

# **Hamilton Manufacturing Corporation**

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## **CRC Credit Card System Operational Manual**

# **IMPORTANT**

**PLEASE READ THIS MANUAL CAREFULLY PRIOR TO INSTALLING THIS UNIT. A complete understanding of the operation of this unit is essential for a successful installation.**

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# I. INTRODUCTION

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With credit card use growing at a steady rate, it is easy to see how this form of payment is impacting nearly every consumer. Today, the list of businesses accepting credit cards has grown considerably, from large department stores and gas station chains to nearly every large and small business. It is to the point that consumers are now demanding the option to use credit.

In order to keep up with this consumer demand, Hamilton Manufacturing has added the ability to accept credit cards to its popular Autocashier and token dispensing line of changers. This gives the changer owner the ability to accept credit cards as payment for a car wash at an automatic car wash bay or even to dispense tokens at an arcade. Although there are many benefits to accepting credit cards, two of the more obvious are the ease of customer payment and the reduced amount of cash handling. Another, not so obvious benefit that has been reported for the ACW-CRC owner, is that the customer has the tendency to choose the highest priced wash when paying with credit.

Although the use of credit cards is wide spread, the technology required to accept credit cards is still complex. This manual is intended to familiarize both the installer and user of the Hamilton equipment with the terminology, installation, and continued operation of this equipment.

## DEFINITION OF TERMS

In order to understand the credit card acceptance process, it is very important to first understand the various terms used in the credit industry. A list of the more important terms has been included below. These terms are used throughout this manual to describe other processes, so study them carefully.

**CRC Changer** - Either an Autocashier or Token Changer with credit card acceptance.

**Credit Card Transaction** - This is the process of verifying a credit card sale. First, the card information and amount being charged is obtained. This information is then sent to the Credit Processor via modem to verify the card is valid and is not a stolen card. A determination is then made by the Credit Processor to accept or deny the transaction. This response is sent back to the CRC Changer and the call is terminated.

**Post** - This is sometimes referred to as a "settlement." During the posting process, the CRC Changer calls the Credit Processor. The CRC Changer then sends all the information necessary for the Credit Processor to electronically transfer the funds from the customer's account to the account set up by the owner of the car wash. This is typically done once per day and includes all charges that have occurred since the last successful post.

**Credit Processor** - A company whose business is strictly handling credit card verification and electronic transfer of funds. This company is called for both credit card transactions and settlements. This company manages huge computer databases that are able to access specific credit card account information and transfer funds between individual bank accounts. It is important to realize that this is not the local bank or service provider that was called to set up the car wash owners Merchant Account.

**Bank / Credit Service Provider** - The service provider is the local bank or company contacted to set up the car wash owners Merchant Account. The service provider acts as a middleman between the car wash owner and the Credit Processor. Their job is to create new accounts and service existing accounts by answering the car wash owners banking questions and providing account statements.

**Merchant Account** - An account with a Bank / Credit Service Provider where credit card funds are deposited.

**Merchant Information** - Information provided by a Bank / Credit Service Provider when a Merchant Account is opened. A copy of this information should be sent to Hamilton Manufacturing. To aid in getting the correct information, Hamilton provides a Merchant Set-up Sheet that should be filled in completely.

**Download** - This is a process in which the CRC Changer places a phone call to a computer at Hamilton Manufacturing and receives information from this computer. This provides a means of updating the CRC software without requiring an exchange of the CRC Controller.

## **SYSTEM REQUIREMENTS**

**Hamilton Equipment** A Hamilton CRC machine must be purchased.

**Phone Lines** There must be a dedicated phone line, ran in a separate conduit, connected to each machine. A single line with splitters will not allow proper operation.

**Credit Processor** There are numerous Credit Processors such as MAPP®, NOVUS®, or VITAL®. However, VITAL® is the only Credit Processor approved for use with the Hamilton CRC machines. Most, but not all, Bank / Credit Service Providers offer the option of using VITAL®. It is very important to let your Credit Service Provider know from the start that VITAL® must be used. If they do not offer this as an option, another Credit Service Provider must be selected!

**Credit Service Provider** The Bank/Credit Service Provider charges may vary. It is advisable to check with several Credit Service Providers and compare their fees before deciding on a Credit Service Provider.

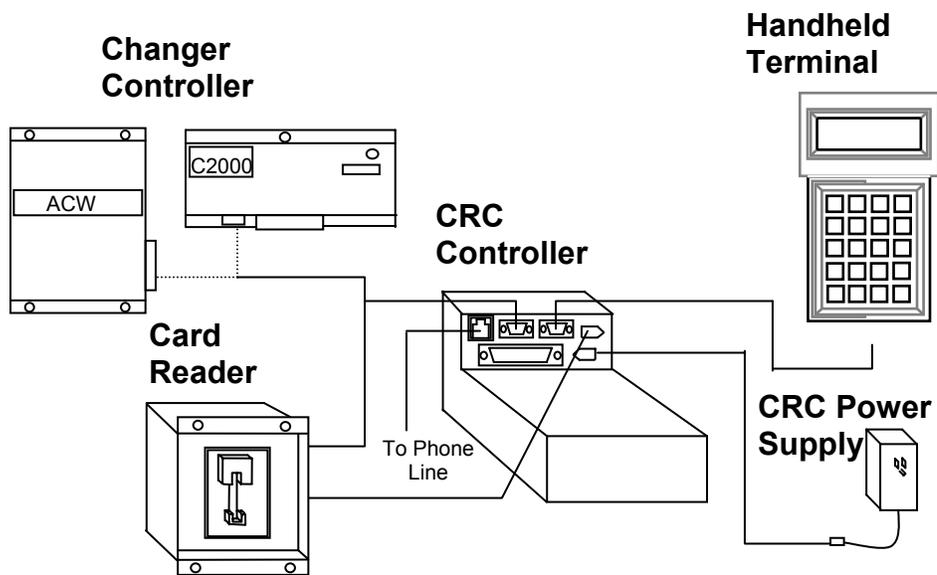
**American Express** If American Express® is going to be used, it is important to let the Hamilton CRC Help Desk know before the final installation of the equipment. Also, if more than 1000 American Express® transactions per year are expected, an American Express® Merchant Set-up Sheet must be completed and sent to the Hamilton CRC Help Desk.

## SYSTEM EQUIPMENT

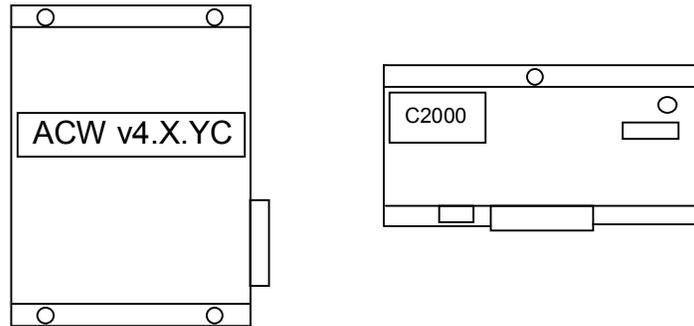
Standard equipment not directly relating to the acceptance of credit cards, such as the Hopper and Stacker, are covered in other manuals included with your Hamilton changer. The equipment covered here relates specifically to the acceptance of credit cards. The descriptions included provide an overview of what each of the major components are and briefly explains what they do. A more thorough explanation of their functionality can be found in the Operation section later in this manual.

## CHANGER EQUIPMENT

The following diagram shows the connections for the components located inside the changer cabinet.

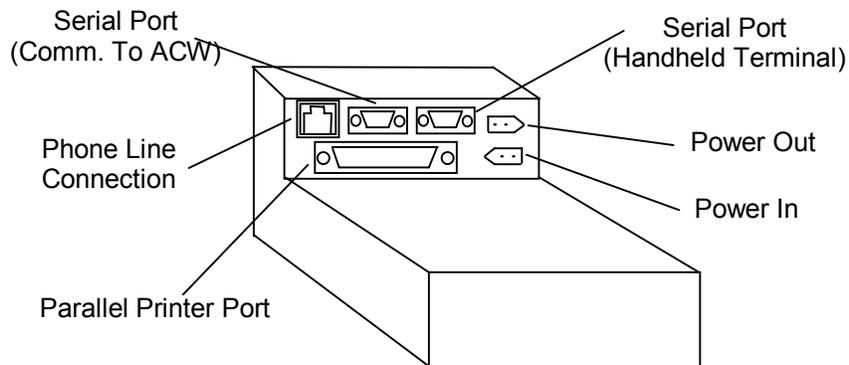


## CHANGER CONTROLLER



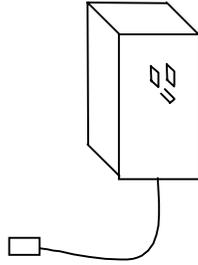
The Changer Controller is a generic term for the central embedded controller used in the change machine. The Changer Controller could be either an ACW-CRC style Controller (if the changer is an ACW), or a C2000-CRC style Controller (if the changer is a token dispenser). In either case, the Changer Controller handles functions such as controlling Hoppers and Stackers, and keeping track of audit information. Also, in the case of the ACW-CRC Controller, it handles the task of signaling the car wash when to begin. For more information on the ACW-CRC and C2000-CRC Controllers, refer to either the ACW or C2000-CRC Manual.

