Laundry Operator Introduction

March 31st, 2020

Setup Guide for Laundry Operators
New to the PayRange Platform

PayRange Laundry Operator Introduction

Objective:

The purpose of this guide is to introduce laundry operators to the PayRange platform. Read through each section for step-by-step instructions regarding account and machine setup. The methods and best practices outlined herein are designed to create the best possible operator and user experience.

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Creating a PayRange Operator Account

The first step for new PayRange operators is to create an Operator Account.

Create New Operator Account

To create an Operator Account:

1. Click Here to get started (or open a browser and go to manage.payrange.com and select "Operator Sign up" below the login window)
2. Enter name and email address, then create a password (minimum of six characters) and press 'Next'
3. Enter your mobile phone number and you will receive an SMS with a verification code. Enter the verification code and press 'Next'
4. Fill out all pertinent information as it applies to the business
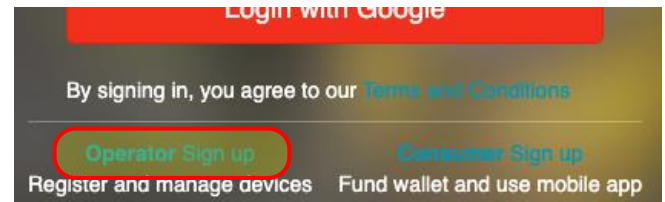
Convert Consumer Account to Operator Account

If you have already downloaded the PayRange app and created a consumer account, you can convert that consumer account into an operator account:

1. On a desktop/laptop computer open a browser and go to manage.payrange.com
2. Enter the credentials for the consumer account and sign in
3. On the right side of the screen, select "Create an Operator Account" and follow the steps to setup the operator account
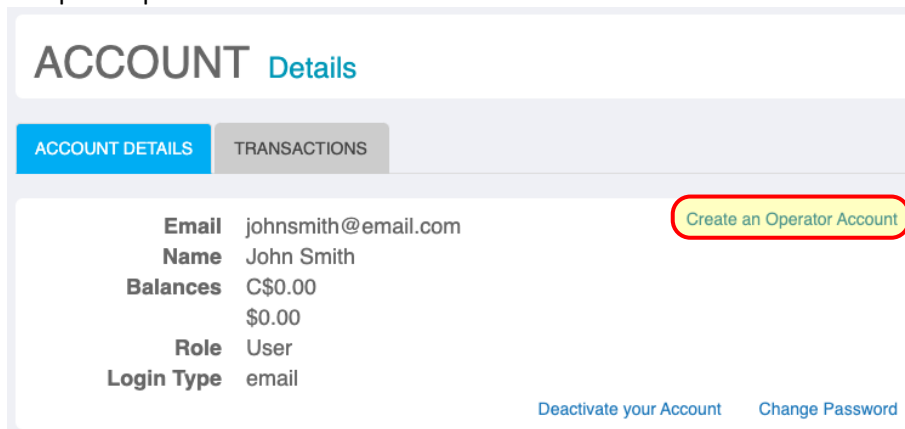
Add Users to the Operator Account

Additional users can be added to the Operator account and assigned different levels of access. Anyone installing or testing devices should be added. If no other users need to be added to the account, skip this section.
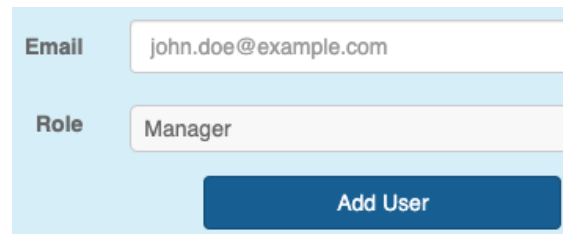
Before a user can be added, they must first have a PayRange consumer account associated with an email address. A consumer account can be created in two ways:

1. Download/open the PayRange mobile app then select "New User" in the lower right corner. Next, select "Sign Up with Email" and follow the prompts.

