Point of ™
Payment

An overview of SpacePole Payment solutions

Make payments work

Payments, unsurprisingly, are the least favourite part of an in-store shopping experience. Queues at the point of sale are often slow and laborious and that desired seamless shopping experience can come to a grinding halt.

But you can make this a positive customer experience. By making usability, accessibility and physical protection central to the planning process, you can ensure that the correct payment solution is in the correct location.

Static, frictionless or mobile? Each have their place and we bring modular and easily upgradable payment mounting solutions to suit your payment transaction requirements - today and tomorrow.

Contactless is on the rise

In the frictionless world, we have delivered over 500,000 contactless-ready SpacePole® payment solutions in the last two years alone.

Our products support applications utilising smartphone enabled mWallets as well as card-based NFC transactions with no upgrades or changes to the SpacePole technology integration solutions.

SPACEPOLE DURATILT

SPACEPOLE MULTICLIP

SPACEPOLE STACK

SPACEPOLE LOW PROFILE

SpacePole payment solutions

Mounting your payment terminal is proven to reduce hardware failure, improve the customer experience and protect against theft. To ensure that you have the more appropriate solution that interfaces with your point of payment, we have developed a wide range of mounting options to suit your business.

SpacePole DuraTilt®: The definitive solution featuring our patented tilting joint
SpacePole Low Profile™: Discreet, robust, with rotation
SpacePole Stack™: Maximum flexibility at the point of payment
SpacePole MultiClip™: A NextGen universal payment mount

MultiGrip™ mounting plates

MultiGrip plates are compatible across our range of payment terminal mounting solutions. Ergonomically designed for operator and customer usage, they are available for all manufacturer payment terminals, and offer a unique system of multiple mounting positions for any static payment environment. The keyhole mounting design securely holds the terminal in place while patented friction pads ensure that the payment terminal is gripped securely, while still remaining easy to remove for disability access.

MultiClip™ mounting solution

SpacePole MultiClip addresses a key problem for retailers who may put off upgrading their payment terminals due to investment concerns and perceived complications in changing the payment mount when introducing a new type of device. Designed in association with Ingenico, this next generation payment mount provides a simple click-in-place mounting solution for Ingenico's existing and future Lane series payment terminals.
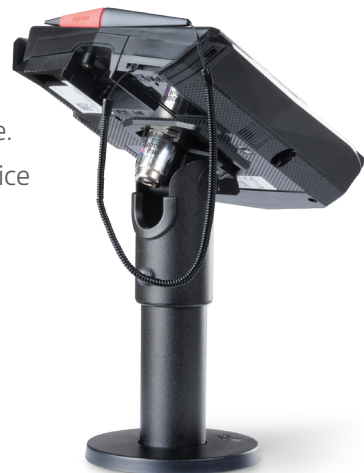
SpacePole MultiClip features a discreet push lock developed with Kensington, which not only secures, but contributes to an elegant and minimalist appearance. This combination complies with the latest PCI best practice directives for physical security at the point of sale.

Compatibility:
Ingenico Lane/5000v2
Ingenico Lane/7000
Ingenico Lane/8000

SpacePole Drive-thru solution

"In an industry in which as much as 70% of business rolls through the outdoor lane, the risk of the drive thru leaving a negative impression on the customer experience is huge. That's why operators must constantly work to make the drive-thru as efficient as possible."*

The SpacePole Drive-thru solution answers the very real problem of taking payments in a time pressured environment while protecting the payment terminal. Fitted with a MultiGrip plate, it is compatible with devices from all the leading manufacturers. Simple, light and effective, this device keeps the drive-thru moving.

*QSR Magazine

SpacePole Accessibility Arm

Ensuring accessibility for all is a vital part of an ergonomic layout at the point of sale, and it is one defined by legislation. The SpacePole Accessibility Arm answers the need for all people to be able to comfortably use payment terminals for purchasing transactions. The accessibility arm is simple to use. Both customer and operator can use the specially designed arm to enable a payment terminal to be lowered to the appropriate height.

M-Case delivers mobile payments

When used in conjunction with the Ergonomic Solutions comprehensive selection of tablet sleds, enclosures and accessories, our range of M-Case casings provide tablet-mounted mobile payment solutions.

