

PolarMoment

EMV Level 3
accreditation for Visa,
Mastercard and Amex

Delivered for GOODBOX



AT A GLANCE

Visa, MasterCard and Amex accreditation for a bespoke fundraising solution.

THE CLIENT

GoodBox started as a social impact startup and is now a successful fintech company, creating bespoke fundraising contactless solutions for charities and not-for-profit organisations. They are dedicated to helping charities transition from cash fundraising to electronic donations as fewer and fewer people habitually carry cash.

THE CHALLENGE

The 'GBx Core' (pictured right) is a custom-built device for accepting contactless donations. The HD touchscreen, mounting plates for secure countertop payments and attachable lanyards allow for effective fundraising in both manned and unmanned environments.



Before using the GBx Core for live payments, GoodBox needed to demonstrate the device was secure and could be trusted by merchants and consumers alike.

GoodBox engaged Polar Moment to carry out the accreditation testing for Visa, MasterCard and Amex, including Apple Pay and Google Pay.



OUR APPROACH

Polar Moment used a UL Brand test tool to carry out the testing for each of the separate card schemes. This tool uses a combination of software and hardware to mimic payment transactions. This then allowed our team to analyse the traffic between the payment terminal and the card or phone. Any issues were logged with detailed descriptions and an initial diagnosis.

Polar Moment liaised closely with the software developer and the manufacturer of the GBx Core device to accelerate the resolution of issues.

THE RESULTS

GoodBox gave Polar Moment a score of 10 out of 10 on our annual customer satisfaction survey. When asked what did we succeed on, they said:

"Pro-active approach in terms of highlighting issues that we were not previously aware of and continually chasing other stakeholders for their deliverables and updates to ensure timescales were met and costs minimised. Communication was always clear and effective."

Tanya Parker, COO, GoodBox



We make payments happen

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