SmartNow PayStation

Maximize the potential of your SmartNow PayStation with this detailed guide to its features and operation.

SmartNow

About

The SmartNow PayStation manual provides a comprehensive overview of the device's instructions. No rights can be derived from this manual. Before installing this device, please check the Terms and Conditions and read this manual carefully.

A version of the latest updated manual is available online, see smart-now.com/manuals. Please keep this manual for future reference during the lifetime of this device.

Table of contents

1 Introduction

This chapter provides all the necessary information before the customer installs the SmartNow PayStation.

1.1 Contact details

General address	Return address
SmartNow B.V. Zijlweg 148A 2015 BJ, Haarlem The Netherlands	SmartNow B.V. Fao: Support department Zijlweg 148A 2015 BJ, Haarlem The Netherlands

Table 1.1. Address details

For support and operational questions refer to:
- The help function on the SmartNow portal (https://portal.smart-now.com);
- Send an e-mail to support@smart-now.com;
- Call +31 (0)208943777 (Business Days between 09:00 and 17:00 CET).

For general questions, comments or remarks refer to:
- The contact page on the SmartNow website (https://www.smart-now.com).

The Terms and Conditions are available on the SmartNow website (https://www.smart-now.com).

1.2 Explanation of symbols used

The following symbols are used in the manual:

Symbol	Explanation
CE	The SmartNow PayStation bears this symbol, meaning the device complies with the essential requirements and other relevant Directive 2014/35/EU provisions. See Chapter 3.4 for more details.
RoHS Compliant	The SmartNow PayStation bears this symbol, meaning the device complies with the essential requirements and other relevant Directive 2014/30/EU provisions. See Chapter 3.4 for more details.
(crossed-out wheelie bin)	The SmartNow PayStation bears this symbol, meaning it must be handled pursuant to Directive 2011/65/EU to be recycled or dismantled to minimise its environmental impact. See Chapter 3.4 for more details.
⚠ CAUTION	Indicates a hazardous situation that, if not avoided, will or could result in minor injury and/or device malfunction.
(no hand symbol)	Notify people not to perform specific actions. Failure to follow this rule will or could make the warranty void of the SmartNow PayStation and other linked peripherals.
NOTICE	Notifies people of necessary installation, operation or maintenance information that is not hazard-related.
GENERAL SAFETY	Signals explanatory information like instructions and procedures.

Table 1.2. Explanations signal words and symbols

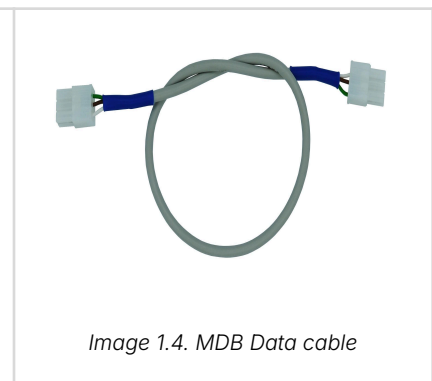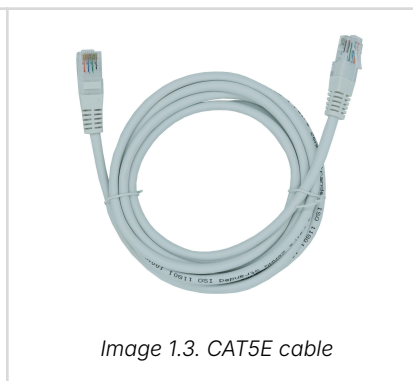## 1.3 Content received package

The package received contains a:

1. SmartNow PayStation;
2. Power supply and cord;
3. CAT5E cable;
4. Data cable to connect to the vending machine.
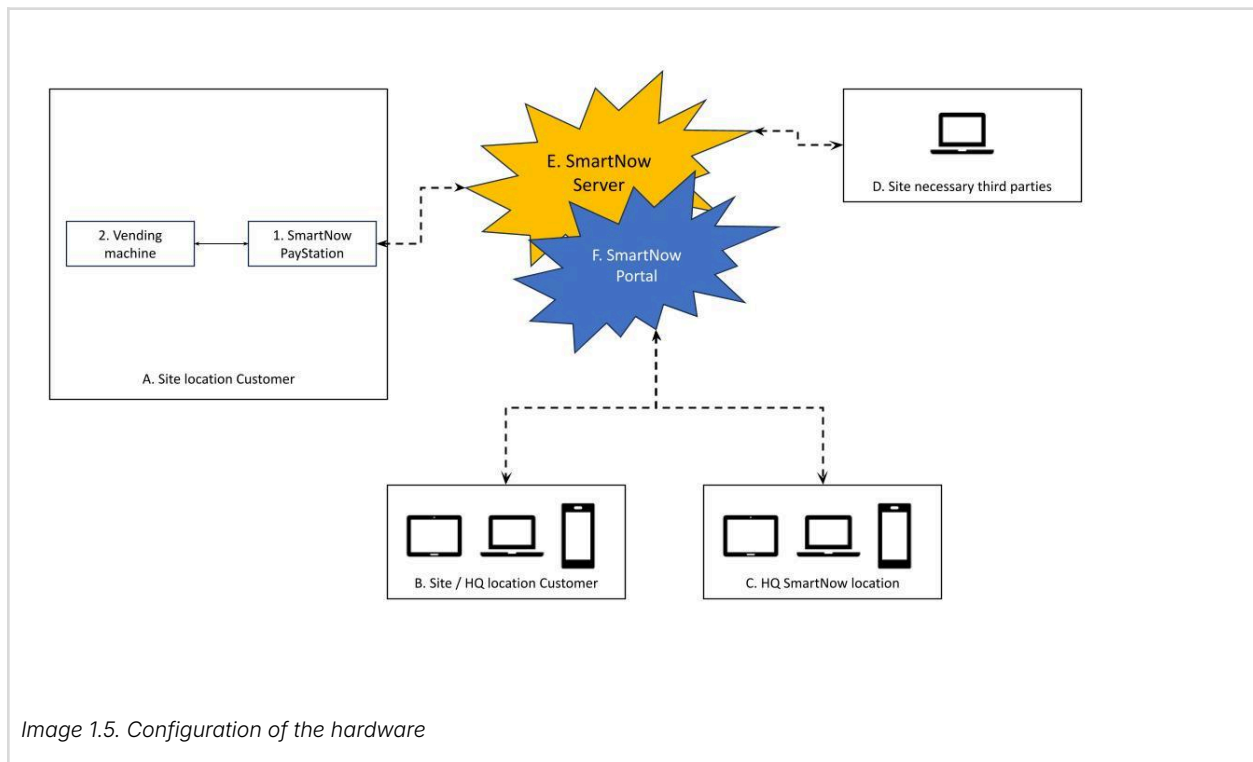
Images of the SmarNow PayStation

