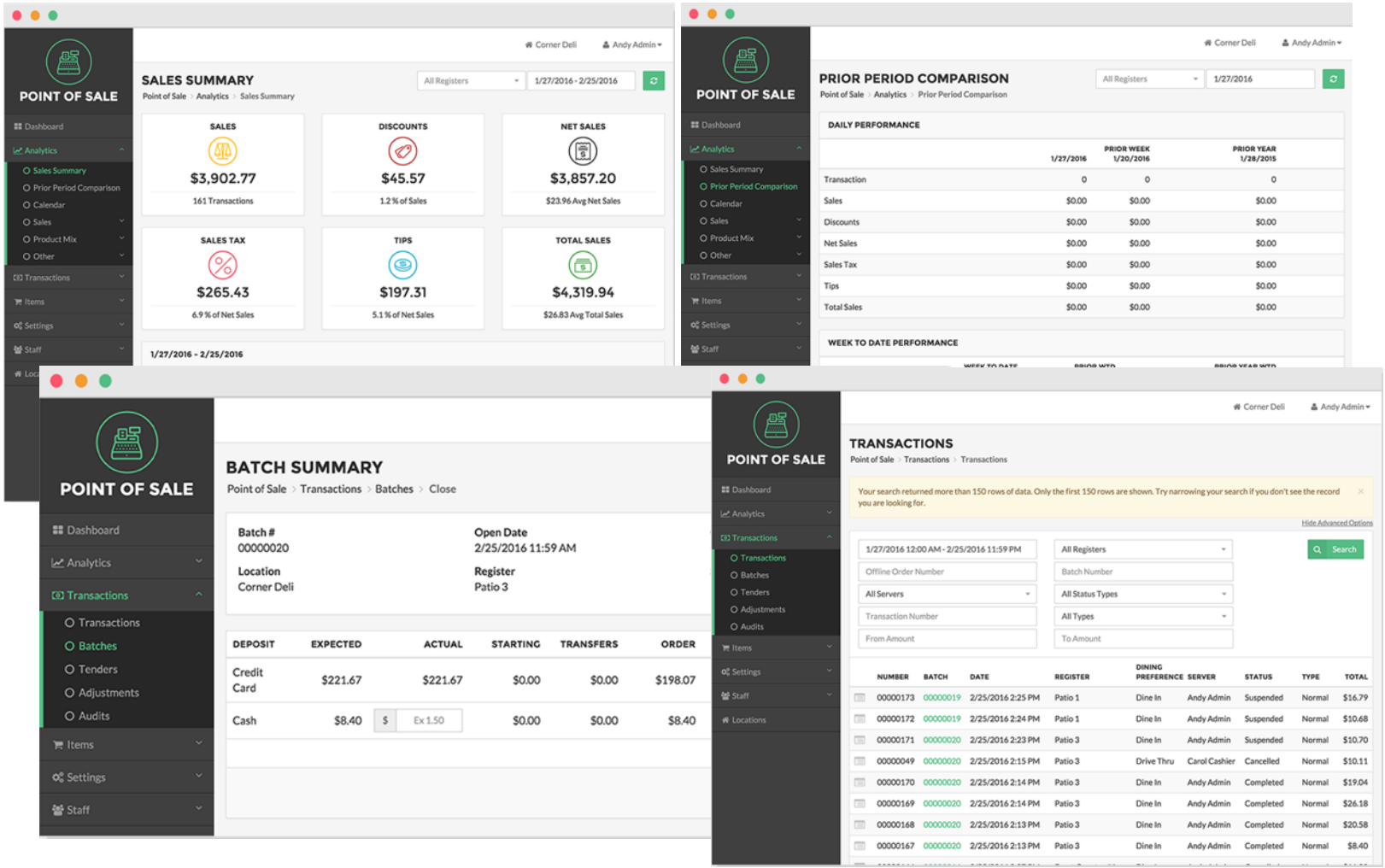
## Discounts & Pricing

- Distinct Modifier & Variation Pricing
- Effective Pricing (w/Sales Tax)
- Pricing by Store / Region
- Automatic Discounts (Item Level)
- Receipt and Multi-Item Discount
- Line Item Discounts ( $ or % )

# 1STPAYPOS PRO MERCHANT PORTAL

## Back Office Management Tools

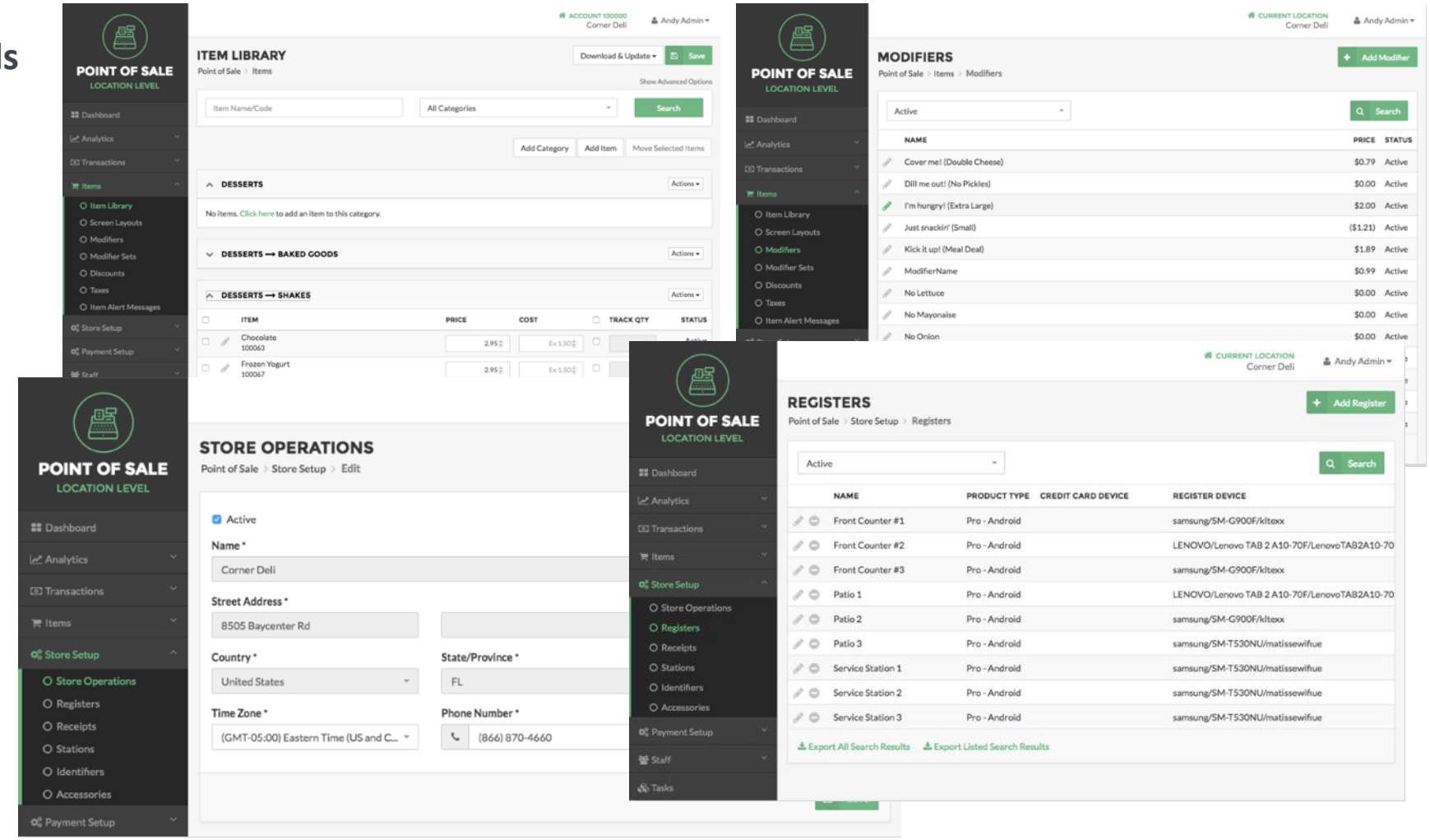
- Merchants can manage one store or many from the secure portal
- 24 x 7 x 365 Access
- Log-in from the 1stPayPOS Pro or from any internet-connected device
- Analytics
  - Sales Summary
  - Prior Period Comparison
  - Settlement Report
  - Calendar
  - Sales
  - Item Mix
  - Additional Analytics
- Transaction Reporting
  - Transactions
  - Batches
  - Tenders
  - Adjustments
  - Audits



# 1STPAYPOS PRO MERCHANT PORTAL

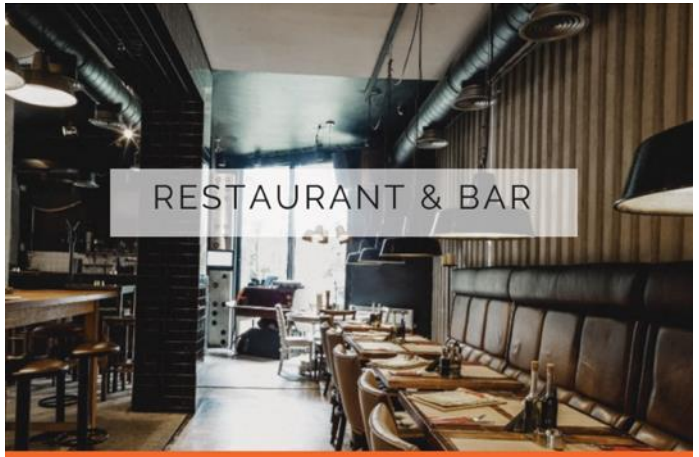
## Back Office Management Tools

- Items
  - Item Library
  - Modifiers
  - Item Alert Messages
  - Discounts
  - Taxes
  - Imports
- Settings
  - Store Operations
  - Tenders
  - Registers
  - Stations
  - Screen Layouts
  - Modifier Sets



# 1STPAYPOS PRO MARKETS

From front-end functionality to back-office efficiency, 1stPayPOS Pro provides the tools and features that different businesses need.

