University Financial Services

3 East

SmartAHD Deposit Kiosk
User Guide

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Introduction

The smartAHD© system is a new depository system created by 3-East LLC that offers enhanced features and capabilities. These features include:

- Electronic Receipts
- Pre-staging functionality that preps the deposit kiosks with required information using a web-based portal
- Unique QR codes used to communicate deposit information to stations
- Viewing deposit history
- Reduction of time in making the deposit at the kiosk to a less than one minute
- Geo-location information of where a deposit was made

Overview

To use the smartAHD© deposit kiosk system, a user will need access to the smartAHD© portal (http://smartahd.com) to "pre-stage" their transactions. Specific information regarding portal access can be found in the next section of this guide.

Before using the smartAHD© portal and pre-staging your deposit, **make sure you prepare your deposit and Transmittal as outlined in BPM E-2-1 – Treasury Operations Manual.** This new deposit kiosk system does NOT change or replace any internal controls or internal processes, including the separation of duties, verification, or reconciliation.

Once you log into the smartAHD© portal, you will "pre-stage" your deposit by entering all required information, including your Transmittal (SAP) document number, and saving it. Upon saving your deposit in the system, a transaction QR code will be emailed directly to you.

Once you have your QR code, you can go to any deposit kiosk on campus to drop your deposit.

Once you are at the deposit kiosk, present either the QR code from the email, or the barcode on the deposit bag itself, to the mounted tablet camera. Once the QR code or barcode is scanned, if it matches a deposit that was "pre-staged" within the portal, the vault door will unlock. Open the vault door and drop your deposit. Once your deposit is completed, you will then receive an electronic receipt via email.

Specific step-by-step instructions on how to pre-stage your deposit, as well as instructions on making a deposit at the deposit kiosk, are presented in this user guide.
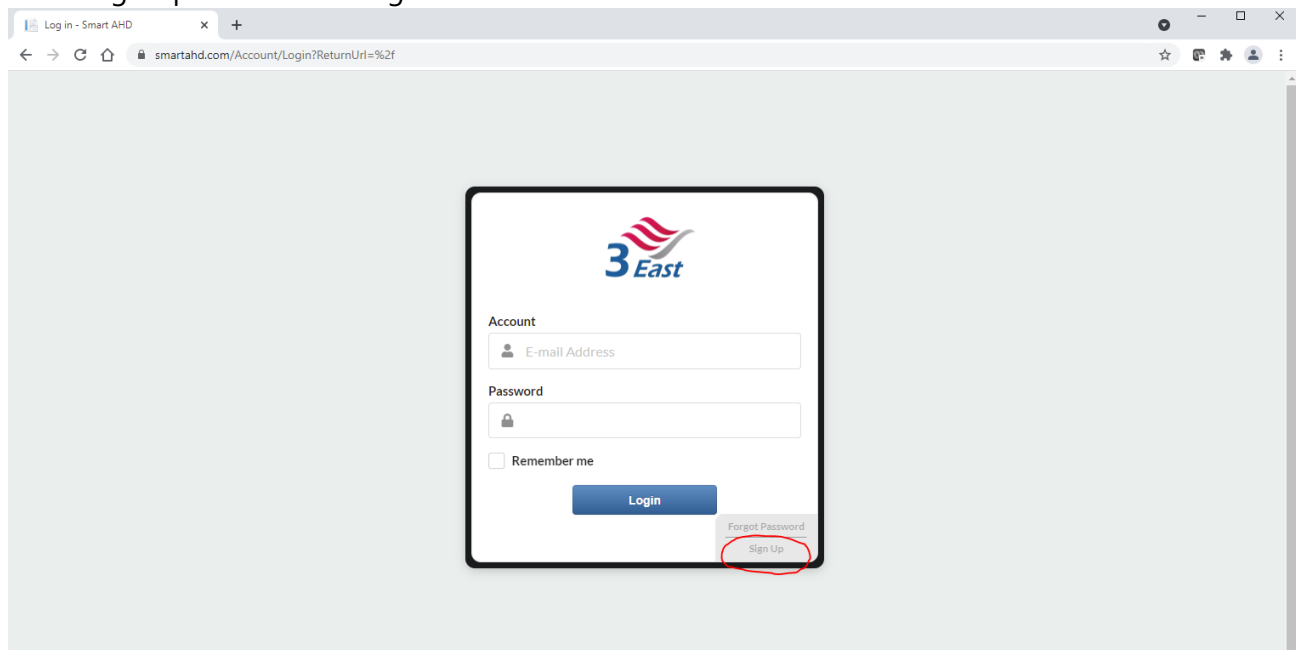
Account Management - Registering for Access to the System

In order to access the smartAHD© portal, you must first register. To do so:

