

PayRange FAQs for Laundry Operators

What is PayRange?

PayRange is a complete mobile payment and marketing solution for your laundry machines – enabling laundry customers to use the PayRange mobile app to make payments and receive promotions & loyalty offers. Customers load their PayRange wallets and can make purchases on your laundry machines and vending machines or amusement machines in their community.

How does PayRange work?

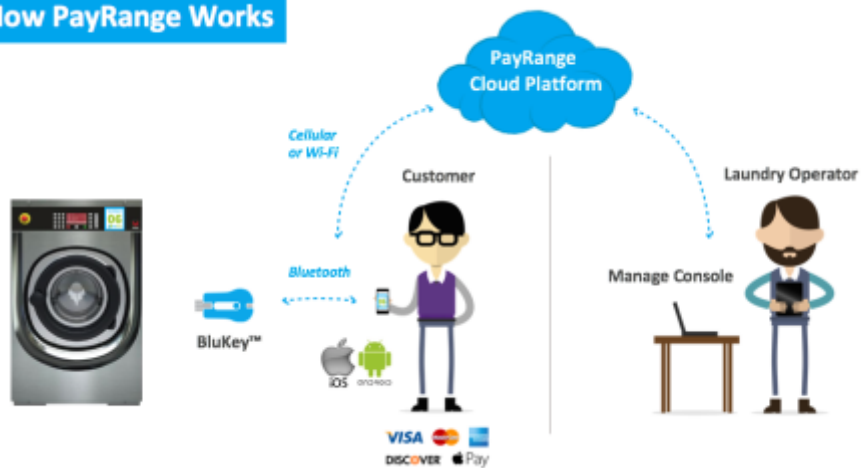
The PayRange system is comprised of two components: (1) the BluKey, a patented and award-winning device that installs into the laundry machine and (2) the free, top-rated PayRange mobile app that is available for Android and iPhone.

To make payment to a laundry machine, users launch the PayRange mobile app when they are in the laundry room in front of the machine they intend to use and the app automatically detects this PayRange enabled laundry machine. There is no pairing, no QR code scanning, and no configuration required. As there is often more than one laundry machine in the area, the user easily “swipes” left or right to select the desired machine by number (decal). When the user is ready to complete the payment, the user simply “swipes” up on the phone screen to send credit to the laundry machine. The purchase is completed just as if cash were inserted in the machine. It’s that easy!



The PayRange system leverages the users’ smart phone signal, eliminating the need for complex and expensive hardware in the machine or room. Users add funds into the app wallet much the same way the Starbucks app works – for example, they can load in \$10 using a credit card, debit card, Apple Pay, Android Pay or Masterpass and then can make purchases in seconds. The credit card number is never sent to the laundry machine, and the card number is never stored in the App, nor ever sent to

How PayRange Works

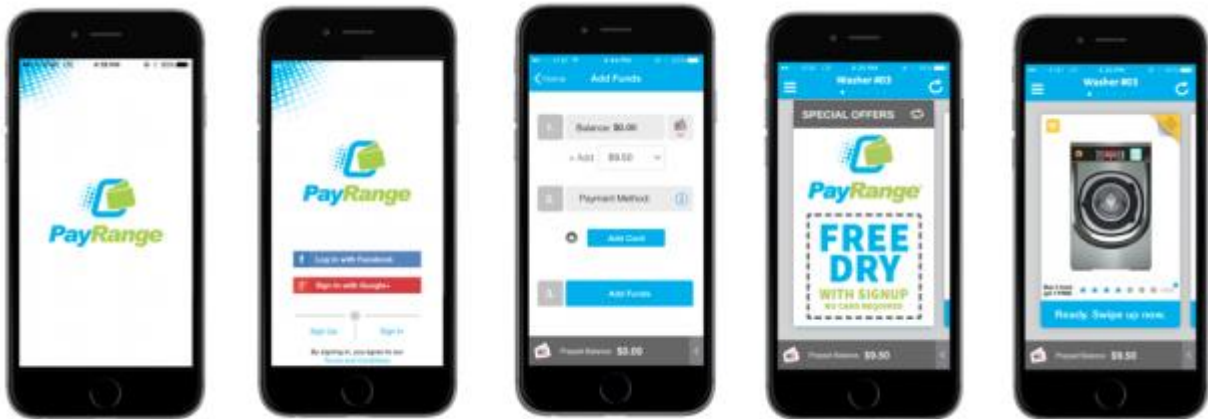


PayRange. When the card number is entered into the App, it is securely sent directly to the card processor and PayRange only receives a token that can’t be used by anyone else.

Laundry operators can also enable offers, discounts, and loyalty points to drive additional sales. The PayRange system is designed from the ground-up to improve the user’s payment experience at the laundry machine. It is the most powerful, secure, and easiest payment solution for the laundry industry - driving consumer interest and incremental sales.

