# CPI Paypod Integrated with NRS POS

## CPI (Crane Payment Innovations) Paypod Integration with NRS POS

NRS has introduced the ability to use the CPI Paypod together with your NRS POS system. This minimizes the amount of cash that employees need to handle and makes the cash payment process more efficient and secure.

### Please Note: Paypod Integration is a standalone Premium Feature.

**Key benefits of NRS POS - CPI Paypod integration**:

- **Automated cash handling**: Customers can pay with cash by inserting bills and coins directly into the Paypod. This eliminates the need for an attendant to handle cash.

  The NRS POS calculates the total payment required, then the Paypod accepts payment, and automatically dispenses change if needed.

- **Inbuilt cashbox**: The Paypod has an inbuilt cashbox which provides a secure storage option for your cash. This reduces the need for cash drops throughout the day and also simplifies cash reconciliation at the end of each shift.

- **Security**: Cash is not handled directly by employees. This reduces the risk of accepting fake coins and notes, the risk of theft, and mistakes when giving change.

**Key Features**

- **Easy transactions**: When the Paypod feature is activated, the payment tender keys on the register will be replaced by the Paypod Cash button. Cashiers can initiate cash payments through the new **Paypod Cash** button on the register, allowing customers to insert cash directly. Any required change is automatically dispensed, creating a faster, more secure transaction process.

- **Refunds**: Easily handle refunds by selecting the Paypod Cash button. This automatically dispenses the refund amount from the Paypod.

- **Cash management**: Use the Paypod Functions menu on the POS to manage cash levels. Options include transferring excess cash to the inbuilt cashbox and also ensuring sufficient funds are available for daily operations.

This manual provides a comprehensive guide to setting up, operating, and maintaining the Paypod unit integrated together with the NRS POS.
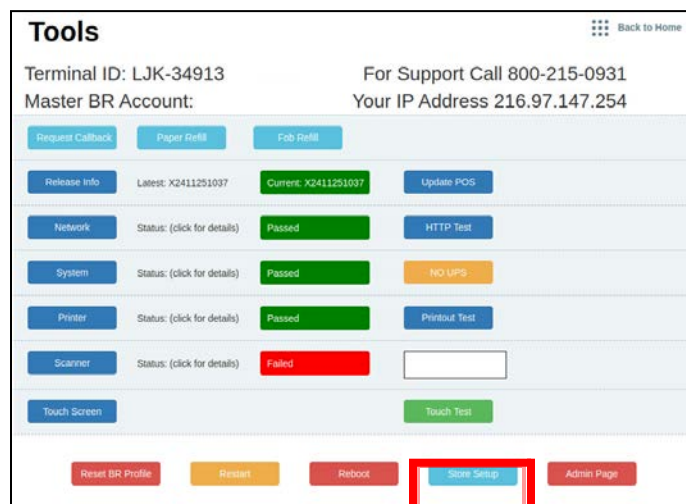
# Activating the Paypod in NRS POS

To activate the Paypod on the NRS POS, perform the following steps:
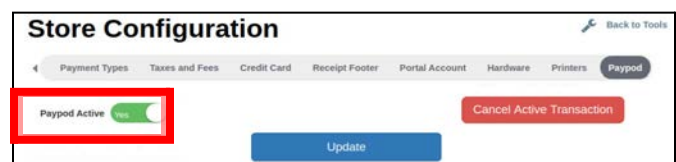
From the main Tile screen select the Tools Tile.
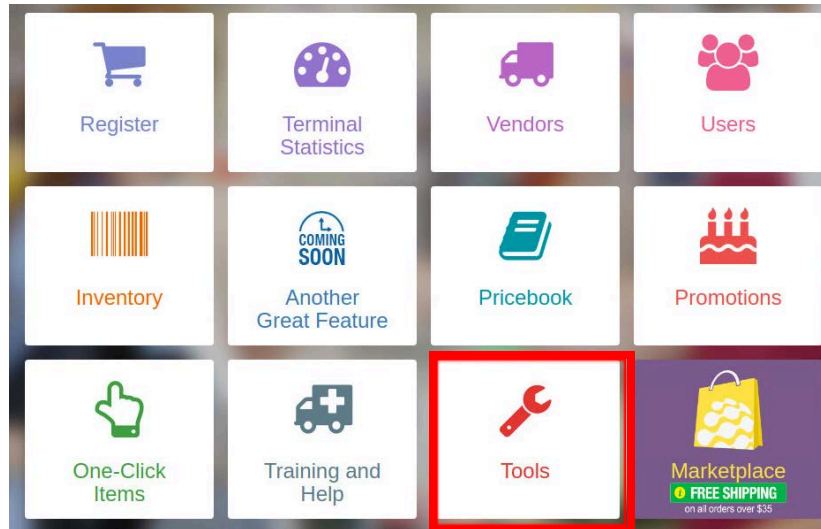


