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## Mustang News – Spring, 2011

As Mustang reviews 2010 it is apparent that Retailers, manufacturers, distributors and processors have recognized the superior offerings and quality of service available only at Mustang. It is their confidence in our ability to satisfy their security and logistic needs that has resulted in a record year. Bring your needs to us and we will find a solution.

To kick off the year, we will have a booth (# 238) at the NRF (National Retail Federation) show in New York January 9-11. Please stop by and say hello where we can learn about your payment security needs and tell you about the new things we are doing for 2011.

In 2011, Mustang will continue to offer all support services for payment terminals and systems, whether in the field or in our depot. Our ability to upgrade or replace PIN debit encryption keys in the stores has been our largest growth area. We have a proven field organization that visited over 15,000 retail locations in 2010 to load keys, install POS equipment, and train the users. In 2011, we will be partnering with a web-based technical resource service that will help us provide more local service technicians and reduce the costs of those services, while still being under the direct control of Mustang's experienced service managers.

In our service depot, we continue to expand our "Peace of Mind" program for retailers who value a "one stop" for management of terminals with software and keys, complete and secure (PCI-DSS compliant) payment terminal inventory management, repairs, and overnight replacement when needed. We are an authorized repair facility for Honeywell, Hypercom, ViVOtech and others.

In 2010 we began to load PCI-DSS Data encryption keys in addition to PIN debit keys. Using "hardware encryption" to protect cardholder information is the most secure method of DSS protection, where the terminals encrypt cardholder data before in the payment terminal before it is sent to the host system. New X9 (ANSI) security standards are being developed that require hardware encryption, and this option will put the retailer ahead of those requirements.

For our reseller partners and retailers who buy through VARS, or through distribution, Mustang has established a satellite key loading facility at the ScanSource national distribution center. New terminals that you buy through ScanSource can be loaded with PIN and Data encryption keys as part of the ScanSource product offerings, saving time and additional handling normally required for key loading. In addition, since the key loading at ScanSource is a Mustang ESO operation, we can provide the same key loading services with the same keys after the sale, in our depot.

Mustang has designed and developed a family of secure key loading products that are used by a number of large retailers who operate their own service centers. The Mustang products allow key loading in a simple and secure way, and with separate protection of your highly sensitive debit keys. Any retailer service operation that desires to load their own debit keys should be interested in our products.

We look forward to telling you about the many Mustang offerings for support of your payment terminals and systems. Please contact Mustang on the web at [www.mustang2000.com](http://www.mustang2000.com), or by phone at 774-759-9000.