Image 1.1. SmartNow PayStation

Image 1.2.Power supply and cord

Image 1.3. CAT5E cable

Image 1.4. MDB Data cable

Symbols	Explanation
⚠ CAUTION	Do not open the enclosed device. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not use cables other than the enclosed ones. Failure to follow this rule may result in minor injury and/or device malfunction.
🚫	Do not use a power supply other than the enclosed one. Using another power supply could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫	Do not use cables other than the enclosed ones. Using other wires could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫	Do not open the enclosed device. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
NOTICE	The image of the SmartNow PayStation is an example. They may differ depending on the chosen payment method. See appendix 3.1 for different enclosures.
NOTICE	The scanner and payment terminal complies with Directives 2014/35/EU, 2014/30/EU, and 2011/65/EU.
GENERAL SAFETY	If the packaging is severely damaged, please contact SmartNow support before continuing the installation.
GENERAL SAFETY	If the enclosed device shows external damage, do not continue the installation. Please contact SmartNow support.
GENERAL SAFETY	If components or cables are missing, do not continue the installation. Please contact SmartNow support.
GENERAL SAFETY	Ensure to read the Terms and Conditions before installing the SmartNow PayStation.

Table 1.3. Explanations signal words and symbols

1.4 Description of system configuration

The SmartNow PayStation enables the connection of vending machines to the internet. It supports processes like scanning and paying and collects and sends data to support the operation of the connected devices and the remote management of the machines.

Overview of the hardware configuration

Image 1.5. Configuration of the hardware

Explanation of the parties mentioned in image 1.5

A. Site location customer

The vending machine and SmartNow PayStation. The SmartNow PayStation supports the vending machine's operation and collects all data from the connected devices, which is regularly sent to the SmartNow server via the internet. The SmartNow PayStation is connected to the internet via a LAN or an external modem and linked with the SmartNow server.

B. HQ / Site Location customer

Data is accessible to the customer via the SmartNow Portal application. The application allows a dedicated group of customer users to access the data. Each user can access the information based on the granted permissions. The information can be viewed on a computer, tablet or mobile device.

C. HQ SmartNow location

Data is also accessible to a dedicated group of SmartNow users for support and financial purposes.

D. Site necessary third parties

If the customer uses a payment terminal, the payment information is guided to the acquirer to approve the payments and a terminal supplier to approve the technical information exchange. For this, the customer needs a contract with an acquirer and terminal supplier.

E. SmartNow Server

Data processed on the SmartNow PayStation is stored on the SmartNow Server.

F. SmartNow Portal

The SmartNow Portal is an application on top of the SmartNow database that makes data available to relevant stakeholders. The stakeholders are customers and SmartNow employees who can view the information based on the permissions granted.

Symbols	Explanation
NOTICE	The SmartNow Portal is accessible 24/7.
NOTICE	The SmartNow Server is accessible by a LAN or 4/5 G modem.
NOTICE	The SmartNow Portal is only accessible with a "user ID" and "password," which are personal and may not be shared.
NOTICE	Depending on the client's wishes, using the "2-Factor Authorisation" is possible.

Table 1.4. Explanations signal words and symbols

1.5 Technical information

This Chapter provides technical details and dimensions-mass of the SmartNow PayStation. The lifetime of the SmartNow PayStation is at least one year. When the SmartNow PayStation no longer works, please return it to SmartNow BV or process it according to Directive 2011/65/EU.

Properties SmartNow PayStation	Value			Unit
	Min	*Max*	*Uses*	
Input voltage	7	36	24	Volt
Current	0.15	2	0.15	Ampere
MDB in/output port.	-	-	24	Volt
Serial data in/output port.	-	0.5	-	Ampere
RJLAN-45 data in/output port.	-	0.5	-	Ampere
H10: Micro USB port	-	0.4	-	Ampere

Table 1.5. Technical details SmartNow PayStation

Mass dimensions

Depth	*width*	*Height*	*Weight*
24 cm	13 cm	30 cm	2600 gr

Table 1.6. Mass dimensions

Average energy and data usage per year

Energy usage	*Data usage*
80 KWH	2.0 GB

Table 1.7. Consumption

1.6 Operational information

Before installing the SmartNow PayStation , read this Chapter carefully.

Contractual information

1. To use the solution of which the SmartNow PayStation is a part, a signed contract must be in place or concluded between the customer and SmartNow BV.
2. If the company uses a payment terminal, the customer must have or conclude a contract with an acquirer and a payment terminal supplier.
3. The connected payment terminal must be certified by SmartNow BV on brand and type level.
4. The connected coin changer (if applicable) must be certified by SmartNow BV on brand and type level.
5. The connected vending machine must be certified by SmartNow BV on brand and type level.
6. The SmartNow PayStation can only be obtained by business customers.

Information on the SmartNow PayStation

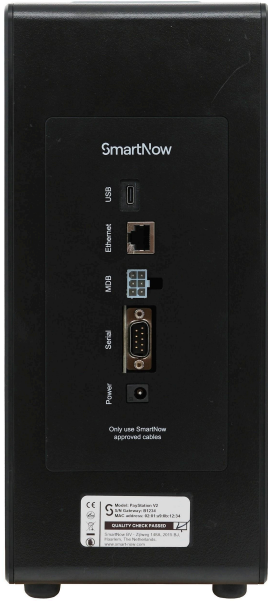Reading and understanding the information provided and printed on the SmartNow PayStation is essential for properly operating the device.

Image 1.6. Front side SmartNow PayStation

Image 1.7. Back side SmartNow PayStation

Ports on the SmartNow PayStation

Understanding the SmartNow PayStation ports is essential for proper installation.

