



## Frequently Asked Questions (FAQ's)

### 1) What is ChipNet3?

ChipNet3 is a cashless payment system that enables users, by means of a single smart card, to gain access to and tender payment for a wide variety of key services typically found in campus environments, such as point-of-sale, vending and print & copy. The cards feature two on-card purses, a personal cash purse and a configurable purse, which the administrator can use to provide a range of subsidy and allowance options. Further on-line "dynamic" purses are also available which can be used to provide specific functionality at dedicated point of sale terminals.

Each time a transaction takes place all of the details of that transaction are recorded (e.g. date, time, user, item purchased etc.) The transaction details are then processed by the robust back office software package complete with powerful reporting tools that deliver accurate management information regarding sales and card activity at the touch of the button. ChipNet3 is modular in design, making it easy for a customer to extend and add applications as their requirements develop.

### 2) What are the target markets for ChipNet3?

The primary markets for ChipNet3 are Higher Education (small to medium size community, technical or private colleges) and Corporate. In Higher Education, print & copy are the key applications driving ChipNet3 sales because this is where colleges and universities are experiencing the most pain, in terms of trying to control expenses. A strong ROI case can be made for these applications.

Point-of-sale and vending are the key applications in the Corporate market. The best in-road into the Corporate market is via the major corporate catering companies in your area. They will see the most benefit from a ChipNet3 system; positive cash flow, reduction in overhead, improved management reporting & increased throughput (while the catering company is the key, it's also important to spend time with the corporate customers themselves and explain the benefits to them of a ChipNet3 system).

Secondary markets include offices/factories, cafeterias (entry to these markets may be through the vendor providing cafeteria service), hotel business centres, sports & health clubs.

### **3) How does a ChipNet3 system differ from EasySmart?**

The ChipNet3 system is TCP/IP enabled, providing detailed, personalised reporting on-line; whereas EasySmart is a stand-alone solution with limited reporting capabilities. In addition, the ChipNet3 system offers an on-line “Dynamic” purse in addition to the two on-card purses. Dynamic purses are used to provide specific services such as Meal Plans or Book Allowances.

Another difference is that ChipNet3 offers an Automated Card Management (ACM) feature. This feature allows administrators to make changes or upgrades to a cardholder’s profile remotely (for example, adding or removing a subsidy or benefit, assigning or transferring value to a purse balance). ACM takes advantage of ChipNet3’s TCP/IP link to post these changes to a to-do list, and the next time a cardholder inserts their card in a TCP/IP terminal, the terminal will check for pending ACM updates for that card and perform the update.

### **4) If a customer purchases an EasySmart solution, can they upgrade to a ChipNet3 system later on?**

Yes they can. If it is envisaged that an Easy Smart implementation may at some point be upgraded to a ChipNet3 system, the following four recommendations should be noted when installing the EasySmart solution:

- All cards should be encoded against the Easy Smart Database, rather than being produced off site, as cards must have a corresponding database entry to work in a ChipNet3 implementation.
- Cards should be given relevant ID numbers (e.g. Payroll Numbers, Student Numbers), and it is recommended they are also given First Name and Last Names, thus ensuring ChipNet3 will have applicable identifiers.
- Relevant groups should be created; rather than using the default groups, thus ensuring an upgraded system can take advantage of the reporting power of ChipNet3.
- All potential applications (Catering, Copying, Revaluation) should be enabled to again future-proof the system transition.

### **5) When upgrading a site from EasySmart to a ChipNet3 system, what software can still be used, and what will need to be replaced?**

First of all, the customer will need to purchase ChipNet3 software, although if they follow the recommendations above they will be able to use the same database they created in their EasySmart implementation. And also, the existing smart cards can then be used in the ChipNet3 system.

A site that has implemented Pcounter with their EasySmart implementation will be able to integrate that Pcounter software with the ChipNet3 system also.

A customer can also use the ChipNet3/EasySmart Plug-in for ID Works that they purchased for their EasySmart implementation with their ChipNet3 system.

**6) When upgrading a site from EasySmart to a ChipNet3 system, what hardware can still be used, and what will need to be replaced?**

The PC Smart card readers are the same for EasySmart and the ChipNet3 system, so they will not need to be replaced (you will probably need to purchase more of them since the ChipNet3 software typically will call for multiple client seats).

