



SMART TRANSACTION SYSTEMS

Guidelines for STS gift & loyalty programs on Micros POS Systems

The Micros 3700, 9700 and e7 systems are compatible with STS gift and loyalty program. However, the setup and configuration process is rather complex so we have established some useful guidelines to help the setup process go smoothly. Before the merchant can begin using their Micros system to process gift and/or loyalty transactions, you or the merchant will need to coordinate with STS and the Micros Dealer to complete the following tasks:

1. Confirm what version of Micros the merchant is using in all of their locations. In order to process gift or loyalty transactions through their Micros system, the merchant must have a 3700, 9700 or e7 system. *Note: The 2700 and 8700 systems are much older products that are **not** capable of processing gift or loyalty transactions with us.*
2. If the merchant is on the 3700 system, please be sure that the dealer knows that (s)he will need to order the "SVC Module" from Micros. In order to ensure that the Micros dealer orders the correct software, please provide the part number, which is "003790-300".
3. Send us an email letting us know that the merchant will be using Micros, what model they are using and the contact information for the Micros dealer that will be doing the installation. (For new merchants, include the same information with the merchant paperwork)
4. We will provide the Micros dealer with a special, "deployment kit" that augments the documentation provided by Micros corporate. We will also coordinate with the dealer to schedule the installation. Due to the complexity of the setup and configuration process, it is also necessary for us to be on the phone with the dealer during the setup and testing process.

⚠ Important things to be aware of ⚠

- ❖ **Timeframes** -- It may take up to 3 weeks for the Micros dealer to obtain software updates, so you have to manage the expectations with the merchant.
- ❖ **9700 or e7 systems** -- If the merchant has the latest version, no additional software is needed. However, only the Micros dealer will be able to confirm whether or not a software update is needed for either of these products.
- ❖ **3700 systems** – The 3700 system requires the "SVC module" from Micros. Some Micros dealers get this confused with the "SVS module" which is an unrelated product. Be sure that the dealer orders the SVC module using the part number provided in step 2 above.
- ❖ **Costs from the Micros dealer** – The suggested retail price for the SVC module (only needed for the 3700) is \$440. With **all** systems (3700, 9700 and e7) the dealer may charge an installation fee to the merchant because it normally requires a tech to be onsite for the better part of a day.
- ❖ **Setup fee from STS** -- We will be spending a lot of time on the phone with the Micros tech to provide the required technical assistance throughout the setup and testing process. Therefore, STS will charge a one-time setup fee of \$175 per store.
- ❖ **Internet access required** – The merchant must have internet access at all stores. All transaction data is encrypted and sent back and forth between the Micros system and STS over the internet. Dial-up transaction processing is not an option.