



# Product Update

**Pinnacle**  
**Mike Vaughn**

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# Hello, I'm Mike Vaughn

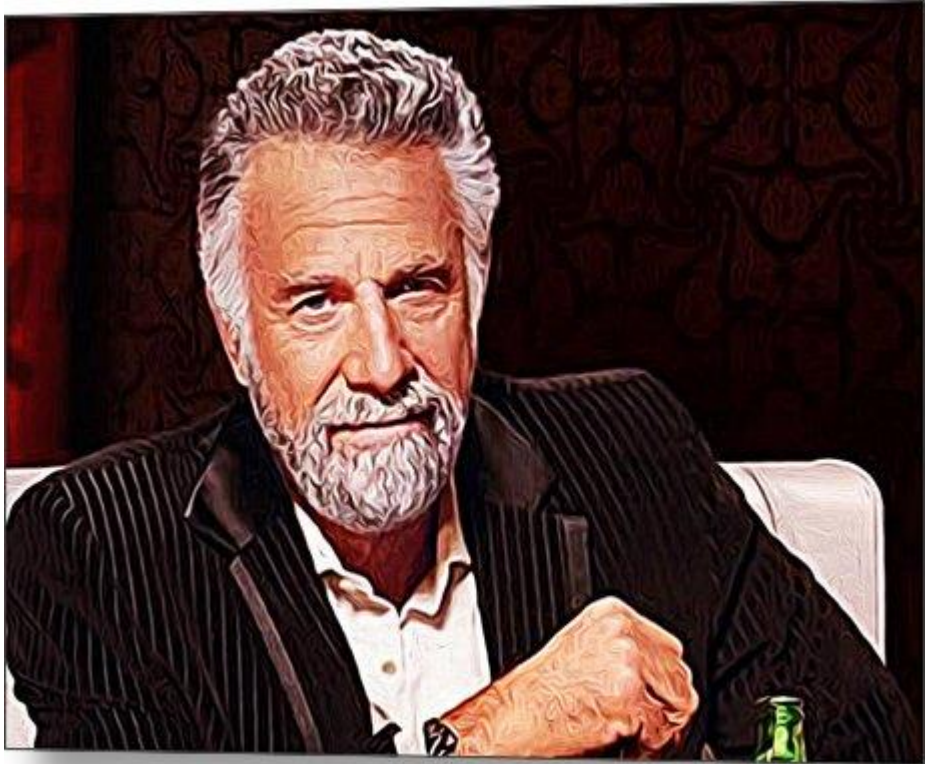
- 1. VP Software and Services at Pinnacle**
- 2. Almost 6 years here**
- 3. 37 years in the IT industry**
- 4. Played a lot of roles through the years**
  - a. Technical Support**
  - b. Professional Services**
  - c. Management**
  - d. Consulting**
  - e. Even wrote a sales brochure or two**
- 5. In short, “Jack of all trades”**

## Pinnacle Summit 2019



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# Hello, I'm Mike Vaughn



**My new picture for  
*phone-only-Client-  
engagement-where-  
they've-never-seen-  
me-in-person.***

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# **Why I think you might sit through this presentation**

**Because you want to know...**

- 1. ...noteworthy updates to Palm, Payment, and Loyalty software**
- 2. ...where we are with EMV outside**
- 3. ...what's happening with AssetWatch**
- 4. ...what's new with the Mobile App**
- 5. And yeah...we'll talk about pinpads too.**

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# Why I want you to sit through this presentation

**Because I want you to “see”...**

- 1. ...Pinnacle payment software ain't just NIMs anymore**
- 2. ...the most noteworthy updates to Palm go hand-in-hand with the Affiniti Cloud**
- 3. ...Palm 12.6 positions you for wayyyy more than AssetWatch**
- 4. ...AssetWatch is still cool and getting cooler**
- 5. ...how the Mobile App is your entrée into more Affiniti capability *to serve your customers***

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**So let's meet in the middle...**



**I'll cover what I  
think you want to  
know while I present  
what I want you to  
“see”.**

***Fair?***

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# So...here's the lineup

- 1. Let's start a Store-to-Cloud picture that starts where most Pinnacle Clients do**
- 2. We'll build out the picture as we talk...what we've done and what we're doing**
- 3. And we'll illustrate where we're going from here**
- 4. Along the way we'll talk about noteworthy software updates...Affiniti, Palm, Loyalty, and Payments**
- 5. And we won't forget EMV outside  
...or pinpads**

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# Let's use this color-scheme today for text in my visuals

