

The Info You Need to Be IN THE KNOW

Low Tech Products in a High Tech Industry*

As discussed in the first part of this series, the DC/POS world is filled with the latest high-tech devices and software. Often overlooked (or last to be considered) are the basic, and yet most essential, pieces of hardware that complete and support the entire POS system: cash drawers, payment terminal stands, and other secured mounts. This article focuses on the payment terminal stand, which is a vital element for PCI compliance.

TOP TEN QUESTIONS TO CONSIDER WHEN SELECTING A PAYMENT TERMINAL STAND:

1. Is the stand compatible with the transaction terminal model?
2. Does the level of security incorporated in the stand help your customer comply with the PCI DSS v3.0 Requirement 9.9?
3. Does the stand have antiskimming and port-blocking features?
4. Can the stand sustain constant use by customers in a high-traffic environment?
5. How will the stand attach to or sit on the counter (e.g., screws/bolts, adhesive pads, rubber feet)?
6. Does the environment (e.g., currency exchange,

- payday-loan outlet) require a heavy-duty metal stand, or will plastic suffice?
7. Will the stand be in an outdoor environment (e.g., amusement park, food truck, concession stand) and so require a weather-resistant cover?
 8. If the counter is above 36", does the stand offer wheelchair accessibility to help meet ADA requirements?
 9. If the counter is already at 36" (wheelchair accessible), can the stand be adjusted to accommodate other customers?
 10. Does the customer have specific design considerations (e.g., color, size, shape)?

ENVIRONMENT & DESIGN

- **Metal vs. Plastic Fabrication**
Design flexibility can be achieved with either metal or plastic. Metal is robust and durable; plastic offers more aesthetic features such as curved lines, a Euro look, and upscale designs.
- **Customized vs. Custom Parts**
When a replacement part is needed, will customizing an existing part suffice (such as a different color,

logo imprint, or minor modification)? If not, then a custom part is required, which can be price prohibitive and require longer lead times. The key questions are: How many? How soon? How much?

CHOOSING A MANUFACTURER

Select a manufacturer that has a good reputation whose hardware can best interface with your system.

1. Are their products readily available through your current channels of distribution?
2. Do they offer more than one material and/or unique products that aren't available through other sources?
3. Do they have a selection of terminal faceplates that are interchangeable in the field, so that if the customer wants to switch to another provider the transition will be smooth?
4. Look for a product line with a range of quality options: such as good-better-best; light-, medium-, heavy-duty.
5. Request a demo to do your own evaluation.
6. Compare cost and lead time, although keep in mind that often you do get what you pay for. **e**



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POS Transaction Terminal Stand Setup Checklist		RSMA
CLIENT INFORMATION		
Client:		
Address:		
Telephone Number:		
Site Number:		
Unit Address:		
Main Contact:		
TERMINAL STAND CHECKLIST		
Is the stand compatible with the transaction terminal model? Note: Most payment terminals have different mounting hole patterns. Stands are designed by model. <input type="checkbox"/> Yes <input type="checkbox"/> No		
Terminal Identification		
Does the level of security incorporated in the stand help your customer comply with PCI DSS v3.0 Section 9.9.9? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If Yes: <input type="checkbox"/> Protected with security screen <input type="checkbox"/> Locked with a keypad lock <input type="checkbox"/> Cable Lock tethering		
Does the stand have anti-skimming and port-blocking features? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Does the stand protect cables from being disconnected? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Are the ports covered to prevent unauthorized users from tampering tampering devices? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Can the stand sustain constant use by customers in a high-traffic environment? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If Yes: <input type="checkbox"/> Security fit adjustments <input type="checkbox"/> Sealed Adjustments		
How will the stand attach to or sit on the counter?		<input type="checkbox"/> Screws/Bolts <input type="checkbox"/> Adhesive Pads <input type="checkbox"/> Rubber Feet
Does the environment require a heavy-duty metal stand (e.g., currency exchange, "payday loan" outlets, etc.) or will plastic suffice? <input type="checkbox"/> Durable design is more important than aesthetics <input type="checkbox"/> Aesthetics are more important		

To download the checklist, scan the QR code:



*Second in a four-part series