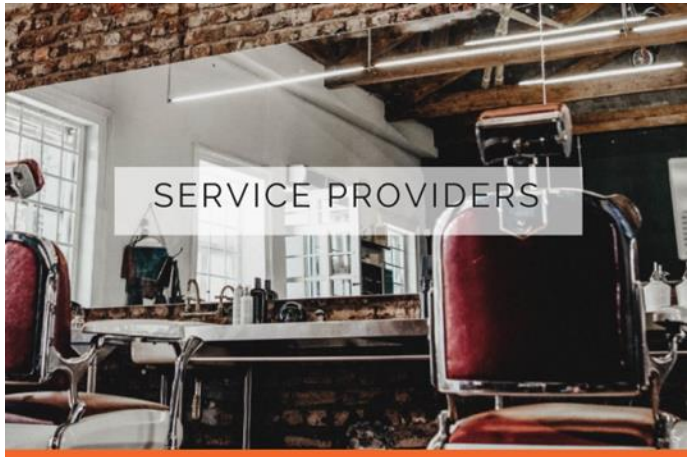



### SPEED AND EFFICIENCY MEETS FOOD & BEVERAGE

For those who run a bar or restaurant, speed is key. The speed to accurately enter customer's orders. The speed with which information reaches the kitchen. The speed with which a customer can pay for their order. 1stPayPOS Pro not only enhances the speed with which a bar or restaurant can efficiently operate, it also offers those businesses operational features that will help them to streamline both front of house and back of house.

### TURNING HAPPY SHOPPERS INTO REPEAT SHOPPERS

Retail businesses rely on the repeat business of consumers as well as giving new customers a positive checkout experience that can turn them into repeat customers. A large part of this is the ability to quickly and efficiently process payments during the checkout process.




### POWERFUL TOOLS TO PROVIDE PROFESSIONAL SERVICE

Salons, automotive repair shops, child care providers, medical practices and any service provider all have something in common. The services that they offer are important in their community and a strong repeat customer base is essential for those service providers to grow their business and maintain positive cash flow. An advanced, easy to use POS is the key to growth and repeat business.

# 1stPayPOS Pro:  Equipment

# 1STPAYPOS PRO REGISTER

**1stPayPOS Pro All-In-One Register**

- 15” Tablet Screen
- Tablet, Stand, Cash Drawer, Printer and Cables all in one unit
- Supports quick & easy out-of-box configuration

# 1STPAYPOS PRO REGISTER

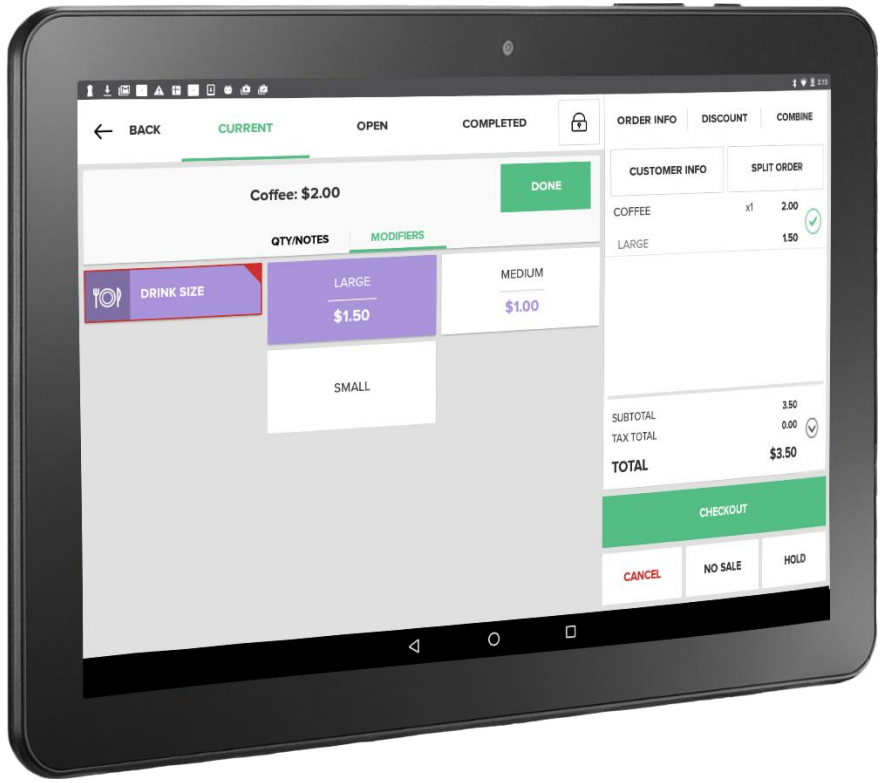
**1stPayPOS Pro 10” or 15” Register**

- Tablet
- Stand
- Cables
- Supports quick & easy out-of-box configuration

# 1STPAYPOS PRO LINE BUSTER

**1stPayPOS Pro Line Buster***

- Insignia™ 32GB Tablet (Black)
- 10.1” LCD Screen
- Resolution – 1280 x 800
- Android OS (7.0 Nougat)
- Wi-Fi, GPS and Bluetooth enabled
- 6000 mAh Li-Ion battery
- Non-payment accepting register




**** The per-register monthly license fee applies to each line buster unit***

# 1STPAYPOS PRO INTEGRATED PAYMENTS

**Ingenico iPP320 PIN Pad**

- Supports EMV card acceptance through First American semi-integrated EMV solution
- Supports Contactless Payments (Apple Pay, Android Pay, Samsung Pay, etc.)
- Supports PIN Debit
- Includes cable
- Includes configuration

# 1STPAYPOS PRO CASH DRAWER

**1stPayPOS Pro Cash Drawer**

- Five (5) bill slots
- Eight (8) coin cup removable tray
- Two (2) drawer-front slots
- Two (2) keys
- Includes cable
- Ships in reinforced packaging

**15” Register w/ Thermal Printer and Cash Drawer**

# 1STPAYPOS PRO PERIPHERALS

Adapt 1stPayPOS Pro to the merchant's business needs with peripherals that add convenience and functionality.

## Thermal Printer

- Epson T-20 Printer
- Includes Y-Cable

## Kitchen Printer

- Star 742 Dot Matrix Printer
- Includes one (1) WiFi adapter

## Barcode Scanners

- Zebra LS-2208 scanner, with USB connector
- Socket Bluetooth scanner

## WiFi Adapter

- TP-Link TL-WA850RE
- 300Mbps
- Wall-mount design

# 1STPAYPOS PRO EQUIPMENT PACKAGES

**Equipment Pricing:** All equipment pricing is included on your current First American Equipment Price List

**Package #1 – 10”:** Includes 1stPayPOS Register 10” (tablet and stand), thermal printer (Epson T-20), iPP320 PIN pad, cash drawer and cables

**Package #2 – 15”:** Includes 1stPayPOS Register 15” (tablet and stand), thermal printer (Epson T-20), iPP320 PIN pad, cash drawer and cables

**Package #3 – All-in-One:** Includes All-in-One unit (with integrated tablet, stand, printer and cash drawer), iPP320 PIN pad and cables

**A-La-Carte Equipment:**

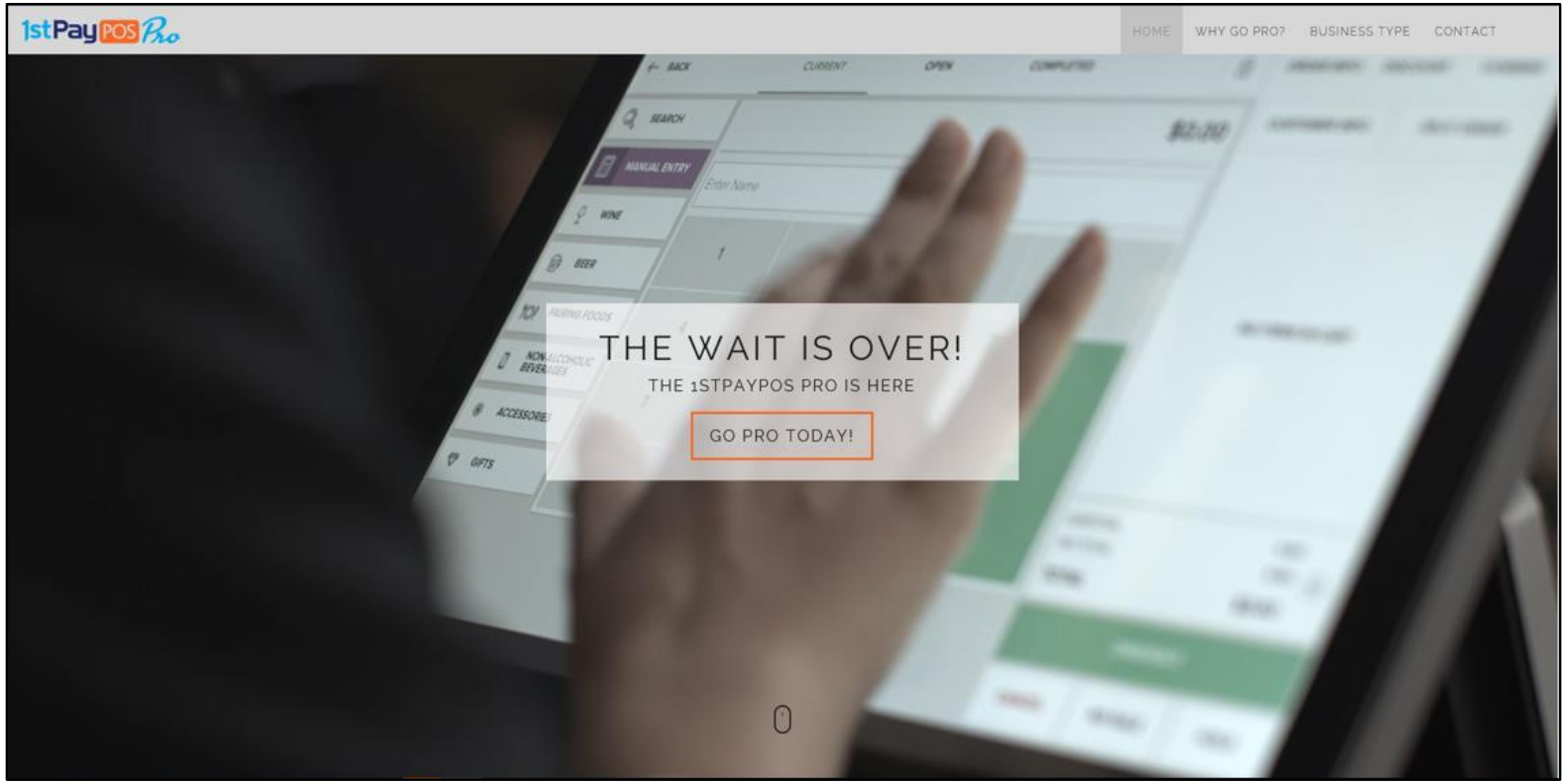
- 1stPayPOS Pro Register – 10” (tablet, stand and cables)
- 1stPayPOS Pro Register – 15” (tablet, stand and cables)
- 1stPayPOS Pro Register – All-in-One (includes cables)
- Thermal Printer – Epson T-20 (includes “Y”-cable; USB connection)
- Kitchen Printer – Star 742 Dot Matrix (LAN connection; includes TP Link WiFi adapter)
- Ingenico iPP320 PIN Pad (includes cable and configuration)
- Barcode Scanner (USB connection)
- Barcode Scanner (Bluetooth connection)
- Cash Drawer (includes reinforced packaging and cable)
- TP Link WiFi Adapter

