

FAQ's – Cashless Payments via RFID

I have been to events where attendees use a wristband to get into an event and pay for concessions items and merchandise with their wristbands. What is this technology called?

This is called RFID (Radio Frequency Identification) and/or Cashless technology. This is typically implemented by either the event's ticketing company and/or the concessionaire POS provider by including a small electronic chip in a wristband or on a laminated ticket/badge.

How do the RFID wristbands work?

The wristbands contain a unique identifier (UID) that is scanned by the POS tablets at the time of payment. This UID can be cross referenced to information provided in advance by the attendee and stored either on the tablet or in a cloud based server.

For cashless payments within the event to work, the attendee must register a credit card to work with a RFID enabled wristband. For the best adoption of this technology by attendees, the wristbands should be provided to the end user in advance along with a web based URL link so that they can log in and do this before attending the event.

Is the attendee required to pay an amount when they register their credit card to store on their wristband?

Not necessarily. There are two primary types of cashless implementations: open loop and closed loop. In an open loop system implemented and recommended by Best Ring POS, you are required to enter credit card information to link to your UID. This information is stored on a secure remote cloud server. A \$1 authorization is charged, then refunded, at the time of registration to validate the credit card.

In a closed loop system, the attendee "loads" funds onto the wristband at the time of registration. These fund balances are stored on the secure cloud based server, then debited each time the attendee chooses to pay with their wristband.



Which is the better method for implementing cashless RFID, open loop or closed loop?

Best Ring supports both methodologies, but recommends open loop implementations. Using open loop, the attendee is free to spend whatever amount they want as long as the credit card they registered continues to be approved. If the attendee registers their wristband in advance, there is no need to wait in line to load funds, reload funds, and no limitation placed on their spending by the event organizer. Also, all registered UIDs are stored on each tablet, so attendees can continue to use cashless payments even if the tablet is temporarily offline.

With a closed loop system, the event organizer is typically taking and holding the attendee's money until it is spent and will need to reconcile or refund the balances at the end of the event. This process typically requires more administration and costs.

If we choose to use a closed loop system, can amounts be loaded onto the wristband?

Yes, at the time of registration an amount can be added to the UID account associated with the wristband. If the attendee is registering in person, this will allow the event to accept cash in advance. The attendee can then be limited to using cashless only up to the balance on their UID.

Can RFID wristbands be loaded with "tokens" for sponsored items?

Yes. Tokens are looked at as a "free item" so can be used to pay for a single item on a menu. The wristband does not actually store the token balance, the balance is stored on the cloud based server. The tablets will need to verify and reduce this balance as transactions occur, so this solution should only be implemented where a consistent WiFi network is available.

Can an attendee register their wristband for charging items but also have tokens or pre-loaded amounts?

Yes. At the time a transaction is charged, the software will prompt the attendee by asking if they would like to use their token or preloaded amounts, or to charge to the credit card on file.



Can attendees register their wristbands as they arrive at the event?

Yes, this process is relatively simple and only requires that the attendee present the wristband to a designated tablet, swipe their assigned credit card, then enter some confirmation information such as an e-mail address and partial address associated with the credit card, and create a 4-digit PIN. Tablets must be allocated to run the registration application so should be requested separately as part of your quote. Registrations are then distributed to the tablets as they connect to WiFi, so a solid and consistent WiFi connection must be in place.

How is the attendee protected if their wristband is lost or stolen?

As part of the registration process, each attendee creates a four-digit PIN (Personal Identification Number) that is required for entry at the time of each transaction. Without the PIN, the RFID wristband cannot be used for payment.

Does the attendee get a receipt with each cashless transaction?

Yes, an itemized receipt is sent to the e-mail address provided at the time of registration for each transaction charged via cashless.

How much do wristbands cost?

There are many types of wristbands and RFID chips used for festivals and events, so the cost varies significantly based on the type of wristband used and the quantity of wristbands ordered. Please contact your preferred wristband provider for pricing.

Is the RFID reader a separate device attached to the tablet?

No, Best Ring builds tablets with the RFID reader and magnetic stripe reader contained within the tablet cabinet.





Can the system allow the event to take both credit cards and cashless payments at the same tablet?

Yes, Best Ring allows the event to process cash, credit card, and cashless payments within the same tablets at the same event.

