Description of TOPIA, interactive kiosk for bill payment

Overview

This kiosk allows cash payment in EURO of bills of different types (Telecom, Electricity but also Cultural & Sports Events, Public Transports, etc...)
14 terminals of this type have already been installed for France Telecom and EDF and are operating in the Paris area and in some "Departements d'Outre-Mer" (Réunion, Martinique, Guadeloupe, Guyane).

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bornes
interactives

TOPIA-F's description

📂 The TOPIA-F model is conceived to face the street. Another model (not described here) is conceived to be installed inside a sales office. The operator's access is situated at the back. Materials' main characteristics, software and capabilities are specified in the following.

📂 Material and technical software, components are the following :
- The furniture in steel of 3/10° is composed of several parts :
  - ❏ A cupboard with double doors on the back with a three points lock.
  - ❏ A front side which can be taken apart but can't be ripped open (unless a winch is used).
  - ❏ A niche which can be taken apart allows the user to operate confidentially.
  - ❏ A niche's back front which can be taken apart contains the payments peripherals.

- Inside, coins and bills introduced by the users are stored in compartments. All these compartments are locked by one or two keys. All slots accessible to the user are made as small as possible to keep all unwanted objets out.

- The central multimedia unit. It is in fact an industrial PC in standard rack, which runs the multimedia dialogue, the accounting of payments, that fits to format following the interface protocol « sales transfer operations to Frégate (O9N) via Frontal 48B » defined in the document FT/BDEV/SNPSI/SQY/CL/98.0501/CP - S1F8, the activity supervision and the communication with the peripherals manager. It contains a watch dog card which reboots the application in case it freezes.

- The peripherals managing unit : in material terms, it's a PC 104 format board. In terms of software, a driving program of peripherals manages the low level exchanges and only transmits to the central unit the significant events for the application. It's hard disk is in silicon and keeps tracks up to a day and a half of every connected to the functioning of the terminal and to the payments made by clients.

TOPIA-F's description

- The bill acceptor. It is a top of the line acceptor which comes with his case and piler. The case can be taken out and transported straight to a place where a cashier can count the bills safely.

- The case is secured by an autolock system, as soon as it is taken out, it is locked. Two keys are necessary, one to extract the case from the kiosk and the other to access the bills. This case can contain up to 1000 bills. Accepted bills (new and used) are 5, 10, 20, 50, 100, 200 euros. The path following is flat which minimizes wadding. The acceptor tries to solve out the eventual problem of wadding multiple times before it declares itself out of service.

- The change bloc is conceived to allow verification of the hoppers and the extraction of coins by application thanks to the use of a recuperation case. It consists of 3 coin hoppers (2 of 2 euro coins and 1 of 1 euro coins) which return change and recycle coins introduced by the user. The non-recycled coins are derived to a unique case of recuperation. The coins accepted are 2 and 1 euro, 20 cents and 50 cents.

- Composition of the users interface :
  - ❏ An LCD screen is implanted in an anti vandalism system (tactile frame protected by an interchangeable glass piece). In case of vandalism, all that needs to be changed is the glass piece, the tactile frame and the screen stay undamaged. The precision of the tactile change little in time.
  - ❏ A speaker recreates vocal dialogues.
  - ❏ A printer delivers a receipt at the end of the consultation.

- The operator's interface is composed of a keyboard, mouse and screen contained inside the terminal.

- A network card allows the terminal to connect to the Ethernet network of agency or to a router. A ISDN connection allows an remote control server to take control of the kiosk multimedia unit.