Image 1.8. Back side SmartNow PayStation

Ports on the SmartNow PayStation:
- USB-C port;
- Ethernet port to connect the Cat5E cable for the internet connection;
- MDB port to connect the vending data cable if a MDB cable is used;
- Serial port to connect the vending data cable if a Serial cable is used;
- Power port to connect the power supply.

Every sold SmartNow PayStation carries a product label, holding the following information:
- CE mark;
- Rohs mark;
- Disposal mark;
- SmartNow serial number;
- MAC address;
- Quality check mark;
- Address details.

Symbols	Explanation
⚠ CAUTION	Do not open the SmartNow PayStation. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not insert objects other than the enclosed cables into the ports of the SmartNow PayStation when it is under power. Failure to follow this rule may result in minor injury and/or device malfunction.
🚫	Do not use a power supply other than the enclosed one. Using another power supply could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫	Do not open the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫	Never insert objects other than the enclosed cables into the ports of the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.

Symbols	Explanation
NOTICE	The image of the SmartNow PayStation is an example. They may differ depending on the chosen payment method. See appendix 3.1 for different enclosures.
NOTICE	The scanner and payment terminal complies with Directives 2014/35/EU, 2014/30/EU, and 2011/65/EU.
GENERAL SAFETY	If the SmartNow PayStation shows external damage. Please contact SmartNow support.
GENERAL SAFETY	Ensure to read the Terms and Conditions before installing the SmartNow PayStation.

Table 1.8. Explanations signal words and symbols

Operational working conditions

The ideal working conditions for the SmartNow PayStation are:

- Temperature: -20°C[1] to +50°C / -4°F[2] to +122°F;
- Humidity: 60%rH - 85%rH[3];
- Do not expose the SmartNow PayStation and the peripherals to sunlight.

Symbols	Explanation
⚠ CAUTION	Only a SmartNow BV-certified vending machine can be connected to the SmartNow PayStation. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not use cables other than the enclosed ones. Failure to follow this rule may result in minor injury and/or device malfunction.
⚠ CAUTION	Do not insert objects other than the enclosed cables into the ports of the SmartNow PayStation when it is under power. Failure to follow this rule may result in minor injury and/or device malfunction.
🚫	Using the SmartNow PayStation is strictly prohibited without express permission from SmartNow BV. Failure to follow this rule will incur subscription and usage costs.

---

[1] C: Celsius
[2] F: Fahrenheit
[3] rH; Relative Humidity

Symbols	Explanation
🚫✋	Do not connect a vending machine not certified by SmartNow BV to the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫✋	Do not connect a non-CE-certified vending machine to the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫✋	Never insert objects other than the enclosed cables into the ports of the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
🚫✋	The SmartNow PayStation may only be used by business customers who have signed a contract with SmartNow. Private individuals or parties without a contract cannot derive rights from our Terms and Conditions.
NOTICE	The customer is responsible for setting up a contract with the payment terminal supplier and the acquirer. Card payments are only possible with both contracts in place.
NOTICE	The vending machine or payment terminal must be certified by SmartNow BV in advance. Non-certified vending machines will not work with the SmartNow PayStation. Contact SmartNow BV for more information about the required SmartNow BV certifications.
GENERAL SAFETY	The SmartNow PayStation should not be operated by minors or persons with reduced physical, sensory or mental capabilities.

Table 1.9. Explanations signal words and symbols

2 Instructions

This Chapter contains information on how to unpack, repack, store, install, and test the SmartNow PayStation.

2.1 Unpacking, repacking and storage

Unpacking instructions

- Please check the label to ensure the quality inspection has been passed (✓).
- Please compare the packing slip with the package's contents to ensure that the SmartNow PayStation and ordered peripherals are enclosed.
- Please check the SmartNow PayStation, power supply and cables for external damage.
- Save all the packing material until all products work as desired.
- The packaging can be processed as waste paper. Plastic waste must be processed separately.
- For the return address, see chapter 1.1.

Repacking

If it is necessary to return one or more items, please use by preference:
- The original packing material;
- Filler material to absorb the shocks during dispatch;
- A "Fragile" sticker to indicate the vulnerability of the package;
- Take the carrier's packing instructions into account;
- In the event of returning the SmartNow PayStation, please also return the power supply, cord and the Cat5E cable.

Storage

If the product is to be stored, please take the following guidelines into account:
- Temperature: -20°C[4] to +50°C / -4°F[5] to +122°;
- Humidity: 60%rH - 85%rH[6];
- Do not expose the SmartNow PayStation and the peripherals to sunlight.

---

[4] C: Celsius
[5] F: Fahrenheit
[6] rH; Relative Humidity
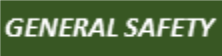
Symbols	Explanation
GENERAL SAFETY	If items are missing or damaged on arrival, please contact SmartNow support.
GENERAL SAFETY	If the label is missing or the quality check passed box is not checked, please contact SmartNow support.
GENERAL SAFETY	If the SmartNow PayStation, peripherals or cables are damaged, the installation should not continue.

Table 2.1. Explanations signal words and symbols

2.2   Installation SmartNow PayStation

Preparation for the installation

Before installing, it is recommended to:

- Ensure a clean and dry environment;
- Use a stable table to display the SmartNow PayStation and peripherals;
- Make sure that there is a wall outlet and network connection nearby;
- When using a modem, ensure it can establish at least a 3G connection.

