



QUICK START GUIDE



GREENWALD MANAGEMENT SYSTEM

7-9-2021



Table of Contents

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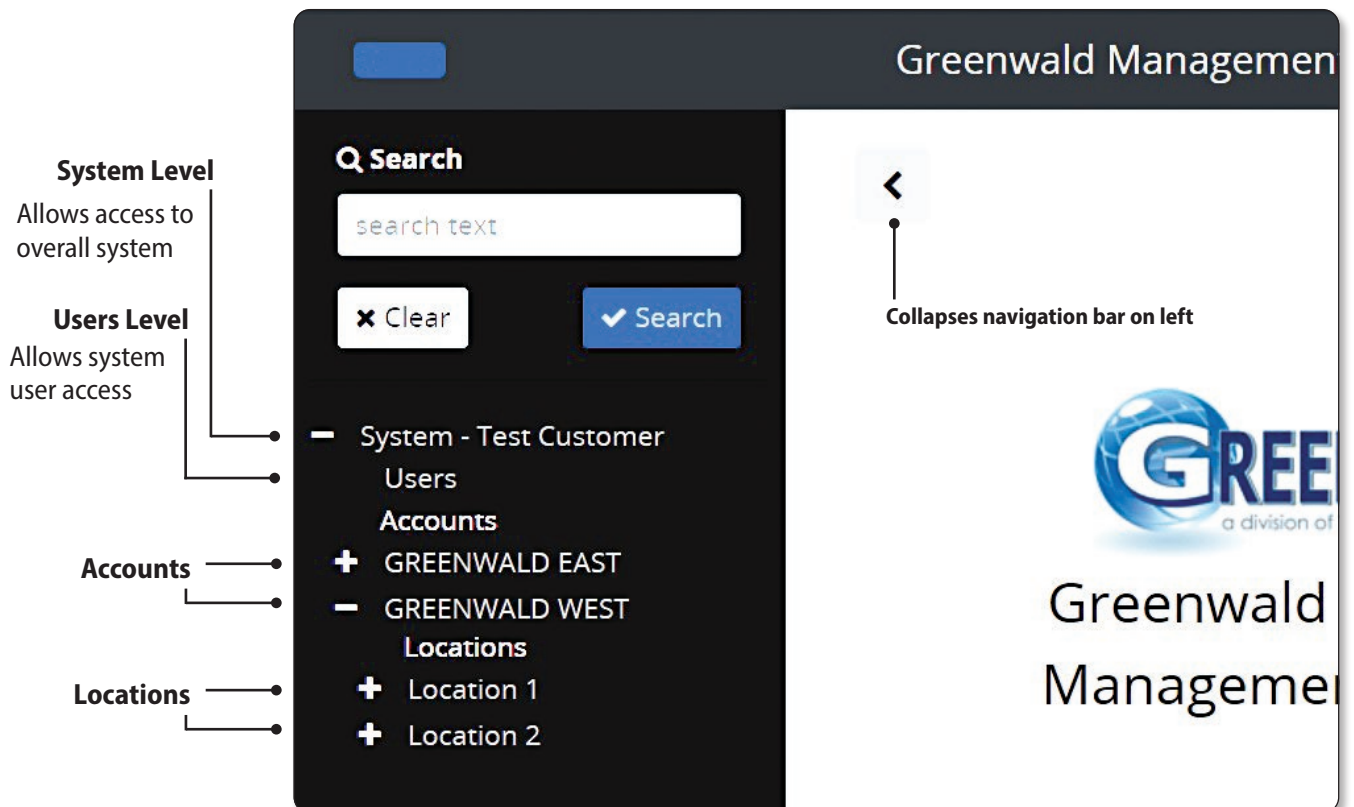
Log In.....	1	Create GPay Profiles for Machines.....	10-11
Add System User.....	1	Add GPay Machines/Assign Profiles.....	12-13
System Settings	4-5	Pair Machines in Laundry Room	14
Add Account	6	In-app Admin Functions, Firmware.....	15
Account Settings.....	6	Collections.....	16
Add Locations.....	7	In-app GPay Reports.....	17
Add GPay Mobile User	8	GMS GPay Reports and Descriptions	18
Set Promotions.....	9	Notes.....	13

Important Information

Account Number _____
 GMS User Name _____
 GMS Password _____
 Payment Username or Merchant Code _____
 Payment Password or Auth Key _____

Customer Code _____
 Location Codes (optional) _____
 Site Number (UK only) _____
 CS3 Number (UK only) _____

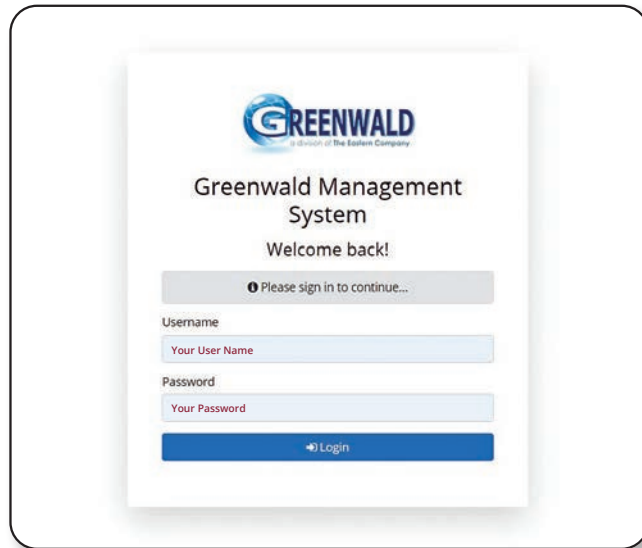
GMS Navigation



Log In

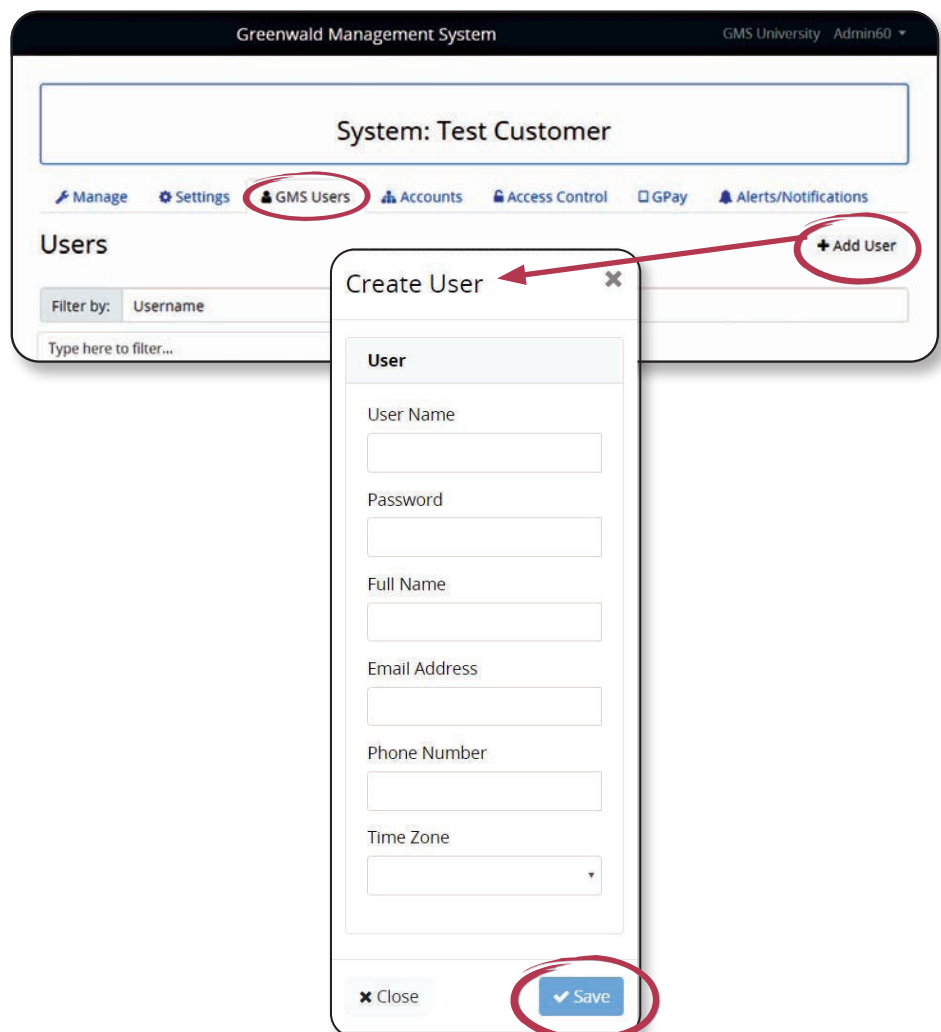
LOG IN to Greenwald Management System,
<http://gms.gi-web.net/login>,
using Google Chrome, Firefox or
Microsoft Edge browser

