SmartTerminal

Short description

Version 04.25

CONTENTS

1. SmartTerminal - description

The clever solution for secure and simple handover processes in public authorities and district offices.

Our electronically controlled locker system was developed using state-of-the-art technology and specially optimized for the handover of documents and license plates. A major advantage is the complete integration into the Hess cash register software, which ensures a smooth payment process at the system. On request, the software can also be equipped with an integrated fingerprint process, whereby data capture and fingerprinting are quickly and easily combined in one process. This does not require any additional software modules.

The system can be installed both indoors and outdoors. Its standard closed doors and user-friendly touchscreen ensure intuitive operation. The monitor provides all the necessary information at a glance.

Our modern software is easy to understand and intuitive to use. It offers numerous useful functions and allows different tasks to be assigned to people and groups of people using the roles and rights concept.

The operating station is equipped with a powerful LS PC and a touchscreen and can be expanded as required.

A powerful object detection system, which automatically triggers a new use and sends a notification as soon as an object is detected in a compartment that was not prepared for use, is also available as an option.
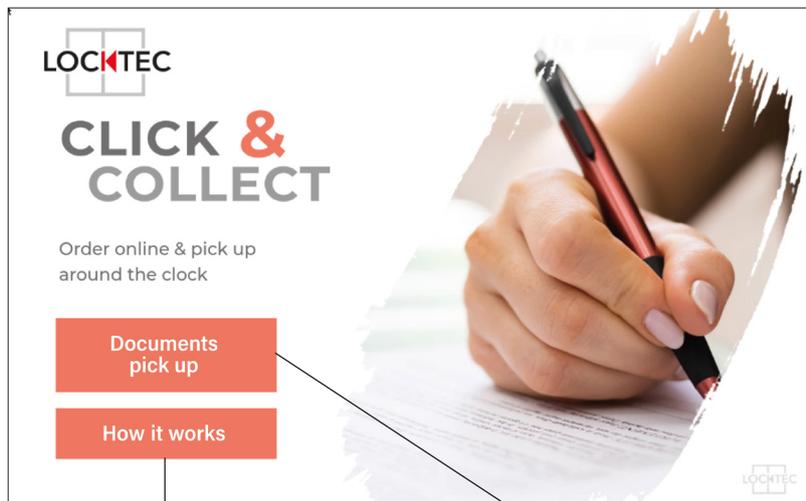
2. Presentation of the customer screen

The customer screen can be used, for example, to call up usage information and service information and to change the language. There are two different customer screens, depending on whether the software is required with or without a connection to the POS software.

| Shows a brief explanation of the collection process. | To call up usage and service information. | To change the language of the customer monitor. |

| To call up usage and service information. | To start the collection/ delivery process. Opens the PIN entry. |

3. Presentation of the delivery menu

The delivery menu is intended for the delivery of documents and license plates. It also enables the removal of documents or license plates that were not collected in the predefined collection period.
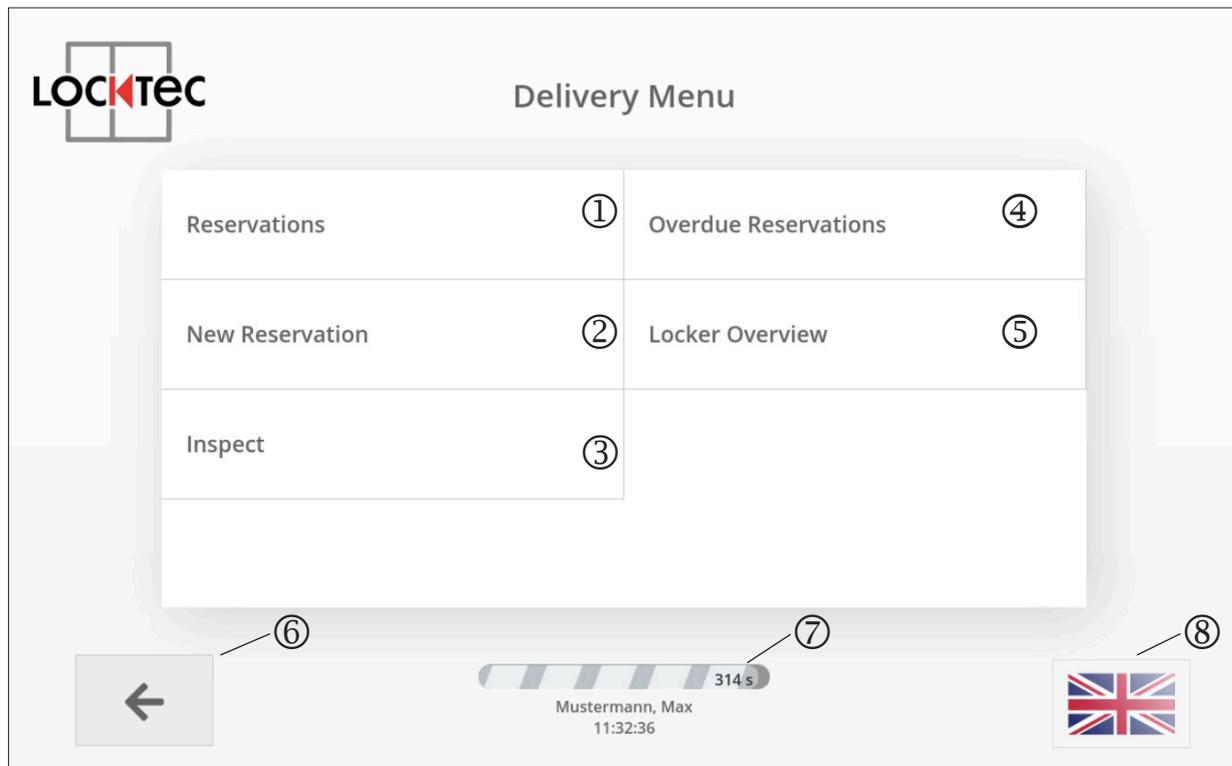
To supply existing reservations.	①	
		To open a graphic display with the current usage status. — ⑤
To create a new use and supply it directly.	②	To return to the previous screen. — ⑥
To check the content of a subject.	③	Predefined period until the monitor returns to the start screen. — ⑦
To remove overdue usages.	④	To change the language of the customer screen. — ⑧

4. Presentation of the maintenance menu

The maintenance menu offers functions such as deactivating or activating lockers, the emergency opening of all lockers simultaneously or the inspection of compartments.

| To put an end to excessive use. | ① | ③ | To deactivate or activate lockers. |

| To switch off or restart the system. | ② | ⑤ | To display the system location and network information. |

④

LOCKING FUNCTIONS:
- **Repair locker** ⇨ To check the communication between the locking system and the door controller.
- **Reservation overview** ⇨ Opens a graphical representation of the system. To check the reservation status of the lockers.
- **Deactivate lockers** ⇨ To deactivate lockers or the entire system.
- **Emergency** ⇨ To open all lockers simultaneously in an emergency.
- **Inspect lockers** ⇨ To check the contents of a locker. The reservation status remains unchanged.
- **Test lockers** ⇨ To open lockers repeatedly and quickly in order to set locks.

