

**WinPOS to PrismPOS Webinar**  
01/29/2020 - Q&A

**QUESTION:** Is this software touchscreen or peripheral driven?

*It is touchscreen, but we do have a scanner integrated as well.*

**QUESTION:** Can a mouse be used as well with touchscreen?

*Yes, it can. That being said, using it on a non-touchscreen register will impact the full value you receive from the PrismPOS design (i.e. efficiencies).*

**QUESTION:** Is the text this small on the actual POS screen?

*No, it is larger. We are running this demo on our laptop, which has a different aspect ratio than our register screens.*

**QUESTION:** Is this also POS360

*We originally launched our upgraded PrismPOS as 360 in 2015, however we rebranded the tool when we upgraded our design and user interface. PrismPOS and POS360 do have many of the same base enhancements.*

**QUESTION:** What is the source of the customer information? (i.e. PrismCore, AR, Mail Order and/or new customer information must be entered for each customer)

*It depends entirely on the build of our customers. The vast majority of our clients' data is coming from integrations on campus where student information is imported and/or shared on a regular basis. You can also enter new customers or others who shop at your institution but are not students. The information would need to be entered at the time of purchase (or at least the required fields).*

**QUESTION:** Does PrismPOS integrate with Banner for customer info?

*Yes, we do.*

**QUESTION:** Can Blackboard tap readers be used to gather the student information?

*The tap reader can be used to retrieve the student's blackboard ID which can then be used within PrismPOS to locate a previously defined student/customer. It would not create a user profile, if not already in the system.*

**QUESTION:** When you search via a word, like "purse," if you are looking for a book, will the new and USED book options both show up?

*Yes, both new and used versions of an item are returned within the search reports.*

Items			Search Type	
biology			Automatic	Search
Description		Cat/ISBN	Price	
URRY/CAMPBELL BIOLOGY IN FOCUS (2ND ED.)		9780321962751	\$129.75	
2900321962750 Textbook Used				
ZZ BAR CHART/BIOLOGY 2		9781572228269	\$5.25	
2901572228268 Textbook Used				
URRY/**MASTERING BIOLOGY ACCESS CARD T/A CAMPBELL BIOLOGY IN FOCUS (W/ETEXT)		9780134143729	\$109.25	
2900134143728 Textbook Used				
URRY/**MASTERING BIOLOGY ACCESS CARD T/A CAMPBELL BIOLOGY IN FOCUS (W/ETEXT)		9780134143729	\$145.50	
9780134143729 Textbook New				
URRY/CAMPBELL BIOLOGY IN FOCUS (2ND ED.)		9780321962751	\$176.50	
9780321962751 Textbook New				
ZZ BAR CHART/BIOLOGY 2		9781572228269	\$6.95	

**QUESTION:** Has the format of receipt numbers changed, or are they just different in the demo?

*We made many enhancements to receipts format, but Transaction numbers or receipt templates are user definable.*

**QUESTION:** When will Shift4 be available in Canada?

*Shift4 is available in Canada now without P2PE, which means credit card information will be transferred through our system to be tokenized. Shift4 has yet to commit to moving forward with P2PE because they are challenged to find a key injection facility to accommodate it.*

**QUESTION:** Will the P2PE functionality be available to Canadian Schools. We are a shift4 customer but were told P2PE couldn't be supported in Canada - has that changed?

*Yes, when FreedomPay certification is complete. It will require you to adjust your payment gateway provider to Freedom Pay.*

**QUESTION:** When do you think FreedomPay will be live?

*We do not have a date at this time. We are currently working on the certification process, which is developed and enforced by the FreedomPay organization. We continue to receive information from FreedomPay which then turns into development or feature adjustments. The process is cumbersome, but our team continues to move forward.*

**QUESTION:** Will we be able to take Apple Pay and things like that?

*Yes, this functionality is possible. Utilizing Apple Pay and similar payments depends more on the pin pads you utilize and your bank than PrismPOS software.*

**QUESTION:** What kind of safeguards are in place in case the cloud goes down or communication between the cloud and your registers goes down?

*PrismPOS includes an offline mode, which provides for sales transactions to occur for tenders which do not require an authorization or provide for an external online authorization solution. Synchronization can occur once the connection is reestablished. Due to PCI regulations, PrismPOS will not store or transmit cardholder data.*