



# Pricing & Bundling

# Tier Breakdown

Package	Features	Basic	Advanced	Premium	Revision Notes
Payments	Accept all payment methods : credit and debit cards, chip (EMV) cards, contactless (NFC), cash, mobile wallets, cash, Manual entry, Multi-tender	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Accept all transaction types - refunds, pre-auth (for bar tabs, reservations)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Accept payment interactions - accept on-screen signatures & tips	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Store & Forward (aka Offline Payments)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Q3 release
	Multi-Mid (To be set-up on request)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Part of basic</b>
Receipts	Send paperless receipts (SMS & Email)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Printing to multiple printers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Customer Messaging & reviews (email & text)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Logo/Messages on Email/SMS receipt	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Inventory Management Register	Bar Code Scanning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Register Basic (<75 viewable products)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Register Advanced (<500 viewable products)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Register Pro (>500 products)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Q4 release
	Cash Discount in register	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Q4 release
	Inventory Manager (Stock Alerts, Stock Counts)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Q3 release
Omnicommerce	Phone Orders (Virtual Terminal on HQ-Web and HQ-iOS/Android)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	New
	Recurring Billing & PreApproved Payments	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In Pilot
	Invoicing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Recently Launched

# Tier Breakdown

Package	Features	Basic	Advanced	Premium	Revision Notes
Marketing & Loyalty	Ratings at checkout (Planned for Q4)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Q4 release
	Loyalty Program	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Recently Launched
	Build and download customer lists	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Recently Launched
Reporting & Analytics	Transactional reports and insights	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Chargeback reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Quickbooks online integration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Employee Management	# of device users	up to 5	up to 15	Unlimited	Increased limits
	Roles and Permissions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Tools & Access	Access to Poynt HQ, App store, multi-terminal management (on Poynt device and desktop)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Access to HQ- App on Mobile device (iOS & Android)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part of Basic
Poynt Support & Services	Email & Forums for merchants	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Chat support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Phone Support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

# STANDALONE FEATURES

## Standalone features

Package	Item	A-la-Carte Pricing
Basic, Advanced, Premium	# of device users (based on # of employee)	\$2/employee/month
Premium	Invoicing	\$15/month/store
Premium	Loyalty Program	\$30/month/store
Advanced, Premium	VT on Web	\$10/month/store
Advanced, Premium	Quickbooks and Accounting S/W Integration	\$10/month/store

**Register App:** With Premium, get access to Inventory & SKU management, and new features as they get rolled out (ie Item Level Taxes & Fees, etc). You'll have the capability to upload more than 75 products to use in your order taking for Basic users

**DataSync App:** With Advanced, use DataSync app to sync with Quickbooks online

**Invoicing App:** With Premium ; send email invoices to Merchants with a payment link to receive card payments

- No need for a separate online payment gateway
- Get all money from in-store sales and online invoices in same settlement
- CNP(Card not Present) rates to apply on payments received through invoicing

**Loyalty App:** Easy to sign up customers, track points and offer rewards

- customer will be prompted to sign up for loyalty program and information will be saved (info entered: phone number/email/name/etc)
- next time customer uses the same card, loyalty points will be automatically awarded to the customer's account without any additional prompting
- if customer uses a different card and signs up for loyalty program but uses the same info as phone number/email, it will be linked to the existing loyalty account

**PreApproved payments & Recurring billing:** With Premium, Store customers card on card and charge them on a recurring basis or as-and-when required

- Can select “Save customer card” on checkout via Terminal/ Register
- Prompts customer to select T&C on customer side screen
- If customer accepts, card is saved on file
- Recurring payments/ one time charges can be done via Poynt HQ (Web)

**VT on Poynt HQ (Web and iOS app):** Use virtual terminal on desktop and iOS mobile phone to accept CNP (Card not present) payments

**Customer Support:** With Premium, get all your questions answered in a variety of methods

- Forums: for quick how tos
- Chat/email/phone: for more complicated issues

# How does this apply to Multi-MID business

One business, multiple locations, multiple merchant IDs, but the ability to use terminals in all locations/merchant IDs

1st store - will be placed in premium tier

- additional charge for each merchant/store: \$20/month (all stores will also be in premium tier)



# How does this apply to a business with multiple stores/locations

One business, multiple locations, multiple devices

1st store - will be automatically placed in advanced tier (or premium if using premium features)

- additional charge for each store added: \$20 - if on Advanced, \$7.5 if on premium (they will be on the same tier as the first store)

# Upcoming features planned for the next 6 months

**Store & forward**: Be able to process payments offline

**Email Marketing**: Be able to send marketing communications to your loyalty customers

**Virtual Terminal**: Process manual transactions through Poynt HQ or mobile app

# When will rollout be implemented?

Existing merchants will be notified via email, as well as a message on their device and Poynt HQ. New merchants will be told once they go through the set-up process.

How will this new Pricing work?

1. Existing merchants: The tier you are placed in is based on the features you currently have enabled on Poynt. For example:
  - Device Users: if you have 20 device users you would be placed in the Premium plan
  - Register/ Catalog: If you have 150 products in your catalogs, you would in the Advanced plan
  - Invoicing/ Loyalty: If these features have been requested and enabled for you in the past, then you will be in the Premium plan
2. Merchants boarded on or after Aug 21, will automatically be placed in the Premium Plan for a 30 day trial

# FAQS - FOR RESELLERS

## 1. Why are you moving towards this bundling model?

- Since 2013, our company has focused on building a product that empowers merchants to do far more than accept payments. We are now entering into a new phase at Poynt, one that requires further investment so we can keep creating even smarter technology for our merchants.
- In order for us to invest in this future technology, we will be transitioning some of our value-added features into one of three Pricing Plans: Basic, Advanced, and Premium.