# 5. Presentation of the administration menu

The administration menu is used in the software with a connection to the Hess cash register software and is comparable to the maintenance menu of the software without a connection. It offers functions such as deactivating or activating lockers or the emergency opening of all lockers.

Administration part 1
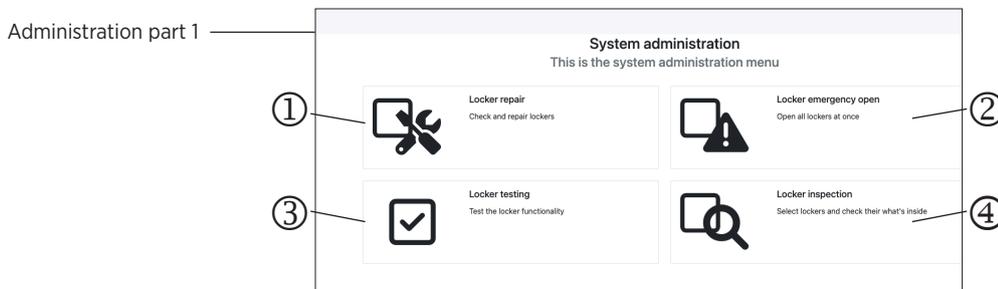
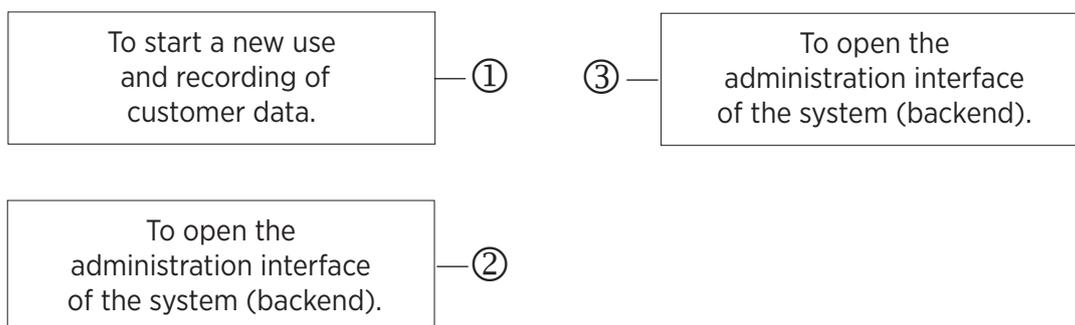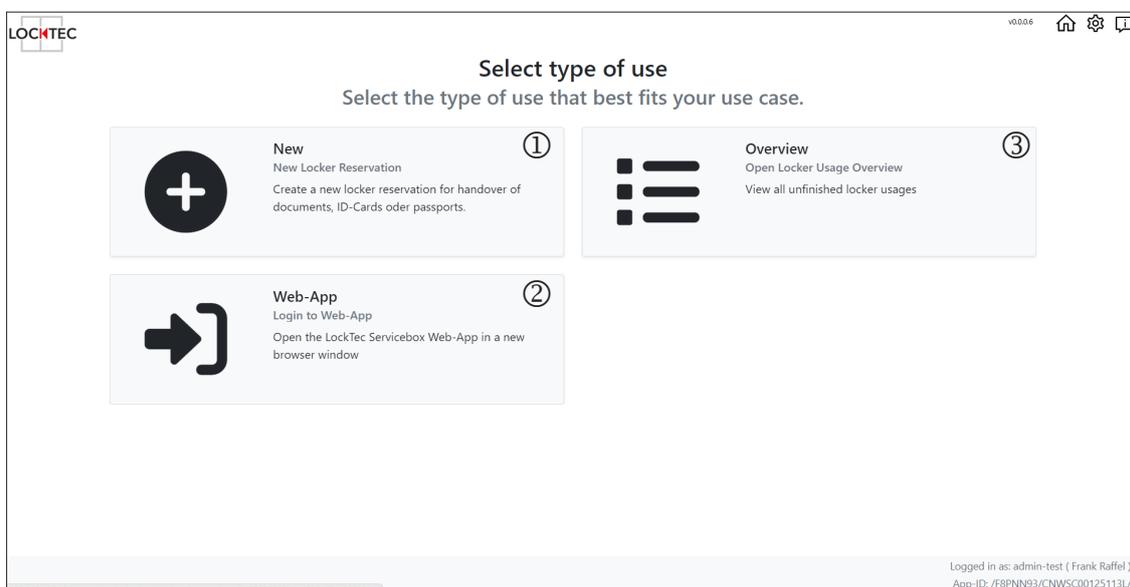| No.	DESIGNATION	DESCRIPTION
1	Locker repair	Checks the connection between the doorboard and the locking mechanism
2	Locker emergency opening	To open all lockers at the same time in an emergency
3	Check lockers	For setting locking mechanisms
4	Inspection of lockers	To be able to check the contents of lockers