## CRC CONTROLLER



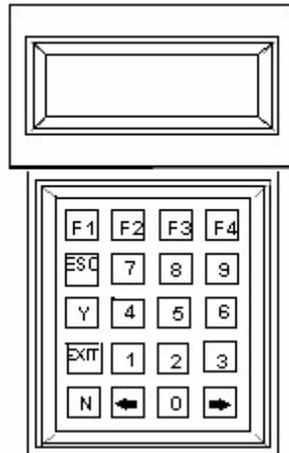
The CRC Controller is dedicated to the task of controlling credit card transactions. Among it's many responsibilities are handling user input, displaying status information, placing phone calls for credit approval (via an internal modem), and running software which handles the communications with the Credit Processor. In order for the CRC Controller to communicate with the Credit Processor, it must have specific information about the changer owner's Merchant Account. Because of this, it is not possible to simply swap CRC Controllers in the field.

## CRC POWER SUPPLY



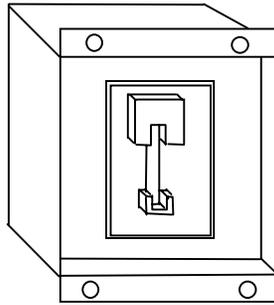
This is a wall mount power supply that provides power for the CRC Controller. It plugs into the outlet provided in the service box and connects to the Power-In Connector on the CRC Controller.

## HAND-HELD TERMINAL



The Hand-held Terminal connects to one of the serial port connectors on the CRC Controller. This terminal allows the user to program various features and receive feedback regarding current operations. **The Hand-held Terminal is not intended for outdoor use, so it is advised to remove the terminal from the machine and store it in a safe place once programming or data retrieval is complete.**

## CARD READER



The Card Reader is the device that retrieves information from a customer's credit card. It simply reads this information and sends it to the Changer Controller. There are two sockets on the back of the Card Reader. The Two-Pin Socket is connected to the Power-Out Connector on the CRC Controller. The 3-pin Connector is connected to the Communications Connector of the Changer Controller through the Communications Y Harness.

## COMMUNICATIONS Y HARNESS

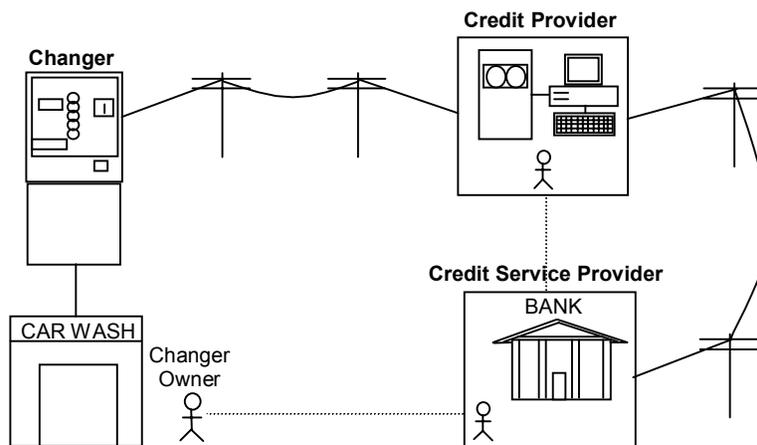
This harness is used to connect the Card Reader output to the Changer Controller input and the Changer Controller output to the CRC Controller input.

## CARD READER POWER HARNESS

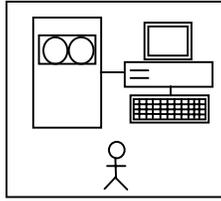
This harness is used to supply power from the CRC Controller Power-Out Connector to the Card Reader Power Connector.

## OTHER EQUIPMENT

The following diagram shows the complete credit card system, including connections to the Credit Provider and the Bank/Credit Service Provider.

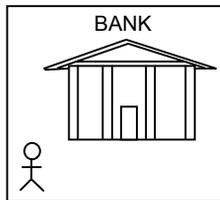


## **CREDIT PROVIDER**



The Credit Provider maintains huge computer systems and databases to process credit and to post transactions. The CRC changers communicate with the Credit Provider computers via modem communications.

## **CREDIT SERVICE PROVIDER**



The Bank/Credit Service Provider acts as a middleman between the Credit Provider and the Changer Owner. They can contact Credit Provider representatives as well as access the Credit Provider's computers. They are also available to answer questions regarding account information for the Changer Owner.

## **CHANGER OWNER**

If any questions arise regarding Merchant Account information, the Credit Service Provider should be contacted. If any questions arise regarding the operation of the CRC Changer, contact the equipment supplier or Hamilton Manufacturing.

## II. OPERATION

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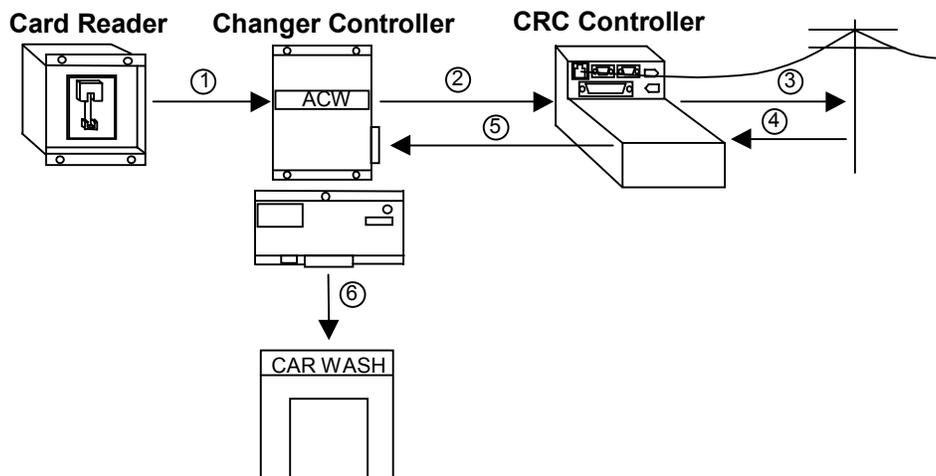
The operation of CRC changers can be broken down into five different categories. The different categories include:

- 1) Operations occurring inside the Hamilton machine when a card is swiped.
- 2) External operations occurring between the Hamilton machine and the Credit Provider to approve a transaction.
- 3) External operations occurring between the Hamilton machine, the Credit Provider, and the issuer of the customer's credit card during an end of day post.
- 4) Reporting operations.
- 5) User interface and programming.

Information pertaining to user interface and programming is found in the **OPTIONS AND SETTINGS** section. Each of the other operational categories is covered in detail below.

### INTERNAL AUTHORIZATION OPERATIONS

The actions taken inside the CRC machine when a credit card is swiped occur in a very specific order. The diagram below shows the order of events with a description of each event following.

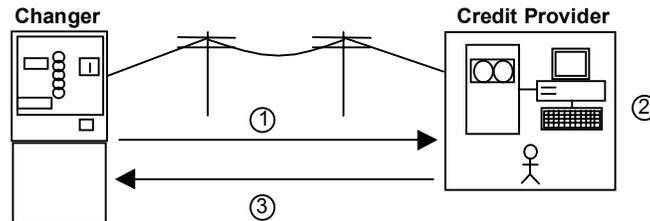


- 1) When a card is swiped in the Card Reader, it sends the card information to the Changer Controller via an RS232 communications line.
- 2) If the changer is an ACW style unit, the Controller must first verify that the customer has made a wash selection. If not, it prompts the customer to do so. Once a selection has been made, the Controller formats the card information in preparation for sending it to the CRC Controller. If the changer is a token dispenser, it begins formatting the card information immediately. The Changer Controller sends the formatted card number and charge amount to the CRC Controller via an RS232 communication line. It then waits for a response from the CRC Controller.
- 3) The CRC Controller reformats the information and calls the Credit Provider, via modem, for transaction approval.
- 4) When the Credit Provider has determined whether to approve the transaction or not, it sends its decision back to the CRC Controller.
- 5) The CRC Controller then hangs up the phone and relays the Credit Provider's response to the waiting Changer Controller.

- 6) If the transaction was approved, the Changer Controller will either start the car wash if it is an ACW style system, or dispense the predetermined number of tokens if it is a token dispenser style system.

