



# Payment Center User Manual

## WELCOME

Thank you for purchasing Payment Center. We hope you find this product easy to use. It should start saving you time and money immediately.

If you have any questions about Payment Center, please call our customer support department toll free at (800) 531-0132 during normal business hours.

We welcome your feedback and suggestions for improving this or any Comprise product. Suggestions for enhancements are coordinated by our Customer Services Manager, Christopher Hayes, who can be contacted by email at [chayes@comprisetechologies.com](mailto:chayes@comprisetechologies.com).

All materials originated pursuant to this product are the exclusive property of Comprise including trade secret, patent, title to copyright in all copyrightable material, title to all intellectual property and any other protectable rights or interests under state, federal, or international law.

Subject to the terms and conditions of the License Agreement, the Customer may use the Comprise Software solely in the conduct of the business of the Customer. The Software will be provided by Comprise only in machine-readable object code.

## IMPORTANT NOTICES

### PRODUCT DEVELOPMENT

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Comprise pursues a policy of ongoing product development. Release product version may vary from description herein. Comprise reserves the right to modify and or discontinue product features at any time without advance notice.

### OPERATING SYSTEMS

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Not all product features function with or are applicable to all Microsoft Windows Operating Systems. Please consult your Comprise Representative for further details regarding specific features and your operating system.

### HARDWARE MODELS

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Not all hardware features may be implemented or applicable to all installations. Please contact your Comprise Representative for more information.

### ILS PRODUCTS

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Comprise product documentation describes what our product(s) are capable of doing. However, different ILS products provide more or less support for these capabilities. Please consult your Comprise Representative for further details regarding specific features and your ILS Product.

### VERSION/ENHANCEMENT SUPPORT

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Comprise product versions are released to be backward compatible with earlier versions. With each new release Comprise provides support for that product version, plus the then current release in general distribution. Older versions will not be supported. Custom enhancement requests will not be distributed unless the newest version of the product is currently installed.

### TOUCH-SCREEN CALIBRATION

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All Payment Centers are calibrated before being shipped. However, in some instances calibration may need to be reset. Please refer to the section on Calibrating the Touch Screen for directions.

### WINDOWS/MICROSOFT SECURITY ESSENTIALS UPDATES

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The library is responsible for keeping Windows and the Microsoft Security Essentials Anti-Virus program up-to-date.

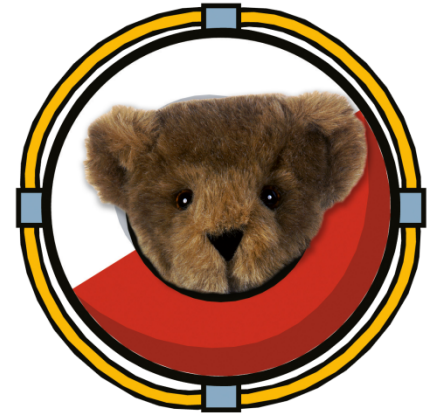
### IMPORTANT SAFETY NOTICE

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Payment Centers MUST be secured to the metal base provided or bolted to the floor in order to reduce the risk of tipping over. The Tower model ships with a heavy-weight metal base and hardware; holes are pre-drilled and the base should be attached at all four points. The Counter model baseboard is pre-drilled with holes for use in securing the unit directly to the floor.

**FAILURE TO PROPERLY SECURE A PAYMENT CENTER WILL RESULT IN THE RISK OF BODILY INJURY.**

# TOP 5 THINGS THAT CAN IMPACT COMPRISE PRODUCTS!



## 1. ILS Upgrades/Migrations

Please give us at least 2 weeks' notice before you upgrade or migrate your ILS product and/or ACS Server. We use that time to prepare your Comprise Products and to ensure that your patron services are not impacted by the change.

## 2. Internet Provider/Network Configuration

When you change your Internet Service Provider your external IP address in most cases will also change. In most cases we use the IP Address to access your server for in-depth technical support issues and for upgrades. In some cases, for larger library systems, changing your ISP causes your IP Range to change which will impact patron services.

Network changes can also have a dramatic impact on Comprise Products. IP Ranges, routing tables, etc. all must be configured with Comprise Products in mind. If you think your major network configuration change might have an effect, it probably will. Please call us to schedule an appointment to make sure everything runs smoothly.

## 3. Hardware

Hardware changes refers to many things, but specifically, let us know before you change your firewall, filter appliance, printers, or copy controllers to ensure your change goes smoothly.

## 4. Operating System/Application/Internet Browser

As with any software, changes to the operating system on your patron and staff computers will have an effect on your Comprise Products, and in particular Internet Browser will impact Smart Money Manger. Please give us a call to find out before attempting any major operating system or software changes or upgrades.

## 5. Staff Training

We find that many issues result from staff not being completely confident when the initial training is over or that there has been a significant staff turn-over since the product was installed. We offer remote training and in some cases will come on-site when training is necessary. **In most cases training is offered at no cost!** Please contact Customer Support to schedule an appointment.



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## PAYMENT CENTER OVERVIEW

Thank you for purchasing the Payment Center. Payment Centers are designed to enable anyone to make self-service deposits to account, payments, and purchases while reducing staff involvement with those payments. Payment Centers can fully automate the handling of bills, coins, and bankcards, and return change for unspent funds. When deployed in support of a PC Access Management product, such as SAM, a Payment Center can let patrons or visitors pay for print, copy, or other service charges. Payment Centers are friendly and easy to use with any bar-coded library card.

## SOFTWARE COMPATIBILITY



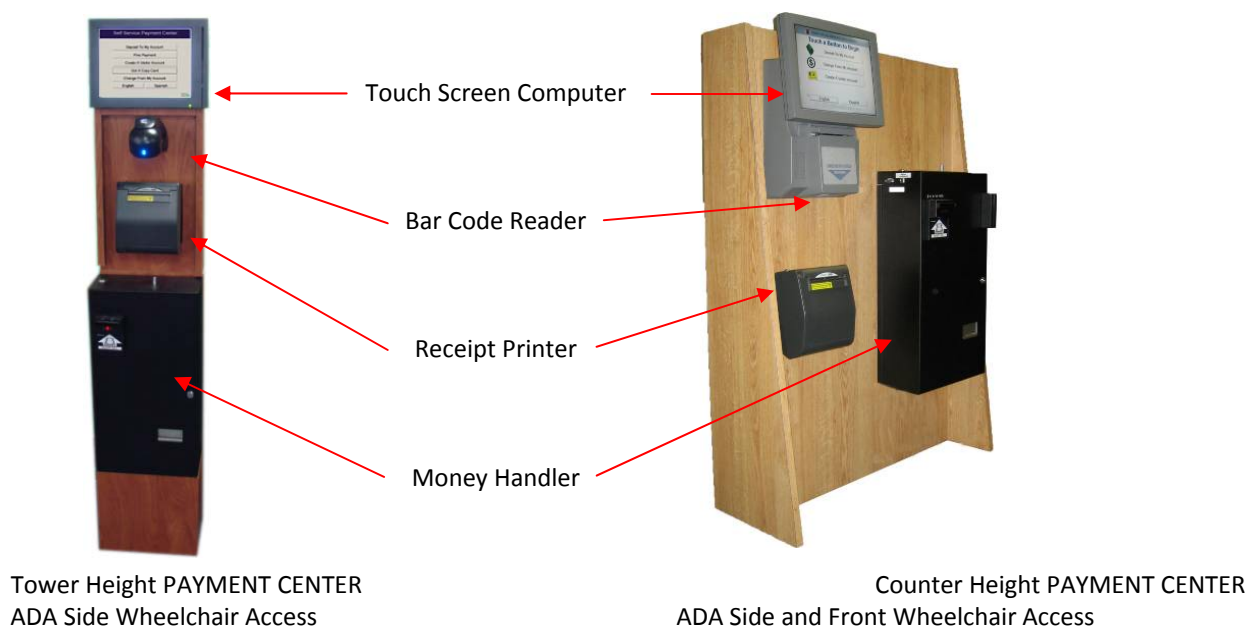
Install **GoToMeeting** remote desktop sharing software on the Payment Center for remote access. Do not install the following software on the Payment Center due to known compatibility issues:

1. LogMeIn
2. VNC

Please contact Comprise Technical Support for further details.

## PAYMENT CENTER MODELS

The Payment Center comes in two models: the Tower Height Payment Center and the Counter Height Payment Center (shown with the 12 inch touch-screen).





## PAYMENT CENTER COMPONENTS

Payment Center Components were chosen for their reliability and ease of replacement. The Payment Center consists of standard and optional components: touch-screen computer, money handler, optional card swipe, and receipt/visitor card printer.

### TOUCH-SCREEN COMPUTERS

Designed for ease of use and durability, the main component of the Payment Center is the touch-screen computer. It is combined a barcode reader with simple touch navigation. This ensures intuitive operation even for first time users – a key factor for success of any self-service solution.



Handheld™ Mini Touch



Flytech™



Touch Dynamic™ with Scanner

### RECEIPT/VISITOR PRINTER

This thermal printer was designed for security, speed, and silence. It comes equipped with a locking mechanism to deter unauthorized removal of the printer paper, as well as a disabled paper feed button. The printer's speed and silent operation makes it perfect for an environment where quiet is of the utmost importance. The printer was designed for reliable operation with 37 million lines printed and 1 million receipt cuts.



### MONEY HANDLER

The Money Handler houses the bill and coin acceptor.



## PAYMENT CENTER SPECIFICATIONS

The Payment Center requires an IP address (static or DHCP) and communicates via TCP/IP with the server. The facility must provide a 10mbps-compatible RJ45 network connection and standard 20amp, 120v 3-pronged outlet within 8 feet of the device locations. The Payment Center is equipped with its own internal surge protector.

**Tower Dimensions:** Height 60 ¼", Width 12 ¼", Depth 9 ½"

**Tower Base:** Width 22", Depth 20"

**Counter Dimensions:** Height 46", Width 30", Depth 12"

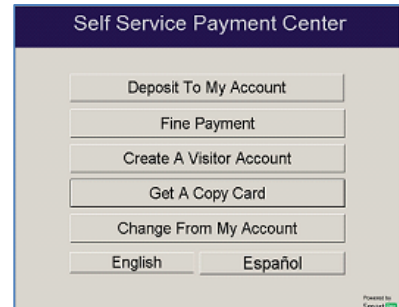
**Total Weight:** Tower approx. 60lbs, Counter approx. 84lbs

## PAYMENT CENTER SET UP

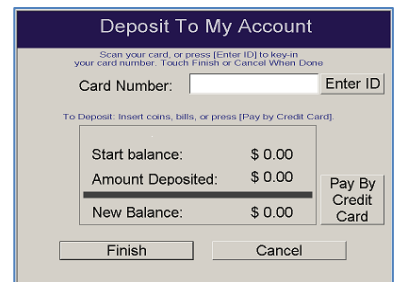
### ACCESSING THE SERVICE MENU

When power is turned on, the Payment Center will automatically startup the Payment Center Program. You will have to close the program in order to access the configuration utilities.

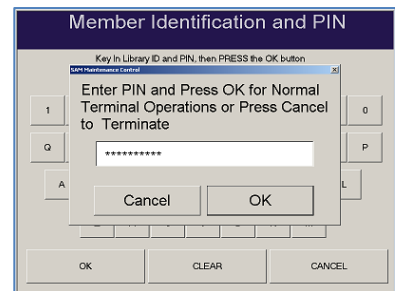
1. On the Self Service Payment Center, click [Deposit To My Account]



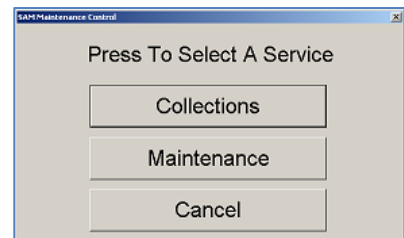
2. Click [Enter ID] and key this number in the ID field: **0256838262345**



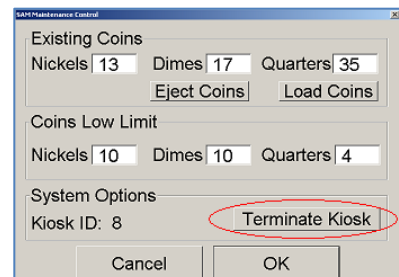
3. Click [OK]. You will be prompted to enter the Service PIN. Scan the barcode provided in Appendix C, click [OK].



4. Click [Maintenance]



5. Click [Terminate Kiosk]. The Payment Center program will close bringing you to the Windows desktop.



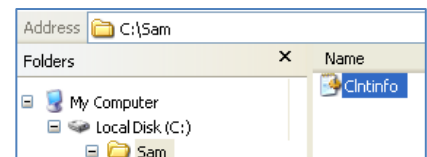
## LOCALIZING YOUR PAYMENT CENTER

Localizing your Payment Center consists of entering your Server IP address, Zone ID, and assigning a Kiosk ID.

1. Exit the Payment Center application to display the Windows desktop.
2. On the desktop, locate the icon and open the OnScreen Keyboard.



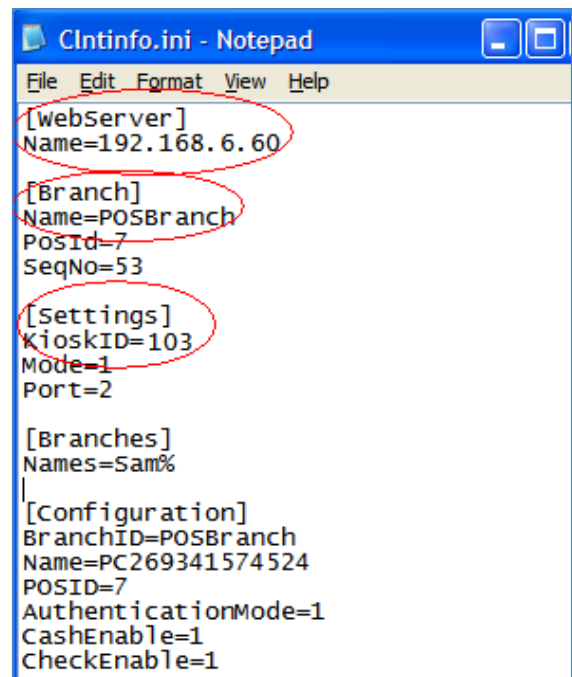
3. Navigate to the Clntinfo.ini file in the C:\Sam directory.



4. Enter your **Server IP address** and **Zone ID** in the appropriate areas.
5. To assign a Kiosk ID, enter up to three (3) digits next to **KioskID** in the [Settings] section. This will be your Payment Center's unique identifier. So, it is important that this number is assigned to only one Payment Center (if you have more than one). Only numbers will be accepted; no alpha, spaces, or special characters.

**Note: It is very important that Zone ID be accurate and the Kiosk ID be unique to each Payment Center.**

6. After entering this information, save the file and reboot the Payment Center.

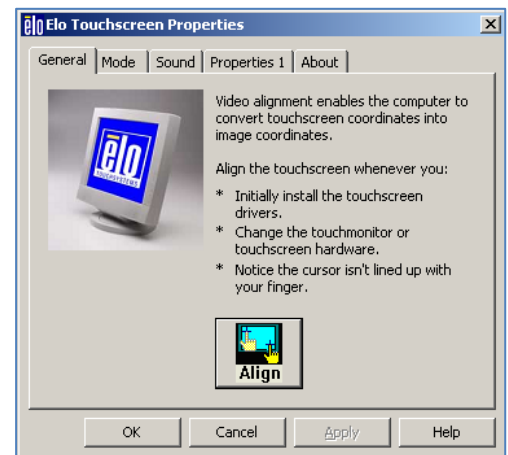
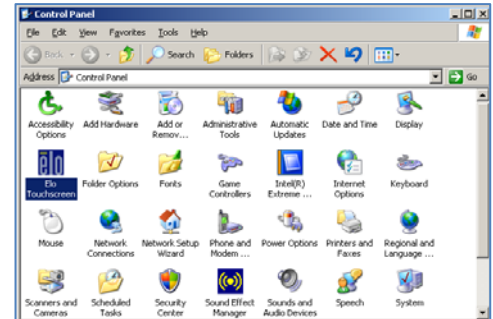


## CALIBRATING THE TOUCH SCREEN

The touch screen was calibrated at the factory and confirmed to function properly during final assembly of the PAYMENT CENTER. However, sometimes it will be necessary to re-calibrate the touch screen computer. This may be when touch screen monitor or hardware has changed, or the cursor does not sufficiently line up with your finger.

To calibrate the touch screen:

1. Exit the Payment Center application. Refer to “Accessing the Service Menu”. This will display the Windows desktop.
2. Locate the icon and open the ELO Touch Screen application. If no icon is on the desktop click on Start/Settings/Control Panel. Double click on the ELO Touch Screen icon.
3. From the ELO Touch Screen properties, click [Align].
4. Follow the directions on the next 2 screens and touch the targets.
5. Touch the screen and confirm the cursor follows your finger.
6. If everything is to your liking, click [Check]. Then click [Apply] and [OK].
7. If further calibration is necessary, the required adjustments can be made from the ELO Touch Screen properties window.



## CONFIGURING YOUR PAYMENT CENTER FUNCTIONS AND APPEARANCE

With your Payment Center, you have the ability to customize the available touch screen options, text, and color combinations. The touch screen options are configured through the Web Interface. Text, Color, and additional settings are configured in the APMKiosk.ini located in the auto updater root (system drive\inetpub\ftproot\APM) on your SmartServer. Any changes made to this file will be reflected on the Payment Center once it is rebooted.

Administrator and staff members can access the Payment Center configurations by entering a User Name and Password at the SAM SmartServer Login page. Subsequent views, reports, and read/write rights are driven by log in authorities.

Enter the correct User Name and Password at the SmartSERVER login screen.



SmartSERVER™

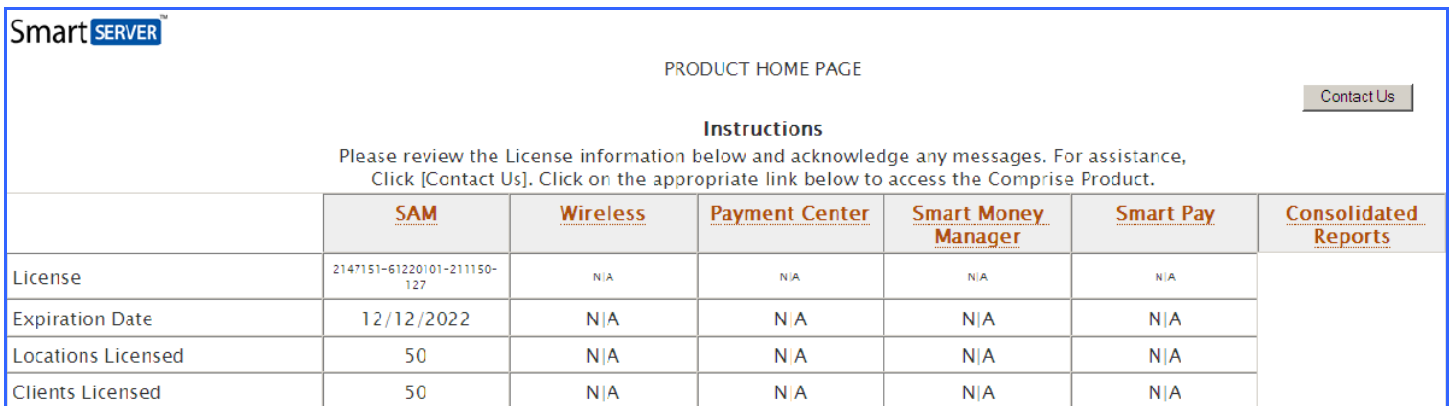
Authorized Personnel Only  
Type your User Name & Password in the spaces provided and click [Enter]

User Name

Password

Notice: Access to this website is limited to authorized staff only  
© 2000, 2002, 2010 Comprise Technologies Inc., Navesink, New Jersey.

From the SmartServer Product Home Page, select Payment Center.



SmartSERVER™

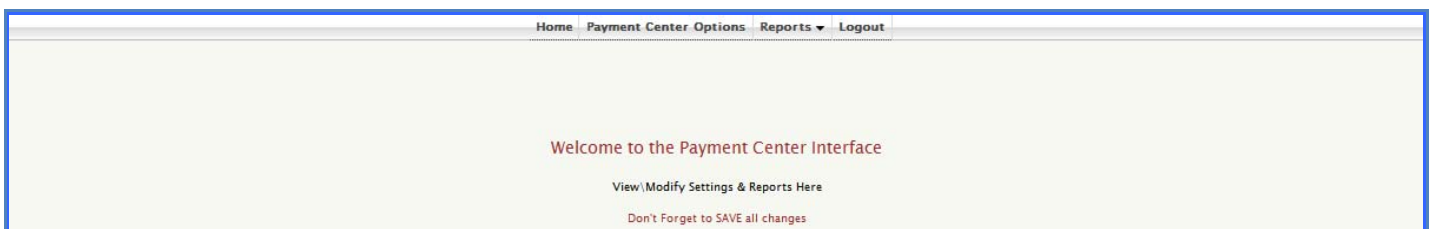
PRODUCT HOME PAGE

[Contact Us](#)

**Instructions**  
Please review the License information below and acknowledge any messages. For assistance, Click [Contact Us]. Click on the appropriate link below to access the Comprise Product.

	<a href="#">SAM</a>	<a href="#">Wireless</a>	<a href="#">Payment Center</a>	<a href="#">Smart Money Manager</a>	<a href="#">Smart Pay</a>	<a href="#">Consolidated Reports</a>
License	2147151-61220101-211150-127	N/A	N/A	N/A	N/A	
Expiration Date	12/12/2022	N/A	N/A	N/A	N/A	
Locations Licensed	50	N/A	N/A	N/A	N/A	
Clients Licensed	50	N/A	N/A	N/A	N/A	

On the next screen, select Payment Center Options.



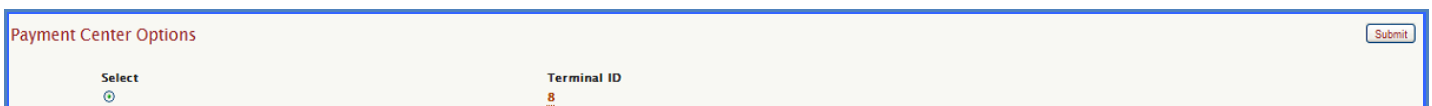
Home | **Payment Center Options** | Reports | Logout

Welcome to the Payment Center Interface

View/Modify Settings & Reports Here

Don't Forget to SAVE all changes

Select the appropriate Terminal ID from the list to configure and click [Submit]



Payment Center Options

Select	Terminal ID
<input type="radio"/>	8

## ENABLE/DISABLE PAYMENT CENTER OPTIONS

1. Check or uncheck the appropriate options.
2. Click [Save] to save selections.
3. Reboot the Payment Center to reflect the changes.