**Select Store Setup**.



Navigate to the **Paypod** tab on the top topics bar.
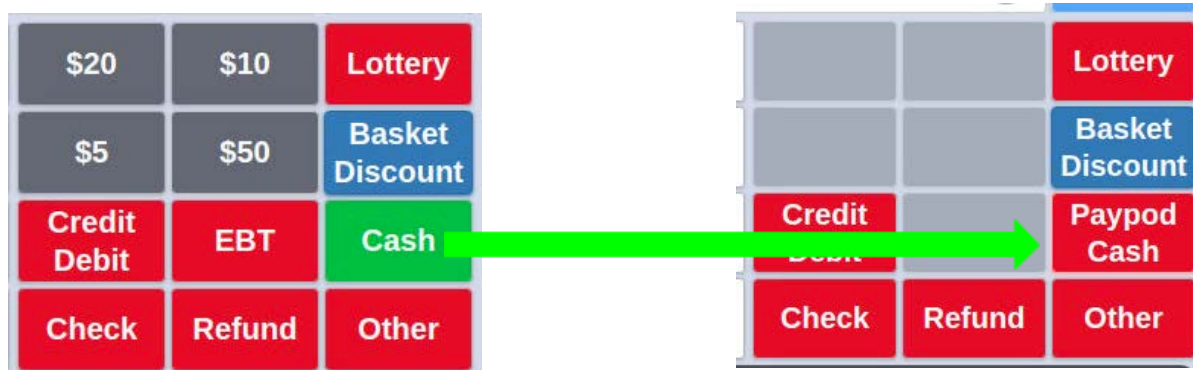


Select **Paypod Active: Yes**.
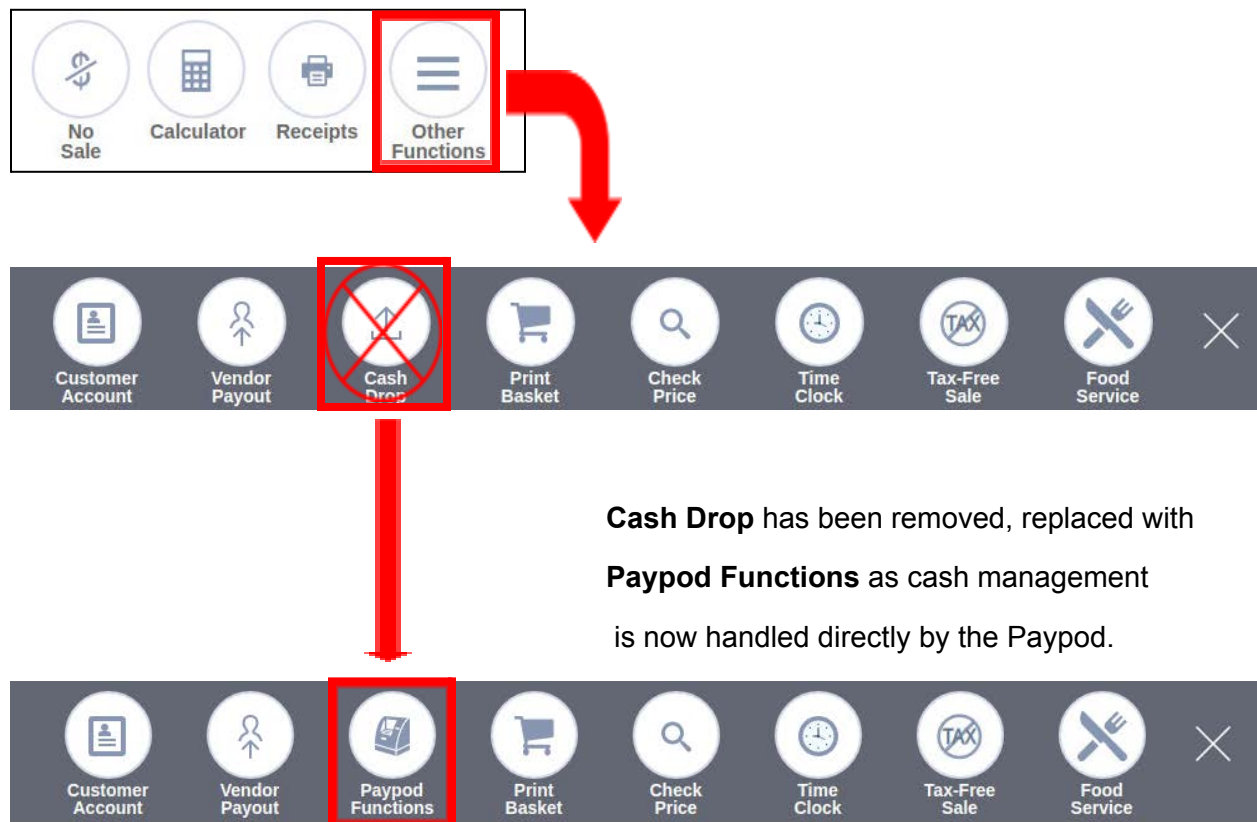
Click the **Update** button to save your changes.