## EXTERNAL AUTHORIZATION OPERATIONS

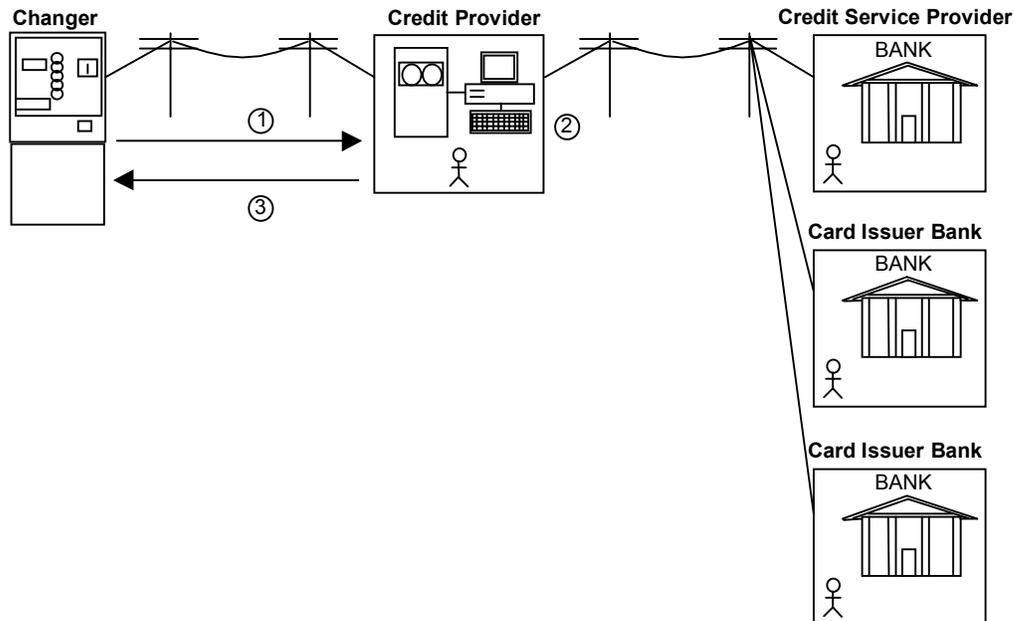
The events associated with a credit transaction that occur outside the CRC changer are shown below.



- 1) When the CRC changer receives a card swipe, it calls the Credit provider via modem. It is possible for the Credit Provider's telephones to be busy due to heavy use. If this happens, the CRC changer will try calling up to three times before canceling the transaction request and sending a denial response back to the Changer Controller.
- 2) After a connection has been established between the CRC changer and the Credit Provider, the customer's card information is exchanged. This information is then processed by the Credit Provider computer system to determine if the transaction will be approved. Some of the checks implemented include: checking to see if the card has been reported stolen; checking to see if it is a valid card number; checking whether or not the card has expired; and checking to see if the customer has already over-extended his credit limit. It is important to understand that no money has actually changed hands at this point. That occurs during the posting operation. This is merely a check to verify the validity of the card.
- 3) Once these checks have been completed, the Credit Provider computer system sends the response back to the CRC changer. Following this, the phone line is released and the appropriate action is taken by the changer. Typically, the entire credit card approval sequence takes approximately 25 – 35 seconds, but longer times are possible due to phone line problems and the volume of calls being received by the Credit Provider.

## EXTERNAL POST OPERATIONS

As mentioned earlier, the credit transaction does not actually transfer funds from the customer to the owner of the machine. This is the job of the posting process. The posting operation is usually done only once, at the end of each business day. In Hamilton CRC changers, the posting process can either be initiated manually (using the Hand-held Terminal at the machine) or set up to automatically post at some pre-determined time each day. A diagram of this process is shown below.



- 1) Whether posting manually or automatically, the CRC changer begins by calling the Credit Provider. As is the case with the credit transaction, if the line is busy, the CRC changer will attempt to call up to three times before canceling the request.
- 2) After the connection has been established, the CRC changer begins sending the information pertaining to all transactions that have occurred since the last completed post. With this information, the Credit Provider computer system is then able to call each of the customers card issuers (for example Citibank, Chemical Bank, Chase Bank, etc.) to notify them of the charged amount. The total charged amount is then deposited in the CRC changer owner's Merchant Account at the Credit Service Provider's bank.
- 3) When this process is finished, the Credit Provider sends back several pieces of information. Once this information is stored in the CRC Controller, the telephone line is released. It is worth noting that if a credit card is swiped while currently in the posting process, the credit transaction process will begin immediately after the posting process has completed.

**NOTE:** If the post should not be completed successfully the CRC Changer will attempt to repeat the posting process at one hour intervals until the post is successful. During this time following a post failure all further credit authorizations will be denied until a post is completed successfully.

## REPORT GENERATION

There are five reports that can be obtained from the CRC changer. These reports not only provide complete auditing information, but also give detailed reporting of credit card use. There are four different credit card usage reports and one audit report showing information gathered by the Changer Controller. The four possible credit reports differ in the time period that is reported. They include the transactions that have occurred since the last successful post, the transactions included in the last post, the transactions that have occurred during the current month, and the transactions that have occurred during the last several months. A description of each report is included below.

**UnPosted Report** - The UnPosted Report provides a detailed report of credit card transactions that have occurred since the last successful post.

**Last Post Report** – The Last Post Report provides a detailed report of credit card transactions that were included in the last successful post. This is the same report that can be faxed to you automatically each evening.

**Current Month** – The Current Month Report provides a compilation of all Last Post Reports that have occurred during the current calendar month. This report provides a convenient way of reviewing credit card usage and trends. Again, this report is a compilation of the Last Post Reports. There is no new data.

**Previous Months Report** – The Previous Months Report provides a compilation of all Last Post Reports that have occurred during one of the three previous calendar months. (The user may select which of the three previous months to report on.) This report can be used to look up past transactions for disputes or other matters. Again, this report is a compilation of the Last Post Reports. There is no new data.

Each of these reports, based on credit card usage, will contain information including the user's card number, date and time used, the amount charged, and whether the transaction was approved or declined. The report also gives a total dollar amount of activity including charges, sales and manual credits given by the changer owner or attendant.

All of these reports can be initiated manually by using the Hand-held Programmer at the machine to make the correct option selections. The reports can either be faxed to a fax machine of your choice or printed on paper using the optional hand-held thermal printer. The Last Post Report, however, can be set up to be faxed automatically following the nightly post. A detailed explanation of the CRC menus can be found in the OPTIONS AND SETTINGS section.

**Audit Report** - This report gives a complete view of system use. It tracks the resettable and non-resettable values for total cash deposited into the machine, what items were selected (if the changer is an ACW style machine) and the total dollar amount of credit card sales. There are many other useful categories as well. When this report is requested, the CRC Controller interrogates the Changer Controller to receive these values. Because of this, it may take some time to generate this report. For a complete list of audit categories refer to your changer manual. The audit report can be initiated manually by using the hand-held terminal, or the system can be programmed to fax the audit report with the nightly credit report. A detailed explanation of the CRC menus can be found in the OPTIONS AND SETTINGS section.

**NOTE:** The audit report is not available on ACW-5-D-CRC and AUTOTEC-CRC machines. For either machine, this information can be obtained from the Audit Code System or POS4000 reports. In the Audit Code System special categories have been created specifically for credit card reporting. In an Autotec System only the number of credit card transactions can be stored in the POS 4000. This number is stored in the Coupon 4 category.

**Receiving Reports** - There are two options to receive a physical printout of any of these reports. These options include either faxing the report to your home or office or printing the report on a parallel port style printer at the machine. When the faxing option is selected, the CRC Controller may ask for the phone number of the fax machine to be called if it has not been programmed already. When completed, the Hand-held Terminal screen will change to display the Main Menu.

If the Printer Port option is to be selected, make sure the printer is powered ON, the data cable is attached to both the printer and the parallel port of the CRC Controller, and the printer is "on-line". If these are ready, selecting the Printer Port option on the Hand-held Terminal will initiate the printing process.

# III. OPTIONS AND SETTINGS

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All options and settings of the CRC Controller can be broken down into three categories. These categories are reflected in the Main Menu screen that is displayed on the Hand-held Terminal when the system is idle. (If the system is already powered up and running before plugging in the Hand-held terminal, you must first press the 'ESC' key to get to the Main Menu.) When the 'ESC' key is pressed, the Hand-held will briefly display the following before going to the Main Menu:

Software Version Car Wash Name Serial # Date & Time
--

If the Main Menu is already displayed, simply press the "ESC" key to view the above information. After a brief period, the Hand-held display will return to the Main Menu.

**MAIN MENU:** Each of these categories and their sub-menus will be discussed in detail.

F1 Reports F2 Credit Menu F3 Setup Last Post:
--

- F1 Reports:** Pressing the F1 key of the Hand-held Terminal will display the Reports Menu. This menu allows you to select which type of report is to be generated.

F1 Current Reports F2 Audit Report F3 History Reports F4 Exit
--

- **F1 Current Reports:** Pressing the F1 key will display the Current Reports Menu. This menu allows you to select which type of current report to generate.

F1 Unposted Report F2 Last Post Report  F4 Exit
--

- **F1 Unposted Report:** Pressing F1 causes the CRC Controller to generate an unposted Credit Report. This report lists all credit card transactions that have occurred since the last successful post. After the report has finished generating, the Print Options Menu is displayed.