1. In an internet browser, type in the following URL: smartahd.com
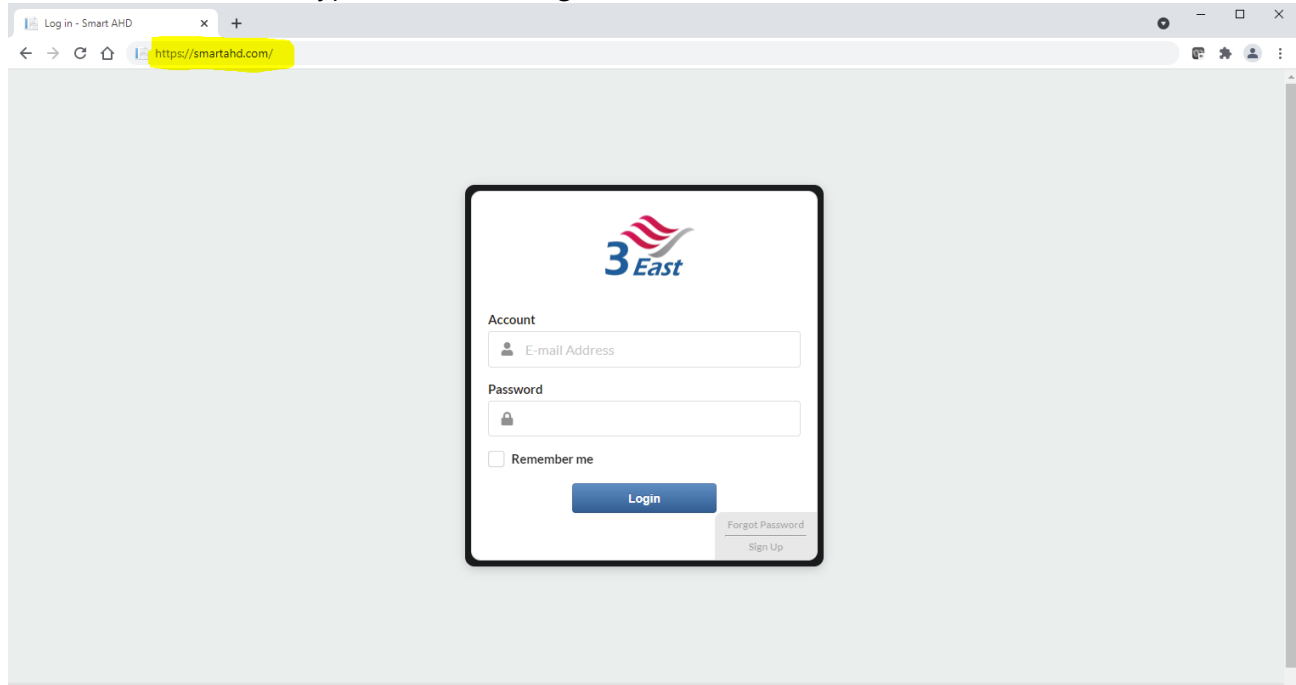
2. Click "Sign Up" in the lower right-hand corner.

3. Complete all required fields. You must use an email address ending in @uky.edu in order to create an account to access the system.

4. Once you have filled in the fields, created your password, and entered the Captcha verification code displayed on the screen, click the Complete Registration button. You will be presented with a confirmation message on the screen if your registration is successful, as well as receive a confirmation email from smartAHD.

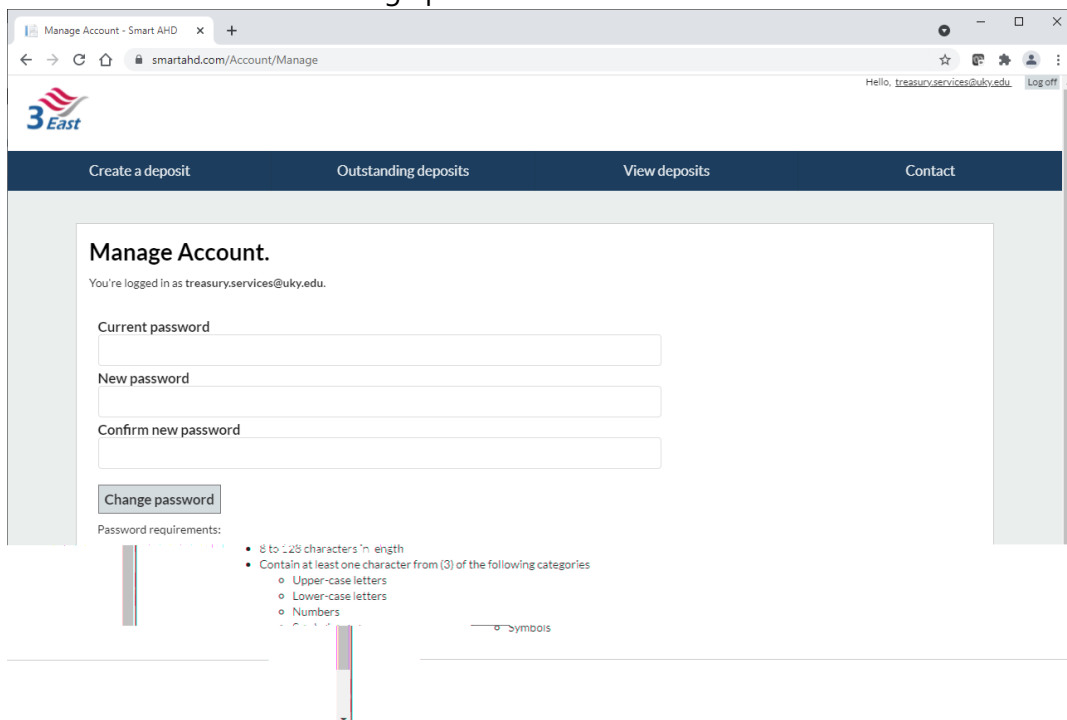5. You are now registered and can login to the smartAHD© portal.

For any issues creating your user account in the smartAHD© portal, please contact Treasury Services at treasury.services@uky.edu or (859) 257-1983.

