Manual OV charging machine

KEOLIS
NEDERLAND

1. Working with the OV vending machine

1.1. Overview of the OV charging machine

The control options			
	1	Screen and Control Buttons	The screen displays the menu and notifications. Next to this screen are six control buttons. Pressing a button executes the menu option next to the control button.
	2	Card reader for OV-Chipkaart	An OV-chipkaart is offered with this card reader. The menu in the machine recognizes the pass and displays the corresponding options.
	3	Payment terminal	The payment terminal is used by the customer while paying for a product.
	4	Receipt compartment	When a receipt is printed, it will end up in the receipt box.

1.2. User screen of the OV-Chipkaart charging machine

Before an OV-chipkaart is offered, the standard welcome screen is visible.

Depending on the setting of the respective machine, there is also an option to switch languages. To do this, choose the option with language abbreviations, in this case EN > DE > FR > FY.

After the choice, the screen is immediately converted to the language that is on the left, in this example that is English. To select French, for example, press the control button twice.

1.2.2 Main Menu

After entering the OV-chipkaart, the main menu is visible by default.

From the main menu, all the options that the machine has can be accessed.

Further information per option is described in this manual.

2. Recharge balance

From the main menu, choose Top up balance. Selecting this option will create a new menu in which
Different amounts can be chosen to top up the balance.

This option depends on the current balance, which can be supplemented to The maximum amount is €150

Shows the amount that currently on the OV-chipkaart is

Go back to the Main menu

After selecting a top-up amount, there are several options:

Load/Buy More Products

Sets the payment procedure in operation

Total amount of the Selected Purchase

Abort the purchase

The option to Pay is explained in more detail in the 'Payment' section.
After choosing the Stop button, the purchase can still be made or completely aborted.

Continue with the purchase

If the purchase stops, the OV-Chipkaart must be removed

3. Travel Product Charging

Travel products can be purchased via the website of the RRReis webshop (https://webshop.rrreis.nl/nl_NL/webshop) and via the OV charging machine. Additional information about the specific products can be found on the RRReis websites (https://www.rrreis.nl/vervoerbewijzen). To charge travel products via the OV charging machine, follow these steps:
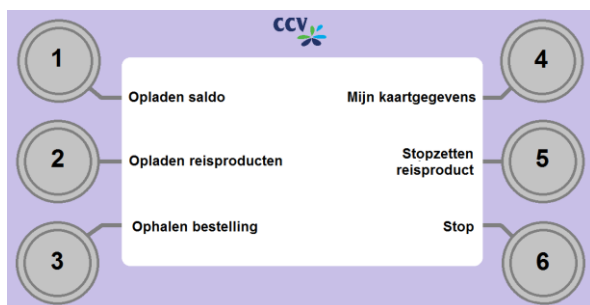
1 **Go to the Main Menu**

From the main menu, choose Charge travel product.

2 **Choose a travel product**

A selection screen will appear with different types of travel products.

Navigate with the down arrow (↓) to view the products and choose a product with the left keys.

3 **Choose an effective date**

Different options to adjust the effective date. Default setting is 'today'. The date can be increased or decreased by days and months via the buttons. When the desired date is shown on the screen, confirm the choice with Accept. An overview screen will appear.

4 **Molar**

Confirm the choice and choose Accept.
A purchase screen will appear.

5 **Make your choice**

Choose Continue Shopping to purchase multiple products or choose
Pay to pay for your products immediately.

3.1 Buy multiple products

It is possible to buy multiple products within the same session on an OV charging machine, so that only one payment has to be made.

1 **Choose Continue Shopping**

From the purchase screen, choose Continue Shopping to create another
product. A new purchase screen will appear.

2 **Make your choice**

At the new purchase screen, you can choose a travel product or balance, where the same steps are followed.

Once you have selected all purchases and want to checkout, choose Pay. Follow the payment steps as described later in Chapter 6. To cancel all purchases, choose Stop.
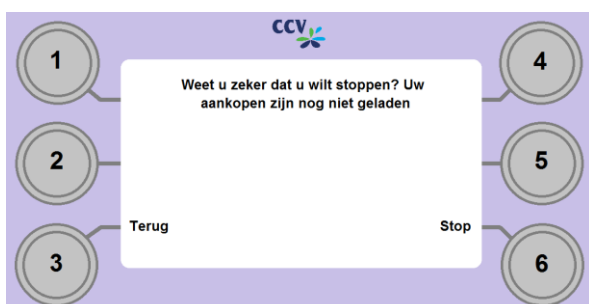
3 **Choose back**

By selecting Back, you can proceed to checkout the purchase.