**Payment Center Options**
Save

Terminal ID: 8  
MUST be numeric

Allowed Coins  
☒ Nickels
☒ Dimes
☒ Quarters
☐ Dollars

Allowed Bills  
☒ 1 Dollar
☒ 5 Dollars
☐ 10 Dollars
☐ 20 Dollars
☐ 50 Dollars
☐ 100 Dollars

Payment Type Options  
☒ Enable Coin
☒ Enable Bill
☐ Enable Credit Card
☐ Enable Fee Payment
☒ Enable Cash Out

Cash Low Limit Options  
Amount:   
Nickel Count: 
Dime Count: 
Quarter Count: 
Dollar Count:

Visitor Card Options  
☒ Enable Visitor Card Purchase
☐ Enable Copy Card Purchase
Price: 
Card Length:

Other Options  
Title1:   
Title2:   
Title3:   
Info1:   
Info2:   
Info3:   
ZoneInfo1:   
ZoneInfo2:   
ZoneInfo3:   
ZoneInfo4:

Field Description - Admin Payment Center			
Payment Center Options			
Field Label	Field Specifications	Description	Notes
Terminal ID:		Selected Terminal ID is displayed	
Save		Click Save to save configuration selections	Save changes to database
<b>Allowed Coins</b>		Designate coin denominations to be accepted by Payment Center	
Nickels		select for Payment Center to accept nickels	will not be accepted if not selected
Dimes		select for Payment Center to accept dimes	will not be accepted if not selected
Quarters		select for Payment Center to accept quarters	will not be accepted if not selected
Dollars		select for Payment Center to accept dollar coins	will not be accepted if not selected

Field Description - Admin Payment Center			
Payment Center Options			
Field Label	Field Specifications	Description	Notes
<b>Allowed Bills</b>		Designate Bill denominations to be accepted by Payment Center	
1 Dollar		select for Payment Center to accept 1 Dollar bills	will not be accepted if not selected
5 Dollars		select for Payment Center to accept 5 Dollar bills	will not be accepted if not selected
10 Dollars		select for Payment Center to accept quarters	will not be accepted if not selected
20 Dollars		select for Payment Center to accept 20 Dollar bills	will not be accepted if not selected
50 Dollars		select for Payment Center to accept 50 Dollar bills	will not be accepted if not selected
100 Dollars		select for Payment Center to accept 100 Dollar bills	will not be accepted if not selected
<b>Payment Type Options</b>		Designate payment type options to be allowed at the Payment Center	
Enable Coin		select for Payment Center to allow coins	Coins will not be accepted if not selected
Enable Bill		select for Payment Center to allow bills	Bills will not be accepted if not selected
Enable Credit Card		select for Payment Center to allow credit cards	Credit cards will not be accepted if not selected
Enable PED (not available at this time)	PED used to enter PIN for Debit Cards	select to enable PIN Encryption Device for Payment Center to allow debit cards	will not be enabled if not selected
Enable Fee Payment		select for Payment Center to allow fee payments	will not be enabled if not selected
Enable Cash Out		select for Payment Center to allow cash out	will not be enabled if not selected
<b>Cash Low Limit Options</b>		Designate the minimum dollar amount and number of coins	
Amount	The Red Low Change Indicator light will stay on as long as the coins in the machine do not add up to this value.	minimum dollar amount	Once the value of the coins in the machine falls below this dollar amount, the Red Low Change Indicator light will turn on. Cash out, refunds, etc. will not be processed when Red light is on.
Nickel Count		minimum number of nickels	
Dime Count		minimum number of dimes	
Quarter Count		minimum number of quarters	
Dollar Count		minimum number of dollar coins	



Field Description - Admin Payment Center			
Payment Center Options			
Field Label	Field Specifications	Description	Notes
<b>Visitor Card Options</b>		Enter desired text, information, etc.	text will be printed on Visitor Card or Copy Card
Enable Visitor Card Purchase		select to allow Visitor Card purchase at the Payment Center	option will be disabled if not selected
Price	Enter price in cents	Enter price for Visitor Card	
Card Length	Maximum 14 digits	select the appropriate card number length	The number of digits of Card Length selected will be printed
Enable Copy Card Purchase		select to allow Copy Card purchase at the Payment Center	option will be disabled if not selected
<b>Other Options</b>		Enter desired text, information, etc.	text will be printed on Visitor Card or Copy Card
Title1:		Enter desired text	Title1 will display at the top of receipts and visitor cards
Title2:		Enter desired text	Title2 will display at the top of receipts and visitor cards
Title3:		Enter desired text	Title3 will display at the top of receipts and visitor cards
Info1:		Enter desired text	Info 1 will only display on visitor cards
Info2:		Enter desired text	Info 2 will only display on visitor cards
Info3:		Enter desired text	Info 3 will only display on visitor cards
ZoneInfo1:		Enter desired text	ZoneInfo 1 will only display on visitor cards
ZoneInfo2:		Enter desired text	ZoneInfo 2 will only display on visitor cards
ZoneInfo3:		Enter desired text	ZoneInfo 3 will only display on visitor cards
ZoneInfo4:		Enter desired text	ZoneInfo 4 will only display on visitor cards

Changes to color or text that appear on the Payment Center touch screen are made directly in the program initialization file, APMKiosk.ini.



Hint: You may want to open and “Save As” the original .ini file before making any changes. This will allow you to return to the default settings by renaming the file. Remember, to function properly the program must read from an initialization file with the name of APMKiosk.ini

To access the APMKiosk.ini file, follow these steps:

1. Log into your SmartServer console as a system administrator.
2. Navigate to your FTP root where the APMKiosk.ini file is located. The default location is: C:\inetpub\ftproot\APM\
3. Open the APMKiosk.ini file in Notepad. “Save As” and rename the original file.
4. Edit instruction messages and buttons. Refer to Appendix A for .ini file options.
5. Refer to Appendix B for color codes and fonts.
6. Click [File] then [Save].
7. Restart the Payment Center to reflect the changes.

**Instruction Messages:** This section is the text containing instructions given to the patrons on the following screens: Main Menu, Deposit To My Account, Fine Payment, Create a Visitor Account, Get a Copy Card, and Change for My Account.

**Main Menu:** This section contains text visible on the Self Service Payment Center buttons and the Self Service Payment Center title bar.

**Colors and Fonts:** This is where the background colors, text colors and fonts for the title bars on each screen are configured.

**\*\*\*See Appendix B for guidance \*\*\***

**Buttons:** This section is used to change the text for the Finish, Cancel, OK, and Enter ID buttons on all of the main screens.

**Deposit To My Account:** This section contains the text on the Deposit To My Account screen.

**Fine Payment:** This section contains the text on the Fine Payment screen.

**Visitor Card / Copy Card:** This section contains the text on the Visitor Card and Copy Card screens.

**Change From My Account:** This section contains the text on the Change From My Account screen.

**Keypad:** This section contains the text on the manual card entry/keypad screen.

**Payment Buttons:** This section contains text on the Fine Detail, Pay By Sam Account, and Pay By Credit Card Buttons.

**Credit and Sam Pay Screen:** This section contains the text on the Credit Card and Pay By Sam Account screens.

**Kiosk Messages:** This section contains the text of the various messages patrons receive.

**Receipt:** This section contains lines that are printed on each receipt after making a transaction.

The next section in the APMKiosk.ini file is for a second language. For this section follow the same guidelines as English. You can use any language here. (The default language in this section is Spanish).

**At the bottom of the page you will see the section:**

### Settings

**Account Limit:** There is where you can limit the amount of money the patron can deposit into their SAM Account.

### Fee Type

- 0 = disabled
- 1 = SIP
- 2 = Innovative

### Pay By SAM

- 0 = disabled
- 1 = enabled

### Multiline Fines

- 0 = disabled (only shows patron's total fine amount)
- 1 = enabled (shows individual fines, also enables the FINE Detail button in Fine Payment)

### HOW DO PAYMENT CENTERS WORK?

All functions are touch-screen menu driven. The menu options are configurable according to your policy and what you would like your Payment Center to accomplish. For example, if you do not want Fine Payments completed at the Payment Center, you can remove that button from the Payment Center Options.

### TOUCH-SCREEN MENU OPTIONS

On the Self Service Payment Center, there are several options available to the user. Only the options enabled by the library will be available.

**Deposit to My Account:** Users can add money to their account for print/copy or other payments. Bills and coins are accepted in the money handler and change is returned if necessary.

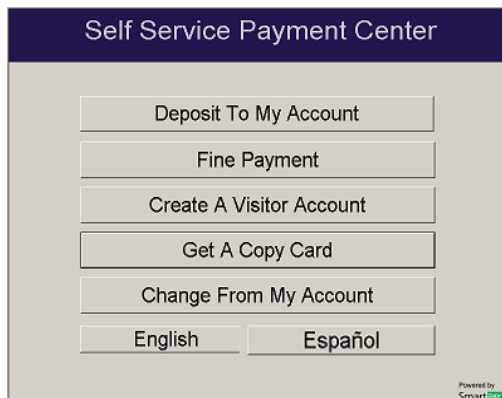
**Fine Payment:** Users can pay a fine. Or, can be configured for any other purchase.

**Create a Visitor Card:** Users can obtain a visitor card for use with SAM.

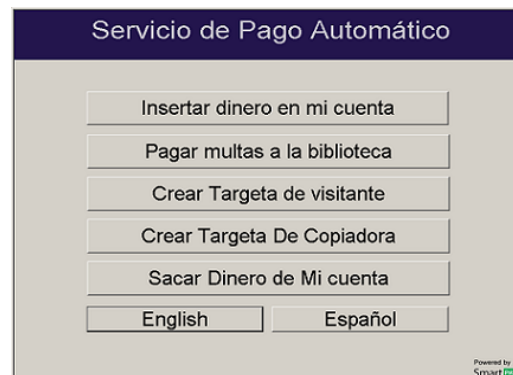
**Get a Copy Card:** Users can purchase copy cards for use in copy controlled devices.

**Change from My Account:** Users can cash-out their account if permitted by library policy.

When a transaction is completed, the Payment Center prints a receipt with complete transaction details.



Main Menu Display in English for  
All Available Selections



Main Menu Display in Spanish for All  
Available Selections

## DEPOSIT TO MY ACCOUNT

1. Scan your card and enter your PIN on the Keypad.
2. Click [OK].
3. Insert the amount you wish to add to your account into the Money Handler. You can insert coins and/or bills. Pennies are **not** allowed and will drop right through to the change return.
4. New Balance will display the total value of your account balance.
5. Cancel will cancel the transaction and eject coins and/or change for bills.
6. Once you finish adding money, click [Finish].
7. A receipt will print with transaction details.

**Deposit To My Account**

Scan your card, or press [Enter ID] to key-in your card number. Touch Finish or Cancel When Done

Card Number:  Enter ID

To Deposit: Insert coins, bills, or press [Pay by Credit Card]

Start balance:	\$ 0.00
Amount Deposited:	\$ 0.00
New Balance:	\$ 0.00

Pay By Credit Card

Finish Cancel

## FINE PAYMENT

1. Click [Fine Payment] from the Self Service Payment Center.
2. Scan your library card and enter your PIN on the keypad. The Amount owed will appear.

**Fine Payment**

To Start: Scan your card, or press [Enter ID] to key-in your card number.

Card Number:  Enter ID

PIN:

Amount:	\$ 0.00
Amount Paid:	\$ 0.00
New Amount Owed:	\$ 0.00

Fine Detail Pay By Account Pay By Credit Card

Finish Cancel

3. Click [Fine Detail]. A list of fines owed will appear. From here, you can select one or all of the fines to pay. You cannot pay a partial amount of one fine.

*\* Fine Payment options are dependent on your ILS.*

4. Insert money into the Money Handler. The total next to "Amount Paid" will increase as money is added. You can also pay by Credit Card or SAM Account.
5. Once you reach the amount you wish to pay, click [Finish] to complete the transaction. A receipt will print indicating the card number, date/time, and amount paid.

**List of Library Fines**

Please select the fines to be paid by touching the fine in the list below.

Amount	Fine Detail	Pay?
\$14.95	FINE :Replacement Accountin...	No
\$3.40	FINE :Overdue My long journe...	No
\$0.80	FINE :Overdue The best seat i...	No

Finish Cancel

**Note: For any split payment transactions involving cash/coins, the patron must insert the cash/coins in first. Then, they can put the rest on a card or pay by Account. If they use the credit card or deduct from their Account first, they will not be able to add coins after that.**

## CREATE A VISITOR ACCOUNT

1. Click [Create A Visitor Account] on the Self Service Payment Center.
2. Insert the coins and/or bills or pay by credit card.
3. Any additional amount, added above the cost of the card, will be added to your Visitor Account.  
**Visitor Accounts are only valid on the issue date. Therefore, any money not used, should be cashed out via [Change from My Account].**
4. Click [Finish] to complete the transaction. The visitor card will print from the receipt printer with the ID Number, PIN, and account balance.
5. To add more money to your Visitor Account, click [Deposit to My Account] from the Self Service Payment Center.

**Create A Visitor Account**

To Buy a Card: Deposit Payment and press [Finish].  
Payment center will print your Visitor Card.

Important: Visitor Cards can be used to access library PCs.  
Visitor Card deposits can be used to pay to print documents and make copies.

ID: 16023522283865	PIN: ****
Card Cost:	\$ 1.00
Amount Added:	\$ 0.00

Pay By Credit Card

Finish Cancel

## GET A COPY CARD

1. Click [Get a Copy Card] from the Self Service Payment Center.
2. Insert coins/bills or use a credit card to deposit money onto the copy card.
3. When you have deposited your desired amount, click [Finish].
4. Your copy card will print from the receipt printer with your ID Number, PIN, and your account balance.

**Get A Copy Card**

To Create a Copy Account Touch Finish.

Important: Copy Cards can be used ONLY to make copies.  
Copy Cards cannot be used at library PCs.

ID: 49023828286926	PIN: ****
Copy Card Costs:	\$ 0.00
Amount Added:	\$ 0.00

Pay By Credit Card

Finish Cancel

## CHANGE FROM MY ACCOUNT

1. Click [Change from My Account] from the Self Service Payment Center.
2. Scan your Barcode Number and enter your PIN. If you cannot scan a barcode, click [Enter ID] to bring up the on-screen keyboard.
3. Your account balance will appear.
4. Click [Finish] to receive your money (in coins only). The amount will be deducted from your account balance. If there is not enough change in the machine, a warning message will display. The money will not be deducted from your account balance.

**Change From My Account**

To Start: Scan your card, or press [Enter ID] to key-in your card number. Payment Center will display your starting account balance.

Card Number:  Enter ID

Balance: \$ 0.00

Finish Cancel

## CREDIT CARD PAYMENTS

1. To make a payment by credit card, click [Pay by Credit Card].
2. Swipe your credit card on the card swipe located on the touch screen monitor.
3. The screen to the right displays your partial credit card number, expiration date, and your name.
4. Enter the amount that you would like to charge.
5. Click [Finish] to complete the transaction and obtain a receipt. Or, click [Cancel] to exit without making a payment.

Swipe your card below, please make sure that the card is in the right position.

Credit Card Number:

Expiration Date (mm/yyyy):

Name:

Amount: \$0.00

Example: 2.10

Clear

Finish Cancel

## RECEIPTS

A receipt will print after each transaction.

2111192007191130

Comprise Technologies Inc.  
1041 Route 36 West  
Navesink NJ

Date: 11/19/2007  
Time: 19:11  
ID: 2222  
Starting Balance: \$ 0.00  
Amount Paid: \$ 0.50

Available Balance: \$ 0.50

THANK YOU

## VISITOR CARD / COPY CARD

When purchasing a Visitor Card or Copy Card, an additional receipt is not necessary as the Visitor/Copy Card itself is the proof of purchase.

93253112306592

Comprise Technologies Inc.  
1041 Route 36 West  
Navesink NJ

Created On: 11/19/2007  
Name: V-6592, V-6592  
ID: 93253112306592  
Pin: 6592

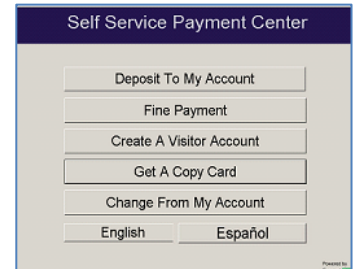
Visitor Pass good for 1 day  
Print Black & White \$1.00  
Print Color \$ 1.25

Thank You for Using  
Comprise Kiosk  
Please come again

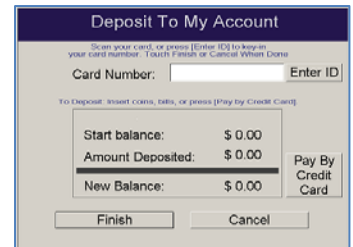
## LOAD COINS

To Load coins, follow these steps:

1. From the Self Service Payment Center menu, click [Deposit To My Account]



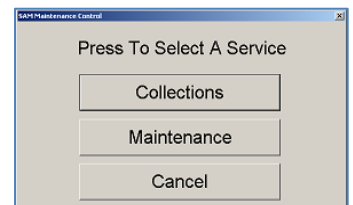
2. Click [Enter ID] and key this number in the ID field: **0256838262345**.



3. You will be prompted to enter the Service PIN. Scan the barcode provided in Appendix C, click [OK]



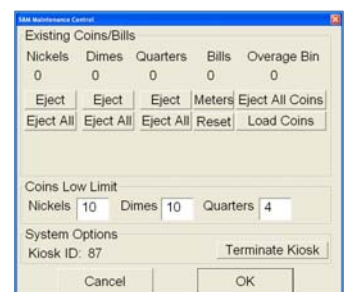
4. Click [Maintenance].



5. The Maintenance Control Screen will open.

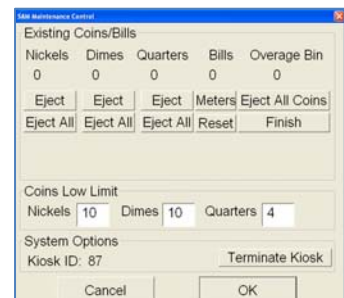
Note: On a new machine, the Existing Coins/Bills are set to 0.

To start loading coins, press [Load Coins]



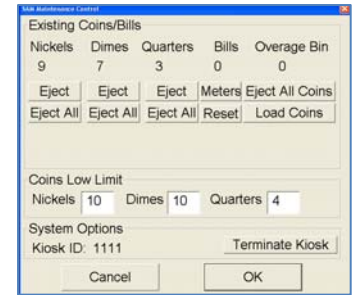
6. The [Load Coins] button will change to [Finish]. At any point during the Load Coins process, you can press [Eject] – to eject 1 coin at a time. Or, press [Eject All] to eject all coins for each of the coin denominations. For example, you wanted to load only 4 dimes, but actually loaded 6 dimes. You can press [Eject] twice to eject the 2 extra dimes.

Load coins and click [Finish]

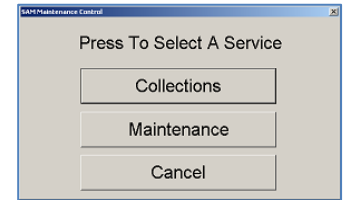




7. The Existing Coins/Bills counts will show the coins added. Cancel / OK.

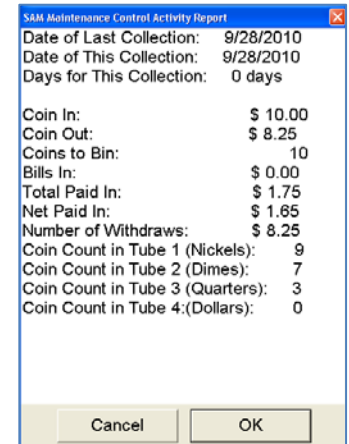
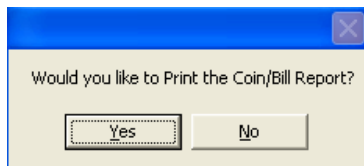


8. Click [Collections]

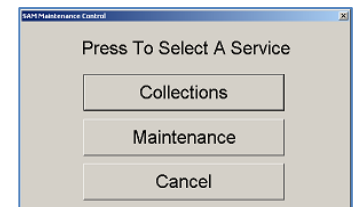


The Maintenance Control Activity Report will be displayed. [Cancel] to go back to Maintenance screen. [OK] will display message:

**Would you like to print the coin/bill report?** [No] will return to Maintenance Control screen. [Yes] will print the report on receipt paper and go back to Maintenance Control screen.



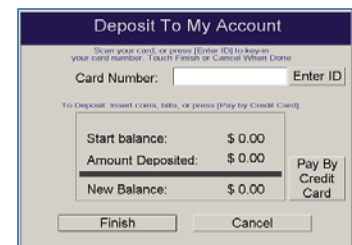
9. Maintenance Control screen [Cancel]



10. Member Identification and PIN screen [Cancel] and Member Identification screen [Cancel]



11. Deposit To My Account screen - click [Finish].  
[Cancel] will eject all coins.



The Coins, Bills, and Overage Bin do not have to be emptied at the same time. Just the coins or only bills and overage bin can be removed as desired.

To empty coins, bills, and overage bin, follow these steps:

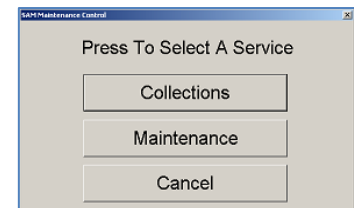
1. From the Self Service Payment Center screen, click [Deposit To My Account]



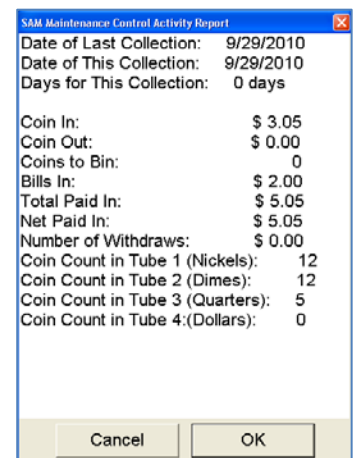
2. Click [Enter ID] button and key this number in the ID field: **0256838262345**. You will be prompted to enter the Service PIN. Scan the barcode provided in Appendix C and click [OK]



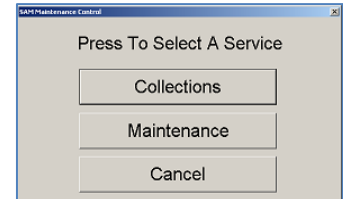
3. Click [Collections].



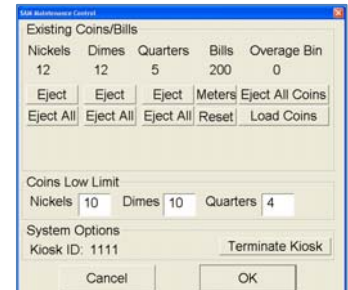
4. The SAM Maintenance Control Activity Report reflects the current coins and bills counts and totals. Click [Cancel]



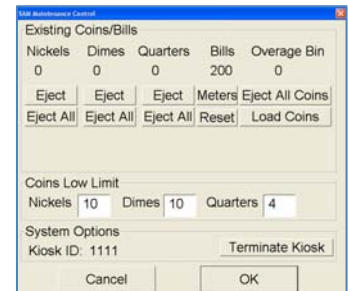
5. Click [Maintenance].



6. The Existing Coins/Bills will be displayed. To remove coins only, Eject-will eject one coin at a time for each coin denomination, Eject All-will eject all the coins for each coin denomination, and Eject All Coins-will eject all the coins for all denominations.



7. After all the coins have been emptied, the Existing Coin counts will be set to 0.



8. To empty the bills:

- a. Model MC2600 – slide the red button on the bottom of the bill acceptor and slide it toward the front. The cash vault slides down and then can be removed. To open the cash vault, lift the spring loaded doors on the sides of the cash vault. Hold one of the doors open and remove the bills from the top of the spring board inside.



- b. Model Vantage - With this model you can empty the money without removing the cash vault from the device. This is done by pressing the two buttons on the bottom of the cash vault, one on each side. A door will open exposing the money, the money can be removed.



9. After the bills and overage bin have been emptied, click [Reset] to reset the Bills and Overage Bin counters to 0.

**SAM Maintenance Control**

Existing Coins/Bills

Nickels	Dimes	Quarters	Bills	Overage Bin
12	12	5	0	0

Eject Eject Eject Meters Eject All Coins  
Eject All Eject All Eject All Reset Load Coins

Coins Low Limit

Nickels	Dimes	Quarters
10	10	4

System Options  
Kiosk ID: 1111 Terminate Kiosk

Cancel OK

10. When **all** the coins, bills, and overage bin have been emptied, **all** the Existing Coins/Bills counters are reset to 0.