For card revaluators, Infineer sells an upgrade kit that will allow an EasySmart card revaluator to become a TCP/IP enabled ChipNet3 card revaluator (part# 552485-500).

An EasySmart 7550 vending terminal can be upgraded to a 7650 ChipNet3 vending terminal with the 7650 TCP/IP Network Connection Kit (part# 808062-101).

An EasySmart 8550 POS terminal cannot be upgraded directly, but Infineer does offer a trade-in deal to exchange an 8550 terminal for a ChipNet3 8650 POS terminal. You will pay full price for a new 8650 terminal, while an RMA will be created to return the 8550 terminal. Your account will be credited the trade-in amount upon receipt of the RMA (see the ChipNet3 price pages).

The other EasySmart terminals (6550 copy terminal, 8553 Micro POS terminal, 8552 Payment terminal) cannot be upgraded and will need to be replaced with the corresponding ChipNet3 terminals.

**7) The installation license for the different levels of ChipNet3 software allows up to a certain number of client seats. Is that license concurrent?**

Yes it is. For example, for ChipNet3 software Level 3, the installation license is for up to 10 clients. You can install the ChipNet3 software on more than 10 client seats, however you can only use the ChipNet3 software on 10 client seats at any one time.

**8) How many purses can you have within one ChipNet3 system implementation?**

You can have six in all – the two on-card purses plus up to four on-line “dynamic” purses. The dynamic purses are typically used for things such as meal plans and book allowances.

**9) What if the customer’s network goes down?**

All ChipNet3 terminals feature powerful on-board transaction memory capacity. So even if the network goes down it will not result in transaction loss. The terminal retains the transaction data until the network comes up again, and updates the ChipNet3 database at that time.

What about dynamic purses – can you configure the software so it allows up to a certain amount of funds to be spent by a cardholder in the event the network goes down?

**10) What are the different options within the ChipNet3 solution for revaluing cards?**

- ChipNet3 software
- Card Revaluator
- 8650 POS terminal
- 7650 vending terminal (only if the vending machine on which it's installed uses the MDB Level II communication protocol)
- 8652 payment terminal
- Uniwell TX-870 or SX700 POS terminals
- Web Portal (integration required, and customer must have transaction charge agreement with a clearing company – see below for details)

Typically, revaluation at POS terminals is discouraged because it can slow down the cafeteria line.

**11) Can you add value to your ChipNet3 smart card with a debit or credit card via a University's existing Web Portal?**

Yes you can, provided the university already has, or is willing to enter into a transaction charge agreement with a clearing company. In that case Infineer can integrate the university's web portal with ChipNet3 via a ChipNet3 SDK, allowing students to add value to their ChipNet3 account with a credit or debit card. For universities with a strong IT department there is the possibility of selling them the SDK so they can perform the integration themselves.

It is also possible to integrate other ChipNet3 features into the Web Portal to allow students the ability to do things such as view their last 20 transactions, change their PIN code (used at the 6650 Copy terminals), or hot-list a lost or stolen card. Infineer can detail how such a scheme can be put together and how ChipNet3 could integrate with the university's existing web portal. Contact your Regional Sales Manager or Systems Engineer.

**12) What considerations are there in determining where to install a card revaluator?**

The card revaluator is designed to be mounted on a wall. There is an actual-size template that comes with the card revaluator with locations marked where holes need to be drilled for mounting. It should also be situated near a power outlet. The card centre power cord does not come with a plug. It can either be connected to the power source as is by an electrician, or a plug can be added.

In addition, a ChipNet3 card revaluator requires a TCP/IP.

**13) Campus bookstores typically have a point-of-sale system already that they can't replace, which tracks inventory with SKUs. Can that existing POS system be integrated with ChipNet3 so that it will accept a ChipNet3 smart card as a payment type?**

By using an 8653 Micro-till you can enable payment with a ChipNet3 smart card (it is possible to enable payment from either Purse 1, Purse 2 or the Dynamic purse). On the bookstore POS terminal they would add a payment type called 'smart card' or something similar. The 8653 terminal doesn't have any pre-defined pricelines or look-ups; the operator simply insert's the user's card, keys in the value to be deducted and completes the transaction. Since the 8653 is TCP/IP enabled, it will report the transaction back to the ChipNet3 database. Keep in mind that since the 8653 terminal has no pre-defined pricelines it will only report transaction amounts – not what item was purchased in the transaction.

