



To order or for more information:

Tel: 1-800-666-2980

E-mail: [info@unilinkinc.com](mailto:info@unilinkinc.com)

Web: [www.unilinkinc.com](http://www.unilinkinc.com)

#### BENEFITS AT A GLANCE

- Eliminates a major PCI DSS headache: physical storage of receipts containing cardholder data
- Reduces receipt handling and shipping costs
- Reduces chargeback response time with fast receipt retrieval
- Reduces chargebacks due to lost or damaged receipts, or missing signatures

Store Server



*John Smith*

With Signature Manager, signatures and receipts are stored and archived on a central server for rapid access.

# Signature Manager

PAYware Vision Module

## Electronically Capture Signatures, Manage Receipts and Resolve Disputes

Part of VeriFone's PAYware Vision software suite, Signature Manager eliminates the mounds of paperwork necessary for retailers to store receipts and resolve disputes by electronically capturing, managing, retrieving, and archiving signatures and receipts—all of which simplifies chargeback resolution and reduces retailers' costs.

Signature Manager is an enterprise solution that resides at the retailer's corporate headquarters. It receives electronic signatures and receipts from payment devices via a high-speed Ethernet connection. All signatures received are encrypted and securely bound

to receipts to provide for non-repudiation and to protect sensitive information against fraud and misuse.

With Signature Manager retailers can resolve disputes quickly and efficiently. Transactions are easily researched using a wide range of criteria—without time-consuming manual handling of receipts. Responses to queries quickly deliver a fully rendered electronic copy of each receipt that includes the customer's signature. And comprehensive reporting keeps store management continually informed of dispute resolution status, chargeback processing and more.

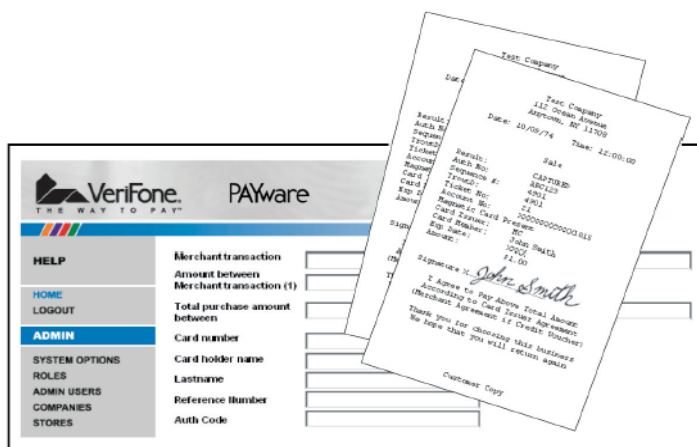
Browser-based and easy to use, Signature Manager is highly scalable, flexible and secure—designed for PCI DSS compliance. It can also easily be integrated with and accessed on the same user interface as other PAYware Vision modules, such as Device Manager (for estate management and support) and Content Manager (to deliver brand imaging and promotional advertising). Each is readily customizable to unique organizational structures and requirements to maximize efficiencies.



PAYware  
Vision



# Signature Manager



Signature Manager allows for quick searches of receipts using multiple criteria, without time-consuming and costly manual handling of receipts.

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## SPECIFICATIONS

### Payment Devices Supported

- MX800 Series
- Ethernet or serial-connected
- API available for non-VeriFone devices

### IP Address Schemes

- Fixed
- Dynamic (DHCP)

### Operating System

- Red Hat Linux 4.x

### Database

- Postgres (included)

### Browser

- Internet Explorer 6.0 or higher
- Firefox

### Signature Formats Supported

- 3-Byte ASCII
- VeriFone RAW Format
- TIFF
- PNG

### Processor

- Dual 32-bit processors; speed dependent on needs analysis

### Memory

- 12GB

### Hard Drives

- Varies by customer requirements

## Features & Benefits

### Simple, Secure Signature Capture and Archival

- Captures signatures and receipt information from one or more sources for all types of transactions, including credit, debit, gift card and loyalty
- Sends information directly over a high-speed Ethernet connection or through the retailer's POS infrastructure via an XML document and stores it on the Signature server—reducing paper, shipping, handling and storage costs
- Allows transactions to be transmitted as they are processed, or grouped for transmission at a more convenient time
- Encrypts and securely binds signatures to receipts to protect

cardholder signatures and other sensitive information from fraud and misuse

### Streamline Receipt Retrieval and Dispute Resolution

- Quickly retrieves signatures, transaction data and line-item details using a variety of criteria, including transaction date and time, transaction ID, amount, cardholder name, card number, store, cashier, reference number or authorization code—saving time and eliminating paper handling
- Creates fully rendered electronic receipts including customer's signature for viewing, emailing and printing
- Proof of purchase with electronic signatures and receipts helps reduce the number of chargebacks and associated fees

- Offers comprehensive management reporting on all open requests, plus responses provided to customers
- Provides tracking system to enhance accuracy of chargeback processing and improve response time

### Secure and Flexible Solution

- Eliminates a PCI DSS headache for retailers: storing and securing receipts for resolving disputes
- Browser-based for easy, yet extremely secure access
- Highly scalable and flexible; can be customized to unique organizational structures or requirements to maximize efficiencies

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