The PayRange Payment Service

PayRange Mobile App – Apps are available for iOS and Android, downloaded and set to be used in under 60 seconds, which often happens at the time of first mobile payment. The app provides a fast and secure mobile payment method, interfacing with the selected PayRange-enabled laundry machines. Users manage their private secure wallets and receive/redeem coupons and offers in their PayRange mobile app.



PayRange BluKey Device – A small Bluetooth device, included with the PayRange Service, plugs in behind the control panel of the laundry machine with a wiring harness and when registered, identifies that machine in the PayRange network. The BluKey device connects the machine to a customer's PayRange app when they are within 150 feet of a machine. And using Bluetooth proximity, the machine(s) in the immediate area instantly become accessible in the app.



PayRange Manage Dashboard – Laundry machine operators have access to a rich online resource interface into the transactions in their laundry machines which are enabled with PayRange BluKey devices. The Operator app (log-in into the consumer app using the company ID) provides functionality to register new devices, manage current machines, update pricing, and review sales data from mobile and cash purchases for all PayRange - enabled machines, all from a single app or the web-based Manage dashboard.



What are the benefits for consumers using PayRange to make purchases?

- No need to bring bills or coins – use the phone and pay fast
- Fastest & most convenient way to pay machines
- Receive valuable rewards, discounts, & coupon offers delivered at laundry time
- First Wash Free is a great incentive to try PayRange
- Customer service requests can be sent using the PayRange app
- Refunds, if needed, are easy, and handled right in the app with a refund code

What are the benefits for laundry machine operators?

- More sales from extra loads, extra spins/ cycles and dry time
- Lowest cost cashless payment solution
- Now offer mobile payment option without costly connectivity fees
- New marketing channel direct to your customers to reward them with offers & promotions (99 cent Tuesday nights, afternoon discounts, 25th wash free and more)
- Customers can make purchases even during a coin jam
- Fewer coins = less coin jams = less service repair incidences – higher machines availability
- Easy payment method encourages more loads = more revenue and less service calls from over-stuffing machines
- PayRange identifies your most frequent, high-spending, loyal laundry customers
- All refund requests are resolved in the app with app credit for future use on your machines.
- PayRange installs in under 3 minutes. No special tools required.
- PayRange can be installed for a fraction of the cost of a card system!
- PayRange keeps track of coins as well – all cash vends reported in the PayRange Manage dashboard
- Simple installation – 2-3 minutes per machine
- Happier customers!

What signage and decals are used to best promote PayRange?

- Machine decals, posters, and in laundry room signage are all used to promote the new mobile payment option. Digital artwork or advertising on the laundry machine operators website, social media pages, and use email announcement templates - all to drive new PayRange usage.



What data is collected and what reports are available to laundry operators?

- Number of transactions (coin and mobile)
- % of laundry users using mobile pay
- Detailed transaction data from mobile and cash transactions, by machine
- Number of unique purchasers
- Offers redeemed
- Weekly emailed summary and detailed reports
- Custom reports via exporting CSV files

Accounting & Reports

PayRange provides laundry operators with roles-based access to all machines, transaction data and reports through the PayRange Manage Dashboard. Access to specific data sets is controlled through permissions based access from an Admin on the PayRange account. Roles include Owner, Manager and Route Driver.

How do Operators manage their PayRange BluKey devices?

- There are several options for registering devices upon installation of the BluKey – in the field using the PayRange Operator App or pre-registering the devices and managing from a central resource.
- Once installer completes a test wash, the machine is now PayRange activated and can be managed in the PayRange Manage Dashboard.
- View and edit device profiles and review laundry machine performance in near-real time.
- Flexible “naming tags” can be used to organize the machines by type, route, region, or any other method you choose. This is also helping in creating custom reports.

Who will receive weekly updates of sales performance by email from PayRange?

- The Operator’s PayRange Admin (Owner) can determine this subscriber list and make changes as needed
- Please request the document “Understanding your PayRange Statement” for more information

How does PayRange send settlements to operators?

- Transaction settlement payments are automated weekly and are sent every Monday
- Settlements are sent to the operator’s designated bank account via ACH
- Promotional program accounting data and PayRange processing fees are included in all weekly reports

What is included in the weekly reports to operators from PayRange?

- Email reports are issued each Monday with results from the previous week’s activities.
 - Mobile sales this week by machine, groups, locations or entire base
 - Projected annual sales based on current rate
 - Lifetime mobile sales to date
 - Lifetime average sales per device
 - Average sales per user this week
 - Projected annual sales per user
 - Unique users this week and lifetime
 - Device activity – Active, inactive, dormant
 - Detailed report attached with total sales for coin and mobile pay.

How secure are all the transmissions of credit card data, user info and monies paid to operator?

- PayRange is a very safe and secure system. PayRange does not store or handle any personal credit card data or numbers. We are integrated with one of the nation’s largest credit card processors, Stripe, to clear all transactions and every step in the process is securely encrypted.

