

Steps for Outdoor EMV Readiness

✓ Research

To prepare your store(s) for the Outdoor EMV adoption process, you need to first understand the requirements, your specific needs, the anticipated costs and available finance options. To begin, collect information related to your current chargeback levels and your major oil/brand requirements. Then, conduct a site survey to define forecourt connectivity cabling requirements and review the age and reliability of your dispensers. Determine if you will need a full replacement or whether an upgrade kit can be used, and any potential permit requirements (building, EPA, etc.). Also consider your customers' expectations around contactless payment. Once you have sized the upgrade effort, you can research funding options. Be sure to look into bundled deals, finance companies, manufacturer upgrade specials, and funds that may be available from major oil/brands.



✓ Choose a Certified Managed Network Service Provider (MNSP)

One key requirement of Point-of-Sale (POS) vendors, like Verifone and Gilbarco, is to choose a certified Managed Network Service Provider, or MNSP, to complete your upgrade. You should select your MNSP before doing any other task. This will not only ensure compliance, but also make the entire adoption process more efficient. Your MNSP can implement multi-factor access to support secure remote access (POS helpdesk, back-office) and review your store's cybersecurity requirements.

✓ Develop Implementation Plan

Working with your MNSP, you can develop an implementation plan around any anticipated blackout dates (such as holidays) and based on technician availability. Since there is tremendous demand for technicians, you may experience delays due to market availability, which varies. The longer you wait to get started, the longer those delays may be. When building the timeline, hardware/software availability should also be considered. Once a schedule is set, be sure to plan for any store outages.



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✓ Upgrade Internet Connection to the Store

Because EMV transactions use more data, your network may become more sensitive to latency, packet loss, and congestion. This can be compounded when EMV software updates are run over the network and when new dispensers support bandwidth-intensive video engagement. Consequently, before your implementation, consider upgrading your connectivity to the store and deploying cellular backup to avoid downtime.



✓ Implement Forecourt Upgrade

When it's time to implement your forecourt upgrade, you will install the MNSP solution, any new dispenser hardware and software, as well as any POS hardware and/or software.

✓ Train Employees

Your last step, after your upgrade implementation is complete, is to fully utilize all of the new POS features available to your customers and your operations. This requires taking time to train your employees on the new system. Doing so will also support your customers, helping their transition to EMV go smoothly too!

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