If you do not have login credentials
contact Greenwald Industries
Customer Service at 800-221-0982

The image shows the login page for the Greenwald Management System. At the top is the Greenwald logo with the tagline "A Division of The Eastern Company". Below the logo, the text "Greenwald Management System" and "Welcome back!" are displayed. A grey button with a lock icon and the text "Please sign in to continue..." is present. Below this are two input fields: "Username" with a placeholder "Your User Name" and "Password" with a placeholder "Your Password". At the bottom is a blue "Login" button.

Add System User

On the Navigation Panel at
the system level
> Select "Users" > "Add User"
> Enter information
> Select "Save"

The image shows the "Add System User" process in the Greenwald Management System. The main interface is titled "System: Test Customer" and has a navigation bar with "Manage", "Settings", "GMS Users" (circled in red), "Accounts", "Access Control", "GPay", and "Alerts/Notifications". Below the navigation bar is a "Users" section with a "Filter by: Username" dropdown and a "Type here to filter..." input. A red arrow points from the "GMS Users" link to a "Create User" modal window. Another red arrow points from a "+ Add User" button (circled in red) in the top right to the "Create User" modal. The "Create User" modal has a "User" section with input fields for "User Name", "Password", "Full Name", "Email Address", "Phone Number", and "Time Zone" (a dropdown menu). At the bottom of the modal are "Close" and "Save" (circled in red) buttons.

System Settings

At the "System Level" select "Settings". > Expand each field and make selections > Select "Save"

Note: Settings chosen here affect all accounts.

The screenshot shows the 'System: Test Customer' settings page. On the left is a dark sidebar with a search bar and a list of items: 'System - Test Customer', 'Users', 'Accounts', 'GREENWALD EAST', 'Locations', 'Location 2', and 'GREENWALD WEST'. A red arrow points to the 'Settings' icon in the top navigation bar. The main content area has a title 'System: Test Customer' and a navigation bar with icons for 'Manage', 'Settings' (circled in red), 'GMS Users', 'Accounts', 'Access Control', 'GPay', and 'Alerts/Notifications'. Below this is the 'Customer Settings' section with a 'Type: Customer Settings' and 'Version: 49'. It contains several expandable sections: 'Name' (with 'East Customer settings'), 'Notes', 'Customer Settings', 'Report Settings', 'GPay Payment Provider and Funding Settings', 'GPay Options', 'GPay Add Value Presets', 'GPay Verify Email Address (Customer Overrides)', 'Request Service (Customer Overrides)', 'Request Refund (Customer Overrides)', and 'Reset Password'. At the bottom are 'Cancel' and 'Save' buttons.

This screenshot shows the 'Customer Settings' section expanded. It contains a 'Time Zone' dropdown menu currently set to 'Eastern Standard Time (-5)'.

Allows customers to identify machines using their machine numbers

This screenshot shows the 'Report Settings' section expanded. It includes a 'Machine Extra Fields' checkbox (checked), 'Extra Machine Field 1 Name' (set to 'Extra Field'), 'Extra Machine Field 2 Name', and 'Scheduled Reports' (unchecked). A red arrow points from the text 'Allows customers to identify machines using their machine numbers' to the 'Machine Extra Fields' checkbox.

From Payment Provider

This screenshot shows the 'GPay Payment Provider and Funding Settings' section expanded. It includes fields for 'Payment Provider' (set to 'Evo Snap (Test Account)'), 'Payment Username or Merchant Code' (set to 'greenwald'), 'Payment Password or Auth Key' (set to 'gSavSg69Zt28xPpDdyeg'), 'Secondary Payment Provider Enabled' (unchecked), 'Currency Code' (set to 'USD'), 'Minimum Funding Amount' (set to '10.25'), and 'Maximum Funding Amount' (set to '100.00'). A dropdown menu is open for the 'Payment Provider' field, showing options: 'None', 'Evo Snap (Production)', 'Evo Snap (Certification)', 'Paymatic', 'PayPal Express Checkout (Production)', 'PayPal Express Checkout (Sandbox)', 'Clearnet Paylink (Production)', and 'Clearnet Paylink (Sandbox)'. A red arrow points from the text 'From Payment Provider' to the 'Payment Provider' field.

GPay Options

Pay-as-you-Go Enabled

(Not Released) Enables the Pay-as-you-Go feature which allows a user to pay for a vend at the time of use instead of requiring a pre-funding of an account before vending.

Enable MultiVend Top-Off Vends

(Not Released) If enabled allows the user to select the number of Top-Offs to be performed, if disabled use can only do 1 Top-Off at a time.

Account Only Vending

Forces a user to only be able to vend at their registered account.

Location Only Vending

Forces a user to only be able to vend at their registered location.

Use Customers SendGrid Account to Send Emails

By Default all emails are sent from a noreply@greenwaldindustries.com address. If the customer wishes to send emails from their own domain they must create their own sendgrid account.

GPay Add Value Presets

Preset One

Add Values presets for GPay App. If you do not need all 5 presets set the extras to 0 and they will not be displayed in the app.

Preset Two

Preset Three

Preset Four

Preset Five

Preset Six

GPay Verify Email Address (Customer Overrides)

Subject

When a user registers in the GPay app they must verify their email address. You can customize the subject of this email.

Header

The text of the GPay registration verification e-mail.

Footer

The footer of the GPay registration verification e-mail.

Request Service (Customer Overrides)

Email To

Enter the email address to which "Request Service" requests is to be set. This must be a valid email address within your company.

Subject

The e-mail subject that will be sent to the user who submitted the request.

Header

A brief header included in the email describing the purpose of the message that will be sent to the user who submitted the request.

Footer

A footer message for the email, usually including company contact information.

Request Refund (Customer Overrides)

Email To

Enter the email address to which "Request Refund" requests is to be set. This must be a valid email address within your company.

