

TUTORIAL TO PAY YOUR WATER BILL VIA SETAR KIOSK

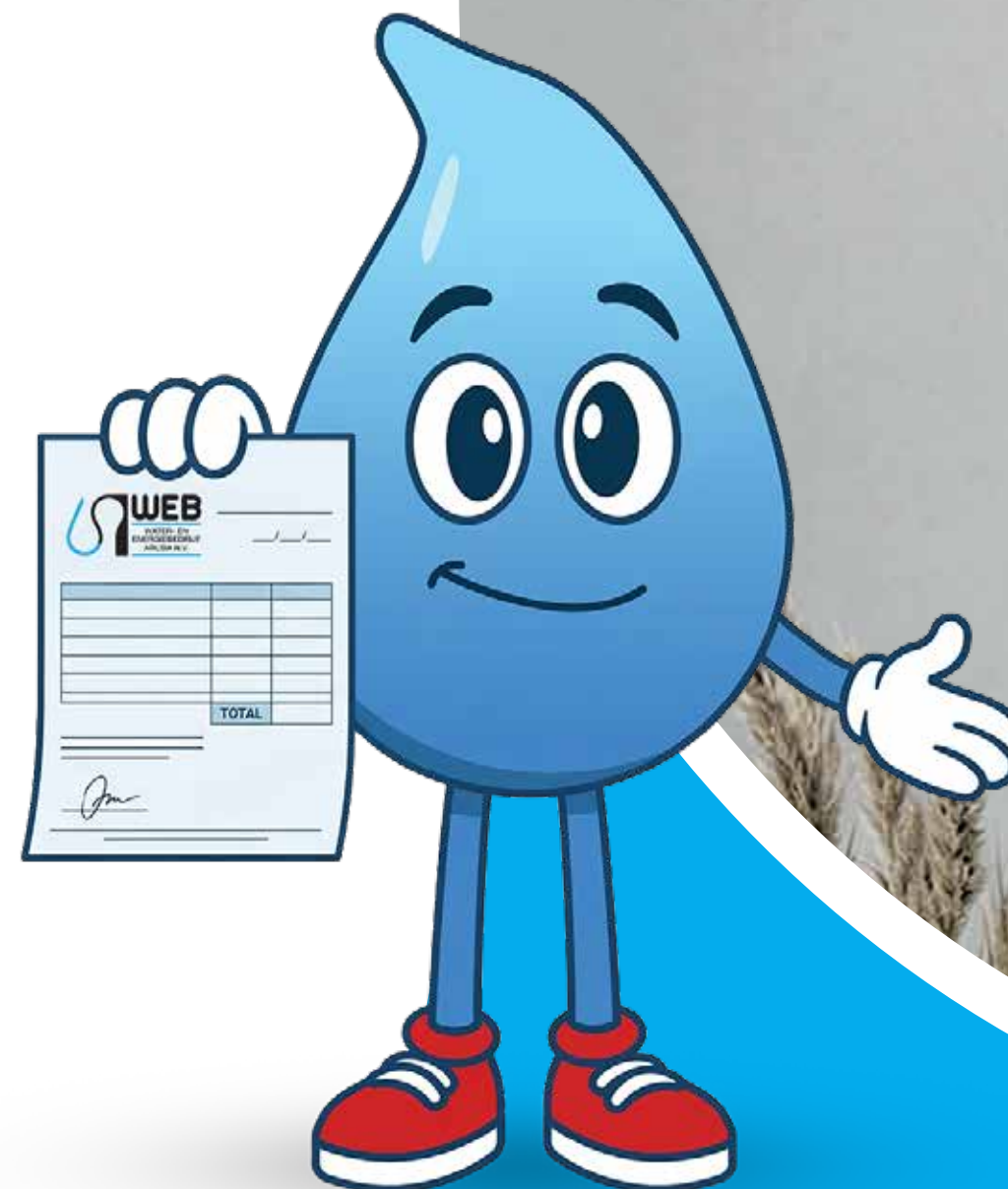
Payment Kiosk User Guide

Learn how to view your balance and pay your water bill easily using the SETAR self-service kiosk.