Administration part 2
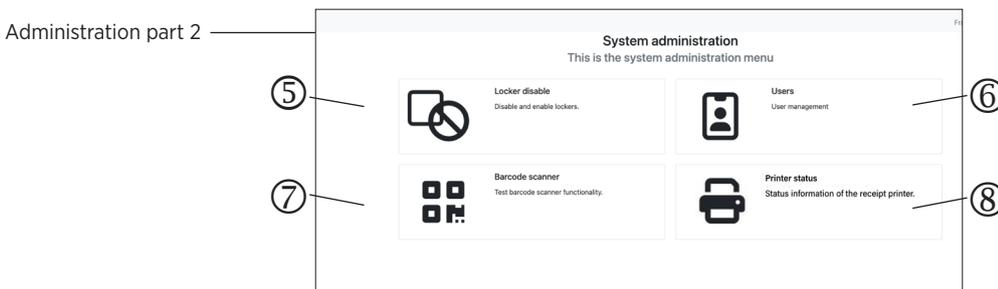
No.	DESIGNATION	DESCRIPTION
5	Deactivate locker	To deactivate lockers, e.g. in the event of heavy soiling
6	User	To register users via barcode, QR code or RFID
7	Barcode-Scanner	To check the functionality of the barcode scanner
8	Printer status	Check the printer status

Administration part 3
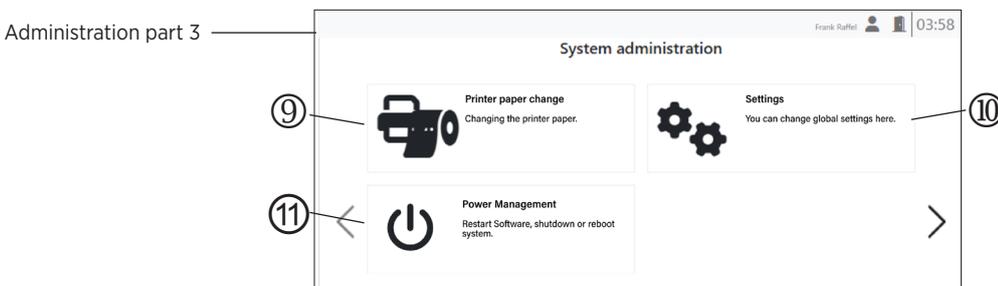
| No.	DESIGNATION	DESCRIPTION
9	Printer paper change	To change the printer paper
10	Settings	To change the operating mode of the system
11	Power management	To shut down or restart the system

6. Presentation of the main menu

The main menu only appears in the software with the fingerprint function. Similar to a traffic hub, it enables quick access to all applications with a single click.

To start a new use
and recording of
customer data.
— ① ③ — To open the
administration interface
of the system (backend).

To open the
administration interface
of the system (backend).
— ②

7. Presentation of the administration interface (backend)

LOCKTEC

The administration interface (backend) enables the creation of reservations, offers extensive setting options for the system, enables the assignment of certain tasks to persons or groups of persons via the roles and rights system and offers an automatic notification function.
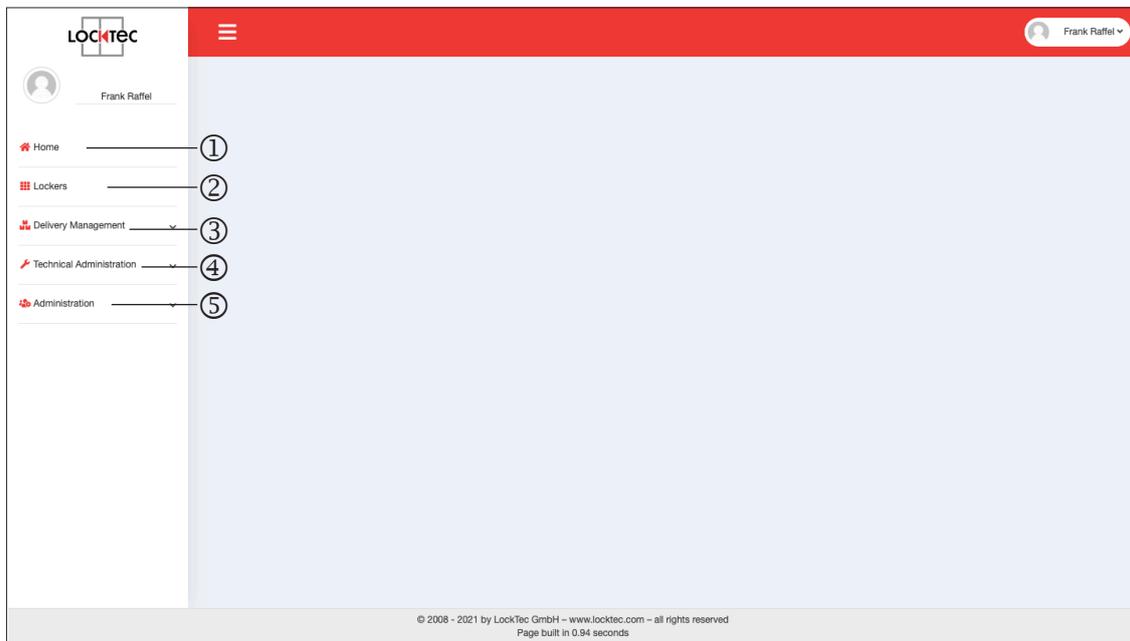
1) **Home** ⇨ To return to the start screen.

2) **Lockers** ⇨ Opens a graphical representation of the system to check the usage status of the lockers or to create a usage.

3) Delivery Management:
- **All Deliveries** ⇨ Shows all usages.
- **Contacts** ⇨ To create or manage contacts for automatic notifications.
- **Delivery staff** ⇨ To create persons who have access to the system's delivery menu.

4) Technical Administration:
- **Technical staff** ⇨ To create and manage personnel for the maintenance menu.
- **Technical staff groups** ⇨ To limit the access rights for technical personnel.

5) Administration:
- **User** ⇨ To create users who work with the administration interface.
- **Groups** ⇨ To define access rights to the administration interface for users.
- **Log** ⇨ The log shows information, notes, faults… of the system and actions of various groups of people with date, time and name.
- **Tools & settings** ⇨ To change network, e-mail and other settings.
- **System Health** ⇨ To check the system memory and the IPC process.
- **Terminal Live Control** ⇨ To use the remote control function of the system.

9

8. Create use without fingerprint

Usage without a fingerprint is created via the administration interface (backend), while usage with a fingerprint is created via the fingerprint scanner software (Dermalog).
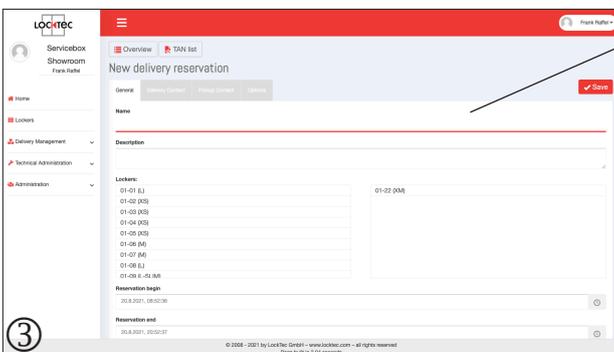

➢ The "Lockers" function opens a graphical display. The usage status of the lockers can be seen immediately based on their color.