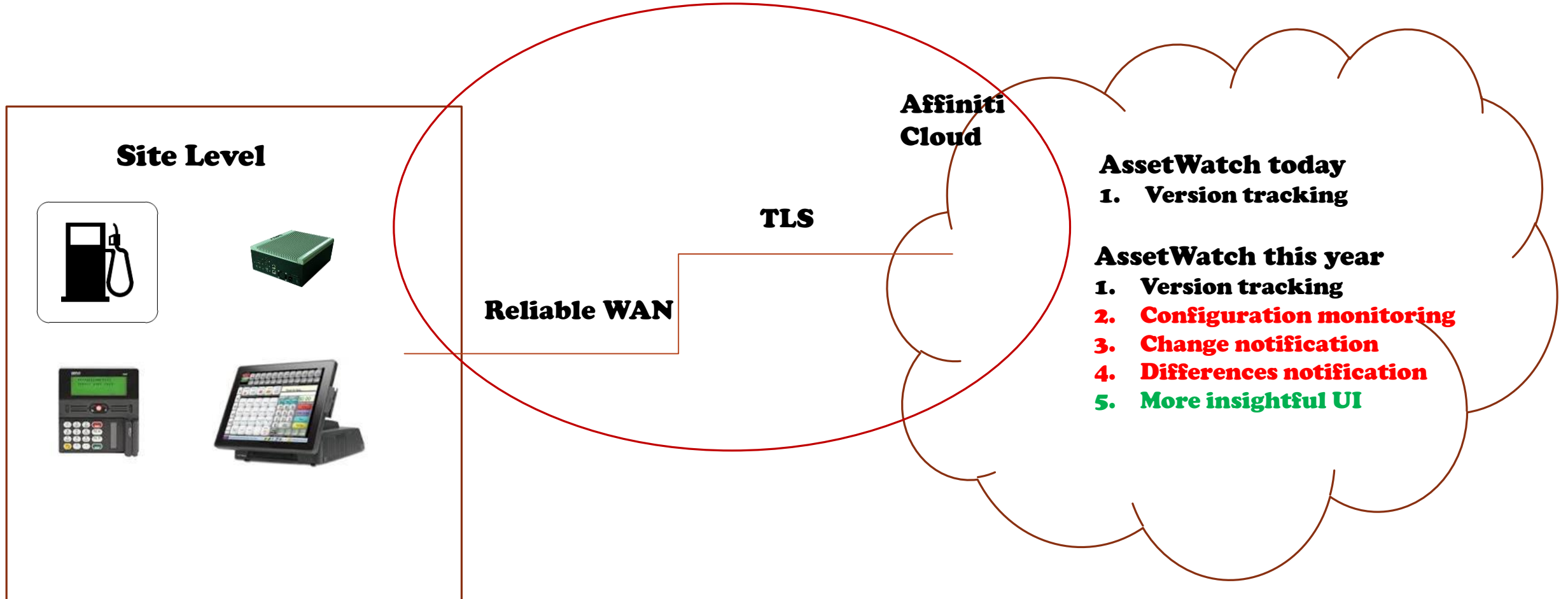
- 1. Regular old black words mean “*it's in production today and working.*”**
- 2. Green words mean “*it's not in production but it either works or is actively being worked.*”**
- 3. Red words mean “*it's in the “this year” queue to be worked.*”**

**Nothing I'll talk about today is “road-mappy”. These are this year things.\*\*\***

**\*\*\*This year in software vendor years could mean 1<sup>st</sup> or 2<sup>nd</sup> quarter 2020.**



# Palm 12.6 and AssetWatch...where Affiniti solutions begin for most of you



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# AssetWatch...Palm Configuration Monitoring

## Site Level



### AssetWatch service

1. Collect version info
2. Collect dbf(s)
3. Collect ini(s)
4. Hash dbf(s) and ini(s)
5. Create XML
6. Drop XML in AW folder
7. AW collector pushes XML to Affiniti