Install the SmartNow PayStation

Image 2.1. Front side SmartNow PayStation

Image 2.2. Back side SmartNow PayStation
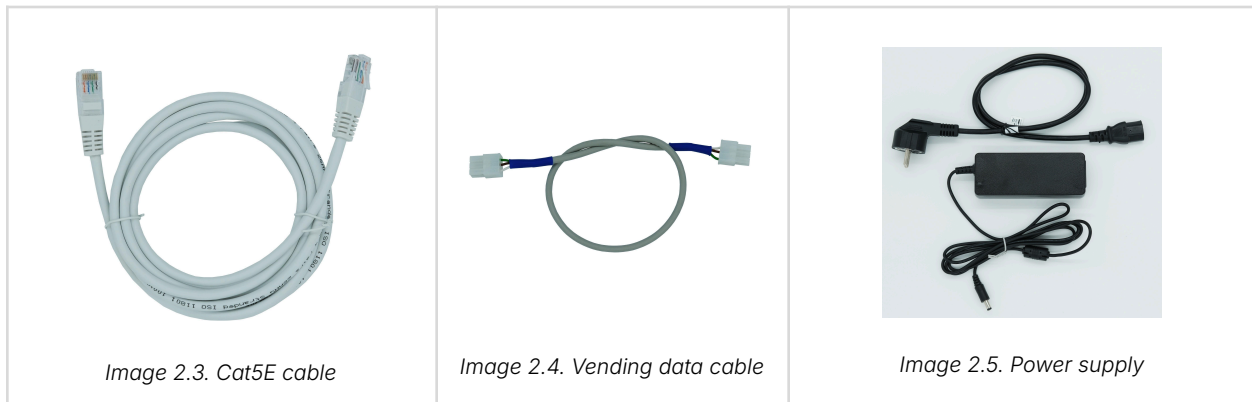
Image 2.3. Cat5E cable

Image 2.4. Vending data cable

Image 2.5. Power supply

#	Instructions	Comments
1	Insert one connector of the Cat5e cable (image 2.3.) in the Ethernet port of the SmartNow PayStation and the other connector into the ethernet wall outlet.	
2	Insert one connector of the Vending data cable (image 2.4.) in the MDB port of the SmartNow PayStation and the other connector into the correct MDB port of the vending machine.	The MDB or the Serial port is used.

#	Instructions	Comments
	(If applicable Insert one connector of the Vending data cable in the Serial port of the SmartNow PayStation and the other connector into the correct (Serial, or dedicated) port of the vending machine.)	
3	Insert the "jack plug" of the power supply into one connector of the Cat5e cable (image 2.5.) in the Power port of the SmartNow PayStation.	
4	Connect the power cord to the power supply.	
5	Switch on the vending machine.	
6	Insert the power supply cord into a wall outlet.	

Table 2.2. Installation instructions

Symbols	Explanation
CAUTION	Always approach the vending supplier to consult which serial or MDB port to use on the vending machine. Failure to follow this rule may result in minor injury and/or device malfunction.
CAUTION	Do not open the SmartNow PayStation. Failure to follow this rule may result in minor injury and/or device malfunction.
CAUTION	Only a SmartNow BV-certified vending machine can be connected to the SmartNow PayStation. Failure to follow this rule may result in minor injury and/or device malfunction.
CAUTION	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
CAUTION	Do not use cables other than the enclosed ones. Failure to follow this rule may result in minor injury and/or device malfunction.
CAUTION	Do not insert objects other than the enclosed cables into the ports of the SmartNow PayStation when it is under power. Failure to follow this rule may result in minor injury and/or device malfunction.
CAUTION	Connect the SmartNow PayStation's power supply cable with a grounded wall outlet. Failure to follow this rule may result in minor injury and/or device malfunction.

Symbols	Explanation
	Using the SmartNow PayStation is strictly prohibited without express permission from SmartNow BV. Failure to follow this rule will incur subscription and usage costs.
	Do not connect a vending machine not certified by SmartNow BV to the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
	Do not connect a non-CE-certified vending machine to the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
	Never insert objects other than the enclosed cables into the ports of the SmartNow PayStation. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
	The SmartNow PayStation may only be used by business customers who have signed a contract with SmartNow. Private individuals or parties without a contract cannot derive rights from our Terms and Conditions.
	The SmartNow PayStation and peripherals should not be installed in a humid environment. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
	Always follow the directions of the vending machine supplier concerning the ports used on the vending machine. Failure to follow this rule could void the warranty of the SmartNow PayStation and other linked peripherals.
NOTICE	The vending machine only communicates with the SmartNow PayStation if appropriately configured. Please ask the vending machine supplier for the correct configuration.
NOTICE	The customer is responsible for setting up a contract with the payment terminal supplier and the acquirer. Card payments are only possible with both contracts in place. (If applicable)
NOTICE	The vending machine or payment terminal (If applicable) must be certified by SmartNow BV in advance. Non-certified vending machines will not work with the SmartNow PayStation. Contact SmartNow BV for more information about the required SmartNow BV certifications.
GENERAL SAFETY	Minors or persons with reduced physical, sensory, or mental capabilities should not install the SmartNow PayStation.
GENERAL SAFETY	The SmartNow PayStation should not be operated by minors or persons with reduced physical, sensory or mental capabilities.
GENERAL SAFETY	Before connecting the vending machine to the SmartNow PayStation , switch off the vending machine.

Symbols	Explanation
GENERAL SAFETY	Always use a grounded wall outlet to connect the power supply cable of the SmartNow PayStation.

Table 2.3. Explanations signal words and symbols

2.3 Test of the hardware configuration

This chapter contains the basic test procedure to check if the SmartNow PayStation and enclosed peripherals are operating correctly. If something is not working, please read chapter "2.6 Troubleshooting", before contacting SmartNow support.

#	Action	Comments
1	Set up an assortment.	See Appendix 3.3
2	Switch on the SmartNow PayStation.	Plug the power plug into the wall outlet.
3	Switch on the vending machine.	
4	Check on the SmartNow Portal if the SmartNow PayStation is online.	See Appendix 3.3
5	Check on the SmartNow Portal to see if the peripherals, like the scanner and/or payment terminal, are connected.	See Appendix 3.3
6	Select a product on the vending machine.	
7	Use a payment card to finish the test.	The selected product is served.
8	Select a product on the vending machine.	
9	Use a payment voucher to finish the test.	The selected product is served.
10	Check the SmartNow Portal to view the events and payments.	See Appendix 3.3

Table 2.4. Steps test plan

Symbols	Explanation
NOTICE	Requesting a SmartNow Portal training before testing the hardware configuration is recommended.
NOTICE	Copy the assortment details from the vending machine into the SmartNow Portal.

Symbols	Explanation
NOTICE	Please be aware that the PLU's in the assortment details in the SmartNow Portal must be the same as those in the vending machine.
NOTICE	A contract with an acquirer and payment terminal supplier must be in place before a card payment is possible.
NOTICE	A campaign must be active and a voucher must be issued before a voucher payment is possible.
NOTICE	The vending machine only communicates with the SmartNow PayStation if appropriately configured. Please ask the vending machine supplier for the correct configuration.