- Green = Free
- Yellow = Reserved but not yet loaded
- Red = Loaded
- Blue = Overdue
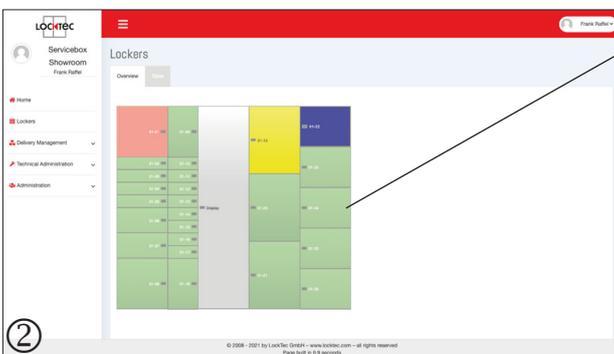
➢ A free (green) compartment of the desired size can be selected using the graphic display.

➢ The input screen is used to specify whether automatic notifications are sent to the recipient and/or the supplier. You can also enter a name for the usage, e.g. a customer number or the customer name.

After saving, the usage is created and the selected locker is reserved. The status of the locker changes from "Free" to "Reserved" and the color changes from green to yellow. The delivery and collection code is automatically generated when the status is changed.

9. Create usage with fingerprint

For SmartTerminal systems with fingerprint scanners, the user interface of the management software (backend) is different from that of SmartTerminal systems without fingerprint scanners. Systems with a fingerprint scanner also offer the option of creating usages without a fingerprint.

①
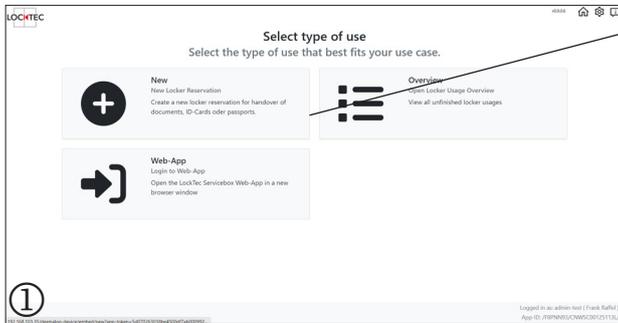
➤ In the main menu, you can choose whether you want to create a usage with or without a fingerprint.

There are three main functions to choose from:
- **New** ⇨ To create a new usage with a fingerprint.
- **Internet application** ⇨ To call up the classic management interface with which a usage can be created without a fingerprint.
- **Overview** ⇨ To call up an overview of all active uses.

②
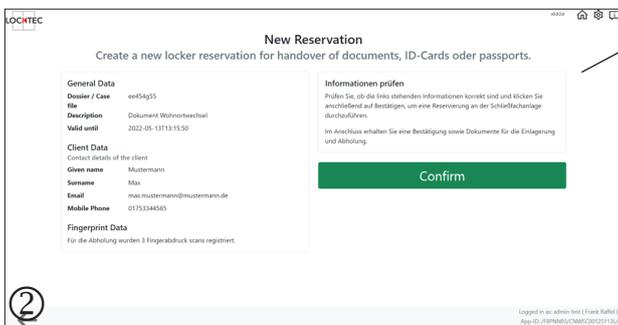
➤ After entering the customer data, the fingerprint is taken. The process is completely software-guided.

③
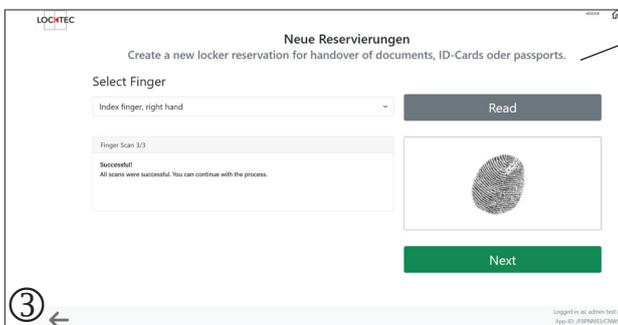
➤ The procedure requires three fingerprints to be taken, from which the actual fingerprint is assembled and stored.

Once the fingerprint has been successfully taken, all data can be checked again before the document creation is opened.

④

➤ One document is created for the customer and one for the authority.

1) Document for the authority as proof of document handover via the locker system.

2) Document for the customer as proof of document handover via the locker system. The document also contains the collection code as a PIN code and as a QR code.

# 10. Create usage with Hess software

If the SmartTerminal is connected to the Hess cash register software, usage is created via the corresponding screen in the Hess software. Through the communication between the two systems, a reservation is also created directly in the system after the required data has been entered.
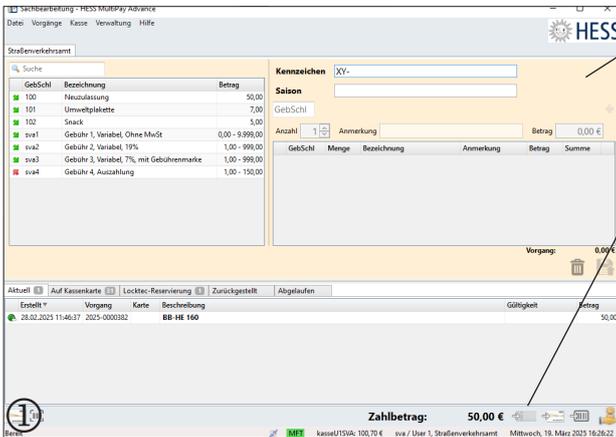
➢ The process is created via the input screen of the Hess software.