**14) What are the guidelines for configuring Pcounter network print control software for a particular ChipNet3 opportunity?**

Integrated with a ChipNet3 system, Pcounter software works similar to SmartPrint CENTRAL software in that they both employ print release stations to intercept print jobs sent by a ChipNet3 cardholder from a networked PC. Before the print jobs can be sent on to the selected networked printer input queue for printing, the cardholder is required to walk up to the print release station, pay for and release their print job(s) using their ChipNet3 smart card.

However Pcounter also has a server software component to enable network administrators to manage printing centrally.

To configure a network print control application using Pcounter software; first of all, each print server will require a copy of Pcounter software (either the Windows or NetWare version depending on which software the customer has). Then each print release station needed will require a copy of Pcounter Station software with Vending Support (in addition to a PC Smart card reader for reading the ChipNet3 smart card).

It is recommended that each Pcounter print release station control no more than 4 print output queues (a one-to-one ratio of print release stations to print output queues in high-volume locations is preferable) and collate print jobs from no more than 50 client workstations. This is not a technical limitation of the software itself, but rather a recommendation to avoid having a print release station become a bottleneck, with a line of students waiting to pay for and release their print jobs.

When talking to customers it should be stressed to them the importance of having enough print release stations in high volume locations. By avoiding long queues of students at the print release stations they are increasing student satisfaction, and also insuring maximization of revenue for themselves.

**15) Why is Infineer switching to Pcounter software from SmartPrint CENTRAL as your network print control offering for ChipNet3?**

SmartPrint CENTRAL and Pcounter software were actually developed by the same company. SmartPrint CENTRAL was developed specifically for ChipNet3 as a print release station-only offering, and it has served its purpose well. But it was apparent as we looked to the future that the Pcounter offering was a more feature-rich product. So the decision was made to integrate Pcounter with the ChipNet3 system (and EasySmart) and to focus on Pcounter as our platform for network print control going forward.

**16) What about my customers who have already implemented SmartPrint CENTRAL at their site?**

SmartPrint CENTRAL software will continue to work under its current specifications. However since we are focusing on Pcounter software as our network print control platform going forward, no further enhancements are being made to the SmartPrint CENTRAL software. For example, SmartPrint CENTRAL is not compatible with the Microsoft® Windows® XP operating system software.

In light of this Infineer is making a special upgrade offer for customers that wish to migrate from SmartPrint CENTRAL to Pcounter software.

**17) Why is it important to determine which communication protocol, Executive or MDB, a customer's vending machine uses when talking to them about EasySmart vending terminals?**

Vending machines that employ the Executive communication protocol cannot be configured to accept payment from both cash and smart cards on the same machine. It has to be one or the other. However, vending machines with the MDB protocol have the ability to accept both cash and smart cards on the same machine if desired. It's important to understand this difference in discussing vending with your customer. In the U.S. market customers generally want to be able to offer customers the option of paying either with cash or smart card.

**18) How is the 7650 vending terminal installed in a vending machine?**

It is important to contact the vending machine company in order to have their service technician come out to physically install the vending terminal in their machine. In many cases they will need to cut a hole in the vending machine where the vending terminal will be mounted. In cases where only smart cards will be accepted as payment, the vending terminal can sometimes fit in the slot where the bill acceptor was previously installed.

**19) The 7650 vending terminal requires a mounting bracket in order to be installed in a vending machine. Infineer offers two types of mounting brackets – Standard Size and Large Button. How do I know which one to order? And will one or the other cover all vending machines?**

To verify which mounting bracket to order, it is necessary to determine the make and model of vending machine on which the 7650 terminal will be installed. Then contact your Systems Engineer to verify whether the Standard Size or Large Button mounting bracket will work in that particular machine. Those two mounting bracket options will cover the requirements of most vending machines. In cases where they do not, Infineer will source the correct mounting bracket.

**20) Who installs the copier-specific cable (colour or black & white) that connects the 6550 copier terminal with the copy machine?**

That needs to be done by the copier company service technician. They will need to be contacted in advance to arrange a time for them to come out and install the cable. An exception to this is if the particular copier already has a foreign interface kit installed (found mainly in some Xerox® and Océ® copiers)