VE Kiosk™ Frequently Asked Questions (FAQ)

What is the VE Kiosk?

The VE Kiosk acts as an intermediary between your existing VMS (Vendsys/Streamware/Cantaloupe) and the consumer, allowing unattended sales to be processed and reported. It features a magnetic card swipe for processing credit and loyalty cards, a barcode scanner to read products, as well as a bill validator to allow for loyalty cash loads.

Do I need a VMS to use the VE Kiosk?

Yes. The VE Kiosk is designed to be a shell which houses the structures set-up in your VMS. If there is no VMS, there can be no product data on the VE Kiosk. Currently, supported VMS providers include Vendsys, Streamware, and Cantaloupe.

Can I make changes to products or prices at the Kiosk?

No. All product, price, and tax information which displays on the VE Kiosk must be setup in your VMS. Any changes or updates must be made first in the VMS, then they will download to the VE Kiosk. The middleware looks for changes every 30 Minutes, while the VE Kiosk unit will look for changes every hour. If you made a change, and the middleware has received it, you can tap the **Update Planograms** button to check for updates on command. Otherwise, the VE Kiosk will automatically update every hour, without a manual process.

Can I pay with cash?

No. The bill validator is there to allow for cash reloads of the MORE loyalty card. Only credit cards or loyalty payments are accepted.

Is the VE Kiosk a computer?

Yes. The VE Kiosk is driven by a compact PC running Windows 10.

Does it need to be online?

Yes. The VE Kiosk must remain online at all times for sales to process and allow transaction data can flow up to the middleware and out to the VMS.

Can I connect the Kiosk using Wifi?

It is possible to connect the VE Kiosk to the internet using WiFi, though the unit does not ship with any type of WiFi or Cellular capability. Out of the box the unit only supports a wired connection via an ethernet cable, so a wireless solutions must be purchased separately.

Although it is possible to utilize a variety of peripherals to allow for wireless connectivity, our strong preference is that each unit is hard wired to allow for better connection stability.

How are payments processed?

Payments are processed via the MagTek card reader using the services provided by USAT (USA Technologies).

Do I need to use USAT for payment processing?

Yes. At present this is the only payment option available for the VE Kiosk.

Are payments secure or encrypted?

Yes. Cashless payments such as credit cards or MORE loyalty cards used at the VE Kiosk are encrypted at the credit card reader and sent securely to the payment processor.

Is it possible to record the video feed?

Yes, however the VE Kiosk does not ship with software or storage to facilitate video capture. There are free USB ports and room in the VE Kiosk or surrounding cabinets to add a DVR service.

Does the VE Kiosk support biometric payment?

Yes. As an optional feature, a biometric reader can be installed to allow for loyalty payments to be processed using a fingerprint scan instead of a card swipe.

This feature does require two-factor authentication in the form of a phone number which must be supplied to the machine in addition to the fingerprint scan before any purchases or loyalty operations can be processed.

What happens if the VE Kiosk is offline?

By default, an offline VE Kiosk will be unable to process any transactions, though there is an option which can be enabled to allow limited offline transactions on a per-unit basis.

This feature allows for some loyalty transactions (purchases and cash card reloads) to be processed while the machine is in an offline state, and then to reconcile those operations once network connectivity is restored. **No credit card transactions of any type can be processed while the VE Kiosk is in an offline state.**