**SAM Maintenance Control**

Existing Coins/Bills

Nickels	Dimes	Quarters	Bills	Overage Bin
0	0	0	0	0

Eject Eject Eject Meters Eject All Coins  
Eject All Eject All Eject All Reset Load Coins

Coins Low Limit

Nickels	Dimes	Quarters
10	10	4

System Options  
Kiosk ID: 1111 Terminate Kiosk

Cancel OK

11. The SAM Maintenance Control Activity Report reflects the coins and bills counts reset to 0.

**SAM Maintenance Control Activity Report**

Date of Last Collection: 9/29/2010  
Date of This Collection: 9/29/2010  
Days for This Collection: 0 days

Coin In: \$ 0.00  
Coin Out: \$ 0.00  
Coins to Bin: 0  
Bills In: \$ 0.00  
Total Paid In: \$ 0.00  
Net Paid In: \$ 0.00  
Number of Withdraws: \$ 0.00  
Coin Count in Tube 1 (Nickels): 0  
Coin Count in Tube 2 (Dimes): 0  
Coin Count in Tube 3 (Quarters): 0  
Coin Count in Tube 4:(Dollars): 0

Cancel OK

## REPORTING AND RECONCILIATION

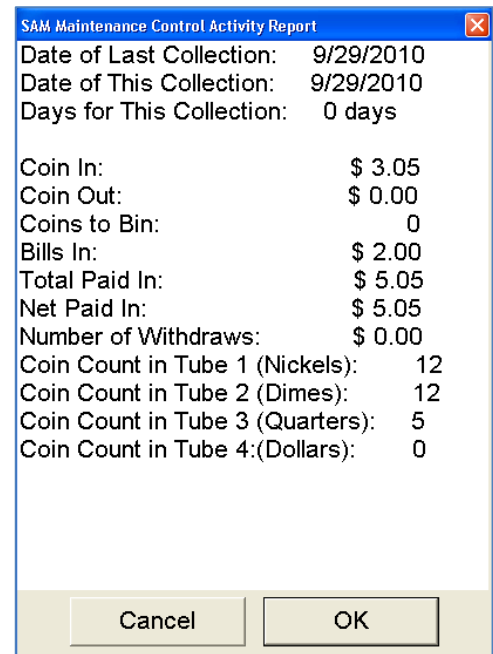
The Payment Center Maintenance Interface is for authorized personnel only. It is used to generate a Field Report on the contents of the Payment Center, typically, as part of a cash-out and reload service call. The Payment Center Collection Report is only available through the Payment Center Maintenance Interface. This report documents all transactional information for the Payment Center from the last time a collection report was run.

### COLLECTION REPORT

You will have to close the program in order to access the Collection Report. Follow these steps to generate a Collection Report.

1. On the Self Service Payment Center, click [Deposit To My Account]
2. Click [Enter ID] and key this number in the ID field: **0256838262345**
3. Click [OK]. You will be prompted to enter the Service PIN. Scan the barcode provided in Appendix C, click [OK].
4. Click [Collections].
5. The SAM Maintenance Control Activity Report will be displayed. Clicking [OK] will prompt you with the message:

**Would you like to print the coin/bill report?** [No] will return to Maintenance Control screen. [Yes] will print the report on receipt paper and go back to Maintenance Control screen.



The screenshot shows a dialog box titled "SAM Maintenance Control Activity Report" with a close button (X) in the top right corner. The dialog contains the following text:

Date of Last Collection:	9/29/2010
Date of This Collection:	9/29/2010
Days for This Collection:	0 days
Coin In:	\$ 3.05
Coin Out:	\$ 0.00
Coins to Bin:	0
Bills In:	\$ 2.00
Total Paid In:	\$ 5.05
Net Paid In:	\$ 5.05
Number of Withdraws:	\$ 0.00
Coin Count in Tube 1 (Nickels):	12
Coin Count in Tube 2 (Dimes):	12
Coin Count in Tube 3 (Quarters):	5
Coin Count in Tube 4:(Dollars):	0

At the bottom of the dialog, there are two buttons: "Cancel" and "OK".

## RECONCILIATION PROCEDURE

You may want to develop your own procedures for reconciling funds from the PAYMENT CENTER, however, the following is an example we have created to help facilitate your effort. This example is a two-step procedure. The first step is performed by a Field Service staff member. It deals with cashing out of the money handler, documenting the collection, and reloading the machine with enough change to enable its proper operation. The second step is performed by a different staff member in your "Counting Office". It deals with independently verifying the collection and preparing the bank deposit. Sample forms are found on the following pages.

### INSTRUCTIONS FOR CASHING OUT A PAYMENT CENTER AND COMPLETING A FIELD SERVICE REPORT

**Required Materials:** Stapler, rubber band, collection bag for each Payment Center labeled with Payment Center ID #, Payment Center Maintenance Form, \$1 bill, 2 quarters, 4 dimes, 2 nickels, and correct count of reload coins.

These instructions are different for Payment Centers equipped with HandHeld computers; ask your Comprise technical support representative for HandHeld computer instructions.

1. Note results of visual Payment Center inspection on the Payment Center Maintenance Form.
2. Verify Money Handler is functioning accurately.
3. Confirm touch screen calibration is accurate. Follow instructions in the Touch Screen Calibration section for adjustments.
4. Complete Payment Center Collection Field form; execute and document all required steps. Follow instructions below to empty and/or reload coins.
5. Attach all required documents, sign the collection portion of the Payment Center Maintenance form and submit along with the appropriate cash bag(s) to Branch Manager on duty.
6. The Manager on duty will place 1 copy in appropriate cash bag(s), seal cash bag(s), and transfer to counting officer per library procedures.

### TO EMPTY COINS FROM THE PAYMENT CENTER

Access the Maintenance option and click [Eject Coins]. Quarters, Nickels, and Dimes are displayed across the top with the amount of each next to it, make sure all of these are set to 0. Click [Ok] at the bottom.

Access Collections and click [Ok]. A pop-up will appear asking to print a report, click [Yes]. The SAM Maintenance Control Activity Report will print out from the receipt printer. Cancel out of SAM Maintenance Control and the Pin entry screen. You should now be at the Self Service Payment Center screen.

### TO ADD COINS TO THE PAYMENT CENTER

Access the maintenance option and click [Load Coins]. The word on the button will change to [Finish]. Start loading coins now. When you have finished loading all of the coins, click [Finish]. Print the SAM Maintenance Control Activity Report to document the reload. Click [Ok] at the bottom of the screen, cancel out of SAM Maintenance Control and the Pin entry screen, and cancel out of the enter ID screen.

You will now see the [Deposit To My Account] screen which will display the amount you have deposited. **You MUST click [Finish].** If you click [Cancel], all of the coins will be ejected.

You have successfully added coins to the machine. The Payment Center is ready to process transactions from the Self Service Payment Center screen.

## PAYMENT CENTER FIELD SERVICE REPORT

Terminal ID: \_\_\_\_\_

Collection Date/Time: \_\_\_\_\_

Library: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your Phone #: \_\_\_\_\_

Follow these instructions carefully to create a full and accurate report.

1. Inspect the Payment Center condition:

☐ OK

☐ Damaged, Note the physical damage to the Payment Center:

\_\_\_\_\_

2. Verify the money handler is working correctly by conducting these two transactions:

- 1) Purchase a visitor card using mixed coins. (If applicable)
- 2) Purchase a visitor card using only bills. (If applicable)
- 3) Staple both visitor cards onto this form.

3. Touch screen calibration:

☐ Status OK

☐ Needs Adjustment

☐ Performed Adjustment



Money Handler

4. Put the Payment Center into collections mode (procedure is not printed on this form for security).

- 1) Print the Payment Center Collection Report. Staple Report on back of this form. Enter bill/coin counts in **Column A**.
- 2) Unlock the Money Handler and open the door.
- 3) Remove overflow bin loose coins. Count and place coins in cash bag. Enter coin count in **Column B**.
- 4) Position the overflow bin under the coin hopper. *Visually inspect tubes for stuck coins, tap tubes if necessary.*
- 5) When ready, Cash Out and Eject Coins. Count and place coins in cash bag. Enter the coin counts in **Column B**.
- 6) Remove bill vault. Count, rubber band, and place bills in cash bag. Enter bill count in **Column B**.
- 7) Subtract Column B from Column A. Document any differences in **Column C**.
- 8) Replace bill vault and overflow bin. Close and lock the Coin and Bill Tower.

5. Put the Payment Center into load coins mode (procedure is not printed on this form for security). Insert the exact coin mix (or equivalent total amount) shown in **Column D**. Print the Payment Center Maintenance Report again to document the reload; staple report on back of this form.

Item/Column	A Collection Report	B Field Count	C (B – A)	D (Reload)
Overflow Bin				n/a
Nickels				20
Dimes				10
Quarters				12
Bills				n/a
Total Counts				

6. Sign below. The manager on duty will keep a copy, place in cash bag, seal cash bag, and transfer it to counting office.

Collector's Signature: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

(Staple 2 Visitor Cards and 2 Collection Reports onto back of this form)

Your Name: \_\_\_\_\_ Your Phone #: \_\_\_\_\_

**Staple visitor cards and 2 maintenance reports here:**

Visitor Card 1	Visitor Card 2
Collection Report Before Cash Out	Collection Report After Reload

**Example Transaction/Reconciliation**

Item/Column	A Collection Report	B Tube Count	C (B – A)	D (Reload)
Overflow Bin	<b>0</b>	<b>3</b>	<b>3</b>	n/a
Nickels	<b>37</b>	<b>37</b>	<b>0</b>	20
Dimes	<b>19</b>	<b>18</b>	<b>-1</b>	10
Quarters	<b>23</b>	<b>21</b>	<b>-2</b>	12
Bills	<b>2</b>	<b>2</b>	<b>0</b>	n/a
Total Counts	<b>81</b>	<b>81</b>	<b>0</b>	42



## PAYMENT CENTER COUNTING OFFICE REPORT

Reconciliation Date: \_\_\_\_\_ Collection Date or Report # (available in some versions): \_\_\_\_\_

Library: \_\_\_\_\_ Terminal ID: \_\_\_\_\_

Your Name: \_\_\_\_\_ Your Phone #: \_\_\_\_\_

### Follow These Instructions Carefully To Create an Accurate Report

1. Enter currency quantities from the Collection Report and the Field Count in **Columns A & B**.
2. Empty contents of bag, separate bills and coins by denomination, count and enter quantities in **Column C**.

Item/Column	A Collection Report	B Field Count	C Office Count	D \$ Value	E Total Collection
Overflow Bin					
Nickels				\$0.05	
Dimes				\$0.10	
Quarters				\$0.25	
Bills					
\$1.00 Bills				\$1.00	
\$5.00 Bills				\$5.00	
\$10.00 Bills				\$10.00	
\$20.00 Bills				\$20.00	
Total Counts					

- Bag Count Verification:
- ☐ Bag counts reconcile with Column A, Collection Report
  - ☐ Bag counts reconcile with Column B, Field Count
  - ☐ Bag counts DO NOT reconcile with Collection or Field Count

Deposit Amount: \_\_\_\_\_

**Sign your name below and submit to Office Manager on Duty.**

Counter's Signature: \_\_\_\_\_

Manager on Duty: \_\_\_\_\_

Manager confirms Report Reconciliation.

To access the Payment Center Maintenance Control:

1. On Self Service Payment Center screen, click [Deposit To My Account]
2. Click [Enter ID] and key this number in the ID field:  
**0256838262345**
3. Click [OK]. You will be prompted to enter the Service PIN. Scan the barcode provided in Appendix C, click [OK].
4. Click [Maintenance].
5. Click [Cancel] or Click [OK] to return to the SAM Maintenance Control Menu.

Field Description - SAM Maintenance Control	
Field Label	Description
<b>Existing Coins/Bills</b>	
Nickels	Current count of Nickels in the Payment Center
Dimes	Current count of Dimes in the Payment Center
Quarters	Current count of Quarters in the Payment Center
Bills	Current count of Bills in the Payment Center
Overage Bin	Current count of coins in the Overage Bin in Payment Center
Eject	Will eject one coin of selected coin denomination
Meters	Will display the real time counts of coin tubes as well as Coin In, Coin Out, Coin to Bin, Rejected, Bills In, Total Paid In, and Net Paid In. Allows for adjustments to be made (load or eject coins) to reach the desired start numbers and re-start counting coins without emptying and re-loading all the coin tubes.
Eject All Coins	Eject All the coins of all denominations in the Payment Center. Will reset existing coins count to 0
Eject All	Will eject all coins of selected coin denomination
Reset	Allows for emptying of only Bills and Overage Bin and re-start counters independently of coin tubes. The Coin In, Coin Out, Coin to Bin, Rejected, Bills In, Total Paid In, and Net Paid In will be reset to 0 while maintaining the Existing Coins tube counts.
Load Coins / Finish	Click Load Coins to start loading coins. The button will change to Finish. Click Finish when done loading coins.
Coin In	Total \$ value of all coins inserted and accepted in the machine
Coin Out	Total \$ value of all coins dispensed from the machine
Coin to Bin	Total \$ value of all coins deposited into the Overage Bin
Rejected	Total \$ value of all coins rejected from the change return
<b>Coins Low Limit</b>	Displays the Coins Low Limit set in the Interface for Payment Center.
Nickels	Minimum number of Nickels that needs to be in the Payment Center
Dimes	Minimum number of Dimes that needs to be in the Payment Center
Quarters	Minimum number of Quarters that needs to be in the Payment Center
<b>System Options</b>	
Kiosk ID	The unique identifier # for this Payment Center
Terminate Kiosk	Click to close the Payment Center application
Cancel	Click to return to the SAM Maintenance Control Menu.
OK	Click to return to the SAM Maintenance Control Menu.

## REPORTS

Reports can be generated from the Administrative as well as the Staff login. Therefore, the authorization level of the user will determine the available report selections and options. All reports are date range driven and can be run for all or individual zones with summary and detail options available for selected reports as well. New reports are developed periodically to meet client needs and/or requests. Please contact Comprise for report inquiries.

## ACTIVEX CONTROL FOR CRYSTAL REPORTS

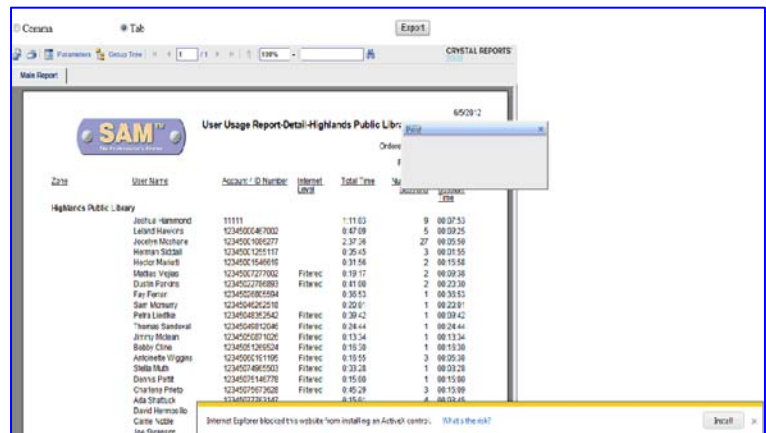


Install ActiveX Control for Crystal Reports.  
Ensure Website is not blocked by AntiVirus software or other security implementation.

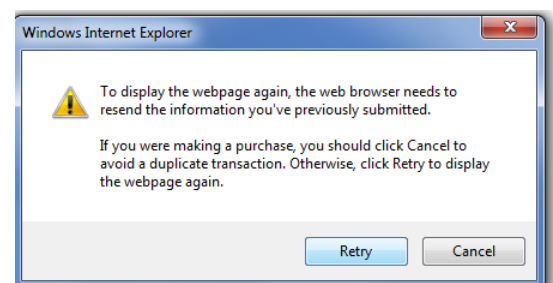
In order to utilize the print and export features, it is necessary to install an ActiveX Control from Crystal Reports. ActiveX controls are programming tools that provide added functionality to Web based applications, similar to Java.

When attempting to print reports after upgrading to .NET and crystal reports, this error box may pop up after clicking [Print].

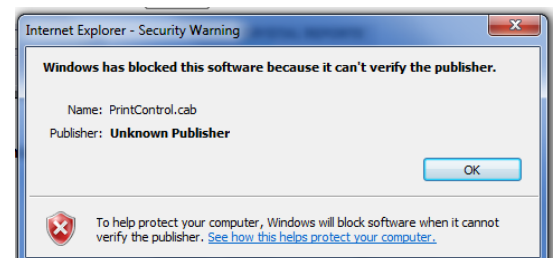
Click [Install]



If this box pops up, click [Retry]

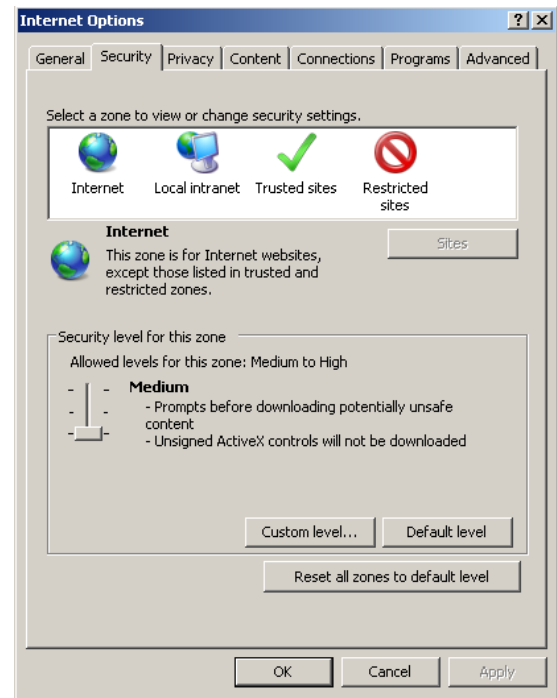


IE is still blocking scripts if this box comes up.

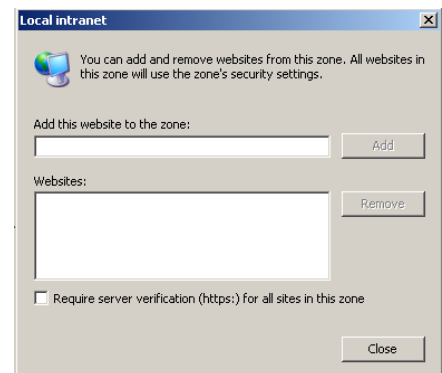


Follow these steps to fix:

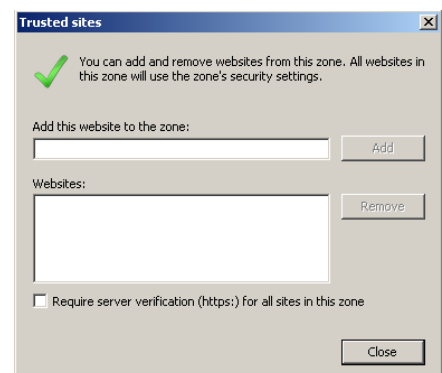
1. Launch Internet Explorer
2. Select Tools
3. Internet Options
4. Click the Security Tab



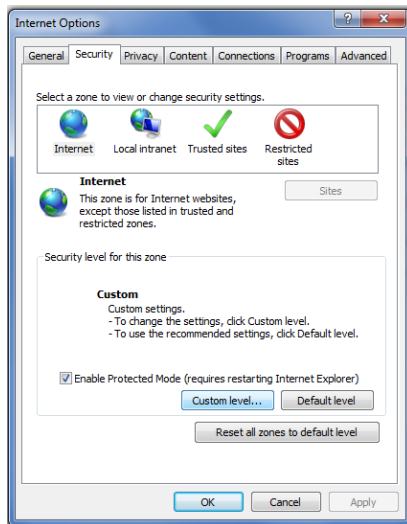
- A. Local Intranet / [Sites] / [Advanced]
- B. Add this website to the zone: - Add Sam Server Web Interface URL (<http://192.168.0.100/sam>).
- C. Uncheck - Require server verification (https :) for all sites in this zone.
- D. Click [Close]



- A. Trusted Sites / [Sites] / [Advanced]
- B. Add this website to the zone: - Add Sam Server Web Interface URL (<http://192.168.0.100/sam>).
- C. Uncheck - Require server verification (https :) for all sites in this zone.
- D. Click [Close]



Click [Custom Level]



In the Settings Box, under ActiveX controls and plug-ins match following settings:

- Allow Scriptlets – select Prompt
  - Automatic prompting ActiveX controls – Enable
  - Binary and script behaviors – Enable
  - Display video and animation on a webpage ....- Disable
  - Download signed ActiveX control – Prompt
  - Download unsigned ActiveX control – Prompt
  - Initialize and script ActiveX controls not ... – Disable
  - Only allow approved domains to use ... – Enable
  - Run ActiveX controls and plug-ins – Enable
  - Script ActiveX controls marked safe for ... – Enable
- Downloads
- Automatic prompting for file downloads – Enable
  - File download – Enable

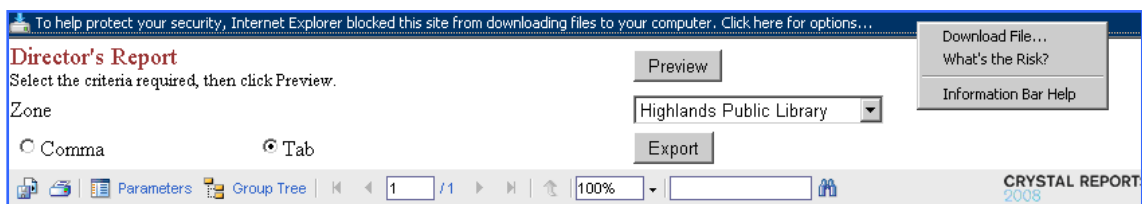
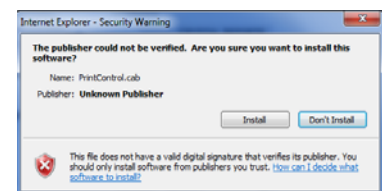
[OK] / [Apply] / [OK]

Restart Internet Explorer to take effect.

Once this is done, when you click on Print, it will prompt to install software.  
Click [Install].

If prompted, select Download File.

- Automatic prompting for ActiveX controls
    - ☐ Disable
    - ☒ Enable
  - Binary and script behaviors
    - ☐ Administrator approved
    - ☐ Disable
    - ☒ Enable
  - Display video and animation on a webpage that does not us
    - ☒ Disable
    - ☐ Enable
  - Download signed ActiveX controls
    - ☐ Disable
    - ☐ Enable
    - ☒ Prompt
  - Download unsigned ActiveX controls
    - ☐ Disable
    - ☐ Enable
    - ☒ Prompt
  - Initialize and script ActiveX controls not marked as safe for s
    - ☒ Disable
    - ☐ Enable
    - ☐ Prompt
  - Only allow approved domains to use ActiveX without prompt
    - ☐ Disable
    - ☒ Enable
  - Run ActiveX controls and plug-ins
    - ☐ Administrator approved
    - ☐ Disable
    - ☒ Enable
    - ☐ Prompt
  - Script ActiveX controls marked safe for scripting\*
    - ☐ Disable
    - ☒ Enable
    - ☐ Prompt
- Downloads
- Automatic prompting for file downloads
    - ☐ Disable
    - ☒ Enable
  - File download
    - ☐ Disable
    - ☒ Enable



Now all the correct dialog boxes will appear without needing to install anything more.

## Comprise Best Practice recommendations:

Install ActiveX Control for Crystal Reports.

Ensure Website is not blocked by AntiVirus software or other security implementation.

To print SAM reports, please follow these steps:

1. Click [Print]

**Director's Report**  
Select the criteria required, then click Preview.

Zone: **Highlands Public Library**

Comma Tab

Parameters Group Tree 1 / 1 100%

Print this report

**SAM™**  
The Professional's Choice

**Director's Report-Highlands Public Library** 2/15/2011

	Month To Date	Last Month	Last Year
<b>Internet/Application Management</b>			
<b>Session Management</b>			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

2. Upon clicking the Print button, the Cristal Reports Print Control box will display in the background along with the Print Setup window in the foreground.