- **F2 Last Post Report:** Pressing F2 causes the CRC Controller to generate a Last Post Credit Report. This report lists all credit card transactions that were included in the last successful post. After the report has finished generating, the Print Options Menu is displayed.

<p>F1 Printer Port F2 Fax  F4 Exit</p>
--

- **F1 Printer Port:** Initiates printing to the printer port. When complete, the system returns to the Main Menu.

<p>Enter Phone Number Old:           5555555 New: F1 Save       F4 Exit</p>
---

- **F2 Fax:** Initiates the faxing process. When complete, the system returns to the Main Menu. (If the fax number has not been programmed yet, you have the option of entering a new number. Once the correct number is displayed, press “Y” to begin the faxing process.)
- **F4 Exit:** Press F4 to return to the previous menu.
- **F2 Audit Report:** Pressing F2 causes the CRC Controller to generate an audit report. Generating this report can take up to 1 minute. After the report has finished generating, the Print Options Menu is displayed.
- **F1 Printer Port:** Initiates printing to the printer port. When complete, the system returns to the Main Menu.

<p>Enter Phone Number Old:           5555555 New: F1 Save       F4 Exit</p>
---

- **F2 Fax:** Initiates the faxing process. When complete, the system returns to the Main Menu. (If the fax number has not been programmed yet, you have the option of entering a new number. Once the correct number is displayed, press “Y” to begin the faxing process.)
- **F4 Exit:** Press F4 to return to the previous menu.

- **F3 History Reports:** Pressing F3 displays the History Reports Menu.

<p>F1 Current Month F2 Previous Months</p> <p>F4 Exit</p>
---

- **F1 Current Month:** Pressing F1 checks to see if any current month information is available. If not, the CRC Controller returns to the Main Menu. If yes, the Print Options Menu is displayed.
- **F2 Previous Months:** Pressing F2 displays the Previous Months Menu.

<p>F1 (1 month ago) F2 (2 months ago) F3 (3 months ago) F4 Exit</p>
---

If any of the previous months are selected, the CRC Controller first checks to see if any information is available for that month. If not, the display returns to the Main Menu. If yes, the report is generated and then the Print Options Menu is displayed.

<p>F1 Printer Port F2 Fax</p> <p>F4 Exit</p>
--

- **F1 Printer Port:** Initiates printing of the report. When complete, the system returns to the Main Menu.
- **F2 Fax:** Initiates the faxing process. When complete, the system returns to the Main Menu. (If the fax number has not been programmed yet, you have the option of entering a new number. Once the correct number is displayed, press “Y” to begin the faxing process.)

<p>Enter Phone Number Old:           5555555 New: F1 Save       F4 Exit</p>
---

- **F4 Exit:** Press F4 to return to the previous menu.

- **F2 Credit Menu:** Pressing F2 from the Main Menu displays the Credit Menu shown below:

F1 Credit  
F2 Post  
F3 Sale  
F4 Exit

- **F1 Credit:** Pressing F1 initiates the crediting operation. This feature allows the machine owner or attendant to credit a customer's charge account.

The customer's card number, expiration date and the dollar amount to credit are required. The display will read:

Enter card number  
Then press Y  
(card number)  
← Backspace

Enter the card number. Press "Y" key to advance to the next screen in order to enter the expiration date.

Enter EXP date  
Then press Y  
(expiration date)  
← Backspace

Enter the expiration date using four digits to represent the month and year. When the expiration date has been entered press the "Y" key.

Enter amount in cents  
Then press Y  
(price)  
← Backspace

Enter the dollar amount in cents. For example, to credit the customer \$2.00 enter 200 by pressing the keys "2", "0", "0" then press the "Y" key. When this is complete, you will be asked to verify the entries.

Credit \$xx.xx to  
(card number)  
  
Correct (Y/N)?

**Y:** The CRC Controller attempts to credit the customers account. If the attempt is successful, the message "Credit Applied" will appear. If the attempt was not successful, the message "Unable to Credit" will be displayed. In either case, press F4 to return to the Main Menu.

**N:** Cancels the credit attempt and returns to the Main Menu.

- **F2 Post:** Pressing F2 gives you the option to post all credit transactions that have occurred since the last settlement.

Post Transactons  
Are you sure (Y/N)?

**Y:** Initiates the settlement process, which can take from 45 seconds to several minutes depending on the number of transactions processed. If the post is successful and the Fax Credit Report option is ON, the faxing process will occur at this time. The display will show the following:

--Auto Report  
Busy Faxing  
--Please Wait!

When the fax is complete the CRC Controller will automatically return to the Main Menu. The bottom line of the Main Menu will show the current date for the Last Post Date. This date will not change until the next successful settlement has occurred.

If the post is not successful, the following screen will appear:

Post did not finish  
  
F4 Main Menu

**N:** The settlement process is aborted.

**F4:** Pressing F4 will return you to the Main Menu. The bottom line of the Main Menu will show **\*\*\*ERROR\*\*\***, indicating that an error occurred during the last post.

**NOTE:** If the post was unsuccessful, the display will read "Post did not finish". In this situation, the CRC will ignore further card swipes until a successful post occurs. The CRC will attempt to auto-post every hour after a failed attempt, until the post is successful. A manual post can be attempted at any time. However, it is important to note that a manual post failure does not initiate the repeat posting sequence.

- **F3 Sale:** Pressing F3 initiates the sale operation. This feature allows the machine owner or attendant to collect payment for items at the car wash using a customer's charge account.

The customer's card number, expiration date and the dollar amount of sale are required. The display will read:

Enter card number  
then press Y  
(card number)  
← Backspace

Enter the card number. Press the "Y" key to advance to the next screen in order to enter the expiration date.

Enter EXP date  
then press Y  
(expiration date)  
← Backspace

Enter the expiration date using four digits to represent the month and year. When the expiration date has been entered, press the "Y" key.

Enter amount in cents  
then press Y  
(price)  
← Backspace

Enter the dollar amount in cents. For example, to credit the customer \$2.00 enter 200 by pressing the keys "2", "0", "0" then press the "Y" key. When this is complete, you will be asked to verify the entries.

Charge \$xx.xx to  
(card number)  
  
Correct (Y/N)?

**Y:** The CRC Controller attempts to process a sale with the customer's account. If the attempt is successful, the message "Sale Approved" will be displayed. If the attempt was not successful, the message, "Sale Not Approved" will be displayed. In either case, press F4 to return to the Main Menu.

**N:** Cancels the attempt to process a sale and returns to the Main Menu.

- **F4 Exit:** Returns to the Main Menu.

- **F3 Setup:** The System Setup Menu consists of 3 pages. Use the right or left arrow keys to access each page. Pressing F4 on pages 1, 2 or 3 takes the user back to the Main Menu.

NOTE: An additional page, the Voice Menu Page, will appear if a sound card has been detected. Sound cards are only available on machines with voice capability. (Refer to the CRC CREDIT CARD SYSTEM with VOICE CAPABILITY Manual for further details.)

- **PAGE 1:** Press F3 Setup to access Page 1. This menu is used to set the date and time, configure the auto post and to enter phone numbers.

```
F1 Date/Time
F2 Config Auto Post
F3 Set Phone #'s
← PRV F4 Exit NXT →
```

- **F1 Set Date / Time:** Pressing F1 displays the Date and Time Menu.

```
Enter Date / Time
xx:xx xx/xx/xx

F1 Save F4 Exit
```

To change the date and time, use the ← and → keys to move the underscore cursor left and right through the current time and date. If a value needs to be corrected, position the underscore cursor under the incorrect value and press the correct number. When complete, press F1 to save the changes. Press F4 to return to the previous menu.

- **F2 Config Auto Post:** Press F2 to display the Config Auto Post Menu, which Deals with the settlement and faxing options.

```
F1 Set Post Time
F2 Fax Credit Report
F3 Fax Audit Report
F4 Exit
```

- **F1 Set Post Time:** Pressing F1 will display the Set Post Time Menu. This menu is used to program the CRC Controller to Automatically post a certain time each day. To change the post time, enter a time in the NEW space.

```
Auto Post Time
Old: 2300
New:
F1 Save F4 Exit
```

- **F1 Save:** Press F1 to save.
- **F4 Exit:** Press F4 to return to the previous menu. Pressing F4 to exit without pressing F1 first does not save the changes.