Reliable WAN

TLS

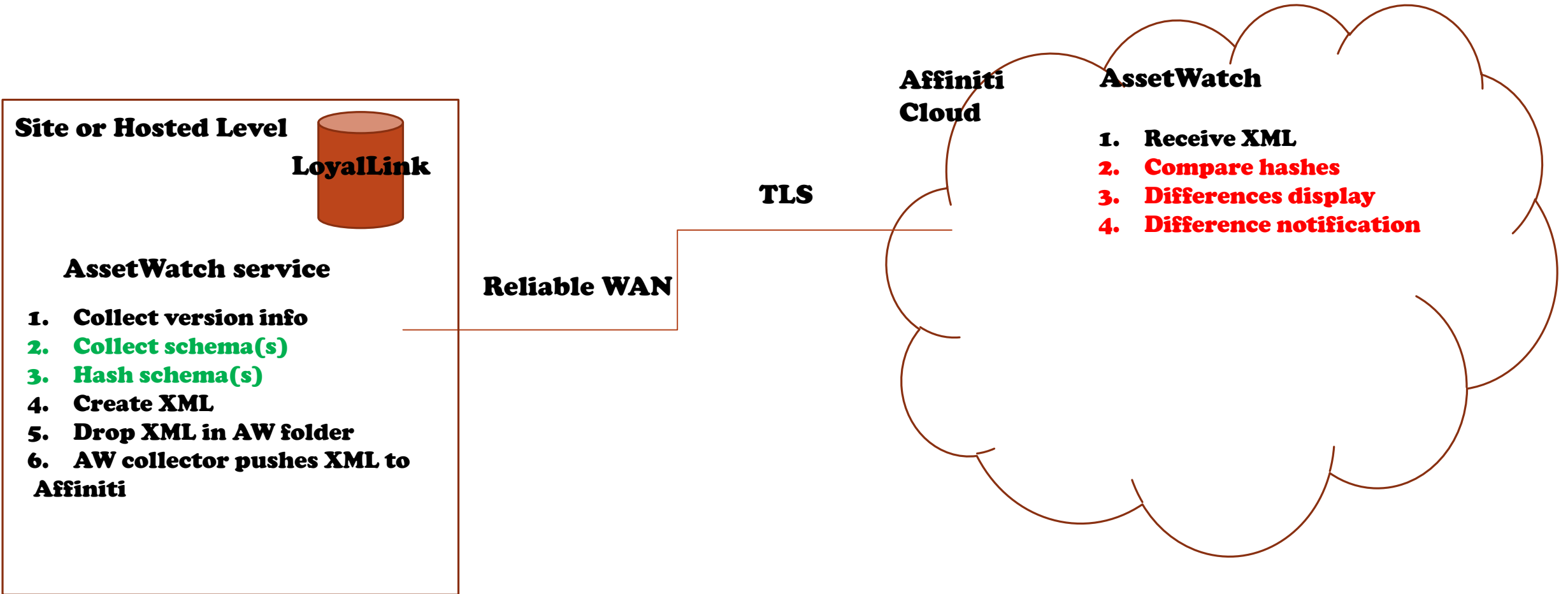
Affiniti  
Cloud

AssetWatch

1. Receive XML
2. Version display
3. Compare hashes
4. Differences display
5. Differences notification

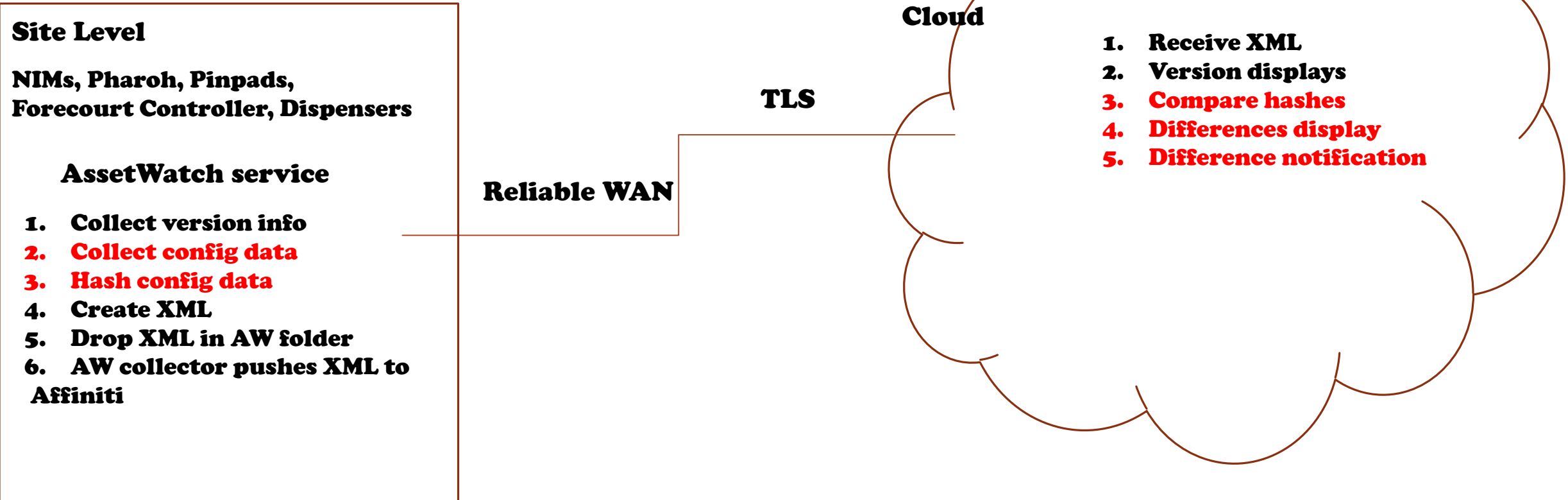
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# AssetWatch...Loyalty Configuration Monitoring



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# AssetWatch...it ain't just Palm



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# AssetWatch – How you display version info today, part 1

The screenshot shows a web browser window with the following elements:

- Browser Tabs:** Google Hangouts, AssetWatchClient.
- Address Bar:** [https://production.affiniti.click/AssetWatch/#id\\_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiIsIng1dCI6IjJGNjZzcklvRmdWLWY4ZjhFS0pEWkRzMVVWS...](https://production.affiniti.click/AssetWatch/#id_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiIsIng1dCI6IjJGNjZzcklvRmdWLWY4ZjhFS0pEWkRzMVVWS...)
- Browser Bookmarks:** Apps, New Tab, Axosoft, FedEx Office - Cont..., FedEx Office - Vera..., Project Charter Tem..., Home - General Pr..., Pinnacle Clients (Ja..., Microsoft Project Pr...
- Page Header:** Asset Watch
- Left Sidebar:**
  - 
  - Mike**  
The Pinnacle Corporation
  - Home
  - Clients
  - Association
  - Asset Report**
  - Settings
  - Support
  - Logout
- Main Content Area:** Welcome to Asset Watch!
- Footer:** Copyright © 2019 - The Pinnacle Corporation
- Bottom Bar:** <https://production.affiniti.click/AssetWatch/reports/machineAssets>

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# AssetWatch – How you display version info today, part 2

The screenshot shows a web browser window with the URL <https://production.affiniti.click/AssetWatch/reports/machineAssets>. The page title is "Asset Watch". On the left, there is a sidebar with a tree view of assets, including "Double Quick" and "Church's". The main content area is titled "PALMSYS2" and has several tabs: "Machine Info", "DLL and EXE files", "Forecourt Controller", "Fuel Pumps", "Payment Terminals", and "Registers". The "DLL and EXE files" tab is active, displaying a table with the following data:

| File Name           | Version    | Last Update              |
|---------------------|------------|--------------------------|
| SiteAssetClient.exe | 1.0.6      | May 13, 2019, 4:16:28 PM |
| andi.dll            | 12.6.5.701 | May 13, 2019, 4:15:51 PM |
| datadict.dll        | 12.6.5.994 | May 13, 2019, 4:15:51 PM |
| display.dll         | 12.6.5.701 | May 13, 2019, 4:15:52 PM |
| jcclient.dll        | 12.6.5.994 | May 13, 2019, 4:16:22 PM |
| loyalty.dll         | 5.0.9.80   | May 13, 2019, 4:16:23 PM |



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# AssetWatch – How you display version info today, part 3

