



HOWARD

Kiosk Solutions

HOWARD ONE SERIES

The Howard One Series combines the best design aspects of our custom indoor and outdoor models, yet delivers the simplicity and economy of **one design** for multiple locations.

This versatile platform integrates smoothly with any indoor work environment, with standalone, wall-mounted, and through-the-wall mounting options available.

Additionally, its rugged outdoor design, equipped with adjustable AC control and a watertight seal, grant it longevity in the face of the elements and make it a simple, viable, and economical option.

Designed for virtually any feature mix, the **One** can accommodate peripheral options including a card dispenser, key pad, signature pad, or additional cash box.



MODEL COMPONENTS

BASE MODEL INCLUDES

- Durable Powder Coated Steel Enclosure
- Barcode Scanner
- Encrypted EMV Credit Card Reader
- Bill Acceptor
- Check Reader
- Howard Premier PC
- Dual Amplified Speakers
- 19" Touch Screen
- Thermal Receipt Printer
- Internal Keyboard with Trackball
- Camera

OPTIONAL COMPONENTS

- Card Dispenser
- Wide Thermal Printer
- Ticket Printer
- Signature Pad
- Key Pad
- Extra Cash Box
- Outdoor Design with AC Control

ENCLOSURE DIMENSIONS

- 71.2" High, 26" Wide, 24" Deep
- Weight: 375 pounds

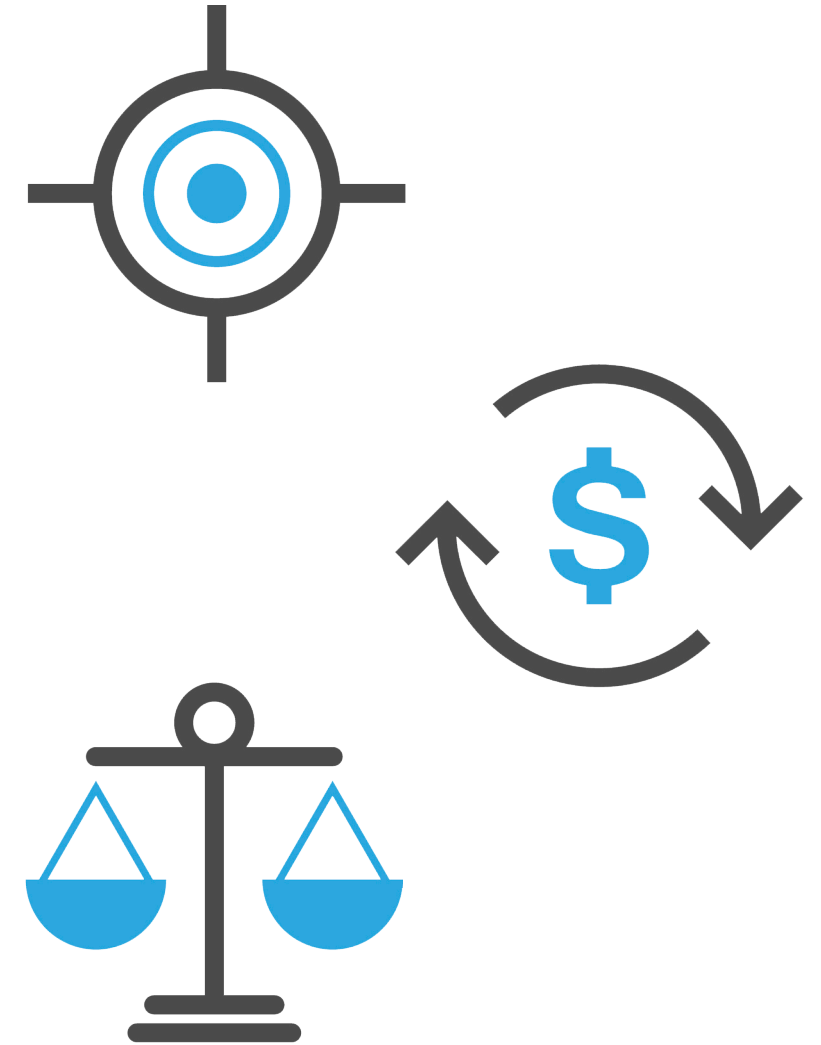
CUSTOMER BENEFITS

- **Faster service** with extended hours capable of taking partial or whole payments
- **Real-time** confirmation for payments with up-to-date bill presentation
- **Secure** payments
- Option for an **offsite** location for bill payment such as grocery stores or other community touchpoints
- **Multi-lingual** user interfaces