# Changes in the POS Register Layout

Once the Paypod is activated, the following button changes will appear in the register display.

The **Cash Button** now appears as **Paypod Cash**.



Selecting **Other functions** on the bottom toolbar opens up additional functions, one of which is Paypod Functions



**Cash Drop** has been removed, replaced with **Paypod Functions** as cash management is now handled directly by the Paypod.

# Making a Sale

In order to complete the transaction with the CSI Paypod and the NRS POS, the cashier must first add items to the customers basket.

After all items have been added to the basket, select the **Paypod Cash** button to initiate the payment process using the Paypod.
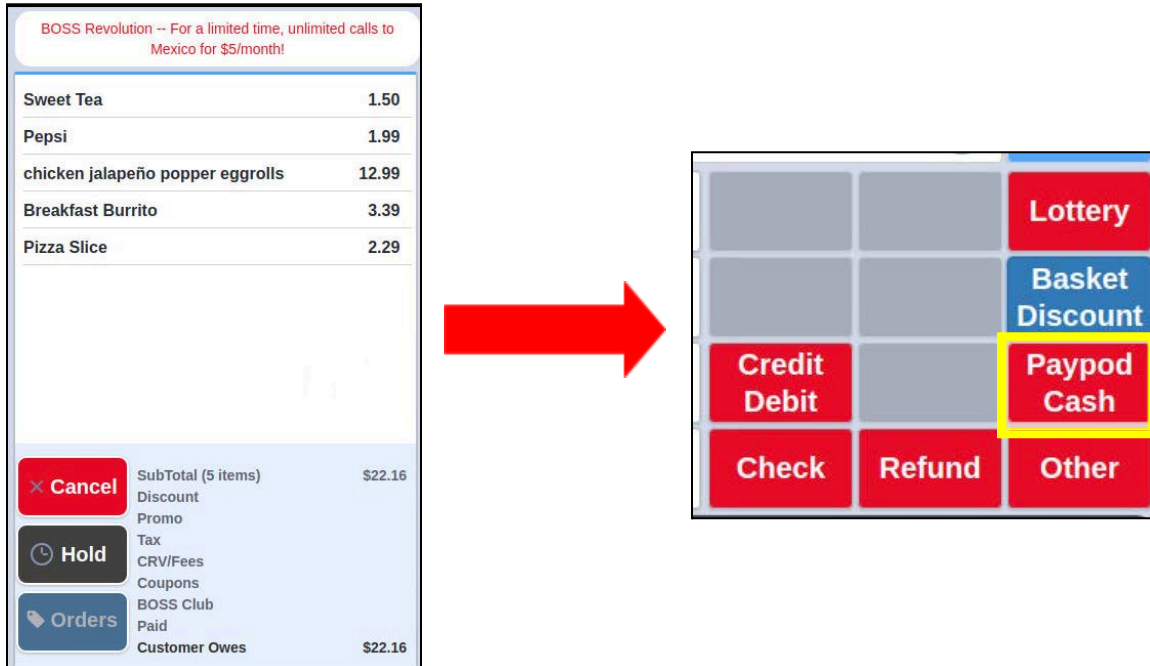


The NRS POS system checks the status of the Paypod. If there is not enough money in the PayPod it will show a pop up with warnings notifying the cashier that additional cash should be added to the Paypod.
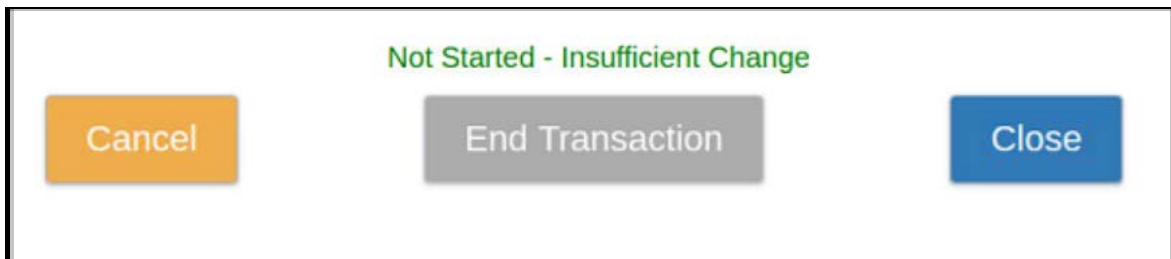