Subject

The e-mail subject that will be sent to the user who submitted the request.

Header

A brief header included in the email describing the purpose of the message that will be sent to the user who submitted the request.

Footer

A footer message for the email, usually including company contact information.

Reset Password

Subject

The Subject of the GPay Request Password Reset email.

Header

A brief header included in the email describing the purpose of the message that will be sent to the user who submitted the request.

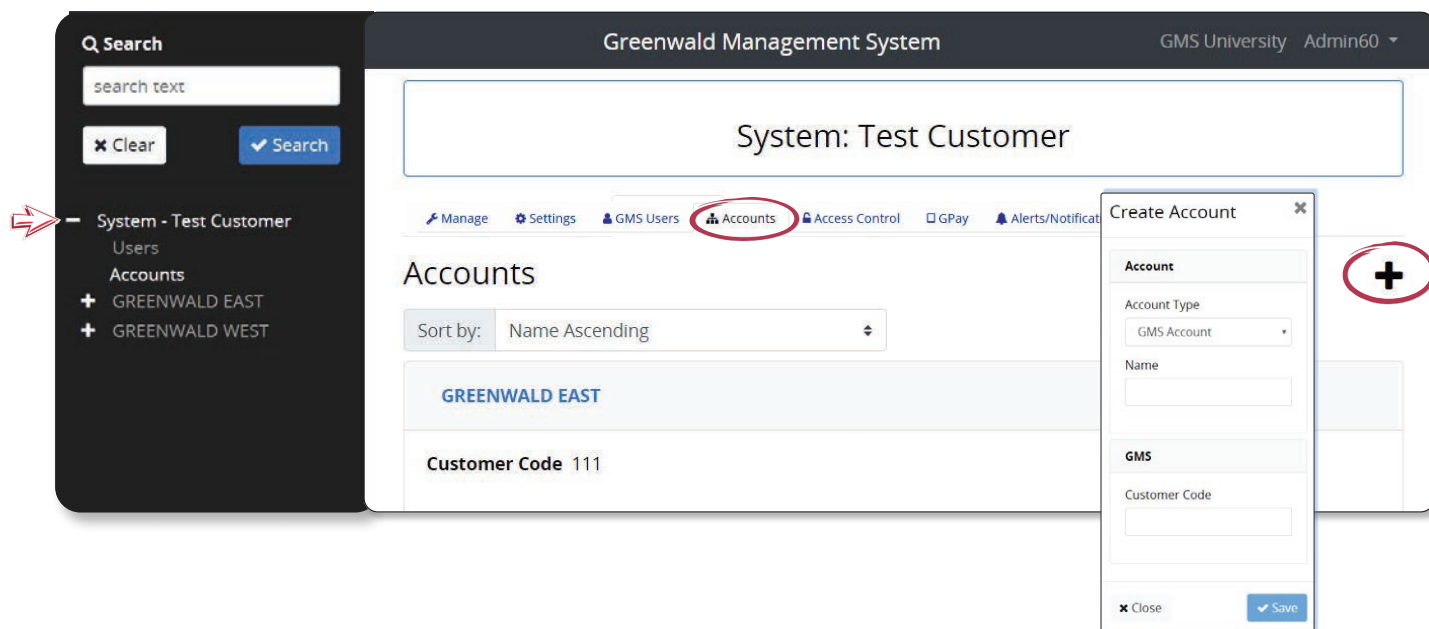
Footer

A footer message for the email, usually including company contact information.

Add Account

At the "System Level" > Select "Accounts" > Select the plus sign to create a new account
> Enter information > Select "Save"

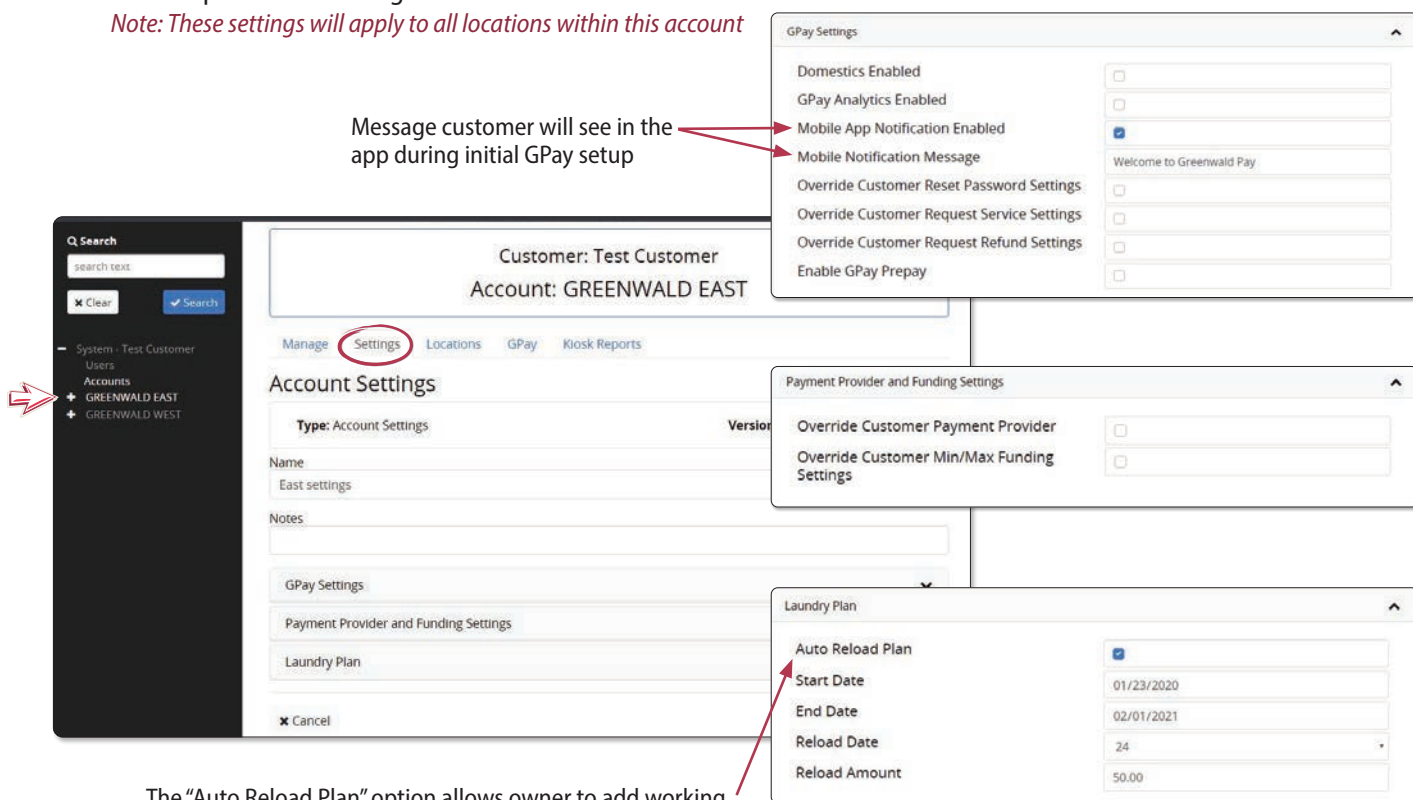
Note: "Customer Code" provided by Greenwald Industries 800-221-0982



