

## » case story



## We asked Renfrewshire Council

### ...why did you install the SCAN COIN Kiosk?

"The closure of five neighbourhood offices in Renfrewshire, meant we had to find a cost-effective alternative for customers to pay council bills. Automated facilities accepting cash and credit/debit cards were the preferred option and we identified five suitable sites - three libraries and two community centres. The SCAN COIN Kiosk met our precise requirements, was self-contained, easy to use and had a successful track record with other local authorities. The excellent telephone and on-site support offered for both hardware and software was also an important factor.

### ...what are the benefits?

The Kiosks can be used whenever the libraries and community centres are open which means increased availability and easier access for customers. Staff are freed up to undertake other duties and for the library based machines the inclusion of a library payments option for fines and photocopying is a welcome bonus. We've also been able to make savings through greater efficiency in the CIT process. Remote monitoring is also a valuable feature. From their office, our customer support team can check the operation of each Kiosk and get advance warning when change is running low, the cash box is full or till rolls need replacing.



"It cuts collection and administration costs and offers customers a better deal."

### contact



Ms. Alison Clark  
07976 729671

 **SCAN COIN**

## » your complete partner

The SCAN COIN Kiosk provides a convenient and secure way to pay council bills. Placed in locations such as libraries or community centres, it offers customers the convenience of extended 'opening' times for making a payment. Customers use a menu driven touch screen display and access the machine by scanning a bar coded bill or entering a PIN number. Payment can be made with coins, notes and credit/debit cards and transaction/audit data is transmitted directly to the back office server via a LAN connection. Menus and screens can be customised and additional services included to enable customers to check their account and request council services. Using the 'shopping basket' customers can pay several accounts together.



## » technical specification

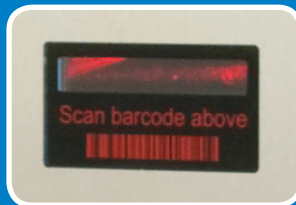
width	670mm
depth	400mm
height	1550 mm
weight	110 kg
voltage	120/220 AC



Customised touch screen display



Integrated chip and pin key pad for credit and debit card



Customer account identified by scanning a bar coded bill



Self-locking coin bags and banknote cassettes ensure maximum security



## » accessories

Self locking coin bags  
Self locking note cassette

## » options

Through the wall installation  
Wall mounted model (L9)  
Choice of cabinet colour

Multiple language display  
Saturn remote monitoring system  
UPS Back-up

Founded in 1966, SCAN COIN is one of today's leading suppliers of cash processing equipment, system solutions and services. Our worldwide customer base is served through a network of SCAN COIN companies and distribution partners covering some 120 countries.

SCAN COIN develops, manufactures and markets equipment and integrated solutions for handling banknotes and coins, and has become a world leader in the automatic cash processing market.

# SCAN COIN

SCAN COIN Ltd | Dutch House | 110 Broadway | Salford Quays | Salford M50 2UW  
Phone +44 161 873 0505 | Fax +44 161 873 0501 | [sales@scancoin.co.uk](mailto:sales@scancoin.co.uk) | [www.scancoin.com](http://www.scancoin.com)