The screenshot shows a web browser window with the URL <https://production.affiniti.click/AssetWatch/reports/machineAssets>. The page title is "Asset Watch". On the left is a navigation sidebar with a tree view containing items like "Double Quick", "Churchs Chicken #122", "Double Quick #61", "Double Quick #102", "PALMSYS1", "PALMSYS3", "PALMSYS2", "Double Quick #103", "Double Quick #104", "Double Quick #105", "Double Quick #106 /", "Church's", and "Double Quick #109 /". The main content area is titled "PALMSYS2" and has several tabs: "Machine Info", "DLL and EXE files", "Forecourt Controller", "Fuel Pumps", "Payment Terminals", and "Registers". The "Forecourt Controller" tab is active, displaying a table with the following data:

| Name          | Version | Software Name   | Class | Last Update              |
|---------------|---------|-----------------|-------|--------------------------|
| NeXGen System | 84500   | TXA6510N Rev 09 | SSC   | May 21, 2019, 4:16:36 PM |

At the bottom right of the application, there is a logo for "Oinnacle CORPORATION" with the text "powered by" above it.

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# AssetWatch – How you display version info today, part 4

The screenshot shows a web browser window with the URL <https://production.affiniti.click/AssetWatch/reports/machineAssets>. The page title is "Asset Watch". On the left, there is a sidebar menu with a tree view containing items like "Double Quick", "Churchs Chicken #122", "Double Quick #61", "Double Quick #102", "PALMSYS1", "PALMSYS3", "PALMSYS2", "Double Quick #103", "Double Quick #104", "Double Quick #105", "Double Quick #106 /", "Church's", and "Double Quick #109 /". The main content area is titled "PALMSYS2" and has several tabs: "Machine Info", "DLL and EXE files", "Forecourt Controller", "Fuel Pumps", "Payment Terminals" (which is selected), and "Registers". Below the tabs is a table with the following columns: "Manufacturer", "Device", "Application Version", "Unit Serial #", "Manufacturing Serial #", "EMV DC Kernel Type", "EMV Engine Kernel Type", "Date/Time", and "Last Update". The table contains one row of data:

| Manufacturer | Device | Application Version | Unit Serial #   | Manufacturing Serial # | EMV DC Kernel Type | EMV Engine Kernel Type | Date/Time                | Last Update              |
|--------------|--------|---------------------|-----------------|------------------------|--------------------|------------------------|--------------------------|--------------------------|
| INGNAR       | iSC250 | 14.04               | 2012049SC050004 | 70083506               | 0467               | 0488                   | May 21, 2019, 5:15:47 AM | May 21, 2019, 4:16:38 PM |

At the bottom right of the page, there is a logo for "Oinnacle CORPORATION" with the text "powered by" above it.

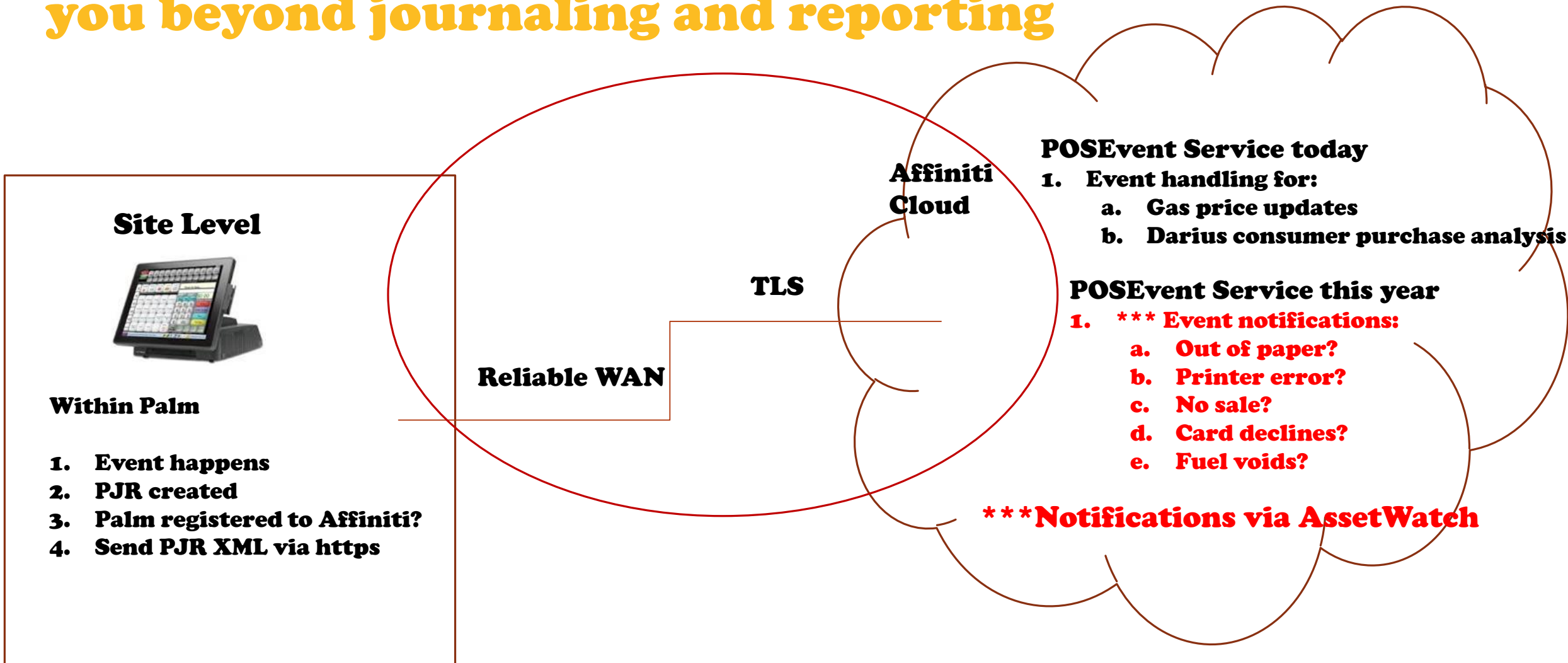
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# AssetWatch – This year, we want you to display denser, better-aligned info

