EXEControl® Global Solutions

Your Software & Technology Partner

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Reduce Credit Card Fees

EXEControl Global Solutions was recently certified with Heartland Payment Services to provide Level 2 qualified transactions via an Internet interface. This means that EGS can capture and transmit credit card information to help merchants get the lowest available rates by fully qualifying their transactions. Very few software packages are qualified at this level. Higher qualification means the merchant reduces costs and fraud risk.

In addition to having software that transmits all of the appropriate data, merchants need to have cashiers who understand how to process the transaction. Typically, the rate quoted to merchants is the swipe rate. If the cashier chooses to manually enter the card number instead of swiping it, the merchant is no longer paying the rate they were quoted. They are now encountering unnecessary additional charges because their transaction is not fully qualified. This is just one way of the many ways the merchant winds up paying a charge other than the quoted rate. It is important to work with your processor and with your software provider to ensure you are set up to get the best rates.

EGS has worked with Heartland Payment Systems (HPS) for many years to keep abreast of the ever-changing credit card marketplace. The partnership has been vital in keeping EGS clients positioned to get the best possible rates, minimize fraud and manage risk. HPS is the nation's sixth largest payment processor handling in excess of $45 billion dollars of transactions annually. HPS has long focused on providing its clients with all of the information they need to make appropriate decisions. They are a full disclosure company and the creator of the "Merchant Bill of Rights".

For more information about credit card processing and finding out how to make informed decisions, contact Ron Von Fricken at (518) 664-1322 or email him at ronald.vonfricken@e-hps.com. Ron is a certified B2B Market Specialist with Heartland Payment Systems.

FEATURED LINKS

www.heartlandpaymentsystems.com
HPS provides processing services to 128,000 merchants

www.execontrol.com
Click on the 'Forums' link for more information about these and other features

www.senecadata.com
Read more about the Nexlink line of products

www.merchantbillofrights.com
Manage credit card costs and determine which processor best meets your needs

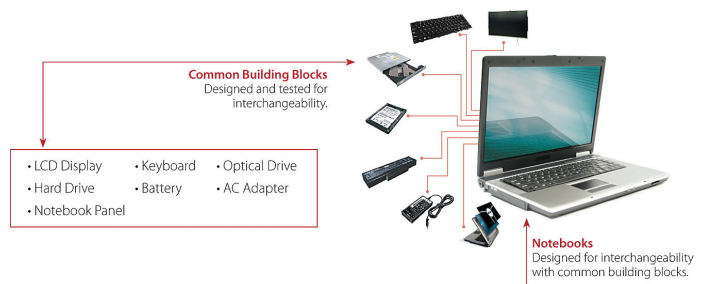## CONTACT US

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Intel Inter-changeability Initiative

Common Building Blocks
Designed and tested for interchangeability.

- LCD Display
- Hard Drive
- Notebook Panel
- Keyboard
- Battery
- Optical Drive
- AC Adapter

Notebooks
Designed for interchangeability with common building blocks.

Did you ever wish every notebook in your company used the same battery? Did you ever want to borrow a coworker's power adapter? Did you ever wish you had options for where to buy a replacement keyboard or display screen for your notebook? Unlike desktops, there are no ingredient or component standards for mobile PCs. This proprietary system of components often leads to uncompetitive pricing and higher support costs.

Intel and the manufacturers of Nexlink have partnered to make managing and maintaining hardware much easier by creating seven common components that are shared across all notebook models with the Intel Interchangeability Initiative (III) certification. These components are now industry standards. By col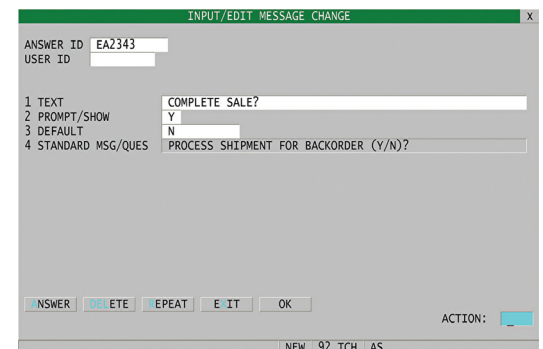laborating with ingredient suppliers and manufacturers like Nexlink, Intel has created the concept of Common Building Blocks (CBBs). CBBs are ingredients that comply with mechanical and electrical specifications to ensure interchangeability. CBBs include hard disk drives, optical disk drives, liquid crystal display panels, battery packs, AC/DC power adapters, keyboards and customizable notebook panels. Component suppliers already certified to provide CBBs include Panasonic, Fujitsu, Hitachi and Seagate.

EXEControl Global Solutions is a longtime partner with the manufacturer of the Nexlink brand of computer products. This partnership allows EGS to provide its clients with outstanding quality servers, workstations, notebooks and other products at very competitive prices. Contact EXEControl Global Solutions for more information about Nexlink products.

Control Your Interface

Every client using EXEControl enjoys the benefits of screen overlays. These allow clients to quickly and easily make changes to the standard EXEControl screens. Removing fields, changing help messages, adding custom code segments and the myriad of other opportunities this functionality provides are used by every client throughout the system. The overlays do not change the standard base code but provide opportunities to do almost anything.