Account Settings

On the Navigation Panel > Select the account for which you want to adjusting settings > Select the "Settings" tab > Expand each setting and make selections > Select "Save"

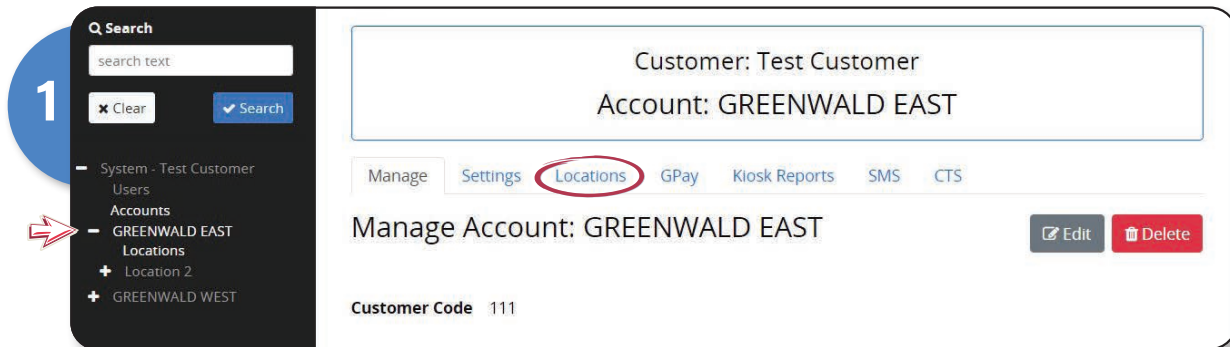
Note: These settings will apply to all locations within this account



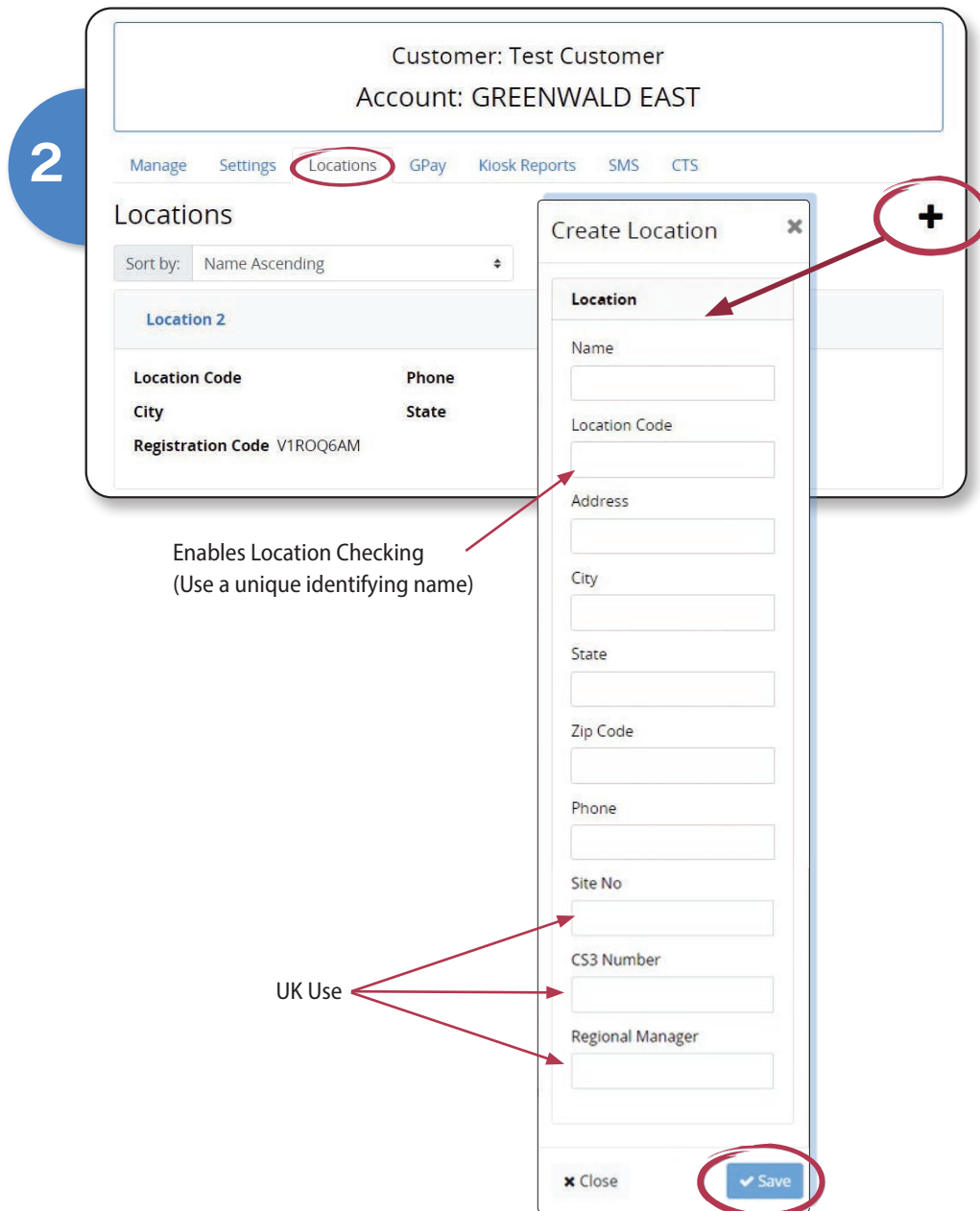
The "Auto Reload Plan" option allows owner to add working funds with no value to user accounts for operational purposes

Add Locations

On the Navigation Panel > Select the account where the location is to be added > Select the “Locations” tab



Select the “plus sign” to add a location > Enter location information > Select “Save”



Add GPay Mobile User

On the Navigation Panel > Select the location where the GPay Mobile User is to be added > Select the "GPay" tab > Select the "Users" tab > Select "Add User" > Select "Save"

1

Customer: Test Customer
Account: GREENWALD EAST

Manage Settings Locations **GPay** Kiosk Reports SMS CTS

Reports **Mobile Users** Promotions Activity Analytics

Mobile Users Manage Laundry Plan **+ Add User**

Create Mobile User

GPayUser

E-mail Address

Password

Full Name

Mobile Phone

Auto Reload ☐

Location

Administrator

Financial Access ☐

Roles

Report Access

2

"Auto Reload Plan" Automatically allows owner to add working funds for operational purposes

Enables user access to view Financial Reports via mobile phone

Select Administrator Role

- ☐ Select All
-
- ☐ Admin
- ☐ Guest
- ☐ ServiceUser
- ☒ User

Administrator Role Definitions

Admin – Grants the user access to the admin section of the phone app. Can set up machines, update firmware, run reports, and collections directly from the app. Funding or vends are separated on the reports and do not affect the total balances.

Guest – Feature not yet available.

ServiceUser – No admin privileges. Funding or vends are separated on the reports and do not affect the total balances.

User – Standard GPay User.

