



User Guide & Support Manual

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Main Menu:

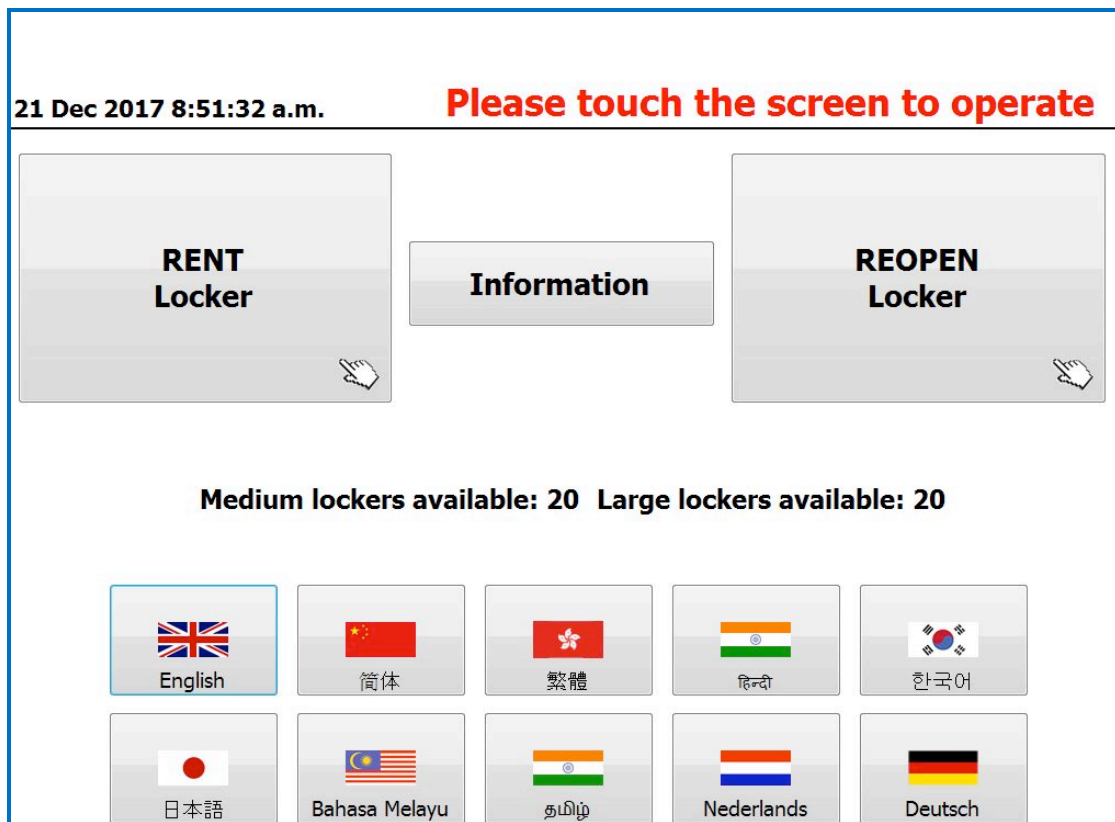


Figure 1 Home Page

Function of this screen:

Action	Description
Touch Language button	Switches all screens, prompts and voice-overs to the selected language.
Touch Rent Locker button	Commences hire operation - refer to Hiring a Locker on Page 5
Touch Information button	Displays Figure 2 Information Screen.
Touch Reopen Locker button	Commences locker opening operation. Optionally completes the hire process and returns the locker to the available pool. Refer to Re-Opening a Locker on Page 13 .

Information Displayed On This Screen:

Item	Description
FREE of charge minutes	Only displays for locations where pricing methodology includes initial free hire period. Shows the currently operating free hire period.
Lockers available	Displays how many lockers are available from this paypoint.

Information Screen:

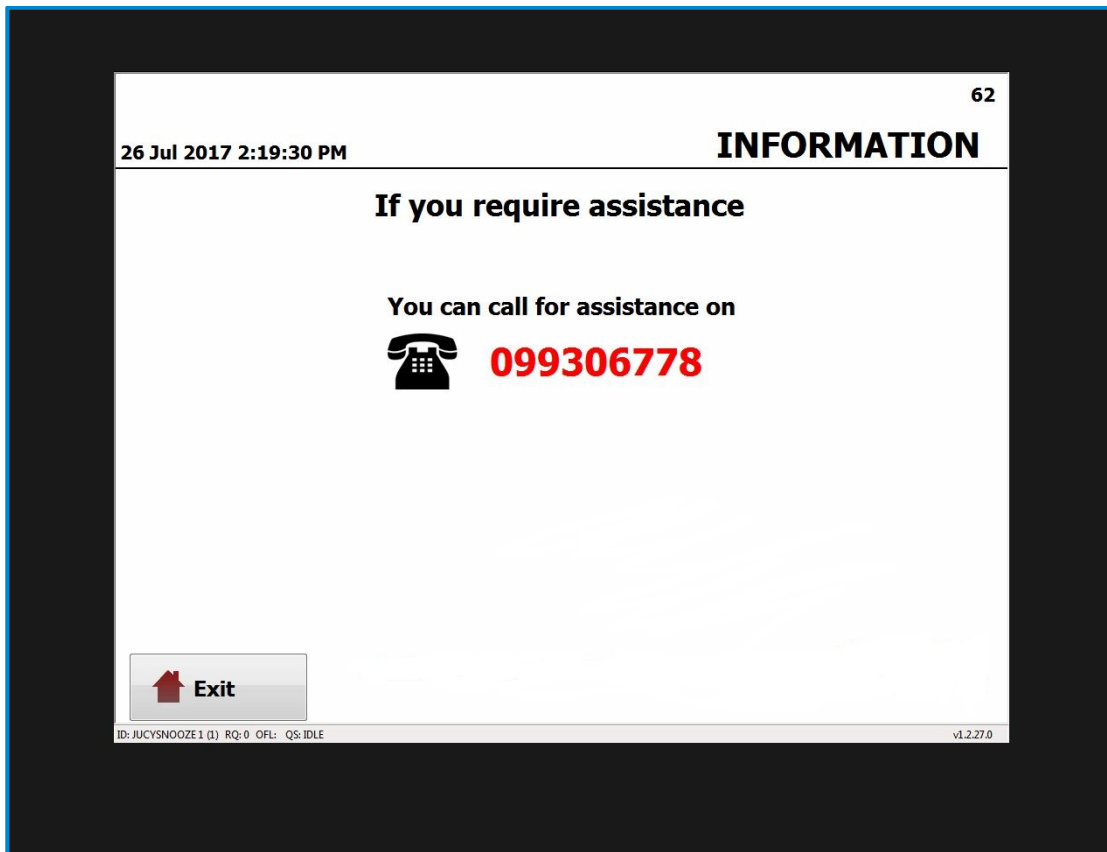


Figure 2 Information Screen

Function of this screen:

Action	Description
Touch EXIT button	Return to Main Menu.

Information displayed on this screen:

Item	Description
Phone Number	This will be the phone number of Elocker support services.

Hiring a Locker

HIRE - Locker Size:

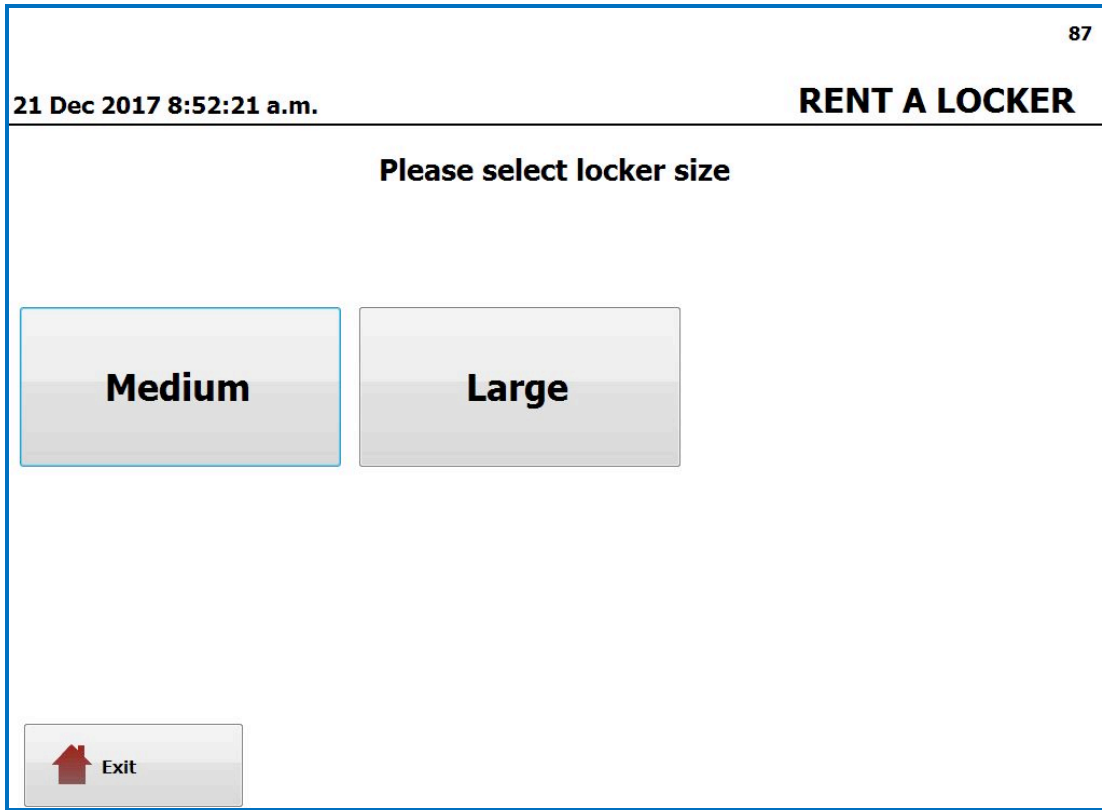


Figure 3 Hire - Locker Size

Function of this screen:

Action	Description
Touch Locker Size Button	Selects desired locker size.
Touch EXIT button	Returns to Main Menu.

HIRE - Duration:

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21 Dec 2017 9:08:08 a.m.**RENT A LOCKER**

Please select rental period

1 Hour
(\$3.00)

2 Hours
(\$6.00)

3 Hours
(\$9.00)

8 Hours
(\$12.00)

1 Day
(\$15.00)

2 Days
(\$28.00)

4 Days
(\$50.00)

7 Days
(\$75.00)

Exit

Figure 4 Hire Duration

If the locker is used for additional time, then additional payment will be requested when the guest reopens the locker.

Function of this screen:

Action	Description
Touch button for required period	Selects desired hire period and price.
Touch EXIT button	Returns to Main Menu.