From tablet integration, to desktop or attached by pocket/belt clip or lanyard, M-Case gives you the flexibility to handle secure mobile payment transactions wherever your organisation does business.

Features:

- Low cost and value-adding solution
- Intuitive use and easy installation
- Protects the hardware
- Retractable belt clip and lanyard connection point
- Wall and counter mounting options
- Access to chip reader, charging and on/off button
- Available in black and translucent
- Addresses the latest PCI physical security requirements
- Made from durable high quality composite materials.

PCI Compliance - and why it matters

A joined-up physical security and PCI compliance strategy is no accident. With the adoption of new security technologies around payment transactions, such as P2PE, EMV and tokenization, criminals are getting smarter and are turning their attention to the payment terminal itself. We have already seen criminal activity with 3D printed overlays being used on payment terminals as well as inserts placed in the card dip area, as seen on ATM's for capturing card data and therefore the last line of defence lies with the retailer who must prevent substitution and tampering following PCI DSS Requirement 9.9

This is exactly why the PCI Best Practice recommendations on physical security become a vital part of a successful PCI compliance strategy. Our SpacePole payment solutions are proven, robust and follow those latest PCI-DSS physical security best practice compliance directives that improve your compliance efforts with requirement 9.9.1 and 9.9.2.

PCi Security Standards Council ™

PARTICIPATING ORGANIZATION

What are the PCI DSS requirements?

PCI DSS 3.2, 9.9 states that a merchant:

❝❝ ...must protect point of sale devices that capture payment card data via direct physical interaction with the card from tampering and substitution.

Maintain an up-to-date list of devices and locations.

Implement new procedures for regular inventorying of the terminals and visually inspect them to ensure they have not been tampered with.

Train all employees such that they understand the threats and know how to deal with them.

PCI compliance and the retailer

It is the retailer's responsibility to ensure devices are secured but also that they take appropriate measures to accommodate correct installation and security around the placement of the payment terminal position at the point of sale.

The threats are real and the requirement to mitigate them under the Payment Card Industry Data Security Standard (PCI DSS) and the coming EU GDPR are critical if retailers want to avoid fines and a loss of customer confidence if data is stolen.

Any security breach of payment card data has far-reaching consequences for affected organisations including:

- Regulatory notification requirements
- Loss of reputation
- Loss of customers
- Potential financial liabilities
- Litigation

Keep safe, keep secure

SpacePole ClickSafe® offers two main security tethering options: a double lock curly cable and a single lock straight cable, offering different locking options for a range of hardware and installation applications. Both comply with all PCI physical security requirements and have been specifically engineered to protect your payment terminals and hardware from tampering and theft.

ClickSafe's superior strength and ease-of-use make your first line of physical defence even stronger without any reduction in access or flexibility of the protected hardware.

Ergonomics Consultancy

Our Ergonomics Consultancy practitioners can conduct evaluations and provide practical advice to ensure that clients are adhering to good ergonomic principles in the workplace. Our team works to look after the health, safety and welfare of your employees by identifying potential causes of ill health and injury at work and investigating problems related to the use of equipment, work processes and the broader work environment. Our Ergonomists work with our customers within retail and other industries to ensure optimal working practices - and great ergonomics.

Working with you, our ergonomists ensure that payment terminals are accessible to all customers and located so that their use is intuitive and facilitates good customer flow. Security, privacy and ease of use will all be addressed.

Ergonomic Solutions

Ergonomic Solutions is the leading global provider of innovative and ergonomically designed technology mounting, mobility and security solutions for a wide range of static and mobile technology hardware at the Point of Sale, Point of Payment and Point of Service. Over 20 years of deep understanding of the evolution of technology hardware, ensures that the latest generation of our mounting solutions enables technology to provide a combination of best practice in customer experience and demonstrable return on investment in a wide range of static and mobile applications.

Our services include design and development for customised solutions and our influential Ergonomics Consultancy has advised many of the world's leading retailers. In addition, we are also an active participating member of the PCI Security Standards Council. Creators of SpacePole, Ergonomic Solutions is the global market leader, having supplied over 5 million unique SpacePole installations – and in the retail sector we supply over 60% of the global top 50 retailers, making our technology mounting solutions the preferred choice.

ergonomic
solutions ®
creators of SpacePole