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3

12

● A hard disk stores the history of payments. A silicon disk keeps trace of all technical events and payments. An UPS (Uninterrupted Power Supply) allows in case of power shortage to finish the current operation, then to declare it out of service until the return of power.
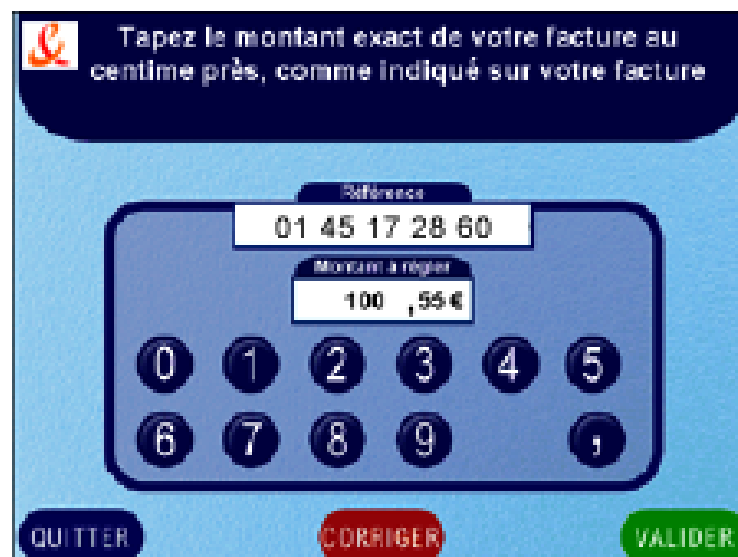
📁 The application (V2)

● The application is extremely simple and has been conceived to be used by the majority of people, including illiterates. Important messages are written on the screen but are also said through the speaker. Personnel information as client's references or money due only appear on the screen. It any case, the application put together with the general welcome plan indicated to the user what can be done. A certain number of messages can be set so that the terminal redirects to the right center's assistants, clients who wish to ask questions about their payments.

● The application never leaves the user without a solution. If a client is waiting too long, a vocal message tells him the application is waiting for an answer. If he can't pay all of his bill, the application invites the user to complete the payment later. If the printer can't print a receipt, a message will tell him how to get one later. If an incident occurs during the operation, the application will tell him how make sure it went through or not.

Representative screens of user's dialogues

📂 Starting screen (multi-invoice register example)

📂 Identification screen

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5

12

Representative screens of user's dialogues

📂 Operator's menu

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6

12

TOPIA-F's description

- On the operator's side, a menu allows access to the different functions from which the main are :

  - ❑ The relief and the closing of the till
  - ❑ Timetable for closing
  - ❑ Programming of processing tasks
  - ❑ While functioning, any anomaly or incident conveys an impression on the agency's network (empty hoppers, paper shortage, application failure...) and sends a notification to a list of precise recipients.

📁 Installation

- PFLS installs the kiosk in a 6 days mission. It includes the following elements :
  - ❑ Communication of the installation note to the construction section of the client's agency.
  - ❑ Phone verification of work done by client
  - ❑ Technical installation and plug-ins
  - ❑ Local « parameters setting » and start up
  - ❑ Level 1 operator training

Representative screens of exploitation dialogues

📁 Till status screen

Nb Billets :

200 €	0	5 €	0	Pour vider la caisse à billets, appuyez sur le bouton ≫
100 €	0	10 €	0	
50 €	0	20 €	0	

Nb Pièces dans le coffre commun :

50 c	0	Pour vider le coffre à pièces, appuyez sur le bouton ≫

Nb Pièces dans les Hoopers :

2 €	0	+	-	0	Pour vider les hoppers, appuyez sur le bouton ≫
1 €	0	+	-	0	

Total 0.00   Pour imprimer vos opérations de relève de caisse, appuyez sur le bouton ≫≫

≪   Pour effectuer une opération de clôture, appuyez sur le bouton ≫≫

📁 Statistics and tracing screen

≫ Visualiser les traces

≫ Copier les traces

≫ Statistiques

≫ Récupération des traces du gestionnaire de périphériques

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8

12

Presentation of options :
credit card

📂 To offer TOPIA operators the possibility to integrate TOPIA in daily exploitation, whereas the flexibility of use, functions offered to the users, the TOPIA offers a certain amount of options.