<u>Account Management - Changing your Password</u>
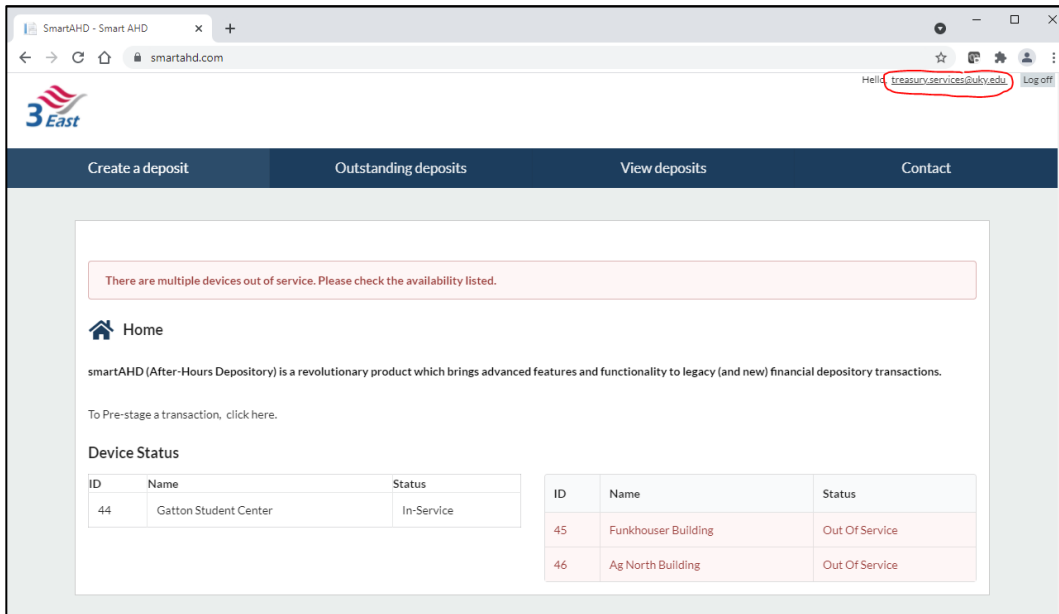
To change your password, click on your email in the upper right corner of the smartAHD© portal homepage.
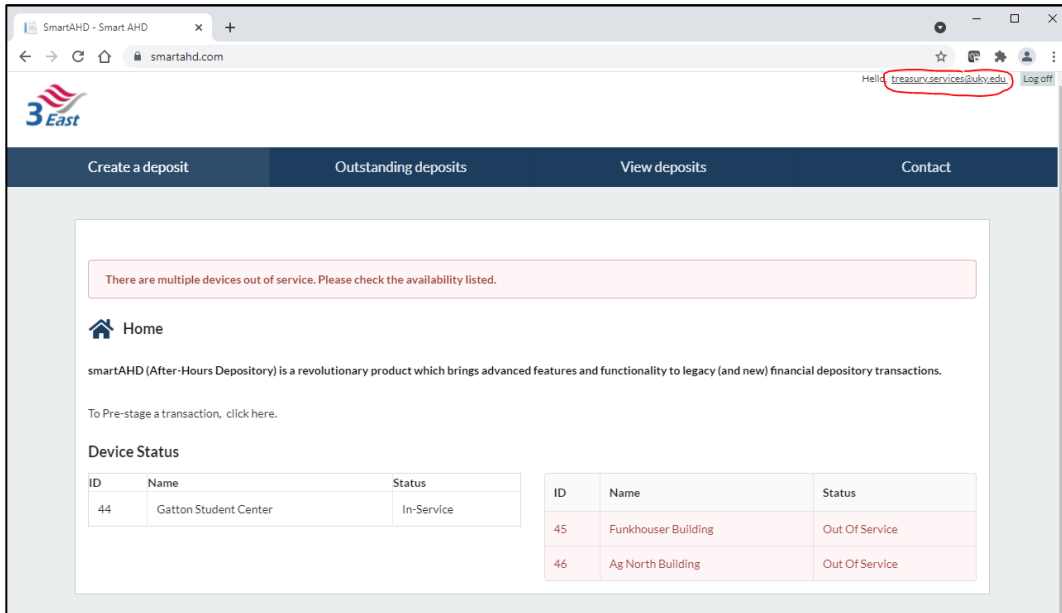

From the manage account screen, enter your current password and then enter in your new password and then click the "change password" button.

Pre-staging a Deposit

To begin the process, prepare your deposit and Transmittal as outlined in **BPM E-2-1 – Treasury Operations Manual**. Cash and check deposits must be prepared individually and processed as separate deposits within the system. Deposits should be placed in sealed, tamper-resistant bags with all information completed on the outside of the bag. Note: Remember to complete and retain for your records the perforate slip that contains your bag number.

To "Pre-Stage" the deposit within the smartAHD© portal:

1. In an internet browser, type in the following URL: https://smartahd.com

2. Enter your username and password and click the Login button.

Once logged in, you will be directed to the smartAHD© portal home page.

3. Next, click the "**Create a deposit**" to begin pre-staging your deposit.
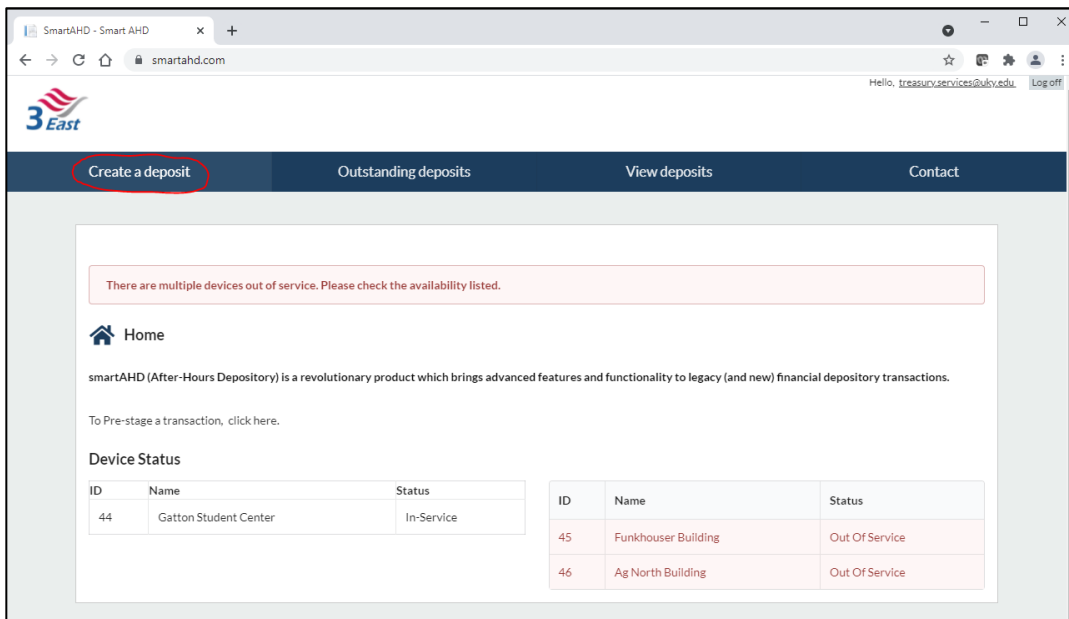
The pre-staging window should appear, and you can begin entering in the applicable information. The graphic and bullets below show the steps to pre-staging a deposit, including which fields are required and optional.