- **F2 Fax Credit Report:** Pressing F2 will display the Credit Report Menu. This is used to turn the fax option ON or OFF for the credit report. (Keep in mind that a fax # must be programmed in order to receive a fax. To do this, refer to F3 Setup, Page 1, Option F3, SET PHONE #'s.)

```

Credit Report: ON
F1 ON
F2 OFF
F4 Exit

```

- **F3 Fax Audit Report:** Pressing F3 will display the Audit Report Menu. This menu is used to turn the fax option ON or OFF for audit reports. (Keep in mind that a fax # must be programmed in order to receive a fax. To do this, refer to F3 Setup, Page 1, Option F3, SET PHONE #'s.)

```

Audit Report: ON
F1 ON
F2 OFF
F4 Exit

```

- **F3 Set Phone #'s:** This menu is used to program phone numbers for the Customer's fax machine, the customer's modem and the Hamilton modem.

```

F1 Fax
F2 Customer
F3 Hamilton
F4 Exit

```

- **F1 Fax:** Enter the fax number for where the report is to be faxed. For long distance calls, enter "1" and the area code.

```

Enter Phone Number
Old: 5555555
New:
F1 Save F4 Exit

```

- **F1 Save:** Press F1 to save.
- **F4 Exit:** Press F4 to return to the previous menu. Pressing F4 to exit without pressing F1 first does not save changes.
- **F2 Customer:** This number comes preprogrammed from the factory and should not be changed unless requested by a Hamilton Service Representative.

```

Enter Phone Number
Old: 5555555
New:
F1 Save F4 Exit

```

- **F1 Save:** Press F1 to save.
- **F4 Exit:** Press F4 to return to the previous menu.  
Pressing F4 to exit without pressing F1 first does not save the changes.
- **F3 Hamilton:** Enter the phone number of the modem at Hamilton Mfg. This is used for downloading purposes and should be entered at the request of a Hamilton Mfg. Representative.

Enter Phone Number  
 Old: 5555555  
 New:  
 F1 Save F4 Exit

- **F1 Save:** Press F1 to save.
- **F4 Exit:** Press F4 to return to the previous menu.  
Pressing F4 to exit without pressing F1 first does not save the changes.
- **PAGE 2:** From the Main Menu, press F3 to access Page 1 of the Setup Menu, then use the right arrow key to advance to Page 2.

F1 Update System  
 F2 Set COM Rate  
 F3 Test COM Link  
 ← PRV F4 Exit NXT →

- **F1 Update System:** Pressing F1 displays the Update System Menu. These options all deal with downloading new software to the CRC Controller. These options should only be used if requested by a representative of Hamilton Mfg. The Update System Menu is shown below:

F1 From Hamilton  
 F2 Local  
  
 F4 Exit

- **F1 From Hamilton:** Press F1 to initiate a call from a server computer at Hamilton to the CRC Controller.
- **F2 Local:** Press F2 to initiate a call from a local computer to the CRC Controller.
- **F4 Exit:** Press F4 to return to the previous menu.
- **F2 Set COM Rate:** Pressing F2 displays the Communication Rate Menu. This option should only be used if requested by a representative of Hamilton Mfg. Changing this setting may cause the CRC to lose communication. The CRC will then be unable to process cards.

COM Rate: 2400  
F1 2400 F2 4800  
F3 9600  
F4 Exit

- **F4 Exit:** Press F4 to return to the previous menu.
- **F3 Test COM Link:** Pressing F3 puts the system into a communications test mode. In this mode, it is possible to simulate the acceptance or denial of credit cards without actually calling and charging the credit card. This is used to verify correct wiring and communication between the CRC Controller and the ACW / Changer Controller. The initial display is shown below:

F1 Y F2 N F4 Exit

When in this mode, a card swipe will cause the card information to be sent from the Card Reader to the ACW/Changer Controller, then on to the CRC Controller. The credit card number, expiration date and the amount charged will appear on the Hand-held Terminal. To simulate acceptance of the transaction, press F1. To simulate a denial, press F2. When either of these keys is pressed, the CRC controller will return the result to the ACW/Changer Controller where it will take appropriate action.

- **PAGE 3:** From the Main Menu, press F3 to access Page 1 of the Setup Menu, then use the right arrow key to advance to Page 3.

F1 Set Delay Answer  
  
← PRV F4 Exit NXT →

- **F1 Set Delay Answer:** Press F1 to set the Delay Answer to ON or OFF.

Delay Answer: ON  
F1 ON  
F2 OFF  
F4 Exit

- **F1 ON:** Pressing F1 enables the Delay Answer. When in this mode, the CRC will not pick up until the 6<sup>th</sup> ring. If using only one phone line for more than one piece of equipment, the Delay Answer should be set to the ON position.
- **F2 OFF:** Pressing F2 disables the Delay Answer. When in this mode, the CRC will pick up after the first ring.
- **Exit:** Press F4 to return to the previous menu.

## **IV. HAMILTON CRC HELP DESK**

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The Hamilton Manufacturing CRC Help Desk offers a number of services for both new and existing CRC changer operators. One of the many services is to provide information on both the setup and installation, and the continued operation of the CRC changer. If any problems, questions or concerns arise, call the Hamilton CRC Help Desk. Remember, however, it is very important to read and understand this manual completely, for this may lead to the quickest solution to a problem.

Another service provided by the Hamilton Help Desk is the continued maintenance of the CRC Controller programming. This is accomplished using the CRC Controller's internal modem and a special server computer at Hamilton Manufacturing. With this combination, it is possible for the Hamilton Manufacturing server computer to call the Changer Controller and download any program enhancements as they are released. This keeps the changer running optimally with very little down time.

One more service the Help Desk is capable of performing is the diagnosis of system problems. If any problems arise (for example, customer money is not being deposited into your Merchant Account) it may be possible for the Hamilton Manufacturing Help Desk technician to upload information from your changer's CRC Controller. The contents of this information may point to the cause of the problem.

## V. INSTALLATION AND SETUP

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The Installation and setup of a CRC changer can be broken down into three steps. These steps are:

- Opening a Merchant Account
- Installing and testing the changer
- Downloading Merchant information from the Hamilton Manufacturing Help Desk.

These three steps are described below.

**Opening a Merchant Account:** Contact a Bank or Credit Service Provider who uses VITAL® for credit processing to accept the desired credit cards. This should be done as soon as possible since it can take 3-6 weeks to make all the necessary arrangements. The Bank or Credit Service Provider will provide important information that should be carefully recorded on the MERCHANT SET-UP SHEET provided with the CRC Set-Up Instructions which were sent to you when you placed your order. (If you have not yet received this information, please call the Hamilton CRC Help Desk.) This information should be copied and forwarded to Hamilton Manufacturing. If a Merchant Account has already been set up, you can skip to the section on Installing and Testing.

 **Set up a Merchant Account as soon as possible since it can take as long as 3 - 6 weeks to make the arrangements.**

- VITAL® is the only Credit Processor supported for use with the Hamilton CRC. However, VITAL® is one of the most commonly used processors and most Banks and Credit Service Providers do offer VITAL® as one of their options.
- Bank or Credit Service Provider charges for VITAL® accounts will vary.
- Some of the Credit Service Providers offer additional reporting features.
- Some Service Providers offer their own help desk for customer assistance.
- Some Service Providers do not accept all four major cards through an account (VISA®, MasterCard®, American Express®, and Discover®).
- Service Providers deposit the day's transactions, gross (the entire value) or net (less the service fees), to your account each settlement.
- There is a separate AMERICAN EXPRESS MERCHANT SET-UP SHEET that is needed only if more than 1,000 American Express® transactions per year are expected. Otherwise, American Express® transactions will be handled through the same processor as the other credit cards.

**Installation and Testing:** The installation of the changer should proceed as outlined in the individual changer manual. In addition to those instructions, follow the procedures outlined below.

- The telephone line used for the changer must be a dedicated line. No other phones or equipment can be connected with the same line (the use of line splitters is not permitted). If more than one CRC changer is to be installed at the same location, a dedicated phone line must be run to each machine.
- Each phone line should be run in a separate conduit. If any other wiring is run in the same conduit, communication problems could occur.
- At least 5 days before bringing the CRC system on-line, you are required to FAX the Merchant Set-Up Sheet to Hamilton. (See the Merchant Set-Up Sheet for FAX number.) It will take 1-5 days to verify the set-up information and put it into the proper format for downloading. At this time, you will be contacted by Hamilton to set up an appointment to download the software.
- After the changer has been installed, test the credit card operation by completing the following steps:

1. Verify that the changer is functioning by testing with cash.
2. Verify that the telephone line is active. To do this, take a phone out to the Autocashier or Changer and plug the phone line inside the machine into the telephone. Pick up the handset to make sure there is a dial tone, then make a phone call to ensure there is no static on the line. When finished, remove the phone line from the telephone and plug it into the CRC computer located under the coin-dispensing device.
3. Verify that the Autocashier or Changer serial number matches the CRC computer ID. The Autocashier or Changer serial number can be found on a label inside the machine. If the machine is an Autocashier, the serial number will be a 5-digit number starting with an "A" (for example, A30011). If the machine is a Changer, the 5-digit number will begin with the letter "S", "R", or "D", depending on the model. The CRC controller ID can be displayed by pressing the "ESC" button. The ID will be displayed briefly then the display will go back to the Main Menu.
4. With the CRC Hand-held Display still plugged in, press F3 (Setup), and F3 (Test COM Link).
5. Go to the CRC Changer or Autocashier and swipe a card as indicated on the front panel. If the machine is an ACW style unit, the display will read "CARD SWIPE DETECTED PLEASE MAKE SELECTION". Again, if the unit is an ACW style, press a wash selection. The changer display will read "CHECKING CREDIT...". If the machine being used is a Token Dispenser with the optional display, the message will immediately go to "CHECKING CREDIT...".
6. Check the display of the Hand-held Terminal connected to the CRC Controller. It should display how much information was received and some information from the credit card swiped.