Selecting Stop will exit the entire menu. You can select the re-offer OV-chipkaart in order to continue with any actions on the device.

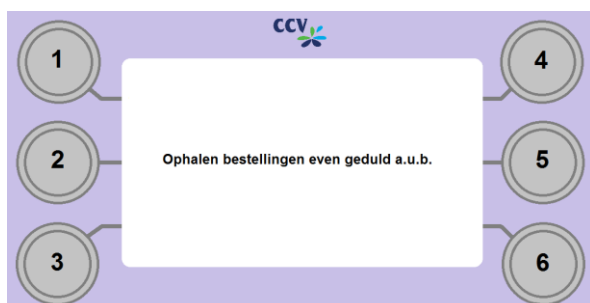# 4.   Pick-up order

In the main menu, you can choose to pick up your order. With this choice, the customer can load orders placed via the internet onto the OV-chipkaart. It can also be an action, for example unblocking the balance or blocking the OV-chipkaart.
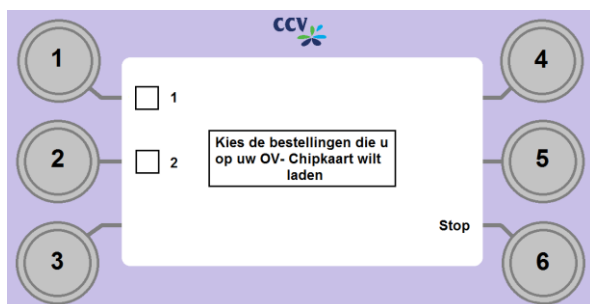
1 Pick-up order

From the main menu, choose Order Pickup.

2 Please wait.

The following screen is displayed:
Wait until the OV charging machine has found the order.
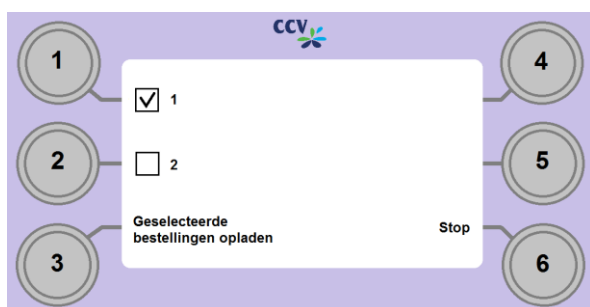When the order is found, the screen changes.

3 Pick 1 or 2

Choose the order to be loaded on the card. In this example, 1. A new screen will appear.

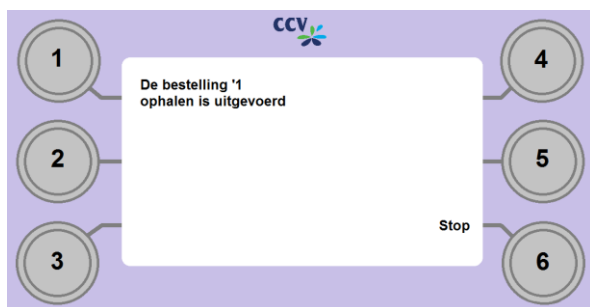**4 Choose confirm**

Choose Confirm to select the order.
Choose Back to select a different order.

5 Choose Upload Selected Order

Choose Upload Selected Orders to continue or 2 to select another order.
Choose Stop to abort the operation completely.

6

A confirmation screen will appear indicating that the retrieval of the order or action has been carried out correctly.
When an order is picked up, you will see an overview with the result.