|                                | location | desc            | palm.exe    | pharoh.exe   | pinpad.dll  | pinpad rba  | NIM and ver   | loyalty.dll | andi.dll    | forecourt       |
|--------------------------------|----------|-----------------|-------------|--------------|-------------|-------------|---------------|-------------|-------------|-----------------|
|                                | Store #1 | PALMSYS3        | 12.6.2.977  |              | 12.6.2.977  | 21.5.6.0011 | FD 3.0.2.1162 | 5.0.7.74    | 12.6.2.691  | TXA6602N Rev 96 |
|                                |          | PALMSYS2        | 12.6.2.977  |              | 12.6.2.977  | 21.5.6.0011 | FD 3.0.2.1162 | 5.0.7.74    | 12.6.2.691  |                 |
|                                |          | PALMSYS1        | 12.6.2.977  | 12.5.13.1674 | 12.6.2.977  | 21.5.6.0011 | FD 3.0.2.1162 | 5.0.7.74    | 12.6.2.691  |                 |
| <b>Palm/DLL ver mismatch</b>   | Store #2 | DESKTOP-UQSUJDI | 12.6.4.2101 |              | 12.6.4.2101 | 20.0.1.0084 | FD 3.0.2.1162 |             | 12.6.4.698  |                 |
|                                |          | PINNCS1         | 12.6.2.977  |              | 12.6.2.977  | 18.0.4.0003 | FD 3.0.2.1162 | 5.0.9.80    | 12.5.23.661 |                 |
| <b>Palm/RBA compat warning</b> | Store #3 | PALMSYS1        | 12.6.2.977  | 12.5.13.1674 | 12.6.2.977  | 18.0.4.0003 | FD 3.0.2.1162 | 5.0.7.74    | 12.6.2.691  |                 |
|                                |          | PALMSYS2        | 12.6.7.1001 |              | 12.6.7.1001 | 18.0.4.0003 |               |             | 12.6.7.708  |                 |
|                                |          | POSJRN990       | 12.6.7.1001 |              | 12.6.7.1001 | 21.7.8.0004 | FD 3.0.2.1162 |             | 12.6.7.708  |                 |
|                                |          | PALMSYS1        | 12.6.6.997  | 12.5.13.1674 | 12.5.24.955 | 18.0.4.0003 | FD 3.0.2.1162 | 5.0.7.74    | 12.6.6.706  | TXA6602N Rev 96 |

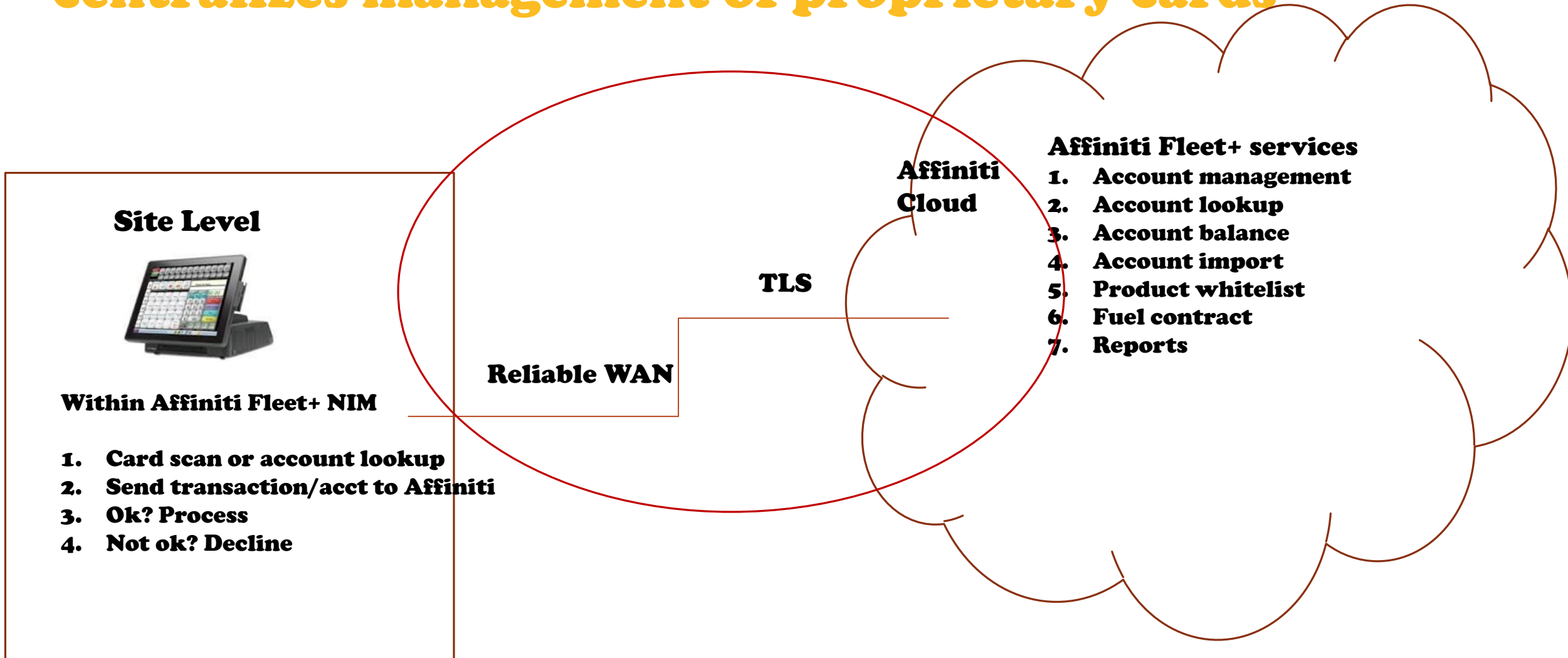
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# Palm 12.6 and Events...Affiniti takes you beyond journaling and reporting