Once the transaction is completed and the customer has gotten their change from the PayPod, your cashier will have to tap the "close " button.  This will bring you to the option screen of printing a receipt or sending it to the customer via SMS,
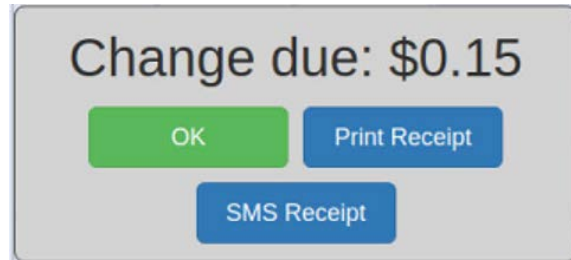
In the event that the Paypod becomes unavailable during a transaction, the cashier will tap the Paypod cash button and then tap cancel.
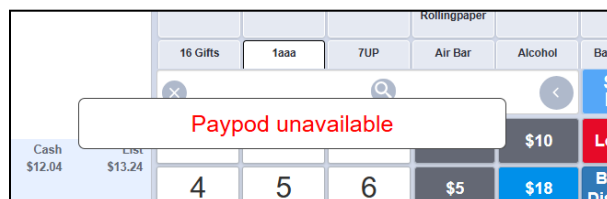
The POS will then revert to the cash drawer to accept payments.



The POS system reverts to the standard **Cash** button, and the cashier must handle cash manually.



**If the Paypod is not operational:**



In this case, restart the Paypod. It will take approximately 1 minute for the Paypod to reregister on the POS. If the error still persists, contact NRS support at 800-215-0931 to troubleshoot before attempting another Paypod transaction.

**The cashier should now** guide the customer to begin inserting cash. Any coins should be inserted in the coin insertion funnel situated on the top of the Paypod.

The bill acceptor is situated on the customer facing side.



The customer will need to insert one note (in any direction) or coin at a time until the full amount is deposited.

Each coin or bill will be reflected on both the cashier's and customer's screens, updating **Amount Deposited** and **Amount Due** in real time. This allows the customer to see how much more is needed to complete the payment.

The popup for the cashier's screen is as follows:



| | |
|---|---|
| Basket Total: | $2.00 |
| Amount Deposited: | $1.50 |
| Amount Due: | $0.50 |
| Change: | $0.00 |

In progress

Cancel    End Transaction    Close

The customer screen will show the following. As cash is inserted into the Paypod the adjustment will show on both the merchant facing screen as well as on the customer screen.

| | |
|---|---|
| **Basket Total:** | $2.00 |
| **Amount Deposited:** | $1.50 |
| **Amount Due:** | $0.50 |
| **Change:** | $0.00 |

| | |
|---|---|
| SubTotal (1 items) | $2.00 |
| Tax | |
| CRV/Fees | |
| Paid | |
| Due From Customer | $2.00 |
| What is your BOSS Club Number? | |
| **Points Balance** | **Unknown** |

**PLEASE NOTE: If the customer wants to cancel the cash payment and then pay by credit card, for example, then the customer has to ask the cashier to cancel the payment.**

If the customer has ALREADY INSERTED MONEY INTO THE Paypod, then tapping cancel will refund the money inserted, allowing the cashier to start the cc payment processing.

The payment cannot be cancelled directly from the Paypod or from the customer facing screen.

Once the amount deposited is equal to or greater than the purchase the screens on the POS will display the **Amount Due** as $0.00.

| | |
|---|---|
| Basket Total: | $2.00 |
| Amount Deposited: | $2.50 |
| Amount Due: | $0.00 |
| Change: | $0.50 |

Transaction complete

[ Cancel ] [ End Transaction ] [ Close ]

The cashier will then Select **Close** on the POS to finalize the sale. If the customer overpaid (inserted more cash than the total), the Paypod will automatically calculate and dispense the correct amount of change. This action tells the Paypod to complete the transaction.



**PLEASE NOTE: Once the money has been paid into the Paypod, it is not possible to reverse the transaction**. Once the transaction has been completed and the Paypod has dispensed the change, the cashier cannot cancel the transaction at this point. However, if the transaction has not closed yet and the cashier taps CANCEL, the cash will be returned to the customer.

If the customer wants to change their mind and pay by credit card instead after the funds have been inserted into the Paypod, the cashier will have to complete the transaction, issue a refund via cash, and then process a credit card payment after scanning the items into the cart a second time.  This will be a separate transaction..

Your customer can now collect the change from the designated slot on the Paypod.

## Making a Refund

The cashier will need to start a new transaction and select Refund on the POS to enter the Refund Mode.
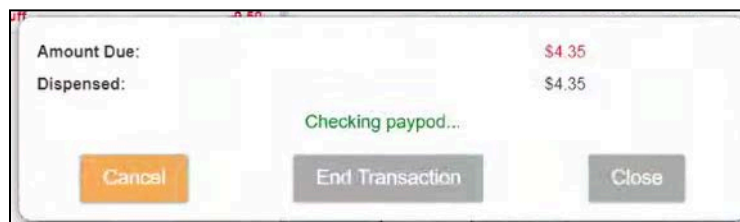


You can now choose or scan the item(s) to be refunded.