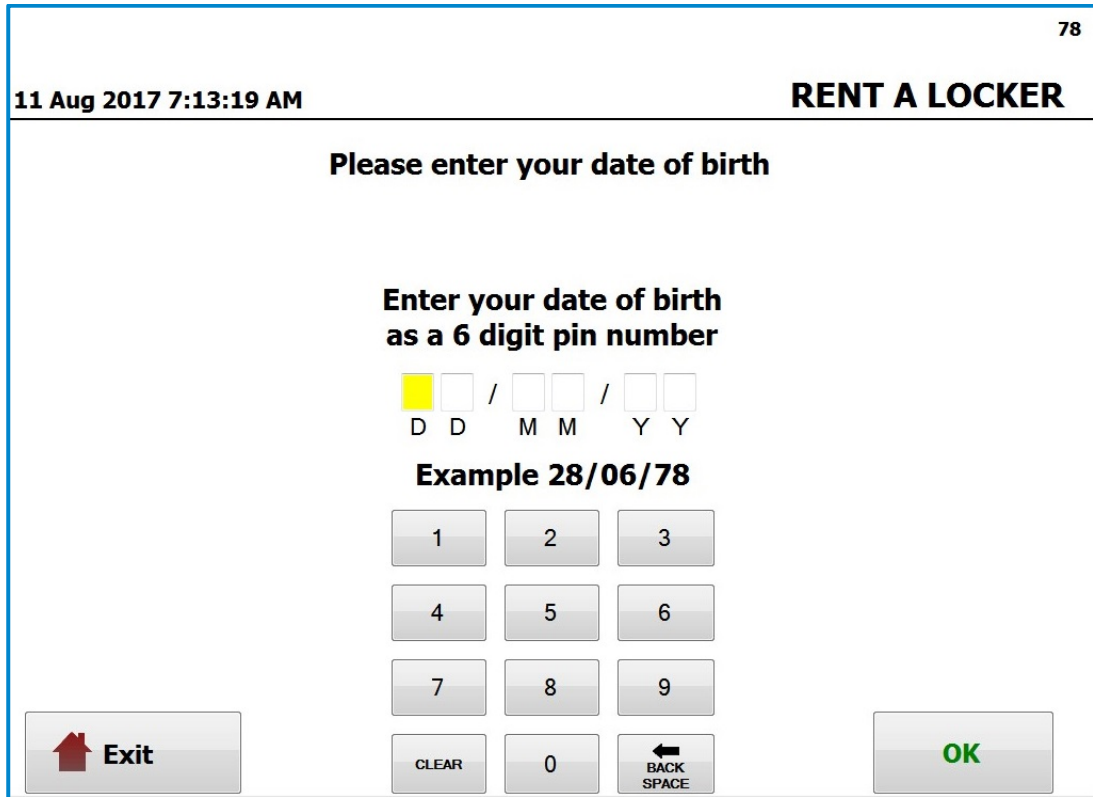


Figure 5 Hire - DOB PIN

Function of this screen:

Using the touch screen keypad, the user must enter a valid date of birth in the format indicated. This functions as the PIN number that allows the user to gain entry to their locker.

Action	Description
Touch keypad buttons to enter date of birth	User enters date of birth in format indicated. Only valid dates are accepted.
Touch OK button	Continues the hire process.
Touch EXIT button	Returns to Main Menu.

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11 Aug 2017 10:27:20 AM
RENT A LOCKER

Please confirm your date of birth

**Confirm your date of birth
as a 6 digit pin number**

//

D D
M M
Y Y

Example 28/06/78

1

2

3

4

5

6

7

8

9

CLEAR

0

←
BACK
SPACE

↑ Exit

OK

Figure 6 Hire - Confirm DOB PIN

Function of this screen:

Using the touch screen keypad, the user must **re-enter** their date of birth to confirm it was correctly entered the first time.

Action	Description
Touch keypad buttons to enter date of birth	User enters date of birth in format indicated. Only valid dates are accepted.
Touch OK button	Continues the hire process.
Touch EXIT button	Returns to Main Menu.

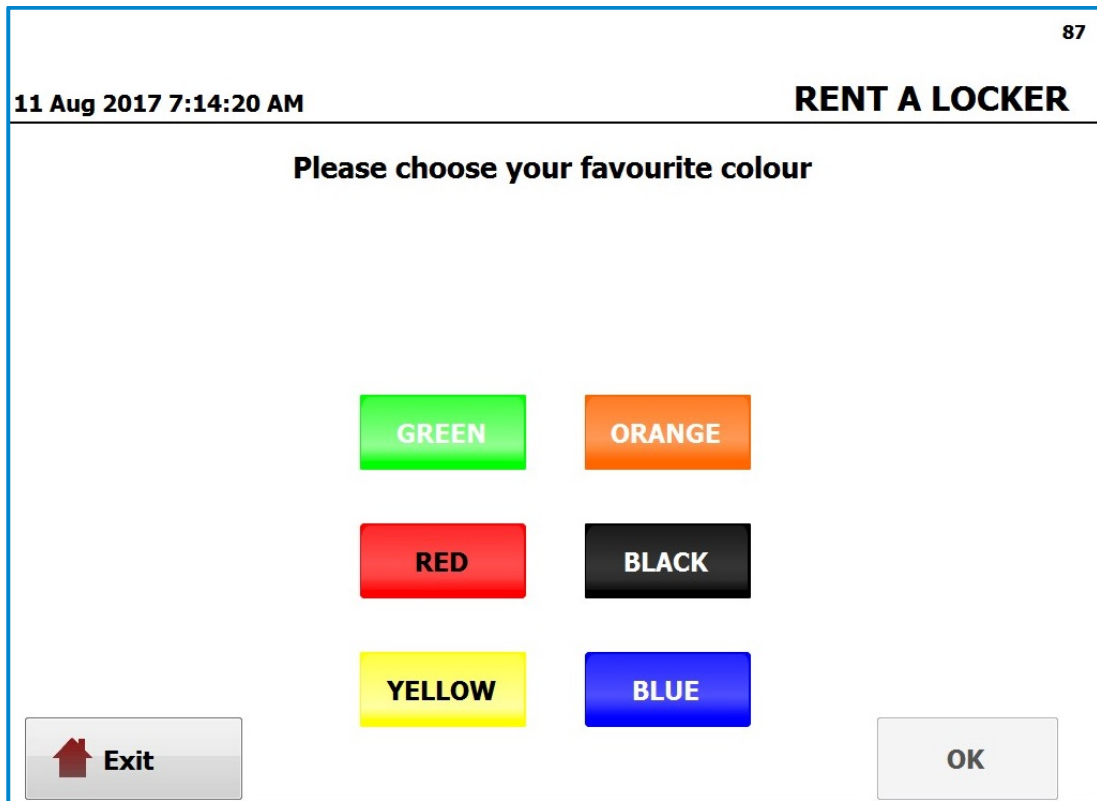


Figure 7 Hire - Select Colour

Function of this screen:

The user must select their favourite colour from the six colours offered. This provides an extra security check to ensure that the correct locker is re-entered when requested.

