



## PrismPOS and PrismCore Data Transfer Plan

As part of our ongoing commitment to product improvement at PrismRBS, we are taking time to focus on the fundamental process of data transfer between PrismPOS and PrismCore. We have outlined a business strategy to address these issues and understand the operational challenges our customers face with inaccurate data.

### Environment improvements for PrismPOS users

Our main areas of focus include data integrity of transactions and simplifying the on-premise server footprint. Many customers who migrated from WinPOS to PrismPOS still have a distributed SQL server in their on-premise network. This distributed SQL Server was a requirement for WinPOS but is not needed for PrismPOS and can be a point of failure during the data transfer process. We recommend decommissioning the distributed SQL servers to remove an extra step of data synchronization.

*Please email [implementations@prismrbs.com](mailto:implementations@prismrbs.com) to find out if you have a distributed server or to schedule a transition. This work must be completed by PrismRBS. Do not attempt to decommission the SQL server yourself.*

### Changes scheduled for completion before spring rush 2020

- **Transaction Resiliency:** We are addressing resiliency with transient errors during a transaction for failed or partial authorizations and digital redemption code issues. Improvements in this area will also reduce the occurrence of POS transactions missing from PrismCore. We are also addressing the scenario where rental data is missing from a POS transaction, but the transaction is allowed to complete. In addition to fixing the root cause, we are working toward cashier alerts, so the transaction fails earlier in the process and offers an opportunity to correct the data.

Three fixes for this issue will be released in November and December:

#### November Release

- **Failed transactions with digital content will now flow to PrismCore after the transaction is completed:** If a digital content authorization failed, the tender record was also marked as failed. We do not attempt to authorize digital content until after tendering is complete. This caused the failed export of digital content sales to PrismCore.
- **Improvements to the reconciliation report to support multi-day sales:** The reconciliation report in the Admin Tool now supports sales suspended on one day and completed on a later date.
- Another area of focus is within WPServer. WPServer is the service in charge of controlling the various sub-processes in PrismCore. Its responsibilities include real-time communication with payment services, such as the Shift4 UTG and campus debit processors, sending of emails, custom interfaces, etc. It also is responsible for the batch import/export of data for PrismPOS (including transactions). We have extracted the PrismPOS import/export component of WPServer into a separate, standalone service. We are confident that doing so will reduce the occurrence of POS transactions missing in PrismCore. This new WPServer is currently available in PrismCore update 28.2.7.7

and 28.2.6 patch. The update for 28.2.7 is available on <https://support.nebook.com/Products/PrismCore.aspx>. The patch for 28.2.6 will be available November 17, 2019.

#### December Release

- **Partial authorizations or failed authorizations will flow to PrismCore after the transition is completed:** Transactions that have a partial or failed authorization upon the first attempt held invalid fields in the database that prevented the transaction from being processed properly. This will be corrected by the transaction populating the proper data.
- The last area of focus prior to spring rush is the NBC Transfer service. The NBC Transfer service is the gateway between cloud-hosted resources for PrismPOS and on-premise resources used by the registers. Our fix will keep the connection alive between the cloud resources required by POS and NBC Transfer, allowing for a more resilient experience with credit card transactions, as well as campus debit transactions at the register. Prior to spring rush we will be making adjustments that prevent shorter timeouts. This will allow transactions to complete in full prior to timing out.

#### Improvements scheduled for completion post spring rush 2020

**Merchandise transfers:** Often times the cause of the inability to complete end-of-day operations is due to a failed merchandise transfer. We are focusing on the required order of operations in a merchandise transfer to make them more reliable.

**Transaction reconciliation reports:** PrismPOS has recently developed transaction reconciliation reports within POS Admin portal. We will continue to improve these reports as well as augment them with additional capabilities to improve the efficiency of auditing sales against merchant accounts. Our next step is adding the ability to view additional tender totals in the reports and add support for multi-day sales.

We are dedicated to continuously improving your overall PrismPOS experience by continuing to release relevant and necessary fixes. We will continue providing regular updates on progress and as issues arise and are resolved. Please reach out to us at [product@prismrbs.com](mailto:product@prismrbs.com) with questions or concerns.