Laundry Reload Amount	Auto Reload	Sign Up Date	Last Vend	Last Fund	Free Vend	Loyalty Points	Balance
46	No	01/23/2020 08:35:51 AM			No	0	\$45.00

Set Promotions

Make sure a system administrator has enabled the promotions feature and your "Promotions Read" setting has been activated. For further assistance, contact your Sales Rep or Customer Service at 800-221-0982

On the Navigation Panel, select the account where you want to adjust your promotions > Select "GPay" > Select "Promotions" > Adjust promotions as needed > Select "Save"

Note: Promotion settings must be adjusted within each Account

Customer: Test Customer
Account: GREENWALD EAST

Manage

Settings

Locations

GPay

Kiosk Reports

SMS

CTS

Reports

Users

Promotions

Activity

Analytics

Promotion Settings

Type: Promotion Settings

Version: 4

Name
Default Promotion Settings

Notes

Vending Promotion Settings

Mobile Vend Discount

Type

Disabled

Time Setting

Always On

First Mobile Vend Free

First Mobile Vend Free Enabled

☒

Promotions Enabled without Funding

☐

Refer Friend Enabled

☐

Loyalty Program

Enabled

☒

Display in Phone App

☒

Points granted for Vend (points)

Each vend will award this number of loyalty points to the user

2

Points needed for Vend (points)

After collecting this number of loyalty points, the user gets a Free Vend

1

Notify User

Notify User if Free Vend is available

☒

Time Setting

Always On

User Promotion Settings

Re-Purchase Program

Enabled

☐

Time Setting

Always On

Anniversary

Enabled

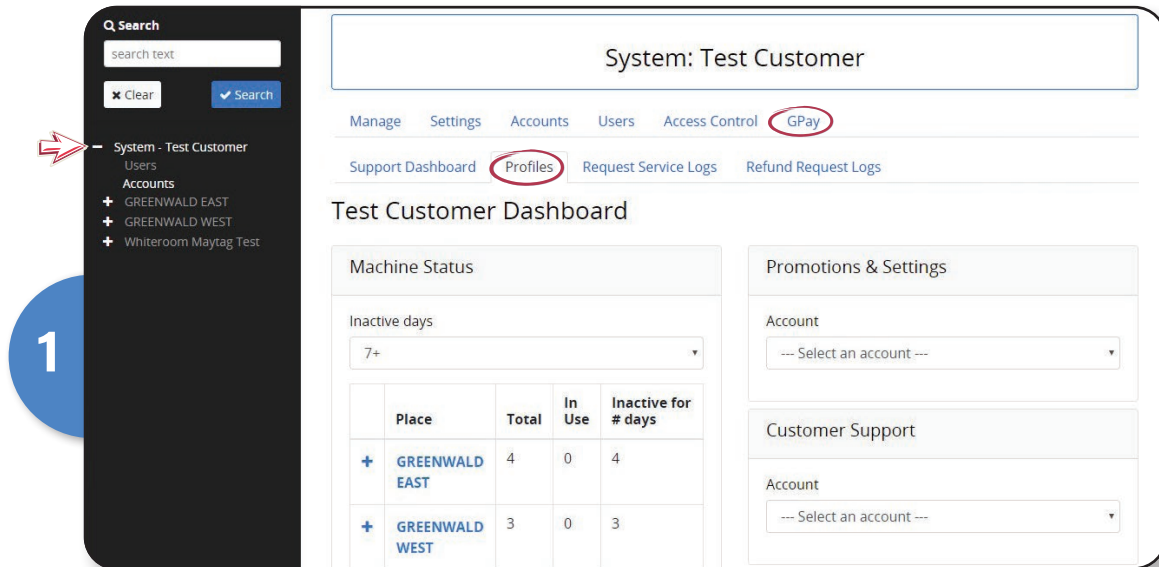
☐

Cancel

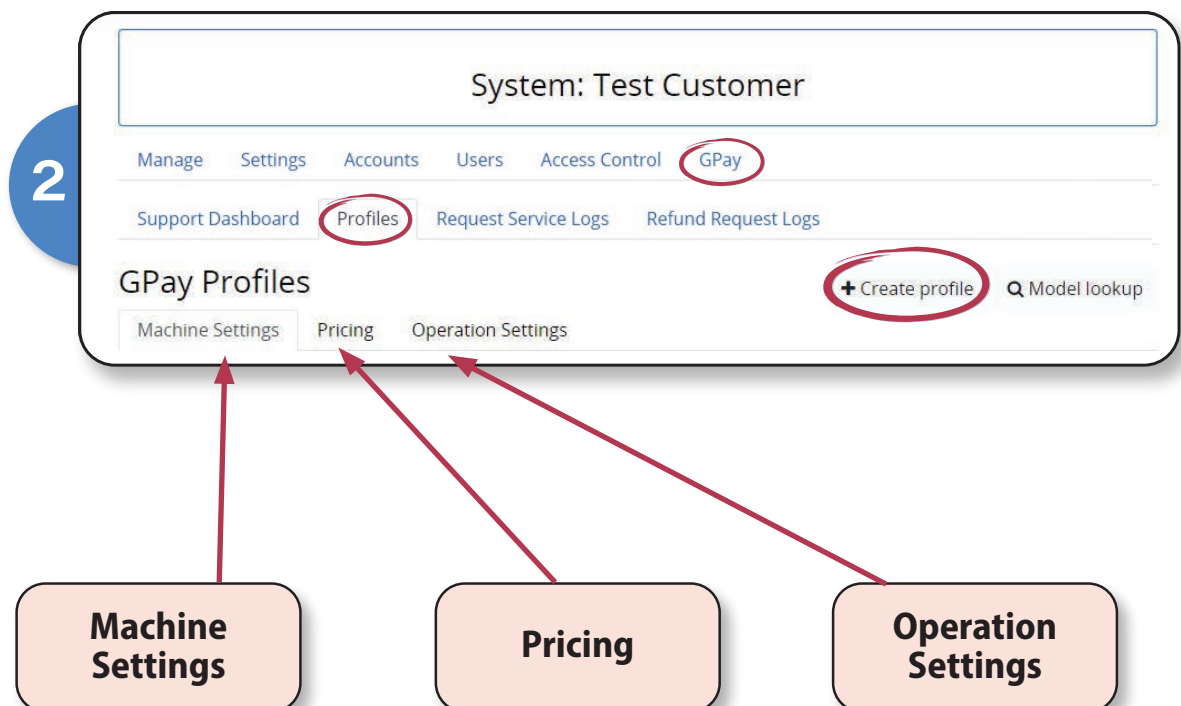
Save

Create GPay Profiles for Machines

At the System Level > Select the “GPay” tab > Select the “Profiles” tab



To setup machines, you will need to select each of the machine profile tabs indicated below and create 3 complete profiles for each machine type.



Create GPay Profiles for Machines cont.

In each of the 3 Category tabs, you will need to:

Select "Profile Type" from the drop down menu > Select "Sub-type from the drop down menu (if applicable) > Enter a unique machine settings profile name > Adjust settings as needed (these are set with defaults that can be changed later as needed) > Select "Save"

Note: Be sure to set a value for both Coin 1 and Coin 2 when setting up profiles for Dual Coin Functionality in Maytag machines.

The image shows three overlapping screenshots of the 'Add GPay Profile' form, numbered 3, 4, and 5, illustrating the steps to create a profile in different categories.