Please note - the position of the colour boxes are randomised each time they are displayed.

Action	Description
Touch one of the COLOUR buttons	User selects their favourite colour.
Touch OK button	Continues the hire process.
Touch EXIT button	Returns to Main Menu.

Note: Locker number will be assigned once payment is made. Refer to Locker Number Assigned [Page 12](#).

Paying for A Locker

When payment is required the following screen will be displayed.

Payment by Credit or Debit Card

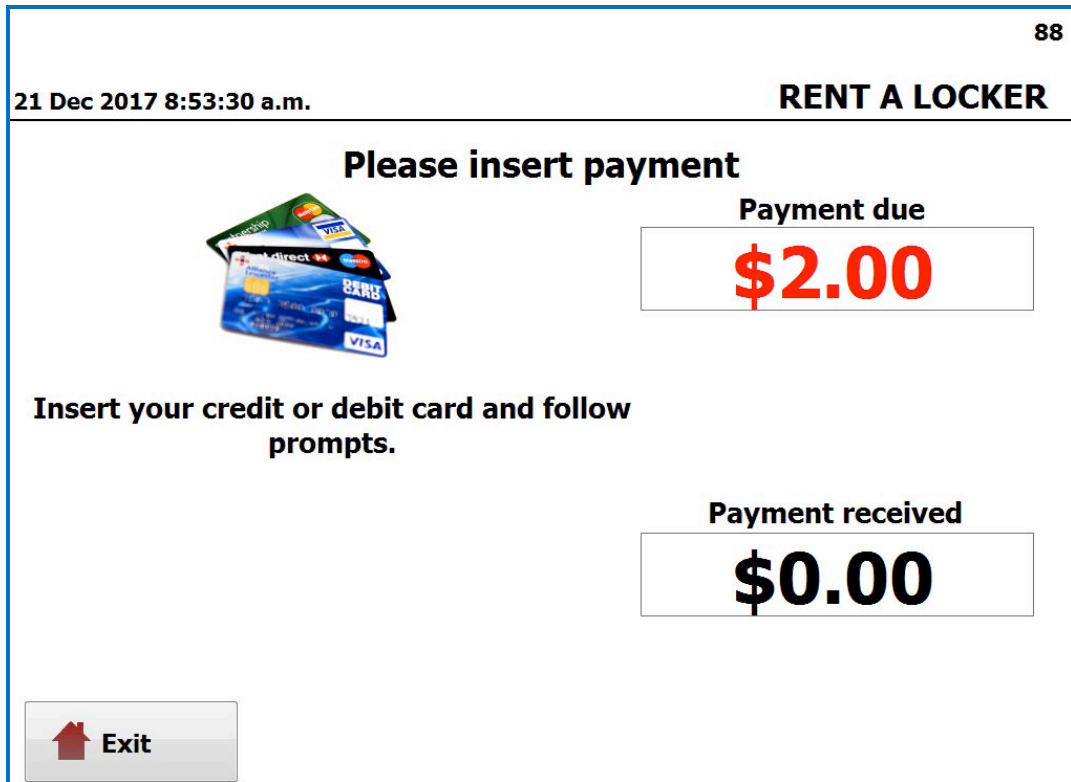


Figure 9 Payment by Credit Or Debit Card

Function of this screen:

Action	Description
Place Credit or Debit Card into card reader	Card payment process will initiate.
Touch EXIT button	Cancel hire process and return to Main Menu.

Information displayed on this screen:

Item	Description
Amount Due	Total payment amount required.
Payment Received	Will automatically show if successful.

Displays during credit or debit card processing:

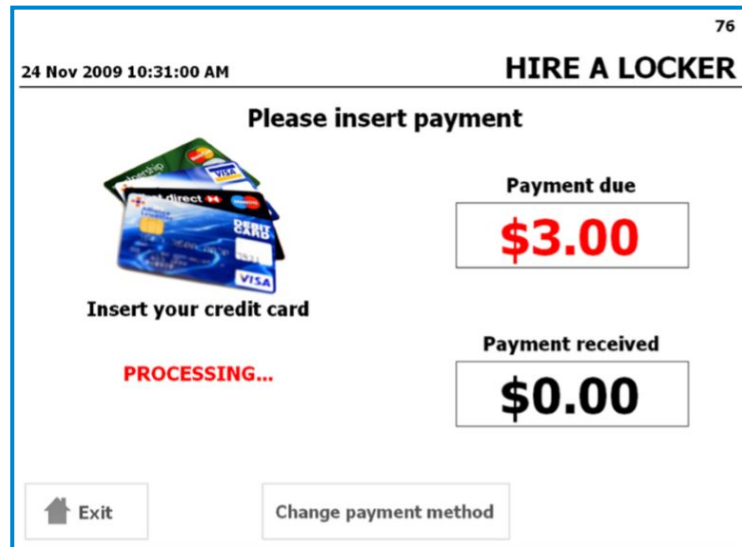


Figure 10 Payment by Card Processing

No buttons available during this process

Displays if card declined:



Figure 11 Payment by Card Declined

Function of this screen:

Action	Description
Touch EXIT button	Cancel hire process and return to Main Menu.