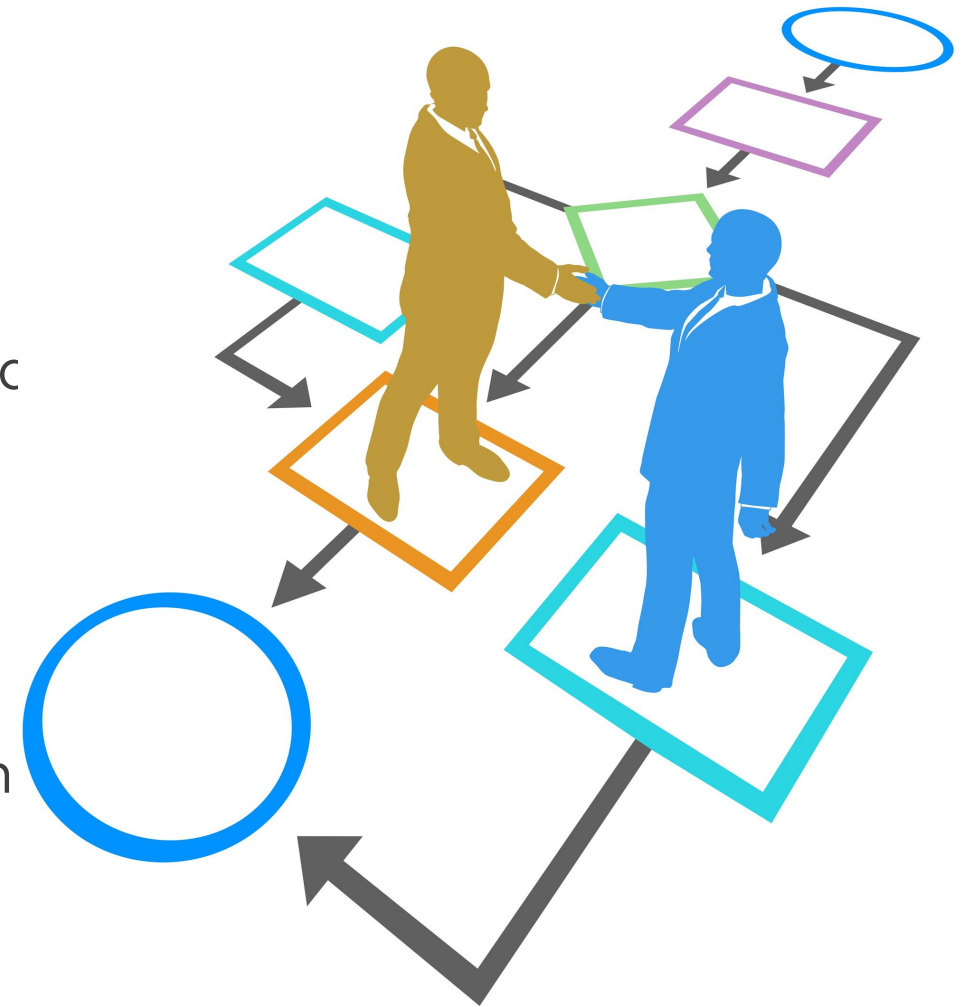
CUSTOMER BENEFITS

- Targets the **un- or under-banked or cash preferred** by providing a legitimate, safe, simple way to pay bills in cash (in addition to card and check systems)
- Provides **proactive financial management** (avoiding late fees, service interruption, and reconnect fees)
- Easily look up account **balance**
- Options for email and/or printed receipts



BUSINESS BENEFITS

- Improved **customer service**
- Improved **brand equity** and customer perception
- **Increased daily sales** productivity and increased cash flow
- **Reduced transaction costs**, accelerating ROI with each payment
- Bill payment transactions facilitated in less than 2 minutes, improving service **efficiency** and **revenue recognition**
- Howard is partnered with **Vantiv** for credit card processing and **Sage Check 21** for check processing



BUSINESS BENEFITS

- **Reduced human error** and reconciliation costs
- **Cost effective** delivery of repetitive transactions
- **Lowered staffing/overhead costs** by lowering the number of personnel required to accept payments
- **Simplified reporting**
- **Reduced time** to disconnect and to reconnect service
- Optional **advertising sales** to additionally increase revenue



SOFTWARE SUITE

Kiosk Application/Frontend

- The Kiosk Application, or Frontend, is the customizable software that allows customers to look up account information and make payments.

