

# PicoCooler FAQs

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## FAQs

### GENERAL QUESTIONS

#### **What is the 365PicoMarket brand?**

The 365PicoMarket is the all new innovative answer for smaller and semi-public locations. The new brand of products includes the PicoCooler and the PicoVend, making the PicoMarket the most versatile MicroMarket product in the industry.

#### **Does the MinusForty cooler stay locked until a consumer swipes their credit or debit card before it allows the consumer to open the door, to grab an item to purchase? Does this also apply when a consumer uses their GMA account?**

##### **LOCKED PICOS AND COOLERS:**

Yes. The cooler remains locked until the consumer uses either a GMA account or a payment type to unlock the cooler. When they scan their items, they can click **checkout**. The device uses the form of payment they used to open the cooler, as the payment for the transaction. The cooler will then lock once again.

##### **UNLOCKED PICOS AND COOLERS:**

No. The cooler door will remain unlocked. The Pico would just be used as the checkout device like a NanoMarket.

#### **What is the step by step process for a consumer to purchase a product with a credit or debit card or their GMA account on a PicoCooler device? Does this vary with a product that is in the cooler versus a snack product that is in a rack adjacent to the cooler?**

##### **LOCKED PICO AND COOLER**

**There are two flows:**

##### **A. For the cooler items, consumers should:**

1. Scan their app QR code or market card to unlock the cooler.
2. Open the cooler and get their snack(s).
3. Scan the snack(s) on the PicoCooler.
4. Press **Account** or **Credit Card**. If Credit Card is chosen, swipe tap or insert the card.
5. Enjoy!

##### **B. If you have a rack located next to the PicoCooler:**

1. Consumers can scan the items first (or with the rest of their cooler items).
2. If the rack item is scanned first, consumers must select a form of payment, either Account or Card, and then complete the transaction.



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## UNLOCKED PICO:

The cooler door remains unlocked.

1. Consumers can open the cooler and grab their items. They can then check-out on the device.

OR

2. Consumers can scan items from a dry-rack on the device as long as the products are entered for the location in ADM. They can then checkout on the device.

## Can operators have a dry goods rack next to the cooler?

Yes, operators can have a rack located next to the cooler/PicoCooler. Consumers can scan the rack items first or scan them with the rest of their cooler items. If the rack item(s) is scanned first, consumers must then select a form of payment, either account or card, and then complete the transaction.

## What Payment type are accepted with Pico?

- AMEX, Master Card, Visa with Tap, Chip & Swipe
- Discover with Tap & Chip
- Google, Apple, and Samsung Pay
- Connect & Pay and Connect & Pay Key Tags

## Does the PicoCooler device encrypt the credit-debit card data after the card is swiped?

Yes, it encrypts just like our other readers.

## Can Canteen, USConnect and other customers use this feature?

Yes! All customers will use this feature moving forward, their OneMarket and other nuances will be carried over and can be set in ADM by the operator. OneMarket User Keys must be added in the **Location Summary** page. USConnect operators must contact the 365 Implementation or Support Department to fill out the USC POSID field after their device and location have been provisioned.

## What backend does the operator manage the PicoCooler from?

ADM.

## Can an operator setup a new PicoCooler in their VMS system?

**(i.e., If they set up their product list and product pricing in their VMS, will this information set-up be sent to ADM and automatically set up in ADM?)**

Yes, we have integrations with ADM to allow for adding the device to your VMS system and the products, pricing and inventory will be sent over to ADM automatically. We can help configure each location at the launch of the PicoCooler or PicoVend.



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## How does 365 or Heartland Payment pay the operator for credit-debit card transactions at a PicoCooler device?

365 pays operators for GMA purchases made using our V5, NanoMarket, PicoMarket systems, and the Connect & Pay, 365Pay or Social Feedia apps through weekly ACH disbursements.

## Currently, the operator must install the PicoCooler device onsite. Are there any discussions with MinusForty for them to install the device and ship it to the vending operator "ready to go"?

No, the PicoCooler device (from 365) and the cooler (from MinusForty) must be ordered separately.

## How do operators order a PicoCooler device?

They should contact their Account Representative to place an order for a PicoCooler device. They must order the cooler through MinusForty.

## Does the PicoCooler have menu capabilities?

Yes, it has the same menu capabilities as the NanoMarket. The operator can manage these in ADM.

## Can Consumers create and/or manage their accounts at the PicoCooler device?

Yes! Consumers have the same capabilities as with the NanoMarket to both create an account using a scancode and manage their existing accounts.

## What Login methods are there?

The consumer can scan their app QR code, scan their Market card or use their Email and PIN to login to the device.

## Does the PicoCooler have home commercials?

Yes, Home Commercials can be added on ADM using the same process as our other technology.

## Does the PicoCooler have promotions?

Yes, PicoCooler offers the same promotion types as all of our other 365 devices.

## Is there an Exit screen?

Yes, the operator can access the **Exit** screen by tapping the logo five times, the same way as it is done currently on the V5 and NanoMarket. The first time they will have to login using their ADM credentials, after that, they will be able to use their Driver PIN for access.

## What is the warranty?

The warranty is standard 12 months.



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## What is the RMA process?

The operator/driver will contact 365 Support to verify that all troubleshooting has been done. If Support determines that an RMA is needed, the Support agent will then submit an RMA.

Only the entire device can be replaced (rather than just a component).

## When does the Cancel Report image capture?

### LOCKED PICO:

The Cancel Report image is taken in the beginning of the transaction, after the payment form has been approved to unlock the cooler.

If the customer completes the transaction successfully, the picture will be deleted. If the customer cancels the transaction or the if the transaction times out, the picture will be saved and sent to the Cancel Report.

