



Introduction

Thank you for partnering with Lodgepole ATM, LLC in the placement of an ATM in your business. This document is intended to help merchant staff answer common questions about your ATM and how to respond to a variety of situations as quickly as possible. If you don't find an answer in this document you can always refer a customer to our support center at 1-888-357-8472 which is monitored 24 hrs a day, 7 days a week. Or during normal business hours you can contact our office at 303-586-4885.

Things to Know

Your ATM is under constant monitoring and will alert Lodgepole automatically to key events such as:

- Low or out of cash
- Bill jam or out of receipt paper
- Any error message displayed on the screen

While the ATM will accept most debit and credit cards issued in the US, it may not accept every card including some foreign issued cards. Refer a customer to the sticker on the ATM to see which card networks the ATM works with.

Lodgepole ATM, LLC, thru our sponsor banks is part of the US Federal Reserve and every transaction is compliant with banking standards and regulations. Any questions or complaints a customer has is best to be addressed with their bank that issued their card.

The most common cause of problems is faulty communications. If your phone line or internet service is interrupted, then the ATM will not function or send alerts. Confirming your communications are working properly is always a good first step in troubleshooting or answering customer concerns.

Common Questions from Customers

Q1: I didn't get the cash I asked for?

A1: *"Check your receipt to see how much it shows was dispensed. If the machine is low on cash or had a bill jam you may not have received the full amount requested, it does not mean you were charged the full amount. Check with your bank that issued you the card to confirm the amount withdrawn and to file a dispute if you feel it is inaccurate."*

FYI: There are a lot of reasons a bank won't approve a withdrawal:

- Improper Pin (the Pin is not validated at the ATM, it is validated at the bank)
- Exceeded daily withdrawal limit
- Savings account or Credit Card not setup for ATM withdrawal
- Stolen, deactivated or reported lost card
- EBT card is not authorized at this location (EBT cards which are issued by the State of Colorado and Wyoming cannot be used at bars, liquor stores, gambling facilities or marijuana dispensaries)
- Some cards issued by international banks, may not be setup to work in the United States.

Q2: My card is stuck in the ATM?

A1: *"If you cancel out of the transaction, it should give you the card back. Please do not try to pull it out."*

As a last resort, you can unplug the ATM and it will release the Card, but this is rarely necessary. Please do not try to pull the card out. If all else fails:

A2: *"Unfortunately, you will have to report the card lost to your bank and they will deactivate the card immediately and issue you a new card"*

FYI: Even if a Lodgepole service tech recovers the customers card, we are not authorized to give the card back to a customer; for security reasons, we are required to destroy the card.



Troubleshooting

It's best to not put a sign on the ATM or turn it off with the first report of a problem, by a customer. Often it is a problem on the consumers end and not the ATM. If you have multiple customer issues who are not able to receive cash from the ATM then we suggest:

1. Confirm communications are functioning depending on type:
 - Is the phone line tied up or has been left "off hook" somewhere?
 - Is the internet working with other devices?
 - Once communications are functioning properly, the ATM will start working properly.
2. Complete Balance Inquiry Test:
 - Insert a debit card you know is working properly
 - Ask for a "Balance Inquiry". There is no charge to do a balance inquiry.
 - Print the receipt and confirm it is accurate.
 - This simple test confirms the card reader, communications and the printer are all working.
3. If communication is working and you are unable to complete the Balance Inquiry Test:
 - Print receipt with any error or write down any error on the screen
 - Call Lodgepole ATM, LLC Technical Support [888-357-8472](tel:888-357-8472)

Challenging Customers

If a customer insists you give them cash for any reason, refer them to the bank that issued their card. Let them know you do not own the ATM and you do not have any access to the cash.

Give them the technical support phone number. [888-357-8472](tel:888-357-8472)

Any customer using a debit or credit card can always file a "dispute" with their card issuer. Inform any customer concerned they may be charged for funds they didn't receive to file a dispute with the card issuer.

Customers can always call the number on the back of their card 24/7 and ask how much was charged on their ATM transaction. If they disagree, they can file a dispute of the charge on the phone at that time.