First Data.

ATM Management Tools

First Data offers advanced tools to help you manage your fleet of ATMs more effectively—right from your desktop.

Tracker Online

Tracker Online is an online incident management system that provides real-time status information on your ATM incidents and availability. The Tracker Online system interfaces with First Data's internal ATM monitoring system, which electronically generates and escalates incident tickets for all problems occurring at ATMs.

With Tracker Online, you can:
* Send commands to any ATM
* View and update service instructions
* Change the status of an open incident ticket
* Customize your home page to automatically display the most crucial information

Plus, you can view:
*   All current incident tickets, categorized by component
*   A history of incident tickets created within the last 365 days
*   Current ATM status, including all components and current cash position
* Week, month and year-to-date availability data for any/all ATMs
*   Up to 120 days of transaction summary data for any ATM
*   Chronic, repeating errors for any ATM
*   Custom query results to target the data most important to your financial institution
* Reports that target vendor performance against service level agreements (SLAs)

And, with Tracker Online, you can view the following information in graphical form:
* Cash position versus cash dispensed
* Total transactions versus denials
* Complete availability versus partial availability
*   ATM uptime and downtime by component

Benefits

Tracker Online can help you:
* Take a more active role in ATM monitoring
*   Better manage your service providers
* Facilitate proper incident handling by your service providers
*   Research incident histories to determine problem trends with specific ATMs

ATI Online

With Automated Terminal Implementation (ATI) Online, an information and database exchange system, you can easily add terminals, make changes to existing terminals and track installation with just a few keystrokes. It's never been easier to manage and expand your existing terminal base.

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Features

* Use for both new ATM installations and terminals currently on our system
* Streamline your terminal/participant changes simply by updating existing forms
* Create default terminals/participants which can be used as models for future additions/changes
* Use the system's browsers to track installation status of any terminal/participant from start until live on the switch
* Export data to easily create reports

Benefits

With ATI Online, you can:
* Have up-to-date terminal/participant information at your disposal 24/7
* Enjoy reduced lead times for dial-up ATM additions and ATM changes (as little as 24 to 48 hours)
* Increase the accuracy and completeness of your submissions online

A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

For more information, contact
your First Data Sales Representative
or visit firstdata.com.

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