Customization May Include:

1

Alternate wording (“Enter Account #” vs. “Enter Member ID”, etc.)

2

Matching colors & graphics to reflect your current marketing brand.

3

Additional “qualifiers” for account lookup (a PIN to verify, member ID, last 4 digits of the phone number associated with the account, etc.)

Customization

- A Howard kiosk can be customized by our staff to reflect the look and feel of your system or billing software. We can change the customer interface to behave **the way you want** it to interact with your customer.

SOFTWARE SUITE DEMO

OFFLINE DEMO
tap for info

Howard Kiosk Demo

PAY WATER COMPANY


01:25

Look up your account information using one of the options below.

TEST DATA

1 2 3 4 5 6 7 8 9

Touch here to ENTER account number

 **Español**

SOFTWARE SUITE DEMO

OFFLINE
DEMO

tap for info

Howard Kiosk Demo

PAY WATER
COMPANY

01:26

What is your account number?

Please enter your account number
using the on-screen keypad



⚠ Using TEST Data

tap button for more info

1	2	3
4	5	6
7	8	9
🗑	0	⬅️

⬅️ Back

Continue ➡️

SOFTWARE SUITE DEMO

OFFLINE DEMO
tap for info

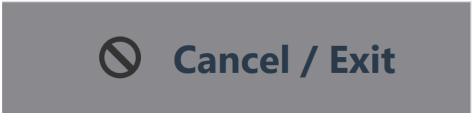
Howard Kiosk Demo


PAY WATER COMPANY

01:24

Select a bill to pay by tapping below

Include?	Account	Name	Billing Address	Due Date	Balance
<input type="checkbox"/>	Home	JJ Schmidt	123 First Street	3/6/2017	\$200.01
<input type="checkbox"/>	Office	JJ Schmidt	125 First Street	3/6/2017	(\$152.55)

 **Cancel / Exit**

Pay Now 

SOFTWARE SUITE DEMO


OFFLINE DEMO
tap for info

Howard Kiosk Demo

PAY WATER COMPANY



01:24


What amount would you like to pay?
Enter the dollar amount and touch Continue.


200.01 

Account Details
12345-001
John Schmidt
123 First Street
Hattiesburg, MS 39401

Total Balance Due
\$200.01

1	2	3
4	5	6
7	8	9
	0	

 **Cancel / Exit**

Continue 

SOFTWARE SUITE DEMO

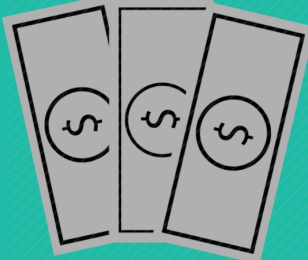


OFFLINE DEMO
tap for info

Howard Kiosk Demo

PAY WATER COMPANY

01:26

Select how you will pay by touching one of the buttons below

<p>TEST MODE</p>  <p>Touch here to pay by CASH</p>	<p>TEST MODE</p>  <p>Touch here to pay by CREDIT/DEBIT CARD</p>	<p>TEST MODE</p>  <p>Touch here to pay by CHECK</p>
<p>⊘ Cancel / Exit</p>	<p>⬅ Back</p>	

SOFTWARE SUITE DEMO

OFFLINE
DEMO
tap for info

Howard Kiosk Demo

PAY WATER
COMPANY

01:16

Please Take Notice

Before you pay by cash, please be aware of these conditions

This kiosk does NOT provide change.

This kiosk will NOT return any bills you deposit.

The entire cash amount inserted will be applied to your account,
even if your session is interrupted by a power loss or network outage.

To **ACCEPT** these conditions, touch **CONTINUE**

OR

Touch **BACK** to choose another payment method

⊘ Cancel / Exit

⏪ Back

Continue ⏩

SOFTWARE SUITE DEMO

OFFLINE DEMO
tap for info

Howard Kiosk Demo

PAY WATER COMPANY

01:19

Your Payment Summary

\$ 1 \$ 2 \$ 5 \$ 10 \$ 20 \$ 50 \$ 100
these buttons simulate inserting cash bills

Account Details
12345-001

Please insert your cash as indicated in the image below.