**PLEASE NOTE: The item being refunded cannot be looked up with a loyalty account as the POS does not currently have lookup capability for refunds.**
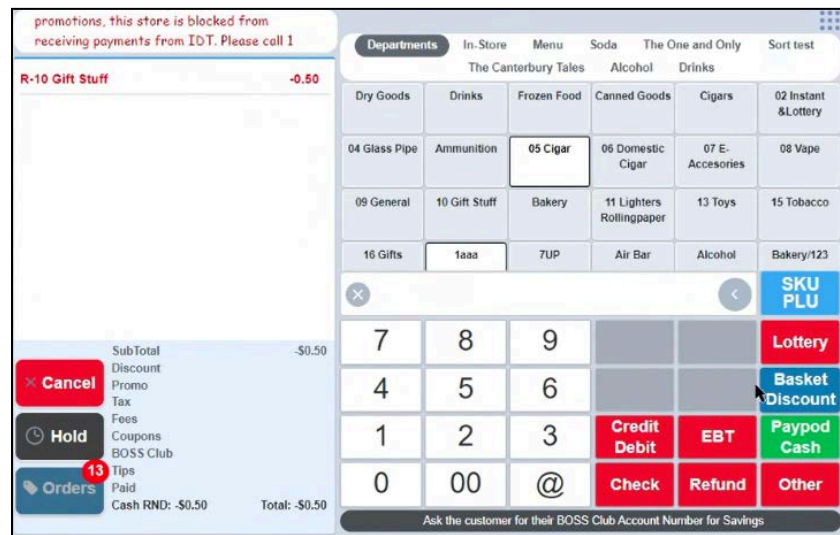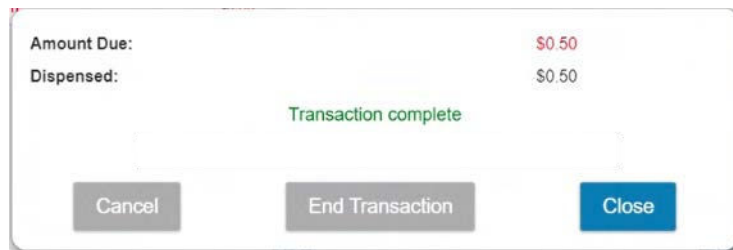


Press **Paypod Cash** to dispense the refund amount.



The POS will display a message, "Checking Paypod…"

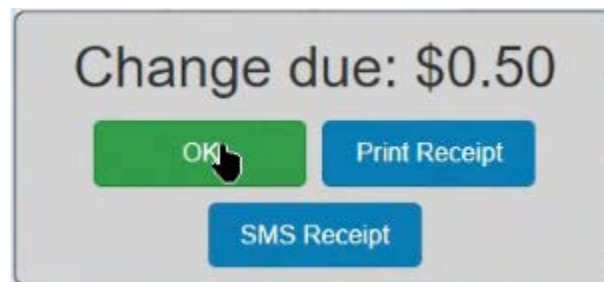The Paypod will then dispense the refund, and the POS displays the dispensed amount.

| Amount Due: | $0.50 |
| Dispensed: | $0.50 |

Transaction complete

Cancel     End Transaction     Close

## Change due: $0.50

OK     Print Receipt

SMS Receipt

# Understanding the Three Cash Compartments in the Paypod

The Paypod contains two separate cash compartments that serve different functions:

### Cashbox Compartment

The cashbox is a secure storage area within the Paypod where excess cash is transferred from the recycler to reduce the risk of cash overflow.

Throughout the day, the cashier can move excess notes from the recycler to the cashbox (via the POS). This keeps the recycler compartment from becoming overfilled while ensuring enough money remains for giving change.

The cashbox is accessed at the end of the day or at cash collection times. It provides a secure location for larger sums of cash that are ready to be deposited in a safe or a bank.

Together, these two compartments ensure that the Paypod maintains an optimal cash level in the recycler for daily transactions while securely storing excess cash in the cashbox.

### Loader Compartment

The Loader compartment is the staging box for distributing money to the recyclers. When the Paypod is loaded with bills the loader is the compartment which receives it. Depending on what you set your float levels at, the recyclers will pull money from the loader so change can be provided.

### Recycler Compartments

The recycler is the primary compartment used during transactions. It holds a pre-set amount of notes and coins, known as the **float level**, to provide change for daily operations.

Cash deposited by customers during transactions is temporarily stored in the recycler, allowing the machine to recycle these funds for subsequent transactions.

# Paypod Cash Management Functions

Cash management in the Paypod system involves maintaining a **float level**, which is a reserve amount of cash left in the machine for daily transactions. This section guides merchants on adjusting this float level and managing cash using the **Paypod Functions** in the NRS POS.

