



talech on Moby

Information Guide – Internal

What is all being sold when you say “talech on Moby”?

To put it simply, it's the existing talech software being displayed on a mobile tablet POS. Most of the existing functionality of talech is not lost on this form, it's just being presented in a new way to reach a new set of customers. The great thing is you are selling not only a SaaS but a device too which drives both equipment and sales revenue.

Who can I sell this to?

The solution is perfect because it can scale up to many types of customers: Retail/boutiques, Quick-Service, Fast Casual, Cafés, and Restaurants. Think of customers who are in need of a dedicated Pay-in-Aisle or Pay-at-the-Table solution.

What is the Moby device and what does M70 mean?

The Moby is Ingenico's newest Android-based tablet POS offering and refers to their entire line of tablet products. The M70 will be the first tablet solution we initially release and the numbers refer to its 7" screen size. Moby is flexible to adhere to multiple business use cases and offers fully integrated mobility.

How long does it take to charge the Moby M70 and how long does a charge last?

It takes 3 hours for a full charge. Charge longevity depends on the usage, brightness, Wi-Fi signal etc. Depending on the usage, the time ranges from 6 to 10 hours.

Which gateway does talech on Moby utilize and why is it important?

The Moby tablet is equipped with Ingenico's RP457c payment reader. That means it can fully integrate with our existing Converge gateway, allowing for transactions to be processed all in one space.

What if a customer is currently using talech on an iPad? Can they also use Moby?

Yes, as long as they are already utilizing an Ingenico peripheral to facilitate payments. That will ensure a holistic payment experience for the customer and less worry about accessing funds.

How does the customer access the application?

The talech app will be deployed via a standard download on the Moby device. No user intervention is required for display. Customers can expect the application to be turned on within 24 hours of receiving the terminal.

Where can we find a list of the item codes associated with this release?

You can find all the relevant item codes in the updated pricing guide or by consulting our SAT Guide for information. Continue to use existing procedures when onboarding customers.

Which sales channels does this release apply to?

talech on Moby is available for all channels to begin selling. Please speak with your managers for accurate price guides and information.

Fanfare currently is enabled on talech, will it be for this version with Moby?

Not for this initial release. Elavon is closely working with talech to ensure there is a smooth integration when displaying this service.

What contents will the customer expect to receive in the box?

- M70 tablet with the RP457c
- AC adaptor
- USB Connector
- Instructions on detaching and attaching RP457c to M70 tablet
- User Manual which includes tips on safety, proper use, how to connect, and much more
- Talech provided instructions on how to get started on the software application



What is the appeal of this solution over existing ones?

It is a tablet that is purpose-built to handle multiple business scenarios; Pay-at-the-Table, line-busting, and countertop service. A big plus is that it runs seamlessly on Elavon's existing Converge gateway so all payments are batched and processed on one place.

Coming very soon, additional tablets and accessories can be offered to further equip the business. These are smart tablet stands, mobility kits, and gang chargers to power multiple devices. They provide our customers the ability to scale up their device to meet the demands of their business.

If customers have product-related questions, where should I direct them to?

Initial first line support consist of contacting talech. If there are any escalations, talech will forward those back to STS for troubleshooting. Elavon support will be in charge of handling device swaps if needed.

If you are in need of any questions or information, reach out to your immediate manager or contact Sales Support at **1-866-451-4005**.

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