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# Palm 12.6 and Local Fleet Cards...Affiniti centralizes management of proprietary cards



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# Palm 12.6 and Expanded Capability with Affiniti...Ordering with Pay-in-Store

## Site Level

**Palm, OrderConnect,  
Kiosk browser,  
Kitchen browser**

### Within OrderConnect

1. Listens for new order
2. Gets Order XML from Affiniti
3. Sends Order XML to Palm

### Within Palm

1. Receives Order XML from OrderConnect
2. Makes items from PB
3. Creates parked transaction
4. Recalls transaction when barcode scanned
5. Tenders out transaction
6. Journals transaction

**Reliable WAN**

**Affiniti  
Cloud**

**TLS**

### Consumer-facing apps

1. Kiosk
2. Mobile
3. Kitchen monitor

### Merchant Menu Administration

1. Product Catalog
2. Menu Builder

### Product Catalog

1. NAXML import from PriceBook(s)
  1. Importer Service API

### Order Management Service

1. Builds the Order XML
2. Keeps up with Order state

### Kitchen Management Service

1. Sends order to Kitchen monitor
2. Communicates Order state to Order Management

### Messenger Services

1. Notifies OrderConnect to get the order

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# Palm 12.6 and Expanded Capability with Affiniti...Ordering with "Above-Site" Mobile Payment

**CardConnect payment gateway**

## Site Level

**Palm, OrderConnect, Kiosk browser, Kitchen browser**

### Within OrderConnect

1. Listens for new order
2. Gets Order XML from Affiniti
3. Sends Order XML to Palm

### Within Palm

1. Receives Order XML from OrderConnect
2. Makes items from PB
3. Creates parked transaction
4. Recalls transaction when barcode scanned
5. Tenders out transaction
6. Journals transaction

**Reliable WAN**

**Affiniti Cloud**

**TLS**

**All that stuff from before...**

1. Consumer-facing apps
2. Menu administration
3. Product Catalog
4. Order Management
  - a. Order not sent until Payment complete
5. Kitchen Management
6. Messenger Service

**PLUS...**

**Payment Service**

1. Token-based Wallet
2. Payment gateway comms
3. Payment state to Order Management

**Transaction Service**

1. Journaling service
2. API access to EOD Summary data

**Logging Service**

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# Palm 12.6 and Expanded Capability with Affiniti...Ordering with "Site-Level" Mobile Payment

## Site Level

**Palm, OrderConnect, Kiosk browser, Kitchen browser, MobileConnect, JournalConnect**

All that stuff from before...

1. OrderConnect
2. Palm

**Within MobileConnect**

1. Receives Payment from Payment Service
2. Sends to Pharaoh
3. Receives Payment status from Pharaoh
4. Sends Payment status to Payment Service

**Within JournalConnect**

1. Retrieves journaled transactions from Affiniti
2. Prepares to send through Palm to Journal
3. Sends through Palm to site-level Journal

## Affiniti Cloud

All that stuff from before...

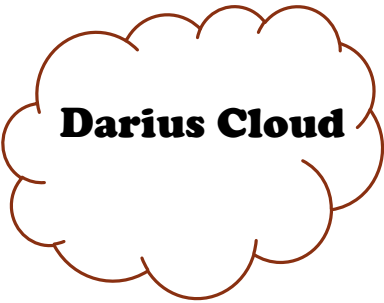
1. Consumer-facing apps
2. Menu administration
3. Product Catalog
4. Order Management
  - a. Order not sent until payment complete
5. Kitchen Management
6. Messenger Service
7. Payment Service
  1. Pinnacle Wallet
  2. Comms with Pinnacle Mobile Connect
8. Logging Service
9. Transaction Service