What you need at hand:

- Your **10-digit WEB** account number.
- **Exact cash** (No change given) **or debit card**.

Simple 3-Minute Process



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Step 1 - Select Your Language

Welcome Screen

On the welcome screen, **tap your preferred language to begin.**

Options include:

- Papiamentu
- English
- Dutch
- Spanish



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Step 2 - Choose the Service

Select Service Provider

To manage and pay your water bill, tap the large **WEB** button on the screen.

Please note: The SETAR button is for telecommunications services only.

Important

Selecting the correct logo ensures your payment is directly routed to your WEB account.



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Step 3 - Retrieve Account Details

Identify Your Account

You have two options to find your account details:



Option A: Scan Barcode*

Hold the barcode from your water bill under the scanner below the screen.



Option B: Manual Entry

Tap the blue **"Enter Account Info"** button on the screen to type your account number manually.

* If scanning fails, try adjusting the distance of the paper or use the manual entry option.



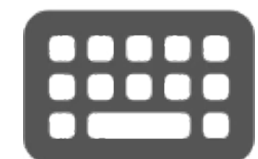
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Step 4 - Enter Your 10-Digit Account Number

Manual Entry

Use the on-screen keypad to type your WEB account number.

- Type the 10-digit number
- Check for accuracy
- Press '**Done**' to proceed



Verification Check

The system requires you to enter your account number twice to prevent typing errors.



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Step 5 - Review Balance and Select Payment Method

Verify Amount Due

The screen displays the total balance of all outstanding invoices on your account.



Total Balance

Afl. 133,00



Payment Allocation

Please note that any payment received will be applied first to the **oldest outstanding invoice**.



06



ENGLISH

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Step 6.1 - If You Selected Debit

Enter Amount

Use the on-screen keypad to enter the specific amount you wish to pay.

The screen displays your current **Balance due** (for example Afl. 133,00) for reference.

Press **Done** when finished.



Flexible Payments

You can enter any amount up to your total balance. Partial payments are accepted.



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Step 6.2 - Confirm Payment Amount

Confirm Transaction

Review the amount displayed on the screen one last time. Tap **Done** to finalize the amount and send the charge request to the card terminal for authorization.



What Happens Next?

Once approved by the bank, the screen will proceed to the confirmation and receipt printing options automatically.



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Step 6.3 - Follow the terminal instructions

Follow On-Screen Prompt

The kiosk is now waiting for the payment terminal. Please follow the instructions on the screen.



Kiosk Display

Look for: "Please follow instructions on the terminal to complete your payment."



Terminal Action*

Tap, Insert, or Swipe your debit card on the Verifone terminal located bottom right of the screen.

* Follow the prompts on the small terminal screen to authorize the transaction.



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Step 6.3 - Card Terminal Processing

Processing...

The Verifone terminal screen will display **"SALE - Connected Receiving"**.

Please wait while the transaction initializes and communicates with the bank.

⚠ Do not remove your card or leave the kiosk.

Please Wait



This process usually takes a few seconds. Ensure you remain at the terminal until the transaction is approved.



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Step 6.4 - Transaction Approved

Payment Authorized

The terminal will confirm your transaction is complete.



Transaction Approved

Look for the "Approved" message and the green checkmark on the Verifone terminal screen.

