HOWARD
Kiosk Solutions

HOWARD™
TECHNOLOGY 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.

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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

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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

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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
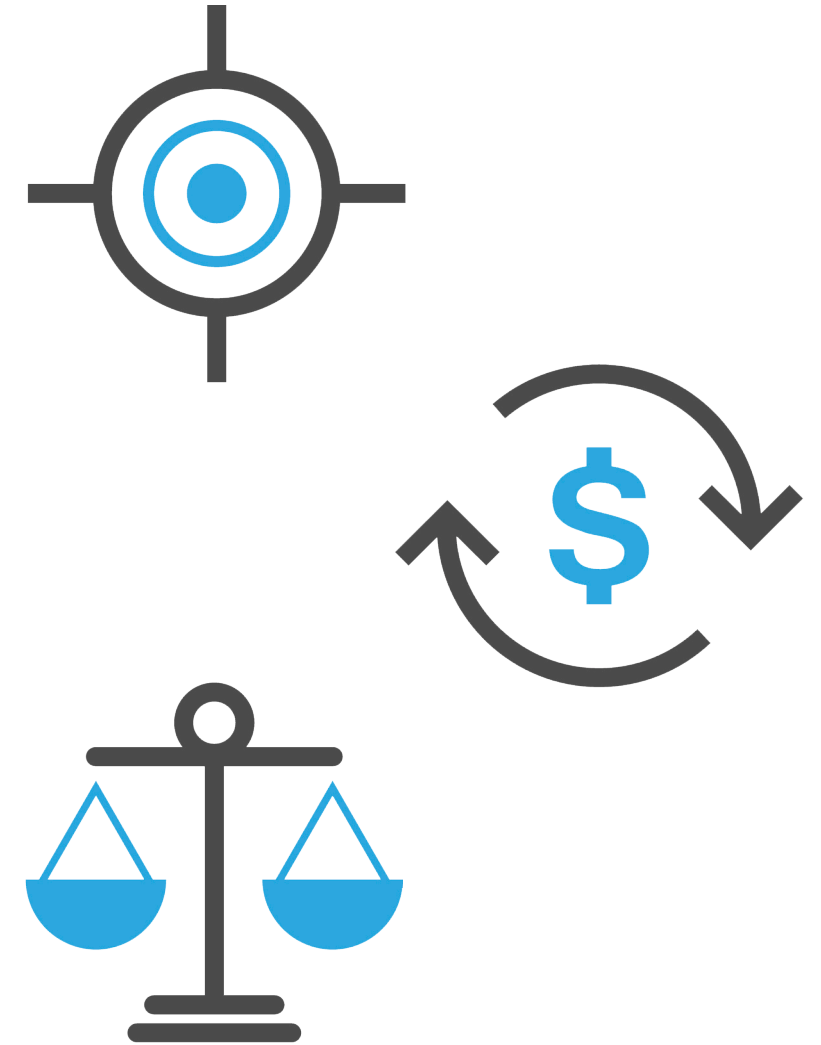
BUSINESS BENEFITS

- 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

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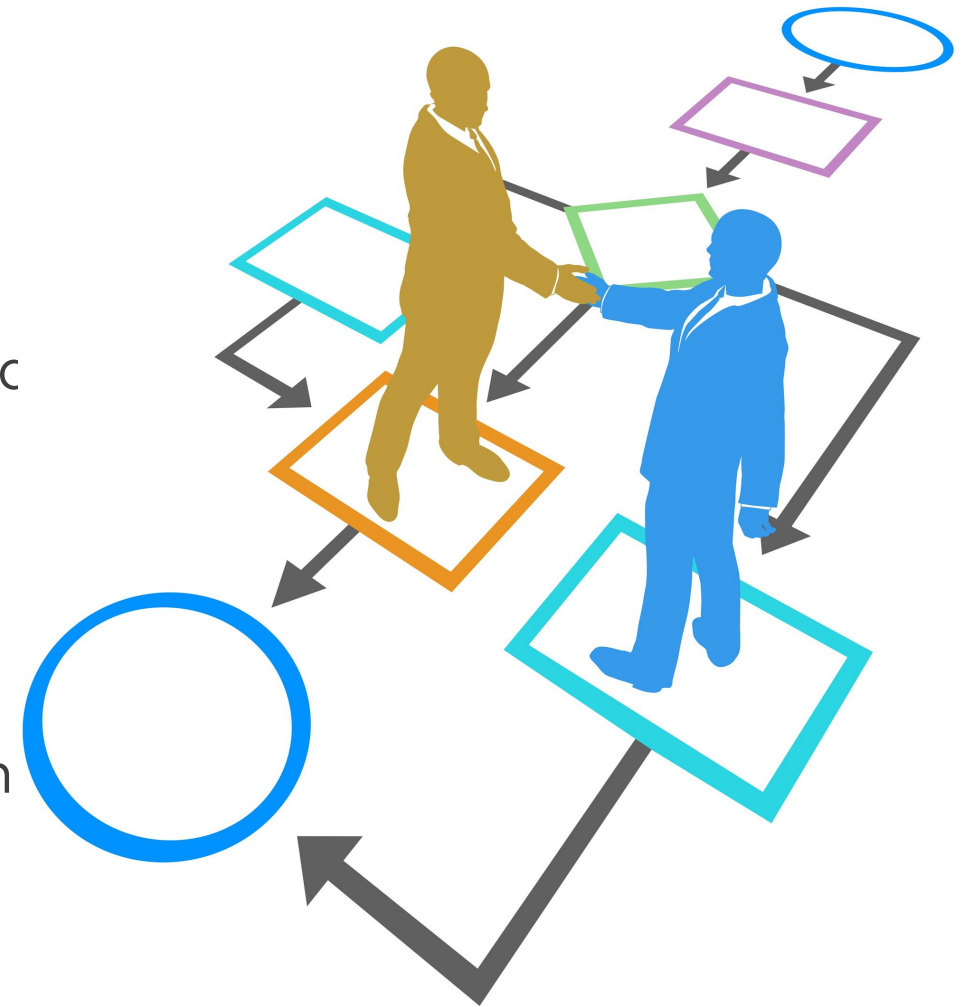
BUSINESS BENEFITS

- **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.