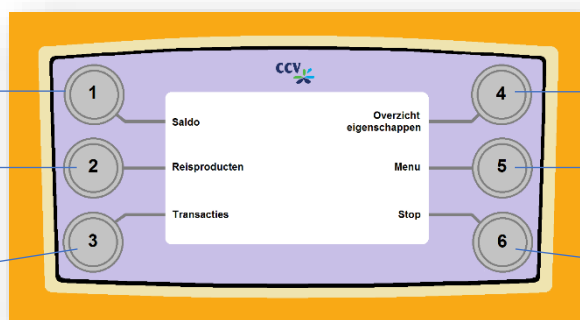# 5. Consultation of card data

In the main menu, you can choose My Card Details. Selecting this option will create a new menu in which products and orders can be viewed by name.

Shows the quantity Balance

Overview of the Travel products on the map

Overview of the latest Transactions

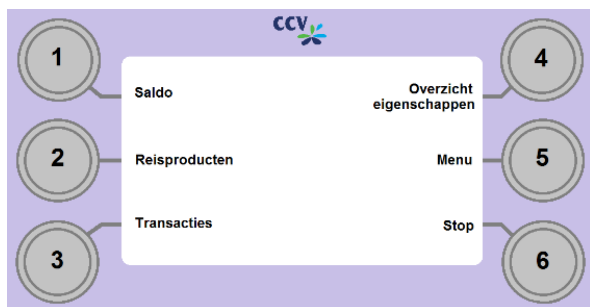Overview of Profile data

Takes you back to the Main menu

Stops all actions so that the card can be removed

5.1.   Checking balance

1	**Choose My Card Details**

From the main menu, choose My Card Details.

2	**Choose balance**

Choose balance

3

A new screen will open with the current balance and the card maximum, the maximum amount that may be on the OV-chipkaart.
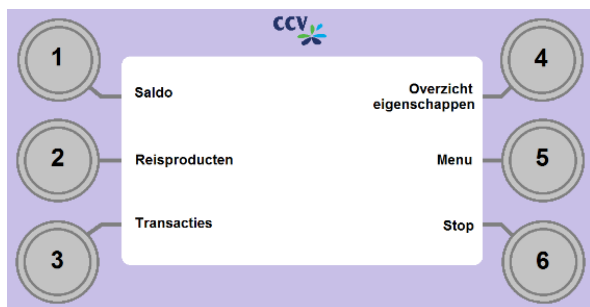
Note: Instead of the card maximum, a message about a blocked balance may appear. The balance can be blocked if there have been problems with the debiting of a direct debit. You can contact the OV-chipkaart Customer Service for this.

5.2. Checking travel products

1 **Choose My Card Details**

From the main menu, choose My Card Details.

2 **Choose travel products**

A new window will open with the travel products and dates on which
are active.

3 **Make a choice**

In this example, the OV-Chipkaart has six products.

Use the down arrow (↓) to select the different products to view.

Note: If the product has not yet been put into use, there are no dates on the screen yet. If the product is blocked or expired, it will be displayed with a notification instead of the date.
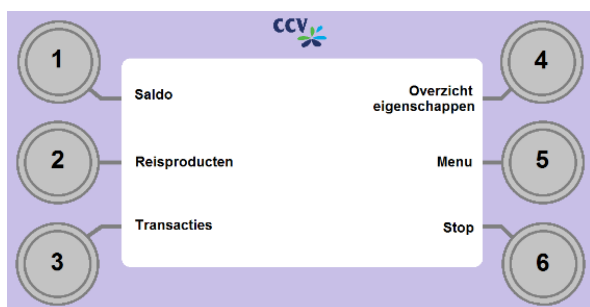
5.3. Overview of transactions

A transaction is an action that has been performed on the card. Possible transactions include checking in and out, a check by a conductor, topping up balances, activating a travel product, stopping or (un)blocking a travel product.
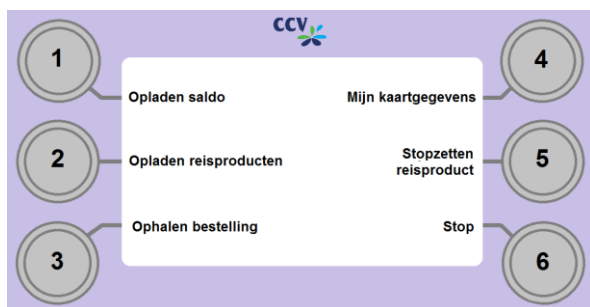
1 Choose My Card Details

From the main menu, choose My Card Details.

