

SELF-SERVICE SOLUTIONS

Opus Inspection: Self-Service Emissions Testing



Self-Service Emissions Testing

More than half of U.S. states require drivers to complete annual auto-emissions tests. Given the number and frequency of these tests, Opus Inspection wanted to simplify the vehicle emissions testing process. Together, Meridian and Opus Inspection created new emissions testing kiosks featuring Ingenico Group's secure payment solutions. Now drivers can perform their own vehicle emissions tests at self-service kiosks and pay safely and securely.

The Challenge

Maryland performs roughly two million auto-emissions tests each year as part of their growing efforts to clean air and reduce carbon emissions. These tests check the levels of hazardous materials released from a vehicle. The goal of mandated testing is to decrease the amount of pollutants that are harmful to the environment and, consequently, to improve air quality.

In order to encourage drivers to complete required testing, states are faced with the challenge of making the test convenient for drivers. Jim Valerio, General Manager at Envirotest described the need for an efficient solution this way: "Traditionally, the lines for these tests have been very long with over an hour wait time. Consumer driven demand is what led us to innovate; the market was really demanding a more convenient process."

In response, Opus Inspection, the leader of vehicle emissions testing equipment and service wanted to create a solution for drivers who were unable to visit stations during business hours without compromising the security of their payments.



The Solution

Opus Inspection partnered with Meridian to create a robust outdoor solution that would withstand weather in a variety of climates. The new emissions testing kiosks perform the same test as technicians at full-service stations but do so via an unattended self-service kiosk, providing a new convenience for drivers. “The solution is just robust, elegant, and quite frankly, reliable,” said Valerio.

Similar to self-checkout at a grocery store, drivers scan their emissions notice at the kiosk and securely pay with a credit or debit card. By choosing a best of breed solution from Ingenico, Opus can offer customers secure EMV and NFC payment acceptance, if they so choose, without having to physically swap devices—thus future-proofing their investment.

Using a test device located in a small compartment underneath the screen, drivers simply plug the testing device into their vehicle’s computer diagnostic system. The device tests whether the engine is working properly and if the vehicle’s emissions meet the state’s environmental standards. Users are alerted on the kiosk interface when the test is completed, prompted to remove the device and return it to the compartment; they can then retrieve the printed receipt as proof of completing the emissions test and be on their way. The entire process takes five to ten minutes and is easy to do by following simple prompts on the screen from start to finish.

About Opus Inspection

Opus Inspection is the leader of vehicle emissions testing equipment and services. With its subsidiary Envirotest, Opus Inspection works to safeguard public health by providing equipment that reduces smog and improves air quality.

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Self-Service Emissions Testing
A MERIDIAN CASE STUDY

The Results

Meridian worked with Opus Inspection to deploy 16 pilot kiosks throughout the state of Ohio. In August 2015, after the success in Ohio, Maryland's Motor Vehicle Association (MVA) initiated a program to deploy two self-service kiosks, available 24 hours a day, seven days a week, at the Glen Burnie VEIP station and the Gaithersburg MVA branch office.

According to the MVA, the two original kiosks have performed more than 2,300 tests, with a customer satisfaction rating of 90-percent. Nine months after the initial development, Maryland's MVA expanded the program to seven new stations. Drivers can now perform their own vehicle emissions tests at Meridian self-service kiosks located at the Bel Air, Beltsville, Frederick, and Waldorf MVA branch offices, and at the Annapolis, Edgewood, and Owings Mills VEIP stations.

Scale

Meridian put together a scalable solution that others seeking to offer a self-service solution could build upon. Opus Inspection is currently working on expanding its emissions-testing kiosk initiative to Nevada, Delaware, Washington DC, and Virginia.

Whether serving the auto emissions market or simply looking to extend your delivery channel, Meridian and Ingenico Group have teamed up to make it happen with smart, intuitive kiosk designs combined with industry-leading, best of breed payment solutions that check all the latest security requirements. Extend your reach and serve your customers via a Meridian self-service solution no matter what your business may be.

About Ingenico Group

Ingenico Group is the trusted strategic partner of choice for merchants and payment industry players in the US and worldwide. They offer a comprehensive range of fixed, wireless, and mobile point of sale solutions and services designed to eliminate payment complexity and make purchasing quick, seamless, and secure for both Merchants and consumers. By leveraging Ingenico's unmatched expertise in EMV, NFC, and security, their customers and partners have access to the future-proof solutions they need to meet evolving consumer demands, market requirements, and industry standards.



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