2. On a desktop/laptop computer open a browser and go to manage.payrange.com, then select "Consumer Sign up" below the login window

To add a user to the Operator Account:
1. Login to the Manage Console at manage.payrange.com
2. On the navigation bar on the left, select **Settings** then select **Users**
3. Click the green **Add Users** button
4. Enter the email address of the user
5. Select a role for the user from the dropdown menu
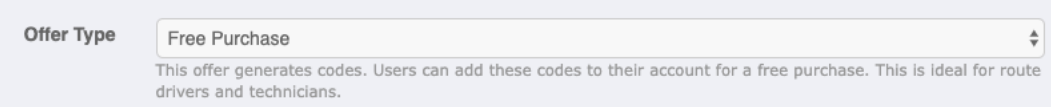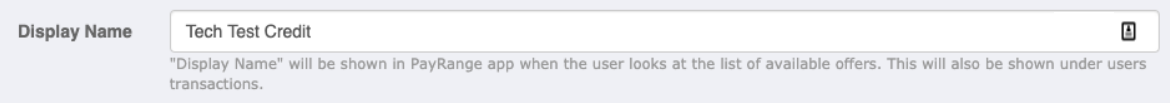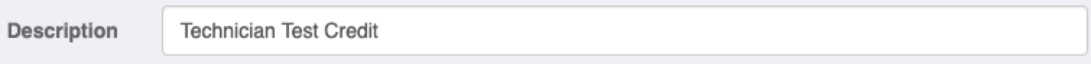   *Privileges for each role outlined in Appendix I*
6. Click **Add User**

Email	john.doe@example.com
Role	Manager

Add User

Create Free Purchase Offer for Device Testing

Anyone user with Owner role on the operator account may create offer codes which can be distributed to any PayRange user. Creating a Free Purchase offer code allows the machines to be tested without loading funds into their PayRange wallet.

Offer codes can only be created using Manage Console:

1.	On the navigation bar on the left, select **Offers** then **Create Offer**
2.	Select "Free Purchase" from the dropdown list of offer types
	Offer Type — Free Purchase — This offer generates codes. Users can add these codes to their account for a free purchase. This is ideal for route drivers and technicians.
3.	Enter Display Name such as "Tech Test Credit" – the display name will be visible to any PayRange user who redeems the code (this field is required)
	Display Name — Tech Test Credit — "Display Name" will be shown in PayRange app when the user looks at the list of available offers. This will also be shown under users transactions.
4.	Enter Description – this can be the same as the Display Name, or a general description of what the code is for (this field is required)
	Description — Technician Test Credit
5.	Enter 'Offer Note' if desired (field is not required)

6. Set **Max Vend Amount** – this should be set at least as high as the most expensive cycle for any machine in the location (e.g. if highest cycle price is $13.50, set 'Max Vend Amount' to 13.50 or higher)

Max Vend Amount	13.50

7. If desired, set a start and/or expiration date for when the offer is valid for redemption.
(Default setting: the code must be redeemed within one month from when it is created)

8. An image may be added to the offer
(This step is not necessary for device testing, or for the creation of offer codes for any purpose, but adds a nice touch for codes provided to customers)

9. Basic Configurations:
   a. "**How many free purchase codes do you want to generate (max 100)?**" – the number of codes that will be created. If one person is testing machines, create one code. If multiple people are testing create as many codes as needed, up to 100.

How many free purchase codes do you want to generate (max 100)?	1
	If you need more codes, contact us at support@payrange.com
How many free purchases does a user get for one free purchase code?	50
	If you set this number to 3, a user will get 3 free purchases for one code. Each of the 3 purchases will have the same max purchase amount.

   b. "**How many free purchases does a user get for one free purchase code?**" – the number of transactions the code is good for. Set this value to allow at least two transactions per device being tested.

   For example, if the value is "50" the user will be able to perform 50 transactions after redeeming the code. Each transaction will work for amounts less than or equal to the **Max Vend Amount** set in step 6.
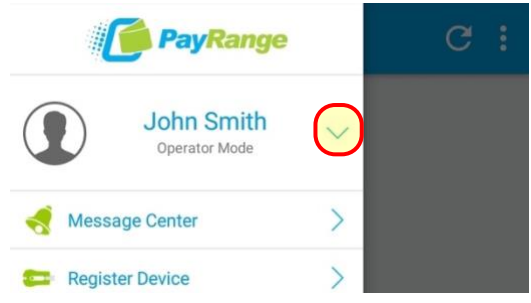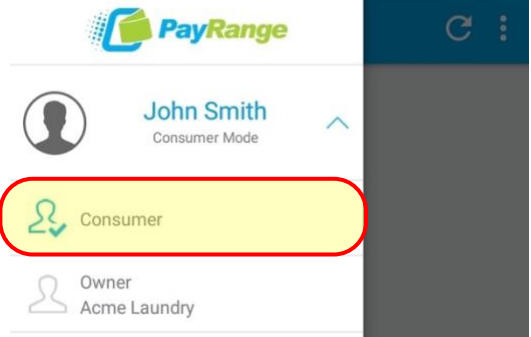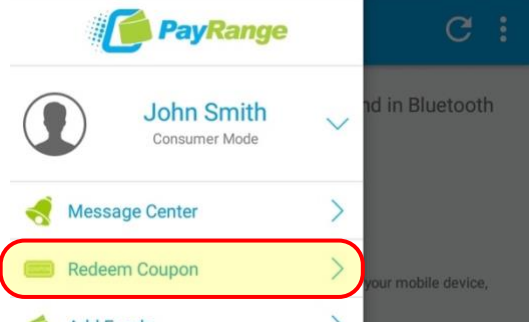
10. Enter Tags to restrict the codes to certain machines. BluKey devices must have a matching tag which can be added to devices via Manage Console after being registered. To allow the Free Purchase code to work on all machines, do not add any tags.