	F1 Y	F2 N	F4 EXIT
Card #	1 2 3 4	1 2 3 4	1 2 3 4
EXP MMY	0 1 0 1		
Price in cents	1 0 0		

7. Press the F1 key to simulate an approval signal from the bank. If the changer is an ACW style unit, the changer display will read "THANK YOU PLEASE DRIVE AHEAD" and the car wash will start. If the changer is a token dispenser, the specified number of tokens will be dispensed. Be sure to perform steps 5 through 7 within 4 minutes. If not, the changer will "time-out", clearing the credit card information, and prepare for the next transaction.
8. Repeat steps 5 and 6 then press F2 to simulate a credit transaction denial. The changer display will read "CARD UNREADABLE PLEASE USE CASH".
9. The last step is to call the Hamilton Manufacturing Help Desk at the appointed time to download the banking information file to the CRC Controller.

**Download Merchant Information:** When ready to put the credit system "online," it is necessary to call the Hamilton CRC Help Desk. If the Hamilton CRC Help Desk has already received the Merchant Account information, the necessary file will have been prepared and will be ready for downloading. At this point, the CRC Help Desk technician will talk you through the download process. This process should only take a couple of minutes to complete.

# VI. TROUBLESHOOTING

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The troubleshooting operation outlined below should be used as a guide. For all problems relating to credit card acceptance, it is recommended that the outline be followed specifically. By skipping to a particular section without covering all areas, it is possible to miss the solution to the problem. If the particular symptom seen is not covered below, call the equipment supplier or the Hamilton Manufacturing Service Department.

## 1) Does the changer appear to be powered up?

Check the changer display and the Hand-held Terminal display connected to the CRC Controller.

**A) Yes?** Continue to Step 2.

**B) No?** Refer to the Troubleshooting section of the Changer Controller.

## 2) Does the changer operate normally for cash transactions?

For an ACW, deposit money and make a wash selection. Watch for the correct wash relay to activate. For a token changer, deposit money and wait for the correct payout.

**A) Yes?** Continue to Step 3.

**B) No?** Refer to the Troubleshooting section of the Changer Controller.

## 3) Does the changer recognize a card swipe?

When a card swipe is detected by the ACW, the display will read either "CARD SWIPE DETECTED PLEASE MAKE SELECTION" or "CHECKING CREDIT". A token changer will display "CHECKING CREDIT".

**A) Yes?** Continue to Step 4.

**B) No?** Continue to Step I below.

### I) Are both power and data connections plugged in and secure?

Check connections for both power and data cables by unplugging and re-connecting all cables associated with the Card Reader. When complete, repeat Step 3.

a) If the card swipe is detected, continue to Step 4.

b) If the card swipe is not detected, continue to Step II below.

### II) Is there an obstruction in the Card Reader?

It is possible for debris or other obstructions to become lodged in the Card Reader, preventing a credit card from being inserted completely. First, check visually. If nothing is seen, try inserting a credit card as far as it will go. If more than two numbers of the credit card number can be seen, there is an obstruction.

a) Yes? Remove obstruction and repeat Step 3.

b) No? Continue to Step III below.

**III) Is correct power being supplied?**

To check power to the Card Reader use a voltage meter set to DC voltage. With the RED lead of the meter touching the terminal of the red wire and the BLK lead touching the terminal of the BLK wire, note the voltage displayed on the meter.

- a) If the voltage is between 4.75 and 5.25 VDC, Power Supply is good. Continue to Step IV below.
- b) If the voltage is not between 4.75 and 5.25 VDC, repeat check at Power Out connector on CRC Controller with Card Reader Power Supply Cable removed.
  - i) If voltage is approx. 5VDC, replace Card Reader Power Supply Cable and repeat Step 3.
  - ii) If voltage is not 5 VDC, repeat check at connector of Power Supply with it removed from the CRC Controller.
    - If voltage is 5VDC, replace CRC Controller and repeat Step 3.
    - If voltage is not 5VDC replace Power Supply and repeat Step 3.

**IV) Is communication standby voltage correct?**

To check the standby voltage of the communication line, use a voltage meter set to DC voltage. With the RED lead on the BRN wire and the BLK lead on the YEL wire, note the voltage displayed on the meter.

- a) If the voltage is between 8 and 13 VDC, continue to Step V below.
- b) If the voltage is not between 8 and 13 VDC, check for broken wires or loose connections in the Communications Y Harness.
  - i) If there are broken wires or loose connections, correct the problem and repeat Step 3.
  - ii) If no problems are found in the communication lines, replace the Card Reader and repeat Step 3.

**V) Is data being sent on the communications lines?**

To check if data is being sent on the communication lines, use a voltage meter set to DC voltage. With the RED lead on the BRN wire and the BLK lead on the YEL wire, note the voltage change when a card is removed from the Card Reader.

- a) If the voltage does not change, replace the Card Reader module and repeat Step 3.
- b) If the voltage does change, replace the Changer Controller and repeat Step 3.

**4) Does the CRC Controller receive credit card data?**

To check if the CRC Controller is receiving credit card data, swipe a credit card while viewing the Hand-held Terminal that is plugged into the CRC Controller. If the display of the Hand-held Terminal changes to display "CREDIT CARD SWIPE", then the information has been received from the Changer Controller.

**A) Yes?** Continue to Step 5.

**B) No?** Continue to Step I below.

**I) Is the CRC Controller inoperative?**

To check this situation, turn off the main power circuit breaker for the changer and unplug the CRC Power Supply from the outlet inside the changer. Wait 10 seconds, plug the Power Supply back in and turn the changer circuit breaker back on. When this has been done, repeat Step 4.

- a) If data is received this time, continue to Step 5.
- b) If data is still not received, continue to Step II below.

**II) Are data cable connections plugged in and secure?**

Check connections for data cables by unplugging and re-connecting all cables associated with the CRC Controller's communication lines. When complete, repeat Step 4.

- a) If card data is received, continue to Step 5.
- b) If card data is not received, continue to Step III below.

**I) Is communication standby voltage correct?**

To check the standby voltage of the communication line, use a voltage meter set to DC voltage. With the RED lead on pin 5 of the DB9 connector and the BLK lead on pin 2 of the DB9 connector, note the voltage displayed on the meter.

- a) If voltage is between 8 and 13 VDC, continue to Step IV below.
- b) If voltage is not between 8 and 13 VDC, check for broken wires or loose connections in the communication lines.
  - i) If there are broken wires or loose connections, correct the problem and repeat Step 4.
  - b) If no problems are found in the communication lines, replace the Changer Controller and repeat Step 4.

**II) Is data being sent on the communication lines?**

To check if data is being sent on the communication lines, use a voltage meter set to DC voltage. With the RED lead on pin 5 of the DB9 connector and the BLK lead on pin 2 of the DB9 connector, note the voltage change when a card is removed from the Card Reader.

- a) If the voltage does not change, replace the Changer Controller and repeat Step 4.
- b) If the voltage does change, call Hamilton Manufacturing for a replacement CRC Controller.

**5) Are transactions being approved?**

To check a transaction approval, it is necessary to have a dedicated phone line plugged into the CRC Controller. Also, you must have already downloaded the special Merchant Account information file from the Hamilton Manufacturing CRC Help Desk.

**A) Yes?** Continue to step (I) below.

**I) Is communication standby voltage correct?**

- a) Yes? Everything operating as normal.
- b) No? Continue to step (II) below.

**II) Approval between 45 – 65 seconds?**

- a) Yes? There may be a problem with the phone number used to dial the Credit Processor. Call Hamilton CRC Help Desk.
- b) No? Continue to step (III) below.

**III) Approval any other time?**

- a) Yes? There may be a problem with the phone number used to dial the Credit Processor. Call Hamilton CRC Help Desk.
- b) No? Continue to step (B) below.

**B) No?** Continue to step (I) below.

**I) Denial between 0 – 5 seconds?**

- a) Yes? Wrong credit card type, magnetic stripe not readable, or card not removed from reader smoothly. Try making a transaction with a known good credit card.
- b) No? Continue to step (II) below.

**II) Denial between 20 – 35 seconds?**

- a) Yes? The cardholders' credit was not accepted. Try a different credit card.
- b) No? Continue to step (III) below.

