INTRODUCTION TO
'STANDARD FOR A RELIABLE POS SYSTEM'

A Point-Of-Sale system is the technical infrastructure that is the beating heart of every business providing goods and/or services to the (end) consumer. The payment function is an important part of this. The purpose of a POS system is to register – as much as possible automatically – the data of the sales of products and/or services to the buyer. The POS system registers the transaction data electronically but also any relevant cash register actions and/or system-related events, technical or otherwise. There are various types of POS systems and for different target groups. A distinction is made between cash registers, POS systems with or without cloud solutions and specific systems for retail chains and franchise companies.

Increasingly, POS systems form part of a more comprehensive business automation system through which information about the movements of goods, customer details and personnel details are kept up to date. Information, for example, about an order and delivery of an item or the performing of a service and the calculations involved. This information comes together in the POS system and is available during the payment process with the consumer. The information must be reliable, otherwise the entrepreneur cannot depend on it or prepare reliable accounts. Measures must be taken to safeguard this reliability. That is the essence.

In this document a description is given of the standard for POS systems that qualify for the Keurmerk Betrouwbaar Afrekensysteem (Reliable POS System Quality Mark, hereinafter: 'the Quality Mark').

The Quality Mark promotes the development and installation of POS systems that register the data of transactions correctly and completely in a verifiable manner, store the data reliably and provide clear reports. POS systems with the Quality Mark provide a correct, complete and continuous reliable understanding of the registered transactions and events. The standard describes the requirements imposed on a POS system and applies four control objectives:

- ► Registering all the events
- ► Integrity of the registrations
- ► Storing the registrations
- ► Transparency and reliability of the reports

Focus area and limitation

The sales transaction starts in the real world and will be registered in the POS system as a 'primary registration'. This registration forms the input for further registrations. The focus is on 'chain-oriented' thinking: from primary registration to submitting the tax return. The information registered in the POS system can thus be used for other functions, such as:

► supporting other business processes and systems such as order management, CRM, stock administration, logistics and personnel information system;
► accounting;
► supporting internal control;
► collecting control information and business intelligence:
► data intended for export and exchange with other systems or third parties.

Cash payments, electronic payments (PIN, credit card, mobile and contactless) and payments through internet (bank) applications are taken into account. But also transactions involving deposits, gift vouchers, loyalty cards and other specific transaction aspects. The POS system can thus also register sales transactions in online shop and omnichannel environments.

The standard describes the requirements imposed on the POS system and focuses on the completeness of the first registration of the sales process and that it is processed with integrity, the storing of information in a reliable manner and delivering it with integrity for functions such as stock management, customer management, purchasing and accounting.

Documents required for the Quality Mark

You must complete a self-assessment in order to qualify for the Quality Mark. The following documents constitute the complete package for applying for the Quality Mark.

► Standard for a Reliable POS System incl. definitions list
► Self-assessment for the Quality Mark
► Management statement

You can download the above documents from the site of the foundation Stichting Betrouwbare Afrekensystemen, SBA (https://www.keurmerkafrekensystemen.nl/documenten-stichting-betrouw-bare-afrekensystemen). The documents have been issued by SBA.

After reading the Standard for a Reliable POS System you can complete the self-assessment for the Quality Mark. You must answer the questions and support these with documentation.

Finally, please complete and sign the management statement to confirm that the POS system complies with the Standard for a Reliable POS System.

Stichting Betrouwbare Afrekensystemen will then assess your application, at which point we may request the opinion of an external IT auditor. After we have approved your application and if you satisfy the participant conditions you will receive the Quality Mark.