11. Click **Create Offer** button and 8-digit code(s) will be displayed. Write the code(s) down or copy and paste into a notepad.
To view the code(s) again at any time, select **Offers** then **List** to view active and expired offers. Select the desired offer and scroll to the bottom of the page to see the associated offer code(s).

Redeem Free Purchase Offer in PayRange App

Offer codes must be redeemed in the PayRange app.

To redeem an offer:

1. Open the app menu by tapping ▤ in the upper left corner	
2. Switch to the consumer mode of the app by tapping the dropdown to the right of the name	
3. Select **Consumer Mode**	
4. Reopen the app menu by tapping ▤ in the upper left corner	
5. Select **Redeem Coupon**	
6. Enter the 8-digit offer code and press **Submit**	

Setup Price Profiles

Creating price profiles before registering devices can streamline the setup process. Create a profile for each machine type and price point that will have PayRange installed. Price profiles are not required for vending machine installs.

To create a profile:

1.	Login to Manage Console at manage.payrange.com using the Operator Account credentials
2.	On the navigation bar on the left, select **Devices** then select **Profiles**
3.	In the upper righthand corner select **+ Add Profile**
4.	Create a name for the profile Use a profile name that describes the type of machine it applies to. **Profile Name** 60lb Washer
5.	Set the Cash Value per Pulse "Cash Value per Pulse" refers to the denomination of coin the PayRange device is auditing. Cash auditing is only supported in machines compatible with a K-series harness kit and a single denomination coin acceptor. **Cash Value per Pulse** should equal the denomination of the coin acceptor (default is a Quarter) **Cash Value per Pulse** 0.25 - If install does not support cash auditing, set **Cash Value per Pulse** '0.00' **Cash Value per Pulse** 0.00
6.	Pulse Settings – Pulse On / Pulse Off Set Pulse on & Pulse off times according to the table below:

	K11/K12 Alliance MDC/ACA	K13/K16 Maytag	K15 LG	Relay Harness
Pulse on	100	25	50	50
Pulse off	100	100	100	300

Additional Pulse Settings (if applicable)

If using a K-series harness kit, set values as shown:

    a.   Pulse Inhibit Threshold: **1200**   **Pulse Inhibit Threshold (ms)**   1200

    b.   Pulse Max Width: **800**   **Pulse Max Width (ms)**   800

For the Relay Harness kit, these fields can be blank. Any value entered will not affect device operation.

7. Create price rows to match machine cycle and price options
For coin slide machines, use only one price row. Otherwise, it is recommended to add an extra row for a 25¢ transaction (used for top-off, cycle upgrade and testing).

Price profile examples are shown on the following page.

Description:
> Choose a **Description** that best matches the machine cycle terminology.
> To request additional Descriptions, contact Ldecode@payrange.com.

#Credits:
> Field only available for certain **Descriptions**
> ('Minutes': enter cycle time; 'Quarter': enter quantity of quarters equal to amount)

Amount:
> Enter amount the user will be charged. Generally, the amount should match machine price, but can be a different amount for app payments (see note below).
>
> **Note:** App price isn't required to match the machine. For example, app price can be set to $2.40 when machine cycle is $2.50 to incentivize PayRange adoption. The BluKey would send 10 pulses and machine would credit $2.50, but the user would be charged only $2.40.

#Pulses:
> Set the number of pulses to send per transaction. Most machines credit 25¢ per pulse. The pulse number must match what the machine is expecting. For example, for a machine/cycle price of $2.50, the machine requires 10 pulses (or 10 quarters) to satisfy vend price.
>
> **IMPORTANT:** For **coin slides** and aftermarket coin acceptors that send a start pulse (such as Keltner Research and some Setomatic acceptors) set **#Pulses** to 1.