Cash is in TEST Mode
tap button for more info

Amount You Are Paying
\$200.01

Amount Inserted
0.00

Tap here to finish paying!

Cancel / Exit Back Pay

SOFTWARE SUITE DEMO

OFFLINE
DEMO

tap for info

Howard Kiosk Demo

PAY WATER
COMPANY

01:25


Thank you for your payment!

Your transaction is now complete

Would you like a receipt?

 Print Receipt

 No Receipt

 Clear Screen

BACKEND MANAGEMENT

The Backend Management Suite allows kiosk owners and advertisers to manage the kiosk and relationships they own and/or are associated with. The 3 primary purposes for the backend are as follows:

1

Configuration and Monitoring

- Live map showing kiosk locations can be installed
- Advertising campaigns and individual ads (the owner's own ads or third party advertisers)
- Contacts for the owner account and for each location
- A real-time map of the entire kiosk network with indications for problems (fault conditions)
- Relationships with other payees

BACKEND MANAGEMENT

2

Revenue Management

- The kiosk provides the ability to collect cash, credit/debit card, and ACH (e-check) payments 24/7. The backend management suite allows owners and payees to manage and report on the revenue.
- There are two primary functions within Revenue Management:
 - **Transaction Reporting** – viewing, filtering, sorting, and exploring lists of transactions for the whole owner/payee account by location or by kiosk.
 - **Collection Management** – viewing how much cash is in a kiosk (and how many bills), then recording and verifying collections when cash is pulled from those machines.

BACKEND MANAGEMENT

3

Alerts and Repair

We've designed the software to handle these issues gracefully, but when a fault occurs, we learn about it in the backend. Faults are reported automatically to the owner and Howard.

When a fault is reported

It will appear in the backend management suite, and the appropriate contact for the owner will be notified (if a cashbox requires removal, the account manager will be alerted; if the kiosk is down, a technical contact will be notified, etc.)

When a problem is noted requiring repairs

The owner can manage repair orders in the backend management suite whether they dispatch their own personnel to fix the issue or a Howard technician is required.

Health checks are performed every 15 seconds.

BACKEND MANAGEMENT

Howard Kiosks

demouser@howard.com

GENERAL

- Dashboard
- Owner Profile
- Contacts
- Locations
- Kiosks
- Payees
- Faults & Events
- Repairs
- Transactions
- Collections

MANAGEMENT

- Location Map
- Broadcast Messaging
- Screen Timers

ADVERTISING

- Campaigns
- Pending Ads

REPORTS

- Run a Transaction Report

Owner Dashboard / Howard Kiosk Demo and Development

This Period

February 01, 2017 to February 14, 2017

22 kiosks served 33 users. 36.36% of them made a payment, resulting in 12 transactions, \$266.82 in payments processed, and 2 photos snapped.

Change Period Date Range

02/01/2017 02/14/2017

Today

Tuesday, February 14, 2017

7 Transactions

\$44 Total Payments

Payment Methods

February 01, 2017 to February 14, 2017

Cash	20
Credit Card	25
Check	13

Activity by Kiosk

Activity on all 22 kiosks from February 01 through February 14, 2017.

Kiosk	Transactions	Total	Cash	Credit	Check	Sessions	Conversion	Photos
Tech Support	24	\$357.77	8	8	8	25	96.00%	49
Dev KeV	12	\$266.82	4	8	0	33	36.36%	2
MOBILE TESTING SHELF 45	8	\$251.20	3	3	2	9	88.89%	20
MOBILE TESTING SHELF 46	8	\$255.00	3	3	2	9	88.89%	19
TESTING-16	5	\$413.00	2	2	1	18	27.78%	23
Marketing	1	\$9.99	0	1	0	7	14.29%	10
DEV Thinman	0	\$0.00	0	0	0	0		0
Software Development Win10	0	\$0.00	0	0	0	0		0



COLOR OPTIONS

It is important to consider the finish choice when selecting the color of paint for your machine. Standard selections all come with textured, semi-gloss finish, which provides a more consistent and polished surface coverage.