Please note: The "Account" field should be defaulted to the University of Kentucky
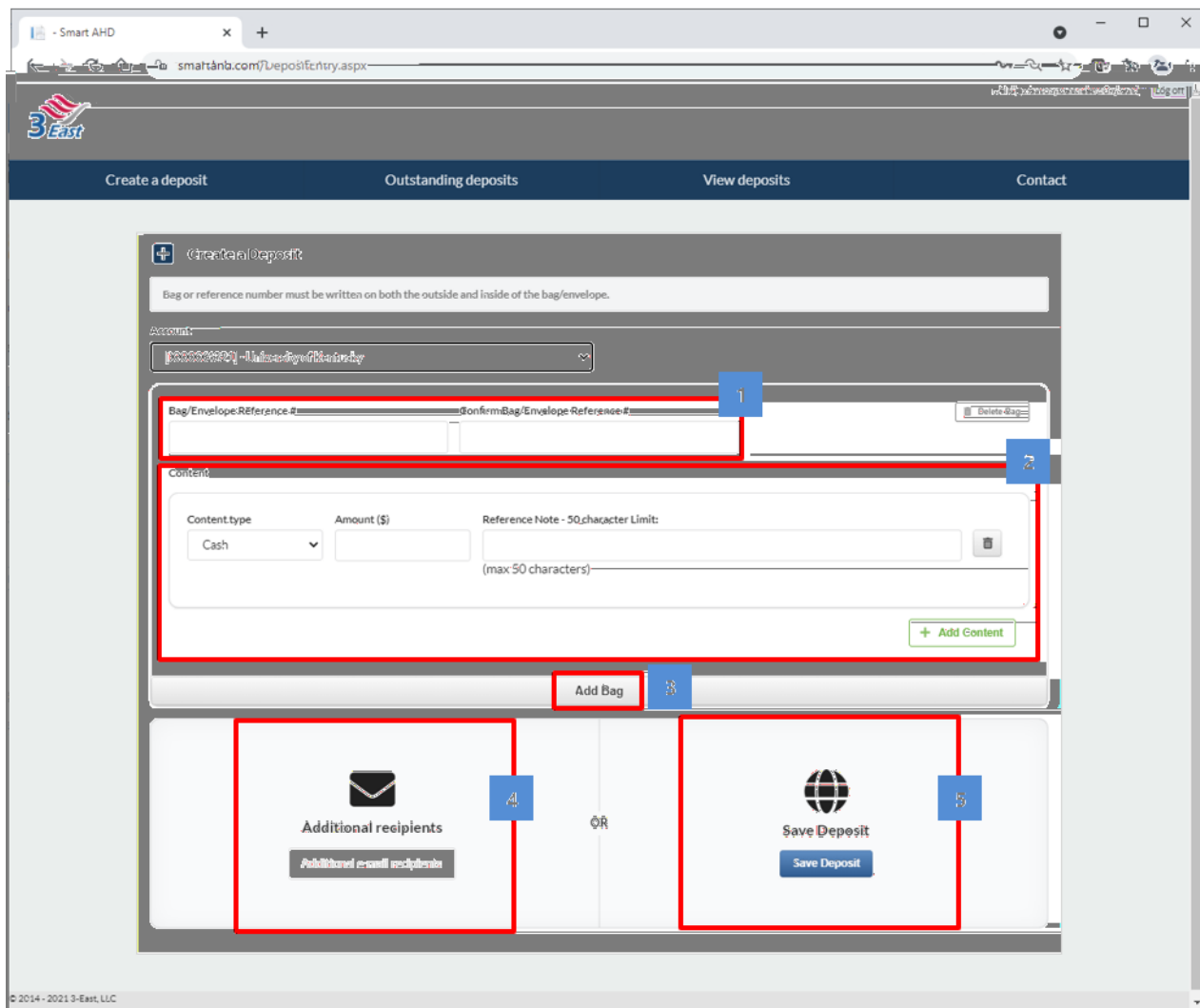
1. Enter the **Bag Number** found on the tamper-resistant bag. **Confirm the Bag Number** in the second box.
2. Enter the Deposit details
    a. **Content type** – Select *Cash* or *Check*
    b. **Amount** – Enter the total amount of the deposit
    c. **Reference** – Enter the SAP Document Number from your "Saved as Complete" Transmittal
        Note: Because we require separate deposits for Cash and Checks, it will not be necessary to use the **+ Add Content** button to add additional items to the contents of your bag.
3. (Optional) – Click **Add Bag** to enter any additional deposit bags you will be depositing. Complete steps 1 and 2 above for additional deposit, ensuring to enter the unique bag number for each deposit bag.
4. (Optional) – Enter any **Additional Recipients** that should receive a copy of the deposit receipt. The additional email recipient(s) will receive both the transaction QR code and the deposit receipt emails.
    Note: To add more than one additional recipient, make sure to use a comma to separate email addresses (e.g. kevin.sisler@uky.edu, karen.lawson@uky.edu, tsemail@uky.edu)
5. **Save Deposit** – Once you save the deposit, the system will generate the transaction QR code and send it to your email, as well as any additional recipients entered.

Once you click "**Save Deposit**", your deposit information will be captured and saved within the system. The smartAHD system will send an email containing a transaction QR code needed to make your deposit, along with a summary of the deposit information, directly to you and any additional recipients you added in the pre-staging process.