Cycle Time: (minutes)
> Used to set a timer in the app that begins after transaction. If left blank, timer defaults to 35min for washers and 45min for dryers. Disable the timer for any price row by setting **Cycle Time** to "0".

Timer Type: **Reset** or **Add-on**
> **Reset:** (starts a new timer cycle) timer will reset if a transaction is sent while time remains on an existing timer
> **Add-on:** time specified will be added on to existing timer

Default:
> Sets one of the pricing rows to be shown to users by default in the app. Any of the rows can be marked as default.

🔴 Deletes pricing row.

➕ Creates an additional pricing row.

Price Profile Examples:

Coin Slide Machine
Single price row; Number of Pulses = 1; Cycle Time 35 min (Reset)

Default	Description	Amount	#Pulses	Cycle Time	Timer Type ℹ		
◉	Reg Cycle ⌄	2.50	1	35	Reset ⌄	⊖	⊕

Washer with Tiered Pricing
Multiple rows; Number of Pulses corresponds to each price point; "Med Cycle" set as default; last row set as "Quarter" where Number of Credits = 1

Default	Description	#Credits	Amount	#Pulses	Cycle Time	Timer Type ℹ		
○	Light Cycle ⌄		2.50	10	35	Reset ⌄	⊖	
◉	Med Cycle ⌄		2.75	11	38	Reset ⌄	⊖	
○	Heavy Cycle ⌄		3.00	12	41	Reset ⌄	⊖	
○	Quarter ⌄	1	0.25	1	3	Add-on ⌄	⊖	⊕

Full Cycle Dryer
Two rows: one for cycle price, one for user to add a quarter for extra time

Default	Description	Amount	#Pulses	Cycle Time	Timer Type ℹ		
◉	Reg Dry ⌄	2.50	10	40	Reset ⌄	⊖	
○	Extra Dry Time ⌄	0.25	1	8	Add-on ⌄	⊖	⊕

Metered Dryer *(example shown for a machine that gives 10 minutes per quarter)*
Multiple price rows using "Minutes" description; 'Number of Credits' corresponds to number of minutes per price point; 40 Minutes set as default

Default	Description	#Credits	Amount	#Pulses	Cycle Time	Timer Type ℹ		
○	Minute ⌄	10	0.25	1	10	Reset ⌄	⊖	
○	Minute ⌄	20	0.50	2	20	Reset ⌄	⊖	
○	Minute ⌄	30	0.75	3	30	Reset ⌄	⊖	
◉	Minute ⌄	40	1.00	4	40	Reset ⌄	⊖	
○	Minute ⌄	60	1.50	6	60	Reset ⌄	⊖	
○	Extra Dry Time ⌄		0.25	1	10	Add-on ⌄	⊖	⊕

8. After setting all price rows as needed, press **Update**. Repeat to create a profile for each machine type and cycle/price structure.

Register BluKey Devices

Each BluKey must be registered to the operator account to assign revenue and reporting from to the specific operator. Register devices through the PayRange App (Android & iOS) at the time of install (recommended) or before install through Manage Console.

PayRange App Registration and Setup (Recommended)

Login to app using operator credentials to access the operator mode.

1. Open PayRange App menu (tap ☰ icon in upper left) and select **Register Device**

2. **Device Information**
   a. **Serial Number & PIN:** tap 📷 to capture barcode for Serial Number and PIN (or enter manually)
   b. **Machine ID:** optional field for internal machine tracking (not visible to consumers)
   c. **Position:** number decal that will be affixed to machine. Machines at same location must have unique number.

3. **Machine Information**
   a. **Category:** select industry (Laundry)
   b. **Subcategory:** select machine type
   c. **Service Location:** optional
   d. **Machine Display Name:** autofills **Subcategory + Position** (ex. "Washer 01") but is editable
   e. **Scan-to-Pay:** automatically populates based on Position ID set previously

4. **Location Information**
   a. **Location Name:** location where device is installed (visible in consumer transaction history)
   b. **Address:** enter location address

   (Use Current Location) - fill address using phone location

   (Use Last Entered) - fill location name & address based on last device registered

5. **Device Preview:** image of machine number populates based on Position ID (it is not recommended to take picture for laundry installations)

6. **Pricing:** select a premade profile, edit a sample profile, or enter fields manually. Device must be set to match machine pricing and options. See Price and Pulse Settings descriptions on page 8.