TLS

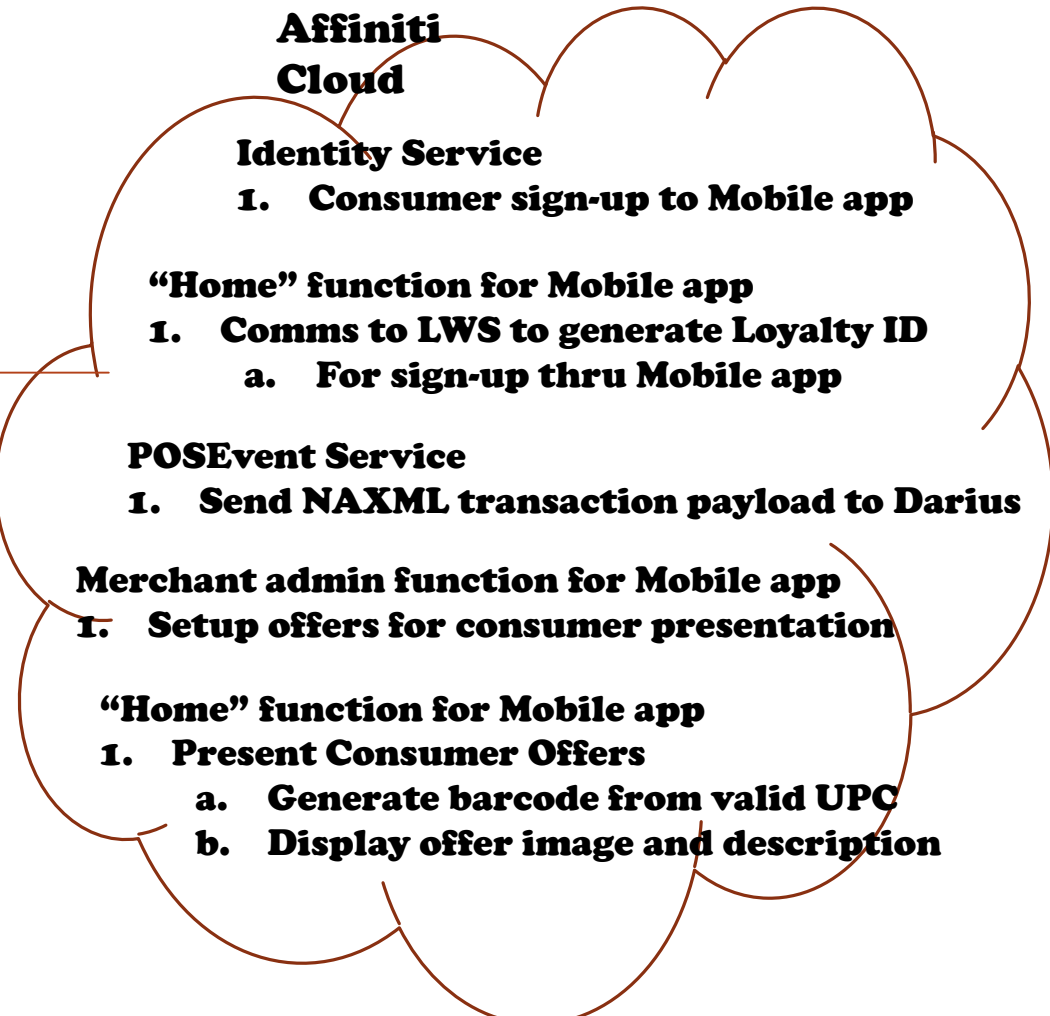
Reliable WAN

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# Palm 12.6 and Expanded Capability with Affiniti...Darius integration with Palm, Loyalty, and Mobile



1. Register consumers via Darius WIFI or Pinnacle Client's Mobile app
2. Harvest offers from Mobile app
3. Analyze consumer purchases
4. Trigger email and text notifications to consumers for offers available on Mobile app



Reliable WAN

TLS



## Site Level Palm

### Within Palm

1. Event happens
2. PJR created
3. Palm registered to Affiniti?
4. Send PJR XML via https

## Site or Hosted Level Loyalty Web Service

### Within Loyalty Web Service

1. Receive consumer sign-up thru Darius WIFI
2. Send Loyalty ID to Darius for WIFI sign-up
3. Send Mobile App sign-up info to Darius