The email will be from **noreply@smartahd.com** **<noreply@smartahd.com>** and have the subject heading **"SmartAHD Deposit"**. A sample email is shown below.
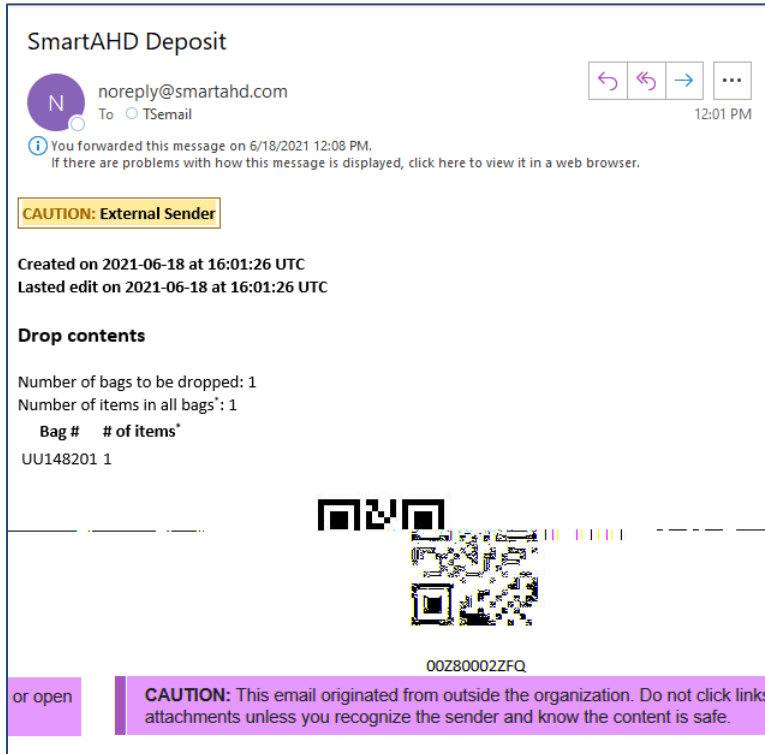
You must scan a valid QR code from the email (pictured above on the left) or the barcode from the corresponding bag (right) at the deposit kiosk to unlock the vault door. If there is a problem scanning either of those options, a third option would be to manually type in your deposit bag number into the touchscreen on the smartAHD Deposit Kiosk.

If choosing to scan the QR code from the email, you can either print the email and scan the physical copy or pull it up electronically on your phone to display to the device.

Making a Deposit at the Kiosk

Once a deposit has been pre-staged, you may take it to any campus deposit kiosk.
Deposit kiosks are currently located in the following buildings:

- Gatton Student Center – Just inside the northeast entrance near UK Federal Credit Union
- Funkhouser – In the hallway outside Student Account Services (Room 018)
- Ag Science North (Ag North) Building – On the ground level just outside the mailroom

Once you arrive at the deposit kiosk of your choosing, tap the screen of the tablet to begin.

Once the screen is tapped, present your QR code or Bag Barcode to scanner fixed to the left side of the tablet screen.You may also manually enter in the bag number on the screen.
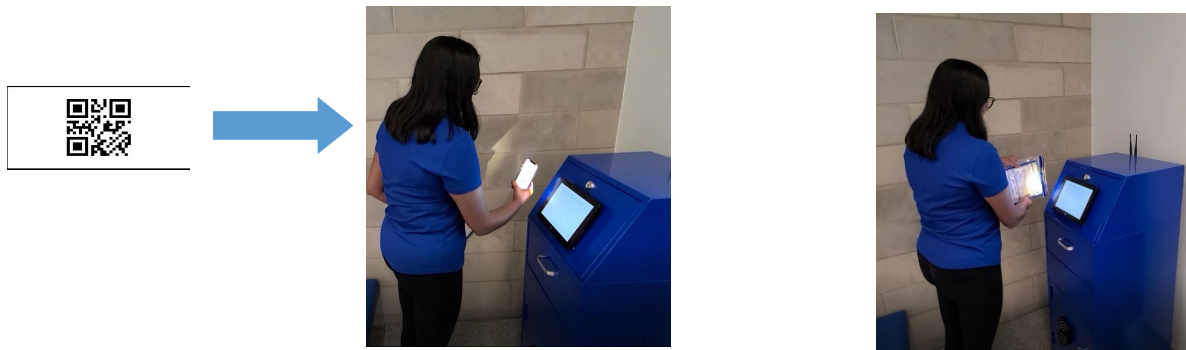
Once the QR code (or bag number) is authenticated by the system, the vault door will unlock, and the screen will prompt the user to open the depository and drop all of their bags at once.
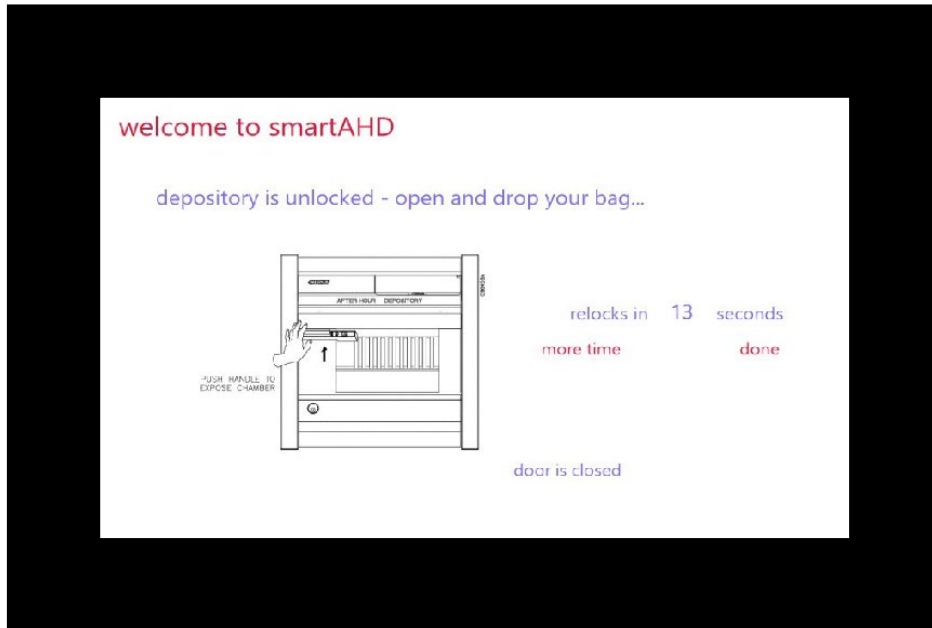

Open the vault door (marked with the green circle in the picture below) and drop your deposit(s) into the vault.