   If pulse settings were not set in a profile, select **Advanced** to configure:

   Cash value per pulse = denomination of coin acceptor (enter '0' for no coin acceptor)

Machine or Harness Type	Pulse On	Pulse Off	Pulse Inhibit Threshold	Pulse Max Width
K11/K12 Alliance (MDC/ACA)	**100**	**100**	**1200**	**800**
K13/K16 Maytag	**25**	**100**	**1200**	**800**
K15 LG-C	**50**	**100**	**1200**	**800**
Relay Harness (Coin Drop)	**50**	**300**	**N/A**	**N/A**
Relay Harness (Coin Slide)	**100**	**100**	**N/A**	**N/A**

7. **Device Registration Complete** - Success dialog appears:

   Would you like to register another [machine] with same settings & pricing?

   (Yes) - copies Machine, Location and Price settings to next device, Position number increases by one

   (No) - register a device for a machine with different settings

Device Registration via Manage Console

1. On the navigation bar on the left, select 'Devices' then select 'Register'

2. Fill out all necessary fields beginning with **Device Details**
   a. *Serial* – enter device serial number (found on back of BluKey below barcode)
   b. *PIN* – enter device PIN (found on back of BluKey below barcode)
   c. *Machine ID* – this field is optional and can be used for internal machine tracking or asset numbers. The Machine ID will not be visible for consumers.
   d. *Machine Position* – enter the machine number corresponding to the number decal that will be affixed to machine (leave blank for vending installs). All machines in a location must have a unique number.
   e. *Display Name* – this is the machine description that will be displayed to consumers in the app
       i. For laundry devices, the display name should be machine type + *Machine Position* (e.g. "Washer 01")
       ii. For vending installs, enter a machine description (Beverage Machine, Snack Machine, Soap/Detergent Machine, etc.)
   f. *Category* – select "Laundry" or "Vending" depending on machine being installed
   g. *Sub-Category* – select sub-category that matches machine type. Options include Washer, Dryer, Combo (washer/dryer combination stack), or Stack Dryer
   h. *Service Location* – select location type that best matches machine setting

3. **Address:** enter the name and address for the machine location. Location information will be visible in consumer's transaction history.

4. **Custom Fields:** this section is optional and can be used for more granular machine/location tracking and reporting.

5. **Device Image:** For laundry devices, an image is not necessary as it will default to a machine number image corresponding to *Machine Position* value. For vending devices, upload a clear picture of the front of the vending machine.

6. **Tags:** this field is optional. Tags can be used to sort and summarize devices by machine type, route, or location. Tags can also be used to restrict offer codes to certain machine and restrict users with 'Route Driver' role to only have access to specific machines.

7. **Scan to Pay:** for laundry devices, set value to match scan to pay code shown on number decal that will be affixed to the machine (code is immediately below QR-code on decal). Code is always 5-digits long beginning with '10'. Code for #01 decal = 10001; #2 = 10002, etc. For vending devices, leave this field blank.

8. Press "Register" button to complete device registration. Repeat process for each device being installed. To change device information after registration, on the navigation bar on the left, select 'Devices' then select 'List'. Select the device from the list then select "Edit Device".

9. After registering all devices, set pricing for each device. This step requires price profiles to be created ahead of time, as outlined in Setup Price Profiles section. To set device pricing using profiles:
   a. On the navigation bar on the left, select 'Devices' then 'Management'
   b. *Select a feature* – choose "Bulk Pricing" from dropdown menu
   c. *Select an action* – choose the desired price profile
   d. Select all devices from the list to apply the selected price profile, then click "Apply"

  e. Repeat steps *c* & *d* for all price profiles and devices

  Note: If price profiles have not been created, create them first, or pricing can be set manually for each device. To do this, select 'Devices' then 'List' from the left navigation bar. Select a *Device ID* from the list, then select 'Pricing' tab at the top of the device view.

Install Devices and Affix Machine Decals

Install Manuals

After registering and setting prices for devices, it is time to install them in your machines. [Select the appropriate install manual](#) for the harness being installed.

Decals

Your PayRange order includes multiple decals:

- **Number Decal** – a unique number decal must be affixed to every laundry machine equipped with PayRange. Number decal not used for vending applications.
    - The decal should be placed on the machine in an area that is easily visible to (near the coin slot is recommended) and that makes it obvious which machine the number is for.
    - People are conditioned to read left-to-right and top-to-bottom – to make it easier for customers to locate machines, we recommend numbering machines the same way. Number machines from left to right, and for stacked machines which require two different devices, top machine should be lower number.