**Director's Report**  
Select the criteria required, then click Preview.

Zone: **All Zones**

Comma Tab

Parameters Group Tree 1 / 1 100%

Print this report

**SAM™**  
The Professional's Choice

**Director's Report-Highlands Public Library** 2/15/2011

	Month To Date
<b>Internet/Application Management</b>	
<b>Session Management</b>	
Number of PC Sessions	26
Average Session Length	0:24:03
Unique Users	4
Users with 1 Session	0
Users with 2 Sessions	0
Users with 3 Sessions	1
Users with 4 Sessions	1
Users with 5 Sessions	0
Users with 6 Sessions	0.00
Users with 7 Sessions	1
Users with 8 Sessions	0
Users with 9 Sessions	0
Users with 10 Sessions	0
Users with 10+ Sessions	1

**Print Management**

	Month To Date
Print Documents	0
Average Document Pages	0
Unique Printers	0
Sessions with 1 Page	27
Sessions with 2 Pages	0
Sessions with 3 Pages	0
Sessions with 4 Pages	0
Sessions with 5 Pages	0

**Print Setup**

Printer: **Xerox Phaser 3500 PCL 6** Preferences

Status: **Ready**

Location:

Comment:

Page Range:

☒ All

☐ Current Page

☐ Pages:

Enter page numbers and/or page ranges separated by commas. For example, 1,5-12

Number of copies: **1**

☒ Collate

1 2 3 1 2 3

Printer Paper:

Size: **Letter**

Source: **Auto Select**

Options:

Page scaling:

☒ Do Not Scale Report Page

☒ Center the Page

☒ Fit Horizontal Pages to One Page

☐ Print Flash Objects for Current Page

Print Page Size: **Letter**

Print Cancel Apply

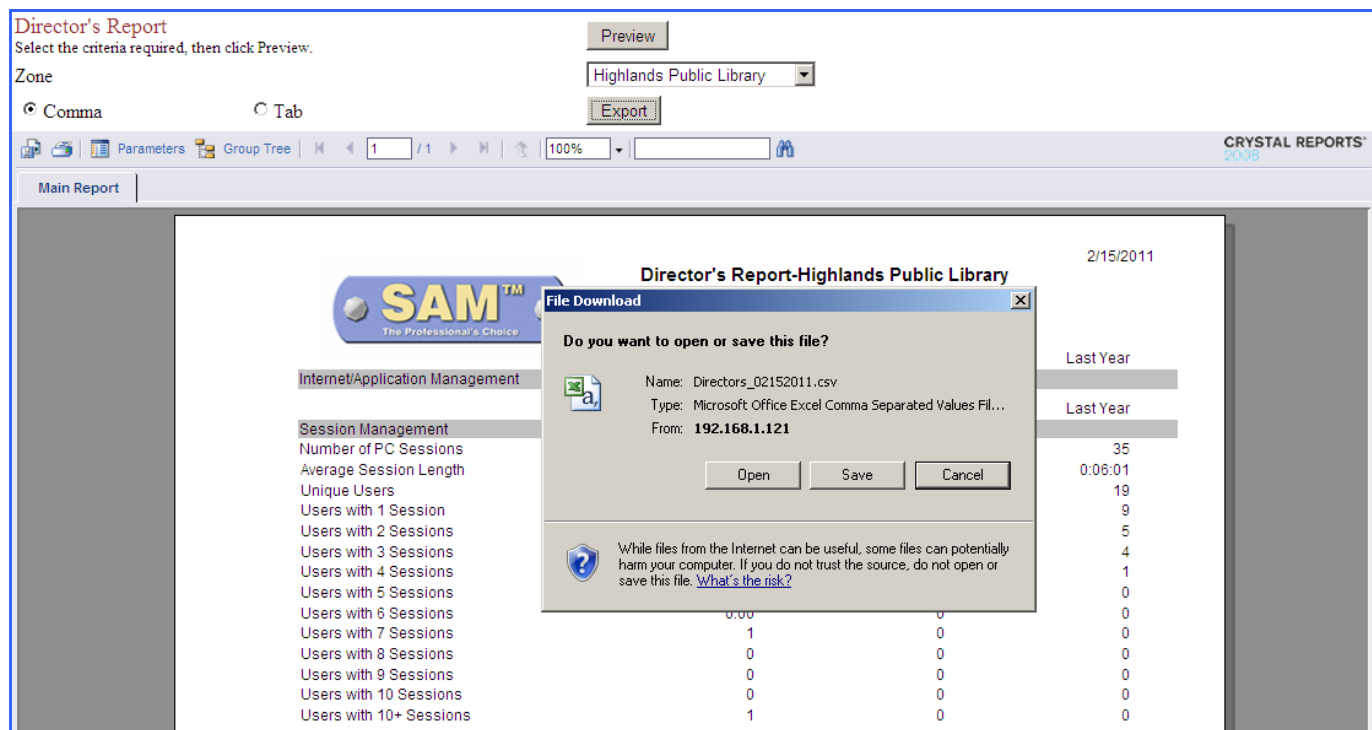
3. Select the appropriate print settings and click [Print] to print or [Cancel] to cancel print job.

## EXPORTING REPORTS TO CSV AND TSV FILE FORMATS

SAM reports can be exported into **COMMA-SEPARATED VALUES (CSV)** file format as well as **TAB SEPARATED VALUES (TSV) FILE FORMAT**.

## Comma-Separated Values (CSV) FILE FORMAT

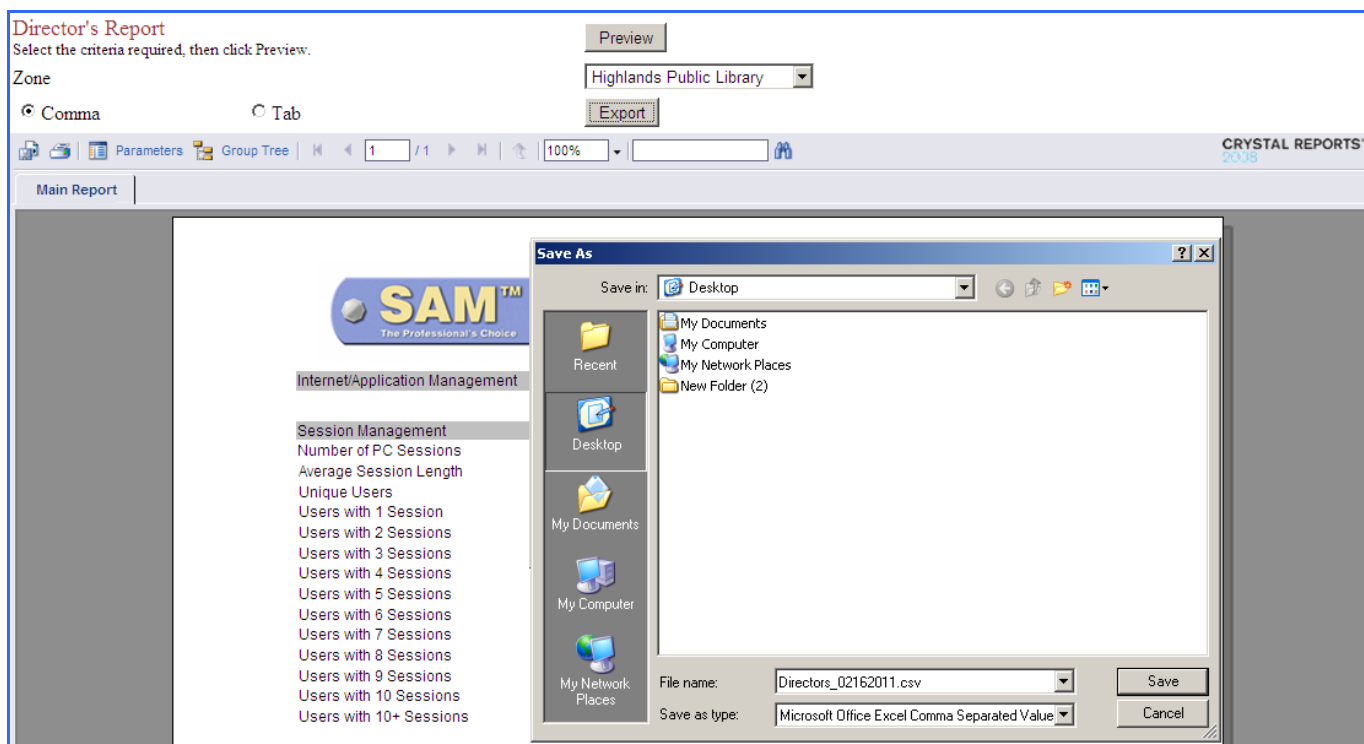
1. To Export to (CSV), select Comma and click [Export].
2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



3. Upon clicking [Open], the report will open in the CSV file format.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Average D	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
2	Average D	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
3	Average D	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
4	FundsPaid	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
5	FundsPaid	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
6	FundsPaid	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
7	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
8	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
9	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
10	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
11	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
12	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
13	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
14	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
15	FundsSpei	0	0	0	Number of	0	0	0	Average S	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0

4. Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.





## Tab Separated Values (TSV) FILE FORMAT

1. To Export to (TSV), select Tab and click [Export].
2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Export

CRYSTAL REPORTS

2/15/2011

**Director's Report-Highlands Public Library**

**File Download**

Do you want to open or save this file?

Name: Directors\_02152011.txt  
Type: Text Document, 100KB  
From: 192.168.1.121

Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

**SAM™**  
The Professional's Choice

Internet/Application Management

Session Management

Number of PC Sessions

Average Session Length

Unique Users

Users with 1 Session

Users with 2 Sessions

Users with 3 Sessions

Users with 4 Sessions

Users with 5 Sessions

Users with 6 Sessions

Users with 7 Sessions

Users with 8 Sessions

Users with 9 Sessions

Users with 10 Sessions

Users with 10+ Sessions

Last Year

Last Year

35

0:06:01

19

9

5

4

1

0

0

0

0

0

0

0

0

1

0

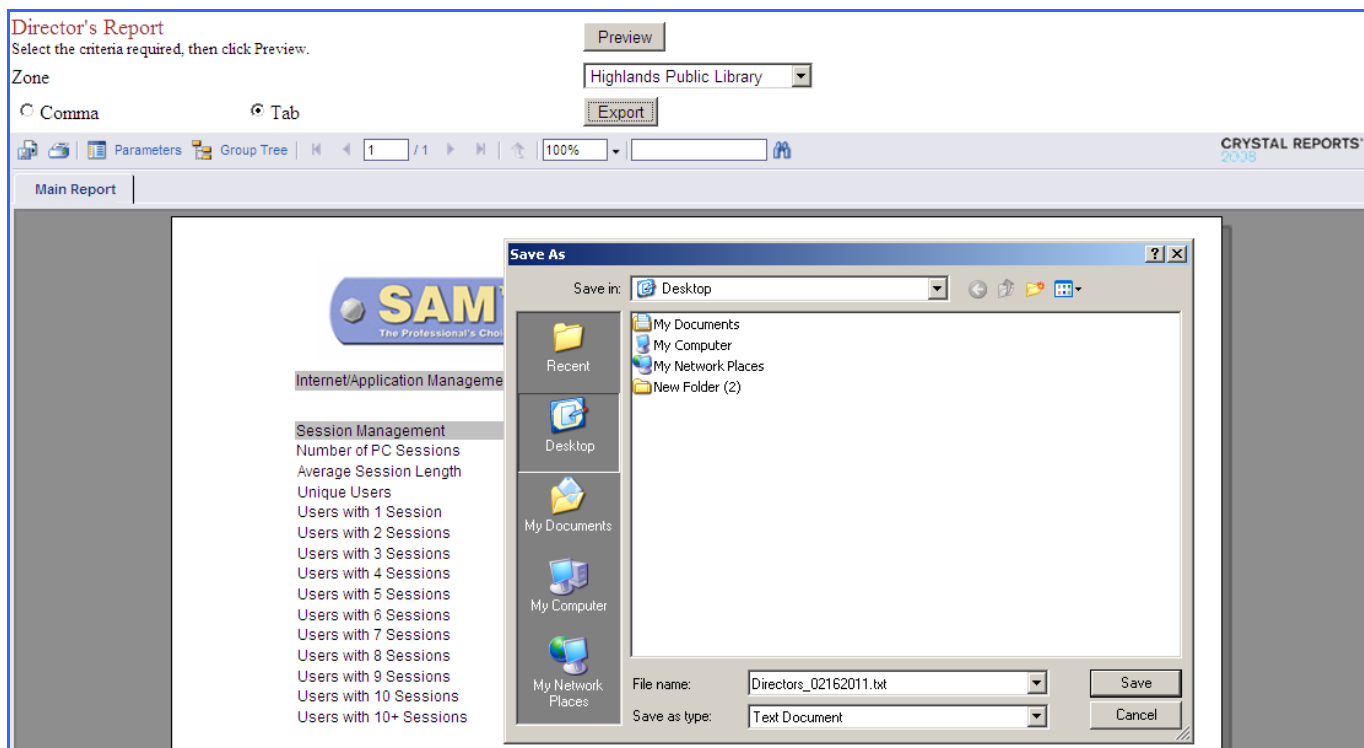
0

3. Upon clicking [Open], the report will open in the TSV file format.

**Directors\_02152011[1].txt - Notepad**

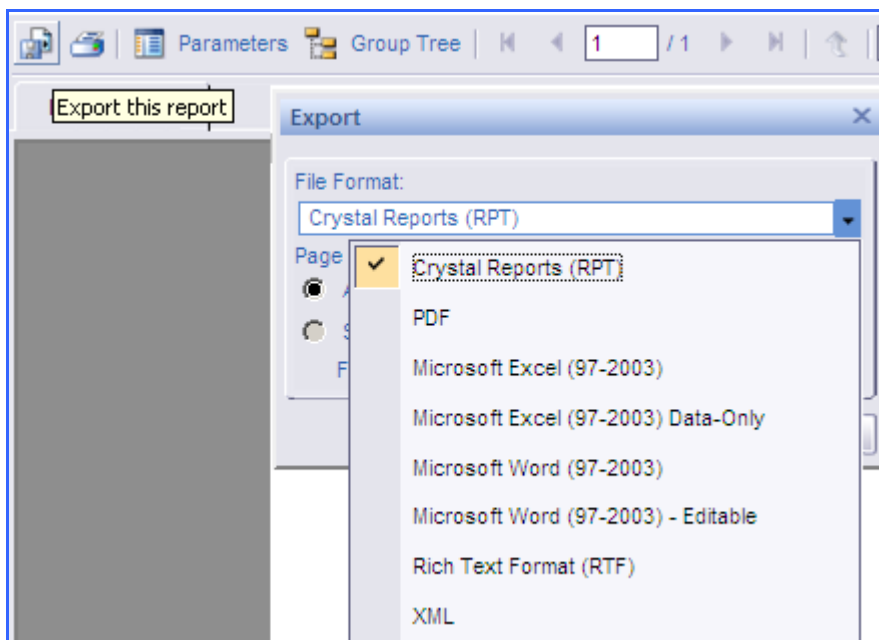
"Average Document Pages"	0.00	0.00	0.00		
"Number of PC Sessions"	0.00	0.00	0.00		
"Average Session Length"	0.00	0.00	0.00	"0:00:00"	"0:00:00"
"Unique Users"	0.00	0.00	0.00		
"Users with 1 Session"	0.00	0.00	0.00		
"Users with 2 Sessions"	0.00	0.00	0.00		
"Users with 3 Sessions"	0.00	0.00	0.00		
"Users with 4 Sessions"	0.00	0.00	0.00		
"Users with 5 Sessions"	0.00	0.00	0.00		
"Users with 6 Sessions"	0.00	0.00	0.00		
"Users with 7 Sessions"	0.00	0.00	0.00		
"Users with 8 Sessions"	0.00	0.00	0.00		
"Users with 9 Sessions"	0.00	0.00	0.00		
"Users with 10 Sessions"	0.00	0.00	0.00	0.00	
"Users with 10+ Sessions"	0.00	0.00	0.00	0.00	
"Print Documents"	0.00	0.00	0.00		
"Average Document Pages"	0.00	0.00	33.00	0.00	
"Unique Printers"	0.00	0.00	0.00		
"Sessions with 1 Page"	0.00	0.00	0.00		
"Sessions with 2 Pages"	0.00	0.00	0.00	0.00	
"Sessions with 3 Pages"	0.00	0.00	0.00		
"Sessions with 4 Pages"	0.00	0.00	0.00	0.00	
"Sessions with 5 Pages"	0.00	0.00	0.00		
"Funds Paid-In"	0.00	0.00	0.00		
"Funds Spent on Print"	0.00	0.00	0.00		

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



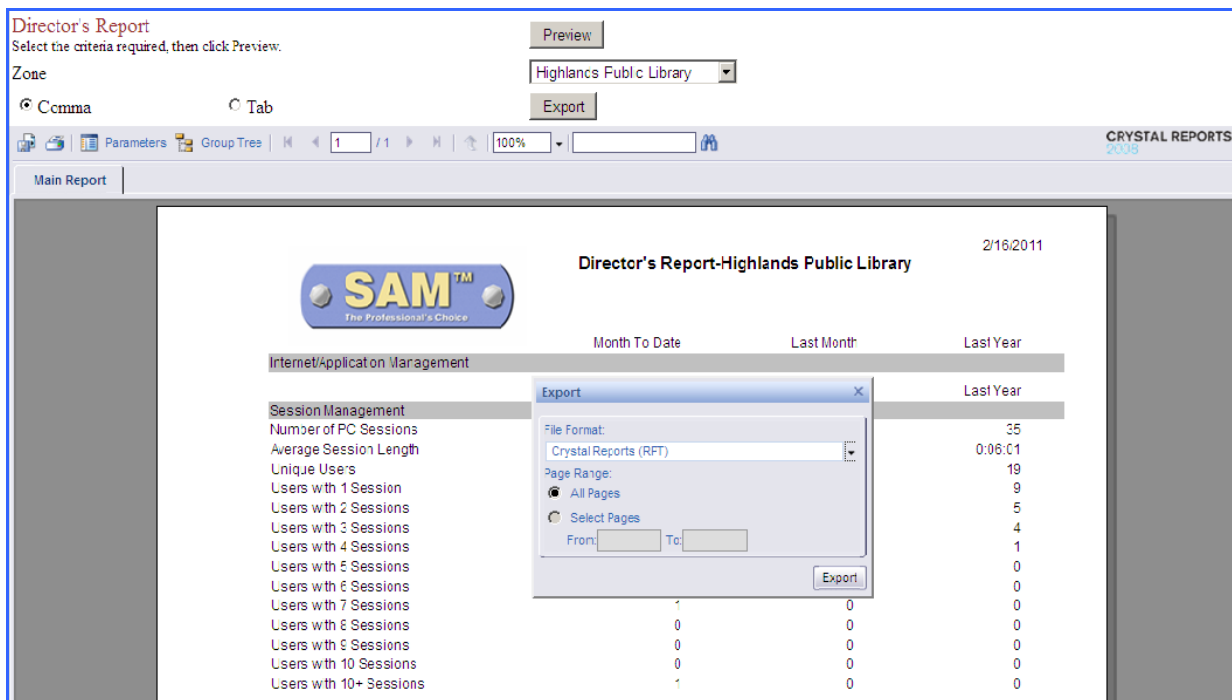
## EXPORTING REPORTS TO OTHER APPLICATIONS

SAM reports can be exported into various applications.



### Export to Crystal Reports

1. Select Crystal Reports (RPT) and click [Export].



- In order to export to Crystal Reports, it may be necessary to allow Crystal Reports. Select the Download File option if prompted.

To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Preview Download File... What's the Risk? Information Bar Help

Export

Parameters Group Tree 1 / 1 100%

CRYSTAL REPORT 2008

Main Report

3/22/2011

**Director's Report-Highlands Public Library**

**SAM™**  
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Internet/Application Management	Month To Date	Last Month	Last Year
Session Management			
Number of PC Sessions	0	26	61
Average Session Length	0:00:00	0:24:03	0:13:42
Unique Users	0	4	19
Users with 1 Session	0	0	8
Users with 2 Sessions	0	0	3
Users with 3 Sessions	0	1	3
Users with 4 Sessions	0	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	2
Users with 7 Sessions	0	1	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	1
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	0	1	1

- At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Preview

Parameters Group Tree 1 / 1 100%

CRYSTAL REPORTS 2008

Main Report

3/23/2011

**SAM™**  
The Professional's Choice

Internet/Application Management

Session Management

Number of PC Sessions	0	4	19
Average Session Length	0:00:00	0:24:03	0:13:42
Unique Users	0	4	19
Users with 1 Session	0	0	8
Users with 2 Sessions	0	0	3
Users with 3 Sessions	0	1	3
Users with 4 Sessions	0	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	2
Users with 7 Sessions	0	1	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	1
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	0	1	1

**File Download**

0% of Directors4.aspx from 192.168.1.121 Completed

Do you want to open or save this file?

Name: CrystalReportViewer1.rpt  
Type: RPT, 675KB  
From: 192.168.1.121

Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

- Upon clicking [Open], the report with open in the Report Viewer file format.

The screenshot shows two windows. The 'Director's Report' window on the left has a sidebar with a tree view under 'Internet/Application Management' containing 'Session Management' and a list of session counts from 'Number of PC Sessions' to 'Users with 10 Sessions'. The 'The Report Viewer' window on the right displays a report titled 'Director's Report-Highlands Public Library' dated 3/23/2011. It features a table with columns for 'Month To Date', 'Last Month', and 'Last Year' for various session metrics.

	Month To Date	Last Month	Last Year
Session Management			
Number of PC Sessions	0	26	61
Average Session Length	0:00:00	0:24:03	0:13:42
Unique Users	0	4	19
Users with 1 Session	0	0	8
Users with 2 Sessions	0	0	3
Users with 3 Sessions	0	1	3
Users with 4 Sessions	0	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	2
Users with 7 Sessions	0	1	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	1
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	0	1	1

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.

The screenshot shows the 'Director's Report' window with the same sidebar as before. Overlaid on top is a 'Save As' dialog box. The dialog shows the 'Highlands Public Library' as the selected location. The file name is 'CrystalReportViewer1.rpt' and the file type is 'RPT File'. The 'Save' button is highlighted.

## Export to PDF

1. Select PDF and click [Export].

Director's Report  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Preview

Export

CRYSTAL REPORTS 2008

Main Report

Director's Report-Highlands Public Library 2/15/2011

Internet/Application Management

Session Management

Number of PC Sessions

Average Session Length

Unique Users

Users with 1 Session

Users with 2 Sessions

Users with 3 Sessions

Users with 4 Sessions

Users with 5 Sessions

Users with 6 Sessions

Users with 7 Sessions

Users with 8 Sessions

Users with 9 Sessions

Users with 10 Sessions

Users with 10+ Sessions

Month To Date

Last Month

Last Year

Export

File Format: PDF

Page Range: All Pages

Select Pages

From: To:

Export

	Month To Date	Last Month	Last Year
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

Director's Report  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Preview

Export

CRYSTAL REPORTS 2008

Main Report

Director's Report-Highlands Public Library 2/15/2011

Internet/Application Management

Session Management

Number of PC Sessions

Average Session Length

Unique Users

Users with 1 Session

Users with 2 Sessions

Users with 3 Sessions

Users with 4 Sessions

Users with 5 Sessions

Users with 6 Sessions

Users with 7 Sessions

Users with 8 Sessions

Users with 9 Sessions

Users with 10 Sessions

Users with 10+ Sessions

Month To Date

Last Month

Last Year

File Download

Do you want to open or save this file?

Name: CrystalReportViewer1.pdf

Type: Adobe Acrobat Document, 63.0KB


From: 192.168.1.121

Open Save Cancel

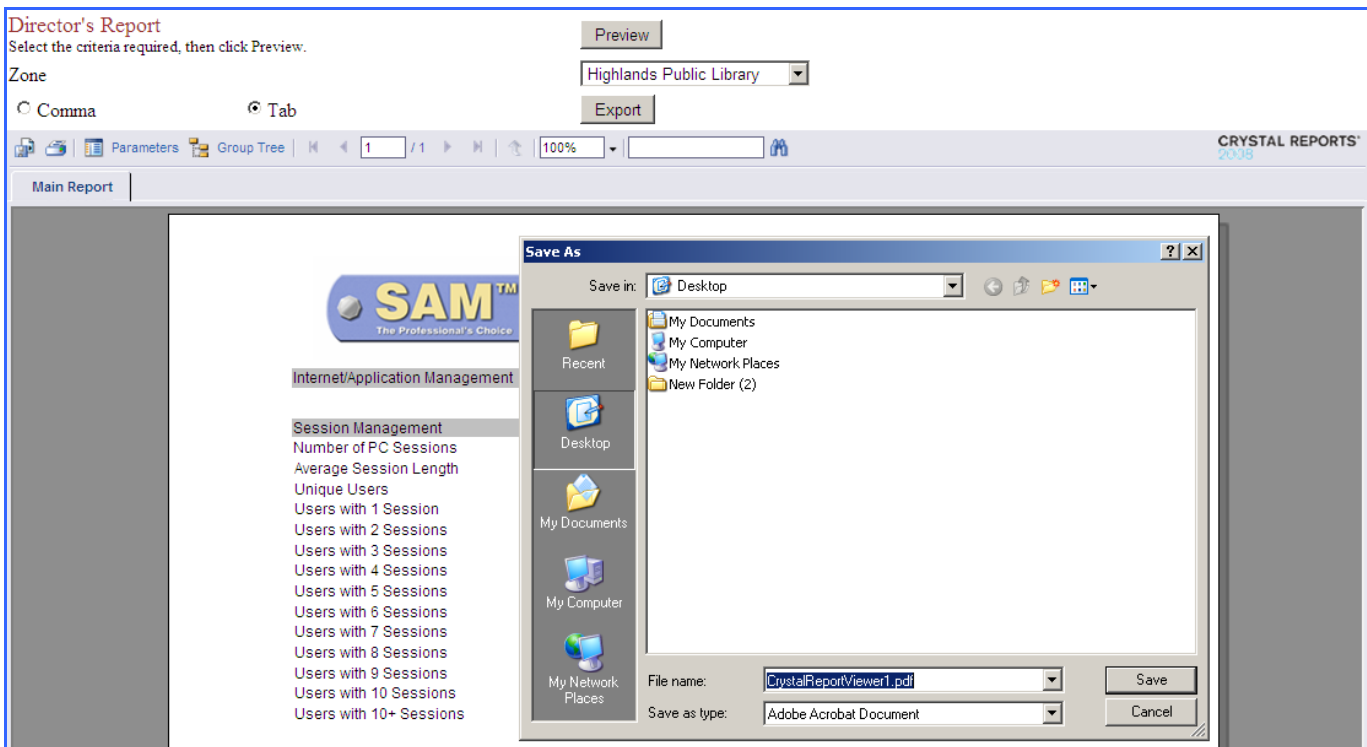
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

	Month To Date	Last Month	Last Year
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Upon clicking [Open], the report with open in the PDF file format.

