

Smart Client

Control your payment programmes in real-time and manage customers' lifecycle



By using Smart Client's dashboard and powerful search functions, you can control your payment programmes in real-time. The feature-rich user interface on the GPS Apex platform allows you to display details about card activity, transaction type, and customer interaction, plus drill down into the details of any specific transaction.

Moreover, Customer Service Agents can quickly amend details and take appropriate actions such as restoring blocked PINs or changing the status of a card. They can also manage the entire chargeback lifecycle and view information about MDES- and VDEP-enabled cards.



Features

Powerful - Flexible search functions and filters to locate tokenised cards and transactions

Configurable - Ability to control user access by tailoring permissions

Real-time - Real-time information from across the GPS Apex platform

Feature-rich - Manage chargebacks, issue refunds, block and activate cards, and change card usage groups

Scalable - Manage use of Chip/PIN (EMV), magstripe, virtual and or contactless across prepaid, debit and credit rails

Secure - Highly secure and PCI DSS compliant



Benefits

Business-facing

- Provides real-time data to help you manage your cards
- Empowers customer service agents to view and manage customers' cards and transactions
- Reduces support calls and operational costs
- Easily scaleable for established or next-generation card programmes

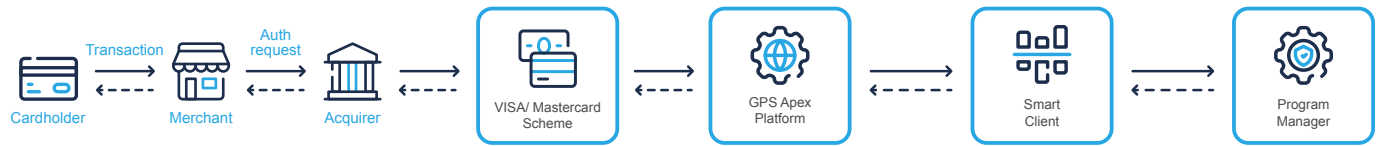
Customer-facing

- Enables intuitive customer service with up-to-date information about card usage
- Provides visibility and clarity on account status, transaction history, daily or cumulative card limits and fees
- Immediately resolves issues such as blocked PINs, lost or stolen cards, declines and card activation

[Find out about accessing our Smart Client solution →](#)

How it Works

An example of using Smart Client in your GPS deployment:



Shows the View Transaction screen and how color-coding is used to highlight different types of transactions:



Date	Location	Transaction	Status	T Ccy	Tx Amt	Bill Amt	Act Bal	Blk Amt	Avl Bal	F Fee	R Fee	Fx Pdg	MCC Pdg	Process
2019-12-20 12:59:59.990	alizabeth etarem - cezarcazolo-hu	Authorization	Cleared	HUF	11000.00	-33.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.983	makroveljet-isp.m.zemra-beroun-cze	Authorization	Cleared	CZK	352.00	-33.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.977	kardka.pl.dorota-az - wroclaw-pl	Authorization	Cleared	PLN	8.00	-1.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.967	issaidn.4281963616.in.issaidn.com.it	Authorization	Declined	EUR	74.36	-74.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.967	eastbury - chippenham-gb	Authorization	Cleared	GBP	29.50	-23.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.960	vevo-cafe - vlniv - it	Authorization	Cleared	EUR	1.62	-1.62	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.940	facebook-hylym202 - br.melb-ai	Authorization	Cleared	GBP	228.00	-228.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.937	masabi-south-kensington-london-gb	Authorization	Cleared	GBP	6.40	-7.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.937	mohtamed.benbraki - bosan - ita	Authorization	Cleared	EUR	14.80	-12.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.900	skovis v kvapex - vlniv - ita	Authorization	Declined	EUR	11.99	-18.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.900	corn university hospit - cork - ie	Authorization	Declined	EUR	5.40	-5.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.890	www.morison-pk - newark - gbr	Authorization	Cleared	GBP	3.00	-3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.890	webenhance - blanchardstown - ire	Authorization	Cleared	EUR	26.60	-26.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.890	houzma-rihau-pallisier - limassol - cy	Authorization	Cleared	EUR	6.90	-6.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)
2019-12-20 12:59:59.837	mastercard - st. louis - mo	Authorization	Accepted	USD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Token Authentication
2019-12-20 12:59:59.837	so-bout-meunier - boulogne-bill-ira	Authorization	Cleared	EUR	8.00	-8.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Debit (goods and services)

Setup At-a-Glance

Smart Client is installed as a desktop application on a Windows computer requiring a VPN connection to GPS systems. GPS will provide you with a username and password. Up to five Smart Client users are allowed (charges may apply for additional users).

Greater Peace-of-Mind

Here we have explained the GPS Apex platform's Smart Client interface. It offers a view of each card activity, transaction and customer interaction. You and your team can even view the precise point-of-sale where transaction takes place, chip settings at the time of transaction and cardholder verification results. We set the standards in card programme functionality, and we continue to innovate to ensure our customers stay ahead of the curve.

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