Table 2.5. Explanations signal words and symbols

2.4 Placement of the SmartNow PayStation

The SmartNow PayStation should be placed on a flat surface and in such a way that the user reaches both the payment terminal (if applicable) and scanner.

2.5 Maintenance instructions

- Before cleaning, disconnect the power supply and data cable.
- If required, clean the SmartNow PayStation with a damp cloth. Do not use liquid or spray products.
- To ensure consistent and optimal scanning performance, regularly wipe the scanner window with lens tissue or other material suitable for cleaning optical materials such as eyeglasses.

Symbols	Explanation
⚠ CAUTION	Do not maintain or clean the SmartNow PayStation or peripherals when operational. Failure to follow this rule may result in minor injury and/or device malfunction.
GENERAL SAFETY	Maintenance may only be carried out by adults.
GENERAL SAFETY	Minors or persons with reduced physical, sensory, or mental capabilities should not maintain or clean the SmartNow PayStation.

Table 2.6. Explanations signal words and symbols

2.6 Troubleshooting

If the set-up does not issue or serve the products, please follow the next steps before contacting the Support department of SmartNow BV.
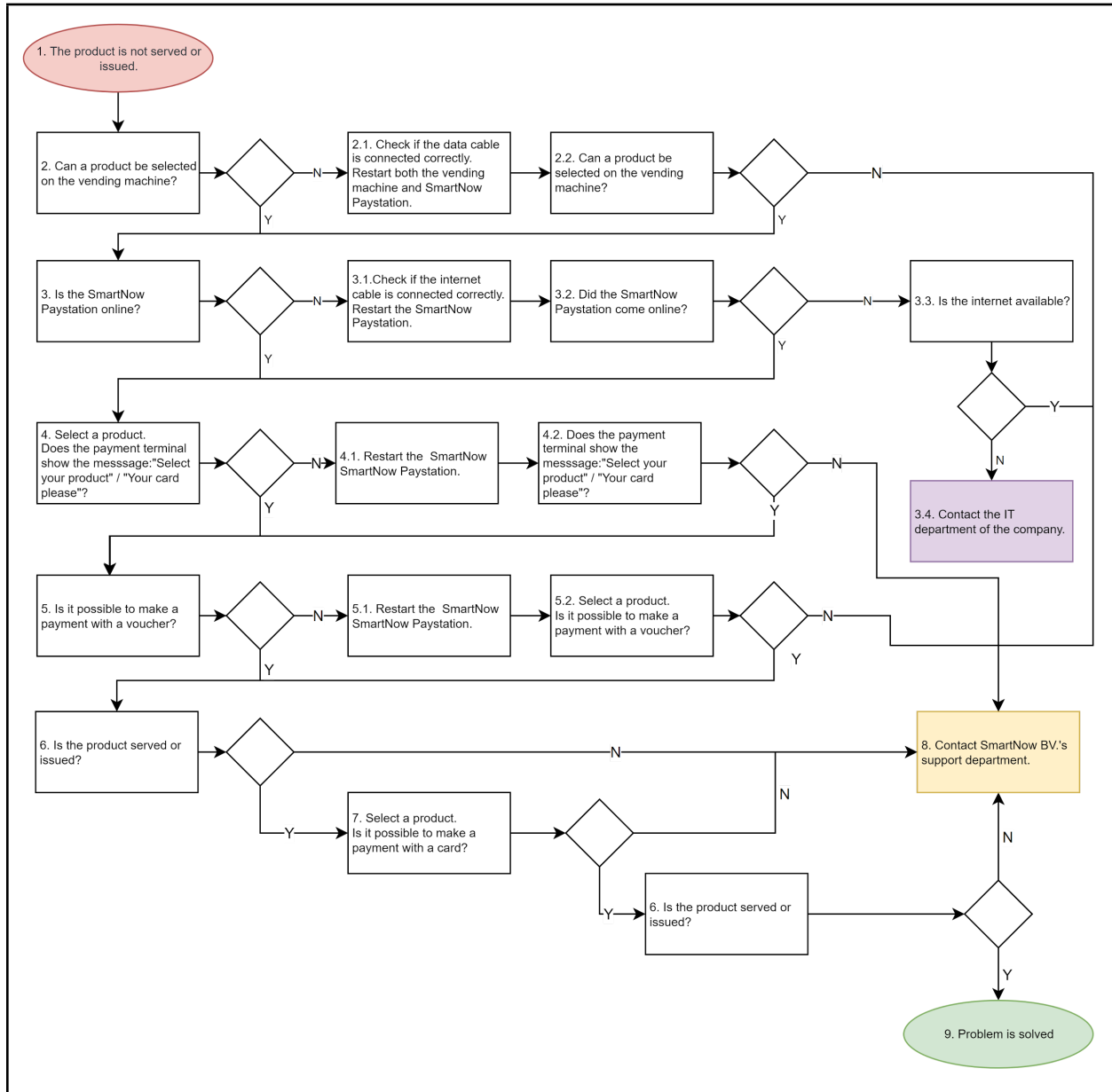
Flowchart 2.1. Troubleshooting, Y (Yes) or N (No)

#	Actions	Comments
1.	The product is not served or issued.	
2.	Can a product be selected on the vending machine?	The answer is N (No) if the complete menu is inactive.
2.1.	Check if the data cable is connected correctly. Restart both the vending machine and SmartNow PayStation.	Perform the check on the vending machine and ports H4 or H2 of the SmartNow PayStation.
2.2.	Can a product be selected on the vending machine?	The menu should be active.
3.	Is the SmartNow PayStation online?	This must be checked on the SmartNow portal. The column network status has a symbol (⚠).
3.1.	Check if the internet cable is connected correctly. Restart the SmartNow PayStation.	Check if the Cat5E cable is connected to both the outlet and SmartNow PayStation.
3.2.	Does the SmartNow PayStation come online?	This must be checked on the SmartNow portal. The column network status has a symbol (✔).
3.3.	Is the internet available?	This can be checked by linking another computer to the LAN cable from the company or the router.
3.4.	Contact the IT department of the company.	If there is no internet available, contact the company's IT department.
4.	Select a product. Does the payment terminal show the message "Select your product" or "Your card please"?	Depending on the payment terminal, it may show the message "Select your product" or "Your card, please."
4.1.	Restart the SmartNow PayStation.	
4.2.	Select a product. Does the payment terminal show the message "Select your product" or "Your card please"?	
5.	Is it possible to make a payment with a voucher?	A voucher payment can only be made if a campaign has been set up. For more information, please refer to the help function on the SmartNow Portal.
5.1.	Restart the SmartNow PayStation.	Perform the check on the scanner and port H8 on the SmartNow PayStation.
5.2	Select a product. Is it possible to make a payment with a voucher?	

