

Frequently asked questions

Q. Is the information I am providing over the internet secure?

A. Yes, Hercules does not store any credit card information.

Q. Why can't I find the emailed confirmation in my inbox?

A. The confirmation sometimes gets sent to your spam/junk email folder. Just move the email to your inbox and you will be able to complete the transaction.

Q. Where can I locate my coded value adder (CVA) ID number?

A. The CVA ID number is printed on the reverse side of this brochure, also on a poster in your laundry room and on a sticker on the CVA machine itself.

Q. Do I have to write down and retain any numbers in order to add value to my Card?

A. Yes, you must retain the 10-digit Activation Code number to add value at the CVA.

Q. How long does the money stay on my card?

A. Once you punch in those numbers and the money is added, it will remain on card until it is used in the washers and/or dryers.

Q. Why is there a billing address and a home address?

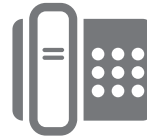
A. Your billing address must match exactly to the address listed with your credit card company if it is different from your home address.

Q. Do I have to enter my charge card information each time I want to add value to my card?

A. Yes, your credit card information is not retained on our system.

Q. If I do not have a credit card, can I still use the Hercules system?

A. Yes, you may also send in your card along with a check or money order and we will send back your card to you with the value added. Our system also accepts Visa, Mastercard and Amex gift cards. However, we are not responsible for any transaction fees.



Automated Phone System

Call us toll free at **1-877-437-2912** and use the Automated Phone System to charge up your card available **24 hours per day**, 7 days per week. You will be prompted through a few steps to obtain an Activation Code. Enter this code in the CVA machine located in your laundry room in order to activate your card. You will only have the option to add \$25, \$50 or \$75 onto your card using the Automated Phone System.



Live Operator

Call us toll free at **1-877-470-4CVA**. Live Operators are available Monday through Friday from 7 AM to 5 PM.

LIFE JUST GOT EASIER...
with your Hercules Smart Card



550 West John Street
Hicksville, NY 11801
516.822.9300

www.hercnet.com



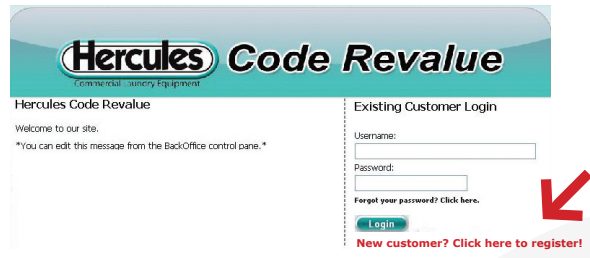
Laundry Rooms That Work

Registration

Go to www.hercnet.com



To add value to your Smart Card, click on the red section on the Hercules homepage.

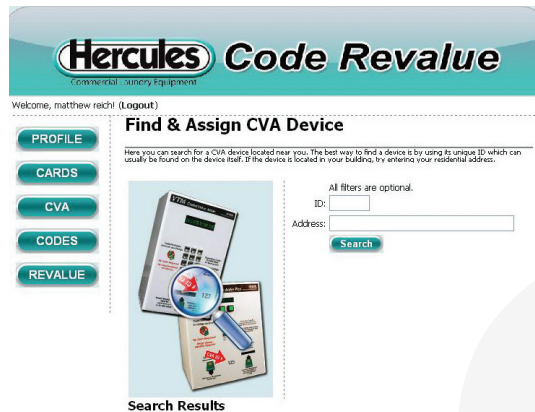


First you must register the card. Select **NEW CUSTOMER** and fill in the required information. Complete by selecting **REGISTER**.

The **EXISTING CUSTOMER LOGIN SCREEN** appears, enter the user name and password you provided in registration, and click **LOGIN**.

A screen will appear showing your previous transactions (For your first time it will be blank).

Select the **CARDS** button on the left to continue. You will first need to enter a name that you use to identify your card (i.e., you may simply refer to it as "John's Card" if you wish). Enter the Serial number on the bottom back of your Smart Card (note—only type the numbers), click **ADD**. You will see your card at the bottom of the screen. Click **REVALUE** (far left toolbar or on the bottom under **ACTIONS**).



This will bring you to a screen titled **FIND AND ASSIGN CVA DEVICE**. You have 2 options to find your CVA machine. You can type in the CVA number (shown several times in this brochure as well as on the CVA machine in the laundry room) **or** you can browse by the address (input at least 5 characters of the full address; for example – 12 Smith Street is 12 SM. Note – the space is included as a character). Click the **SEARCH** button and you will see your location, when you click **ASSIGN** you are setting this as your location.

Your card is now registered; go to the **REVALUE** tab at left. You may now determine the amount of value you wish to add on to your card. Fill in the required information and click **CONTINUE**.

Your **TRANSACTION SUMMARY** will appear and you should check the **CONFIRMATION OF INFORMATION** box at the bottom of the page. Then click **FINISH**.

The **PROCESSING PAYMENT** screen will appear and your **SMART CARD REVALUE CODE** will be displayed on the screen in green.

Please note: Your Smart Card Authorization Code must be entered into the CVA machine in your building's laundry room within 30 days.



Authorization Code to add value to your Smart Card

After registering your Smart Card, you will receive a 10-digit Authorization Code via email.

Example: 123-456-7890

* To remove email from spam, click the email and drag to inbox.

Once the code is received, **IMMEDIATELY** write the Authorization Code number down and take it with you on your next visit to your laundry room. **[Authorization Codes must be used within Thirty (30) days.]**

While in your laundry room, insert your Smart Card into the CVA Machine on the wall and enter the 10-digit Authorization Code number you received via email. The funds you purchased on the computer are now entered onto your Smart Card.

* Smart Cards have a maximum capacity of \$96.00.

You are now ready to WASH.

When you are ready to add more value onto your Smart Card, merely return to the Hercules website as an existing customer.