Many people do not realize that user changes are applicable to almost everything, not just entry screens. EXEControl supports menu changes that allow clients to quickly and easily add, remove and rename menu options. Clients can make user-specific changes to many system questions and messages. They can also add security and make appearance changes to application-style screens. Overlays can even be created for dictionary items. This allows the client to control how reports look

```
INPUT/EDIT MESSAGE CHANGE                    X
ANSWER ID  EA2343
USER ID

1 TEXT             COMPLETE SALE?
2 PROMPT/SHOW       Y
3 DEFAULT           N
4 STANDARD MSG/QUES  PROCESS SHIPMENT FOR BACKORDER (Y/N)?




 ANSWER   DELETE   REPEAT   E IT    OK
                                        ACTION:  _
                            NEW  92 TCH  AS
```

by changing column headings, widths and formats. These changes will be maintained even as the software is upgraded.
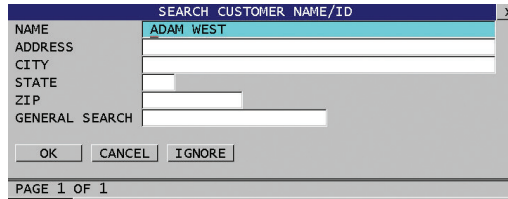
These changes are accessible by typing HELP or through System Painter. Some changes are company-wide and others are user specific. If you have questions or would like more information, please contact EXEControl Global Solutions or use the EXEControl Forums to find more information.

Narrow Your Search

Every EXEControl user has searched for a customer, vendor, part number or any of a number of files that are cross-referenced by entering their criteria in the cross-referenced field. The cross-reference can be implemented to use anything on the target record as a search criterion. In addition, the cross-reference can be set to use portions of words and sound-a-likes wherever appropriate.

While it is good to be able to cross-reference on anything and everything, it can lead to a long list of qualified results. The user enters "Adam West" and gets results that include a customer named Adam West as well as a customer named John Adams that lives on West Main Street and a customer named Bill West that lives in Adams, MA. EXEControl's Search feature solves this problem by allowing the user to narrow their search.
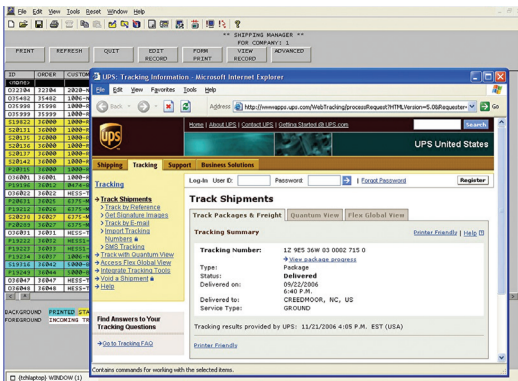
At any cross-reference field, the user can type SEARCH. This brings up a user-definable search box so the user can indicate exactly what they are looking for. The user will be prompted for which fields to search for which values. This greatly limits the number of qualified results.

In addition, the SEARCH function supports custom subroutines to add further functionality such as range questions. For example, you could only include customers who had activity in the past year or you could search for items with a quality within a specified range. Since it is utilizing programmed code, the options are nearly limitless.

Launch a Browser

EXEControl has the ability to launch Internet browsers from custom and standard applications. Currently, the standard EXEControl software can launch web pages to show Google maps from address records. In addition, a user can directly link to a UPS shipment tracking screen from the standard view screens.

This functionality has a wide variety of applications. Several clients are using it to view web pages associated with their products. These could be vendor specifications of the product or the client's own website. Contact your client representative to see how this can work for you.
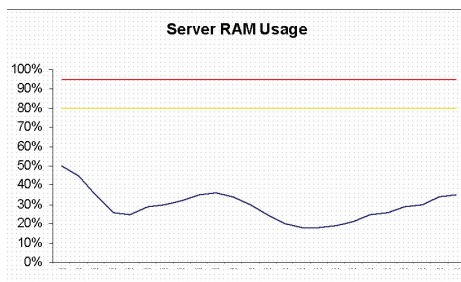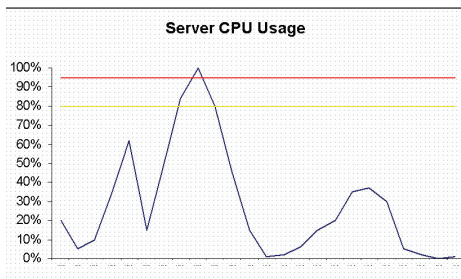
Feedback

We greatly appreciate your questions and comments. If you would like more information about anything you have read, please contact us at **518-688-8700** or email us at **feedback@execontrol.com.** Your client representative or the sales department can provide you with further details and information about how you can utilize the features outlined here. You can also go to the forums link at **www.execontrol.com** to discuss these and other topics with EGS staff and other members of the EXEControl community.

Please direct any requests regarding subscribing, unsubscribing or method of delivery to **feedback@execontrol.com**.

Decision Support Services

Server CPU Usage

Server RAM Usage

If you had $5,000 to spend improving your computer system, where would you spend it? New workstations? New server? Server upgrade? Networking equipment? Maybe training is the key. Unless you target the right area, you will not get the most benefit for your money. In fact, you may get no performance increase at all.

Analyzing system performance provides information vital to properly directing resources. EXEControl Global Solutions offers a variety of system performance reports and analysis as part of their decision support services. By tracking the performance of your servers' CPU, RAM and network response times, valuable information can be collected to aid in the decision making process.

The raw data does not tell the entire story. In addition to the collection and compilation of raw data, EGS will help you target improvements by working with you to understand the most critical areas of the system. As your software and technology partner, EGS will provide you with not only the latest technology options, but will advise you on the alternatives that best suit your needs and your budget. EGS uses both quantitative and qualitative data to understand your business, your current situation and your goals to help you make the best decision for today and tomorrow.