

QR CODE

MANAGEMENT & PRICE UPDATE GUIDE

Guide to troubleshooting common QR code issues.

01 QR CODE DIAGNOSTICS QUICK REFERENCE

If a resident reports an issue when scanning a QR code on a machine, use this quick guide to pinpoint the cause and fix it.

WHAT THE CUSTOMER EXPERIENCES	MOST LIKELY CAUSE	SOLUTION
Code won't scan at all	Sticker is torn, faded, wet, or an outdated pre-upgrade version.	Contact Support for a new high-resolution QR file to reprint and replace the sticker.
Scans, but displays wrong price	Price was updated in the system, but the physical sticker on the machine wasn't replaced.	Replace the old sticker on the machine with the newly generated QR code sticker.
Scans successfully, but machine won't start	The machine has temporarily lost connection, or the start signal timed out.	Check the machine light. If online (Flashing Blue), contact Support for a fast Remote Start command.
Paid, but no cycle credit given	Brief network dip during transaction processing.	Have the user show their app payment receipt to Support; our team will verify and trigger a remote start.
Physical QR code sticker missing	Sticker peeled off or damaged over time.	Print a replacement QR code and affix a new sticker. Refer Section 04.

02 BEST PRACTICE FOR PLACING QR CODE STICKERS

Because laundry rooms are naturally humid environments with high foot traffic, following these placement guidelines will keep your codes working cleanly for years:

- **One Unique Code Per Machine:** Each machine has its own distinct QR code tied directly to its serial number. Never copy or duplicate a sticker across multiple machines.
- **Protect Against Moisture:** Always laminate printable QR codes or use heavy-duty vinyl stickers to prevent steam, moisture and soap suds from smudging the print.
- **Eye-Level Placement:** Stick the QR code in a clear, visible spot at eye level on the front panel of the machine. Avoid placing it near door hinges or where opening the door obscures the code.
- **Clear Labeling:** If your facility has multiple machines side-by-side, ensure the physical sticker clearly displays the machine name (e.g., "Washer 1", "Dryer 2").

03 CONFIRMING PAYMENT METHODS

If a resident claims money left their account via a QR scan but it isn't reflecting on the machine:

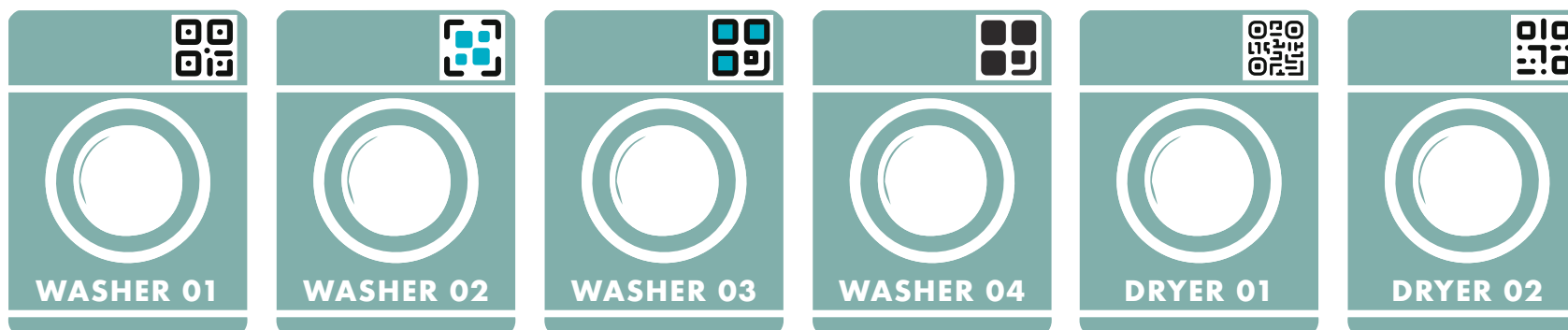
- **Check the Laundry Connect GO App Screen:** Have the user open their phone and show you the payment receipt. A QR payment will clearly show a Snapscan digital receipt with a date and timestamp.
- **Tapping vs. Scanning:** Residents occasionally confuse tapping a physical card or virtual wallet with scanning a QR code. Confirming the receipt type helps our support desk track down the payment instantly on our transaction ledger.

04 HOW TO CHANGE THE PRICE & GET NEW QR CODE STICKERS

 SUPPORT: 066-5104304

 Payway 3

**EACH MACHINE HAS A UNIQUE QR CODE.
EVERY QR CODE HAS ITS OWN PRICE.**



To change the price of a wash or dry cycle, you need to Login to Payway, navigate to 'Devices', select the machine and change the price. We encourage you to change the price per machine - ONE AT A TIME - to ensure that modems stay online. Payway will automatically generate a new QR code which you can copy to clipboard and paste into the QR code template file (Available on request and can be downloaded from our website). Simply print, laminate and paste this onto each machine for price change to be effective. *DETAILED INSTRUCTIONS TO FOLLOW.*

NB: CHOOSE OFF-PEAK HOURS TO MINIMISE DOWNTIME.