- Step 3:** The 'Machine Settings' tab is selected. The 'Category' dropdown is set to 'Machine Settings'. The 'Profile Type' dropdown is set to 'Pulse Dryer Settings'. The 'Sub Type' dropdown is set to 'ENCORE Pulse Dryer'. The 'Name' field is empty. The 'Notes' field is empty. The 'Cycle Time' section has 'Cycle Time (min)' and 'Top Off Time (min)' fields. The 'Coin Value' section has 'Coin 1 Value' and 'Coin 2 Value' fields. A 'Cancel' button is at the bottom.
- Step 4:** The 'Pricing' tab is selected. The 'Category' dropdown is set to 'Pricing'. The 'Profile Type' dropdown is set to 'Pulse Dryer Pricing'. The 'Name' field is empty. The 'Notes' field is empty. The 'Regular Pricing' section has 'Regular Dry Price', 'Top Off Price', 'Prepay Vend Price', and 'Prepay Top Off Price' fields. The 'Special Pricing' section has 'Enable Special 1', 'Enable Special 2', and 'Enable Special 3' checkboxes. A 'Cancel' button is at the bottom.
- Step 5:** The 'Operation Settings' tab is selected. The 'Category' dropdown is set to 'Operation Settings'. The 'Profile Type' dropdown is set to 'GI Operation Settings'. The 'Name' field is empty. The 'Notes' field is empty. The 'GI Operation Settings' section has 'Clear Counters After Collection', 'Check Location', 'Location Clustering', 'User Transaction Collection', 'Estimated Cycle Time (min)', and 'Maximum Card Value (USD)' fields. The 'Card Presentation' section has 'Single Pass Mode' checkbox. The 'Special Pricing Schedule' section has a calendar grid. A 'Cancel' button is at the bottom.

After creating profile in all 3 tabs, you are ready to add GPay machines and assign these profiles to your machines

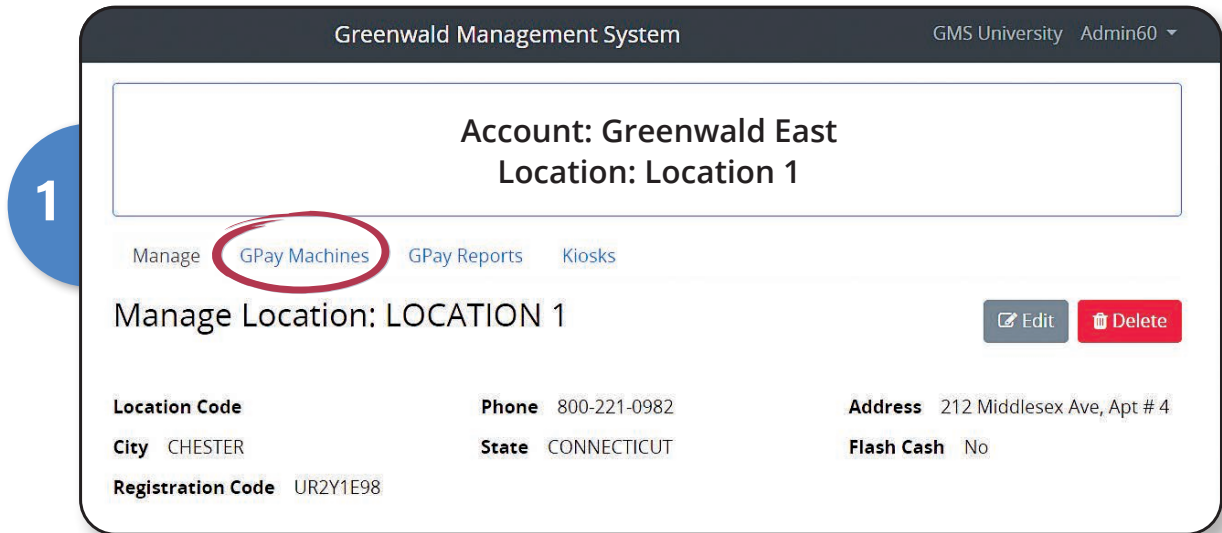
The image shows the 'System: Test Customer' page in the Greenwald Management System. The 'GPay Profiles' section is active, showing a table of profiles. The 'Machine Settings' tab is selected. The table has columns for Name, Category, Type, Version, and Actions. The 'Actions' column contains buttons for Edit, Delete, Clone, and Assigned.

Name	Category	Type	Version	Actions
	Machine Settings	ACA Dryer Settings	1	Edit Delete Clone Assigned
	Machine Settings	ACA Dryer Settings	1	Edit Delete Clone Assigned
	Machine Settings	ACA Top-Load Washer Settings	1	Edit Delete Clone Assigned

Add GPay Machines/Assign Profiles

In this section, you will be adding machines to your locations and assigning the three profile types you created in the “Create GPay Profiles for Machines” section.

Select the location where your GPay machines will be installed > Select the “GPay Machines” tab



Select “Add Machine”



Add GPay Machines/Assign Profiles cont.

Enter the number at which you want to start the washer count > Enter the number of washers > Choose "Type" from the drop down menu > Assign the 3 profile types you created > Select "Add" (Enter the information for all washers and dryers at this location) > Select "Save" at the top of the page

3

Greenwald Management System GMS University Admin60

Account: Greenwald East
Location: Location 1

Manage GPay Machines GPay Reports Kiosks

GPay Machines Room View Room Activity

Add GPay Machines

Start Washer Count at: 1

Start Dryer Count at: 1

Number of washers: 1

Type (Batch assign): ACA Front-Load Washer

Settings Profile (Batch assign):

Pricing Profile (Batch assign):

Operation Profile (Batch assign):

+ Add

Number of dryers: 1

Type (Batch assign): ACA Dryer

Settings Profile (Batch assign): another test

Pricing Profile (Batch assign): ACA Dryer A4

Operation Profile (Batch assign): Another Test

+ Add

Number of Washer/Dryer Stacks: 0

Type (Batch assign):

+ Add

Number of Dryer Stacks: 0

Type (Batch assign):

+ Add

Save

Repeat this process until all the machine types for this location have been added

4

Greenwald Management System GMS University Admin60

Account: Greenwald East
Location: Location 1

Manage GPay Machines GPay Reports Kiosks

GPay Machines Room View Room Activity

GPay Machines

Modify Profiles View Profiles Remove Save

Select All - Select By Type - Select None

			Name	Type	Settings Profile	Pricing Profile	Operation Profile
<input type="checkbox"/>	Not set	Not set	W1	ACA Front-Load Washer	ACA FL Washer A4 Controller	ACA FLW \$1.00 pricing	Another Test
<input type="checkbox"/>	Not set	Not set	W2	ACA Front-Load Washer	ACA FL Washer A4 Controller	ACA FLW \$2.00 pricing	Another Test
<input type="checkbox"/>	Not set	Not set	W3	ACA Front-Load Washer	ACA FL Washer A4 Controller	ACA FLW \$1.00 pricing	Another Test
<input type="checkbox"/>	Not set	Not set	W4	ACA Front-Load Washer	ACA FL Washer A4 Controller	ACA FLW \$1.00 pricing	Another Test