➢ Clicking on the locker icon defines the transfer via the locker system.
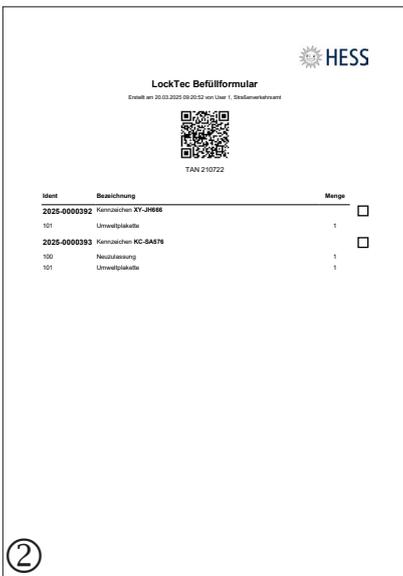
➢ When a new usage is created and transferred via the SmartTerminal, the "**filling form**" is also created. The form contains a QR code and a TAN. The QR code is scanned at the system and the TAN is then entered in order to place the documents in the tray for handover to the customer (recipient).
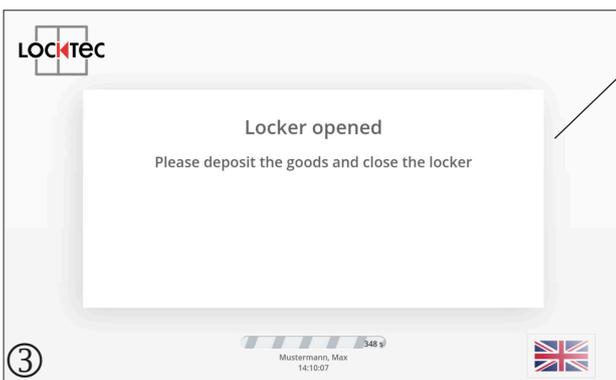
11. Loading the system without a fingerprint

The loading process at the system differs depending on the SmartTerminal software variant used. In the variant without a fingerprint, the delivery code is used at the system.
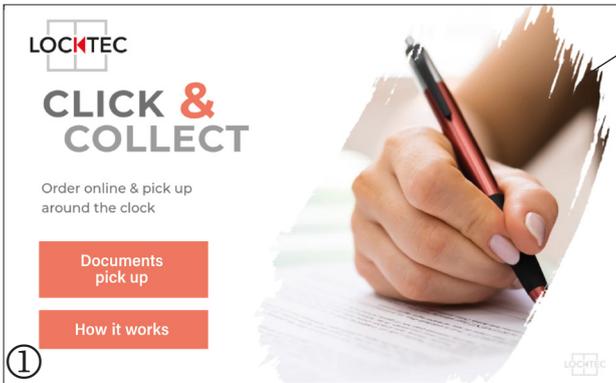
➢ The delivery person enters the delivery code at the system or scans the delivery code (as a QR code) at the system. Once the usage has been created in the administration interface (backend), the delivery and collection codes are created automatically. Both codes are also provided as a QR code.
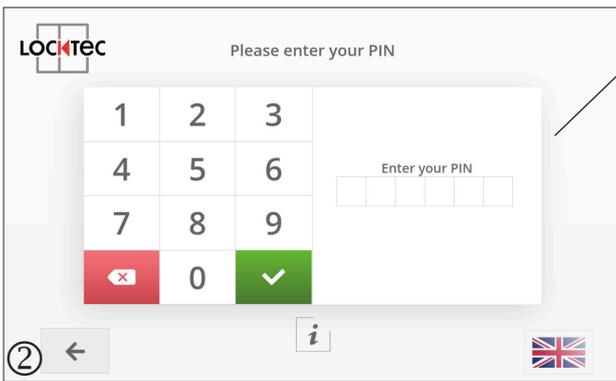
➢ The delivery person can enter the delivery code manually. The compartment selected during creation is opened.


➢ Once the documents have been deposited in the corresponding locker, the locker door is closed again and the delivery is confirmed. The loading process is now complete.

12. Loading the system with a fingerprint

If the usage was created with a fingerprint and/or requires the "dual control principle" for traceability, the delivery is made via the delivery menu. Delivery persons who can access the delivery menu must first be created in the system's management software (backend).
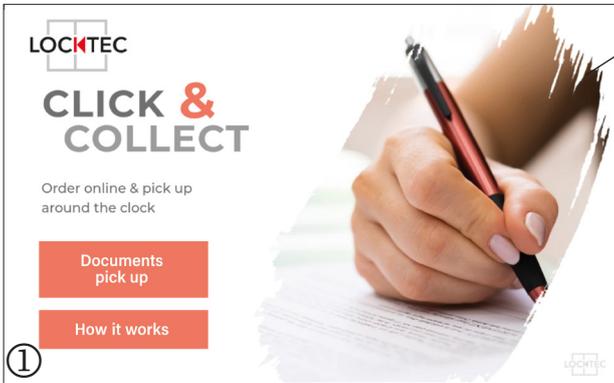
①

➢ The delivery person enters or scans the personal access code at the system. With the "four-eye principle", the access code of the second person is requested.

②
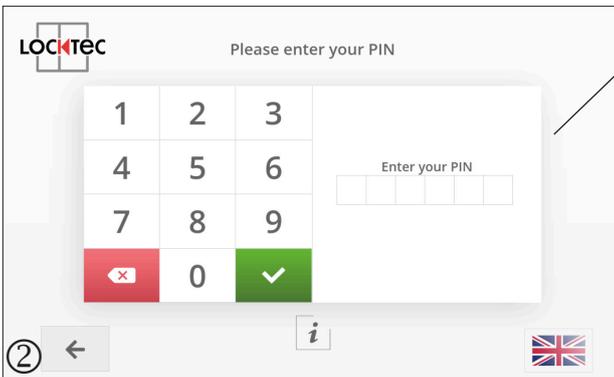
➢ The delivery person can enter the delivery code manually. With the "dual control principle", the input screen for entering the PIN is opened again.

③

➢ The reservation overview is selected in the delivery menu. The overview shows all active usages. After selecting the desired use, which was previously created with the Dermalog management software, the locker selection opens.