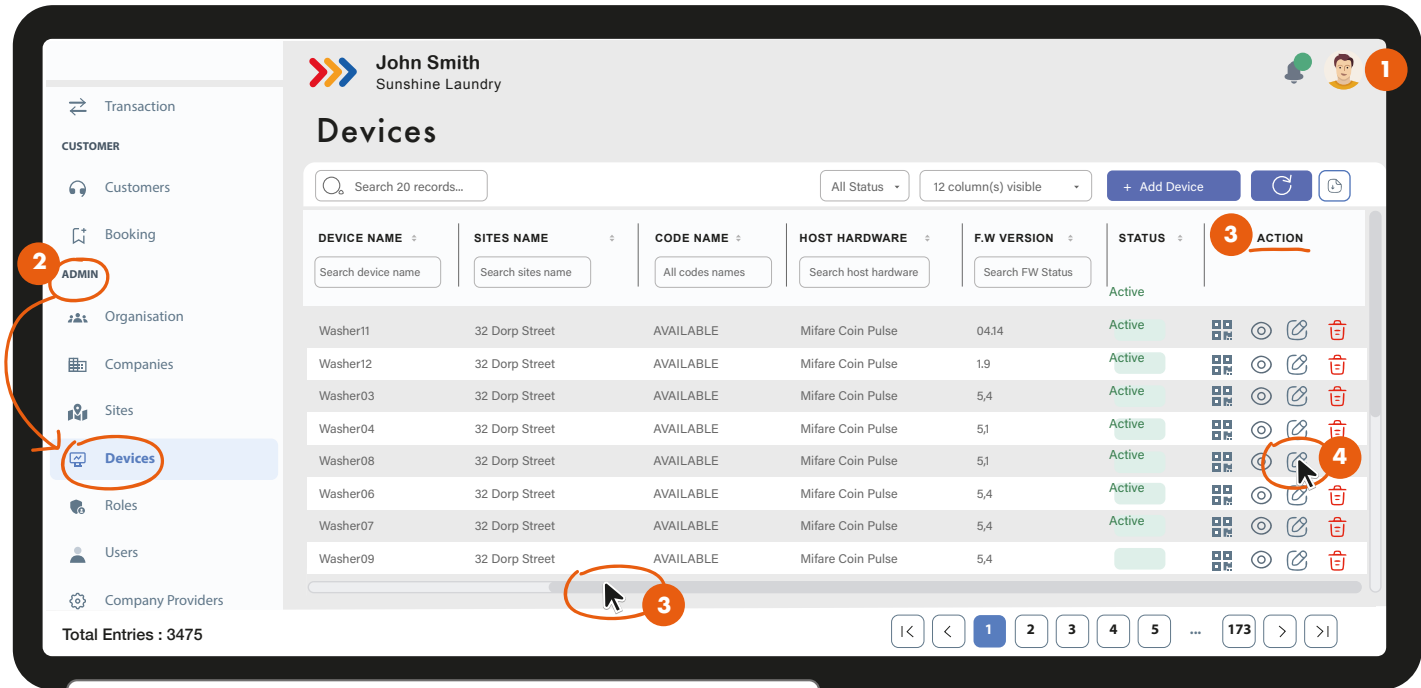
PLEASE NOTE

Machine models BX, NF3J and NT3 (machines with digital displays) require a technician visit to physically change the price. Please contact us on our WhatsApp number 0665104304.

PART 1

CHANGE THE PRICE

- 1 Log in to >>> Payway 3
- 2 Scroll down on the left panel to 'ADMIN' and click on 'Devices'
- 3 Use your cursor to scroll to the right, where you can see 'ACTION'.
- 4 Click on the 'edit' icon of the machine that you would like to change the price of. A window will pop up.
- 5 Enter the new price in three places: **Unit price**, **Coupon Price** and **Divider**. Be careful not to change any other information - if you are unsure, please contact us.
- 6 Click 'Update'. A new QR code will automatically be generated. (Should your laundry offer SnapScan and Zapper, then two new QR codes will be generated)



Edit Device

Device Name: WASHER08 UID: 862096042511977

Reseller: 360 Laundry Solutions Site: Dorp Street

Company: Sunshine Holdings Password: LS360

IMSI: 8927088200066799638

Coupon Price: 15.00

Divider: 15

Screen fitted: False

Unit Price: 15.00

Multiplier: 1

Scale factor: 100

Status: Active

Cancel Update

PLEASE NOTE

On clicking 'Update', the current QR code on the machine will become NULL and VOID.