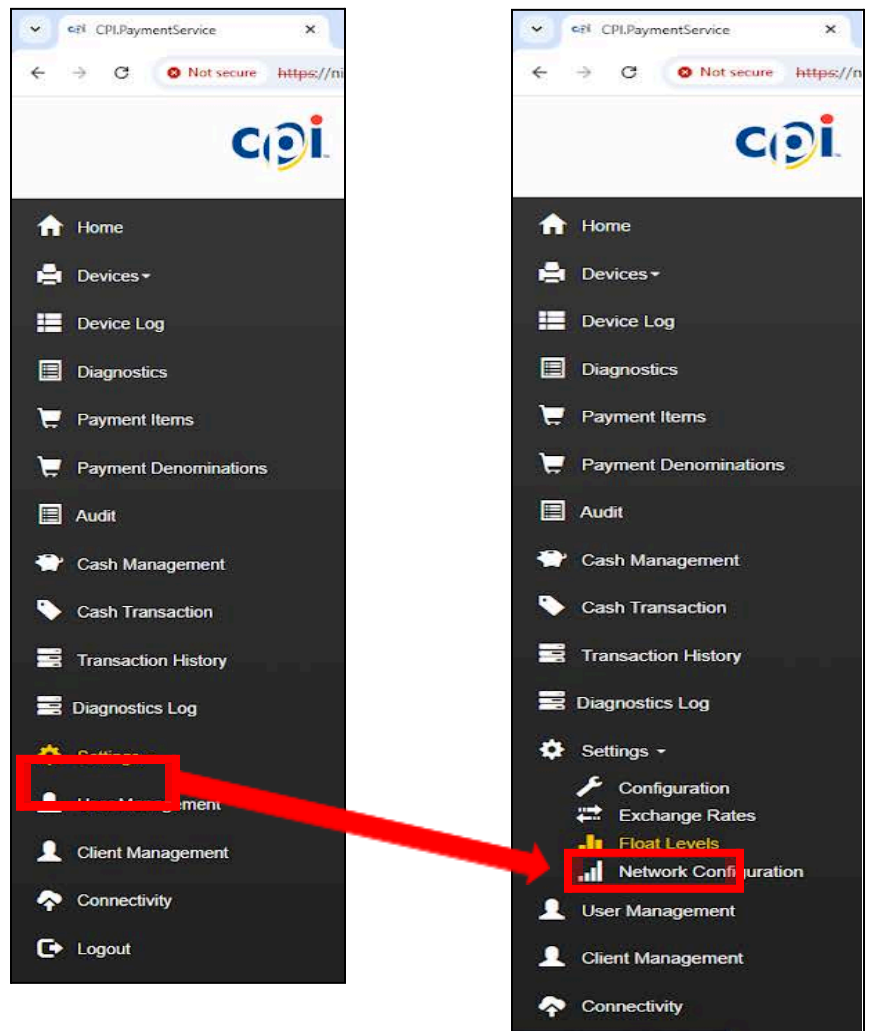## Float Level Adjustments

> **Note**
>
> **The float level is decided by an algorithm inside the Paypod which determines the amount of change it needs to be able to give change on any possible transaction. The float level cannot be changed by NRS.**

Adjusting the float level involves transferring excess cash to the cashbox while leaving a predefined amount available for transactions.

When you are having the CPI technician installing the Paypod, they will work with you on the CPI Paypod interface to set up the float level. This is similar to what a store will want the opening balance to be in the cash drawer from their POS or cash register.

You will be guided through this process by CPI.

They will create an account for your Paypod on the CPI account system. In user settings you will be guided to select how many of what denomination you wish to have in reserve in the Paypod at the end of the day. This is your "Float" Level.

## Accessing Paypod Cash Management

On the POS register screen, go to the Other functions then tap the **Paypod Functions** menu.



Select the required option, as described below.
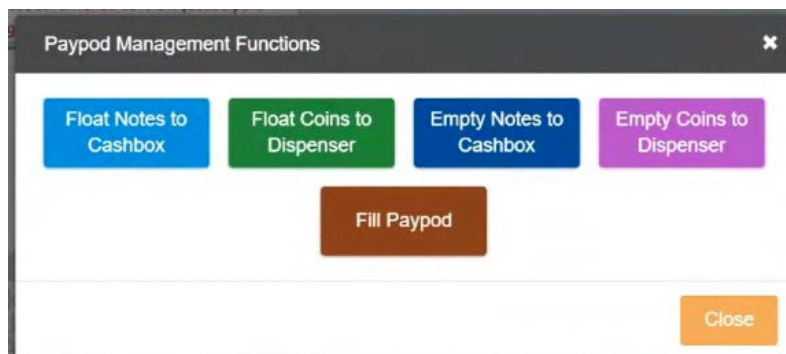
## Float Notes to Cashbox

**Purpose**: Moves extra notes from the recycler to the cashbox, while leaving a set minimum (float level) in the recycler.  This is useful at the end of the day to clear excess notes from the recycler while ensuring enough cash remains for the next operating period.

Select **Float Notes to Cashbox**.

The Paypod will then transfer all notes above the float level into the cashbox.  You must wait for the transaction to complete, which will be indicated on the screen.

Transaction complete

## Empty Notes to Cashbox

**Purpose**: Transfers all notes from the recycler to the cashbox, leaving the recycler empty.  This function is Ideal for end-of-day cash collection or when preparing for a cash drop to the bank.

