



Dejavoo Monthly Review – February 2024



Amit Zenou
VP of Marketing

As we approach the end of February, the excitement for the year ahead continues to build. We're immensely grateful for the invaluable support of our Sales Partners, whose success is at the heart of our mission. Together, we are poised for remarkable growth, and I am thrilled about the journey ahead.

Introducing the D1 Android Cloud Register

This month, we introduced our new D1 Android Cloud Register. When paired with a Dejavoo terminal, the D1 is an affordable and innovative cloud-based payment solution that can be set up with ease and has virtually no downtime. It has dual screens that allow merchants to take orders on one screen while customers view pricing options on the other.

Combined with DejaPayPro, this solution offers features that include real-time reporting, inventory management, barcode integration, tip adjustment, table mapping, and online ordering. This provides merchants with a comprehensive payment solution, especially for busy restaurant and retail merchants.



Empower Your Merchants with True Cash Discount and Dual Pricing

Our True Cash Discount (TCD), a patent-pending pricing program, offers a seamless and intuitive way for merchants to accurately calculate cash discounts, providing an actual discount to cash-paying customers while avoiding add-on fees for card transactions.

Additionally, our Dual Pricing option allows merchants to offer different transaction amounts to customers paying with cash vs. credit cards, similar to what you see at gas stations. These pricing programs and our innovative hardware and software solutions empower small and medium-sized businesses (SMBs) with tools to adapt to the evolving payment landscape and grow their businesses.

Meet the Dynamic Duo of Our Tech Support Team

If you've ever called our technical support team, you may have spoken with Shirley Hernandez and Steve Gallo. Shirley is our dedicated Technical Support Manager, and Steve Gallo is our Level 2 support lead. Shirley and Steve are industry veterans who motivate our support team to go above and beyond every day to ensure our sales partners and their merchants have the best experience with all our products. Their dedication and expertise make all the difference.

With 20 years of customer service and technical support experience, Steve describes himself as a jack of all trades, helping wherever needed and training new team members on Dejavoo's products and systems.

Shirley oversees our in-house bilingual technical support team, handling 400-500 calls daily on a wide range of issues. Shirley and Steve embody the Dejavoo philosophy of teamwork and support, ensuring that no challenge is faced alone.

Regarding Dejavoo, Steve describes the company as unique in the payments industry. "We pride ourselves on having a family environment." Shirley agrees, "I always advise my new hires that they are not joining a team; they are joining a family. Regardless of the issue's complexity, you will not face it alone.

We will brainstorm the problem and come up with a solution together." Steve describes his Dejavoo philosophy: "Show up



Shirley is the consummate professional when dealing with our customers and their sometimes complex needs.

on time and do the best you can. Someone on the team will pick you up wherever you fall short."

Shirley has the final word, "I am proud to work for a company that is so innovative, and that prides itself on staying up to date on all the regulations and needs of our partners and customers."

If you have questions or concerns that you want to discuss with our Tech Support team, please telephone us at 1-877-DJVOSYS (358-6797) or email support@dejavoosystems.com.

Mark Your Calendars!

APR
3 & 4

Join us at the **NEAA conference** in Albany, New York, on April 3rd and 4th, where the Dejavoo team will be in attendance.

APR
17 & 18

Plus, don't miss our major announcement at the **ETA's Transact 2024** conference in Las Vegas on April 17th and 18th. Follow us on LinkedIn for updates, and contact our sales team at sales@dejavoosystems.com to schedule a meeting at these events or other upcoming trade shows.

Ready to Transform Your Business?

Contact us today to learn more about how Dejavoo can empower your business for growth. Let's stay in touch.