Locker Number Assigned

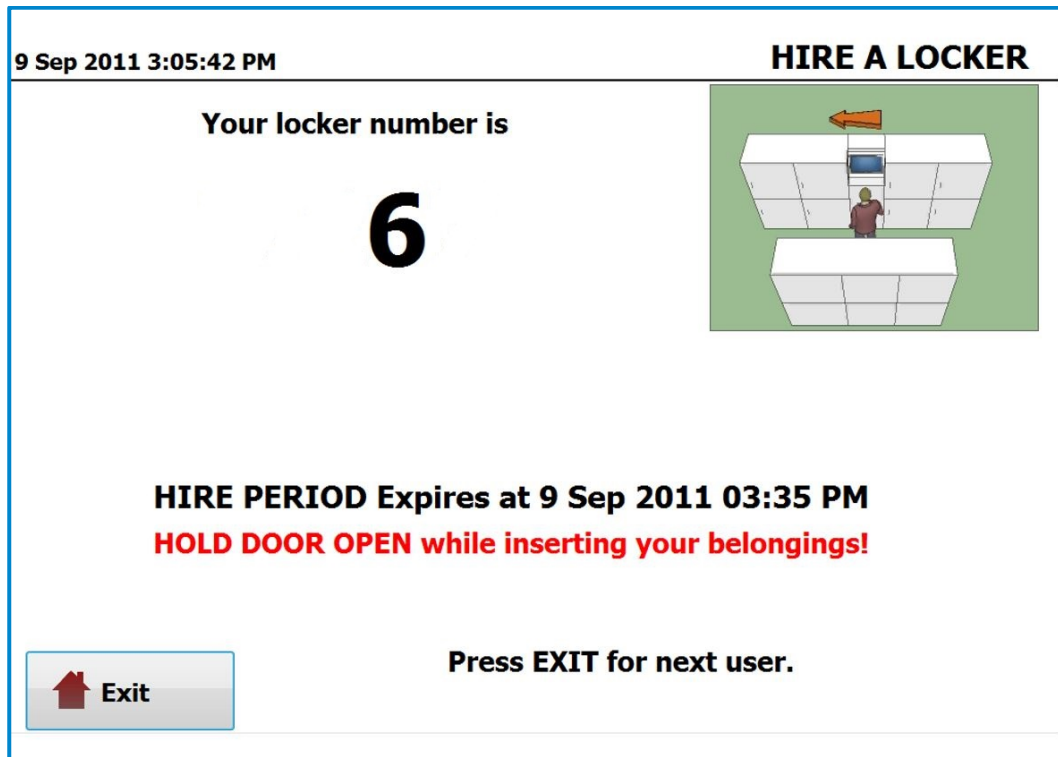


Figure 8 Hire - Locker Assigned

Function of this screen:

Upon completion of the hire process a locker is issued and a graphic including a directional arrow will point either left or right to indicate where the assigned locker is. The door will be automatically unlocked.

The door will automatically lock two seconds after the user firmly closes the door.

Action	Description
Touch EXIT button	Returns to Main Menu.

Information displayed on this screen:

Item	Description
Hire Period Expiry	Advises the user when their hire period expires.

Re-Opening a Locker

Open Locker - DOB PIN

The screenshot shows a mobile application interface for re-opening a locker. At the top left, the date and time are '13 Sep 2011 8:03:37 AM'. At the top right, the title is 'REOPEN LOCKER'. The main instruction is 'Please enter your date of birth'. Below this, it says 'Enter your date of birth as a 6 digit pin number'. There is a visual representation of the date format: a yellow box followed by two white boxes for the day (D D), a slash, two white boxes for the month (M M), a slash, and two white boxes for the year (Y Y). An example date '28/06/78' is provided. Below the example is a numeric keypad with buttons for digits 1-9, 0, CLEAR, and BACK SPACE. There is also an 'Exit' button with a house icon and an 'OK' button.

Figure 12 Open - DOB PIN

Function of this screen:

Using the touch screen keypad, the user must enter their date of birth in the format indicated. It must be the same as the date of birth entered when the locker was hired.

Action	Description
Touch keypad buttons to enter date of birth	User enters date of birth in format indicated. Only valid dates are accepted.
Touch OK button	Continues the reopen process.
Touch EXIT button	Returns to Main Menu.

Open Locker - Colour

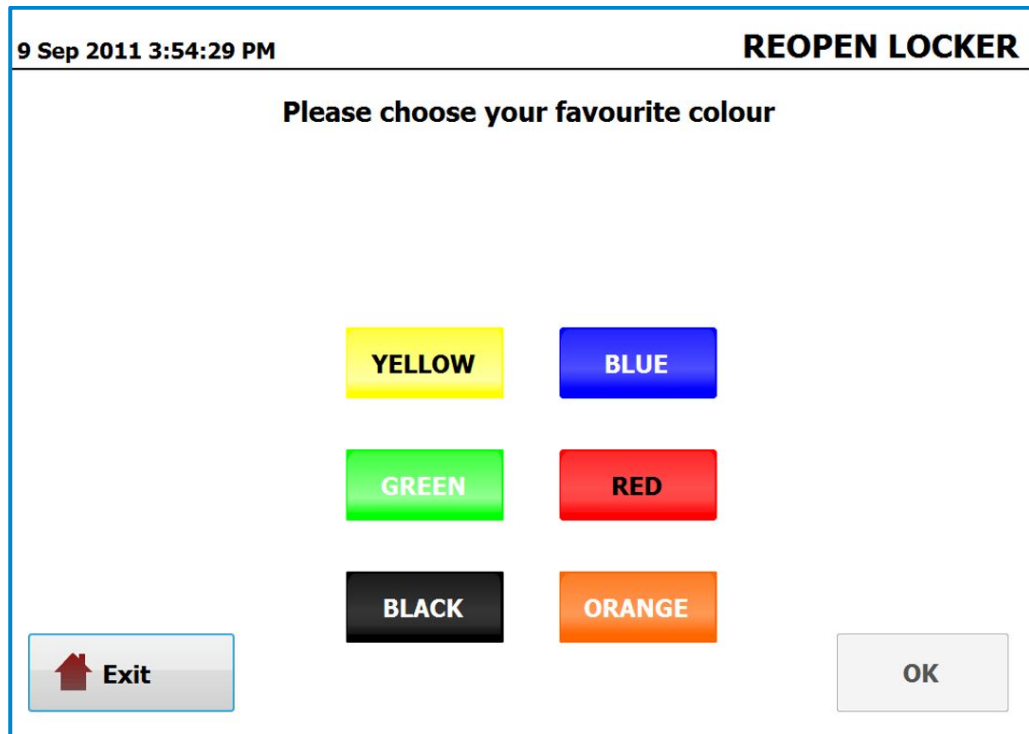


Figure 13 Open - Colour

Function of this screen:

The user must select the same colour that was chosen when the locker was hired.