The vault door will automatically re-lock after the timer counts down. If you need more time to open thevault door and place your bags inside of the deposit kiosk, select the "more time" button on the tabletscreen.
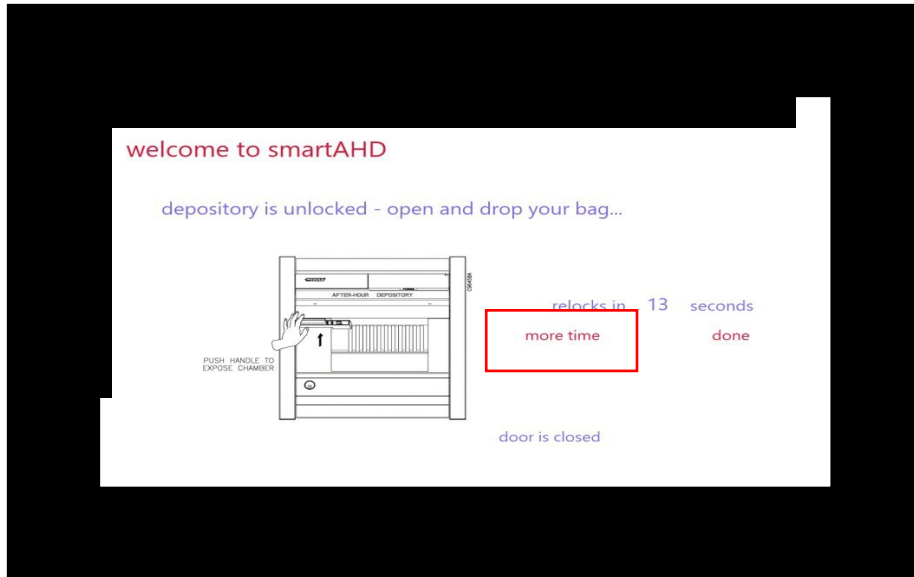
Close the vault door and your deposit will slide down into the vault. If the confirmation window has not appeared once the vault door is closed, select the "done" button.
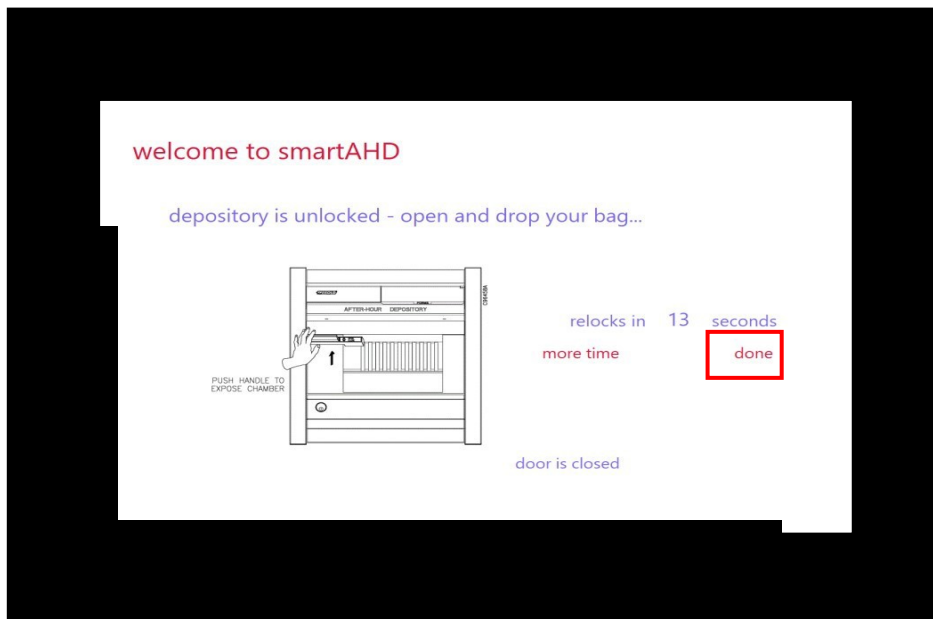
Once your deposit has been dropped into the vault and the confirmation message appears on the screen, the transaction is complete. You may then leave the deposit kiosk.
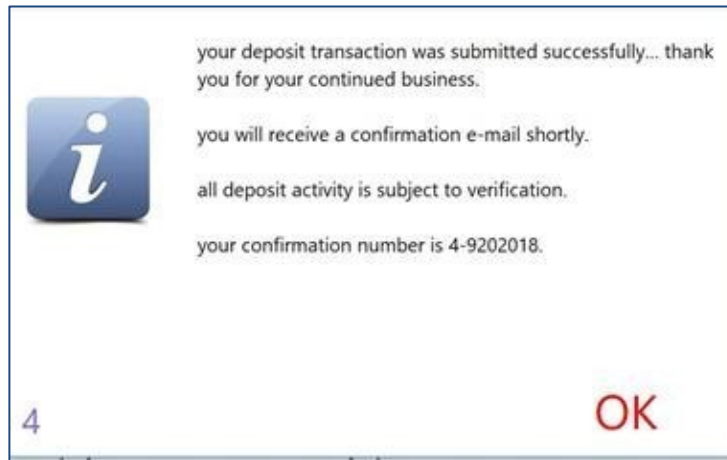
An electronic receipt containing the deposit information (bag number, date, time, location) will be emailed directly to you.

