

FAQ Genius

Demos

Sales Enablement & Demo Equipment

Sales Demo Support Process

Partner Sales rep to email Global Payments for DEMO request: posdemos@globalpay.com

The Sales Enablement team is available for demos:

- Tuesdays – 1:00 PM – 3:00 PM EST
- Thursdays – 11:00 AM – 1:00 PM EST

Provide as much information in advance of the demo as possible, including but not limited to:

- Partner DBA – Name
- Partner sales rep's contact (phone, email)
- Merchant name
- Contact email address for anyone that needs to be on the call
- Availability (date and time – *within stated windows above*)
- Vertical (restaurant/retail/professional services/etc.)
- Current POS set up (terminal, POS, eComm)
- Specific features/functionality needed
- Number of merchant locations

The Global Payments sales enablement team will send out calendar invites for a shared Google meet

It will be the Partner responsibility to ensure the merchant shows up to the meeting

The Partner is also expected to join the calls

The sales enablement team member will identify as a "Genius/POS Specialist" and defer all non-POS feature questions (example: pricing) to the Partner. All follow ups will be handled by the Partner sales rep

Request for Demo Equipment

New Genius Device

1. Partner establishes a House Account through the ELAPP submission process, if they do not already have one.
2. Partner completes the **Genius Demo Request Email Template** (see page 2)
3. Partner fills out the **Equipment Order form** (if the request includes ordering a new device) and attaches it in the email to PSS.
4. Once the device is ordered, POS Solutions Technical Support will reach out to schedule a training appointment, if requested.
5. POS Solutions Technical Support will reach out at the desired appointment time to train the Partner on the solution's features and functionality.

Existing Genius Device

1. Partner completes the **Genius Demo Request Email Template** (see Page 2) and submits.
**Requests to program existing devices must be hardware that POS Portal previously deployed.*
2. Technical Support will reach out to schedule a training appointment if requested.
3. Technical Support will reach out at the desired appointment time to train the Partner on the solution's features and functionality and answer any questions they may have.
**Note: Order Ahead, Invoicing, and Virtual Terminal will be enabled at no additional cost on all applicable Demo equipment.*

Genius Demo Request Email Template (copy and paste into email)

To: bf_partnersalessupport@globalpay.com

Hello, PSS Team.

Please process the following Demo Device Request:

1. Device Type:

- Genius Mobile C5 Quantity:
- Genius Terminal X5 Quantity:
- Genius Handheld X5 Quantity:
- Genius Countertop E15 Quantity:
- Genius Countertop E13 Quantity:
- Genius Countertop X12 Quantity:

2. MID:

3. Requestor's Name:

4. Requester's Phone Number:

5. Do you require training for the Genius features and hardware?

- Yes
- No

6. Time Zone:

7. Tip Method:

- No Tip
- Restaurant Tip
- Retail Tip at Time of Sale

8. Please enter the following information if updating existing equipment for Genius

***Hardware must have been previously deployed from POSPortal.**

- Serial Number:
- Previous MID: