



BRINK'S COMPLETE B-SAFE

*GETTING
STARTED*



Getting Started with Brink's Complete

Thank you for electing to leverage the Brink's Complete B-Safe Solution.

We created this guide to provide details about your device, the 24SEVEN app, and our CIT processes, which are all critical components of the Brink's Complete solution.

By leveraging Brink's Complete, we can help limit employees' need to identify and travel to a bank branch for deposits or change orders. With the Brink's Direct Credit product within Brink's Complete, we will also extend direct credit for these deposits, providing accelerated access to cash funds.

Thank you for your partnership.

- The Brink's Team

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Included in the following pages are step by step instructions on how to navigate the 24SEVEN app to create digital deposits and change orders. We also outline how to interact with your Brink's device and Brink's CIT messenger.

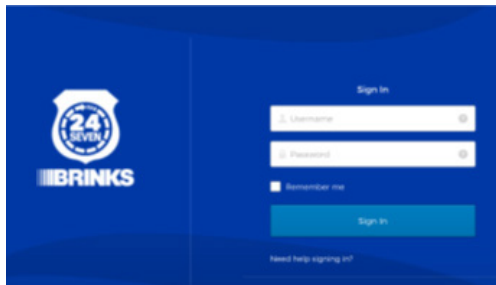
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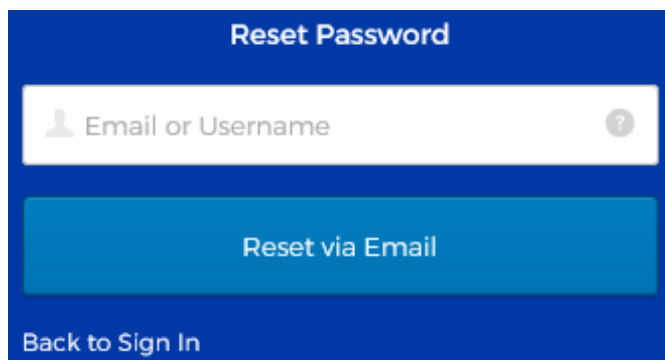
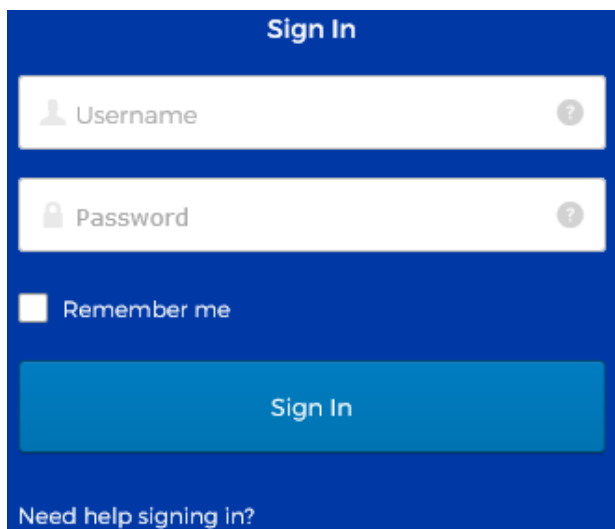
Navigating 24SEVEN

Accessing 24SEVEN provides access to many of the key components of the Brink's Complete Solution.

- Go to <https://customerportal.brinksinc.com> or open the 24SEVEN mobile app and sign in with the Brink's username and password that you received in your welcome email.



- If you forgot your password, and need to reset it, click **Need help signing in?** You then choose **Forgot Password**. The Reset Password screen will show up. Type your email and then click the **Reset via Email** button. The reset



- After signing in, you will be brought to the homepage in which you are able to access your provisioned Brink's Services. You will also be able to view any customer **Notifications**, **Track & Trace** orders and deposits and any open support tickets for your account.



Interacting with Your Device

Simplicity of design in our hardware means practicality and ease of use for your experience.



The B-Safe is a compact unit, standing at 27 in height, 14 in width and 18 in depth.

Designed to accept individual notes through integrated bill validators, this device speeds up the deposit process, enabling fast till-skims and protecting your business from accepting unfit notes.

This status indicator is a crucial component to the solution. The indicator can show three colors communicating the following statuses.

- Blue – Your device is successfully working and ready to use
- Green – Your device is currently active and accepting a deposit
- Red – Your device is experiencing an error. Please contact support. Options for doing so are listed at the end of this document.

When you are ready to make a deposit into the device, you will utilize the barcode scanner to scan your Brink's provided barcode badge. This will identify the user and activate the device to accept a deposit.

The integrated validators for authenticating your cash are located here at the top of the unit.

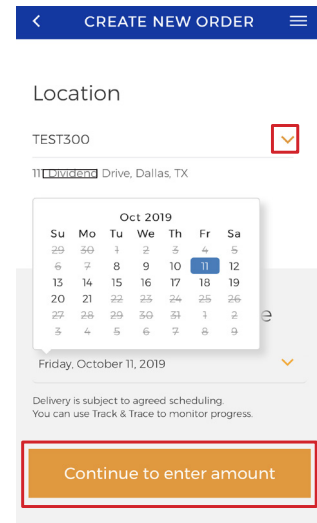
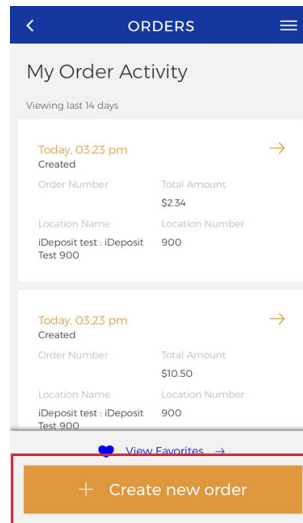
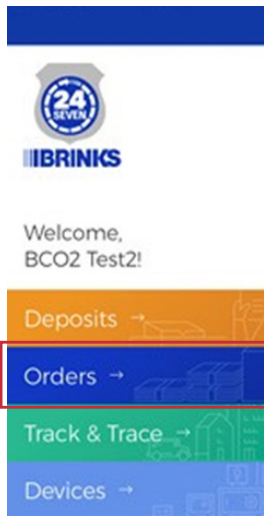
The drop box at the bottom of the unit allows you to deposit items that could not go through the validator. Deposits must be created in 24SEVEN, placed into a RFID bag, and then dropped into the device.



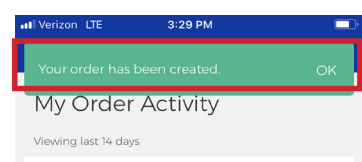
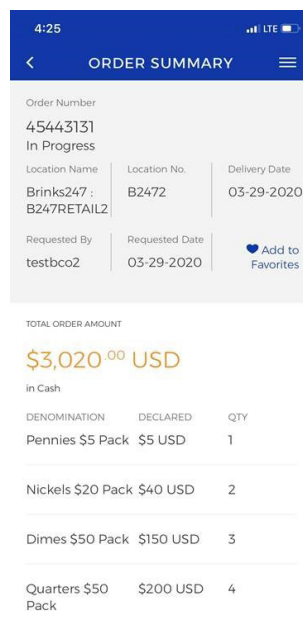
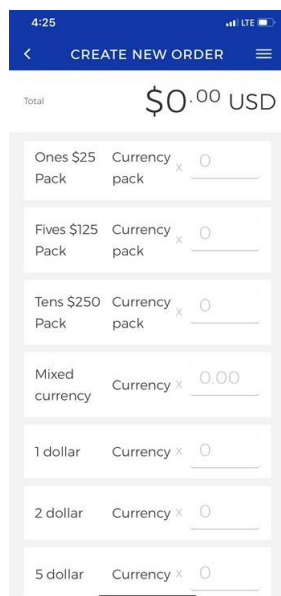
Creating a Change Order

Ordering change within the 24SEVEN app is a simple and easy process.

- ➔ From your home screen or quick access menu select **Orders**. Then tap **Create New Order**. After tapping **Create New Order**, on the next screen select a location and a preferred delivery date. Next, tap **Continue** to enter amount.



- ➔ You will be taken to the Change Order Amount page where you will enter and confirm your order amount within the assigned thresholds of \$5K in value or 20lbs in weight. Tap **Continue** to review. Tap **Edit** at the top right if you need to edit before submitting your



- A confirmation that your order was created will appear after tapping submit order.
- Orders created by the 10 AM cut-off time will be prepped and shipped on the same day.
- If this is an order you plan to make often, we recommend setting it as a favorite.



Identifying a Brink's Messenger

The Brink's identity is clearly labeled for easy recognition.



The identification tag of the messenger.

The Brink's logo on the vest of the messenger.

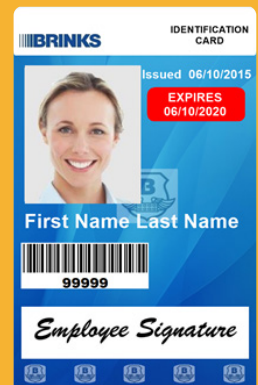
Prior to Brink's arrival:

Prepare deposit for pick up and place funds into the device

When Brink's arrives:

Check messenger's two photo IDs

Note: One sleeve will house both ID cards; do not release items unless both ID's are presented.



Using Reconciliation Reports

Daily ACH transfer detail reports provide a concise view into the Brink's Box activities within your account.

- Brink's will send the ACH Transfer Detail Report via email after each ACH transmission. ACH transactions are processed daily by location by deposit account. Emails containing these reports will go to the email address(es) supplied at sign-up. You can change the recipient of these reports by entering a case within case management in 24SEVEN.
- Below is an example of what our daily ACH Transfer Detail Reports look like. Please note the area outlined in red. There are three different activity types; **Provisional Credit**, **Variance Direct Credit**, and **Variance Direct Debit**.
- Provisional Credit is our initial posting to your account based on your locations Brink's Complete activity. After verification, should there be any variance from the said to contain amount in 24SEVEN to the validated amount during Money Processing we will correct our initial posting and you will either see a Variance Direct Credit (for an overage) or Variance Direct Debit (for a shortage) in the activity type for that correction.



ACH Transfer Detail Notification

Dear **BRINKS CUSTOMER**

The following ACH transfers were executed:

Box Location Address	555 Dividend Dr TX 75019 38060699	Bank Name	Bank Of America
Reference Number	01-APR-2020 17:08:59	Bank Account	XXXXXXXX
ACH Execution Date	USD	Total Amount	20.00
Currency			

Remittance Details		Activity Type	Bag Number	Amount
Location Id	Activity Date			
1234	10-MAR-20	Provisional Credit	BCI10101010006923	20.00
			Total	20.00

Best Regards,

BRINKS CAPITAL LLC



Leveraging Track & Trace

Brink's 24SEVEN Track & Trace offers visibility from the time you place your deposit into the device, until it has been processed and verified. The same visibility also applies to change orders.



After tapping **Track & Trace** you are then brought to the orders and deposits history page. If you have an order or deposit history it will automatically be displayed along with status indicators showing the number of orders or deposits you have in delivered, in progress, undelivered, completed, or exception status. Tap the word **Orders** or **Deposits** to view additional details.

ORDER STATUSES AND THEIR MEANING

CREATED	Order has been received in the Brink's Systems, but have not yet been prepared.
PREPARED	The funds have been retrieved from inventory and are packed for delivery.
RECEIVED	Brink's have received an order, from an external vault, for the purposes of delivery to our customer.
READY FOR DELIVERY	Order preparation process is complete and it has been shipped out of our Money Processing room, for transportation to our customer.
ON TRUCK	Order has been checked out from our CIT branch and the crew has to deliver it on their current route.
ON SITE	Brink's crew have arrived at the customer's location to complete the planned services.
RETURNED TO BRANCH	Order not delivered and it arrived back to the Brink's branch.
UNDELIVERED	Unable to complete the delivery at the customer location the order is still on the route expected to be returned to the branch.

DEPOSIT STATUSES AND THEIR MEANING

PICKED UP	A deposit has been picked up from a customer location.
CREATED	An deposit record has been created and submitted to Brink's Money Processing.
RETURNED TO BRANCH	Order not delivered and it arrived back to the Brink's branch.
ARRIVED AT BRANCH	The deposit has been checked-in from the truck, at the Brink's Branch (depot).
DELIVERED	The deposit has been delivered to the Brink's Money Processing (CVS) for verification.
DELIVERED TO 3RD PARTY	The deposit has been dropped off to a 3rd party Money Processing center, for verification.
PROCESSED	Brink's received the deposit into Money Processing (CVS) and completed the initial reception process
VERIFIED	Deposit has been verified against the value declared and there is no variance recorded.
VARIANCE	Display all deposits that have either a shortage or an overage with the deposit.



Accessing Customer Support

Our goal is to provide a great experience to our customers, even on the rare occasions when everything isn't going to plan.



Below is an overview of how to best resolve issues that may come up.

Customers should always leverage the Case Management functionality in 24SEVEN first.

- Login to 24SEVEN, and navigate to Customer Support
- Select Case Management and choose "Create Research Case"
- Select "Brink's Box" from the drop down
- Select the appropriate issue type
- Fill out the information in the form as completely as possible and Submit

The screenshot shows the Brink's 24SEVEN Customer Support interface. On the left, a blue sidebar contains a 'MAIN MENU' with options: Home, My Services, Customer Support, Case Management (highlighted with a red box), and User Guides. The main content area has a header with 'BRINKS DEMO' and a search bar. Below the header, a navigation bar shows 'HOME', 'MY CASES', 'REPORTS', and 'DASHBOARDS'. The main content area displays the 'Community Case Flow - Research v1.5.2' form. The form includes a section titled 'Please identify the following information:' with three dropdown menus: 'Product' (selected: Brink's Box), 'Category' (selected: --Select--), and 'Contact Type' (selected: --Select--). A 'Next' button is located at the bottom right of the form. Below the form is a 'Community User Dashboard' section with a 'Refresh' button and three charts: 'Open Cases by Product', 'My Open Cases by Age - Last 30 Days', and 'Open Cases by Type'.