Action	Description
Touch one of the COLOUR	User selects the same colour used when hiring.
Touch OK button	Continues the reopen process.
Touch EXIT button	Returns to Main Menu.

Open Locker - Hire Finished?

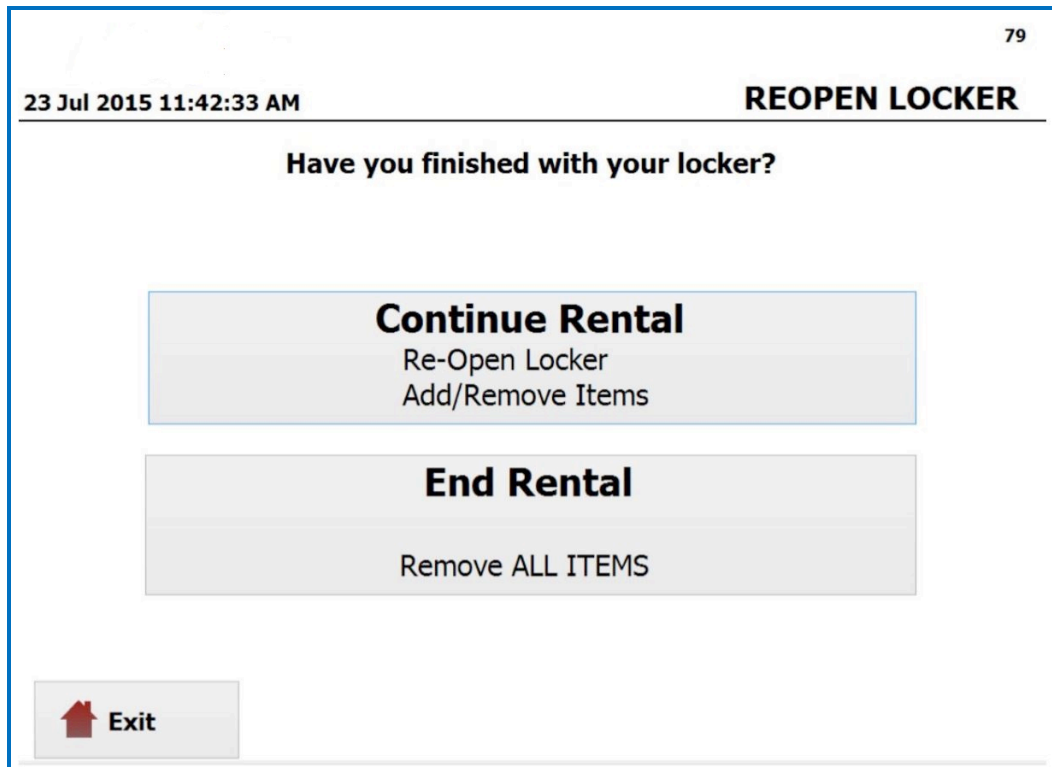


Figure 14 Open - Hire Finished?

Function of this screen:

For multiple entry the user will be asked if they have finished using the locker.

Action	Description
Touch End Rental button	Confirmation screen will display - see below.
Touch Continue Rental button	Locker will be opened but remains hired by same user.
Touch EXIT button	Returns to Main Menu.

