



FLEX ENTOURAGE
IN-STORE INTEGRATED PAYMENT SOLUTION

Desjardins & Co.

The **FLEX Entourage** payment solution is ideal for merchants who want to anticipate the needs of their clientele by accepting payments anywhere within and around their premises through a simple and economic integration of regular payment functions with their point-of-sale system.

Ideal for restaurants, sidewalk cafés, big-box stores, garden centers, lumber yards, etc.

Greater efficiency

- ▶ Employees make fewer trips between customers and the cash register.
- ▶ Interaction between the terminal and the point-of-sale (POS) system simplifies management.
- ▶ With the integrated solution, you no longer need to process transactions through the POS system, then through the terminal. Transactions are initiated through the POS only, thus reducing the risk of duplicate entry errors.

Better customer service

- ▶ Customers enjoy great service since they can pay wherever they happen to be, without having to go to the front counter.

Quicker service

- ▶ High-speed IP connection can serve a larger number of customers and eliminate waiting lines, thanks to a processing speed up to five times¹ faster than a dial-up connection.

Terminal flexibility

- ▶ The terminal can be used indoors and outdoors, enabling businesses with seasonal operations to save on extra equipment costs.

Easier management

- ▶ Automatic deposits.
- ▶ A single account statement (Visa, MasterCard and Interac).
- ▶ Free access to simple and powerful online management tools.

Secure payment solution

- ▶ Customers keep their credit or debit card throughout the transaction thereby eliminating the risk of having their card cloned.



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Management solution

Free access to My Station portal, to administer card payment processing data (online transaction reports and account statements).

Customer service

Business Customer Service is available every day of the week to answer questions and provide support to merchants as they adapt to industry changes.

Transactions accepted

- ▶ Debit cards: Interac
- ▶ Credit cards: Visa, MasterCard, American Express², Diners Club International², JCB², Discover³, China UnionPay³ and Desjardins private-label cards
- ▶ Desjardins gift cards
- ▶ Accord D retail financing program

Functions included

- ▶ Purchase, refund and cancellation
- ▶ Add tip
- ▶ Purchase with cash withdrawal (debit)
- ▶ Balance inquiry (debit)
- ▶ Preauthorization
- ▶ Sales transactions are automatically sorted by employee
- ▶ Management of the invoice number supported

Technical support

- ▶ Telephone technical support available 24/7
- ▶ In case of equipment failure, unit replaced at no charge by technician
- ▶ In IP mode, there is a telephone back-up mechanism in the event the Internet connection⁴ is interrupted

Technical features

- ▶ Integrated screen, keypad and printer
- ▶ Can store up to 998 transactions per batch in memory
- ▶ Ability to reprint the most recent transaction record
- ▶ Can be used indoors and outdoors, with a range of 100 m from the base unit (Bluetooth technology)
- ▶ Battery fully recharges in 4 hours
- ▶ Available as IP (Internet connection) or dial-up
- ▶ Connection to the POS system through IP or RS232
- ▶ Accepts magnetic stripe and chip cards

Installation and training

- ▶ Delivery by mail
- ▶ Installation and training by the cash register software distributor

Security and standards

(Complies with the strictest payment industry security standards)

- ▶ EMV standard (chip card)
- ▶ PCI DSS compliant
- ▶ Free updates

¹ Depends on the the speed of the merchant's Internet connection. Desjardins Card Services does not guarantee the transaction processing speed.

² Acceptance of these cards is subject to obtaining a merchant number from these networks.

³ Card acceptance is subject to authorization obtained by phone from these networks.

⁴ A dedicated line must be connected to the terminal to use this feature.

Call us at 1-888-285-0015 or 514-397-4450

With Desjardins Card Services, there are no hidden fees or unpleasant surprises!