2 Choose Transactions

The latest transactions are displayed. Every transaction can be seen in one screen. Use the down arrow (↓) to view other transactions.

3 Choose Print

To print the transaction, select the option Print in the transaction screen.

Please note: The checked-in and checked-out transactions of the same route are both printed on the same receipt, with the debited amount, so that it can be used for a claim, for example.

5.4. Overview of settings

Profile information can be requested from the Settings overview.
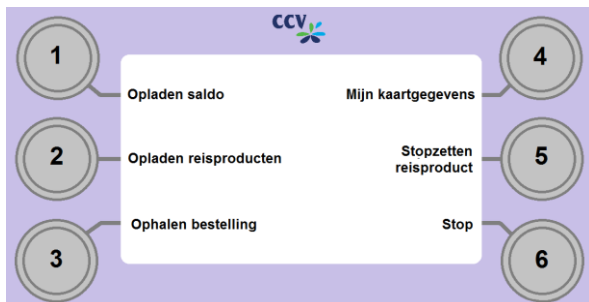
1 **Choose My Card Details**

From the main menu, choose My Card Details.
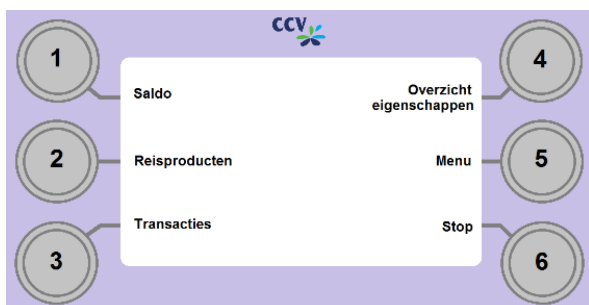
2 **Choose Properties Overview**

Depending on what has been disclosed by the user, the following data will be shown in a maximum of 3 fencing:

Customer's date of birth

Validity date OV-chipkaart

Profile Name

Profile validity date

Auto-upload data

Auto-recharge validity date

In the case of an anonymous OV-chipkaart, only the validity period of the card can be requested.

6. Pay

A payment can be initiated at various points in the menu structure. It doesn't matter from which point the payment is initiated, the steps remain the same.