Pair Machines in Laundry Room

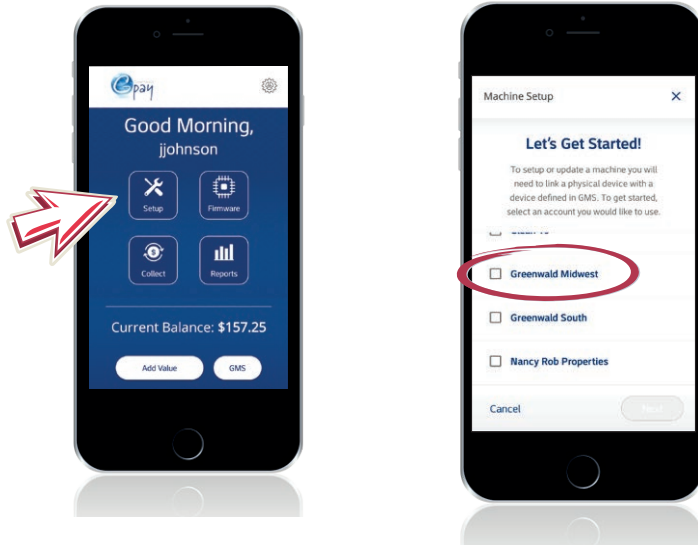
In the laundry room, login to the GPay app using your admin credentials > Select "Setup"

You will use the Gpay phone app in admin mode and the set-up cards (for GPay Plus only) to pair the machines with the GMS definitions

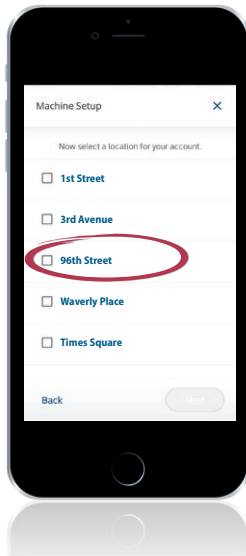
Follow the on screen prompts to pair the machines with their profiles

Note: Once you have paired the machines, if you make any profile Changes in GMS, you must pair the machines again

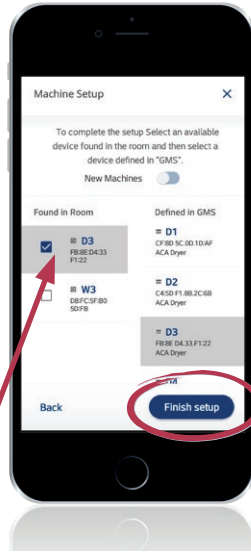
Select your account



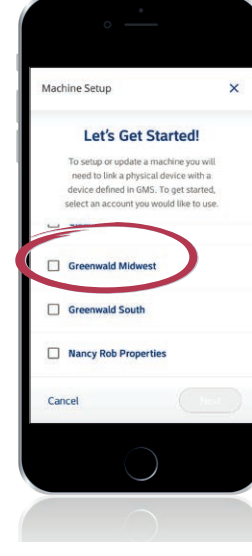
Select your location



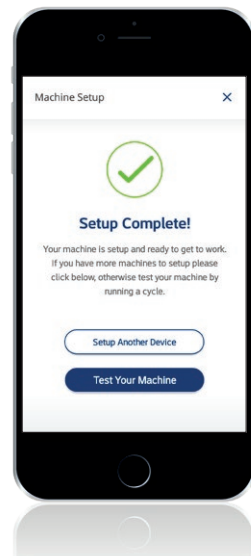
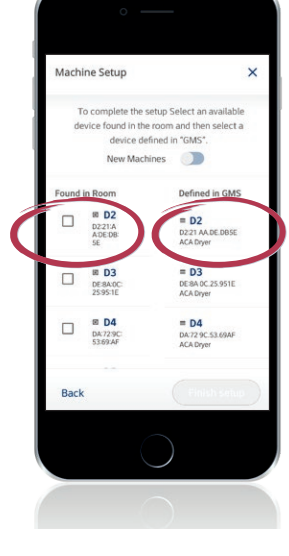
Choose machines to pair



Select your account



Pair the machines

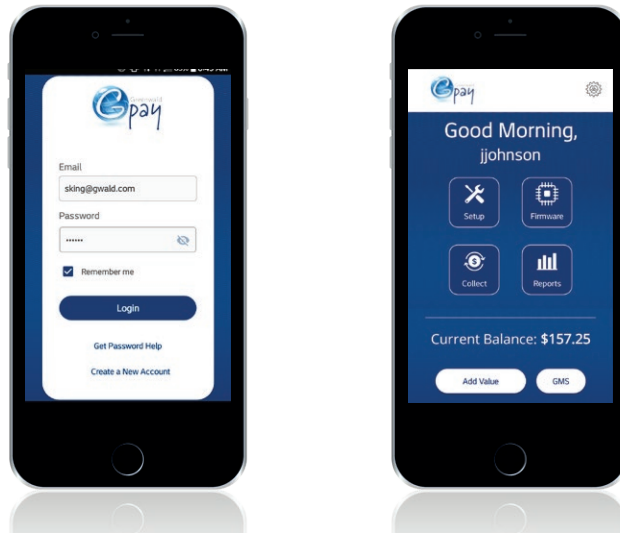


GREENWALD PAY DEVICE LED CODES

COLOR	ACTIVITY	SIGNIFICANCE
Off	Off	Device not connected to power
White	Slow Blink	Device not configured
Blue	Steady	Selected during configuration
Yellow	Slow Blink	Loading machine configuration
Green	Steady	Configured & ready
Blue	Slow Blink	Active with phone app
Green	Fast Blink	Active, Start not pressed
Green	Slow Blink	Busy, machine running
Red	Slow Blink	Machine Error
Red	Fast Blink	Machine Interface Error
Blue/Green	Slow Toggle	Firmware Loading
Red	Steady	Firmware Error

In-app Admin Functions

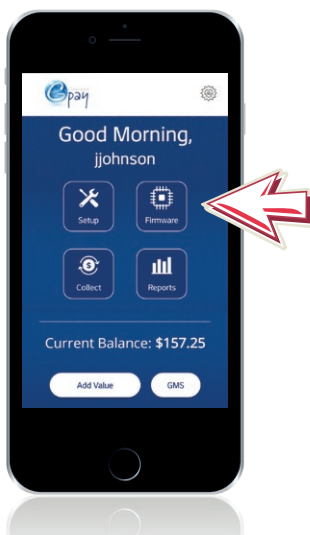
To access the admin functions of GPay, login to the GPay app using your admin credentials



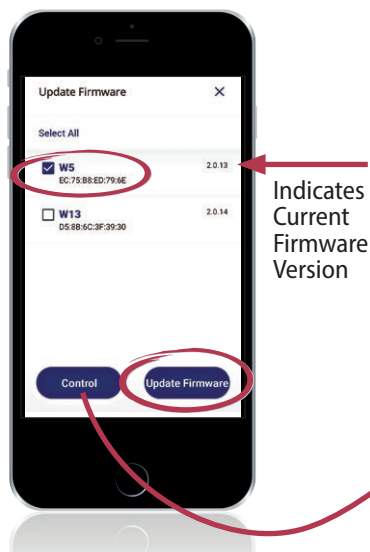
Firmware

Firmware should only be updated when directed to do so by Greenwald Industries.
Call customer service at 800-221-0982 to confirm you are running the correct Firmware version.

