INTRODUCING OUR SOLUTIONS FOR

SELF SERVICE TICKETING



HOLS!



Self-service ticketing. Many channels, different media types, a great number of applications. Don't be scared. We will make it simple for you.



Self Service Ticketing Solutions

Ticket vending machines are design to serve three basic transaction

\rightarrow Facilitate the ticket reservation

→ Receive payments for tickets (by card or cash), either for new tickets or to renew old ones

 \rightarrow Print and deliver the actual ticket

Each market uses one or more of the above functionality

Usual market segments that use tickets



Cinemas & theaters

Stadiums & sports venues

Parking lots & camping areas

Theme parks, museums & places of touristic interest



SELF SERVICE TICKETING - WHO CAN BENEFIT?

Both end-users & organizations! This new self service channel



Allows end-users to be served over a wide, geographically distributed, low cost network



Serves transactions any day & time (24x7)



Minimizes service time



 $L_{\rm D}$ Improves organization's productivity and image



Kills waiting queues



Shifts the personnel productivity to other more demanding tasks



COMPONENTS OF OUR SOLUTION



SOLUTION HIGHLIGHTS



Ticketing business application

A powerful Business Software Application that ensures seamless operation between the user, the OTT kiosks and the back-office. It interacts with the end-user through a smart interface allowing his ticketing printing & delivery. It supports all the necessary administrative operations (daily reports, consumables replenishment). It can also enable payments (card and cash).

Outdoor ticketing terminals

Innovative kiosk design, built with state of the art peripherals, as well as high security & anti-vandalism standards, our kiosks are designed to attract users and offer a unique customer experience. As in all of our kiosk, OTTs are also equipped with the Sense & Control unit, our intelligent kiosk sensor management

Total Care

The ultimate software platform for remote monitoring & management of your installed self-service kiosk.

Customization & integration services

We'll make sure to fine-tune, integrate and finalize the solution, based on your existing infrastructure (like your back-office or a CRS system)

TAILORED BUSINESS APPLICATION Functionality for the self service customer



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Easy to use, user-friendly, full-color, interactive UI environment, with optimum screen flows:



User or Transaction Identification

- → RFID/NFC
- → Personalized or ID cards
- → Barcode reading
- → ID Typing

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- Ticket Reservation
- \rightarrow Communication between the kiosk and the CRS platform

Payment Handling

- → Infrastructure to accept any EMV compatible equipment
- → Cash In* (Banknotes and/or coins)
- → Returns Change in coins & banknotes
- → Barcode Coupons

Ticket Delivery

- → Plain paper tickets (Roll or Fanfold, Direct Thermal or Thermal Transfer)
 - \rightarrow With magnetic stripe
 - → With embedded RFID tag



TAILORED BUSINESS APPLICATION Functionality per user



- → Password protected, barcode or RFID card controlled authentication
- \rightarrow Cash Balance Procedures
 - Number of Transactions per Transaction type
 - Balance of inserted / dispensed cash
- \rightarrow List of suspect transactions
- → Cash Replenishment Procedures
 - Initial and Current status of Banknotes and coins per denomination
 - Empty and reset Coin Hoppers with a single command
- → Quick Reports (per date, per balance sheet)
- → System Tools & Diagnostics (e.g. Shutdown, Restart, System Health Self Check, Error Diagnostics & Easy Troubleshooting)

- Repair & Maintenance.■ Technician
- →Password protected, barcode or RFID card controlled authentication
- →Enhanced System Tools & Diagnostics (e.g. Embedded Device Testers)

REQUIRED CONNECTIVITY

User Identification

Loyalty scheme or other service where user data can be validated. The application will send the necessary info and the service will reply if it is valid

Reserve and collect a ticket



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> CRS or other service where the reservation system lives. Our application will ask to reserve a ticket and confirm its payment and its delivery

> > A payment application and server,

Tailored business application

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Kiosk

Payment with bank card

Unattended EMV payments

We have implemented unattended EMV payments, accepting VISA, MasterCard, Diners and AMEX cards, with multiple EMV certified sets, working smoothly 24/7. As each country must use local EMV certified equipment & payment application, our kiosks have the infrastructure to support the EMV set of your choice ingenico Verifone worldline

Remote monitoring & management



VISA

Provided by Unixfor

OTT CASHLESS SERIES INCLUDING*



→Ticket Delivery

- →Direct Thermal Printer (DT models)
- →Thermal Transfer Printer (TT models)
- →Ticket stacker or roll holder
- →Infrastructure to accept any EMV compatible equipment or alternatively Hybrid Card Reader with numeric pad
- \rightarrow 15" LCD color secure touch monitor
- →Safe lock
- →Industrial PC
- →RFID/NFC reader
- →2D Barcode scanner
- →Presence Sensor
- → Speakers
- →Door switches
- →Ticket Escrow