Open Locker - Hire Finished Confirmation

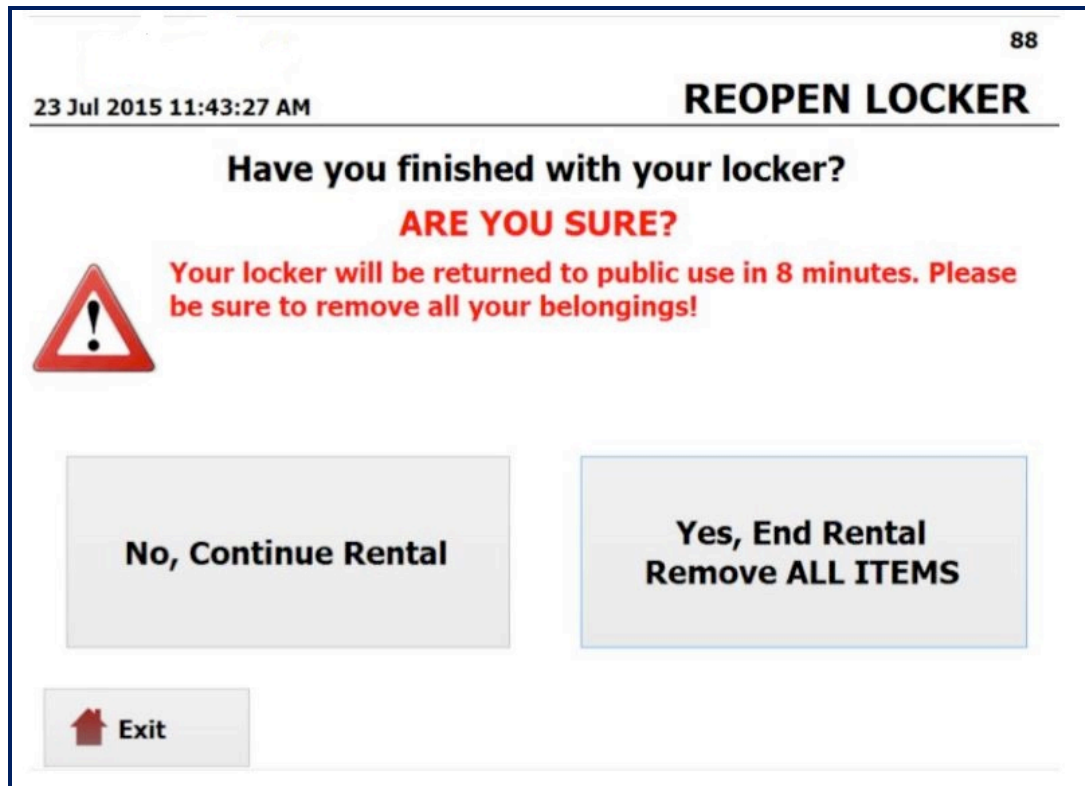


Figure 15 Open - Hire Finished Confirmation 1

Function of this screen:

Action	Description
Touch YES button	Screen below will display providing further notification to user that they must remove all belongings.
Touch NO button	The previous screen will display repeating the Hire Finished question.
Touch EXIT button	Returns to Main Menu.

Open Locker - Hire Finished Confirmation Continued

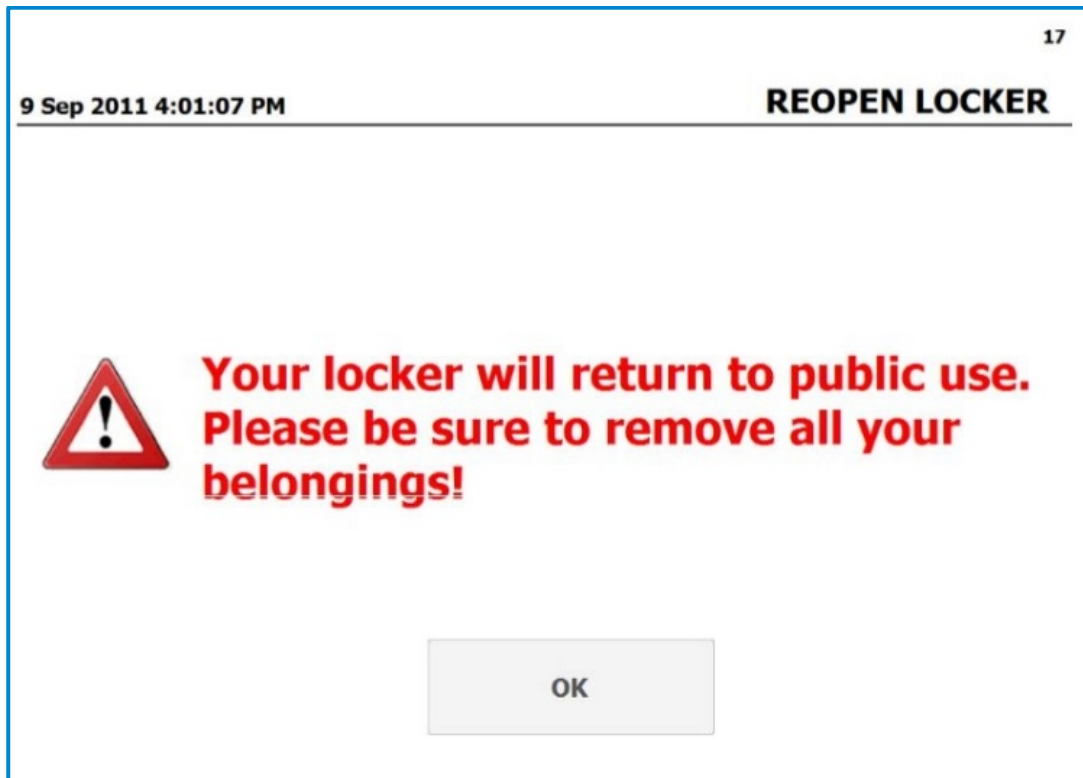


Figure 16 Open - Hire Finished Confirmation 2

Function of this screen:

Action	Description
OK button	The OK button may remain inactive for 3 seconds after which if touched the screen continues to the Door Opened page. If not touched the screen will automatically continue to Door Opened page after another 3 seconds.

Open Locker - Payment

If the customer has gone over their original locker hire period, they will be requested to make a payment for the next price break before being granted access to their locker and the payment process will apply. Refer to Paying for A Locker on [Page 10](#).

Open Locker - Door Opened

After completing the reopen process one of the screens below will be displayed depending on whether the hire is finished or continuing.