   Note: Dexter and Maytag stacked machines only require a single device, and therefore should have a single number decal
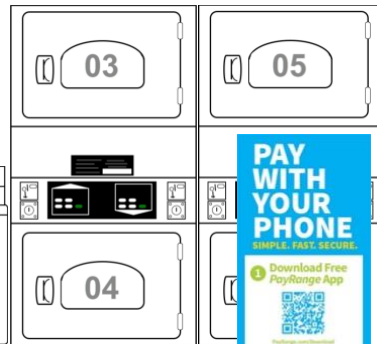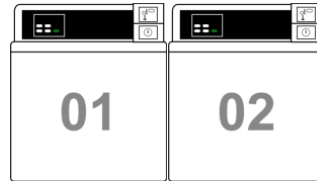
- **Vertical Decal** – this decal describes how to use the PayRange app in three simple steps, and can be affixed to each machine

- **First Purchase Free Decal** – this decal should be used only if the 'New User Program' is enabled on the operator account.
    - The New User Program allows customers who are brand new to PayRange to use the app for a single transaction for their first ever PayRange transaction and is a great way to incentivize customers to adopt mobile pay
    - To enable/disable this feature, and to set the maximum amount the transaction is good for: login to Manage Console → select "Rewards" → select "New User Program"

Vertical Decal

Testing Devices Using App

It is critical to test each BluKey device after install to verify that everything has been installed and setup properly, and that all devices are working properly. Before testing, it is recommended to create and redeem a Free Purchase offer (view Create Free Purchase Offer section).

If real funds have ever been added to the account, the free purchase offer will need to be selected before making purchase (view Appendix III: How to Select Offer). If unable to create/redeem code, add funds into PayRange wallet.

Note: In machines that also accept coin, it is highly recommended to test with coin as well since the PayRange harness is tied into the machines coin acceptor.

Recommended test procedure:
1. Open the app while in the laundry room with all machines powered on. All BluKey devices that are powered on within Bluetooth range (about 35') should be found in the app. If any device is not showing, verify the device is powered on with a solid blue light. If device is not powered on while machine is on or device is powered on but not showing in the app, please contact support@payrange.com
2. Select a machine from the list of available machines
   a. **Coin Slide machines:** swipe to pay the full amount. After the transaction is complete, the machine should be able to be started as if coins had been inserted. If it is not, verify relay harness has been installed correctly and check splice connections to coin switch wires.
   b. **All other machines**: select option to send only 25¢ to machine (single pulse: 'Quarter' option for washer, 'Extra Dry Time' option for dryers) and swipe to pay. The machine display should decrement by only 25¢ (or by 1 coin, depending on display type). If display decrements by more than 25¢ (or 1 coin), verify price row is set to send only 1 pulse, verify correct pulse timing, verify machine has been programmed per installation guide (Alliance MDC & ACA only)
3. If the machine accepts coin, insert coin and verify machine receives credit. If coin test is not successful, please contact support@payrange.com. If machine does not accept coin, proceed to next step.
4. Select option to send full cycle price to machine (for metered dryers, select an option that sends at least $1.00 to machine) and swipe to pay. The machine display should quickly decrement reflecting the amount paid to machine (or add time to metered dryer).

   Note: if app shows "Machine in use" and does not allow additional payment, please contact support@payrange.com
   a. If machine receives all credit without issue, you're done! Repeat process for all machines in location.
   b. If the machine shows an error when sending multiple pulses, or does not receive all the pulses, increase 'Pulse off' time to 300 and pay machine again. To change pulse off time, open the app menu and select "Edit Device". Enter the BluKey serial number or tap the camera icon to scan the barcode on the back of the device. Click 'Next' until the pricing step is showing. At the bottom of the screen, select "Edit Pulse Timing".

Price Changes

If the machine price changes, or the amount showing in the app does not reflect machine price programming, there are three ways to change pricing for the device. When changing amount, be sure to also change Number of Pulses accordingly (as outlined in Setup Price Profiles section).

Method 1 (Manage Console): Bulk Pricing feature

This method is best for changing or updating prices for multiple devices at once. This method requires a price profile with the desired price settings to be created ahead of time as outlined in Setup Price Profiles section.

