

The OTC Kiosk Tablet

Fiscal Service has developed a Kiosk Tablet for agencies who collect check and credit/debit transactions. This new service assists agencies that have customers coming into their agency location to submit in-person check and card payments and have medium to low volume transactional volumes.



What is the OTC Kiosk Tablet?

The OTC Kiosk Tablet is a production-ready point of sale (POS) system similar to a slimmed down version of the typical self-standing kiosks you see today at most retail establishments. The OTC Kiosk Tablet enables customers to make check (both personal and non-personal) and card payments (credit, debit, and gift cards) with minimal input from other user roles.

What are the benefits of using the OTC Kiosk Tablet?

- Streamline their over-the-counter services by offering customers the option to self-complete check and card transactions
- Minimize long lines to the counter
- Maximize check and card collections in remote locations
- Expand payment options to customers

Features of the OTC Kiosk Tablet

- Microsoft Surface Pro Tablet and stand
- Dedicated check scanner, card processing terminal, and printer for Kiosk Tablet
- Touch screen interface
- Receipt printing capability
- Kiosk lockdown security software ensures a safe, tamper proof experience Direct interface with OTCnet for Check Payments, Card Payments, and batch and monitoring

What Training is Available to Assist my Agency?

Training will be provided to your team in advance of the pilot and will include:

- **Quick guides** – Short, task-oriented guides that provides high-level summary of instructions with accompany graphics to enable users to perform specific tasks in real-time.
- **Placard** – An easily accessible, highly visible display of key information to guide check scanning for customers.
- **On-the-Job Training (delivered on site)** – On-site training delivered by utilizing the quick guides to educate staff on how to complete specific user role tasks; provide instruction on how to collect user experience feedback.
- **Survey** – A data collecting method to establish a user experience baseline.



For questions about the Kiosk Tablet, contact:
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