The email will have the subject line **Deposit Drop Notification** and come from **smartAHD Network <doNotReply@3-east.com>.** A sample email is shown below.
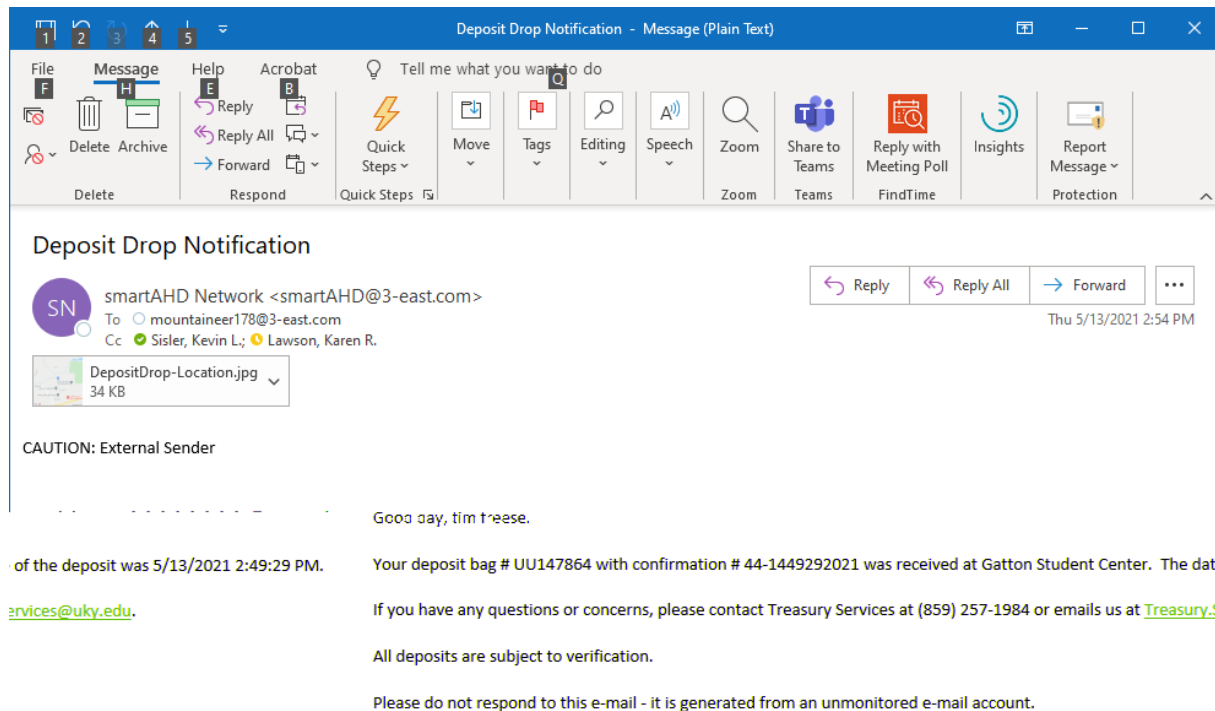
Viewing Deposit History

You may review any outstanding deposits by selecting the "**Outstanding deposits**" header. You may search for a specific deposit using the search tools provided or view the list.

If you need the transaction QR code again to display at the deposit kiosk, you can click the "E-mail" button and the transaction QR code will be sent to you again.