1. Login to Manage Console at manage.payrange.com
2. On the navigation bar on the left, select 'Devices' then 'Management'
3. *Select a feature* – choose "Bulk Pricing" from dropdown menu
4. *Select an action* – choose the desired price profile
5. Select all devices from the list to apply the selected price profile, then click "Apply"
6. Repeat steps 4 & 5 for all price profiles and devices that need to be changed

Method 2 (Manage Console): Device View

This method can be used to change an individual price setting.

1. Login to Manage Console at manage.payrange.com
2. On the navigation bar on the left, select 'Devices' then 'List'
3. Select the desired Device ID from the list of devices
4. Select the "Pricing" tab at the top of Device View window
5. Current device pricing will be shown – click green "Edit" button below price rows
6. Update 'Number of Pulses' and 'Amount' values as needed, then click "Update"
7. Repeat steps 2 thru 7 for all devices needing price change

Method 3 (PayRange Mobile App): Edit Pricing

1. Open PayRange app menu and select "Edit Device" (must be in Operator Mode)
2. Type in the serial number for the device, or tap the camera icon and scan the barcode on the back of the device, then click "Next"
   Note: For instructions about how to view device ID without opening machine, see Appendix II
3. Click "Next" through each step until at "Pricing" step
4. Update 'Number of Pulses' and 'Amount' values as needed for each row that needs to be adjusted, then click "Update"
5. Repeat this process for all devices that need to be adjusted

Contacting PayRange Support

For assistance with installing and operating your BluKey devices, please contact our support group:

Technical Support:	Sales and Marketing Support:
Phone:+1 (855) 856-6398 (menu option 1) **Email:** support@payrange.com	**Phone:**+1 (855) 856-6398 (menu option 2) **Email:** sales@payrange.com
You Tube PayRange Training Channel This channel helps our growing PayRange community with common support scenarios. For example, account setup, installation, and setting up promotions. https://www.youtube.com/channel/UCnX2C-utPmgT31ISZ21o6GQ	

Appendix I: Account User Roles

Owner: This role allows full access to the account. This user will have access to financials and account details. This is the only role that can add other users to the operator account.

Manager: This role allows the user to manage the operator account. This means:
- The ability to register devices
- View device health to monitor devices
- View sales history
- Add or remove rewards and tags on devices
- The ability to enable or disable two-tier pricing on devices
- This role does not allow user to create offers

Route Driver: This role allows a route driver/service technician access to the devices on their route. The only information they can view is:
- Device health
- Their device list (when creating role, owner tags devices to correspond to this user)

Finance: This role will have access to the following sections within the Manage Console:
- SALES: Dashboard, Summary, Report, Weekly Reports, Transactions, Collections
- DEVICES: Health, List, Map
- PAYMENTS: List

Customer Service: This role will have access to the following sections within the Manage Console:
- SALES: Dashboard, Summary, Report, Weekly Reports, Transactions, Collections
- OFFERS: List, Create Offer

Business Operations: This role will have access to the following sections within the Manage Console:
- SALES: Dashboard, Summary, Report, Weekly Reports, Transactions, Collections
- DEVICES: Health, List, Map, Register, Smart Edit, Bulk Register
- PAYMENTS: List