#	Actions	Comments
6.	Is the product served or issued?	
7.	Select a product. Is it possible to make a payment with a card?	
8	Contact SmartNow support.	Send an e-mail to support@smart-now.com, or call +31 (0)208943777 (Business Days between 09:00 and 17:00 CET)
9	Problem is solved	

Table 2.7. Explanation actions troubleshooting

3 Appendix

3.1 Appendix 1: Images of SmartNow PayStations with a payment terminal.

Image 3.1. PayStation with payment terminal

3.2 Appendix 2: Images of additional equipment

Image 3.2. Data cable vending machine Melitta coffee machine

Image 3.3. Data cable vending machine Franke coffee machine

Image 3.4. Data cable vending machine Cimbali coffee machine.
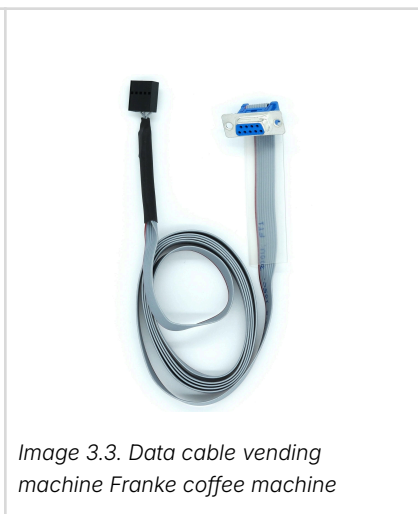
3.3 Appendix 3: Views SmartNow Portal

Machine assortment

An assortment has to be set up before starting the test. Depending on the agreements, the assortment is pre-filled. If it has not been set up, it is up to the client to fill it out.

The PLU and price are crucial for a successful test. The PLU number registered in the SmartNow portal must be the same as that in the vending machine, and the price should be at least 1 cent. Please contact the vending machine supplier for more information about the PLU numbers in the vending machine.
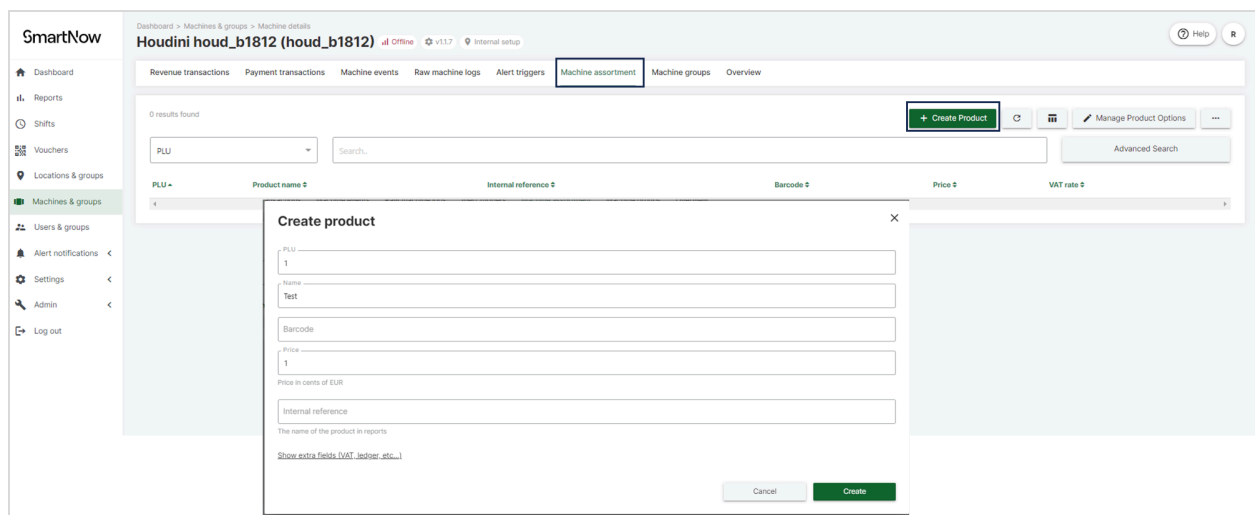
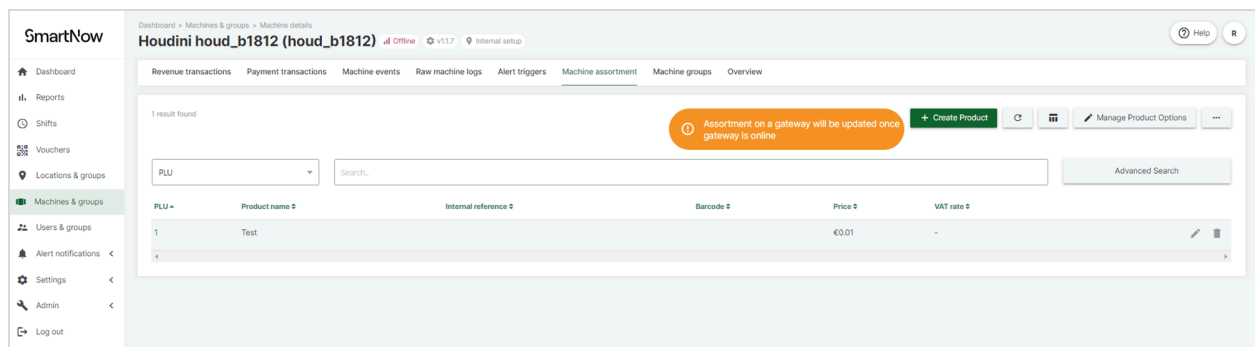

Image 3.5 Actions to set up an assortment

Image 3.6. Results of setting up an assortment

#	Actions	Comments
1	Go to the view machine assortment.	
2	Click on the button "Create product".	
3	Fill out the PLU number.	It must be equal to the one in the vending machine.
4	Fill out the name of the product.	
5	Fill out the price of the product.	The price must be at least 1 cent.