# 1stPayPOS Pro:  Marketing

# 1STPAYPOS.COM

## 1stPayPOS Pro Website

- 1stpaypos.com
- Product information
- Key product values & benefits
- Merchant types and more

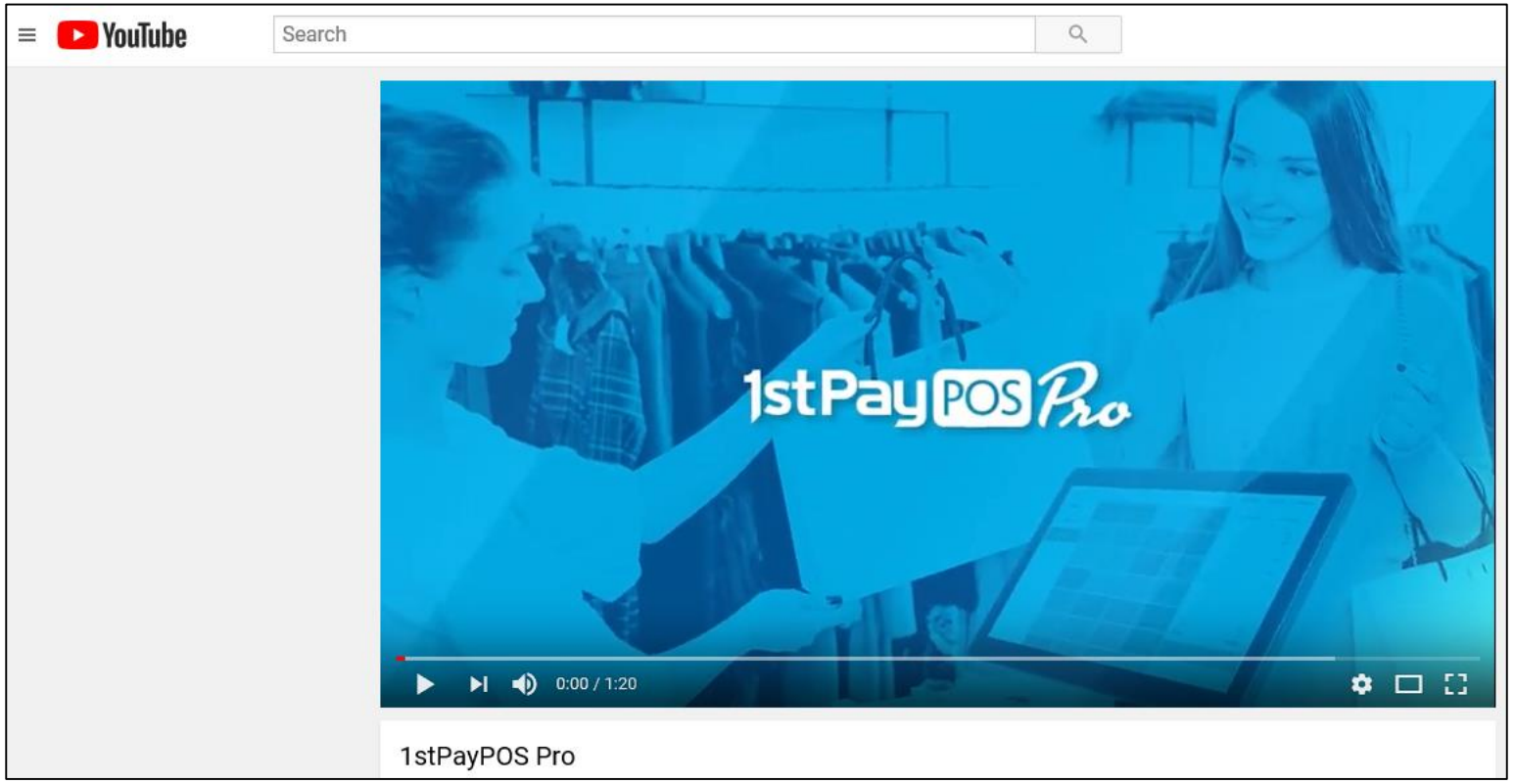


# 1STPAYPOS PRO VIDEOS

## 1stPayPOS Pro Videos

**Click link to play**

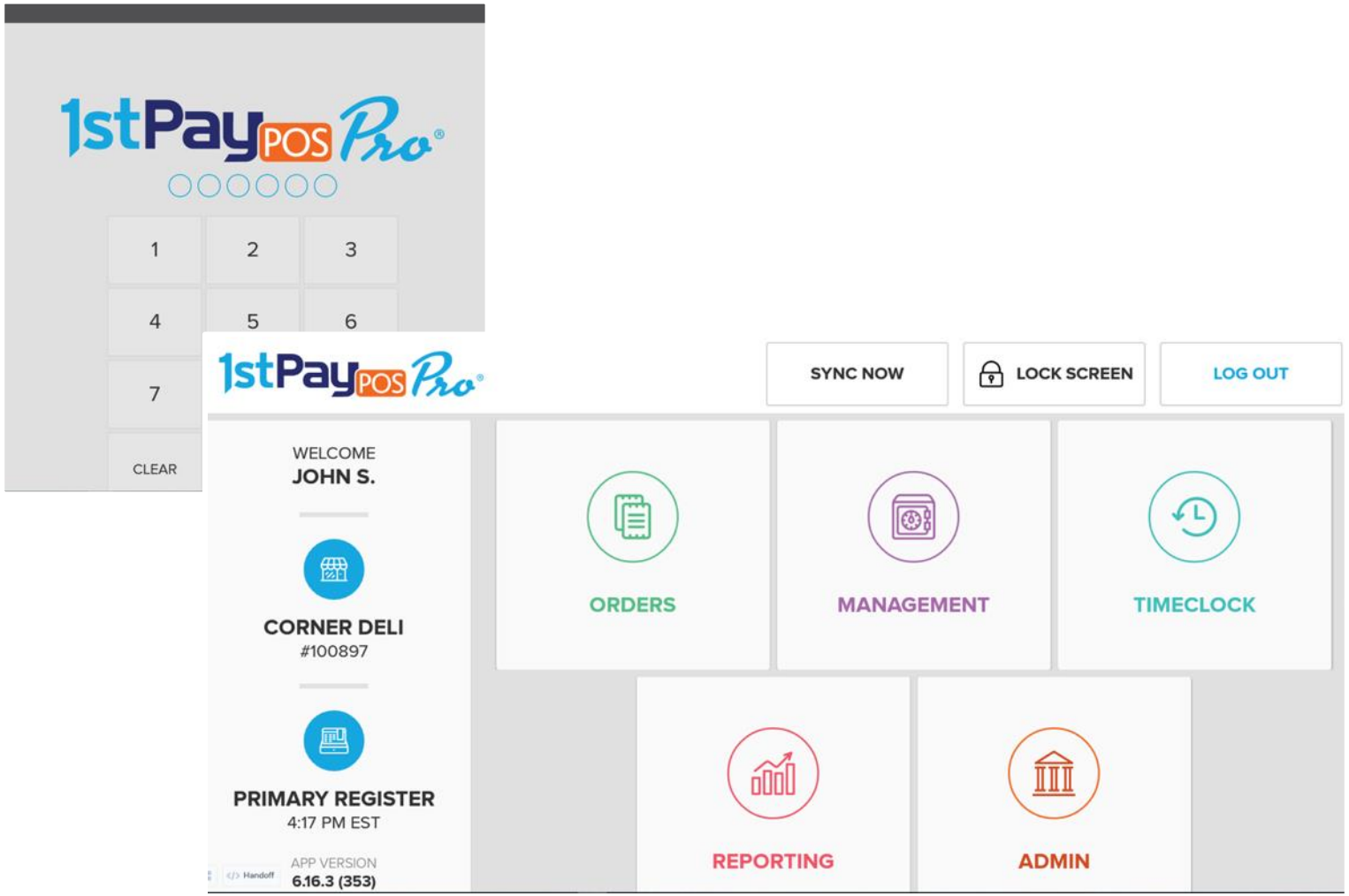
- 1stPay YouTube Channel
- Promotional Video
- Retail Video
- Restaurant Video
- Spilt Orders
- Store Operations Settings
- Reporting
- User Role Permissions
- Back Office Analytics
- Back Office Timeclock
- Back Office Transactions
- Back Office Staff
- Back Office Items