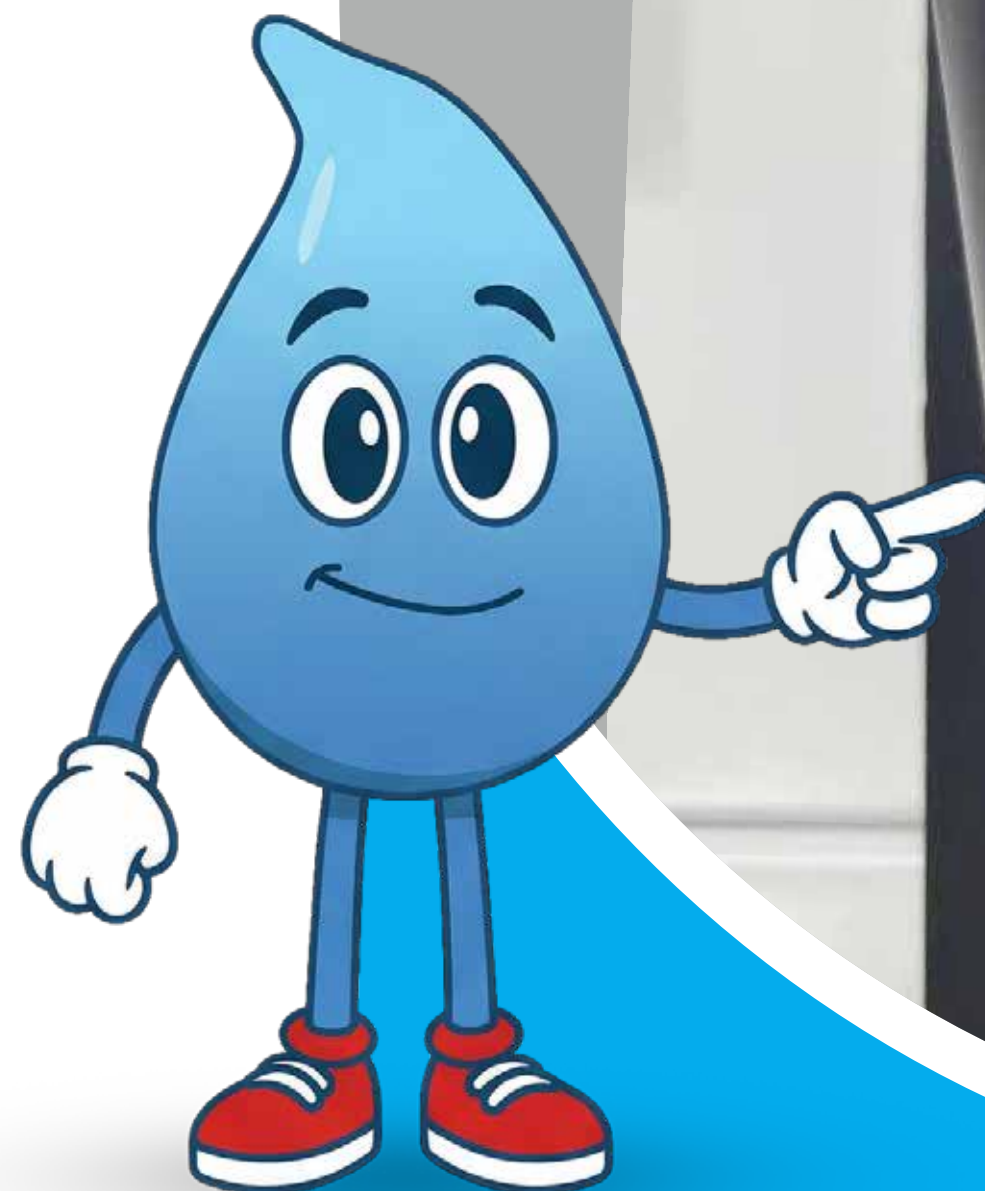


Remove Your Card

Please remove your card from the slot. Do not leave it in the machine.



The kiosk screen will automatically advance to the receipt page.



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Step 7.1 - If You Selected Cash

Insert Cash Bills

Look for the flashing red or green lights on the bill acceptor slot.