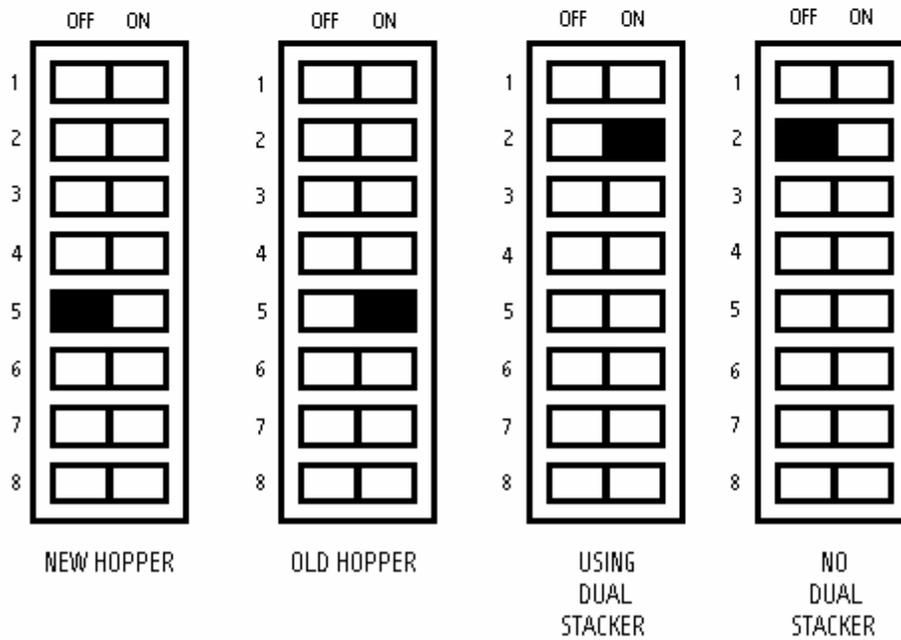
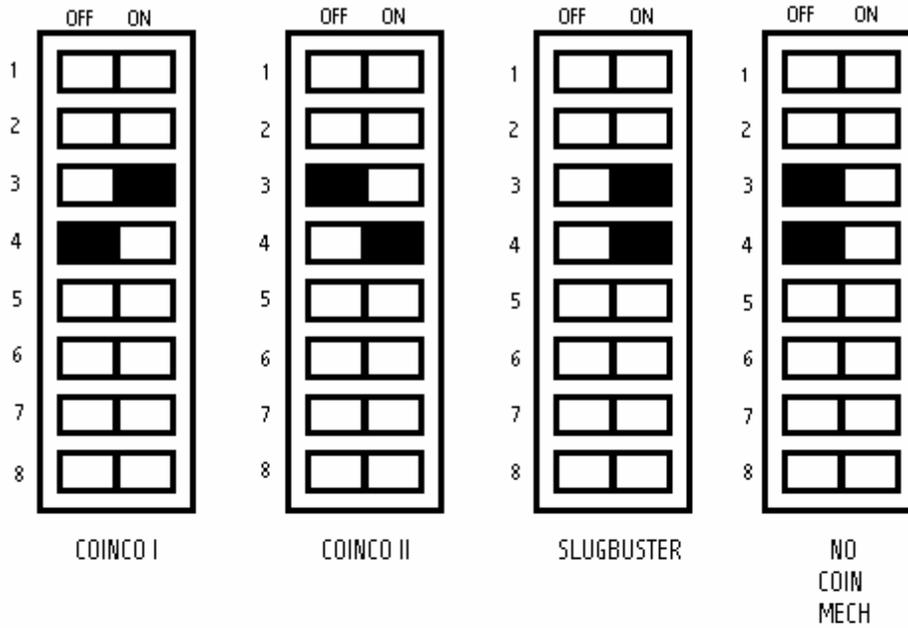
**III) Denial in 25 seconds?**

- a) Yes? Possible problem with CRC Controller modem. Call Hamilton CRC Help Desk.
- b) No? Continue to step (IV) below.

- IV) Denial between 30 – 45 seconds?**
- a) Yes? No dial tone on phone line. To test, plug a regular telephone into phone line and listen for dial tone. If there is no dial tone, call the phone company.
  - b) No? Continue to step (V) below.
- V) Denial between 2 minutes 20 seconds – 2 minutes 45 seconds?**
- a) Yes? Phone problem, possibly the 1-800 number used to call the Credit Processor. With a regular phone, try calling the 1-800 number to see if you can connect. If not, call Credit Service Provider and notify.
  - b) No? Continue to step (VI) below.
- VI) Denial between 3 minutes 15 seconds – 3 minutes 45 seconds?**
- a) Yes? Possible phone line problem or VITAL® modems not responding. Check phone line with a portable phone for static. Also, try calling the 1-800 number used for verification to see if you can connect.
  - b) No? Continue to step (VI) below.
- VII) Denial between 4 minutes – 4 minutes 30 seconds?**
- a) Yes? There was no response from the CRC Controller to the Changer Controller. This can happen periodically in normal operation. If the problem occurs repeatedly, start system again by cycling power to the CRC Controller by unplugging the CRC Power Supply power pack in the changer and then re-plugging it in. It will take close to 1 minute to boot up.
  - b) No? Call Hamilton Manufacturing CRC Help Desk for assistance.

# APPENDIX A

## Configuration Switch Settings



# APPENIX B

## A QUICK REFERENCE GUIDE TO PROGRAMMING WITH THE CRC HAND-HELD REMOTE

**MAIN MENU**      F1 Reports  
                      F2 Credit Menu  
                      F3 Set Up  
                      Last Post MM/DD/YYYY

**NOTE: BEFORE DISCONNECTING THE HAND-HELD FROM THE MACHINE, THE DISPLAY MUST SHOW THE MAIN MENU SCREEN OR THE CRC WILL NOT ACCEPT CREDIT CARDS.**

### **HOW TO SET THE CURRENT DATE AND TIME**

1. To set the current date and time, start at the Main Menu and press the following keys on the CRC Hand-held Remote:
  - F3 Setup
  - F1 Set Date/Time

The time should be entered in military time. For example, 9:00 AM = 09:00, 12:00 PM = 12:00, 9:00 PM = 21:00, and 12:00 AM = 24:00.

Make changes using the arrow keys and the number pad with the following format:

13:30      06/07/1999

Press F1 to save, and F4 to return to the Main Menu.

NOTE: ALL TIMES MUST BE ENTERED IN MILITARY TIME

### **HOW TO DO A CREDIT CARD TRANSACTION**

1. With the Welcome Prompt displayed, swipe the credit card with the magnetic strip to the top and to the left in the card reader. If using an Autocashier, the display should read "Card swipe detected / Please select wash". If using a Token Vendor with the optional display, the message will immediately go to "Checking Credit...". If using a Token Vendor without a display, the machine will pay out if the card was accepted or the Out of Service light will flash if the card was not accepted.
2. Select a wash and the display will read "Checking Credit" . This should take about 30 seconds, but it can take up to 1 ½ minutes. The message should then read "Credit accepted, please drive ahead".

## **☐ HOW TO DO A MANUAL SALE**

- F2 Credit Menu
  - F3 Sale
1. Enter the credit card number and press “Y” for yes.
  2. Enter the expiration date, by month and year and press “Y” for yes.
  3. Enter the amount of the sale in cents. \$20.00 would be entered as 2000 and press “Y” for yes.
  4. The Hand-held will then say “Charge \$XXXX to account #(card number). If this is correct, press “Y”.
  5. The display will then read either “Sale Approved or Sale Not Approved”. Press F4 to return to the Main Menu.

NOTE: MAXIMUM SALE OR CREDIT IS \$20.00 AT A TIME

## **☐ HOW TO CREDIT A CARD**

1. To credit a card, start at the Main Menu and enter the following on the CRC Hand-held Remote:
  - F2 Credit Menu
  - F1 Credit
2. Enter the card #, and press “Y” for yes.
3. Enter the expiration date by month and year (0499), then press “Y” for yes.
4. Enter the amount to credit in cents (for example, to credit \$6.00, enter 600), then “Y” for yes.
5. The display will ask “Credit \$xx.xx to (card number)”. If this is correct, press “Y” for yes.
6. The display will either read “Credit Applied” or “Unable to Credit”.
7. Press F4 to return to the Main Menu.

## **☐ HOW TO ENTER THE FAX #**

1. To enter a new FAX #, or change the existing FAX #, start at the Main Menu and enter the following on the CRC Hand-held Remote:
  - F3 Setup
  - F3 Set Phone #'s
  - F1 Fax

The following will appear on the display:

ENTER PHONE NUMBER	
OLD:	5555555
NEW:	
F1 Save	F4 Exit

2. Enter the FAX number where it says "NEW", and then press F1 to save. (If the fax number is a local number, do not enter the "1" or the area code unless required in your area.)
3. Press F4 once to return to the previous menu, or three times to return to the Main Menu.