# 1STPAYPOS PRO DEMOS

### 1stPayPOS Pro Online Demos

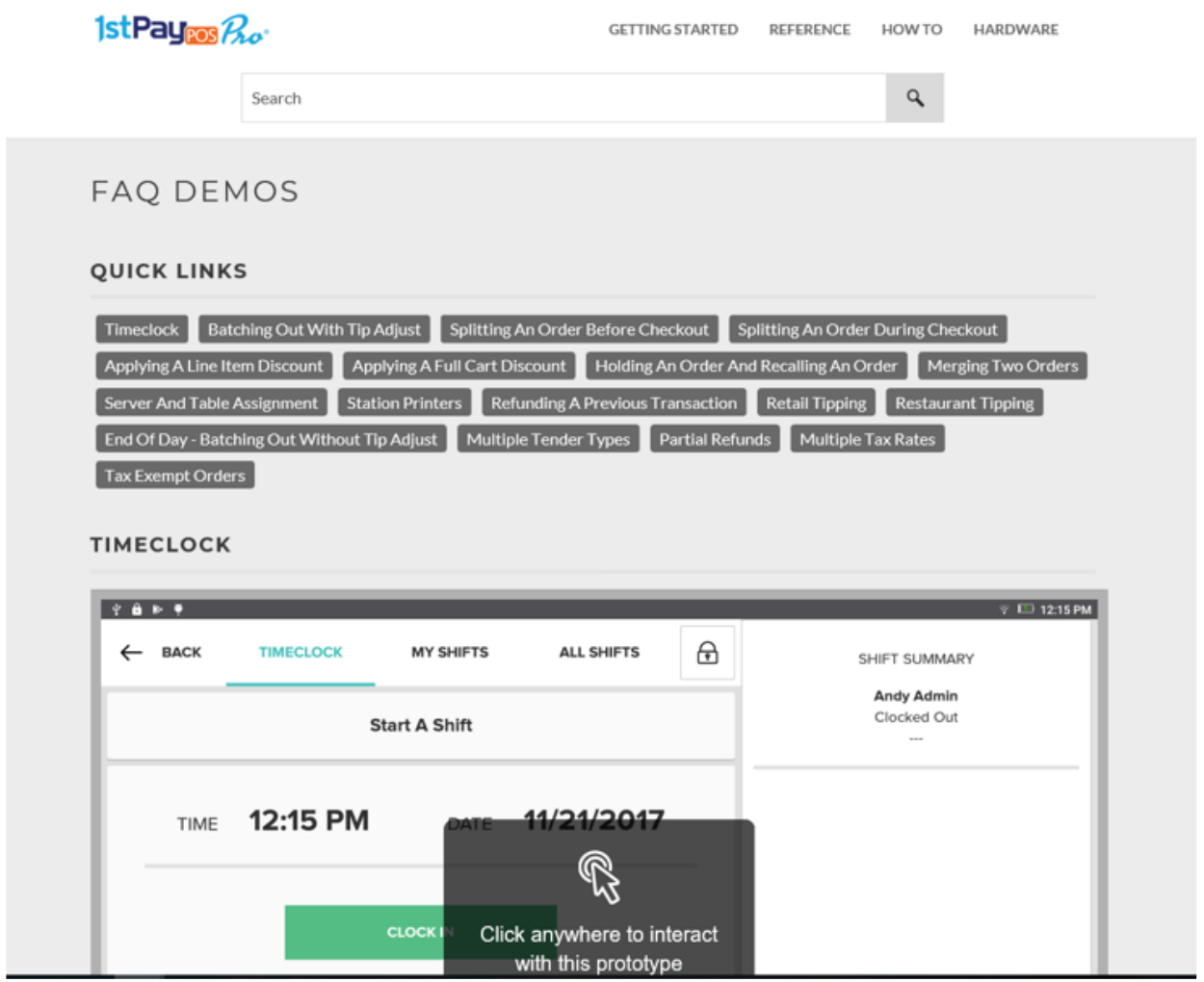
- Click-through demos of main features and functionality
- Advanced Demo (Log-in: 123456)
- Basic Retail Demo
- Basic Restaurant Demo



# 1STPAYPOS PRO DEMOS

## 1stPayPOS Pro Online Demos

- FAQ Demos:
- Demos include:
  - Timeclock
  - Batch Out with Tip Adjust
  - Split Order Before Checkout
  - Split Order During Checkout
  - Apply Line-item Discount
  - Apply Full-cart Discount
  - Hold/Recall Order
  - Merging Two Orders
  - Server/Table Assignment
  - Station Printers
  - Refund Previous Transaction
  - Retail Tipping
  - Restaurant Tipping
  - Batch Out without Tip Adjust
  - Multiple Tender Types
  - Multiple Tax Rates
  - Tax Exempt Orders

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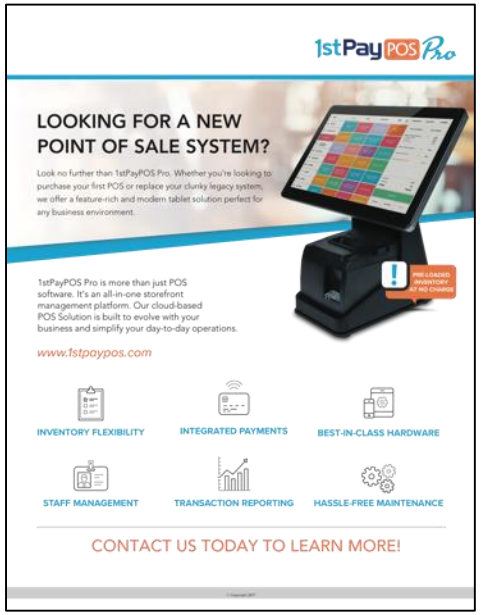
# 1STPAYPOS PRO FLYERS

Support prospecting and selling with a variety of informational flyers.

## Overview

## High-level




## Detail

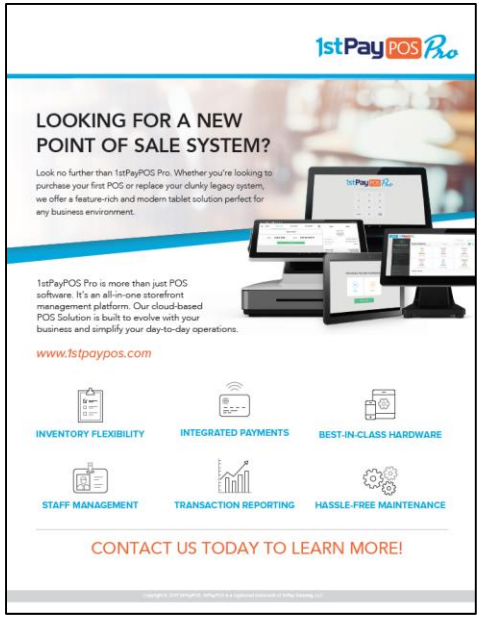
## Features

# 1STPAYPOS PRO FLYERS

Support prospecting and selling with a variety of informational flyers.

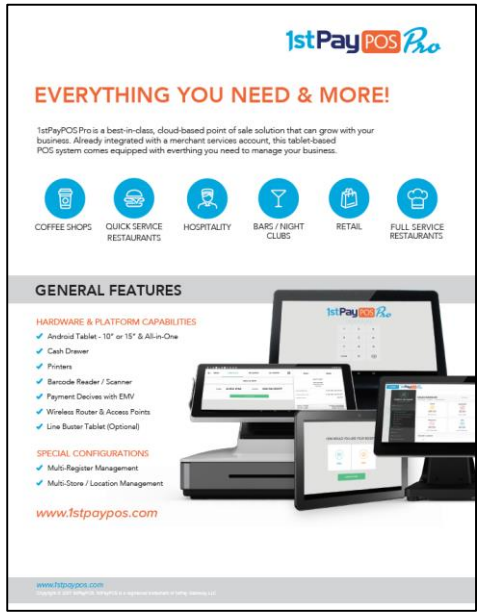
## Overview

## High-level




## Detail

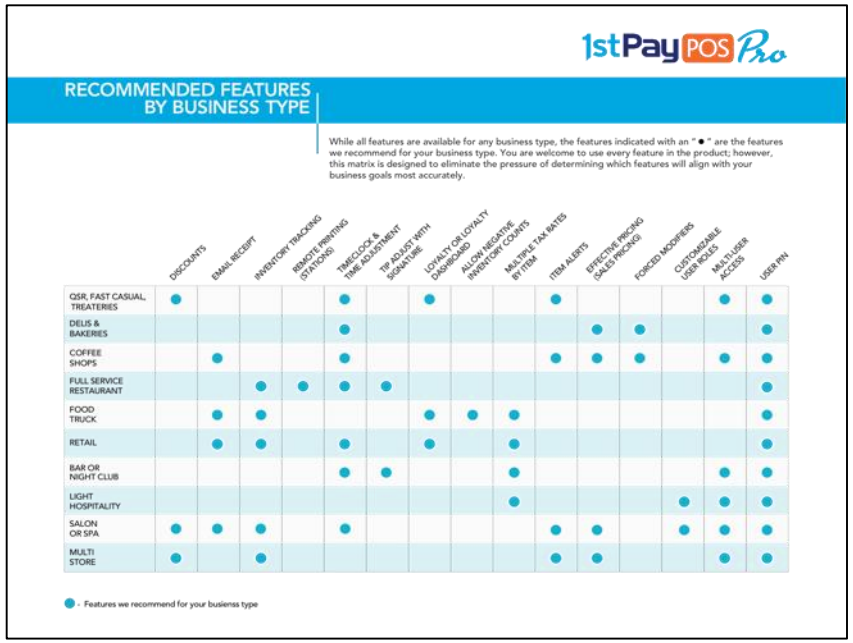
## Features



# 1STPAYPOS PRO FLYERS

Support prospecting and selling with a variety of informational flyers.