④

➢ After selecting a free compartment (green), it is opened directly. Once the documents have been deposited in the locker and the locker door has been closed, the delivery is complete.
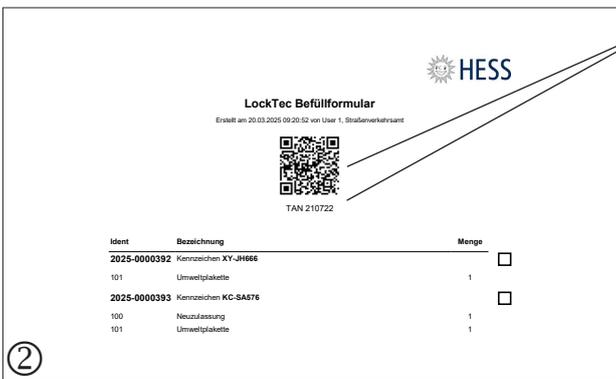
# 13. Loading the system with Hess software

If the usage was created with the SmartTerminal variant, which is connected to the Hess cash register software, the loading process differs from the other variants.
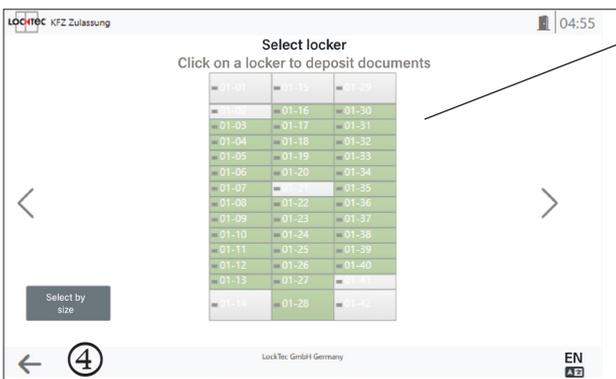

➤ The delivery person enters or scans the personal access code at the system. With the "four-eye principle", the access code of the second person is requested.

➤ There is a QR code and a TAN on the filling form. The QR code is scanned at the system and the TAN is then entered.
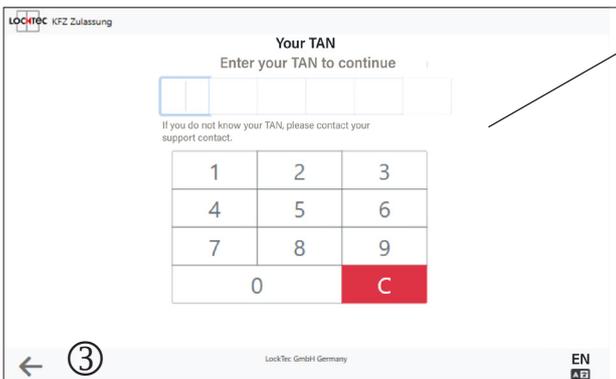

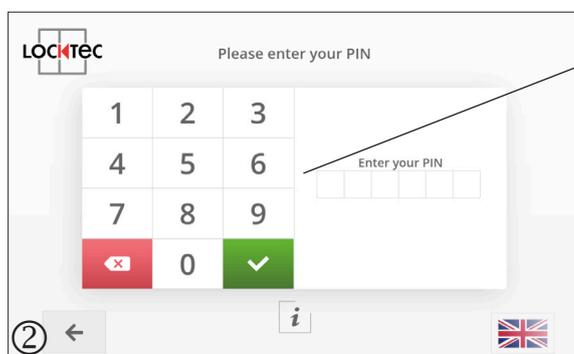➤ After entering the PIN, the locker selection opens.

➤ After selecting a free locker (green), it is opened directly. Once the documents have been deposited in the locker and the locker door has been closed, the delivery is complete.

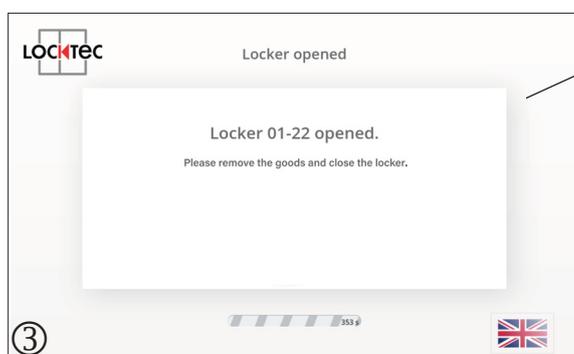# 14. The collection process without a fingerprint

Just as the process of creating a new usage in the management software and the process of delivery to the system differ depending on the SmartTerminal variant, the collection process also differs.
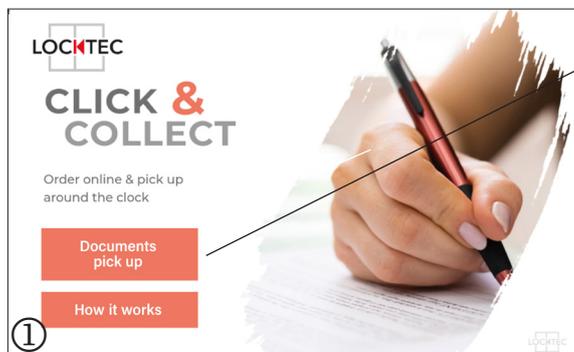
➢ The customer enters the collection code at the system or scans the collection code (as a QR code) at the system. After creating the usage in the administration interface (backend), the delivery and collection codes are created automatically. Both codes are also provided as a QR code. Customers receive the collection code by e-mail or in person when they submit their application.

➢ The collection code can also be entered manually at the system. After entering the PIN, the corresponding locker is opened directly.


➢ Once the documents have been removed and the locker door has been closed, the collection process is complete.

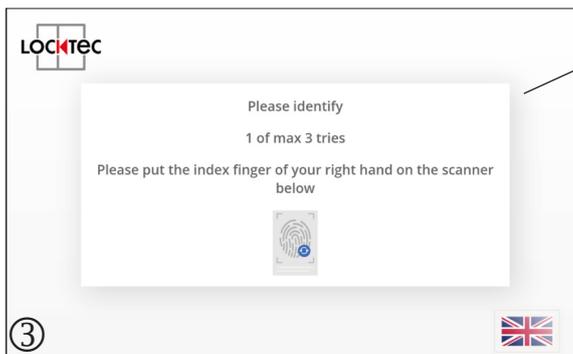# 15. The collection process with a fingerprint

The SmartTerminal variant with fingerprint has a fingerprint scanner at the workstation in the authority. This is used to take the customer's fingerprint when submitting the application. There is also a fingerprint scanner on the system for collection.
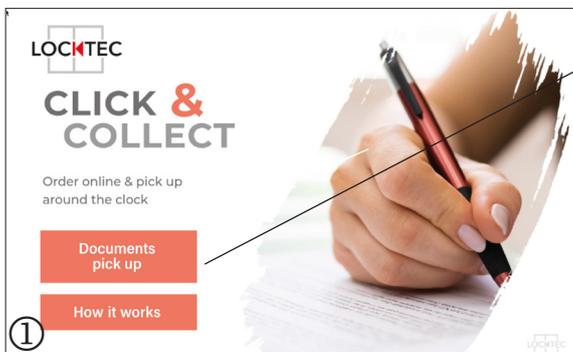