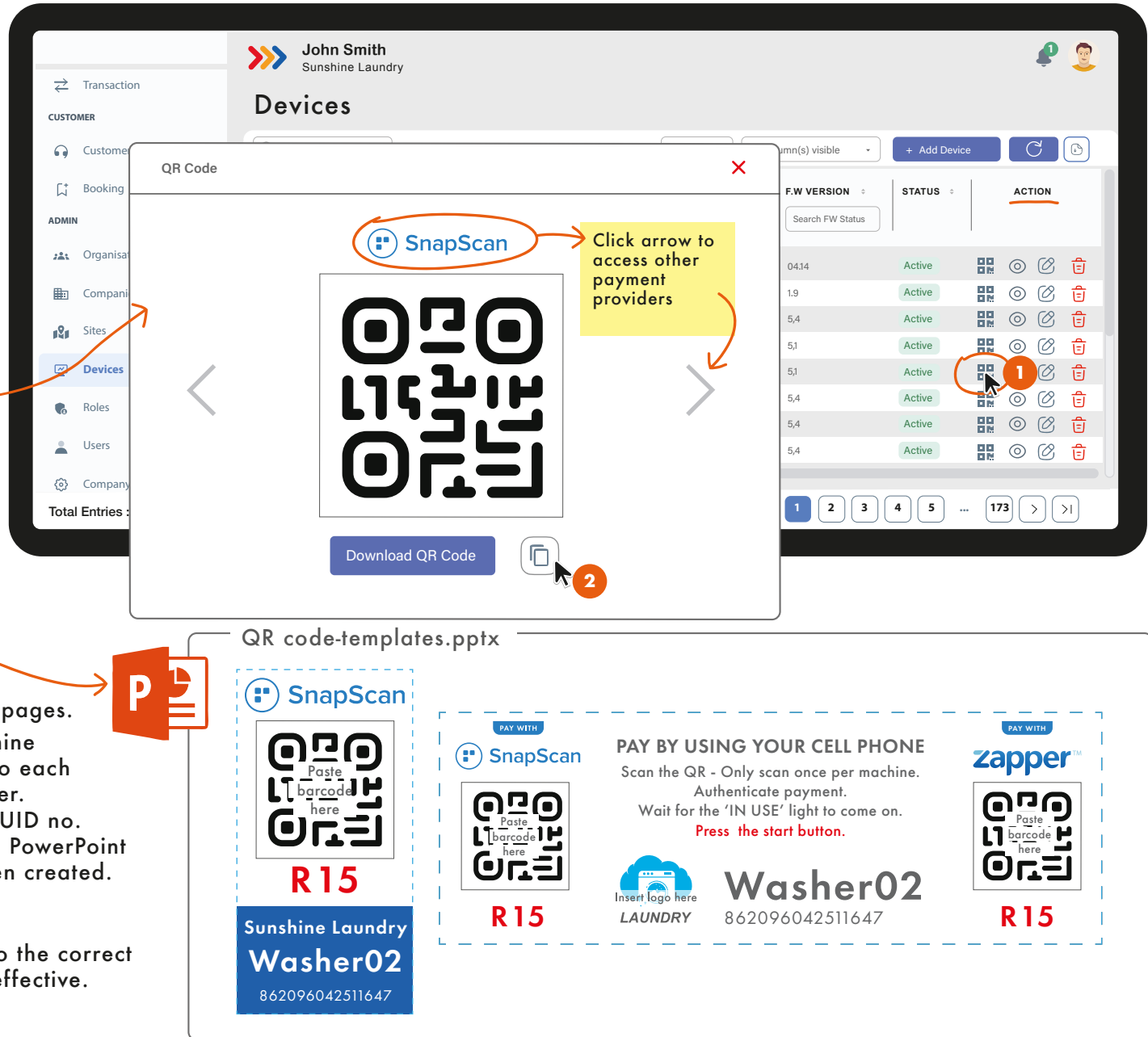
Choose off-peak hours to minimise downtime.

Should you only offer Laundry cards, then your update is done. Should you offer Snapscan or Zapper, then proceed to Part 2.

PART 2

GET NEW QR CODE MACHINE STICKERS

- 1 Payway > Devices > ACTION: Click on the 'barcode' icon of the machine that you have changed the price of. A window will pop up.
- 2 Click the 'copy' icon to copy the barcode to your clipboard.
(Note: Click the arrows to access different code for different payment provider - If applicable)
- 3 Open the Powerpoint file: "QR code-templates.pptx" (Available on request or from our website)
 - ▶ Duplicate/delete the relevant pages.
 - ▶ Paste barcode onto new machine sticker, correctly matching it to each machine name and UID number.
 - ▶ Continue copying QR code + UID no. from Payway and pasting into PowerPoint until all new stickers have been created.
- 4 Save this file for future use.
- 5 PRINT, LAMINATE + PASTE onto the correct machine for new pricing to be effective.



QR code-templates.pptx

SnapScan

Paste barcode here

R15

Sunshine Laundry
Washer02
862096042511647

PAY WITH SnapScan

PAY BY USING YOUR CELL PHONE
Scan the QR - Only scan once per machine.
Authenticate payment.
Wait for the 'IN USE' light to come on.
Press the start button.

Insert logo here
LAUNDRY

Washer02
862096042511647

PAY WITH zapper

Paste barcode here

R15