Table 3.1. Action step to set up the assortment

Network status

The SmartNow Portal allows you to check the network status, which indicates whether there is an internet connection.
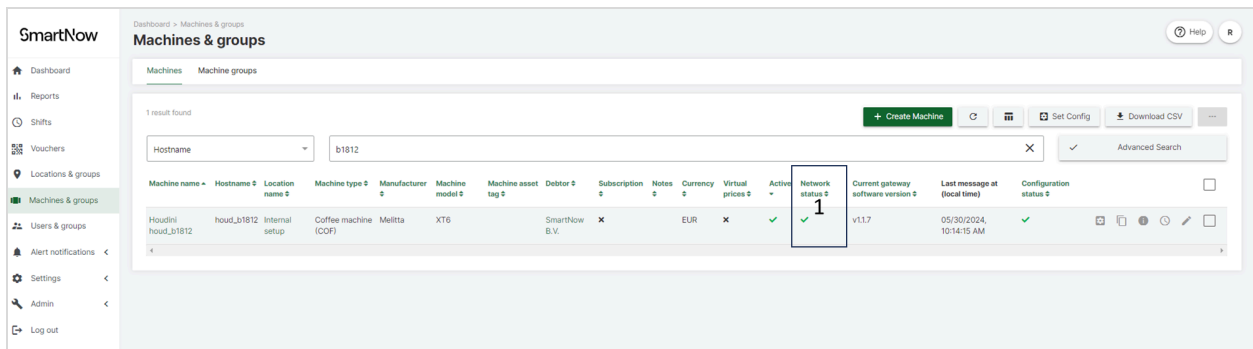
Image 3.7. Network status

Indication	Description	Symbols
1	The network status indicates if there is a network connection.	✔ Indicates that an internet connection has been established.
		⚠ Indicates that an internet connection has not been established.

Table 3.2. Explanation signals and symbols SmartNow Portal

Machine events

The SmartNow PayStation registers all linked peripherals and vending machine events. Image 3.10 shows if a peripheral or vending machine is (dis)connected from/to the SmartNow PayStation.
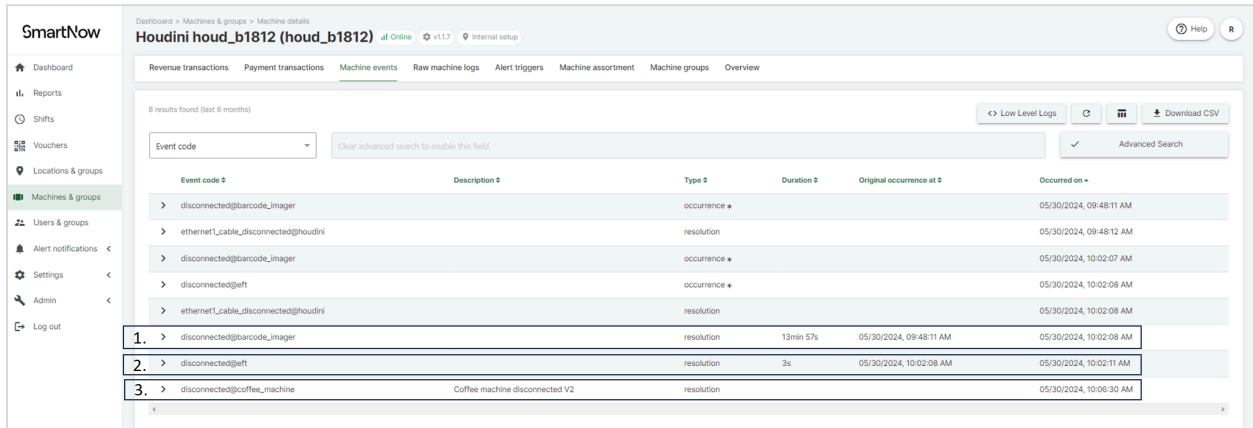

Image 3.8. Overview of the critical machine events

Explanations of the possible event codes and types of the peripherals.

#	Event code	Type	Occurred on	Peripheral is:
1	disconnected@barcode_imager	Resolution	Timestamp	Connected.
		Occurrence	Timestamp	Disconnected.
2	disconnected@eft	Resolution	Timestamp	Connected.
		Occurrence	Timestamp	Disconnected.

Table 3.3. Overview of the peripheral machine events

Explanations of the possible event codes and types of the vending machine.

#	Event code	Type	Occurred on	Vending machine is
3	disconnected@coffee_machine	Resolution	Timestamp	Connected.
		Occurrence	Timestamp	Disconnected.

Table 3.4. Overview of the vending machine events

Machine events products served

The SmartNow PayStation registers all successful and failed events, like connections between the gateway and the peripherals, sales and payments. Images 3.11 and 3.12 show the sequence of events for a card and voucher payment.
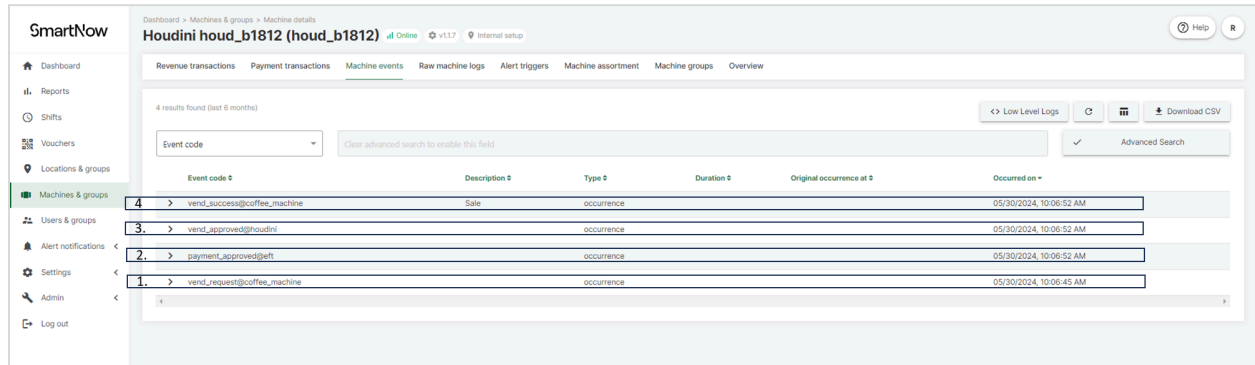
A.   Product paid by card

Image 3.9. Machine events products served and paid by card

Explanations of the event codes and types of card payments.