➢ The customer enters the collection code at the system or scans the collection code (as a QR code) at the system. After creating the usage in the administration interface (backend), the delivery and collection codes are created automatically. Both codes are also provided as a QR code. Customers receive the collection code by e-mail or in person when they submit their application.
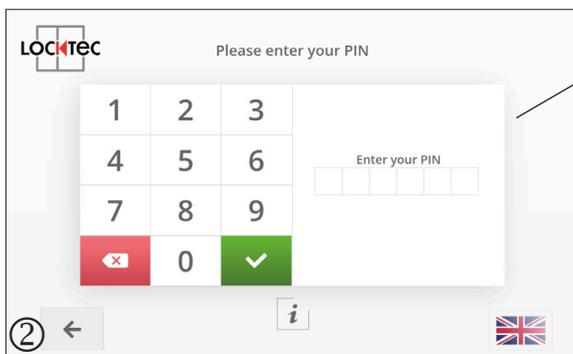
➢ The collection code can also be entered manually at the system. After entering the PIN, the fingerprint is compared.


➢ Once the fingerprint has been successfully matched, the corresponding locker is opened automatically.
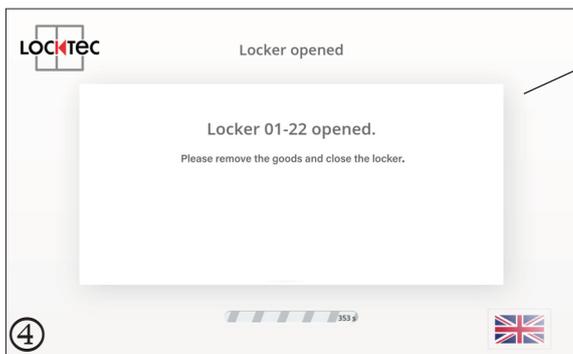

➢ Once the documents have been removed and the locker door has been closed, the collection process is complete.

16. The collection process with Hess software

In the SmartTerminal version with connection to the Hess cash register software, the collection process includes two-factor authentication. The customer receives a receipt with a QR code when submitting the application. This is part of the two-factor authentication. After the processed documents have been placed in the locker for collection, the customer receives an email notification with a TAN, which is the second part of the two-factor authentication.
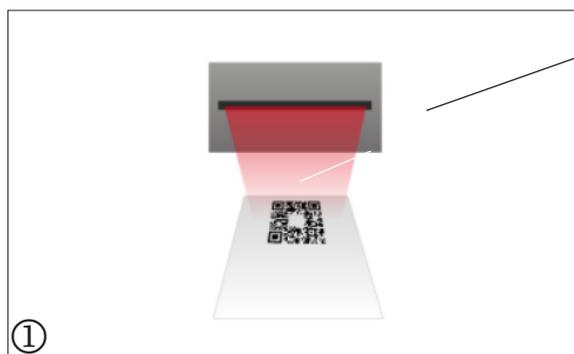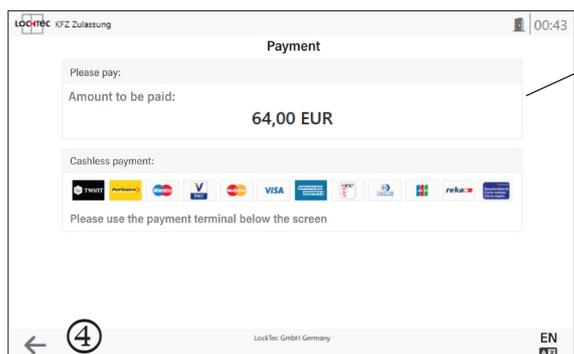

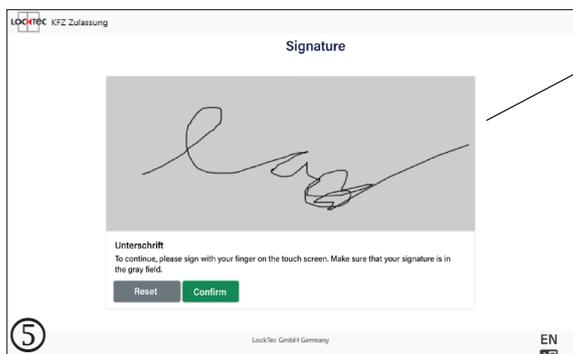➢ At the system, the customer scans the QR code on the receipt he received when making the application.
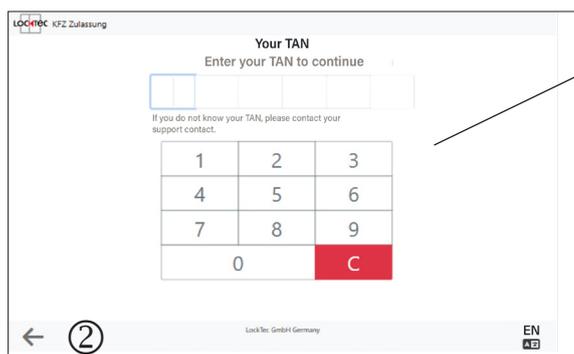
➢ After scanning the QR code, the customer enters the TAN he received by e-mail using the input mask.
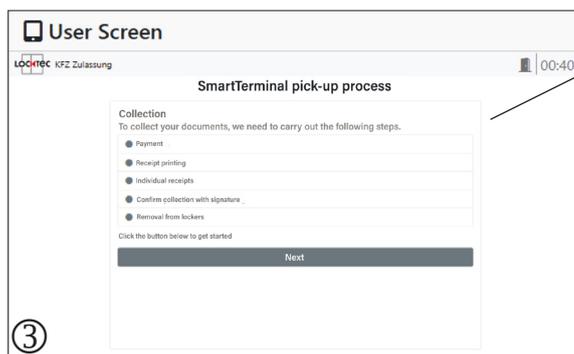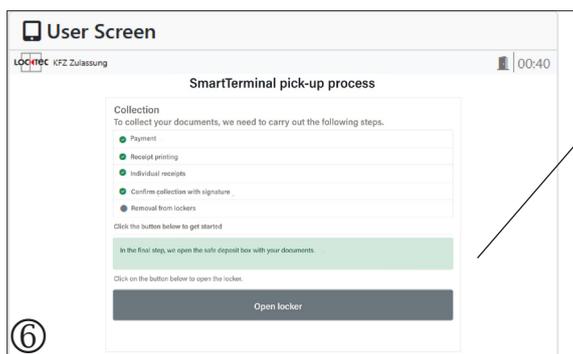