^cConfiguration may differ according to model



Designed to provide a compact solution for ticket purchase and delivery, supporting cash and cashless payments

OTT COMPACT SERIES INCLUDING*

- →Ticket Delivery
 - →Direct Thermal Printer (DT models)
 - →Thermal Transfer Printer (TT models)
- →Ticket stacker or roll holder
- →Banknote Acceptor & Cashbox
- \rightarrow Coin in & out recycling subsystem with cash box
- →Banknote dispenser
- →Infrastructure to accept any EMV compatible equipment or alternatively Hybrid Card Reader with Numeric pad
- \rightarrow 15" TFT LCD color wide secure touch monitor
- →Safe lock EN1300 CLASS A
- →Industrial PC
- →RFID/NFC reader
- →UPS
- →2D Barcode scanner
- →Temperature sensor
- → Speakers
- →Door switches
- →Grounding anchors



Designed to provide a total solution for ticket purchase and delivery, supporting cash and cashless payments, with the **ability to have two separate ticket printers of the same or different technology**!

OTT PLUS SERIES INCLUDING*

- →Ticket Delivery (can be combined)
 - →Direct Thermal Printer (DT models)
 - →Thermal Transfer Printer (TT models)
- →Ticket stacker or roll holder
- →Banknote Acceptor & Cashbox
- \rightarrow Coin in & out recycling subsystem with cash box
- →Banknote dispenser
- →Infrastructure to accept any EMV compatible equipment or alternatively Hybrid Card Reader with numeric pad
- →15" TFT LCD color wide secure touch monitor
- →Safe lock EN1300 CLASS A
- →Industrial PC
- →NFC/RFID reader
- →UPS
- →2D Barcode scanner
- →Illuminated ticket delivery point
- →8″ Service monitor
- →Presence Sensor
- → Speakers
- →Door switches

Total Care Platform

Remotely monitor, control and manage any size of kiosk network



Maximize operational availability & reduce cost and response time

- → Collects real time status information for all connected terminals, servers, connected hosts, etc.
- \rightarrow Provides online consumables availability
- → Forecasts replenishment needs

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- \rightarrow Enables remote investigation of issues and troubleshooting
- → Automatically sends alerts through text messages or emails when critical events occur
- \rightarrow Distributes and applies software updates automatically, over the network
- \rightarrow Provides availability statistics reporting for the entire kiosks network
- → Accessible from anywhere using any browser

Sense & Control is directly connected to *TOTAL CARE Platform* reflecting online the status of each sensor, switch or mechanism

CUSTOMIZATION, INTEGRATION, TRAINING & SUPPORT SERVICES

As a future part of your infrastructure, we make sure our solution is be tailored to fit your needs and we ensure a seamless integration between all involved parties offering the required integration services.

Business Application Customization• Specs collection & consulting• Localization• Fiscalization• UI & Branding• Detailed flows		 Integration with 3rd party systems Specs collection & consulting Interface development with CRS, back office, loyalty or other 3rd party systems 		 Integration with locally certified card payment application Specs collection & consulting Interface development local card payment application & certified hardware 	
Offering the tools and the right training you are enabled to act as a single point of service for your customers	 Remote management & monitoring platform Requirements & architecture Consulting Setup configuration Training 		 Partner training Kiosk installation Kiosk maintenance & troubleshooting Kiosk operator procedures Business application Partner support procedures 		
We got you covered from day one and throughout the lifecycle of your projects	Pilot eva activities	oport services aluation & correction s ed initial support	 After sales services RMA Partner support S/W bug fixing SmartNET Platform new releases Change request management 		

Ticket Vending Machines

Software

Total Care Platform

Services

COMPETITIVE ADVANTAGES

Our solutions for Ticketing Providers...

- → Are "Battle tested", already installed and delivering tickets across various markets
- → Include a full range of different kiosk models in order to meet any customer requirement or compliance regulation
- → Offer many field upgradable features
- → Offer extreme quality at very competitive prices

Brought to you from a company...

- →With deep expertise in Self Service Ticketing
- →Acting as "one stop shop", designing & manufacturing payment kiosks, developing application software and offering consulting services
- →Able to accommodate small quantity orders with cost effective pricing
- →Open to customize application software according to specific project requirements



Thank you!

Any questions?

Contact us!