Appendix II: View Device ID from App

The BluKey serial number, or Device ID, can be displayed in the PayRange app, eliminating the need to open the machine to read the number directly off the device.
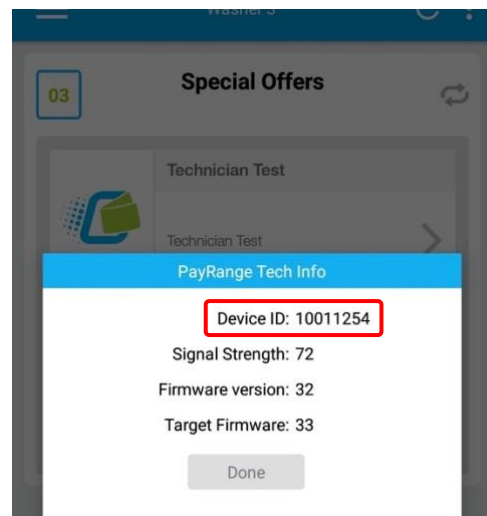
1. Select a machine and tap the "Offers" tab in the upper right corner – the machine card will flip over to reveal available offers
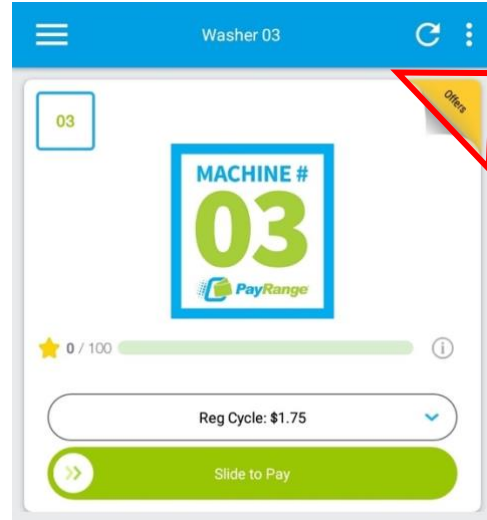
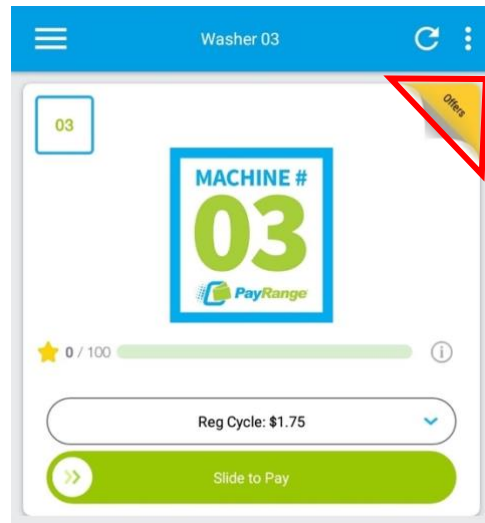2. Double tap on "Special Offers" using <u>two fingers</u>
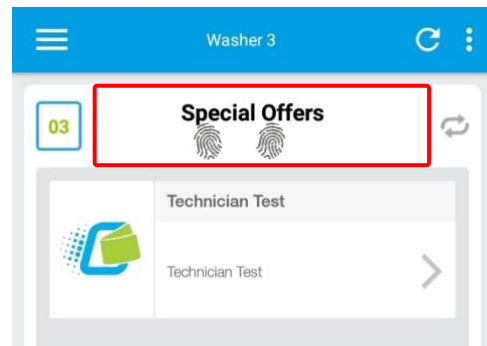
3. "PayRange Tech Info" dialog box will open revealing the Device ID
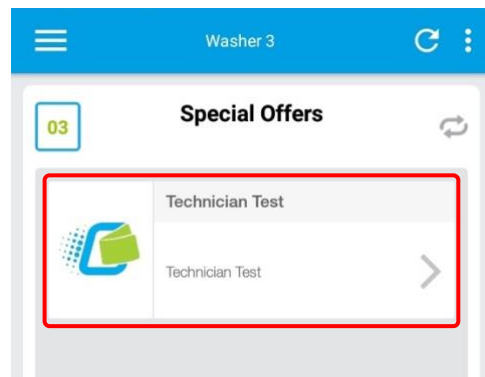
Appendix III: How to Select Offer

1. Select a machine and tap the "Offers" tab in the upper right corner to see all available offers
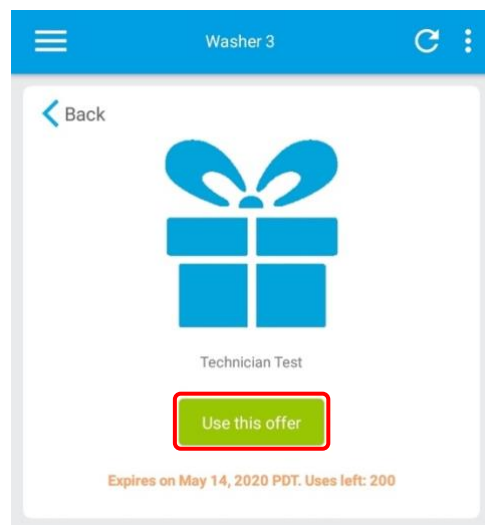

2. Select the desired offer from the list

3. Tap "Use this offer"

   Repeat process each time before making a transaction to use the offer

Glossary of Terms

App: PayRange Mobile Application (iOS & Android)

Consumer Account: Consumer-level PayRange account for customers

Device: PayRange BluKey device

K-series Harness Kits: Plug and play harnesses labeled K1, K2, K3, K11, K12, K13, K15, K21, K21c, K22, K22c, K23, K23c, or K31

Manage Console: PayRange operator dashboard at manage.payrange.com (desktop)

Operator Account: PayRange account for business owner