Submitting an issue via Case Management will guide you to provide all required information. This is the preferred method and will ensure the quickest response.

Customers may also email requests/issues to BrinksBoxSupport@brinksinc.com. This will automatically open a case as listed above.

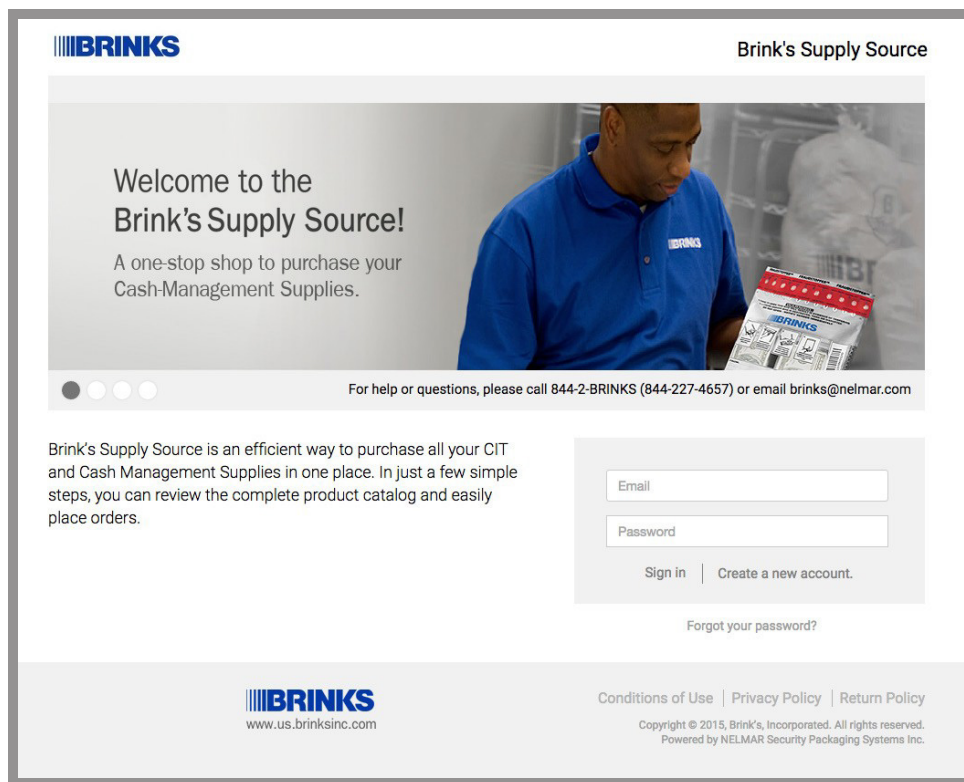


Ordering Supplies

Supplies such as 24SEVEN bags are key components to the Brink's Complete solution. Keep supplies in stock by following the instructions below.



Navigate to brinkssupplysource.nelmar.com



If this is your first time visiting the supply site, please click on “Create a new account” and follow the prompts to create your account.



Log in using your credentials and navigate to the Brink's Complete / 24SEVEN product category to find supplies compatible with your solution. Place your order of the desired products and quantities and checkout. Brink's 24SEVEN RFID bags, pictured below, and additional B-Safe barcode badges can be purchased on this site.



BRINK'S BOX BAG

BRKU-88-CX-F-BBOX In Stock
\$17.00 per box of 100

Order quantity:

1

Add to cart



Restarting and Powering Down Your Device

Shutting your device down properly, while not recommended unless necessary, is important to ensure the device remains

→ **ONLY PERFORM THESE STEPS IF YOU ARE INSTRUCTED TO DO SO BY A BRINK'S REPRESENTATIVE.**

Soft Reboot:

- Hold the LCD button in for 5 – 10 seconds, until the LED light goes white.
- Release the button. The system will restart and the LED will remain white while it starts up.
- The LED will return to Blue once it is complete.

Hard Reboot:

- Hold the LCD button in for 5 – 10 seconds, until the LED light goes white.
- Release the button.
- Unplug the device, leave it unplugged 15 – 30 seconds.
- Plug the device back in.
- The system will restart and the LED will remain white while it starts up.
- The LED will return to Blue once it is complete.

Power Down:

- Hold the LCD button in for 5 – 10 seconds, until the LED light goes white.
- Release the button.
- Unplug the device.
- Plug the device back in when ready.