<div>  <div>2/15/2011</div> <div>Director's Report-Highlands Public Library</div> </div>			
Internet/Application Management	Month To Date	Last Month	Last Year
Session Management	Month To Date	Last Month	Last Year
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## Export to Microsoft Excel (97-2003)

1. Select MICROSOFT EXCEL (97-2003) and click [Export].

Director's Report  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Preview Export

Parameters Group Tree 1 / 1 100%

CRYSTAL REPORTS 2008

Main Report

Director's Report-Highlands Public Library 2/15/2011

SAM™ The Professional's Choice

Internet/Application Management

Month To Date Last Month Last Year

Session Management

Number of PC Sessions 35

Average Session Length 0:06:01

Unique Users 19

Users with 1 Session 9

Users with 2 Sessions 5

Users with 3 Sessions 4

Users with 4 Sessions 1

Users with 5 Sessions 0

Users with 6 Sessions 0

Users with 7 Sessions 1

Users with 8 Sessions 0

Users with 9 Sessions 0

Users with 10 Sessions 0

Users with 10+ Sessions 1

Export

File Format: Microsoft Excel (97-2003)

Page Range: All Pages

Select Pages

From: To:

Export

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

Director's Report  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Preview Export

Parameters Group Tree 1 / 1 100%

CRYSTAL REPORTS 2008

Main Report

Director's Report-Highlands Public Library 2/15/2011

SAM™ The Professional's Choice

Internet/Application Management

Month To Date Last Month Last Year

Session Management

Number of PC Sessions 35

Average Session Length 0:06:01

Unique Users 19

Users with 1 Session 9

Users with 2 Sessions 5

Users with 3 Sessions 4

Users with 4 Sessions 1

Users with 5 Sessions 0

Users with 6 Sessions 0

Users with 7 Sessions 1

Users with 8 Sessions 0

Users with 9 Sessions 0

Users with 10 Sessions 0

Users with 10+ Sessions 1

File Download

Do you want to open or save this file?

Name: CrystalReportViewer1.xls

Type: Microsoft Excel Worksheet, 35.0KB

From: 192.168.1.121

Open Save Cancel

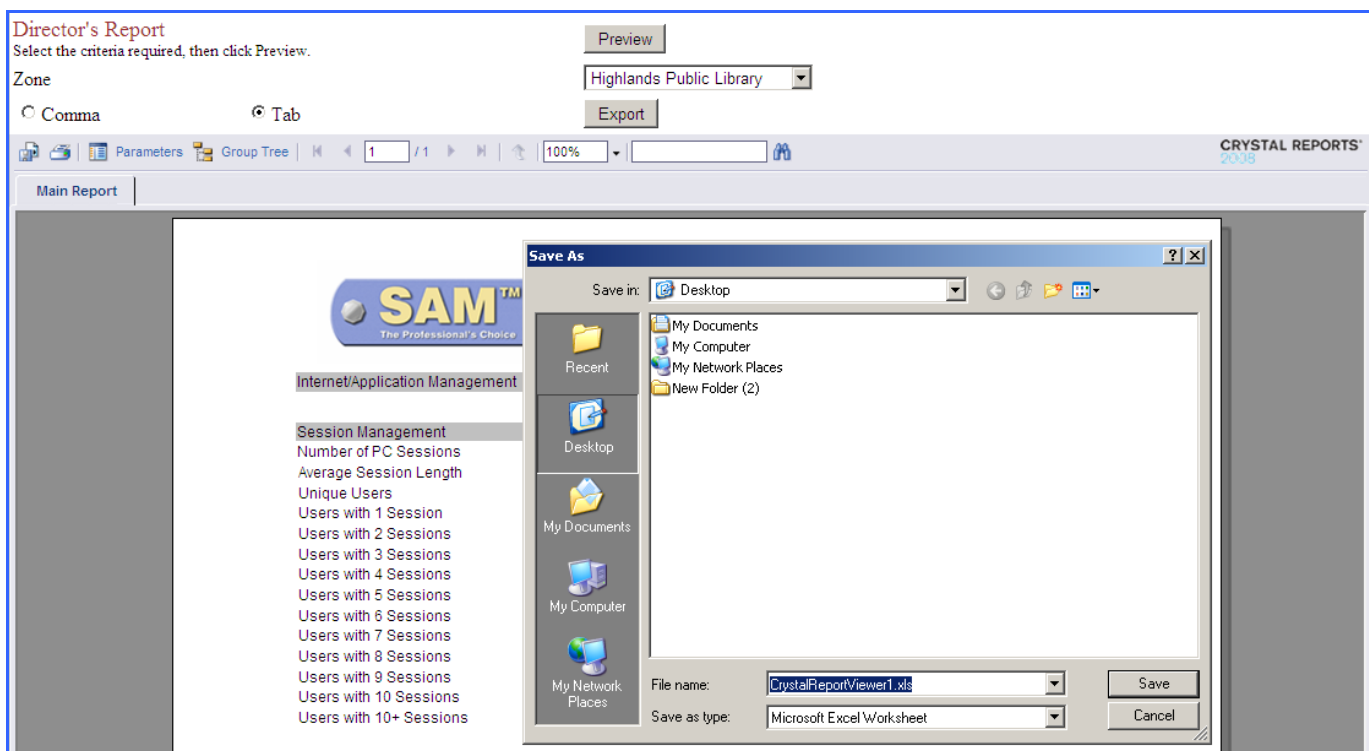
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)



- Upon clicking [Open], the report with open in MICROSOFT EXCEL (97-2003).

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1														
3														
4														
5														
6														
7														
8														
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														
21														
22														
23														
24														
25														

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## Export to Microsoft Excel (97-2003) Data-Only

1. Select MICROSOFT EXCEL (97-2003) DATA-ONLY and click [Export].

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

☐ Comma ☒ Tab

CRYSTAL REPORTS® 2008

Main Report

**Director's Report-Highlands Public Library** 2/15/2011

**SAM™**  
The Professional's Choice

	Month To Date	Last Month	Last Year
Internet/Application Management			
Session Management			
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

**Export**

File Format: Microsoft Excel (97-2003) Data-Only

Page Range: ☒ All Pages ☐ Select Pages

From:  To:

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

☐ Comma ☒ Tab

CRYSTAL REPORTS® 2008

Main Report

**Director's Report-Highlands Public Library** 2/15/2011

**SAM™**  
The Professional's Choice

	Month To Date	Last Month	Last Year
Internet/Application Management			
Session Management			
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

**File Download**

Do you want to open or save this file?

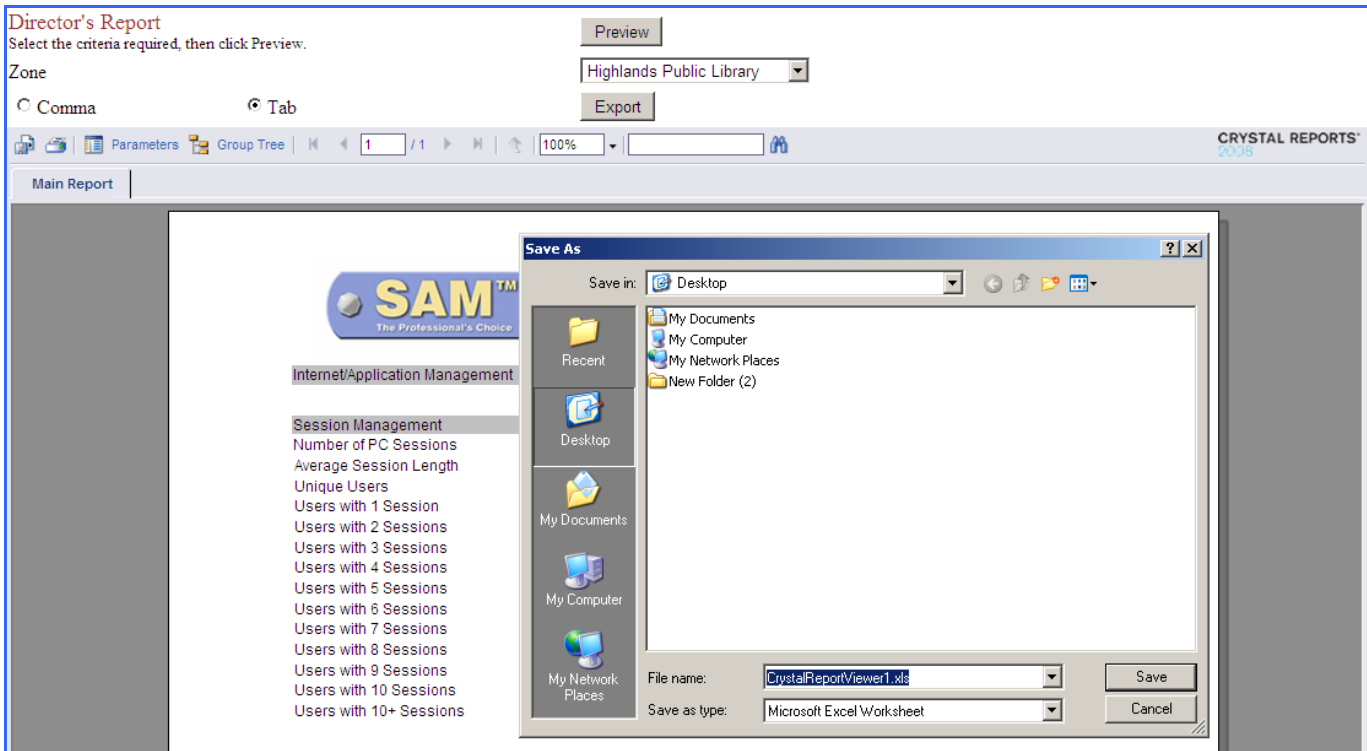
Name: CrystalReportViewer1.xls  
Type: Microsoft Excel Worksheet, 14.5KB  
From: 192.168.1.121

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

- Upon clicking [Open], the report with open in MICROSOFT EXCEL (97-2003) DATA-ONLY FORMAT.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	#####	Director	Month T	Last Mc	Last Ye	Internet/App	Application	Management																	
2	Month T	Last Mc	Last Ye	Session	Number	26	35	35	Average	0.24:03	0:06:01	Unique	4	19	19	Users w	0	9	9	Users w	0	5	5	Users w	
3	Page -1	of 1																							
4																									
5																									
6																									
7																									
8																									
9																									
10																									
11																									

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



1. Select MICROSOFT WORD (97-2003) and click [Export].

The screenshot shows the 'Director's Report-Highlands Public Library' interface. The date is 2/15/2011. The 'Export' dialog box is open, showing 'File Format: Microsoft Word (97-2003)' and 'Page Range: All Pages'. The background table shows session management data.


Internet/Application Management	Month To Date	Last Month	Last Year
Session Management			
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

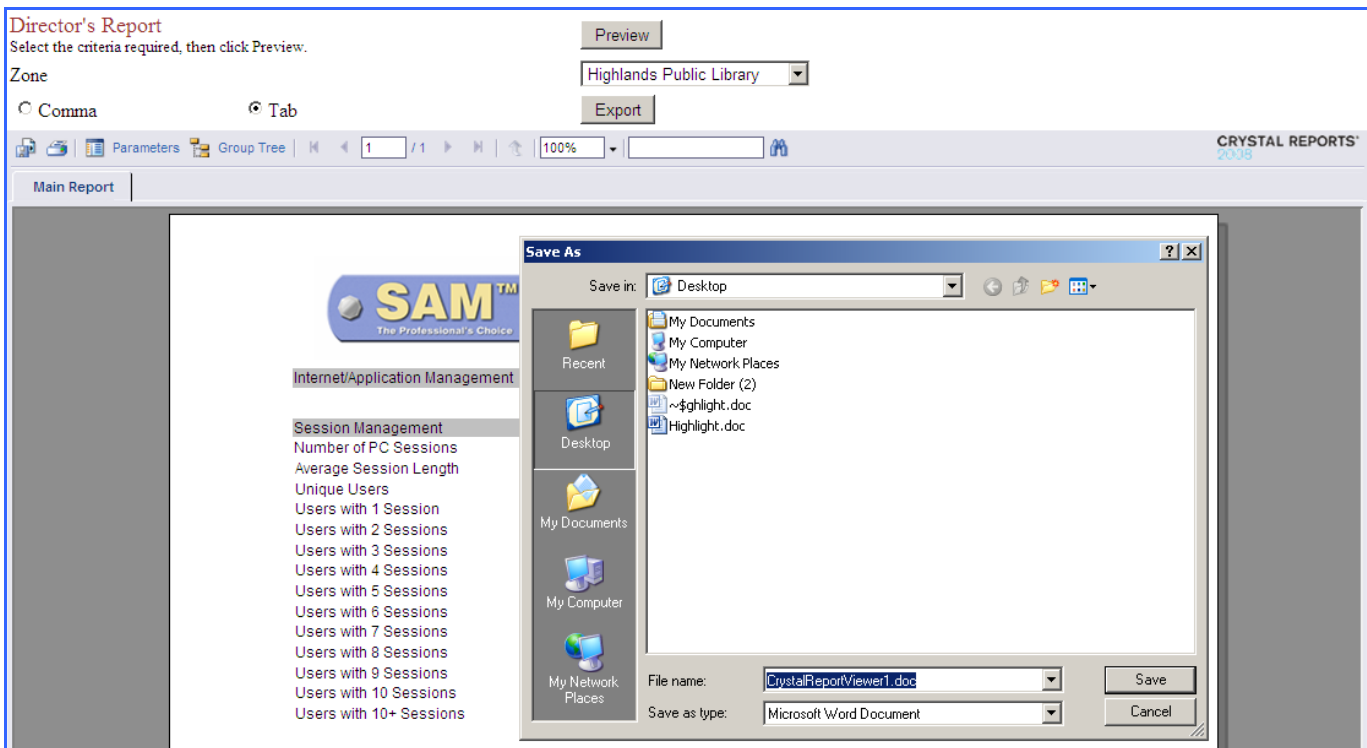
The screenshot shows the 'Director's Report-Highlands Public Library' interface. The date is 2/15/2011. The 'File Download' dialog box is open, asking 'Do you want to open or save this file?'. The file name is 'CrystalReportViewer1.doc', type is 'Microsoft Word Document, 346KB', and from '192.168.1.121'. The background table shows session management data.

Internet/Application Management	Month To Date	Last Month	Last Year
Session Management			
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Upon clicking [Open], the report with open in MICROSOFT WORD (97-2003).

<div>  <div>2/15/2011</div> <div>Director's Report-Highlands Public Library</div> </div>			
	Month To Date	Last Month	Last Year
<b>Internet/Application Management</b>			
	Month To Date	Last Month	Last Year
<b>Session Management</b>			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## Export to Microsoft Word (97-2003) - Editable

1. Select MICROSOFT WORD (97-2003) - EDITABLE and click [Export].

Director's Report  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Export

CRYSTAL REPORTS® 2008

Main Report

Director's Report-Highlands Public Library 2/16/2011

SAM™ The Professional's Choice

Internet/Application Management

Month To Date Last Month Last Year

Session Management

Number of PC Sessions 35

Average Session Length 0:06:01

Unique Users 19

Users with 1 Session 9

Users with 2 Sessions 5

Users with 3 Sessions 4

Users with 4 Sessions 1

Users with 5 Sessions 0

Users with 6 Sessions 0

Users with 7 Sessions 1

Users with 8 Sessions 0

Users with 9 Sessions 0

Users with 10 Sessions 0

Users with 10+ Sessions 1

Export

File Format: Microsoft Word (97-2003) - Editable

Page Range: All Pages

From: To:

Export

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

Director's Report  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

Comma Tab

Export

CRYSTAL REPORTS® 2008

Main Report

Director's Report-Highlands Public Library 2/16/2011

SAM™ The Professional's Choice

Internet/Application Management

Month To Date Last Month Last Year

Session Management

Number of PC Sessions 35

Average Session Length 0:06:01

Unique Users 19

Users with 1 Session 9

Users with 2 Sessions 5

Users with 3 Sessions 4

Users with 4 Sessions 1

Users with 5 Sessions 0

Users with 6 Sessions 0

Users with 7 Sessions 1

Users with 8 Sessions 0

Users with 9 Sessions 0

Users with 10 Sessions 0

Users with 10+ Sessions 1

File Download

Do you want to open or save this file?

Name: CrystalReportViewer1.rtf


Type: Rich Text Format, 39.2KB

From: 192.168.1.121

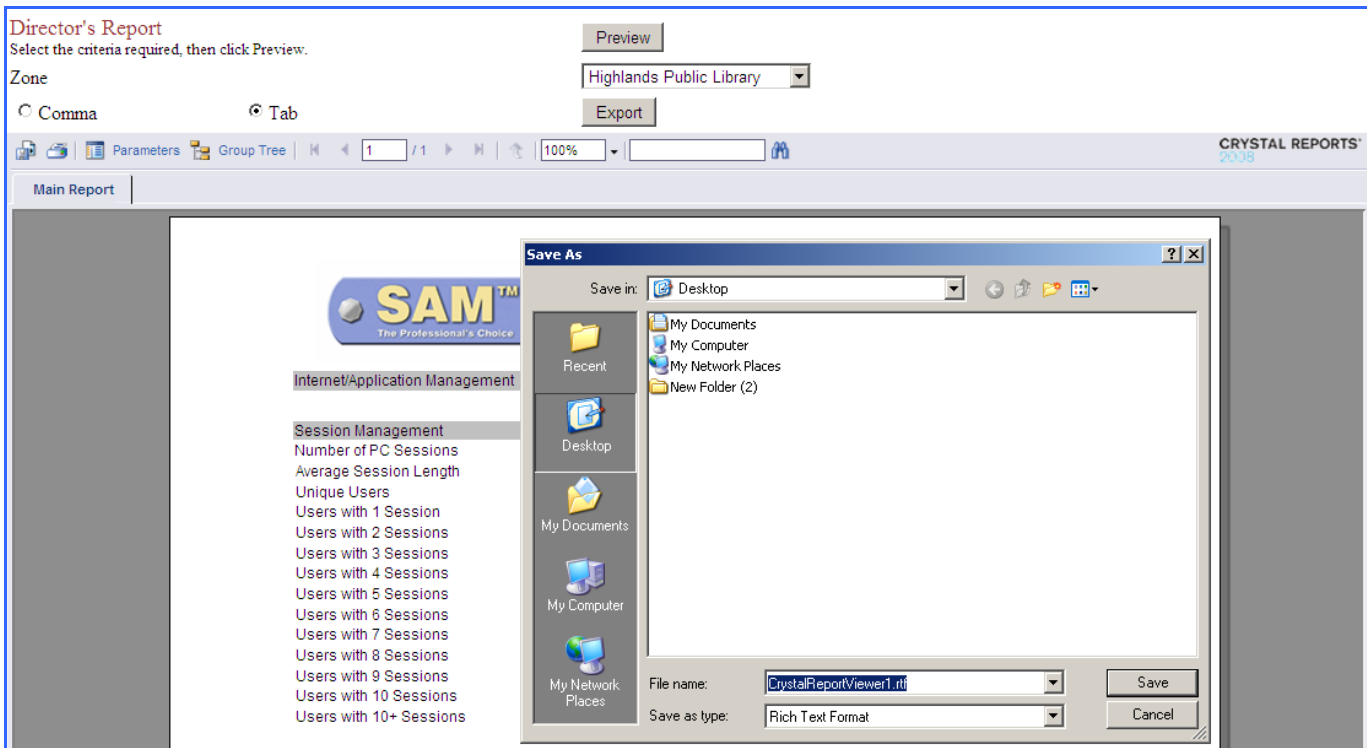
Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

- Upon clicking [Open], the report with open in the MICROSOFT WORD (97-2003) - EDITABLE format.

			
2/16/2011			
<b>Director's Report-Highlands Public Library</b>			
	Month To Date	Last Month	Last Year
Internet/Application Management			
	Month To Date	Last Month	Last Year
Session Management			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## Export to Rich Text Format (RTF)

1. Select RICH TEXT FORMAT (RTF) and click [Export].

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

☐ Comma ☒ Tab

CRYSTAL REPORTS® 2008

Main Report

**Director's Report-Highlands Public Library** 2/15/2011

Month To Date Last Month Last Year

Internet/Application Management			
Session Management			
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

**Export**

File Format:  
Rich Text Format (RTF)

Page Range:  
☒ All Pages  
☐ Select Pages

From: To:

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

**Director's Report**  
Select the criteria required, then click Preview.

Zone: Highlands Public Library

☐ Comma ☒ Tab

CRYSTAL REPORTS® 2008

Main Report

**Director's Report-Highlands Public Library** 2/15/2011

Month To Date Last Month Last Year

Internet/Application Management			
Session Management			
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

**File Download**


Do you want to open or save this file?

Name: CrystalReportViewer1.rtf  
Type: Rich Text Format, 346KB  
From: 192.168.1.121

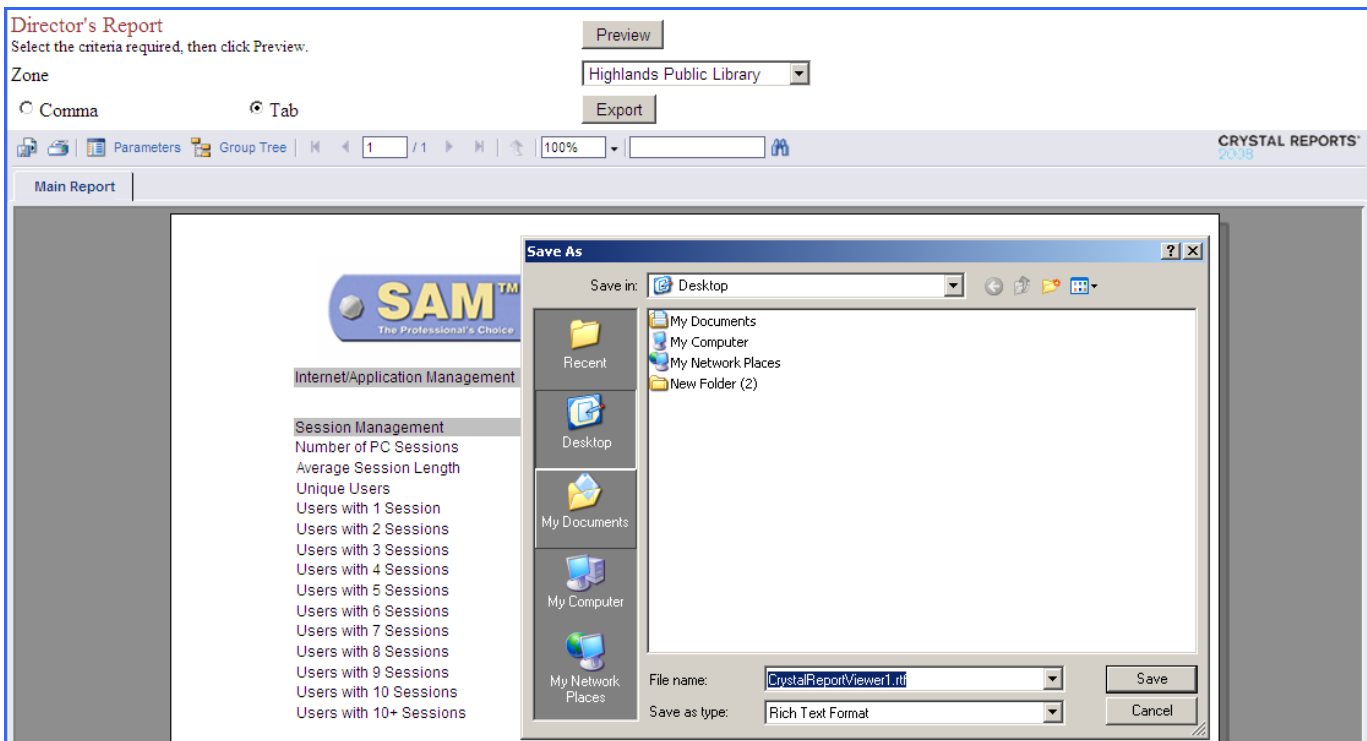
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)



- Upon clicking [Open], the report will open in the RICH TEXT FORMAT (RTF) file format.