## 2. When will the new model be rolled out and how does the trial period work?

We will announce this new bundling model on August 21 to merchants. Merchants can choose to trial any bundle, provided they have not signed up for a free trial previously. Once the Merchant starts a trial, they have 30 days to try out the features before being prompted to enter in credit card information to continue to use those features.

# FAQS - FOR RESELLERS

3. How do I see which plan my Merchant is on? Is there a link which provides a list of features available in each tier?

On the Store Info page on the Reseller Portal, there is a link to Bundle Subscriptions. This will let you know which tier your Merchant belongs to

The screenshot displays the POYNT Reseller Portal interface. The top navigation bar includes links for MERCHANTS, DEVELOPERS, DISTRIBUTORS, TERMINALS, USERS, MONITOR, and MARKETING. The left sidebar lists various management options like Added merchants, Add merchant, Settlements, Transactions, Txn sessions, Customers, Pacemaker, Market orders, Activations, Jobs, PMP, and Subscriptions. The main content area shows the profile for merchant 'pranay 101' (Active). Below this, there are tabs for Store info, Activity, Terminals, Transactions, Reports, Batches, App Subscriptions, and Bundle Subscriptions. The 'Bundle Subscriptions' tab is highlighted with a red box. It contains a table with columns for SUBSCRIPTION ID, BUNDLE, PLAN ID, STATUS, and ACTIONS. A 'SUBSCRIBE +' button is also visible. Below the table, there is a 'MANAGE STORES' section with a search bar and a list of stores, including 'pranay 101'.

SUBSCRIPTION ID	BUNDLE	PLAN ID	STATUS	ACTIONS
96bcbfed-401f-49ec-87f8-0ab0cdecddc1a	Name: basic ID: 9b34230f-8bd7-458d-a6b4-4d881b4a3d33	695c17cd-e170-452c-8981-54b855548ce5	ACTIVE	

# FAQS - FOR RESELLERS

4. How do I request add on features for my merchant? How do I change plans for my Merchant?

Merchants can upgrade/downgrade by logging into Poynt.net and click on Plans & Subscriptions under Account & Settings. To change the merchant's plan or offer a la carte options, please send an email to [support@poynt.com](mailto:support@poynt.com).

5. How does a reseller "...maintain a direct billing relationship with merchants for any Poynt solution or service"? What are the available options?

At a high level, Poynt will still be used to manage subscriptions, the subscription information will be shared with the reseller, who will update this information in their billing system and charge merchants. All other controls wrt managing subscription via MC for you will remain the same. This process is still TBD; as we finalize these details with our distributors we will update how it will be managed.

6. Can Poynt provide a list of merchants by reseller who are currently using Basic, Advanced, and Premium package features?

You should be able to view the list of merchants in each tier via the Reseller portal. Details & screenshots to come

# FAQS - FOR RESELLERS

## 7. Where do I direct my resellers for questions on Poynt's new software pricing and packages?

This depends on the type of questions. If it's to see the breakdown of features per bundle, we will share a PDF that outlines the pricing and tiering.

For general questions, they can reach out to [support@poynt.com](mailto:support@poynt.com).

For queries specific to invoicing for the subscription, please email [bundles@poynt.com](mailto:bundles@poynt.com) and include the Merchant's info and a copy of the invoice

## 8. What is Poynt's landing page/website for merchants to learn more about the Basic, Advanced, and Premium packages?

TBD

9. What are the service levels for merchant supports that resellers should communicate to their customers?

The new pricing model doesn't override any support agreement you might have in place currently with your Merchants. Merchants can still reach out to Poynt support for help with technical issues.

Basic: Support via Poynt Forums

Advanced: Email/Chat and live webinars

Premium: Phone support, on-demand training and QBRs

10. What is the phone number and email address for software support on Poynt Advanced and Premium?

Call (855) 398-0833 or email [support@poynt.com](mailto:support@poynt.com)



# RESOURCES/KB LINKS

Introduction to Merchant Pricing Plans	<a href="https://support.poynt.com/hc/en-us/articles/360034678193-Introducing-new-Merchant-Software-Pricing-Packages">https://support.poynt.com/hc/en-us/articles/360034678193-Introducing-new-Merchant-Software-Pricing-Packages</a>
Merchant Pricing FAQs	<a href="https://support.poynt.com/hc/en-us/articles/360034679253-Merchant-Software-Pricing-Packages-FAQs">https://support.poynt.com/hc/en-us/articles/360034679253-Merchant-Software-Pricing-Packages-FAQs</a>
How do I manage my bundle subscription?	<a href="https://support.poynt.com/hc/en-us/articles/360034772513">https://support.poynt.com/hc/en-us/articles/360034772513</a>
How to view a merchant's bundle subscription?	<a href="https://support.poynt.com/hc/en-us/articles/360034795373-How-to-view-a-merchant-s-bundle-subscription-">https://support.poynt.com/hc/en-us/articles/360034795373-How-to-view-a-merchant-s-bundle-subscription-</a>