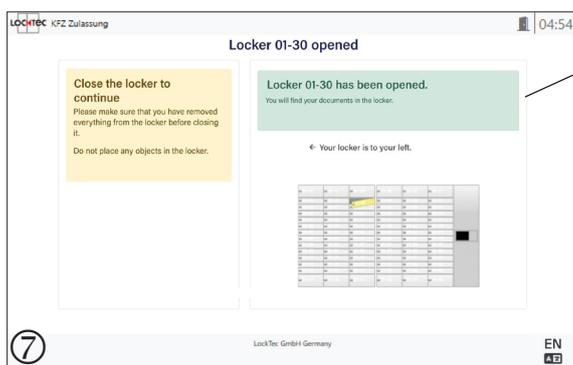➢ An overview lists the steps required for collection. The process is started with the "Next" button.

➢ Payment is made at the payment terminal directly at the system.

⑤

➢ After payment, a signature must be provided on the monitor.
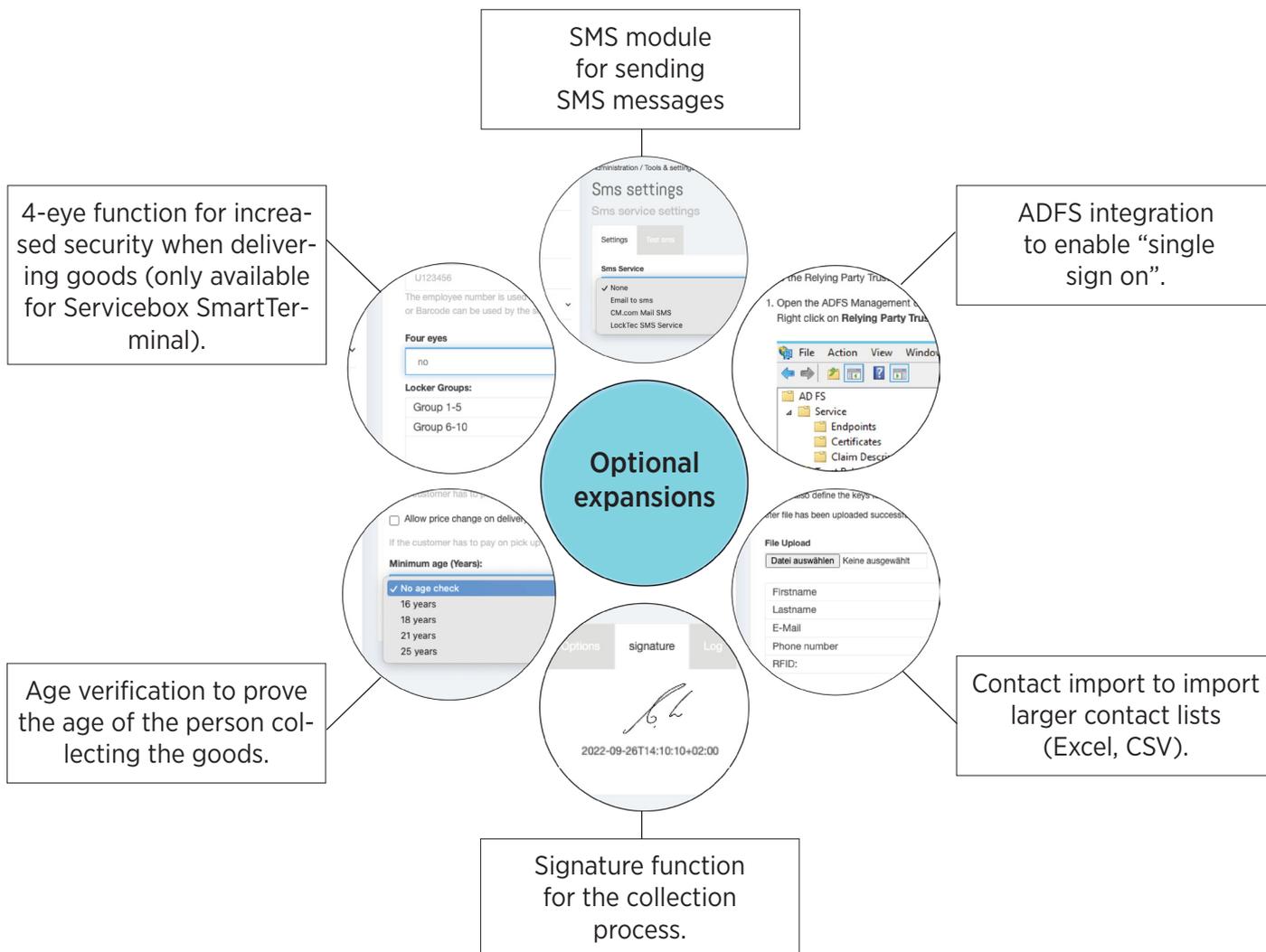

⑥

➢ Once the signature has been provided, the corresponding locker can be opened. The completed items are ticked off in the overview.

⑦

➢ The locker number and the position of the locker in the system are displayed on the monitor. The customer removes his documents and closes the locker door. The collection process is now complete.

17. Optional expansion options

The SmartTerminal can be expanded with various modules depending on the variant and require-ments.

SMS module for sending SMS messages

4-eye function for increa-sed security when deliver-ing goods (only available for Servicebox SmartTer-minal).

ADFS integration to enable "single sign on".

Optional expansions

Age verification to prove the age of the person col-lecting the goods.

Contact import to import larger contact lists (Excel, CSV).

Signature function for the collection process.

Kontakt

LockTec GmbH

Johann-Georg-Herzog-Str. 19
96369 Weißenbrunn
Germany

Phone: +49 9261 6075 90
Fax: +49 9261 6075 10
E-mail: info@locktec.com
Website: www.locktec.com