<div>  <div>2/15/2011</div> <div>Director's Report-Highlands Public Library</div> </div>			
	Month To Date	Last Month	Last Year
Internet/Application Management			
Session Management			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## Export to XML

1. Select XML and click [Export].

The screenshot shows the 'Director's Report' interface for 'Highlands Public Library'. The 'Export' dialog box is open, showing 'File Format' set to 'XML' and 'Page Range' set to 'All Pages'. The background report displays session management data for the 'Last Year'.

Session Management	Month To Date	Last Month	Last Year
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

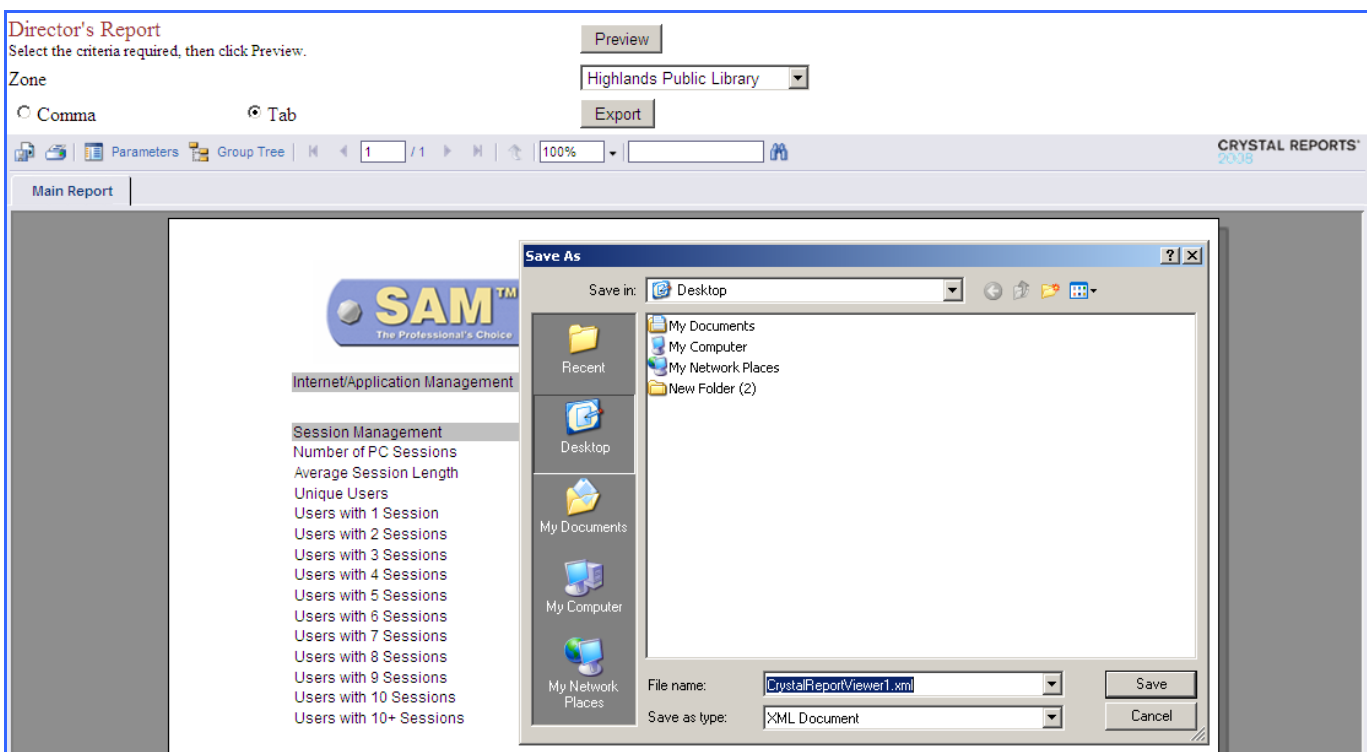
The screenshot shows the 'Director's Report' interface for 'Highlands Public Library'. The 'File Download' dialog box is open, asking 'Do you want to open or save this file?'. The file name is 'CrystalReportViewer1.xml', type is 'XML Document, 22.0KB', and it is from '192.168.1.121'. The background report displays session management data for the 'Last Year'.

Session Management	Month To Date	Last Month	Last Year
Number of PC Sessions			35
Average Session Length			0:06:01
Unique Users			19
Users with 1 Session			9
Users with 2 Sessions			5
Users with 3 Sessions			4
Users with 4 Sessions			1
Users with 5 Sessions			0
Users with 6 Sessions			0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

3. Upon clicking [Open], the report will open in the XML file format.

```
<?xml version="1.0" encoding="UTF-8" ?>
- <CrystalReport xmlns="urn:crystal-reports:schemas:report-detail" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="urn:crystal-reports:schemas:report-detail http://www.businessobjects.com/products/xml/CR2008Schema.xsd">
- <ReportHeader>
- <Section SectionNumber="0">
- <Text Name="Text62">
  <TextValue>Director's Report-Highlands Public Library</TextValue>
</Text>
- <Field Name="PrintDate2" FieldName="PrintDate">
  <FormattedValue>2/15/2011</FormattedValue>
  <Value>2011-02-15</Value>
</Field>
- <Picture Name="Picture1" GraphicType="OLE" />
- <Text Name="Text42">
  <TextValue>Internet/Application Management</TextValue>
</Text>
- <Text Name="Text43">
  <TextValue>Last Year</TextValue>
</Text>
- <Text Name="Text44">
  <TextValue>Last Month</TextValue>
</Text>
- <Text Name="Text45">
```


4. Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## PAYMENT CENTER REPORTS

To access the Payment Center Reports:

1. Access the Payment Center Interface by entering a User Name and Password at the SAM SmartServer Login page.

  
**Authorized Personnel Only**  
Type your User Name & Password in the spaces provided and click [Enter]  
User Name   
Password   
  
Notice: Access to this website is limited to authorized staff only  
© 2000, 2002, 2010 Comprise Technologies Inc., Navesink, New Jersey.

2. From the SmartServer Product Home Page, click the Payment Center link.

SmartSERVER™

PRODUCT HOME PAGE

Contact Us

**Instructions**  
Please review the License information below and acknowledge any messages. For assistance, Click [Contact Us]. Click on the appropriate link below to access the Comprise Product.

	<a href="#">SAM</a>	<a href="#">Wireless</a>	<a href="#">Payment Center</a>	<a href="#">Smart Money Manager</a>	<a href="#">Smart Pay</a>	<a href="#">Consolidated Reports</a>
License	2147151-61220101-211150-127	N/A	N/A	N/A	N/A	
Expiration Date	12/12/2022	N/A	N/A	N/A	N/A	
Locations Licensed	50	N/A	N/A	N/A	N/A	
Clients Licensed	50	N/A	N/A	N/A	N/A	

3. Click Reports to view Report options in the drop down

Home | Payment Center Options | Reports ▼ | Logout

Welcome to the Payment Center Interface

View | Modify Settings & Reports Here

Don't Forget to SAVE all changes

4. Select the appropriate report to generate.

Home | Payment Center Options | Reports ▼ | Logout

Current Change  
Reconciliation  
Visitor  
Transaction Type

Welcome to the Payment Center Interface

View | Modify Settings & Reports Here

Don't Forget to SAVE all changes

## PAYMENT CENTER CURRENT CHANGE REPORT

The Payment Center Current Change Report is a real time count of all the coins and bills in the Payment Center. The count of each denomination of coins as well as bills with the total dollar value of each is displayed for the selected Payment Centers.

### Current Change Report Selection Criteria

Select All or specific Payment Center and click [Preview].

**Payment Center Current Change Report**  
Please select the report information below.  
Payment Center

All ▼

Preview

Criteria Field Description – Payment Center Reports		
Payment Center Current Change Report		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Current Change Report	Report will be generated per selected criteria
Payment Center	Select All or appropriate Payment Center #	



5/24/2011  
**Pmt Center Current Change Report**

Terminal: All

Money Count					
<u>TerminalID</u>	<u>Nickels</u>	<u>Dimes</u>	<u>Quarters</u>	<u>Dollars</u>	<u>Total Amount</u>
101	10	10	10	0.00	\$4.00
<b>101</b>					
	Nickels	10	* \$0.05 =	\$0.50	
	Dimes	10	* \$0.10 =	\$1.00	
	Quarters	10	* \$0.25 =	\$2.50	
	Bills		=	\$0.00	
			Total	\$4.00	
102	49	26	24	11.00	\$22.05
<b>102</b>					
	Nickels	49	* \$0.05 =	\$2.45	
	Dimes	26	* \$0.10 =	\$2.60	
	Quarters	24	* \$0.25 =	\$6.00	
	Bills		=	\$11.00	
			Total	\$22.05	

Report Field Description – Payment Center Reports		
Pmt Center Current Change Report		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Terminal	Terminal(s) included in report	
Money Count		
Terminal ID	Terminal ID of Payment Center with current change count	
Nickels	Number of nickels currently in the payment center	
Dimes	Number of dimes currently in the payment center	

Report Field Description – Payment Center Reports		
Pmt Center Current Change Report		
Field Label	Description	Notes
Quarters	Number of quarters currently in the payment center	
Dollars	Number of bills currently in the payment center	
Total Amount	dollar value of currency in payment center	
Nickels	number and dollar value of nickels in payment center	
Dimes	number and dollar value of dimes in payment center	
Quarters	number and dollar value of quarters in payment center	
Bills	value of bills in payment center	
Total	Total dollar value of currency in payment center	

## PAYMENT CENTER RECONCILIATION REPORT

The Payment Center Reconciliation Report reconciles additions and deductions for each Payment Center. The report shows transactions as well as the starting and ending balance for each transaction. The data is sub-totaled and totaled for all Payment Centers.

Payment Center Reconciliation Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

**Payment Center Reconciliation Report**
Preview

Please select the report information below.

Payment Center

Database ☒ History ☐ Current

From  To

Report Type ☒ Detail ☐ Summary

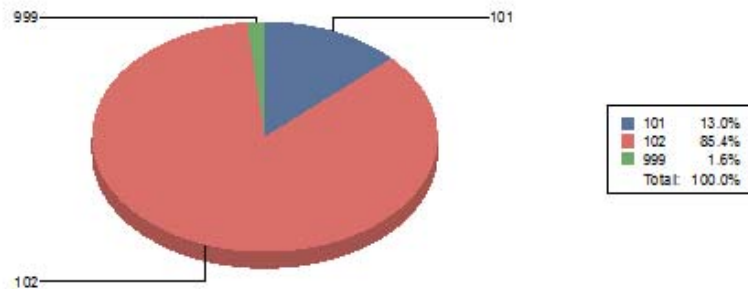
Criteria Field Description – Payment Center Reports		
Payment Center Reconciliation Report (History / Detail)		
Field Label	Description	Notes
<b>Preview</b>	Select report criteria and click [Preview] to generate Report	Report will be generated per selected criteria
<b>Payment Center</b>	Select All or Payment Center # to include in report	
<b>Database</b>		History or Current
History	Select for Historical Report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
<b>Report Type</b>	Select Report Type	Detail or Summary
Detail	Select for Detail Report	



5/24/2011  
Pmt Ctr Reconciliation Report-Detail

From 5/1/2011 to 5/24/2011  
Terminal: All

### \$ By Terminal ID



Terminal ID	Transaction Type	Account / ID Number	Date / Time	Starting Balance	Addition / Subtraction	Ending Balance
101	Maintenance-Sub		5/9/2011 1:50:03PM	\$0.80	\$-0.30	\$0.50
	Maintenance-Sub		5/9/2011 1:50:38PM	\$0.50	\$-0.50	\$0.00
	Maintenance-Add		5/9/2011 1:54:43PM	\$0.00	\$4.00	\$4.00
101					<b>\$3.20</b>	
102	Maintenance-Sub		5/6/2011 10:24:28AM	\$1.00	\$-1.00	\$0.00
	Maintenance-Add		5/6/2011 11:01:03AM	\$0.00	\$10.00	\$10.00
	Visitor	54623838287026	5/6/2011 11:10:05AM	\$0.00	\$1.00	\$1.00
	Add Value	54623838287026	5/6/2011 11:10:05AM	\$0.00	\$1.75	\$1.75
	Add Value	12345000467002	5/6/2011 11:10:50AM	\$10.00	\$0.05	\$10.05
	Add Value	12345001086277	5/6/2011 11:11:16AM	\$10.25	\$0.15	\$10.40
	Add Value	12345001255117	5/6/2011 11:11:41AM	\$0.00	\$0.20	\$0.20
	Cash Out	54623838287026	5/6/2011 11:12:20AM	\$1.75	\$-1.75	\$0.00
	Add Value	12345001546619	5/6/2011 11:12:46AM	\$13.50	\$0.25	\$13.75
	Add Value	12345001877256	5/6/2011 11:13:14AM	\$14.75	\$0.30	\$15.05
	Add Value	12345001899483	5/6/2011 11:13:44AM	\$3.00	\$1.00	\$4.00
	Add Value	12345003253202	5/6/2011 11:14:17AM	\$14.00	\$5.35	\$19.35
	Add Value	12345003447287	5/6/2011 11:15:02AM	\$16.00	\$0.40	\$16.40
	Add Value	12345004294341	5/6/2011 11:15:37AM	\$17.00	\$0.45	\$17.45
	Add Value	12345004395181	5/6/2011 11:16:05AM	\$19.55	\$0.50	\$20.05
	Add Value	12345004294341	5/6/2011 2:46:53PM	\$17.45	\$2.25	\$19.70
	Add Value	12345003447287	5/6/2011 2:47:42PM	\$16.40	\$0.75	\$17.15

#### Report Field Description – Payment Center Reports

##### Payment Center Reconciliation Report (History / Detail)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	



Report Field Description – Payment Center Reports		
Payment Center Reconciliation Report (History / Detail)		
Field Label	Description	Notes
Terminal	Terminal(s) included in report	
\$ By Terminal ID	Terminal % of total dollar value	
Terminal ID	Terminal ID	ONLY Payment Centers with transactions during this time period will be displayed
Transaction Type	Type of transaction	Includes Maintenance addition and subtraction
Account / ID Number	User Account / ID Number	
Date / Time	Date and time of transaction	
Starting Balance	start balance	
Addition / Subtraction	transaction addition / subtraction	
Ending Balance	post-transaction balance	The entire amount a user enters for a Visitor Card is added to the Payment Center total
Number of Payment Centers	Total number of payment centers included in report	ONLY Payment Centers with transactions during this time period will be displayed
Total for All (w/ Maintenance)	Total dollar value with maintenance transactions	
Total Maintenance	Total dollar value of maintenance transactions	
Total For All (w/o Maintenance)	Total dollar value without maintenance transactions	The entire amount a user enters for a Visitor Card is added to the Payment Center total

#### Payment Center Reconciliation Report (History / Summary) Selection Criteria

**Payment Center Reconciliation Report**
Preview

Please select the report information below.

Payment Center

Database ☒ History ☐ Current

From  To

Report Type ☐ Detail ☒ Summary

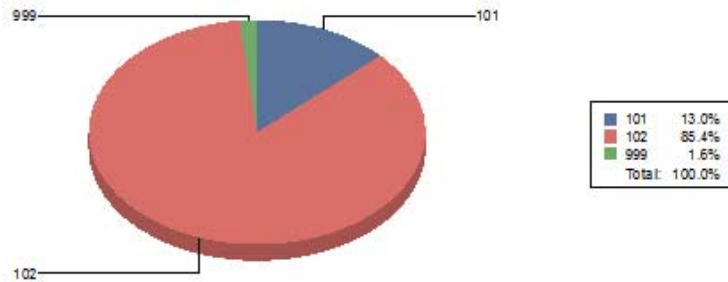
Criteria Field Description – Payment Center Reports		
Payment Center Reconciliation Report (History / Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Report	Report will be generated per selected criteria
Payment Center	Select All or Payment Center # to include in report	
Database		History or Current
History	Select for Historical Report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
Report Type	Select Report Type	
Summary	Select for Summary Report	



5/24/2011  
Pmt Ctr Reconciliation Report-Summary

From 5/1/2011 to 5/24/2011  
Terminal: All

### \$ By Terminal ID



<u>Terminal ID</u>	<u>Transaction Type</u>	<u>Account / ID Number</u>	<u>Date / Time</u>	<u>Starting Balance</u>	<u>Addition / Subtraction</u>	<u>Ending Balance</u>
101						
101					\$3.20	
102						
102					\$21.05	
999						
999					\$0.40	

Number of Payment Centers	3
Total For All (w/ Maintenance)	\$24.65
Total Maintenance	-\$29.80
Total For All (w/o Maintenance)	\$54.45

Report Field Description – Payment Center Reports		
Payment Center Reconciliation Report (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Terminal	Terminal(s) included in report	
\$ By Terminal ID	Terminal % of total dollar value	
Terminal ID	Subtotal of dollar value for each terminal	
Number of Payment Centers	Total number of payment centers included in report	ONLY Payment Centers with transactions during this time period will be displayed

Report Field Description – Payment Center Reports		
Payment Center Reconciliation Report (History, Summary)		
Field Label	Description	Notes
Total for All (w/ Maintenance)	Total dollar value with maintenance transactions	
Total Maintenance	Total dollar value of maintenance transactions	
Total For All (w/o Maintenance)	Total dollar value without maintenance transactions	The entire amount a user enters for a Visitor Card is added to the Payment Center total

## PAYMENT CENTER VISITOR REPORT

The Payment Center Visitor Cards Report displays the number of visitor cards created at each of the Payment Centers.

Payment Center Visitor Report (History / Detail) Criteria Selection:

1. Select appropriate report criteria
2. Click [Preview].

**Payment Center Visitor Report**
Preview

Please select the report information below.

**Payment Center**

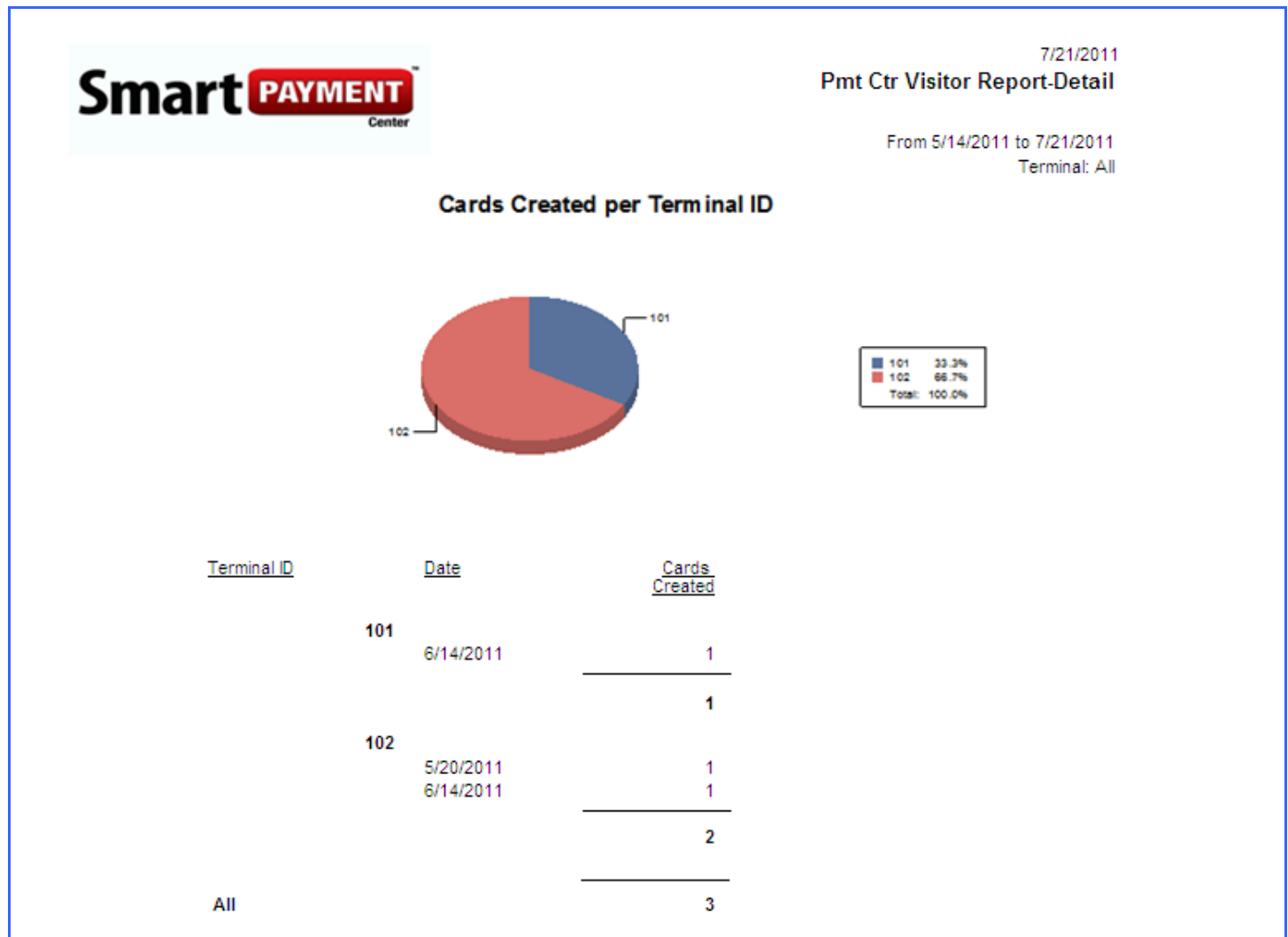
**Database** ☒ History ☐ Current

**From**  **To**

**Report Type** ☒ Detail ☐ Summary

Payment Center Visitor Report (History / Detail) Selection Criteria

Criteria Field Description – Payment Center Reports		
Payment Center Visitor Report (History / Detail)		
Field Label	Description	Notes
<b>Preview</b>	Select report criteria and click [Preview] to generate Report	Report will be generated per selected criteria
<b>Payment Center</b>	Select All or Payment Center # to include in report	
<b>Database</b>		History or Current
History	Select for Historical Report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
<b>Report Type</b>	Select Report Type	
Detail	Select for Detail Report	



Report Field Description – Payment Center Reports		
Pmt Ctr Visitor Report (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Terminal	Terminal(s) included in report	
Terminal ID	Terminal ID visitor card created at	
Date	Date visitor card created	
Cards Created	number of cards created per date	
Total Number	total number of visitor cards created per Terminal ID	

Payment Center Visitor Report (History / Summary) Criteria Selection:

1. Select appropriate report criteria
2. Click [Preview].

**Payment Center Visitor Report**  
Please select the report information below.

Preview

Payment Center

All

Database

☒ History
☐ Current

From

05-14-2011 00:00

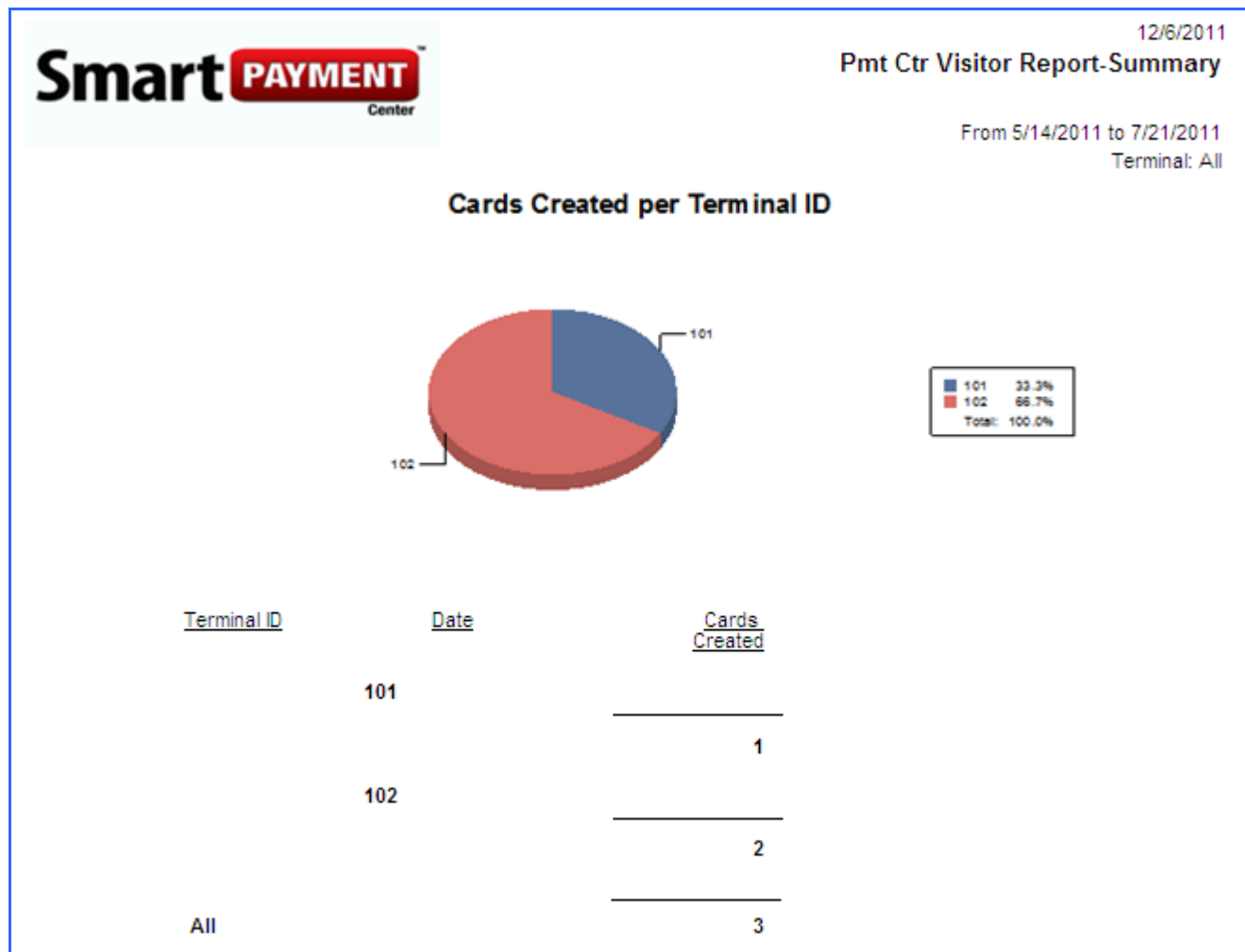
To

07-21-2011 23:59

Report Type

☐ Detail
☒ Summary

Criteria Field Description – Payment Center Reports		
Payment Center Visitor Report (History, Summary)		
Field Label	Description	Notes
<b>Preview</b>	Select report criteria and click [Preview] to generate Report	Report will be generated per selected criteria
<b>Payment Center</b>	Select All or Payment Center # to include in report	
<b>Database</b>		History or Current
History	Select for Historical Report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
<b>Report Type</b>	Select Report Type	
Summary	Select for Summary Report	



Report Field Description – Payment Center Reports		
(History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Terminal	Terminal(s) included in report	
Terminal ID	Terminal ID visitor card created at	
Cards Created	total number of visitor cards created per Terminal ID	

## PAYMENT CENTER TRANSACTION TYPE REPORT

The Payment Center Transaction Type Report shows the data sorted by each transaction type. The starting balance, the change, and the ending balance for each transaction type with sub-totals and totals for all Payment Centers is displayed.

### Transactions Types:

1. Add Value – Add value to account
2. Visitor Card – Purchase Visitor Card
3. Deduct Value - Deduct value from account
4. Fee Payment – Fee Payment
5. Copy Card – Purchase Copy Card

### Payment Center Transaction Type Report (History / Detail) Criteria Selection:

1. Select appropriate report criteria
2. Click [Preview].

**Payment Center Transaction Type Report**  
Please select the report information below.

Payment Center

All

Database

☒ History ☐ Current

From

05/01/2011 00:00

To

05/24/2011 23:59

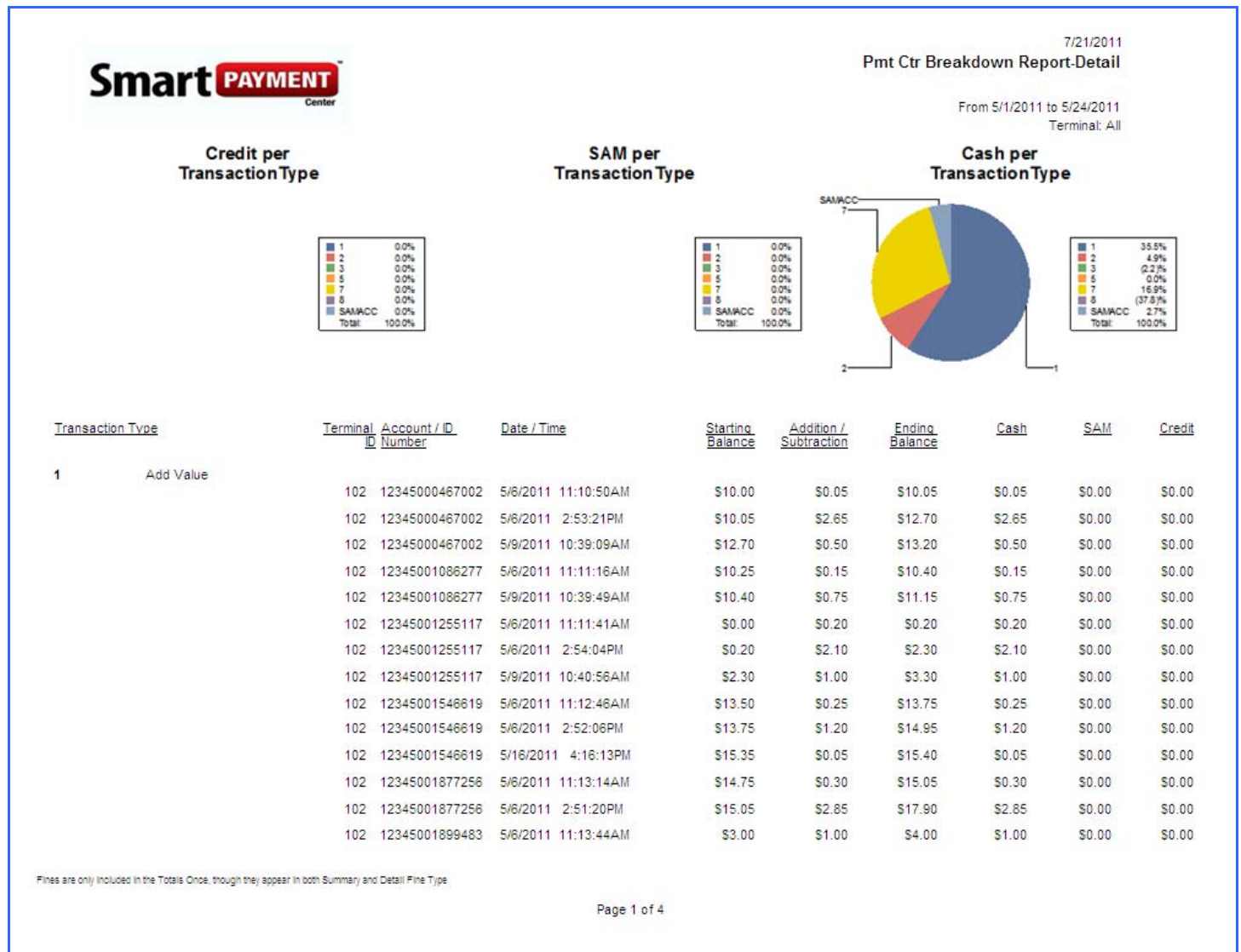
Report Type

☒ Detail ☐ Summary

Preview

Criteria Field Description – Payment Center Reports		
Payment Center Transaction Type Report (History, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Report	Report will be generated per selected criteria
Payment Center	Select All or Payment Center # to include in report	
Database		History or Current
History	Select for Historical Report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
Report Type	Select Report Type	
Detail	Select for Detail Report	

# Sample Payment Center Transaction Type Report (History / Detail)



Report Field Description – Payment Center Reports		
Payment Center Transaction Type Report (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Terminal	Terminal(s) included in report	
Credit per Transaction Type	Percent of Credit Card transactions	
SAM per Transaction Type	Percent of SAM transactions	
Cash per Transaction Type	Percent of Cash Transactions	
Transaction Type	Transaction type description	Fines are only included in the Totals Once, though they appear in both Summary and Detail Fine Type



Report Field Description – Payment Center Reports		
Payment Center Transaction Type Report (History, Detail)		
Field Label	Description	Notes
Terminal ID	Terminal ID for transaction	
Account / ID Number	Account / ID Number of user	
Date / Time	Date / Time of transaction	
Starting Balance	Starting Balance of user account	
Addition / Subtraction	Addition / Subtraction per transaction	
Ending Balance	Ending Balance of user account	
Cash	Amount of Cash transaction	
SAM	Amount of SAM transaction	
Credit	Amount of Credit transaction	
All Transactions	Total for all Transactions	

Payment Center Transaction Type Report (History / Summary) Criteria Selection:

1. Select appropriate report criteria
2. Click [Preview].

**Payment Center Transaction Type Report**  
Please select the report information below.

Preview

Payment Center

All ▼

Database

☒ History
☐ Current

From

05/01/2011 00:00

To

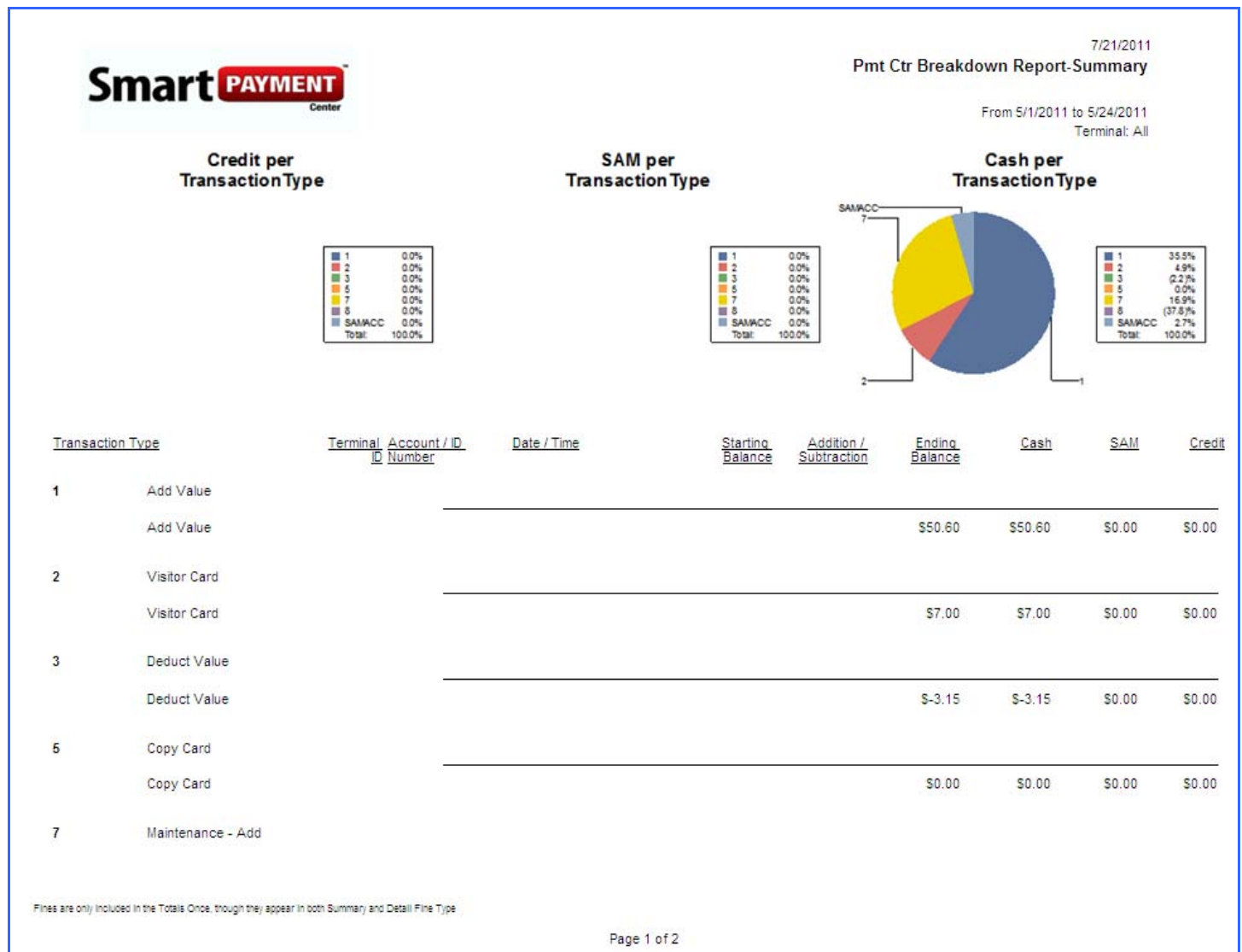
05/24/2011 23:59

Report Type

☐ Detail
☒ Summary

Criteria Field Description – Payment Center Reports		
Payment Center Transaction Type Report (History, Summary)		
Field Label	Description	Notes
<b>Preview</b>	Select report criteria and click [Preview] to generate Report	Report will be generated per selected criteria
<b>Payment Center</b>	Select All or Payment Center # to include in report	
<b>Database</b>		History or Current
History	Select for Historical Report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
<b>Report Type</b>	Select Report Type	
Summary	Select for Summary Report	

# Sample Payment Center Transaction Type Report (History / Summary)



Report Field Description – Payment Center Reports		
Payment Center Transaction Type Report (History / Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Terminal	Terminal(s) included in report	
Credit per Transaction Type	Percent of Credit Card transactions	
SAM per Transaction Type	Percent of SAM transactions	
Cash per Transaction Type	Percent of Cash Transactions	
		Fines are only included in the Totals Once, though they appear in both Summary and Detail Fine Type
Transaction Type	Transaction type description	
Terminal ID	Terminal ID for transaction	

Report Field Description – Payment Center Reports		
Payment Center Transaction Type Report (History / Summary)		
Field Label	Description	Notes
Account / ID Number	Account / ID Number of user	
Date / Time	Date / Time of transaction	
Starting Balance	Starting Balance of user account	
Addition / Subtraction	Addition / Subtraction per transaction	
Ending Balance	Ending Balance of user account	
Cash	Amount of Cash transaction	
SAM	Amount of SAM transaction	
Credit	Amount of Credit transaction	
All Transactions	Total for all Transactions	

## TROUBLESHOOTING

Payment Center has no power at all	<ul style="list-style-type: none"> <li>Check if it is plugged in</li> <li>Check if wall outlet has power</li> <li>Open lower cabinet and check surge protector</li> </ul>
Payment Center has no power at one or more component parts	<ul style="list-style-type: none"> <li>Open cabinet and check individual power cables</li> <li>Check surge protector to make sure all three plugs are in.</li> </ul>
Payment Center is slow to access account information	<ul style="list-style-type: none"> <li>Check to make sure the workstations are running correctly. This could be an issue with the SmartServer</li> </ul>
Payment Center gives incorrect credit for amount deposited	<ul style="list-style-type: none"> <li>Make sure that the money handler is reading the right amount. If it is not, power cycle the unit or use the coin acceptor maintenance instructions in this manual.</li> </ul>
Payment Center takes money but does not give change	<ul style="list-style-type: none"> <li>This can be caused by not enough change in the coin acceptor, try adding more change.</li> <li>If the Payment Center is not giving any change, make sure the money handler is plugged into Com 1.</li> </ul>
<ul style="list-style-type: none"> <li>Funds not being added to account</li> <li>Display reads: &lt;Out of Change&gt;</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the money handler is plugged into Com 1.</li> <li>The coin acceptor might not have the minimum amount of coins in it, check levels and try adding more.</li> <li>If the Payment Center is not giving any taking or making change, make sure the money handler is plugged into Com 1.</li> </ul>
<ul style="list-style-type: none"> <li>Display not showing Self Service Payment Center Menu</li> <li>Touch screen PC calibration</li> </ul>	<ul style="list-style-type: none"> <li>Power Cycle</li> <li>Re-calibrate touch screen per instructions in this manual.</li> </ul>
Barcode Reader not reading bar codes	<ul style="list-style-type: none"> <li>FlyTech/Handheld might be internal connection issue. Exit out of deposit screen and try again. Touch Dynamic, check the USB cable in the back and make sure that it is plugged in.</li> </ul>
Receipt printer has no paper	<ul style="list-style-type: none"> <li>Refer to the Printer section of this manual to see how to load paper</li> </ul>
<ul style="list-style-type: none"> <li>Receipt printer jammed</li> <li>Receipt printer shows Red Light</li> </ul>	<ul style="list-style-type: none"> <li>Open the printer and reload the paper</li> <li>Make sure that the guide is installed correctly next to the paper. Refer to the printer section of this manual.</li> </ul>
Money Handler not accepting Dollar Bills	<ul style="list-style-type: none"> <li>Power Cycle</li> <li>Make sure there are enough coins in the coin acceptor</li> <li>Open Money Handler and check cable connections</li> <li>Make sure the red light is on the back of the bill acceptor</li> <li>Check to be sure bill acceptor is seated correctly</li> <li>Check bill path for obstructions</li> <li>Check bill vault</li> <li>Check sensors for dirt</li> <li>Check cables inside device make sure that the coin acceptor is connected; refer to circuit board diagram in this manual.</li> </ul>
Money Handler not accepting coins	<ul style="list-style-type: none"> <li>Open Money Handler and check cable connections</li> <li>Check to be sure coin acceptor is seated correctly</li> <li>Check coin tubes for obstructions</li> <li>Check sensors for dirt</li> <li>Check cables inside device; make sure that the coin acceptor is connected.</li> </ul>
“Suddenly all available options are displaying...” – this is the default settings for the APM.	<ul style="list-style-type: none"> <li>Power Recycle, default settings for the APM options are shown when a connection cannot be made to the server.</li> </ul>

Often times, the device not getting a network connection leads to problems such as the device not loading the appropriate information. One reason can be the network cable is not plugged into the PC properly. The network cable must be plugged into the Ethernet port that is between the USB ports and the Com 1 port.



If the scanner is not scanning any library cards, check to make sure the scanner is connected. The scanner has a USB connection that should be connected directly to the PC. The scanner also receives power through this cable.

## FLYTECH MODELS

This PC has a scanner that is built-in and is located on the bottom of the device under the screen. All of the connectors for this device to operate are located on the back and include, power cable, Ethernet port, and serial port for Money Handler.



It is important to note that Ethernet and serial ports can be easily pulled out of the circuit board causing the devices that are connected to stop communicating with the PC. Be careful not to pull these cables too hard when connecting the wires.

USB ports for using a keyboard and mouse are located on the right side of the device under a door (shown bottom right). For the tower unit you must remove the FlyTech unit from the wooden cabinet as the ports are located on the right side of the device. To remove the PC you must first disconnect the cables plugged into the power, Ethernet, and serial ports on the back of the device. The device then lifts off a metal bracket on the cabinet and will come completely off exposing the door on the right side, the USB connections are inside this door.





The HandHeld device has three connectors on the back of the device, Ethernet, VGA, and USB. The device also comes with three cables, power cable, AC/DC adaptor, and a Y cables that can be seen below.

The Y cable was three connectors on it, a male serial connector, a female serial connector, and a VGA connector. The VGA connector connects to the back of the HandHeld device in the port mentioned earlier. The female serial connector has a power port on top of it; this is where the AC/DC adaptor plugs into. Lastly the male serial connector is plugged into the Money Handler.

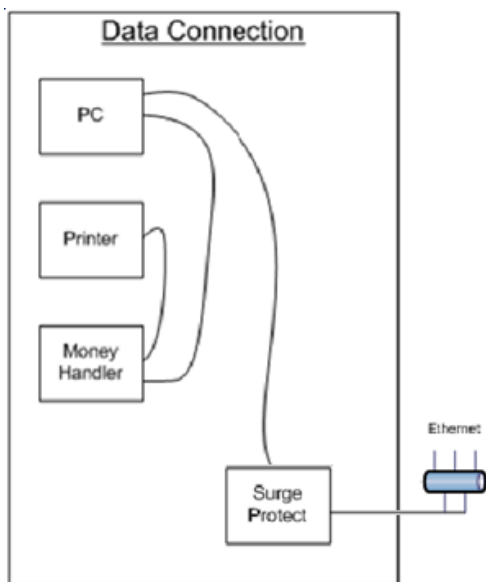
## NETWORK CONNECTION

Ensure the clntinfo.ini file in the C:/Sam directory has the correct server information (see Setting Up Your PAYMENT CENTER). The first section is "[WebServer]" under which will be "Name". This should be equal to the IP address of the SmartServer.

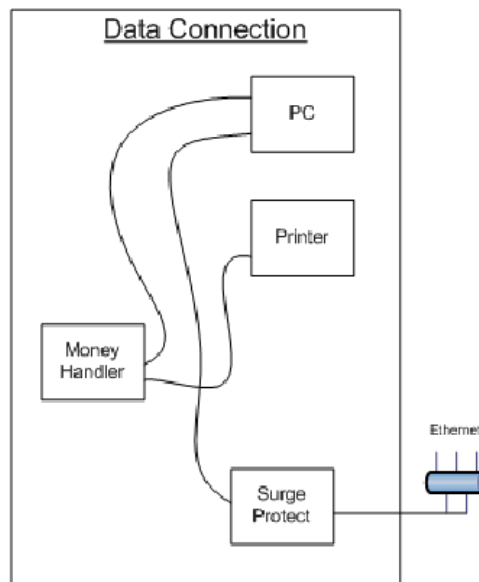
Make sure the device has network IP, mask, gateway, and DNS settings via DHCP or static file.

The Payment Center needs to be on a network segment that is capable of talking to the server.

Make sure that the network cable is connected in the appropriate port. Refer to the sections designated to each PC.



Data connection for Tower Unit



Data connection for Counter Unit

## MONEY HANDLER



Bottom portion of PAYMENT CENTER



Inside Money Handler





The Money Handler must be plugged into the cable labeled Com 1 on the PC.

During shipment, components of the Money Handler will come undone. The most frequent is the coin acceptor coming apart and not allowing the coins to be accepted into the machine. To confirm that the coin acceptor is functioning correctly, please follow these steps:

1. The coin acceptor has two hooks on the top that should be flush against the top; if these hooks are not flush the device is not seated correctly which may lead to coins jamming the device.



*Correct position for hook.*



*Incorrect position for hook.*

2. There is a gray plastic cover that is set behind the portion of the coin acceptor that actually accepts the coins. To access this, you need to take off the top portion by lifting the hooks at the top and pulling the coin acceptor towards you.



3. The top will fold down exposing a ribbon cable. Disconnect this cable and then remove the top portion of the device exposing the gray plastic behind it.



4. Now that the device is open, check the coin tubes to make sure there are no coin jams. Above the tubes is the bottom of the gray plastic, this should be set behind the coin tubes. If it is in front, it may cause the coins to miss the coin tubes and go into the rectangular space to the right of the tubes. Press the gray plastic and make sure it is secure and in the proper place.



*Incorrect position of plastic*



*Correct position of plastic*

5. Also, make sure the coin tubes are snapped in all of the way. The coin tube section should be flush against the gray wall of the device on all sides except for the top-right side where there will be a small gap.
6. Re-insert the top section of the coin acceptor and connect the ribbon cable. Fold the top up and reconnect it with the hooks on top. NOTE: You will have to push the metal coin ejector up for the coin acceptor to fit in properly.
7. Clean the sensors with a damp paper towel.