#	Event codes	Explanation
1	vend_request@coffee_machine	Selection of a product on the vending machine.
2	payment_approved@eft	Payment approved by the bank.
3	vend_approved@houdini	Purchase approved at the SmartNow PayStation.
4	vend_succes@coffee_machine	Selected product served.

Table 3.5. The sequence of events card payment

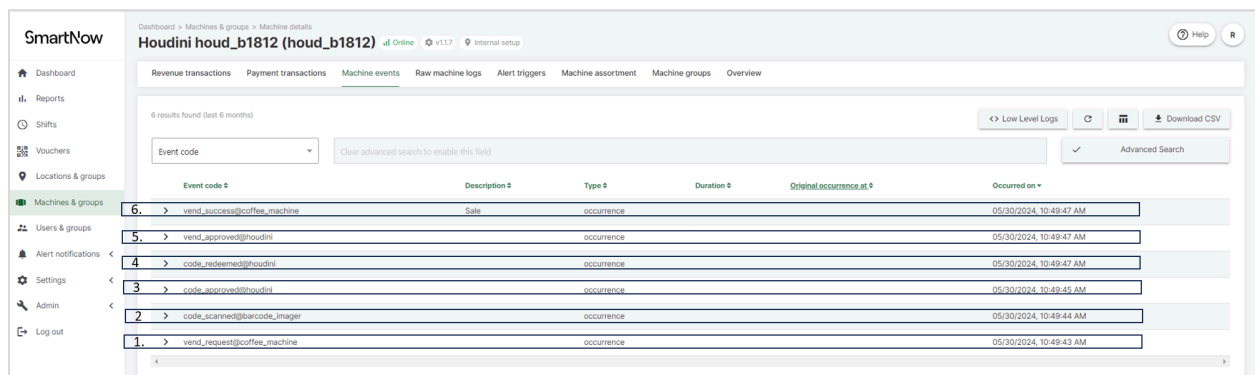## B.   Product paid by code

Image 3.10. Machine events products served and paid by voucher

Explanations of event codes and types of voucher payments.

#	Event codes	Explanation
1	vend_request@ coffee_machine	Selection of a product on the vending machine.
2	code_scanned@barcode_imager	Voucher scanned.
3	code_approved@houdini	Voucher approved at the SmartNow PayStation.
4	code_redeemed@houdini	Voucher withdrawn.
5	vend_approved@houdini	Purchase approved at the SmartNow PayStation.
6	vend_succes@coffee_machine	Selected product served.

Table 3.6. The sequence of events voucher payment

C.   Revenue / Payment transactions

The "Revenue transaction" and "Payment transactions" view reports when and how a product has been checked out against what price.
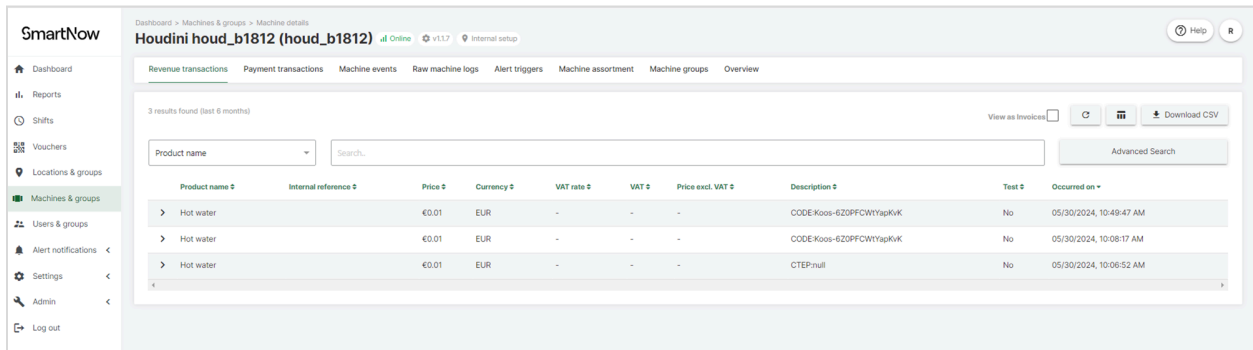

Image 3.11. Revenue transaction view

3.4 Appendix 4: Declarations of conformity SmartNow PayStation

EU DECLARATION OF CONFORMITY (No. 2023/1137)

This Declaration of Conformity is issued under the sole responsibility of the manufacturer:

MANUFACTURER

Company name	SmartNow
Full address	Zijlweg 148-A 2015 BJ Haarlem
Country	The Netherlands

IDENTIFICATION OF ELECTRICAL EQUIPMENT

(Commercial) name	SmartNow Paystation
Function/intended use	Input and output board for use to integrate and control devices used in dispensing machines.
Type/model	Input / output Paystation
Batch/serial	Abbbb (where A represents a letter from A to Z and b represents a value from 0 to 9)

The object of the Declaration described above is in conformity with all relevant provisions of:

Low Voltage Directive 2014/35/EU; EMC Directive 2014/30/EU; ROHS Directive 2011/65/EU

In conjunction with the following relevant harmonised standards or technical specifications:

EN 62368-1:2014;
EN 301 489-1:2019; EN 55032:2015; EN 55035:2017;
EN IEC 63000: 2018

Signed on behalf the manufacturer by:

Place of issue:	Haarlem	Identity:	Mr. R. Sedney	Mr. D. Prins
Country:	The Netherlands	Function:	Head of Operations	CEO
Date of issue:	26 –11 -2024	Signature:		

Image 3.12. EU Declaration of Conformity (No.2023/1137) SmartNow PayStation

3.5 Appendix 5: Manual version control

Version	Changes	Date
1.0	Original	01-12-2024

Table 3.7. Version control