

Self-Service Ticketing

A flexible, cost-effective solution for transaction recording at any truck scale

Self-Service Ticketing builds on technologies and user interface concepts proven and refined since 1999 in Process Solutions' *Self-Service Loading* kiosk systems. However, *Self-Service Ticketing* is designed to provide a simple and cost-effective solution for controlling and recording transactions at any truck scale where the material being loaded (aggregates, fly ash, slag, clinker or cement) is not loaded on scale, or where integration of loading control is not required.

Self-Service Ticketing kiosks may:

- ↪ Use the serial data output from a certified truck scale weight indicator, OR accept manual weight inputs.
- ↪ Be linked automatically to the supplier's 'back end' financial or ERP system OR use locally maintained data with transaction report exports.
- ↪ Provide final ticketing for staged, preloaded or 3rd party deliveries.
- ↪ Incorporate minimal process linkages to provide 'permissives', for example to activate a loading control panel only when a valid transaction has been initiated at the kiosk, or to print the Bill-of-Lading only after the spout has been fully raised.

While designed primarily as a stand-alone solution, *Self-Service Ticketing* may also be provided as an order fulfillment extension to Process Solutions' **Cement Distribution Management** suite.

Easy, Flexible Installation and Setup

The *Self-Service Ticketing* kiosk has been designed for simple user installation and set-up.

- ↪ Stainless steel kiosk assembly incorporates embedded PC technology and has built in cooling.
- ↪ Minimal cabling for AC power, Ethernet and serial data to the associated scale weight indicator support user installation and relocation.
- ↪ If wired network access is not available or is not economical, connectivity can be provided using GPRS or EVDO cellular radio.
- ↪ Installation and data maintenance is provided via a simple utility.

- ↪ Modular nature of hardware and software supports rapid user managed recovery from hardware faults.

Rugged Physical Packaging

The *Self-Service Ticketing* system is provided in a rugged, NEMA4 stainless steel 'kiosk' format, as illustrated. The kiosk may be installed on or through a wall or on a post or pedestal, and is designed to operate in areas with minimal or no climate control.



Self-Service Ticketing Kiosk

Secure Access

Access to *Self-Service Ticketing* is provided through an encoded Radio Frequency Identification (RFID) card, recognized only by readers provided to the specified material vendor.

- ↪ The unique identification number on the RFID may be linked directly to the truck in which it is kept or to a registered holder (e.g. a truck driver).
- ↪ The same RFID card may also be used to provide holders with access to the site.

To gain access to *Self-Service Ticketing*, the card holder must have at least one valid order (product and ship to destination) available in the system.

Simplicity of Operation

As with *Self-Service Loading*, Process Solutions' *Self-Service Ticketing* user interface 'walks' the user through a simple and intuitive transaction set-up using a touch-sensitive screen.

Self-Service Ticketing User Screen

Once authorized through recognition of the card ID, the next logical action to be taken is highlighted in **green** on the touch screen.

- Vehicle ID must be selected or entered unless a single vehicle is linked to the card.
- Weights may be retrieved directly from the scale or entered manually
- Initial check-in may not be required if the vehicle's tare (empty) weight is already stored in the system.
- If the tare weight is stored, the entire transaction may be recorded in one sequence.

Loading Process Linkages

Self-Service Ticketing from Process Solutions differs from other scale transaction recording solutions in its

ability to provide a single vendor solution from the ERP interface through to limited process control.

A typical *Self-Service Ticketing* kiosk may, for example, provide an unlock permissive to a manual loading panel when an order has been selected and a tare weight captured.

Similarly, the *Self-Service Ticketing* kiosk may be configured to require an input from the loading system indicating that the loading process is properly completed (e.g. a spout fully raised) before a bill of lading will be provided.

These simple process linkages provide the material vendor with tools to control the use of the system when the site is unattended.

Automated Remote Problem Alerting

The *Self-Service Ticketing* system has been designed to identify and provide alerts in case of problem situations. It may be configured to send a page, email or text message to a designated support person, either automatically when a problem is recognized, or at the initiation of the kiosk user.

The kiosk normally requires a telephone line (for paging and modem communication) and a network access point for interface with the financial system, and to allow remote support. If wired network access is not easily available, the kiosk can be supplied with a GPRS or EVDO modem, providing flexible access over cellular radio networks.

For More Information

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