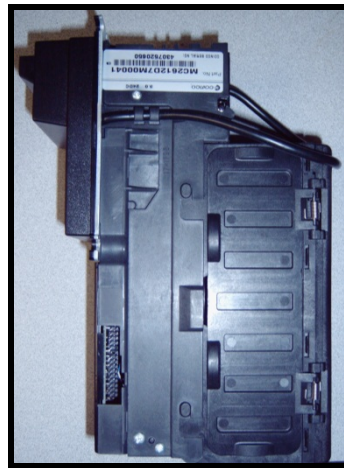


**Opening the Top Portion to Expose the Sensors**

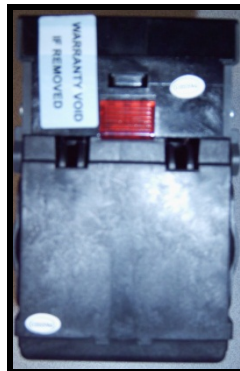
8. Connect the Money Handler into the power source and test it.

## BILL ACCEPTOR

MODEL: MC2600



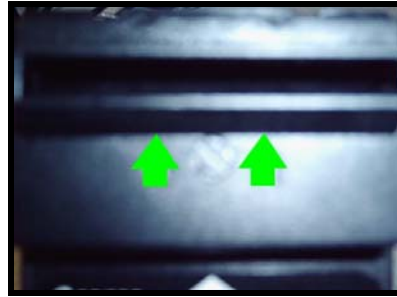
The bill acceptor is only connected with one cable that is on the left of the device, the side closest to the coin acceptor. To empty the money out of the bill acceptor, you slide the red button on the bottom of the bill acceptor and slide it toward the front. This will allow you take the cash vault off the back of the bill acceptor. The cash vault holds all of the money. The cash vault slides down and then can be removed.



To open the cash vault, you must lift the spring loaded doors on the sides of the cash vault. Hold one of the doors open and press down on the money which is located on top of the spring board inside the cash vault. You will then be able to take the money out of the cash vault.



On the front of the bill acceptor, there are three lights; two green arrows with a red light in the middle. When the red light is activated, this means that the bill acceptor is inactive, when the green arrows are activated; this means that the bill acceptor can accept bills. If for any reason, the green lights do not activate when in deposit mode, make sure that there is enough change in the machine. **The bill acceptor will not activate if there is not enough change to cover a cancellation.**



#### MODEL: VANTAGE



The bill acceptor is only connected with one cable that is on the left of the device, the side closest to the coin acceptor. The biggest problem with the bill acceptor is emptying the money out of the bill acceptor. With this model you can empty the money without removing the cash vault from the device. This is done by pressing the two buttons on the bottom of the cash vault, one on each side. A door will open exposing the money, the money can be removed.

To remove the cash vault you must press the red button on the bottom of the device. With the button pressed, slide the cash vault down and forward. The cash vault should come off, to remove the money follow the steps above.





On the front of the bill acceptor are two lights that are located right underneath where the bills are inserted. When the red lights are activated, this means that the bill acceptor is inactive. When the green lights are activated, it means that the bill acceptor can accept bills. If for any reason the green lights do not activate when in deposit mode, make sure that there is enough change in the machine. **The bill acceptor will not activate if there is not enough change to cover a cancellation.**

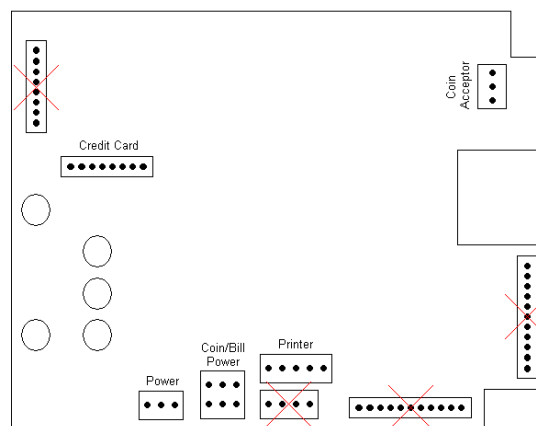


## CIRCUIT BOARD

Make sure that all of the connections are properly connected to the circuit board.



Money Handler Circuit Board



Money Handler Circuit Board diagram.

## POWER

The power should be hooked up through the power supply that is provided. This power supply has three plugs, two on the box and one separate plug coming off of the box. Make sure that the Money Handler and the Printer are plugged into the box connections. The PC must go into the plug that is coming off of the box.

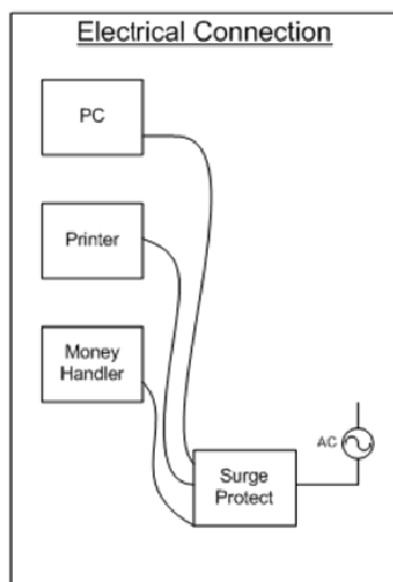


Power Supply

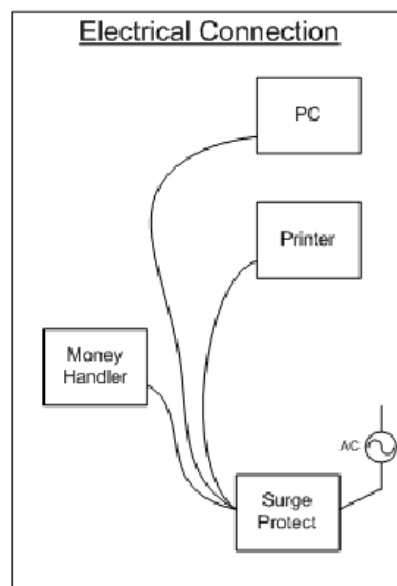
The blue network cable that is plugged into the PC should also be connected into this power supply (Port labeled "Device"). A cable running from your network should then be connected into the box (Port labeled "Line") and the box should be connected into a power outlet.



Ports on Power Supply



Electrical connection for tower unit.

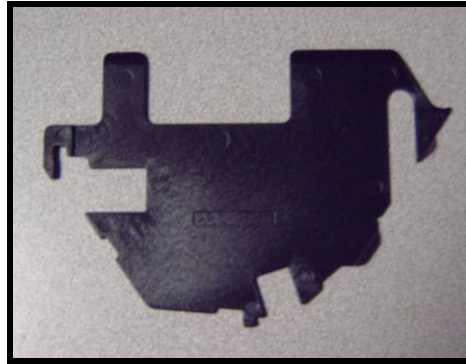


Electrical connection for counter unit.

## PRINTER

The printer must be receiving power and must be plugged into the port that is coming out of the Money Handler. If the printer has power but has a red blinking light displaying, check to make sure the paper is installed correctly and the plastic divider is installed next to the paper.

The printer must be opened using the key that has been provided. Failure to use the key may result in a broken locking mechanism. A black plastic divider comes with the printer. This divider must be installed in the printer in order for the printer to work correctly.

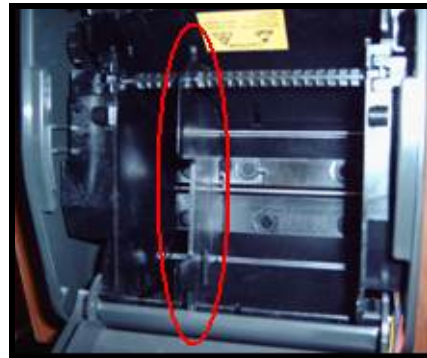


Plastic Divider

The way to do this is to insert the hook on the plastic over the bar towards the top of the printer and make sure that the plastic is secured in the middle ridge along the inside of the printer, there are three.



Open Printer



Open printer with divider installed.

The paper must be installed so that the role of paper is sitting on the bottom of the printer and the paper is being fed along the back of the printer, over the bar towards the top of the printer and out over the cutter.



## APPENDIX A - APMKIOSK.INI FILE

[English]

### ;;;;INSTRUCTION MESSAGES;;;;;

AddValue\_Title1\_English=Scan your card, or press [Enter ID] to key-in|your card number. Touch Finish or Cancel When Done

AddValue\_Title2\_English=To Deposit: Insert coins, bills, or press [Pay by Credit Card].

CashOut\_Title1\_English=To Start: Scan your card, or press [Enter ID] to|key-in your card number. Payment Center will|display your starting account balance.

Visitor\_Title1\_English=To Buy a Card: Deposit Payment|and press [Finish],|Payment center will print your Visitor Card.

Visitor\_Info\_English=Important: Visitor Cards can be used to access library PCs.|Visitor Card desposits can be used to pay to print documents|and make copies.

CopyCard\_Title1\_English=To Create a Copy Account Touch Finish.

CopyCard\_Info\_English=Important: Copy Cards can be used ONLY to make copies.|Copy Cards cannot be used at library PCs.

MainTitle\_English=Touch a Button to Begin

Fine\_Title1\_English=To Start: Scan your card, or press [Enter ID] to|key-in your card number.

### ;;;MAIN MENU BUTTONS AND TITLE BAR;;;;;

Main\_Boton1\_English=Deposit To My Account

Main\_Boton2\_English=Change From My Account

Main\_Boton3\_English=Create A Visitor Account

Main\_Boton4\_English=Get A Copy Card

Main\_Boton5\_English=Fine Payment

Main\_LanguageBoton1\_English=English

Main\_LanguageBoton2\_English=Español

Main\_Title=Self Service Payment Center

### ;;;COLORS AND FONTS (ENGLISH AND SPANISH SCREENS);;;;;

BGround\_Red=35

BGround\_Green=21

BGround\_Blue=77

Text\_Red=202

Text\_Green=199

Text\_Blue=209

Font\_Type\_Main=Ariel Bold

### ;;;BUTTONS;;;;;

E\_IDOK=Finish

E\_ID\_FINISH=Finish

E\_IDCANCEL=Cancel

E\_IDC\_SEARCH=OK

E\_IDC\_KEYINID=Enter ID

### ;;;DEPOSIT TO MY ACCOUNT;;;;;

E\_IDC\_TNEWBALANCE=New Balance:

E\_IDC\_TAMOUNTADDED=Amount Deposited:

E\_IDC\_TBALANCE=Start balance:

E\_IDC\_TSCANDCARD=Card Number:

### ;;;FINE PAYMENT;;;;;

E\_IDC\_TSCANDCARDFP=Card Number:

E\_IDC\_TAMOUNTFP=Amount:

E\_IDC\_TAMOUNTPAIDFP=Amount Paid:

E\_IDC\_TSAMAMOUNTFP=SAM Acc. Amount:

E\_IDC\_FINEITEMLISTTITLE=List of Library Fines

E\_Column\_Code=Code

E\_Column\_Amount=Amount

E\_Column\_Type=Type

E\_Column\_FineDetail=Fine Detail

E\_Column\_Charge=Charge

E\_Column\_Pay=Pay?

E\_IDC\_TNEWAMOUNT=New Amount Owed:

E\_IDC\_FINESDETAIL=Please select the fines to be paid by touching the fine in the list below.

E\_IDC\_FINEQUESTION=Are you finished selecting the fines to be paid?

### ;;;VISITOR CARD/COPY CARD;;;;;

E\_IDC\_TVISAMOUNTPAID=Amount:

E\_IDC\_TVISCHANGEDUE=Change Due:

E\_IDC\_VISMESSAGE1=Card Cost:

E\_IDC\_VISMESSAGE1\_COPYCARD=Copy Card Cost:



## APPENDIX A - APMKIOSK.INI FILE (CONT.)

### ;;;CHANGE FROM MY ACCOUNT;;;;;;

E\_IDC\_TSCANDCARD=Card Number:

E\_IDC\_TBALANCECO=Balance:

### ;;;KEYPAD;;;;;;

E\_IDC\_KEYPADINFO=Key In Library ID and PIN, then PRESS the OK button

E\_IDC\_KEYTITLE=Member Identification and PIN

E\_KEY\_IDC\_OK=OK

E\_KEY\_IDC\_CLEAR=CLEAR

E\_KEY\_IDC\_CANCEL=CANCEL

### ;;;PAYMENT BUTTONS;;;;;;

E\_IDC\_FINEBYITEMS=Fine Detail

E\_IDC\_PAYBYSAM=Pay By Account

E\_IDC\_CREDITCARD=Pay By Credit Card

### ;;;CREDIT CARD & SAM PAY SCREEN;;;;;;

E\_IDC\_CCPAYINST=Swipe your card below, please make sure that the card is in the right position.

E\_IDC\_CCAMOUNTT=Amount: \$

E\_IDC\_BUTTON11=Clear

E\_IDC\_SAMEXAMPLET=Example: 2.10

E\_IDC\_CCCT=Credit Card Number:

E\_IDC\_CCEXPT=Expiration Date (mm/yyyy):

E\_IDC\_CCNAME=Name:

E\_IDC\_SAMPAYINST=Please enter the amount to be taken from your SAM account below.

E\_IDC\_TSAMACCBALANCE=Account Balance:

E\_IDC\_SAMAMOUNTT=Amount: \$

### ;;;KIOSK MESSAGES;;;;;;

E\_OUT\_OF\_MONEY=There is not enough change in the machine.

E\_OVER\_ACCOUNT\_LIMIT=Your account has reached the limit of money allowed.

E\_QUESTION=Are you sure that you want to finish your transaction?

E\_INVALID\_PIN=The PIN entered is invalid

E\_INVALID\_ID=Invalid ID or Fees are 0.

E\_ERROR\_FINE\_PAYMENT=Some or all of the fines selected failed to be paid, please contact the staff for further resolution.

OutOfChange\_English=The machine is out of change.

### ;;;RECEIPT;;;;;;

E\_P\_INVOICE\_SBALANCE=Starting Balance:

E\_P\_INVOICE\_ABALANCE=Amount Added:

E\_P\_INVOICE\_NBALANCE=Available Balance:

E\_P\_INVOICE\_RBALANCE=Amount Returned:

E\_P\_INVOICE\_TIME=Time:

E\_P\_INVOICE\_APAID=Amount Paid:

E\_P\_INVOICE\_FAMOUNT=Fine/Fee Amount:

E\_P\_INVOICE\_TID=Trans ID:

E\_P\_INVOICE\_CCTID=Credit Card Trans ID:

E\_P\_INVOICE\_THANKS=THANK YOU

E\_P\_VIS\_PAS\_DATE=Created On:

E\_P\_VIS\_PAS\_NAME=Name:

E\_P\_VIS\_PAS\_BALANCE=Available Balance:

E\_P\_COPYCARD\_MESS=\*\*\*This is a Copy Card\*\*\*

E\_CC\_TICKET=Credit Amount:

E\_SAM\_TICKET=Sam Amount:

E\_CASH\_TICKET=Cash Amount:

### ;;LANGUAGE 2 REPEATS THE SAME OPTIONS AS ENGLISH;;

;;Amount in cents 500 = \$5.00 (EXAMPLE);;;;;

[Settings]

AccountLimit=5.00

FeeType=2

PayBySam=1

MultiLineFine=1

COLOR CODES

**Library Payment Center**

Default Background R:35 G:21 B:77

Default Text R:202 G:199 B:209

**Library Payment Center**

Background R:1 G:145 B:200

Text R:255 G:204 B:53

**Library Payment Center**

Background R:51 G:154 B:153

Text R:255 G:255 B:192

**Library Payment Center**

Background R:243 G:130 B:72

Text R:0 G:0 B:0

**Library Payment Center**

Background R:153 G:0 B:0

Text R:255 G:225 B:204

**Library Payment Center**

Background R:255 G:255 B:238

Text R:0 G:136 B:119

Library Payment Center

Arial

**Library Payment Center**

Arial Bold

*Library Payment Center*

Comic Sans MS

Library Payment Center

Courier New

**Library Payment Center**

Franklin Gothic Medium

Library Payment Center

Georgia

**Library Payment Center**

Impact

Library Payment Center

Kartika

Library Payment Center

Lucida Sans

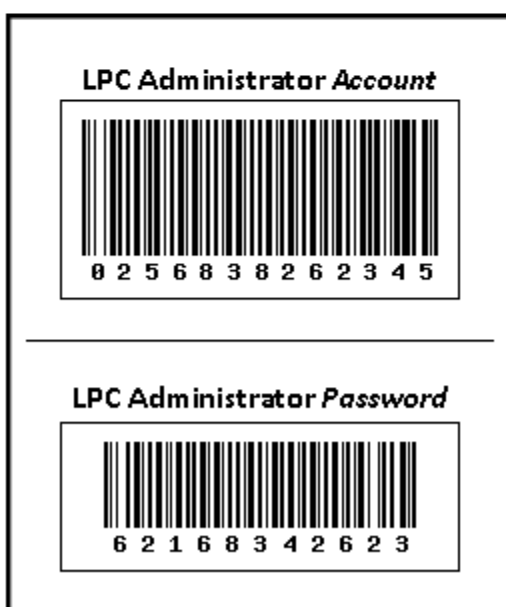
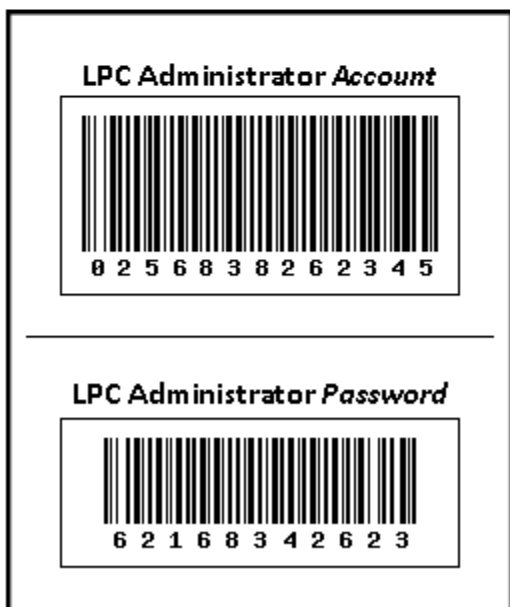
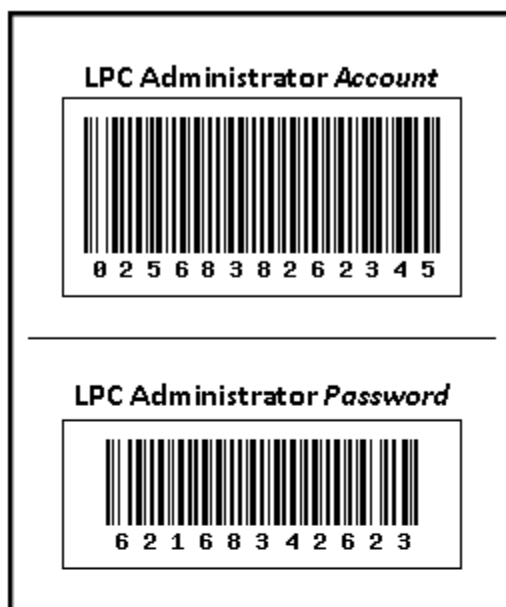
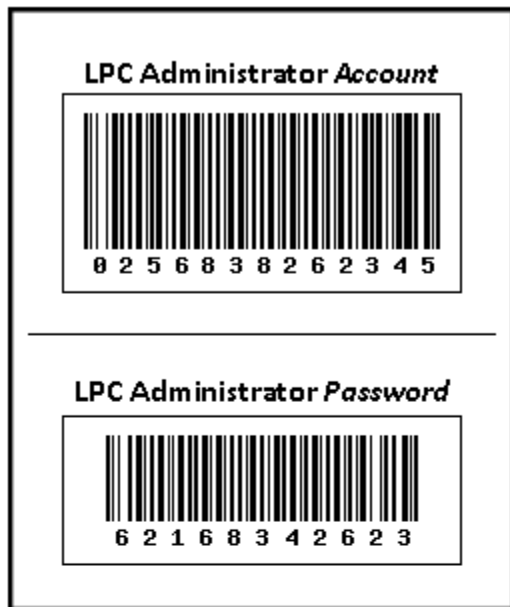
Library Payment Center

MS Serif

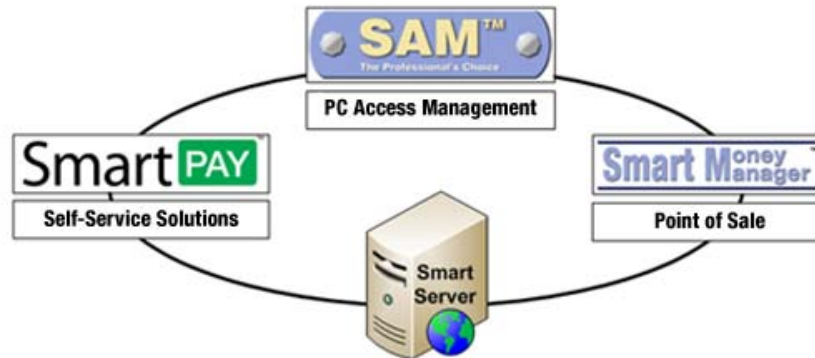
Library Payment Center

Times New Roman

Print or copy this page to use for accessing the Payment Center Maintenance Control.



An access management, point of sale, or self-service solution from Comprise is an investment in a flexible, expandable *smart* web-based architecture. All Comprise' solutions can be leveraged from a single **SmartServer** linked with your library's ILS or organizations database. All Comprise solutions communicate with leading ILS databases, Microsoft SQL, and integrate seamlessly with each other offering unparalleled flexibility.



Today you might be interested in access management, but tomorrow you find that you also need a financial management solution. Comprise offers you the flexibility to upgrade and expand with one server that can manage multiple locations from one central location. *To purchase these add-on products contact your Comprise Sales Representative at 800-854-6822.*

## PC ACCESS MANAGEMENT

**SAM Professional** is our flagship access management solution. It is available in two versions to meet the needs and objectives of different library and public service organizations. 100% centralized management, access automation, and privacy protection are core to both versions.

**Simpler SAM** is our hosted version of SAM. It is our entry level access management program that allows smaller organizations to implement the core features of SAM without the overhead of a server or other networking hardware.

## POINT OF SALE

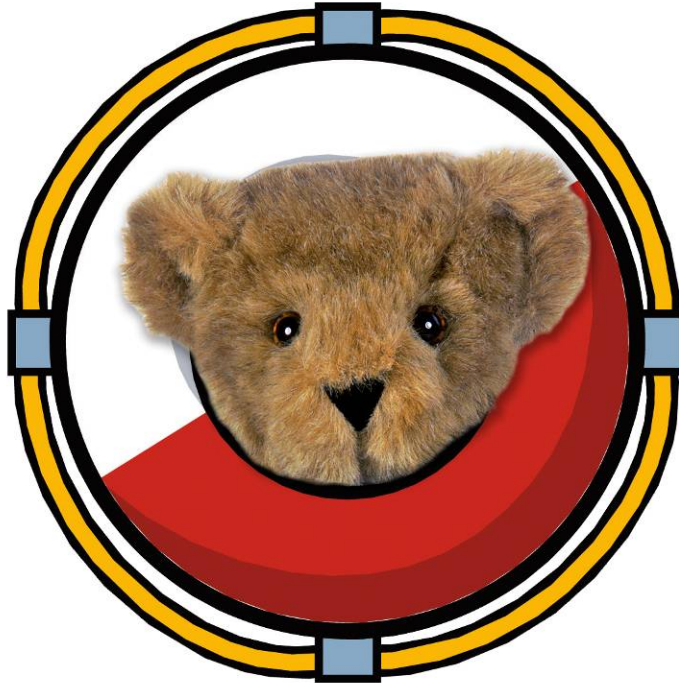
**Smart Money Manager** is a point of sale solution specifically designed for the library environment. It links with your ILS to clear fines/fees in a single step, as well as handling waivers and multiple family member payments.

## SELF-SERVICE SOLUTIONS

**Payment Centers (Pictured Right)** enable anyone to make self-service payments and purchases without any staff involvement. They fully automate the handling of bills, coins, and bankcards, and return change for unspent funds. Use them to let patrons or visitors pay for fines, print, copy, or other charges.

With **SmartPay** your patrons can complete secure, fine, fee or other payments, and donors can make contributions, directly at your library website. Accepting payment cards is easier than ever with SmartPay! You choose which cards you want to accept; VISA, MasterCard, Discover, American Express, or Debit.





# **We're Here to Help!**

## **CALL 800-531-0132**

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