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SOFTWARE SUITE DEMO

SOFTWARE SUITE DEMO

SOFTWARE SUITE DEMO

OFFLINE DEMO

tap for info
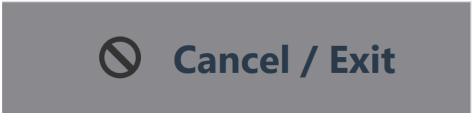
Howard Kiosk Demo

PAY WATER COMPANY

01:24

Select a bill to pay by tapping below

Include?	Account	Name	Billing Address	Due Date	Balance
☐	Home	JJ Schmidt	123 First Street	3/6/2017	$200.01
☐	Ofice	JJ Schmidt	125 First Street	3/6/2017	($152.55)

🚫 Cancel / Exit

Pay Now 💲

SOFTWARE SUITE DEMO

SOFTWARE SUITE DEMO

SOFTWARE SUITE DEMO

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SOFTWARE SUITE DEMO

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SOFTWARE SUITE DEMO

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

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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.

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BACKEND MANAGEMENT

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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 requries 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.

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BACKEND MANAGEMENT

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.
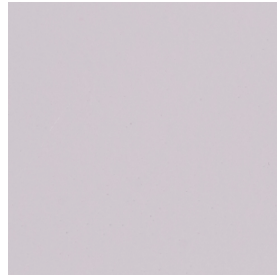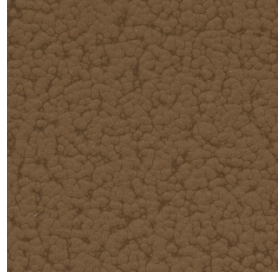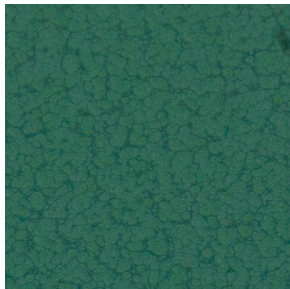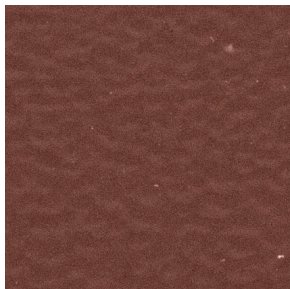
COLOR OPTIONS

PTWH0013
Snow White
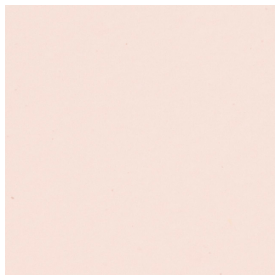
PTDH0011
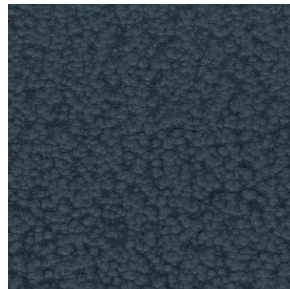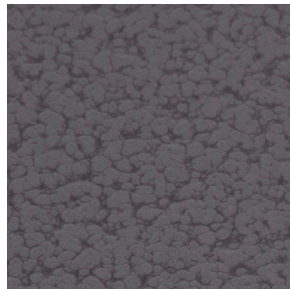Khaki

PTAH0088
Grey

PTMH0035
Brass

PTMH0039
Viridian Green

PTBH0004
Chocolate

PTMH0038
Midnight Blue

PTAH0084
Silver
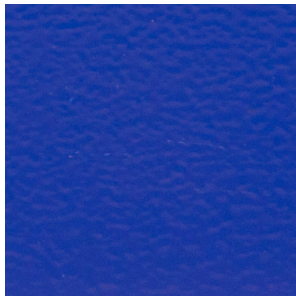
PTLH0016
Royal Blue

PTRH0007
Candy Red
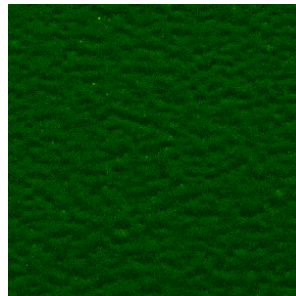
PTGH0014
Forest Green

PTAH0089
Raven Black

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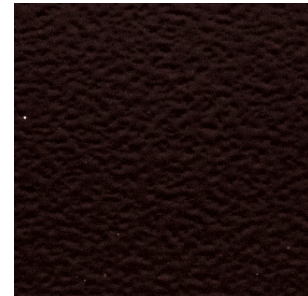
CUSTOM COLORS

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.

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HOWARD ONE SERIES

Howard One
Indoor/Outdoor

Howard Two
Indoor

Howard One
Indoor/Outdoor
Through Wall Unit

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