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# **Now Let's Get Crazy**

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**Pinnacle Summit 2019**

**Southlake, TX**

**May 28-30, 2019**

# Palm 12.6 and Expanded Capability with Affiniti...Palm Order-to-Affiniti Kitchen



**Site Level**

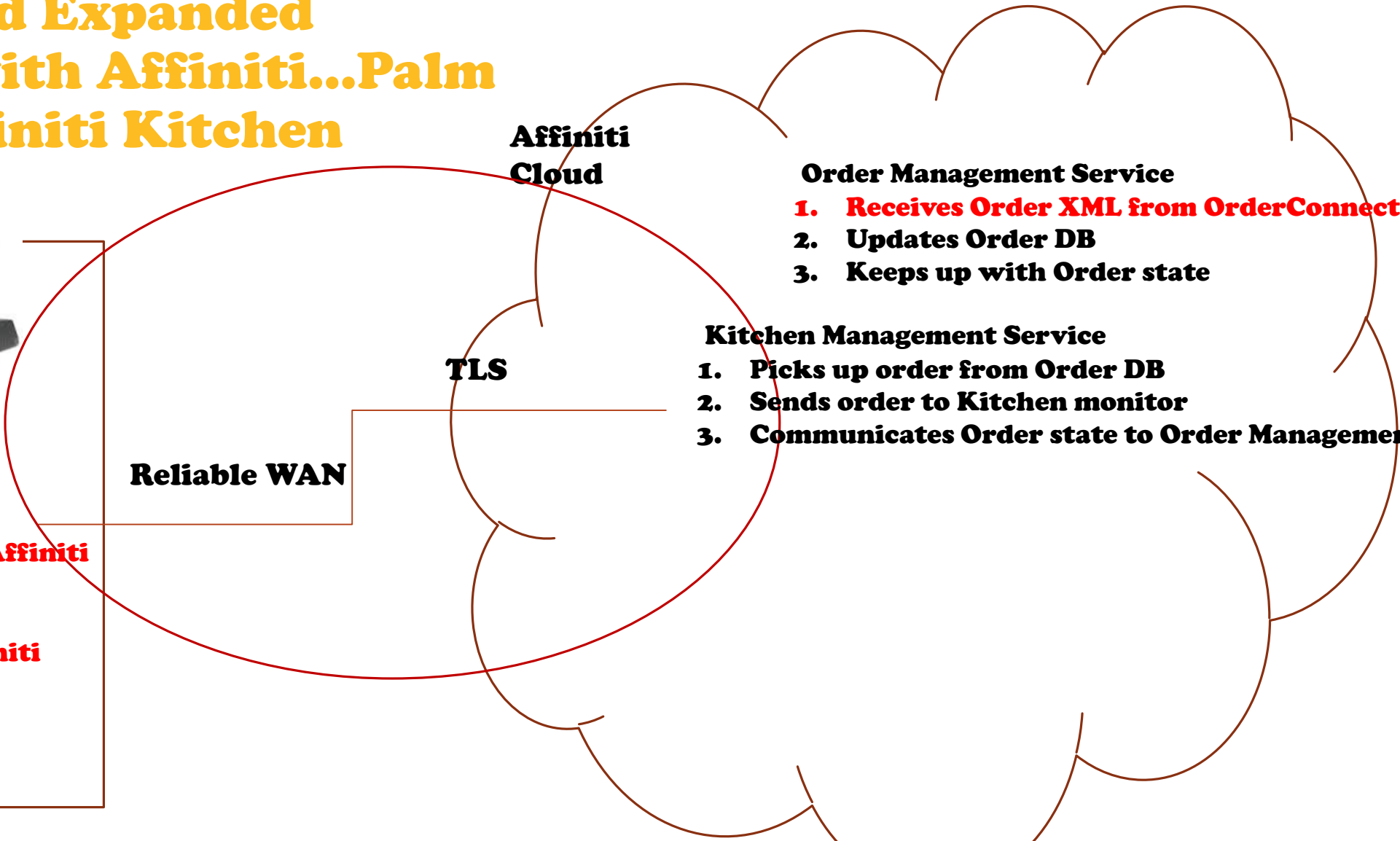
**Palm, OrderConnect**

**Within Palm**

1. Create food order
2. Tenders out transaction
3. Journals transaction
4. **Creates Order XML for Affiniti**

**Within OrderConnect**

1. **Sends Order XML to Affiniti**



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# Palm 12.6 and Expanded Capability with Affiniti...Mobile Single-Use Coupons

## Site Level



## Palm

### Within Palm

1. Receive QR code scan
2. Send code to Affiniti to validate
3. Receive coupon state for consumer
4. Either:
  - a. Apply coupon, or
  - b. Reject coupon

## Reliable WAN

## TLS

## Affiniti Cloud

### Product Catalog

1. Setup Single-Use Coupons
  1. Id
  2. Sell price
  3. Associated item(s)
  4. Coupon state
    - a. Used/Expired
    - b. Good to use

### Merchant admin function for Mobile app

1. Setup offer for consumer presentation

### “Home” function for Mobile app

1. Present Consumer Single-Use Coupon
  - a. Display coupon image and description
  - b. Button to generate unique QR code

### Item Service

1. Receive QR code validation request from Palm
2. Send QR code state to Palm

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# Palm 12.6 and Expanded Capability with Affiniti...Mobile Ordering w/Payment – NCR environment



## Site Level

### OrderConnect, NCR Radiant WOA

#### Within OrderConnect

1. Listens for new order
2. Gets Order XML from Affiniti
3. Sends Order XML to Radiant WOA

#### Within NCR environment

1. Receives Order XML from Order Connect
2. Processes accordingly...

Reliable WAN

TLS

## Affiniti Cloud

All that stuff from before...

1. Consumer-facing apps
2. Menu administration
3. Product Catalog
  1. NCR-specific ids for ordering
  2. Recipe list for NCR kitchen monitor
4. Order Management
  - a. Order not sent until Payment complete
5. Kitchen Management
6. Messenger Service

#### Payment Service

1. Token-based Wallet
2. Payment gateway comms
3. Payment state to Order Management

#### Transaction Service

1. Journaling service
2. API access to EOD Summary data

#### Logging Service

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# **Now You're Clued In To What's Been Going on with Palm and Loyalty...**

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# Notable Palm updates

- 1. Palm 12.6 is the current release and requires registration to Pinnacle's Affiniti Cloud.**
- 2. Store-side support for Affiniti Ordering**
- 3. Store-side support for Affiniti Event Handling**
- 4. Several iterations of Ingenico software recommendations to resolve pinpad lockups and invalid card read errors**
- 5. Promotion ID supplied by the Back Office via POS-BOS NAXML Interface now used for PB DBFs, Palm Journaling, and NAXML PJR data.**
- 6. Support for EMV at the dispenser (in progress)**
- 7. Support for Commander EF (in progress)**

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# Notable Loyalty updates

- 1. Loyalty Web Service support for Darius WIFI sign-ups**
- 2. Loyalty Web Service support for Mobile app sign-ups that will use Darius capability**
- 3. All new Loyalty deployments will be hosted in the Affiniti Cloud**
  - a. New Clients – no option to self-host**
  - b. Existing Clients – recommended**
- 4. Integration of Pinnacle's Loyalty system with 3<sup>rd</sup> party POSes.**
  - a. First up and in progress – Gilbarco Passport POS**

# **Can we talk about pinpads now?**

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# EMV Outside – here’s where we’re focused today

| <i>Payment Processor</i>     | Inside Credit | Inside Debit | Inside Contactless | Inside QuickChip | Outside Credit      | Outside Debit | Outside QuickChip | Outside Contactless |
|------------------------------|---------------|--------------|--------------------|------------------|---------------------|---------------|-------------------|---------------------|
| WorldPay                     | Y             | Y            |                    |                  | ----- Q4 2019 ----- |               | Q3 2020           |                     |
| NBS                          | Y             | Y            |                    |                  | ----- Q4 2019 ----- |               | Q3 2020           |                     |
| First Data                   | Y             | Y            |                    |                  | ----- Q2 2020 ----- |               | Q4 2020           |                     |
| Sunoco                       | Y             | Y            |                    |                  | ----- Q1 2020 ----- |               |                   |                     |
| Exxon Mobil<br>(Commander)** | Y*            | Y*           |                    |                  | ----- Q1 2020 ----- |               |                   |                     |

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**Let's wrap-up with  
some footage to show  
our progress on EMV  
outside...**

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**Thank You!**

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