If the deposit was taken to the bank or dropped under a different transaction, you can delete the deposit by selecting the "delete" button.
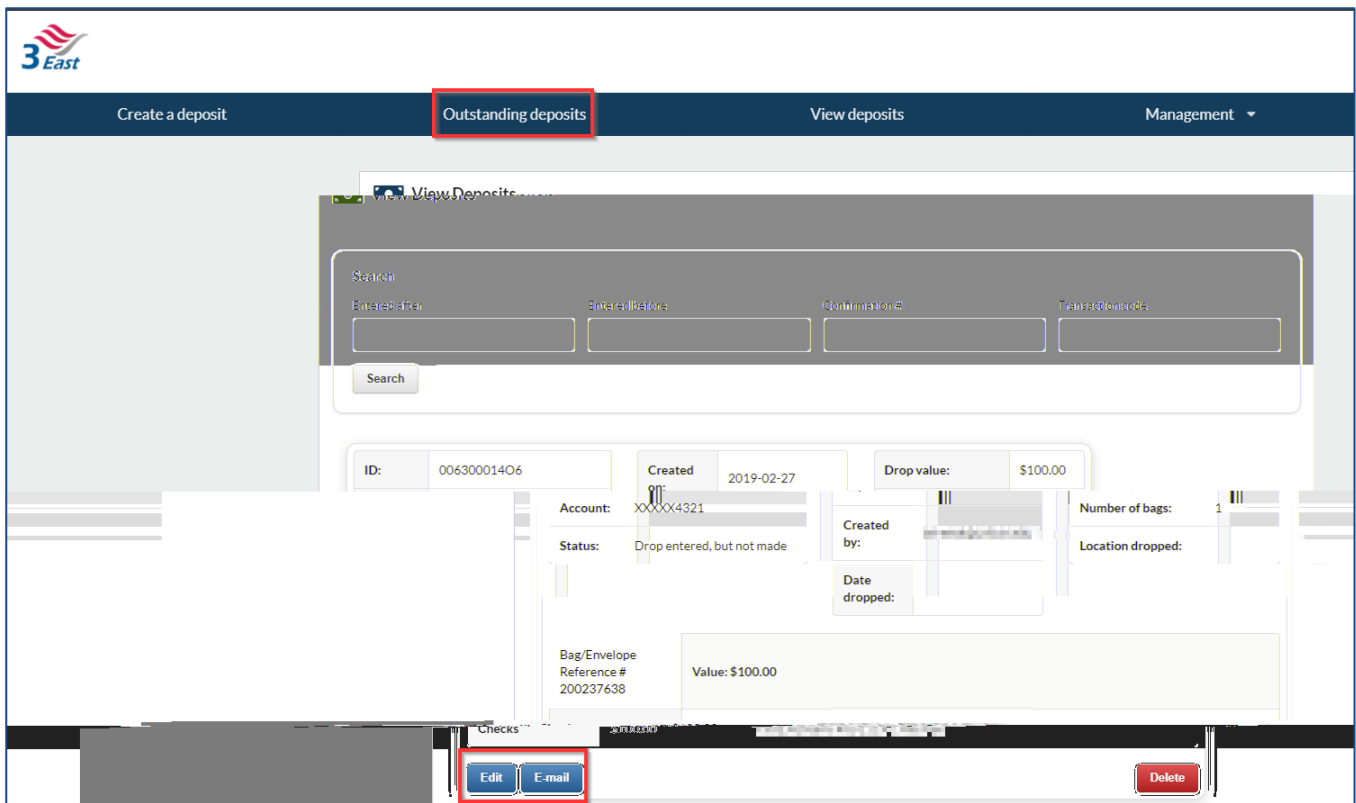
You can view previously made deposits or outstanding deposits via the "**View Deposits**"tab.
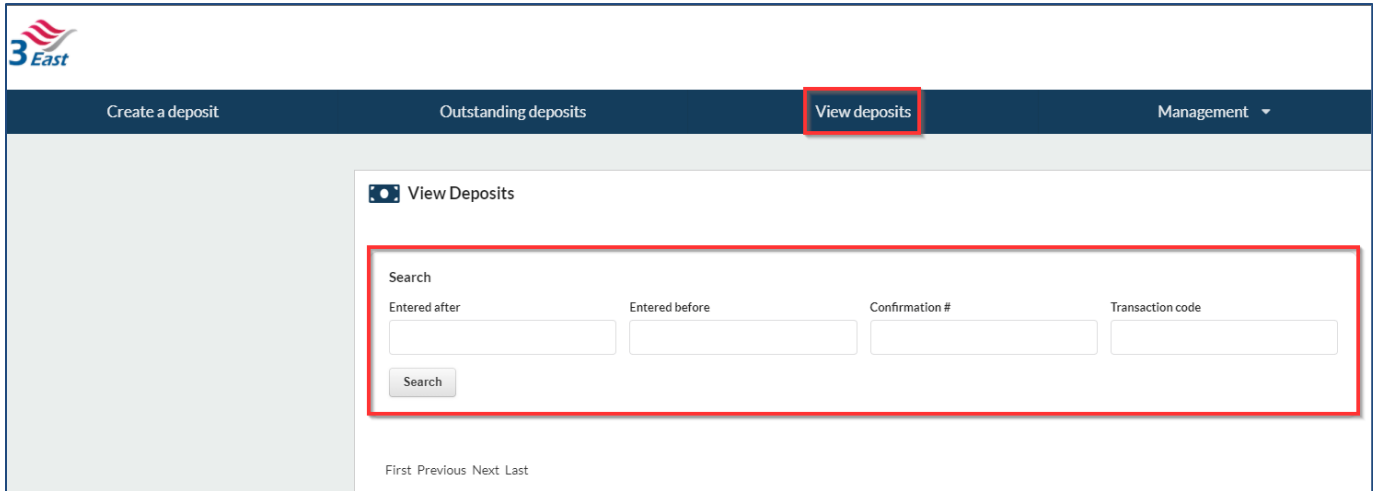
You can search for previous transactions via a date range, a confirmation number, or transaction code. Deposits matching your specified criteria will be displayed. All relevant information about the deposit, including the submission date, status, and deposit bag number(s) will be present.
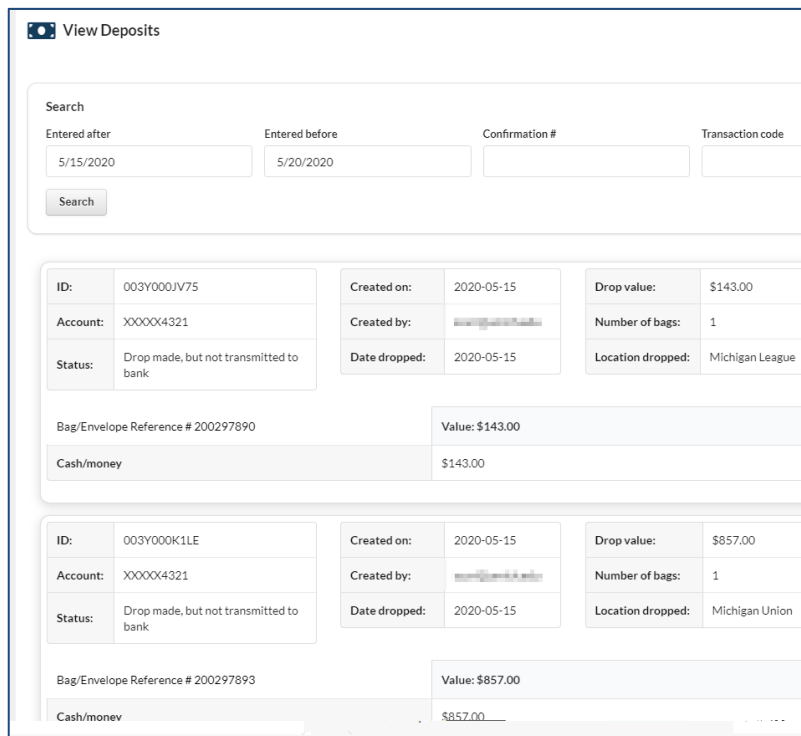
Help and Contacts

For up-to-date information on deposit kiosk locations and status, please visit the Treasury Services website: https://www.uky.edu/ufs/treasury-services

For assistance with using the new deposit kiosk system or user issues with the smartAHD$^©$ portal, please contact Treasury Services at treasury.services@uky.edu or (859) 257-1983.

     Note: Please notify Treasury Services to remove any users that no longer need access to the smartAHD$^©$ portal. Please include the name and email address of the user needing to be removed.

If a deposit kiosk is not working properly, please contact Treasury Services at treasury.services@uky.edu or (859) 257-1983.

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