## Business Type Matrix


1stPayPOS Pro

RECOMMENDED FEATURES BY BUSINESS TYPE

While all features are available for any business type, the features indicated with an " ● " are the features we recommend for your business type. You are welcome to use every feature in the product; however, this matrix is designed to eliminate the pressure of determining which features will align with your business goals most accurately.

| | DISCOUNTS | EMAIL RECEIPT | INVENTORY TRACKING | REMOTE PRINTING (STATIONS) | TIMECLOCK & TIME ADJUSTMENT | TIP ADJUST WITH SIGNATURE | LOYALTY OR LOYALTY DASHBOARD | ALLOW NEGATIVE INVENTORY COUNTS | MULTIPLE TAX RATES BY ITEM | ITEM ALERTS | EFFECTIVE PRICING (SALES PRICING) | FORCED MODIFIERS | CUSTOMIZABLE USER ROLES | MULTI-USER ACCESS | USER PIN |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| QSR, FAST CASUAL, TREATERIES | ● | | | | ● | | ● | | | ● | | | | ● | ● |
| DELIS & BAKERIES | | | | | ● | | | | | | ● | ● | | | ● |
| COFFEE SHOPS | | ● | | | ● | | | | | ● | ● | ● | | ● | ● |
| FULL SERVICE RESTAURANT | | | ● | ● | ● | ● | | | | | | | | | ● |
| FOOD TRUCK | | ● | ● | | | | ● | ● | ● | | | | | | ● |
| RETAIL | | ● | ● | | ● | | ● | | ● | | | | | | ● |
| BAR OR NIGHT CLUB | | | | | ● | ● | | | ● | | | | | ● | ● |
| LIGHT HOSPITALITY | | | | | | | | | ● | | | | ● | ● | ● |
| SALON OR SPA | ● | ● | ● | | ● | | | | | ● | ● | | ● | ● | ● |
| MULTI STORE | ● | | ● | | | | | | | ● | ● | | ● | ● | ● |

● - Features we recommend for your business type

## Merchant Segment Fit

1stPayPOS Pro

| | GREAT FIT | GOOD FIT | NOT A GOOD FIT |
|---|---|---|---|
| | POS functionality fits the needs of a typical merchant in this category | POS functionality meets most needs of a typical merchant in this category | POS misses key functionality a typical merchant in this category would need |
| **RESTAURANTS / FOOD** | **SINGLE STORE** | **MULTI-STORE** | **CORPORATION** |
| Bars / Nightclubs | ● | ● | ● |
| Full Service - Casual Dining | ● | ● | ● |
| Full Service - Fine Dining | ● | ● | ● |
| Family Restaurants, Limited Service | ● | ● | ● |
| Fast Food | ● | ● | ● |
| Deli's / Sandwich Shops | ● | ● | ● |
| Carry Out | ● | ● | ● |
| Ice Cream / Yogurt | ● | ● | ● |
| Cookies / Desserts / Donuts | ● | ● | ● |
| Pizza | ● | ● | ● |
| Fast Casual | ● | ● | ● |
| Beverage Bars | ● | ● | ● |
| Coffee Shops | ● | ● | ● |
| Bagel Shops | ● | ● | ● |
| **RETAIL** | **SINGLE STORE** | **MULTI-STORE** | **CORPORATION** |
| Home Furnishing | ● | ● | ● |
| Sporting Goods | ● | ● | ● |
| Florist | ● | ● | ● |
| General Merchandise | ● | ● | ● |
| Shoes | ● | ● | ● |
| Grocery | ● | ● | ● |
| Liquor | ● | ● | ● |
| Automotive Parts | ● | ● | ● |
| Clothing / Apparel | ● | ● | ● |
| Building Material / Home Improvement | ● | ● | ● |
| Car Dealership | ● | ● | ● |
| Drug / Pharmacy Store | ● | ● | ● |
| **SERVICES** | **SINGLE STORE** | **MULTI-STORE** | **CORPORATION** |
| Hair Salon | ● | ● | ● |
| Nail Salon | ● | ● | ● |
| Gas Stations | ● | ● | ● |
| Automotive | ● | ● | ● |
| Shoe & Tailoring | ● | ● | ● |
| Dry Cleaning | ● | ● | ● |
| Health & Medical Offices | ● | ● | ● |
| Gym | ● | ● | ● |
| Property Management | ● | ● | ● |
| Non-Profit Organizations | ● | ● | ● |
| Home Utility (In-office POS) | ● | ● | ● |
| Installation Services (Carpet, Cabinetry) | ● | ● | ● |
| Hotel / Motel / B&B | ● | ● | ● |
| Recreation (Bowling, Putt Putt) | ● | ● | ● |
| Golf Course | ● | ● | ● |
| Amusement (Parks, Movie Theatre) | ● | ● | ● |
| Legal | ● | ● | ● |
| Museums, Art, Galleries | ● | ● | ● |
| Educational Services | ● | ● | ● |

## Features

1stPayPOS Pro

EVERYTHING YOU NEED & MORE!

1stPayPOS Pro is a best-in-class, cloud-based point of sale solution that can grow with your business. Already integrated with a merchant services account, this tablet-based POS system comes equipped with everthing you need to manage your business.

COFFEE SHOPS · QUICK SERVICE RESTAURANTS · HOSPITALITY · BARS / NIGHT CLUBS · RETAIL · FULL SERVICE RESTAURANTS

GENERAL FEATURES

HARDWARE & PLATFORM CAPABILITIES
- All-in-One Unit
- Cash Drawer
- Printers
- Barcode Reader / Scanner
- Payment Devices with EMV
- Wireless Router & Access Points
- Line Buster Tablet (Optional)

SPECIAL CONFIGURATIONS
- Multi-Register Management
- Multi-Store / Location Management

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BACK OFFICE INTEGRATIONS

REPORTING
- Transaction Reporting
- Mobile Reporting
- Offline Transaction Capture

INVENTORY MANAGEMENT
- Track Order History
- Inventory Item Notifications
- Count / Receive Inventory

EMPLOYEE MANAGEMENT
- Staff Clock-In & Clock-Out
- Employee Time Tracking
- Emailed Employee Shifts / Payroll Summaries
- Shift Management
- Multi-User Access
- Customizable User Roles
- PIN Login for Cashiers/Servers
- SSO Support

TRANSACTION MANAGEMENT

POS MENU/PRODUCT ADMINISTRATION
- Department / Category / Subcategory Configurations
- Customizable Screen Layouts
- Multiple Menus & Pricing *Breakfast, Lunch, etc.*
- Item Availability & Pricing By Store
- Menu Item Modifiers

ORDER PLACEMENT
- Table Assignments
- Server or Sales Associate Assignments
- Split Orders by Items
- Save / Hold / Recall Transactions
- Combine / Merge Orders
- Kitchen / Expeditor Printers Supported

DISCOUNTS & PRICING
- Distinct Modifier & Variation Pricing
- Effective Pricing (with Sales Tax)
- Pricing by Store / Region
- Automatic Discounts (Item Level)
- Receipt and Multi-Item Discounts
- Line Item Discounts ($ or %)

INTEGRATED PAYMENTS
- Multiple Tenders (cash, credit/debit, gift card)
- Supported 3rd Party Mobile Acceptance (Apple Pay, Android Pay, Samsung Pay, etc.)
- PIN Debit
- EMV Chip Card Acceptance
- Manual Credit AVS Support (CVV, Zip, etc.)
- Split Tender Payments
- Restaurant Tip Adjust
- Retail (Inline) Tipping
- Multiple Tax Rates by Item
- Order Refunds & Voids
- Offline Credit
- Credit / Debit Partial Authorizations
- Credit (Voice) Authorizations

CONTACT US TODAY TO LEARN MORE!

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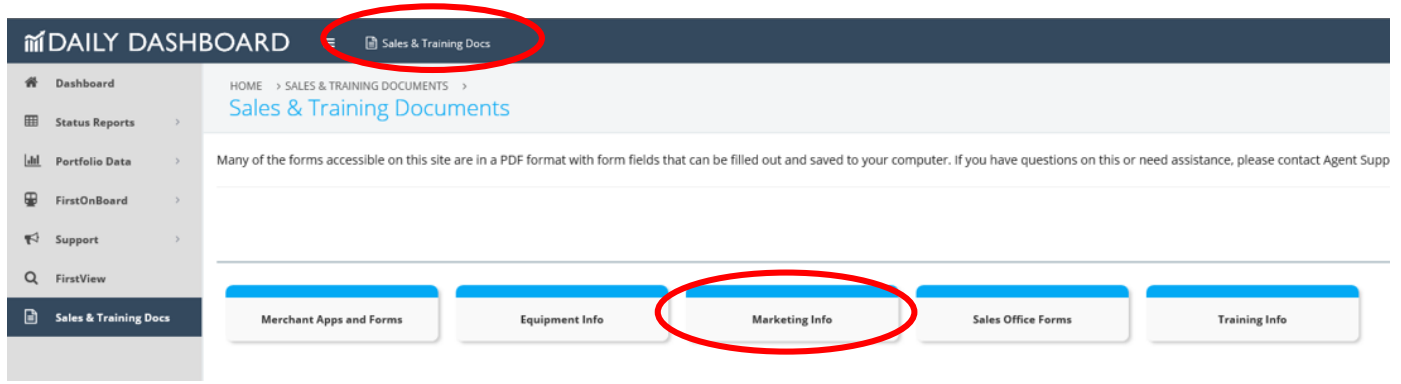
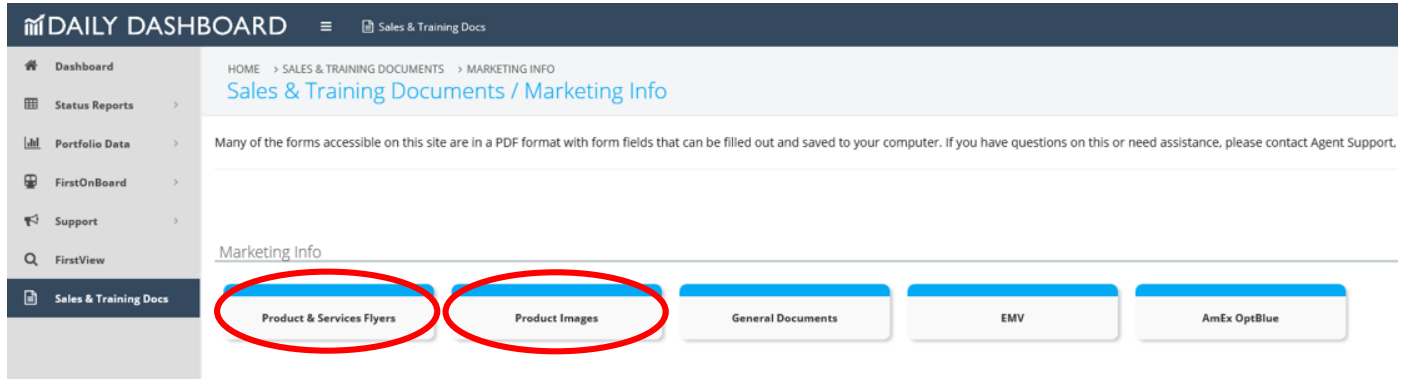
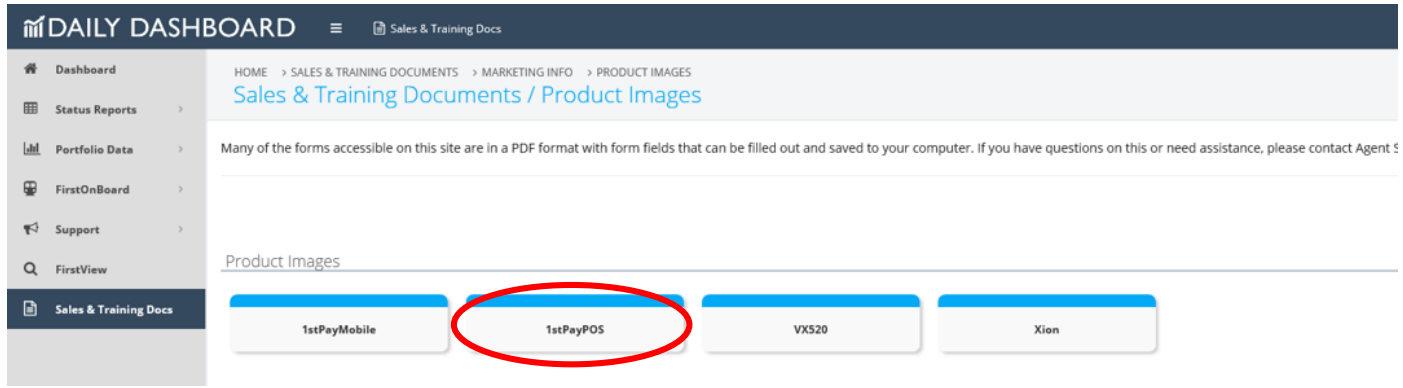
# 1STPAYPOS PRO MARKETING MATERIALS