📂 CREDIT CARD OPTION

📂 It is possible to install an automatic electronic payment terminal in TOPIA-F. It presents the following characteristics :

- Contact reader accepting microchip cards
- All microchip cards accepted
- Official agreement without presence of retailer
- Banking authorization management and payments tele collecting.
- Banking card opposition management list.

📂 It is possible to add-on banking card option later. Our service in metropolitan France includes the delivery of a new « back of tunnel », the dismantling and reassembling on new « back of tunnel » of the old peripherals and the banking card reader, the preparation to intervention (contact with the bank, with the working service for modem installation). The « parameters setting » of the bank online card reader online with the client's bank, the « parameters setting » of the TOPIA application to open new payment mode, test and revenue of the whole of the modifications brought by the adding of the banking card reader.

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9

12

Option : training to mixed payment reception

📂 This service consists of training cashiers and desk personnel to new reception techniques and client services induced by the payment kiosk.

📂 THEME 1 : THE FONDAMENTALS OF PUBLIC ATTENTION AND RECEPTION
- ● Steps of reception
- ● Postures of reception

📂 THEME 2 : HOW TO INTEGRATE PAYMENT KIOSK IN THE PAYMENT RECEPTION
- ● Presentation of the line between traditional reception payment and do-it-yourself payment.
  - ❏ Presentation of TOPIA application in the multi-canal payment reception
  - ❏ Demonstration of the kiosk application from user's point of view and operators point of view.
  - ❏ Kiosk's position in the client information system.

📂 THEME 3 : CONTACT POINTS PRESENTATION BETWEEN TRADITIONNAL AND SELF SERVICE RECEPTION OF CUSTOMERS
- ● Directing visitors from kiosk to reception desk
- ● Directing visitors to kiosk
- ● Answers to agent's objections
- ● Integration of kiosk's operator in the management of payment reception.

📂 THEME 4 : HANDLING OF INQUIRIES AND USER'S REACTIONS
- ● Handling of transfer between internal cash-reception terminal and external interface terminal.
- ● User's objection's list
- ● User's reaction book and the schedule of conditions of improvement

Option : comfort, sign and security additional kit
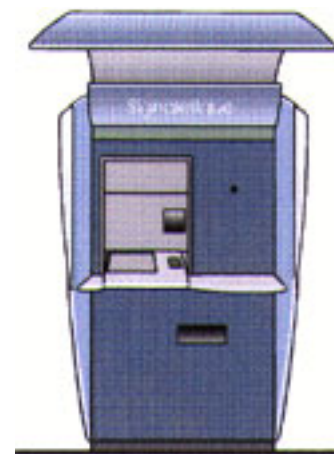
📁 Kit's function :

- Protect the kiosk by an integrated rolling shutter
- Offer to the user the possibility to put down his/her bag, his purse or other accessories with a feeling of security
- To offer the user an easily accessible space to use the kiosk
- To be the structural support for video surveillance, lighting...
- To add a descriptive support for the company operator the kiosk
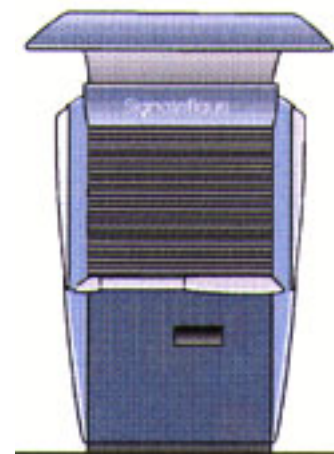
📁 Kit's characteristics :

- The modernity of it's shape
- This kit doesn't engage in using more lateral space
- The kit effects the volume and marks the presence of the kiosk
- The height gives a maximum visibility of kiosk
- The possible light installation can create a serving environment when it is dark out
- The possible support of video surveillance can send the images to a distant place
- The support to a protecting shutter managed by the application allows the protection of the peripherals outside operating hours (patented)

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11

12

Illustration of the comfort and security features of the « signaletique » kit

📂 KIOSK APPEARANCE

Volet ouvert

Volet fermé