Select **Empty Notes to Cashbox**

The Paypod will transfer all notes from the recycler to the cashbox.  Confirm that the transaction has completed on the screen.

Transaction complete

# Emptying and Filling the Paypod

In addition to adjusting float levels, merchants can fully empty or refill the Paypod.

You can manually add coins and notes to the Paypod to ensure it has enough funds for change throughout the day.  Typically this function is used to refill the Paypod after emptying it or before high-traffic periods to ensure sufficient change is available for transactions.

In order to do this you  must first prepare the coins and notes you intend to load.  After you have the currency prepared -

Select **Fill Paypod**

Insert the coins and notes into the appropriate slots.  Confirm that the screen reflects the updated cash total in the Paypod.

| | |
|---|---|
| **Amount Deposited:** | $0.00 |
| | In progress |

## Float Coins to Dispenser

This function dispenses excess coins from the Paypod, keeping only the minimum required for change in the recycler.  It helps maintain only the necessary coins in the Paypod for change, reducing excess cash in the machine.

Select **Float Coins to Dispenser**    [Float Coins to Dispenser]

The Paypod will dispense all coins above the float level.  You will need to collect the dispensed coins, and check that the screen on the POS confirms the transaction is complete.

## Empty Coins to Dispenser

This function dispenses all coins from the recycler, leaving the machine ready for a fresh supply of coins.  This is useful when balancing cash or preparing for end-of-day reconciliation.

Select **Empty Coins to Dispenser**.    [Empty Coins to Dispenser]

The Paypod will dispense all coins through the coin return slot.  You will need to collect all dispensed coins and confirm on the POS  screen  that the process is complete.

# Paypod Cash Management Permissions

The following permissions which control the Paypod cash management functions have been added to the NRS POS within the Users tile on the home screen.  For the Admin user all the boxes will be checked blue.  But for all other roles - manager or cashier - these functions will need to be set by the **Admin** user.



Before starting to use the Paypod, **the merchant will need to assign all Paypod permissions to themselves**, and relevant permissions as required to the cashiers.

# Troubleshooting Paypod Errors

The following error conditions may occur when using the CPI Paypod with the NRS POS.

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**General Note**

When an error occurs, the merchant should initially contact NRS support. However, it is possible that the issue will be caused by a hardware error, in which case the merchant will have to contact Crane Payment Innovations support

**Email**: customerservice@cranepi.com
**Tel**: 800-628-8363

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## Paypod Cash button goes back to Regular Cash button

The Paypod Cash button on the register reverts back to the normal cash button. This indicates that the POS is not able to use the Paypod to take payments, either due to a communication issue with the Paypod or because there is an issue with the Paypod itself (e.g. the Paypod is out of change or has a hardware fault).
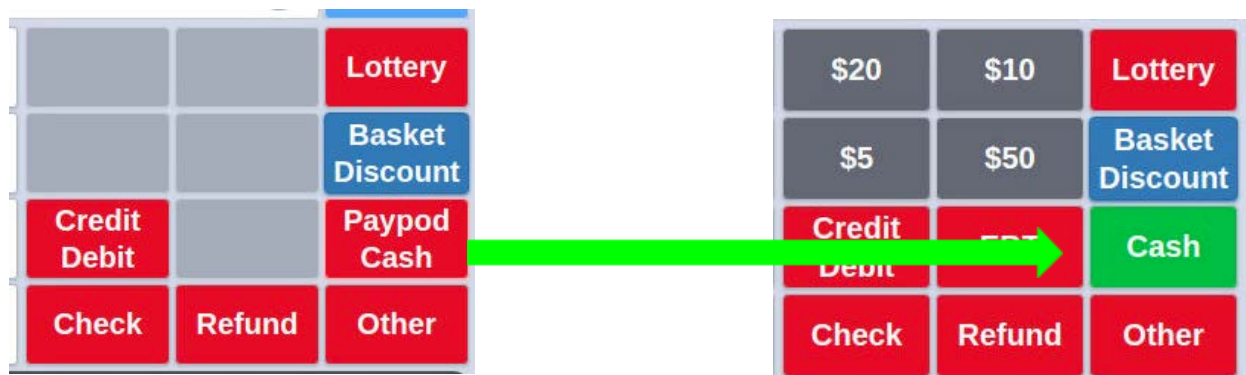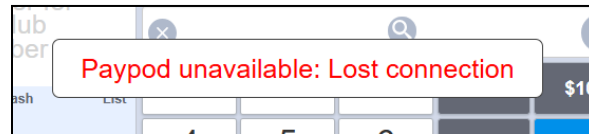


**Solution**

Restart the Paypod.  Wait one minute and then log out of the POS and log back in, if the issue persists  contact NRS support to troubleshoot.