### UNLOCKED PICO:

The Cancel Report image is taken at the beginning of the interaction of the device (meaning as soon as the customer touches the screen/scans an item.)

If the customer completes the transaction successfully, the picture will be deleted. If the customer cancels the transaction or the if the transaction times out, the picture will be saved and sent to the Cancel Report.

## What information is shown in the Cancel Report for PicoCooler?

If the consumer unlocks the cooler using a credit card, the following information that is specific to the PicoCooler will be included in the Cancel Report:

- Last four digits of the credit card
- Name on the credit card

## What if the barcode scanner goes black or stops working?

Someone on site (DOES NOT have to be an Operator or Driver) taps the logo five times, then selects **Restart Barcode Scanner**. This should reboot the scanner and return it to its working state.

## NETWORK QUESTIONS

### What connectivity options does the PicoCooler have?

It has either cellular or a segmented (secure) WiFi network.

### What wireless service does the Pico device use?

AT&T is the only service.



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**Note:** The operator has the choice to order the Pico with the SIM card for cellular or without the SIM card for WiFi. The customer can order the SIM card at a later date if they change their mind.

## Can Pico work on customer WiFi?

Yes, the operator can connect to their secure WiFi. We recommend using a segmented or dedicated WiFi.

## Can Pico work with NanoConnect?

Yes, we recommend using NanoConnect if WiFi is going to be the operator's only option.

## How are the devices updated?

The devices will automatically check for updates as the NanoMarkets do. Operators can use the **Check for Updates** function on the **Device Summary** page. The updates will be released with the NanoMarket releases.

## How do you troubleshoot the device?

Rebooting the device is the best way to begin troubleshooting since there is no remote access. The operator can reboot from the **Device Summary** page, or they can unplug and plug back in the Payment Terminal power cord. Follow the same troubleshooting techniques that we currently use on the NanoMarket devices.

## How will the device names appear in ADM?

They will all have the prefix of picoXXXX followed by four digits, which is the same format as the tabXXXX names today.

## PROVISIONER QUESTIONS

### Are all PicoCoolers self-provisioned?

Yes, all PicoCoolers will be self-provisioned. For new customers, Implementation will still create their Org and Location, however the operators will still provision their devices on their own.

### Can operators relocate the device?

Yes! They should contact the Sales Admin team at [SalesAdmin@365smartshop.com](mailto:SalesAdmin@365smartshop.com). When the request has reached Fulfillment, the operator will then be allowed to reprovision the device to a new location.

### Can operators order a large batch of PicoCoolers to keep on-hand to deploy as needed?

Yes! Operators can order them and self-provision them as needed, if they have at least one existing PicoCooler in their Org.

### Does the tablet have to be online to provision?

Yes, it will prompt you to setup a connection as the first step using WiFi or cellular.



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## How long does this take?

The entire process should take from five to ten minutes.

## What information will the operator need?

If they are deploying the device to an existing location, no additional information is needed. However, if they are going to create a new location where they will deploy the device, they will need the standard information regarding contacts, minor settings, etc. for the new location.

**Note:** The operator can change these settings later in ADM if they are not sure of them.

## Can operators stage it offsite?

Yes! They can stage the device at their office or warehouse, then transport the device and re-establish the connection when it has been placed onsite.

## Do operators have to call to enable CC to work on their device?

No, when they provision their device the CC MID/DID is automatically set up so they will be ready to accept sales immediately!

## COOLER QUESTIONS

### Does 365 support the coolers?

No, MinusForty will be responsible for supporting and troubleshooting the coolers.

### Where do operator purchase the coolers?

From MinusForty directly.

### What is the cost of a MinusForty cooler?

MinusForty will provide the pricing.

### Can the PicoCooler device work with an existing MinusForty cooler?

No, operators must order the new cooler with the PicoCooler sub-assembly kit. The cooler models are as follows:

- **Cooler:** 22-USGR-F2-BLS
- **Cooler:** 22-USGR-F2-BL
- **Freezer:** 22-USGR-F2-BLS
- **Freezer:** 22-USGR-F2-BL

### Does the operator have to install the PicoCooler device on the cooler?

Yes, operators will receive the cooler and PicoCooler device separately. They will be responsible for installing the device.

### Does the Pico integrate with the Health Safety Lock on the cooler?

Yes! If the cooler rises above the set threshold, the Health Safety Lock will be put in place. This will prevent consumers from being able to unlock the cooler until an operator arrives onsite to override the lockout and verify that the products are still good.





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## How does the operator override a Health Safety Lockout?

The operator must verify that they have checked the items for spoilage and then override the lockout from the cooler itself. If the operator does not know how to do this, they will need to contact MinusForty for the steps at (800) 800-5706.

## How does an operator Unlock or Lock the cooler?

### LOCKED PICO:

The operator can enter the **Exit** screen and login. There they will see the **Lock** and **Unlock** buttons. They can also use the key to the cooler if needed.

### UNLOCKED PICO:

The cooler remains unlocked on the unlocked Pico *unless* the cooler goes over or under temp and locks out due to the Health Safety Lockout.

## How does an operator activate restocking mode to avoid a Health Safety lockout?

1. They log into the **Exit** screen with their driver PIN.
2. Click **Service Mode**.
3. They can set the cooler to "restocking" mode from the cooler itself.

**Note:** If an operator does not know the steps to do this, they should contact MinusForty for instructions.

This will then unlock the cooler and enter it into restocking mode. The Health Safety Lockout will be delayed for a designated amount of time to avoid gaps in service when the cooler has been restocked.

## What is MinusForty's Contact Number?

**Canada and US:** (800) 800-5706

**International:** +1 905.702.1441