

# QUESTIONS

## To Ask When Evaluating Payment Kiosk Vendors



- Can the vendor customize their kiosk's hardware and software components to fit your government's requirements? Check if they have the ability to include or remove hardware such as bill recyclers, coin dispensers, barcode scanners, check and credit card readers. Make sure they can modify their kiosk technology to, for instance, apply excess customer payment to their next bill.
- Is the vendor experienced in designing varied kiosk models, such as machines that can be installed indoors, outdoors, or through the wall?
- Can the kiosk vendor offer a solution that supports multiple payment options, such as cash, check, and credit card?
- Are the vendor's kiosk technology and interface user-friendly with multiple balance look-up and language options?
- Does the vendor have remote kiosk access to fix technical issues and the ability to provide 24/7 customer support?
- Does the kiosk vendor provide real-time transaction updates so your customers' payment information is up-to-date?
- Can the vendor integrate their kiosk with your financial software to ensure real-time reporting? Explore approaches such as batch integration and real-time integration.
- Can the vendor integrate with multiple departments, such as utilities, courts, taxes, and permits, to facilitate payments for all these municipal bills through one kiosk if necessary?
- Does the vendor provide PCI-compliant kiosks and follow industry-leading security standards?
- Does your vendor regularly monitor and update their kiosk software?
- Has the vendor launched a kiosk project with similar scope?