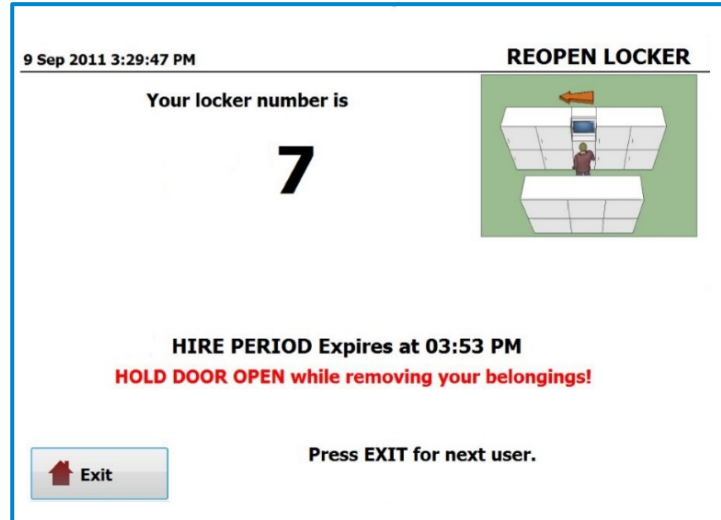


Figure 17 Open Locker - Continuing Hire

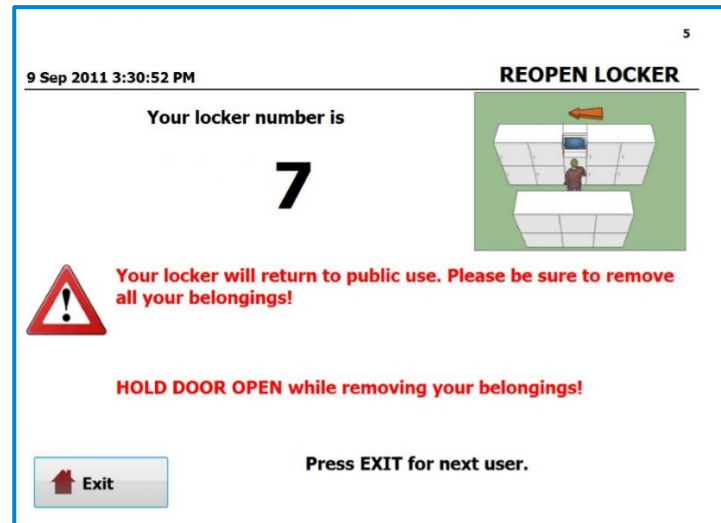


Figure 18 Open Locker - Hire Finished

Function of this screen:

Action	Description
Touch EXIT button	Returns to Main Menu

Screen Timeouts

Every screen except the Main Menu and the Cash Payment screen has a timeout counter at the top right hand corner of the screen. These counters will return the paypoint kiosk to the Main Menu should a user leave a paypoint in mid operation.

If no operator action is received before the counter reaches zero, then the following screen is displayed.

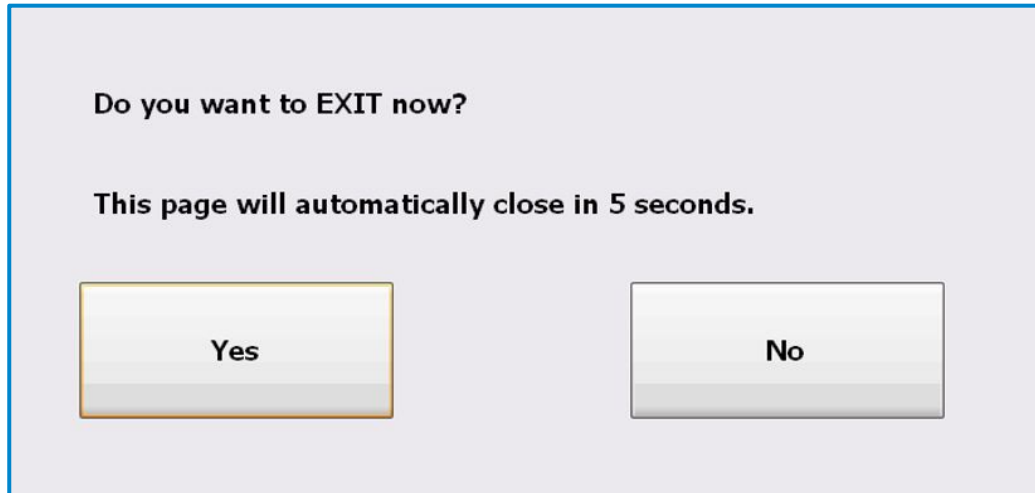


Figure 19 Screen Time Out

If the user is still present they can touch NO which will return to the current display screen.

If the user chooses YES or no button is pressed within 5 seconds, then the paypoint will be returned to the main menu.

Support Process & Trouble Shooting

Elocker Support Phone Number – 099306778

Elocker Support Email – support@elocker.co.nz

Important Notes: In **ALL** cases Elocker Support should be called to resolve any issue. The below resolutions are in the extreme case if Elocker Support cannot be contacted in sufficient time. Whenever possible, if your guest is in no hurry, please continue to try and contact Elocker Support. If you need to follow any of the below processes it is also imperative that Elocker Support is notified either by phone or email as to what the problem was, with what locker, and what was done to resolve the issue.

It is also important to ask the guest for any confirmation of details (locker contents) in writing.

Issue	Resolution
Lock jammed or door jammed. Guest has hired locker but door will not open.	Confirm contents of locker with guest. Use manual override keys to unlock doors. Important - contents must be verified in detail prior to commencing this process.
Lock not closing or door jammed. Guest has hired locker but door will not close.	Ask guest to try and reopen the locker using DOB Pin and colour choice to confirm this locker has in fact been hired by this guest. Use manual override keys to lock doors.
Forgotten PIN, colour or locker number. Guest cannot re-enter locker	Confirm contents of locker with guest. Use manual override keys to unlock doors 1 by 1 until correct locker is found. Important - contents must be verified in detail prior to commencing this process.
Guest did not hire a locker but placed their items in a door that had been left open.	Ask guest for locker number if known. Ask guest to describe locker contents. Open one or more lockers one at a time until guest's locker is located. Important - contents must be verified in detail prior to commencing this process.
Wallet or purse is in locker so user cannot pay to re-enter if they have gone over their paid hire period.	Ask guest for DOB, colour and locker number. Ask guest to describe locker contents. Use manual override keys to lock doors. Verify this is the correct locker by linking guest to contents. E.g. ID in locker, description of contents, photographs on camera. Allow guest to retrieve only wallet or purse and then relock locker. Guest may now reopen locker and pay in normal manner.

Issue	Resolution
Touch screen is not operating correctly	Ensure screen is clean and free of water drops. Ensure guest is not touching screen in more than one place. Is calibration necessary - i.e. does the screen register a touch in a different location to the actual place touched? Contact Elocker Support as soon as possible to calibrate screen.