## 1stPayPOS Pro Marketing Materials

- Daily Dashboard: dailydashboard.net
- Sales & Training Docs → Marketing Info
- Product & Service Flyers
  - 1stPayPOS Pro – Detail
  - 1stPayPOS Pro – Features
  - 1stPayPOS Pro – Features by Matrix Type
  - 1stPayPOS Pro – Highlevel
  - 1stPayPOS Pro – Merchant Segment Fit Chart
  - 1stPayPOS Pro – Overview
- Product Images → 1stPayPOS
  - 1stPayPOS Pro 10”
  - 1stPayPOS Pro 15”



# 1stPayPOS Pro:  Merchant Forms

# 1STPAYPOS PRO MERCHANT PRICING

1stPayPOS Pro pricing is structured to allow you the most flexibility in setting merchant pricing.  Now, you can position 1stPayPOS Pro the way you want with each merchant.

## Set-up Fee

- You may apply a one-time set-up fee in the amount of your choice
- Fee may be used to off-set System Implementation expense (*ISO expense for System Implementation applies to all 1stPayPOS Pro installations; expense applied through residuals*)
- First American will collect the set-up fee entered on application via ACH and pay ISO via residuals

## Monthly License Fee

- Fee applies to each 1stPayPOS Pro register for the merchant
- Fee amount must be the same for each register at a merchant
- Fee may be set at any amount desired, including $0.00 (*ISO expense will apply*)

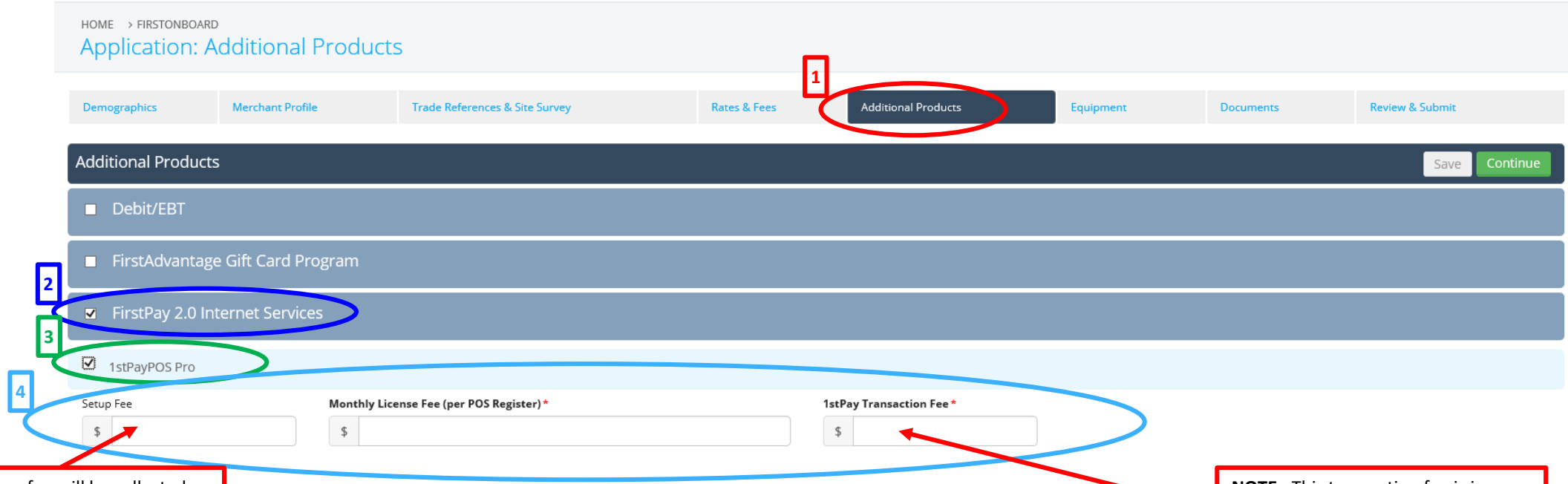
## 1stPay Transaction Fee

- Fee will apply to any transaction run through 1stPayPOS Pro
- Fee amount is in addition to standard authorization/transaction fee
- Fee may be set at any amount desired, including $0.00 (*ISO expense will apply*)

# FIRSTONBOARD: 1STPAYPOS PRO

To complete a merchant application using FirstOnBoard, follow these simple steps:

1. Select " Additional Products"
2. Select "FirstPay 2.0 Services"
3. Select "1stPayPOS Pro"
4. Price each fee as desired

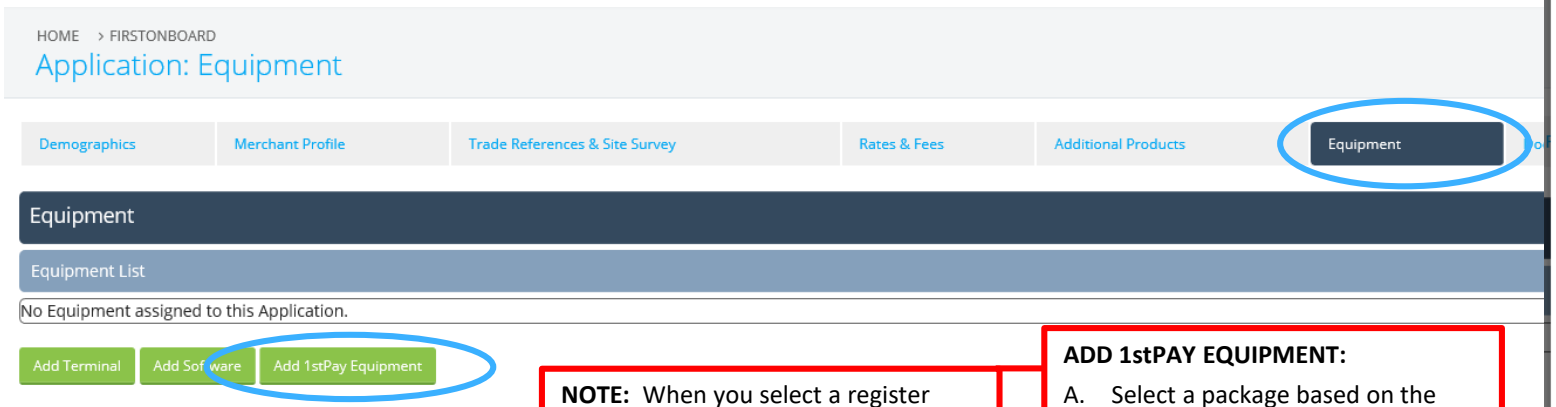



**NOTE:** Set-up fee will be collected by First American (ACH) and paid to ISO via residuals

**NOTE:** This transaction fee is in addition to the merchant's standard transaction/authorization fee

# FIRSTONBOARD: 1STPAYPOS PRO

In the Equipment section, select "Add 1stPay Equipment"




**NOTE:** When you select a register package (10", 15" or All-in-One), you will need to add-up the equipment cost for each included item from the equipment price list to determine your total expense for the package.