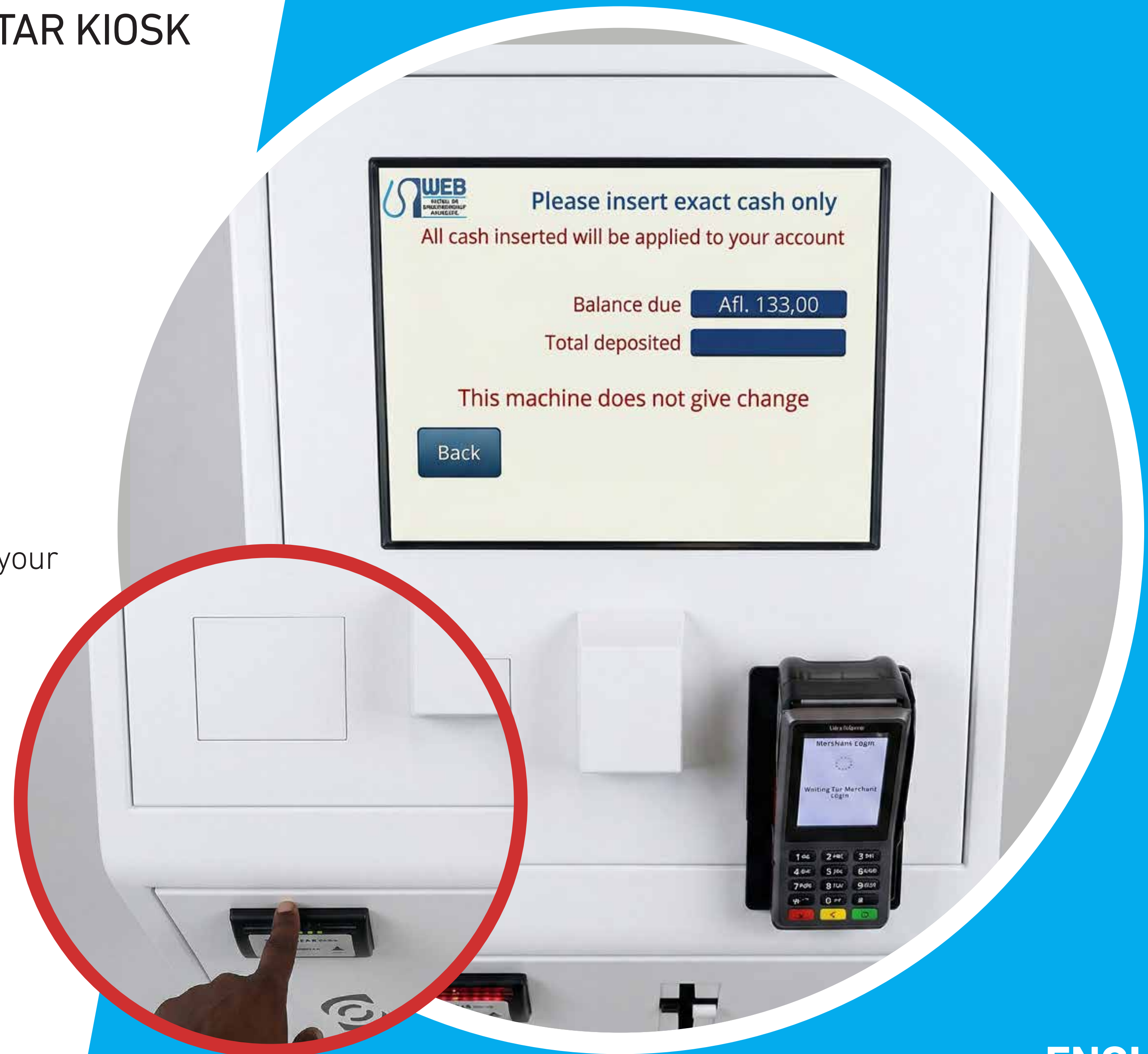
Important: No Change Given

This machine does not give change. Any amount inserted in excess of your bill will be credited to your account balance for future use.



How to Insert

Insert bills, face up. The kiosk accepts both Florin (AWG) and US Dollar bills.



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Step 7.2 - Confirm Cash Amount Deposited