Select Firmware

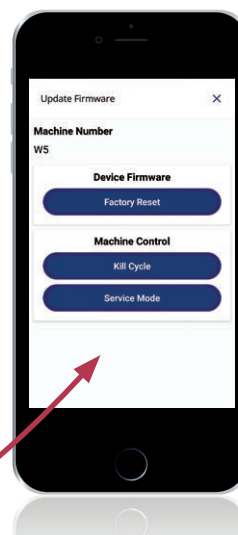


Firmware Updates



Indicates
Current
Firmware
Version

Control



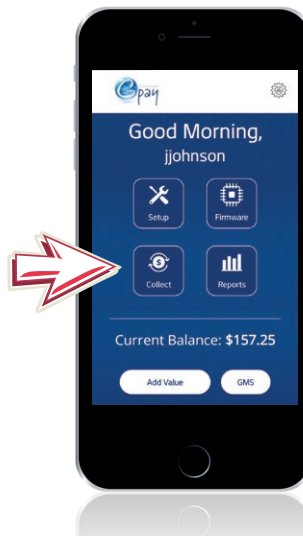
Factory Reset - Gpay device is cleared of any set-up profiles, etc.

Kill Cycle - Stops current cycle - *LG only*

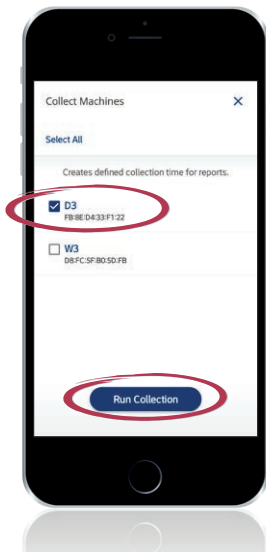
Service Mode - Puts machine in Service mode - *LG Only*

Collections

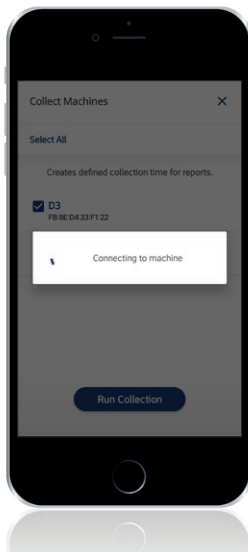
Login to the GPay app using your admin credentials > Select “Collect”



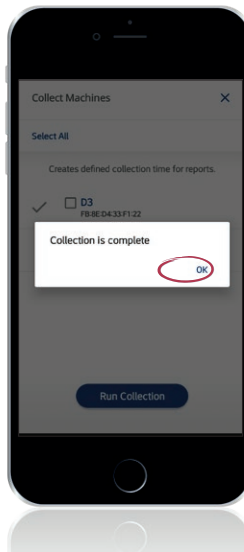
Select specific machines (or all)



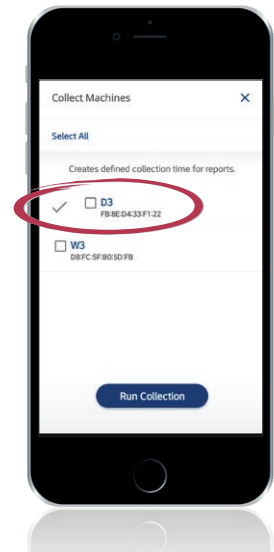
Collection in process



Collection complete
Select “OK”



Indication that machine has sent a collection report to GMS

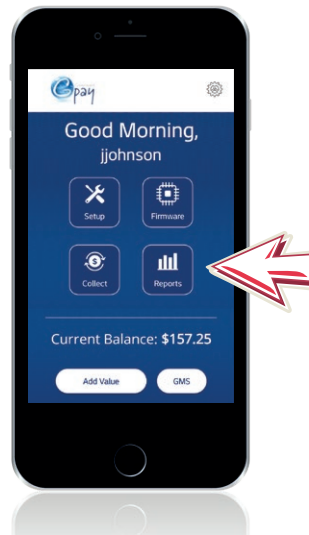


Open the machine and do the actual physical coin collection.

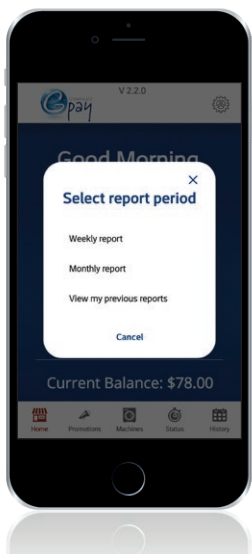
A collection report can now be run in GMS to show the exact amount collected.

In-app GPay Reports

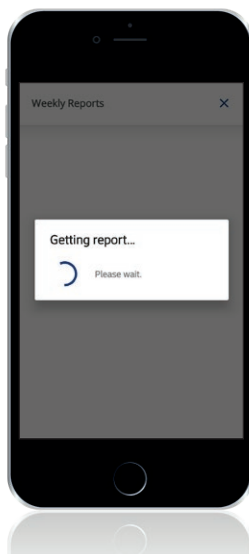
Login to the GPay app using your admin credentials > Select "Reports"



Select desired report



Report in process



Select report to view



Report results



You can view, share, download, print, search, and save the report

Information collected in report

Account	Location	Mobile	Card	Cash	Total
---------	----------	--------	------	------	-------

GMS GPay Reports

In the navigation panel, go to the account you need reports for > Select “GPay” > Select “Reports”
Choose the date range and report type > You will be prompted to download report

Greenwald Management System

GMS University

Customer: Test Customer

Account: GREENWALD EAST

Manage Settings Locations **GPay** Kiosk Reports SMS CTS

Reports Users Promotions Activity Analytics

GPay Reports for Account

Time period

Begin Date

01/01/2020

End Date

01/31/2020

Settings

Format

PDF

User (Transactions)

E-mail Address

Select user...

Usage Reports

Rolled-up Summary Report

Summary Report

Sales Report

Transactions Report

Coin Collection Reports

Summary Report

Detail Report

Funding Reports

Summary Report

Adjustments By Admin Report

User Reports

Summary Report

Transactions Report

Activity Reports

Activity Report

GPay Reports-Descriptions

Account Level Usage Reports

Rolled-Up Summary Report: Displays the total dollars for coin and mobile pay for each location over the selected period of time.

Summary Report: Displays the total dollars for coin and mobile pay for each machine at each location over the selected period of time.

Detail Report: Displays the details of each transaction for the account over the selected period of time.

Account Level Funding Reports

Summary Report: Displays the total amount of funds added by each user for the account over the selected period of time.

Account Level Coin Collection Reports

Summary Report: Displays the timestamp and total amount for each coin collection by machine over the selected period of time.

Detail Report: Displays the timestamp and total amount for each coin insertion and collection by machine over the selected period of time.

Location Level Usage Reports

Rolled-Up Summary Report: Displays the total dollars for coin and mobile pay at the location over the selected period of time.

Summary Report: Displays the total dollars for coin and mobile pay for each machine at the location over the selected period of time.

Location Level Funding Reports

Summary Report: Displays the total amount of funds added by each user for the location over the selected period of time.

Individual Report: Displays details for each instance the selected user added funds. To generate, a user's email address must be selected from the dropdown below date range.

Location Level Coin Collection Reports (Must select machine to generate)

Summary Report: Displays the timestamp and total amount for each coin collection for the selected machine over the selected period of time.

Detail Report: Displays the timestamp and total amount for each coin insertion and collection for the selected machine over the selected period of time.

Notes

Account Number _____

GMS User Name _____

GMS Password _____

Payment Username or Merchant Code _____

Payment Password or Auth Key _____

Customer Code _____

Location Codes (optional) _____

Site Number (UK only) _____

CS3 Number (UK only) _____



Greenwald Industries
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