**ADD 1stPAY EQUIPMENT:**

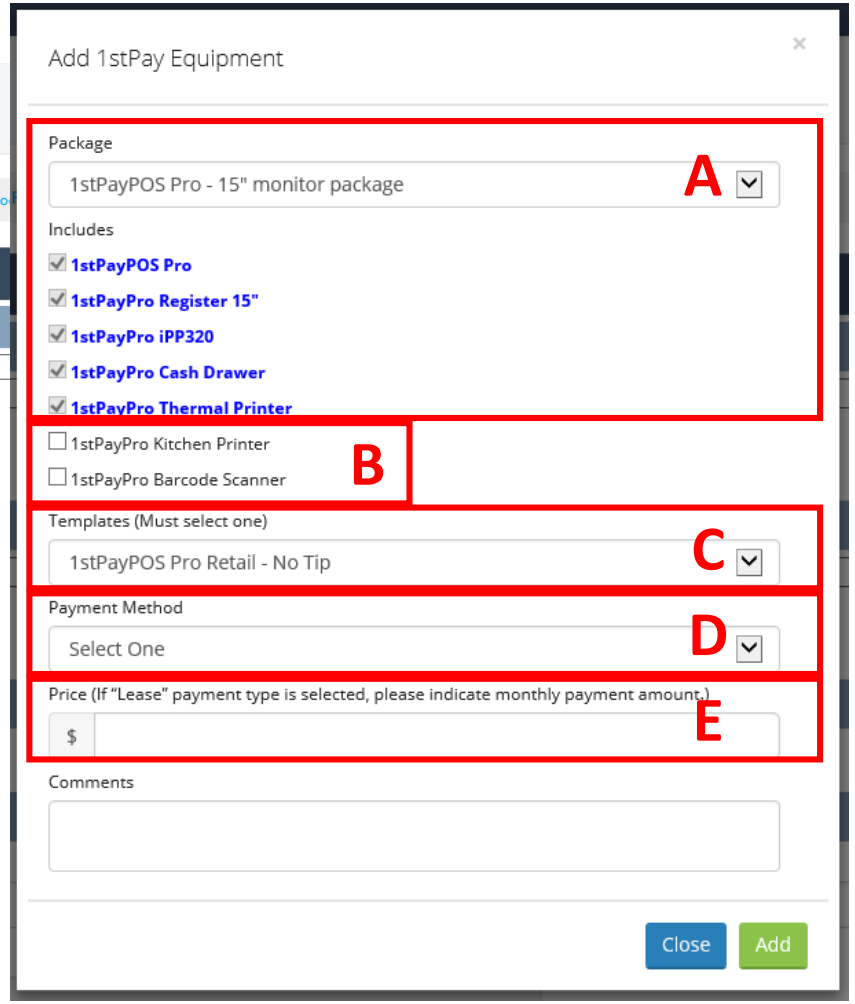
A. Select a package based on the tablet screen size desired - 10", 15" or All-in-One. (*Package contents are automatically selected*)

B. Select additional items, if needed

C. Choose the set-up template needed

D. Select payment method:
   - Credit Card if selling system to merchant (*ISO will be charged through on-file process*)
   - Lease if merchant is leasing the system (*Requires lease application to be completed*)

E. Enter price (*if applicable*)



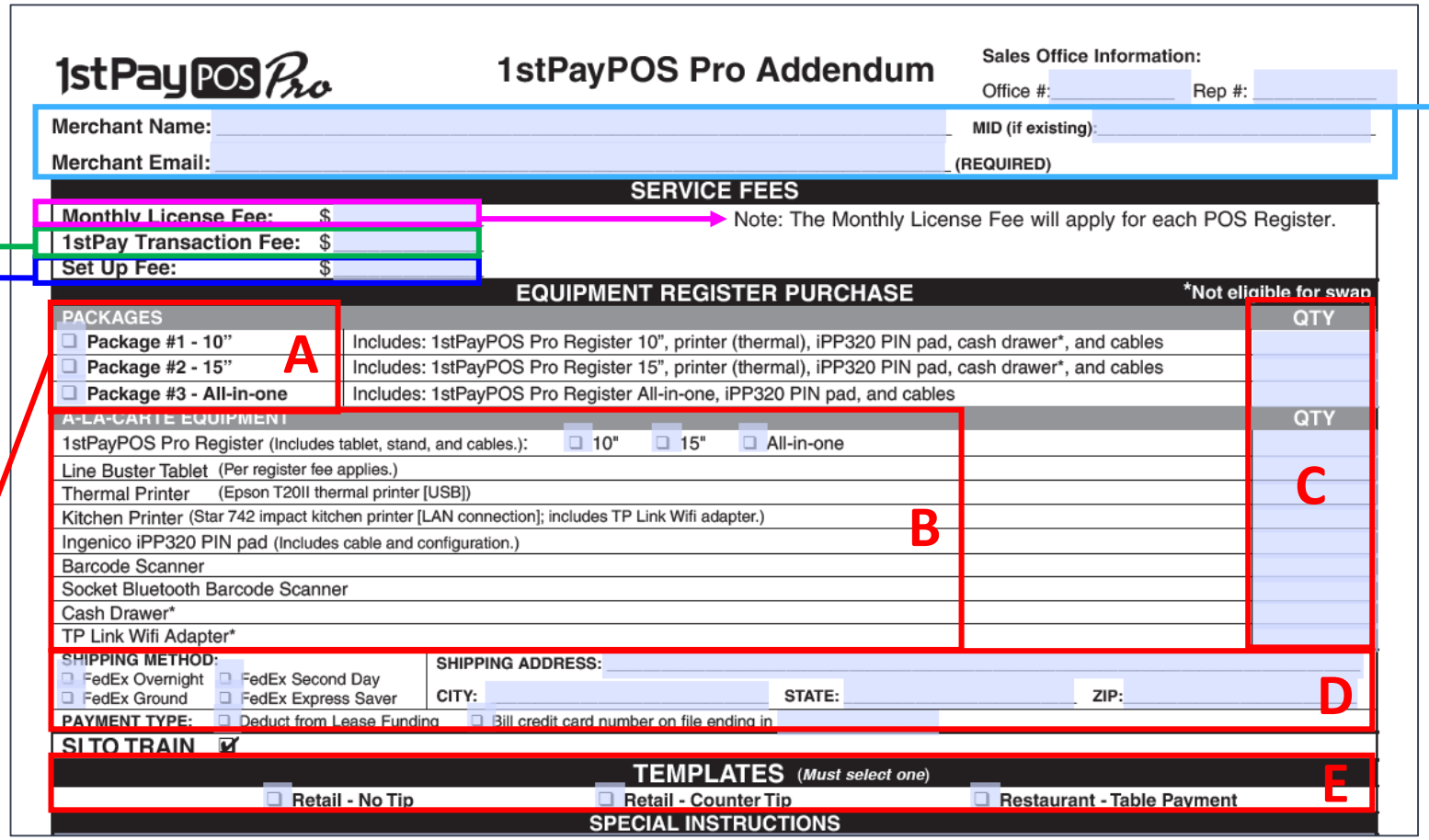
# 1STPAYPOS PRO MERCHANT ADDENDUM

To add 1stPayPOS to an existing merchant account, follow the simple steps below on the 1stPayPOS Pro Addendum. Once complete and signed, submit to: MaintenanceSupport@first-american.net

**NOTE:** This transaction fee is in addition to the merchant's standard transaction/authorization fee

**NOTE:** This fee will be collected by First American (ACH) and paid to ISO via residuals

**NOTE:** When you select a register package (10", 15" or All-in-One), you will need to add-up the equipment cost for each included item from the equipment price list to determine your total expense for the package.



1stPayPOS Pro Addendum

Sales Office Information: Office #: Rep #:

Merchant Name: MID (if existing):

Merchant Email: (REQUIRED)

SERVICE FEES

Monthly License Fee: $

1stPay Transaction Fee: $

Set Up Fee: $

Note: The Monthly License Fee will apply for each POS Register.

EQUIPMENT REGISTER PURCHASE *Not eligible for swap

| PACKAGES | | QTY |
|---|---|---|
| ☐ Package #1 - 10" | Includes: 1stPayPOS Pro Register 10", printer (thermal), iPP320 PIN pad, cash drawer*, and cables | |
| ☐ Package #2 - 15" | Includes: 1stPayPOS Pro Register 15", printer (thermal), iPP320 PIN pad, cash drawer*, and cables | |
| ☐ Package #3 - All-in-one | Includes: 1stPayPOS Pro Register All-in-one, iPP320 PIN pad, and cables | |

A

| A-LA-CARTE EQUIPMENT | QTY |
|---|---|
| 1stPayPOS Pro Register (Includes tablet, stand, and cables.): ☐ 10" ☐ 15" ☐ All-in-one | |
| Line Buster Tablet (Per register fee applies.) | |
| Thermal Printer (Epson T20II thermal printer [USB]) | |
| Kitchen Printer (Star 742 impact kitchen printer [LAN connection]; includes TP Link Wifi adapter.) | |
| Ingenico iPP320 PIN pad (Includes cable and configuration.) | |
| Barcode Scanner | |
| Socket Bluetooth Barcode Scanner | |
| Cash Drawer* | |
| TP Link Wifi Adapter* | |

B C

SHIPPING METHOD: ☐ FedEx Overnight ☐ FedEx Second Day ☐ FedEx Ground ☐ FedEx Express Saver

SHIPPING ADDRESS: CITY: STATE: ZIP:

PAYMENT TYPE: ☐ Deduct from Lease Funding ☐ Bill credit card number on file ending in

SI TO TRAIN ☑

D

TEMPLATES (Must select one)

☐ Retail - No Tip ☐ Retail - Counter Tip ☐ Restaurant - Table Payment

E

SPECIAL INSTRUCTIONS

Complete merchant information

**EQUIPMENT SELECTION:**

A. Packages have been created to simplify product selection. Simply choose a package based on the tablet screen size desired (10", 15" or All-in-One). (*Package contents are as-labeled*)

B. A-la-carte items may be added to a selected package, or you may create your own complete set-up by selecting individual items. (*Included content is as-labeled*)

C. Mark the appropriate quantity for each package / item selected

D. Complete shipping / billing information

E. Select set-up template to support the merchant-type

# 1stPayPOS Pro:  Deployment & Installation

# 1STPAYPOS PRO MERCHANT INSTALL & TRAINING

Every 1stPayPOS Pro installation is supported by our specialized installers.