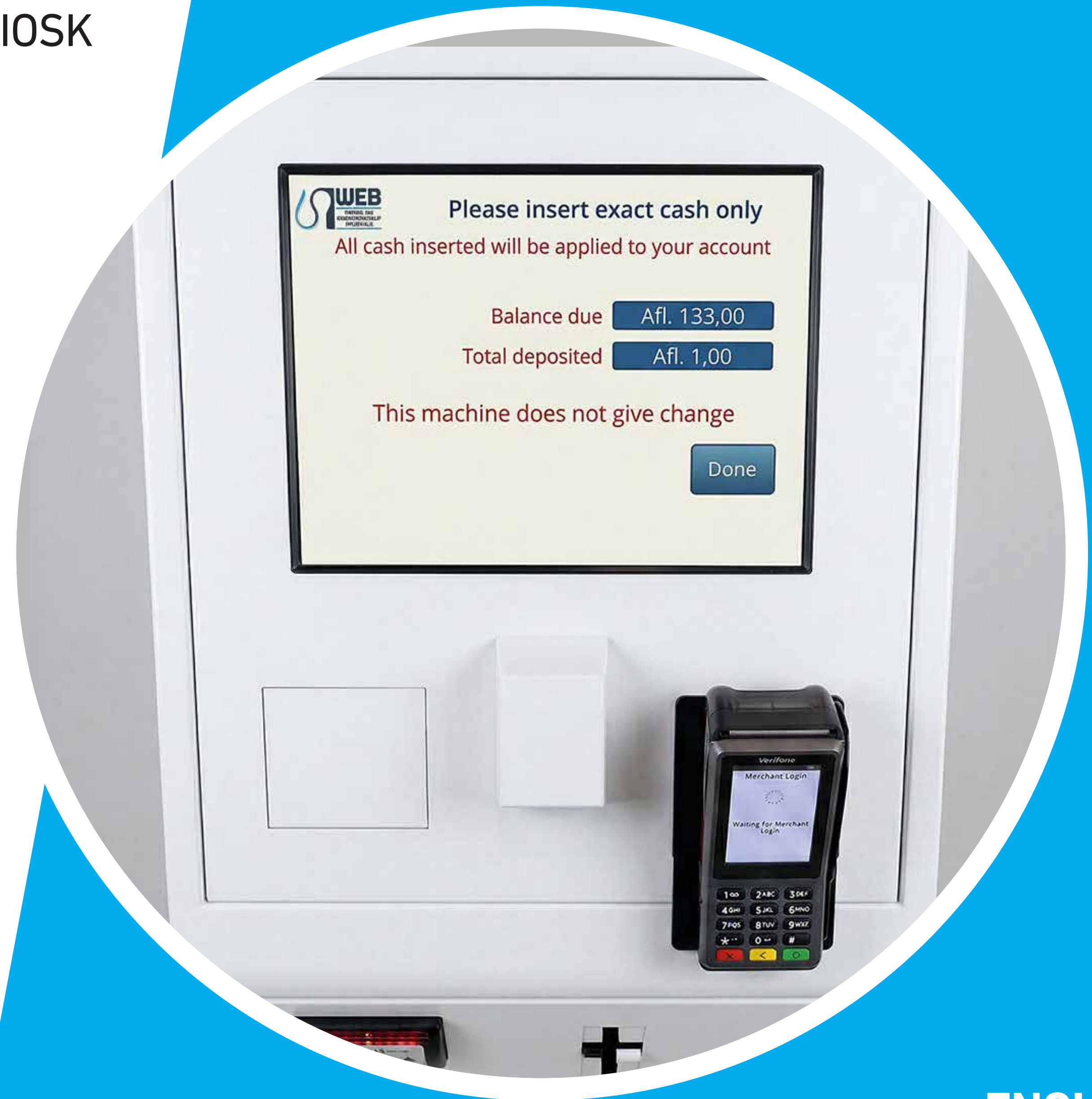
Verify Deposit

As you insert bills, the screen updates the "Total deposited" field in real-time (for example Afl. 1,00).

Once you see the correct amount reflected on the screen, tap the **Done** button to finalize your payment.

Balance Info

Remember, the kiosk does not give change. Any amount paid over the balance due will be credited to your WEB account.




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Step 8 - Payment Success

 **Payment Complete**

Your transaction has been processed successfully.

 **Processing Time:**
Your payment will be posted to your WEB account within **24 hours**.

 **Next: Print your receipt for your records.**



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Step 9.1 - Print Your Receipt

Proof of Payment

Your transaction is complete*. You can now choose to receive a physical record of your payment.



Print Receipt

Tap the **"Print receipt"** button to dispense a paper receipt from the lower slot for your records.



Just Exit

If you do not need a receipt, simply tap **"Exit"** to finish and return the kiosk to the welcome screen.