- We utilize a token system to authorize the app for purchasing
- All PayRange infrastructure partners are PCI and ISO 8000 compliant
- No CC data is stored in the app or in the PayRange cloud

How are refunds handled?

- Refund management in PayRange is fast and easy.
- Refunds are made electronically into their PayRange app wallet (PayRange Support) or using a free laundry code generated in the Manage Dashboard. Fast refund settlement keeps customers more loyal to your machines.
- Users can request a refund for service not received or refund of their PayRange balance
 - Option 1 = Go to “View Transactions” on the PayRange app. Select the transaction in questions by clicking on it and then click on “Report a Problem”. This will allow the user to send PayRange an email requesting a refund.
 - Option 2 = Call our PayRange support team at 855-856-6398, option 1
 - Option 3 = Call their laundry operator customer service department and make the request

How are PayRange offers designed, managed, accounted for and reported?

- Offers can be created, managed and scheduled in your Manage dashboard
- There are many options for when and which offers are delivered
- There is a complete PayRange training video series available for setting up offers and campaigns in the PayRange Support YouTube Channel
- And discounted or special offer transactions (redemptions) are available for viewing in the dashboard and are included on every weekly settlement statement report.

How does PayRange work on a room filled with machines?

- Each machine is a separate device.
- Only one machine can be connected to the app at a time – by swiping up when in front of the machine, the machine price option selected is transferred to that machine and the user can select Start.
- User swipes right and left to see picture (number decal) of the adjacent machines.

How do we request support from PayRange?

- **For Technical support:** Support@payrange.com
- Phone: (855) 856-6398 ext. 1

Please let us know how we can help build your success with PayRange!



FAQs for Laundry Operator Customer Service Teams

How secure is credit card information with PayRange?

- PayRange systems and processes are designed to comply with the Payment Card Industry (PCI) Data Security Standards

Will user information be given to 3rd party companies?

- Your personal information will not be given to other companies.

How do I request a refund for service not received or refund of my PayRange balance?

- Option 1 = Go to “View Transactions” on the PayRange app. Select the transaction in questions by clicking on it and then click on “Report a Problem”. This will allow the user to send us an email requesting a refund.
- Option 2 = Call our support team at 855-856-6398

How do I report issues regarding using PayRange?

- Option 1 = Call our support team at 855-856-6398
- Option 2 = Email our support team at support@payrange.com

What can I do if user is unable to reach PayRange to resolve issue?

- Please get Users information, name, email address they used to sign up with PayRange and a good phone number so PayRange can contact them ASAP

PayRange App shows a different balance from before and I did not make any purchase. How do I get a refund?

- On some occasions, transactions may be posted at a different time than transaction date. If you click on “View Transactions”, you may notice a different transaction date than postdate.

How do I reset my password?

- Launch the PayRange App and select “Sign In”. Next, select “Login with Email or phone”. Click on “Forgot Password?” and enter their email address they used to sign up with PayRange. They will receive a reset password link to reset their password.

I never received my first wash free. How do I get it?

- Launch the PayRange App when in front of a machine. Once the app finds the machine, tap on the top right corner of the machine card (rotation symbol or Special offers). Once the card is flipped, does the free laundry offer appear? If not, offer the customer a free laundry code that you can create in Manage. This happens if they download the app and fund their wallets BEFORE connecting to one of your machines.

How do I make a purchase and cancel a transaction?

- Swipe up on the App to send appropriate payment to the machine and make a selection on the machine once the App states "Complete transaction on machine". Swipe down on the App to cancel the payment.

What types of cards can I use to fund my account and how?

- PayRange accounts can be funded using all major debit and credit cards such as VISA, MasterCard, American Express, Discover Cards, Apple Pay, Masterpass and Android Pay
- Click on the menu option on the App located on the top left corner. Next, select "Add Funds". Select the amount to load, chose payment method, and then click on add funds.

Where do I enter the coupon code provided?

- Click on the menu options on the App located on the top left corner. Next, select "Redeem Coupon". Enter the coupon code and hit "Submit".

Machine withdrew PayRange funds without consent?

- Click on the menu options on the App located on the top left corner. Next, select "View Transactions". Review the date of the transactions and see if it matches Day/Time.
 - In this case, the transaction was not able to upload and update your balance until a later time. To avoid pending transactions, please make sure you stay connected to the machine until the wallet balance has update, just a few seconds.

How do I swipe up?

- Launch your app on your phone and wait it to detect the machine. Once detected, you should receive an indicator stating 'Ready Swipe Up'. At that time, with your finger, press on the blue banner and swipe it upwards towards the top of your phone. You will see a prompt indicating 'Complete Transaction on Machine'.

How do I deactivate my PayRange account?

- Click on the menu options on the App located on the top left corner. Next, select your name and press the 'Deactivate' option.

Will my remaining balance be refunded if I deactivate account?

- No, please contact PayRange to issue a balance refund.
 - Option 1 = Call our support team at 855-856-6398
 - Option 2 = Email our support team at support@payrange.com