1 Choose payment

The following screen is displayed:
Follow the instructions on the payment terminal. As soon as the payment terminal indicates that the payment has been successful, the order is automatically loaded onto the OV-chipkaart and the screen changes.
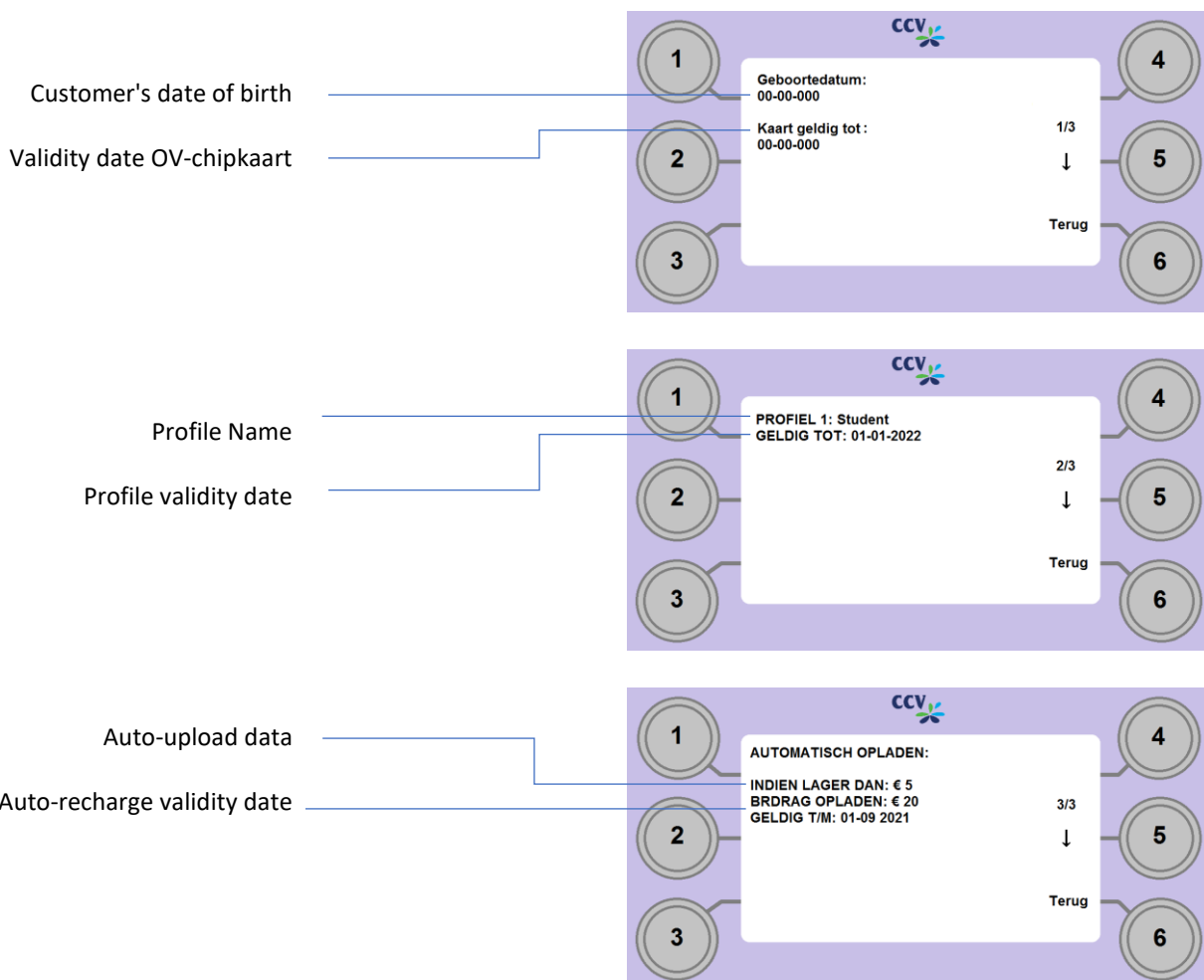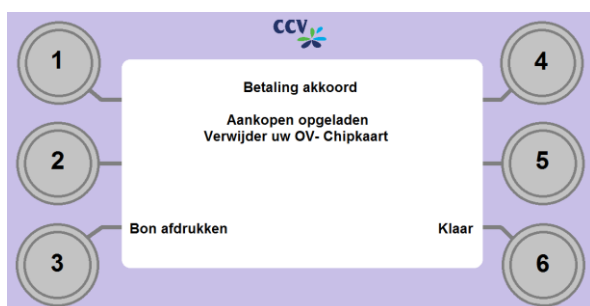

2 Choose Print Receipt

Choose Print Receipt if you want to print a receipt.
If you don't need a receipt, select Done and take out the card.

3 Remove OV- Chipkaart

If you have chosen to print a receipt, a new notification on the screen.

Remove the OV-chipkaart to print the receipt.

7. Discontinuation of travel products

It is not possible to discontinue public transport travel products via the OV-Chipkaart charging machine at RRReis and Keolis. To cancel a public transport travel product and to request a refund, please contact the RRReis Customer Service.

1. Ticket office of RRReis : Stationsplein 4, 7311 NZ Apeldoorn.
2. RRReis Customer Service: Telephone number: 088 - 033 13 60 (available 24/7, local rate)

If the travel product that you want to cancel is not in the list in the overview of products, in that case it is best to contact the OV-chipkaart Customer Service on 0900-0980.

8. Notifications overview

After inserting the OV-chipkaart, various situations may arise in which a different message is displayed than the function that has been requested. These reports are explained in the following sections.