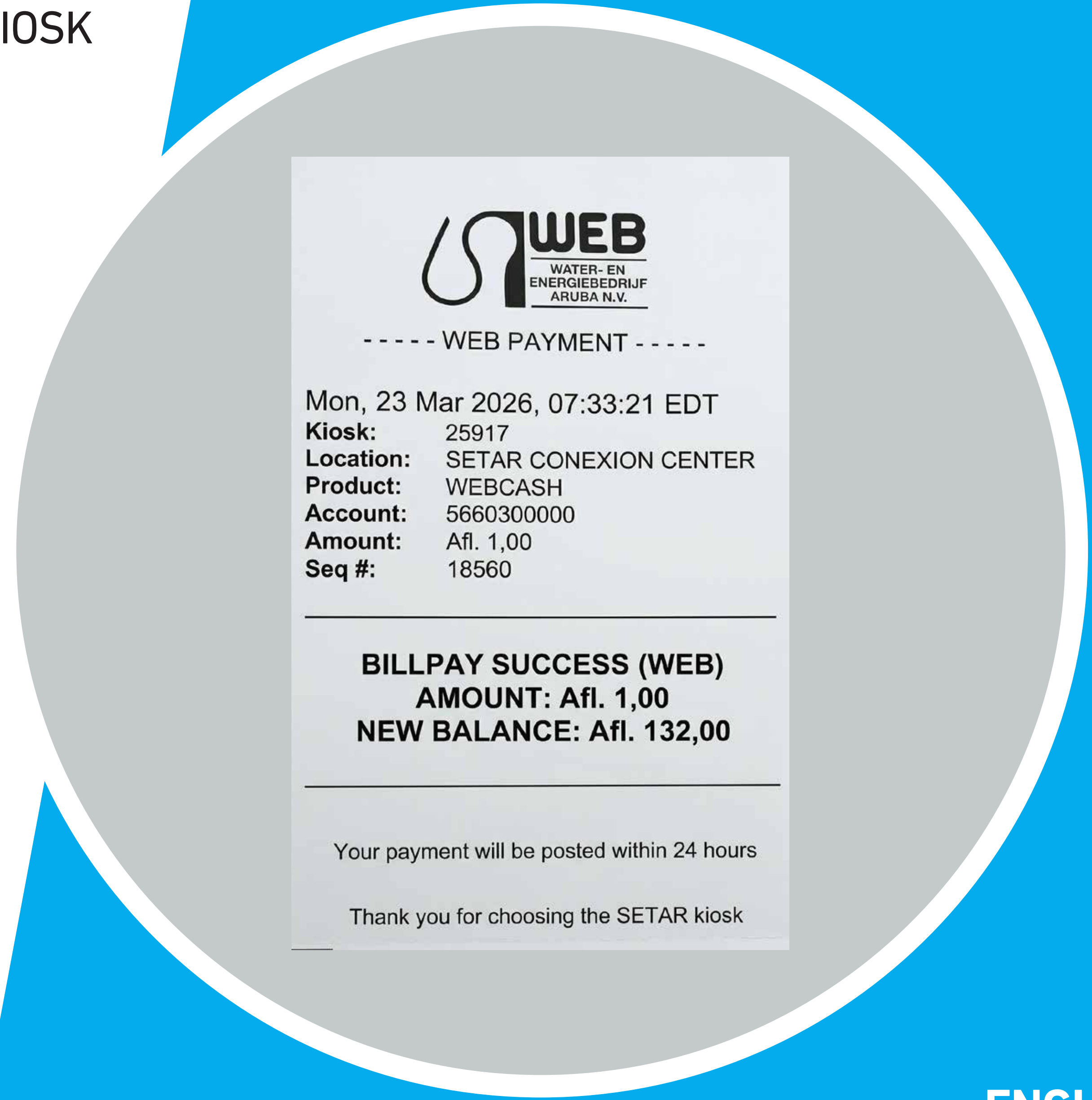
* Your payment will be posted to your account within 24 hours.



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Step 9.2 - Printed Slip

Printed Slip



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Step 10 - Exit and Return to Start

Finish Session

Once you have completed your transaction and optionally printed your receipt, please tap the **Exit** button.

This returns the kiosk to the welcome screen, ready for the next customer.

Privacy

Pressing "**Exit**" immediately clears your account details from the screen.