## HOW TO DO A MANUAL POST

1. To do a manual post, start at the Main Menu and enter the following on the CRC Hand-held remote:
  - F2 Credit Menu
  - F2 Post
2. The display will read "Are you sure (Y/N)". Press "Y" for yes. The Hand-held will then say "Sending Post, Please Wait". This usually takes about 45 seconds or more. If the CRC is programmed to fax the credit report immediately following a post, it will do so at this time. This may take approximately 2-3 minutes depending on the size of the report. When it is done faxing, it will return to the Main Menu and should show today's date as the last post date at the bottom of the display on the Hand-held.
3. If the post was unsuccessful, the display will read "Post did not finish". Press F4 to return to the Main Menu. The Main Menu will then show "Last Post Error" at the bottom of the display.
4. If there has not been any card activity, the Hand-held will say "Nothing to Settle". Press F4 to continue. When you press F4 it will then say "Auto Report Busy Faxing, Please Wait". It should then fax a statement showing there is nothing to settle. It will then return to the Main menu and the last post date will not change.

**NOTE:** If the post was unsuccessful, the display will read "Post did not finish". In this situation, the CRC ignores further card swipes until a successful post occurs. The CRC will attempt to auto-post every hour after a failed attempt, until the post is successful. A manual post can be attempted at any time. However, it is important to note that a manual failure does not initiate the repeat posting sequence.

## HOW TO PROGRAM THE CRC TO AUTO POST

1. To set the Auto Post time, start at the Main Menu and enter the following on the CRC Hand-held Remote:
  - F3 Setup
  - F2 Config Auto Post
  - F1 Set Post Time

The following will appear on the display:

Auto Post Time	
Old:	2330
New:	
F1 Save	F4 Exit

2. The CRC should already be set to Auto Post at 2330 (Military time for 11:30 PM). If this is an acceptable time, press F1 to save and F4 to return to the previous menu.

If you wish to program the CRC to fax at a different time, enter the time where it says "New". Press F1 to save, and F4 to return to the previous menu.

## **□ HOW TO SET FAX CREDIT REPORT**

1. To program the CRC to fax a copy of the Credit Report each night after it settles with Visa Net, from the Main Menu press:
  - F1 Setup
  - F2 Config Auto Post
  - F2 Fax Credit Report

The following will appear on the display:

<p>Credit Report</p> <p>F1 On F2 Off F4 Exit</p>
--

2. Turning this feature ON will automatically fax the report after the CRC Auto Settles with Visa Net. Press F4 to return to the Main Menu.

## **□ HOW TO SET FAX AUDIT REPORT**

1. To program the CRC to fax a copy of the audit report immediately following the Credit Report, from the Main Menu press:
  - F3 Setup
  - F2 Config Auto Post
  - F3 Fax Audit Report

The following will appear on the display:

<p>Audit Report</p> <p>F1 On F2 Off F4 Exit</p>
---

2. Turning this feature ON will automatically fax the report after the credit report. Press F4 to return to the Main Menu.

**NOTE: THE AUDIT REPORT IS THREE ADDITIONAL PAGES EVERY NIGHT. Receiving the Audit Report nightly does not zero out the totals in the ACW Controller. This has to be done manually.**

## □ HOW TO GENERATE A HISTORY REPORT OR AN AUDIT REPORT

1. To generate a Credit Card Transaction History Report or Audit Report, start at the Main Menu and enter the following on the CRC Hand-held Remote:
  - F1 Reports
  - F3 History/or F2 Audit (then go to step 2)
  - F1 for Current Month or F2 for a Previous Month (up to 3 months back)
2. The Hand-held will then say “Generating Report, Please Wait”.
3. After the report is generated, the display will show:

F1 Pinter Port  
F2 Fax  
F4 Exit

4. Select the desired element to have the report printed to. It will ask you to please wait and then return to the Main Menu when finished.

## □ HOW TO SET THE DELAYED ANSWERING

1. To set Delayed Answering, start at the Main Menu and press F3 Setup on the CRC Hand-held Remote. Then press either the right or left arrow keys to display the following:

F1 Set Delay Answer

← PRV F4 Exit NXT →

2. Press F1 Set Delay Answer to view the following screen:

Delay Answer: ON  
F1 ON  
F2 OFF  
F4 Exit

3. To enable Delayed Answer, press F1 ON. Please note that if you are using only one phone line for more than one piece of equipment, the Delay Answer should be set to ON. When set to ON, the CRC will not pick up until the 6<sup>th</sup> ring.
4. To disable Delayed Answer, press F2 OFF. When set to the OFF position, the CRC will pick up after the first ring.
5. Press F4 to return to the previous menu.

## **LIMITED WARRANTY AGREEMENT OF HAMILTON MANUFACTURING CORP.**

Hamilton Manufacturing Corp., an Ohio Corporation, ("Seller") warrants to Purchaser that all new equipment shall be free from defects in material and factory workmanship for a period of one (1) year from the original shipping date. Hamilton Manufacturing Corp. further warrants if any part of said new equipment in Seller's sole opinion, requires replacement or repair due to a defect in material or factory workmanship during said period, Seller will repair or replace said new equipment. Purchaser's remedies and the liabilities and obligations of Seller herein shall be limited to repair or replacement of the equipment as Seller may choose, and Seller's obligation to remedy such defects shall not exceed the Purchaser's original cost for the equipment. Purchaser EXPRESSLY AGREES this is the EXCLUSIVE REMEDY under this warranty. There are no other express or implied warranties which extend beyond the face hereof. All warranty repair service must be performed by either a Factory Trained Service Representative or **HAMILTON MANUFACTURING CORP., 1026 Hamilton Drive, Holland, Ohio 43528 PHONE (419) 867-4858 or (800) 837-5561, FAX (419) 867-4867.**

The limited warranty for new equipment is conditioned upon the following:

1. The subject equipment has not, in the Seller's sole opinion, been subjected to: accident, abuse, misuse, vandalism, civil disobedience, riots, acts of God, natural disaster, acts of war or terrorism.
2. The Seller shall not be liable for any expense incurred by Purchaser incidental to the repair or replacement of equipment and Purchaser shall assume full responsibility for any freight or shipping charges.
3. The coverage of this warranty shall not extend to expendable parts.
4. Purchaser shall have a warranty registration card on file with Seller prior to any claim in order for warranty protection to apply.
5. No warranty coverage is applicable to any equipment used for currency other than that specified at the time of the purchase.
6. Seller expressly disclaims any warranty that counterfeit currency will not activate said equipment.
7. Seller expressly disclaims any warranty for any losses due to bill manipulation or theft or loss of cash under any circumstances.

Seller further warrants all repair or service work performed by a factory trained representative or Hamilton Manufacturing Corp. for a period of ninety (90) days from the date the repair or service work was performed. Purchaser's remedies and the liabilities and obligations of Seller herein shall be limited to repair or replacement of equipment as Seller may choose, and Seller's obligation to remedy such defects shall not exceed the Purchaser's depreciated value of the equipment. Purchaser EXPRESSLY AGREES this is an EXCLUSIVE REMEDY under this warranty. There are no other express or implied warranties on repair or service work performed by a factory trained representative or Hamilton Manufacturing Corp. which extend beyond the face hereof.

(see next page for additional provisions)

The limited warranty for repair and service work is conditioned upon the following:

1. The subject equipment has not, in the Seller's sole opinion, been subjected to: accident, abuse, misuse, vandalism, civil disobedience, riots, acts of God, natural disaster, acts of war or terrorism.
2. The Seller shall not be liable for any expense incurred by Purchaser incidental to the repair or replacement of equipment and Purchaser shall assume full responsibility for any freight or shipping charges.
3. The coverage of this warranty shall not extend to expendable parts.
4. Purchaser shall have a warranty registration card on file with Seller prior to any claim in order for warranty protection to apply.
5. No warranty coverage is applicable to any equipment used for currency other than that specified at the time of the purchase.
6. Seller expressly disclaims any warranty that counterfeit currency will not activate said equipment.
7. Seller expressly disclaims any warranty for any losses due to bill manipulation or theft or loss of cash under any circumstances.
8. No person or entity other than a factory trained representative or Hamilton Manufacturing Corp. has performed or attempted to perform the subject repair or service.

THIS AGREEMENT IS MADE WITH THE EXPRESS UNDERSTANDING THAT THERE ARE NO IMPLIED WARRANTIES THAT THE EQUIPMENT SHALL BE MERCHANTABLE, OR THAT THE GOODS SHALL BE FIT FOR ANY PARTICULAR PURPOSE. PURCHASER HEREBY ACKNOWLEDGES THAT IT IS NOT RELYING ON THE SELLER'S SKILL OR JUDGMENT TO SELECT OR FURNISH EQUIPMENT SUITABLE FOR ANY PARTICULAR PURPOSE AND THAT THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THAT WHICH IS DESCRIBED HEREIN.

The Purchaser agrees that in no event will the Seller be liable for direct, indirect, or consequential damages or for injury resulting from any defective or non-conforming new, repaired or serviced equipment, or for any loss, damage or expense of any kind, including loss of profits, business interruption, loss of business information or other pecuniary loss arising in connection with this Limited Warranty Agreement, or with the use of, or inability to use the subject equipment regardless of Sellers knowledge of the possibility of the same.



## **Hamilton Manufacturing Corporation**

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