# Connectivity

The POS communicates with the Paypod over the stores local area network (LAN). If this connection is lost, the following error will appear on the POS:
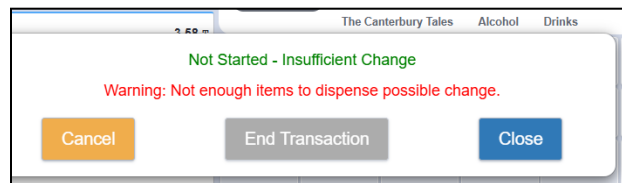


**Solution**

Check that the Paypod is switched on and that both the POS and the Paypod are connected to the local network (LAN).

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# Insufficient Change

As explained above, the recycler in the Paypod must contain a minimum amount of change, which is the maximum amount of change the Paypod may have to provide for any specific sale.

If there is insufficient change in the recycler, the following error message will be displayed on the POS.



**Solution**

Add notes and coins to the recycler in order to bring the level of money in the recycler to the level needed for providing change (see Emptying and Filling the Paypod).

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# Hardware Issues

If there is a hardware issue with the Paypod, the following errors may appear on the POS.
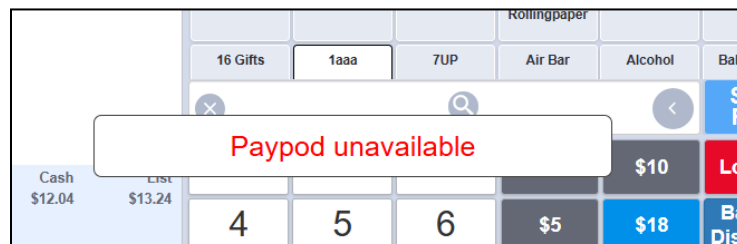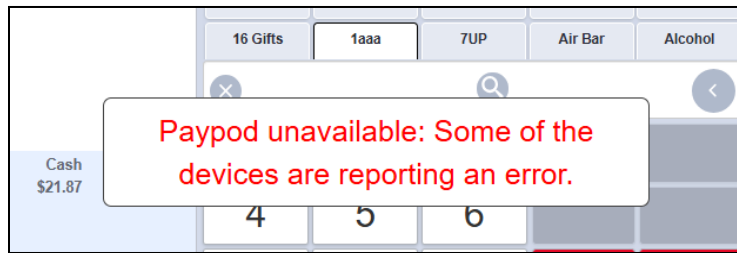




**Solution**

Contact Crane Payment Innovations support (see Support | CPI)

**Email**: customerservice@cranepi.com
**Tel**: 800-628-8363

## Paypod™ Embedded

| | |
|---|---|
| Design | Embedded design to easily fit under standard retail counters |
| Benefit | Robust, hardened design |
| Installation | Installs in under 60 minutes |
| **Dimensions (mm)** | |
| Height | 870 |
| Width | 580 |
| Depth | 490 |
| Adjustable | Height adjustable under counter |
| **Enclosure Weight (kg)** | |
| With Recyclers | E22: 91 |
| | E23: 105 |
| | E24: 109 |
| Without Recyclers | 70 |
| Software | POSlinq™ Interface Software |
| Connection to POS | USB |
| Locking | Dual locking systems to separate technical parts from value |
| Power | Mains powered with isolation switch |
| Access | 360° access to cash devices on a swivel base |

## What's included — Embedded External Enclosure

- Rolling cart
- Master power supply
- USB hub
- Wiring harness
- Coin entry cup
- Coin entry and exit LEDs
- Front counter fascia

*Standard counter is adjustable up to 800 mm. Extended counter clamp is adjustable up to 1042 mm.

# Technical Specifications

| FEATURE | PAYPOD MODELS | | |
|---|---|---|---|
| Embedded Model | E22 | E23 | E24 |
| Hybrid Model | H22 | | |
| Coin Recycler | CLS | CLS | CLS |
| Note Recycler | SCR Advance | BNR3 | BNR4 |
| Accepts and dispenses coins from 16-32.5mm | ✓ | ✓ | ✓ |
| Coin Recycler capacity (based on average coin size €1) | 2680 coins | 2680 coins | 2680 coins |
| Coin validation speed (throughput rate) | 10 coins/second | 10 coins/second | 10 coins/second |
| Coin dispensing speed | 6 coins/second | 6 coins/second | 6 coins/second |
| Accepts and dispenses notes from 62-83mm wide and 120-166mm long | ✓ | ✓ | ✓ |
| Accepts and dispenses notes from 60-83mm wide and 120-180mm long | N/A | ✓ | ✓ |
| Note recycling capacity | 120 notes | 180 notes | 180 notes |
| Note recycling denomination quantity | Up to 2 | Up to 4 | Up to 4 |
| Note loading capacity | N/A | N/A | 250 notes |
| Note dispensing | Sequential | Bundles | Bundles |
| Multiple note escrow | N/A | ✓ | ✓ |
| Note stacking capacity | 600 | 600 | 600 |

**Paypod.** Ready to serve your business.