**Pre-Installation Call**

- Review configuration topics
- Advise of next-steps

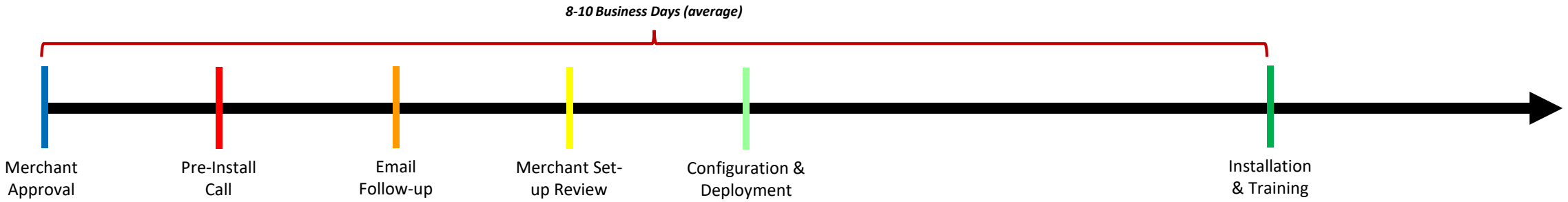
**Merchant Set-up Review**

- Email to merchant/owner
- Follow-up items for configuration

**Installation and Training**

- Formal installation and training
- Occurs after system delivery to merchant

# 1STPAYPOS PRO INSTALLATION PROCESS




## Pre-Installation Call

30-minute call with merchant owner to introduce the 1stPayPOS Pro, review the installation process and discuss specific configuration topics. These configurations will be pre-programmed into the 1stPayPOS Pro prior to shipping.

## Merchant Set-up Review

After the pre-installation call, an email will be sent to the merchant owner reviewing the call topics. Included will be a group permissions list for the merchant to review/approve, inventory, discount and modifier templates (if applicable), and a reminder for the merchant to submit these completed templates (if applicable). The email will also include the scheduled delivery date for the 1stPayPOS Pro, and telephone and email contact information should the merchant have follow-up questions.

## Installation & Training

Once the 1stPayPOS Pro unit(s) has arrived at the merchant, our specialized installers will schedule time with the merchant to complete formal installation and complete training on the 1stPayPOS Pro.

# 1stPayPOS Pro:  Support

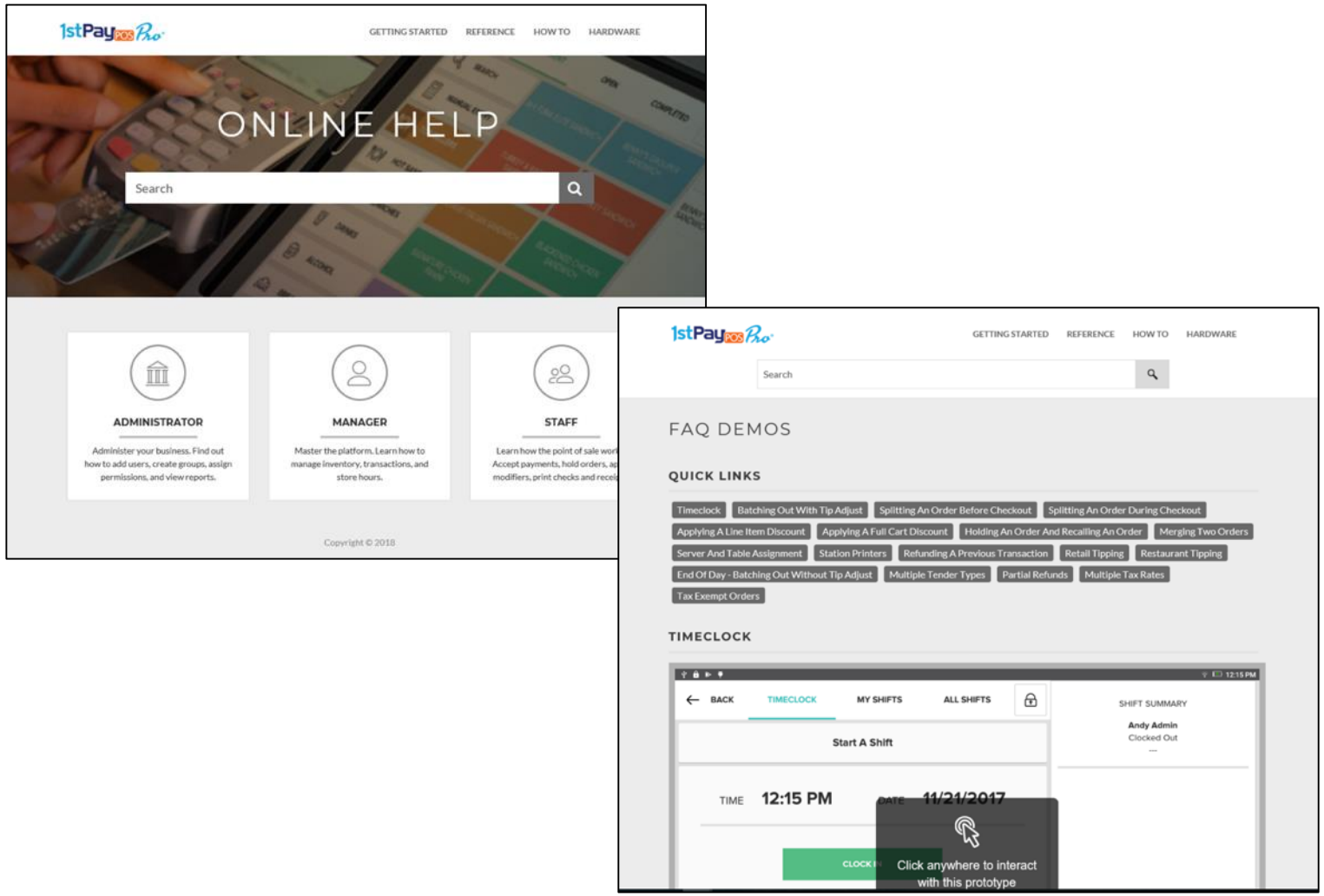
# 1STPAYPOS PRO SUPPORT

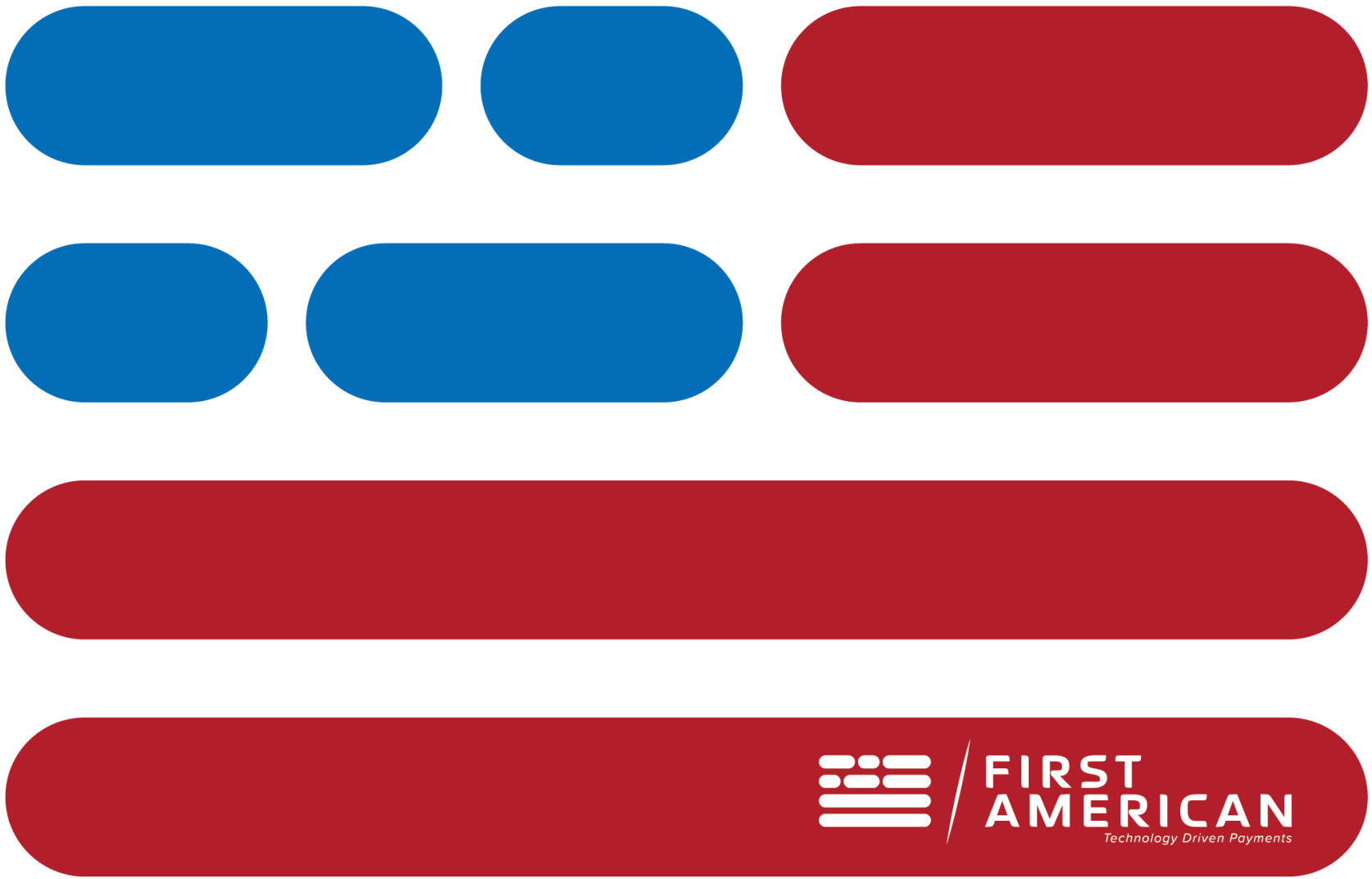
## Online Web Portal

- Help.1stPayPOS.com
- Comprehensive online product “manual”, including tutorials, set-up, management, feature/functionality and more
- FAQ Demos: help.1stpaypos.com/faq-demos

## 1stPayPOS Pro Support Desk

- (844) 889-7675
- 24 x 7 x 365 support






*www.first-american.net*