Kind	Notification
Invalid card entered	When another card is offered that can be read but does not turn out to be an OV-chipkaart, this error message appears on the screen. You can remove the card from the machine and use it again try. Was the card offered an OV-chipkaart? Then there may be a reading error. Take the card out of the machine and try again. If the problem is not resolved, check the website www.ov-chipkaart.nl or contact the OV-chipkaart Customer Service on 0900-0980.
OV- Chipkaart is velropen	The machine recognizes an OV-chipkaart that has expired. When this is the case, it will be displayed on the screen. For the refund of the balance on the expired card, a procedure can be initiated online via www.jouwgeldtelt.nl. You can remove the card from the machine and try it with a valid card.
OV- Chipkaart is about to expire	The machine recognizes an OV-chipkaart that is about to expire. This information is displayed on the screen immediately after inserting the card, with a reminder to reclaim the balance. You can then choose Menu to continue.
Error while reading the OV- Chipkaart	If the OV-chipkaart is not presented correctly or if there is another, unknown error, the machine will display an error message. Offer the OV-chipkaart again, make sure you insert the card all the way in or hold it long enough in front of the reader. Please contact the OV-chipkaart Customer Service on 0900-0980 if the problem persists.

OV- Chipkaart is blocked	When an OV-chipkaart is blocked, other actions cannot be performed. The machine registers the blockage and displays this information on the screen. Remove the OV-chipkaart. If you have any questions or need help, please go to www.jouwgeldtelt.nl
Balance blocked	The balance can be blocked if there have been problems with the debiting of a direct debit. Remove the OV-chipkaart. Go to the website www.ov-chipkaart.nl or contact the OV-chipkaart Customer Service on 0900-0980.
Maximum Balance Reached	At the time of this notification, the OV-chipkaart has already been charged up to the maximum amount of €150. You can travel with the card, but no extra money will be credited.
OV- Chipkaart not activated	When you purchase the OV-chipkaart, the card is automatically activated. If this has not been done or has been done incorrectly, an error message will appear. In that case, go to the website www.ovchipkaart.nl or contact the OV0 Chipkaart Customer Service on 0900-0980.
OV- Chipkaart is full	There can be a maximum of 12 valid travel products on an OV-chipkaart. If this maximum is exceeded, this error message will appear. Have you exceeded the maximum number of products? Check that you are actually using all products and discontinue unnecessary products. Via Menu you can continue with other actions, such as topping up your balance or stopping unnecessary products.
Product is already on your map	When a product has been selected that is already on the OV-chipkaart, a warning message appears. Selecting No will take you back to the product selection menu. By selecting Yes, you put the product on the map again.
Same product has already been selected	While making multiple purchases, you can select the same product multiple times. A warning message will then appear to prevent a customer from unintentionally checking out twice. Selecting No will take you back to the product selection menu
Payment declined or aborted	A payment can be rejected by the bank, abandoned by the customer or by the machine. Cancelling a payment can be done in the following ways: • When an action is not performed on time. • Stop X is pressed on the payment terminal. Choose Pay otherwise to try again with a different one payment card (the payment will be automatically re-prepared) or Stop to abort the operation completely. (You will return to the main menu).
Public transport chip card removed (too early)	If the OV-chipkaart is removed from the machine too early, for example when making a payment, the screen will change to this message after the payment. The OV-chipkaart must be re-presented in order to use the machine.

OV- Chipkaart remains in the OV charging machine	If an OV-chipkaart remains in the card reader and no action is taken on the OV-Chipkaart, a message will appear on Make your choice. If no action is registered, the machine will give repeated beeps and a message will appear with a request to remove the OV-chipkaart from the machine. Any follow-up actions must be selected again from the main menu.
Incorrect OV-Chipkaart offered	When a different OV chip card is presented in the card reader during the execution of a payment, this is registered and this error message appears. After relisting the correct card, the action is completed. Choose Stop to abort the operation. You can again offer a card to perform actions from the main menu.
It is not possible to discontinue travel products	A customer cannot cancel travel products if he/she has not yet checked out with the carrier. The OV charging machine registers the incomplete journey and indicates that you need to check out first. It is also possible to cancel the travel product again a day later; The trip is then automatically terminated. Check-out can be done via gates, kiosks and equipment in public transport such as buses and trams.
Unknown error	There may be another error while topping up the public transport chip card. In this case, a general error message will appear and both the transaction and any payment will be canceled. After this cancellation, the OV-chipkaart must be withdrawn. Offer him again to try again.
Booting up	When the application of the OV-charging machine is started, a short notification can be seen.
Processing	When a process is active, such as starting up the machine or sending data, the machine will display a notification.
Out of order	If the OV charging machine is out of service for a long time, this message will appear on the screen. Report the malfunction to a store employee at the location where the OV charging machine is placed.