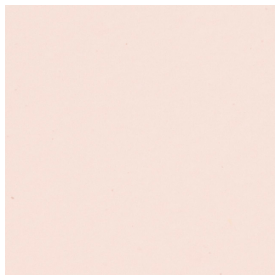
A paint application with the **textured Hammertone finish** is recommended for the following reasons:

- The finish is the most fingerprint resistant.
- Texture provides the best coverage, making any minor metal variations indistinguishable.
- Graphics hold well on all textured finishes for smooth, professional branding.
- Textured paint is the most cost-effective process, eliminating any additional preparation steps for the enclosure metals.

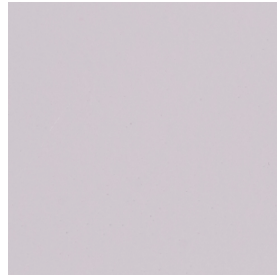
COLOR OPTIONS



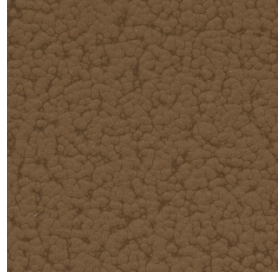
PTWH0013
Snow White



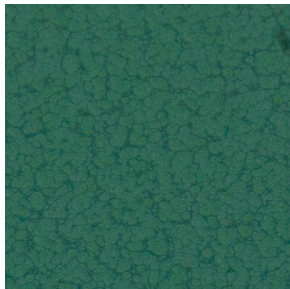
PTDH0011
Khaki



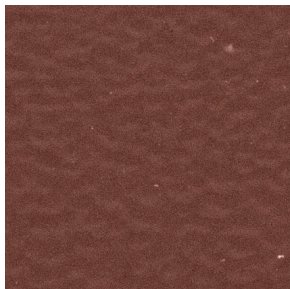
PTAH0088
Grey



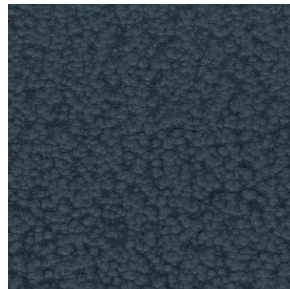
PTMH0035
Brass



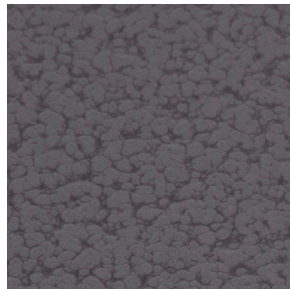
PTMH0039
Viridian Green



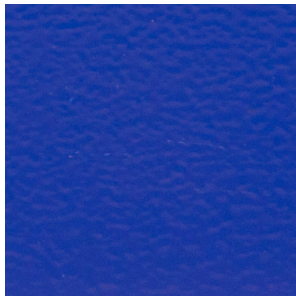
PTBH0004
Chocolate



PTMH0038
Midnight Blue



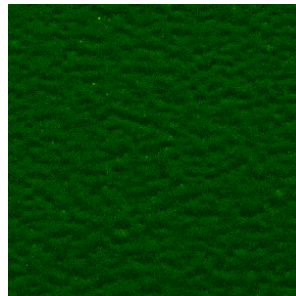
PTAH0084
Silver



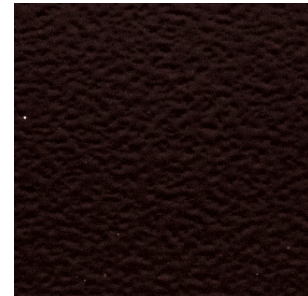
PTLH0016
Royal Blue



PTRH0007
Candy Red



PTGH0014
Forest Green



PTAH0089
Raven Black

CUSTOM COLORS

Custom colors and finishes can be provided. Please consider the following when choosing your palette:

- All powder coat paint choices are environmentally friendly and RoHS Compliant. All are industrial quality and applied to withstand years of heavy public use and exposure to the elements.
- Smooth high gloss or flat finish paints require additional metal grinding and priming steps prior to paint application for a quality end product. There is an additional fee for these steps.
- Smooth high gloss paints (especially dark colors) show fingerprints and require more frequent upkeep. Powder coat is recommended over wet paint for kiosks.
- Powder coat provides far better resistance to color degradation from the elements and superior durability. Additional fees are applied for wet paint process.



HOWARD ONE SERIES



Howard One
Indoor/Outdoor



Howard Two
Indoor



Howard One
Indoor/Outdoor
Through Wall Unit