TECHNOLOGY COMPANY
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SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Point-of-sale, ordering, and queue systems

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Terminals, payment devices, printers, kitchen or service displays, accounts, software, segmented networks, internet, local services, power, vendor support, and fallback procedures, connected end to end.

Intended outcome

A tested order-to-fulfillment path with labeled endpoints, recorded dependencies, staged cutover, rollback readiness, payment boundaries, and operator fallback.

Service scope

The workflow may span attended or self-service ordering, card-present payment, receipt and label printing, kitchen or production routing, pickup displays, drive-through, inventory, loyalty, online aggregators, tax, identity, and reporting. Device count alone does not reveal these dependencies.

Payment scope and compliance are owned by the merchant and its payment partners. Network segmentation can help define boundaries but must be designed, validated, maintained, and reviewed within the organization’s PCI DSS program.

How the system fits together

01 Order	Terminal, kiosk, web, mobile, service desk, menu or queue input
02 Pay and authorize	Payment device, processor path, identity, role, protected data boundary
03 Route and fulfill	Printer, kitchen display, workstation, pickup display, inventory or production
04 Operate	Network, power, internet, local service, monitoring, support, fallback and reporting

Typical project triggers

- Intermittent terminals, printers, kitchen displays, or payment devices stop service
- Guest, staff, payment, delivery, media, and operations traffic share an undocumented network
- A platform conversion has no staged test, rollback, or after-hours cutover plan
- Store openings rely on multiple vendors without a single dependency and responsibility map

Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Trace the transaction

Follow representative orders through entry, payment, routing, production or picking, status, handoff, refund, close, and reporting; record every device, service, account, and vendor.

Acceptance evidence: Transaction journey, device and dependency inventory, data-flow notes, failure history, and vendor responsibility map.

02 Design boundaries and fallback

Define network segments, ports and services, device placement, power, internet or local dependencies, user roles, offline behavior, support ownership, migration, and rollback.

Acceptance evidence: Physical and logical design, payment-scope assumptions, lane schedule, fallback matrix, cutover plan, and responsibility chart.

03 Stage and cut over

Bench devices, enroll and update endpoints, label connections, validate vendor services, pilot representative transactions, back up configuration, and execute the approved window.

Acceptance evidence: Staging checklist, labeled endpoints, configuration record, successful pilot transactions, change log, and rollback readiness.

04 Prove the whole shift

Test sale, payment, print, routing, status, refund or void as authorized, close, reporting, network separation, failover or offline process, recovery, and operator handoff.

Acceptance evidence: Accepted transaction set without real card data, segmentation test record, device-state evidence, recovery results, and shift quick guide.

Handover deliverables

- Transaction and dependency map
- Lane, endpoint, network, power, and integration design
- Payment-scope assumptions and vendor responsibility matrix
- Staging, cutover, rollback, transaction, separation, and recovery evidence
- Labeled asset list, operator quick guide, and support escalation map

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.

Planning and scope boundaries

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Customer and site inputs

- Order types, payment methods, lane or station count, throughput, and operating hours
- Device, printer, display, kitchen, pickup, inventory, loyalty, tax, and delivery integrations
- Payment provider, PCI responsibilities, segmentation, remote access, and account ownership
- Internet, local services, power, UPS, cabling, wireless, and environmental conditions
- Opening or cutover window, training, fallback, rollback, vendor contacts, and acceptance transactions

Constraints and coordination

- GHT does not determine PCI DSS compliance; the merchant, acquiring bank, payment brands, processors, and qualified assessors define applicable obligations
- Offline payment, store-and-forward, failover, and refund behavior are platform- and provider-specific and carry financial risk
- Electrical, mounting, food-area, drive-through, and accessibility work can require separate coordination
- Vendor updates, certificates, accounts, licenses, and API changes can affect the transaction path after closeout

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

PCI Security Standards Council — PCI Data Security Standard | Source review: 2026-08-20

PCI Security Standards Council — Point-to-Point Encryption | Source review: 2026-08-20

PCI Security Standards Council — Guidance for PCI DSS Scoping and Network Segmentation | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06