BerthVend

SMART SOLUTIONS

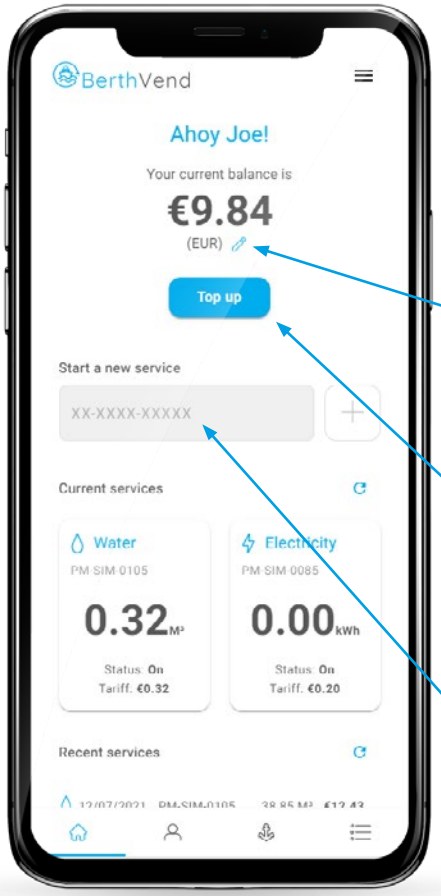
# BERTH HOLDER APP USER GUIDE

# Start using a service for the first time

## Download The App

GET IT ON Google Play

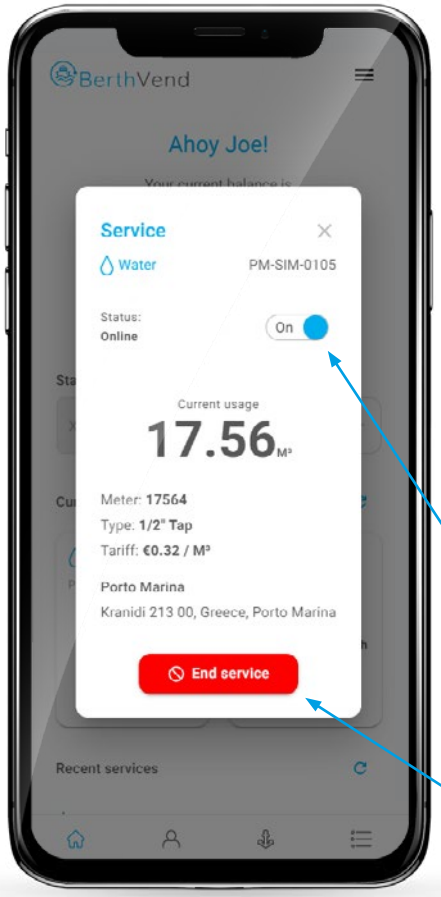
Download on the App Store

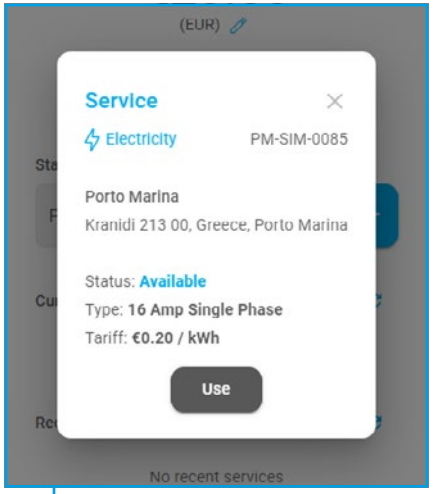



1. When registering for the first time you will be prompted to select a currency, if you need to change this tap the pencil icon by the currency under your balance.

2. Press the ‘Top up’ button to add funds to your wallet using a credit or debit card.

3. Once you have available funds, enter the service ID located near the utility you wish to use on the marina pedestal and tap the plus icon to the right (These IDs are all different so type it exactly as you see it).




4. Check you have selected the correct utility and if it is available tap ‘Use’.

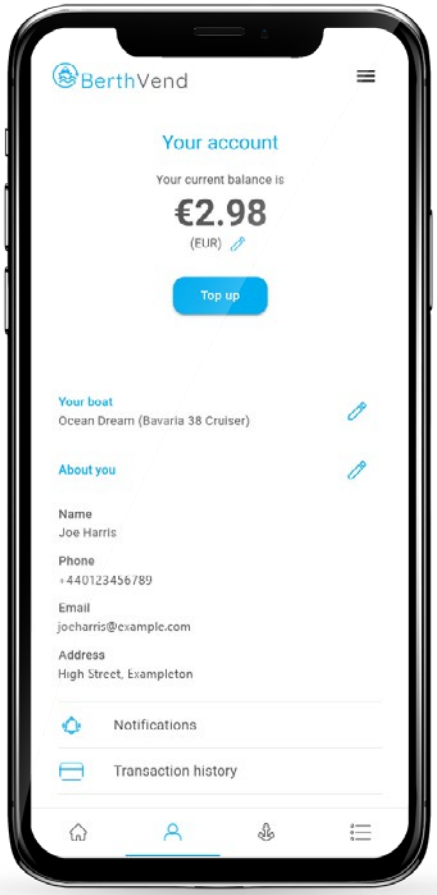
5. This assigns the utility to your account, you can now tap on the utility in your ‘Current services’ to toggle the service on or off. For electricity, make sure you have plugged in your cable before toggling to on.

6. Once you have finished with the utility tap ‘End service’ to disable.

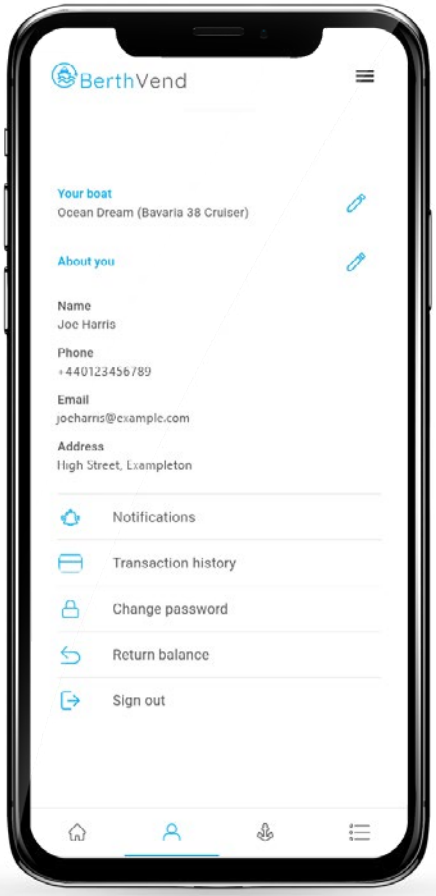



For additional support:
email: **support@berthvend.com**
visit: **www.rolecserv.com**

# Account settings

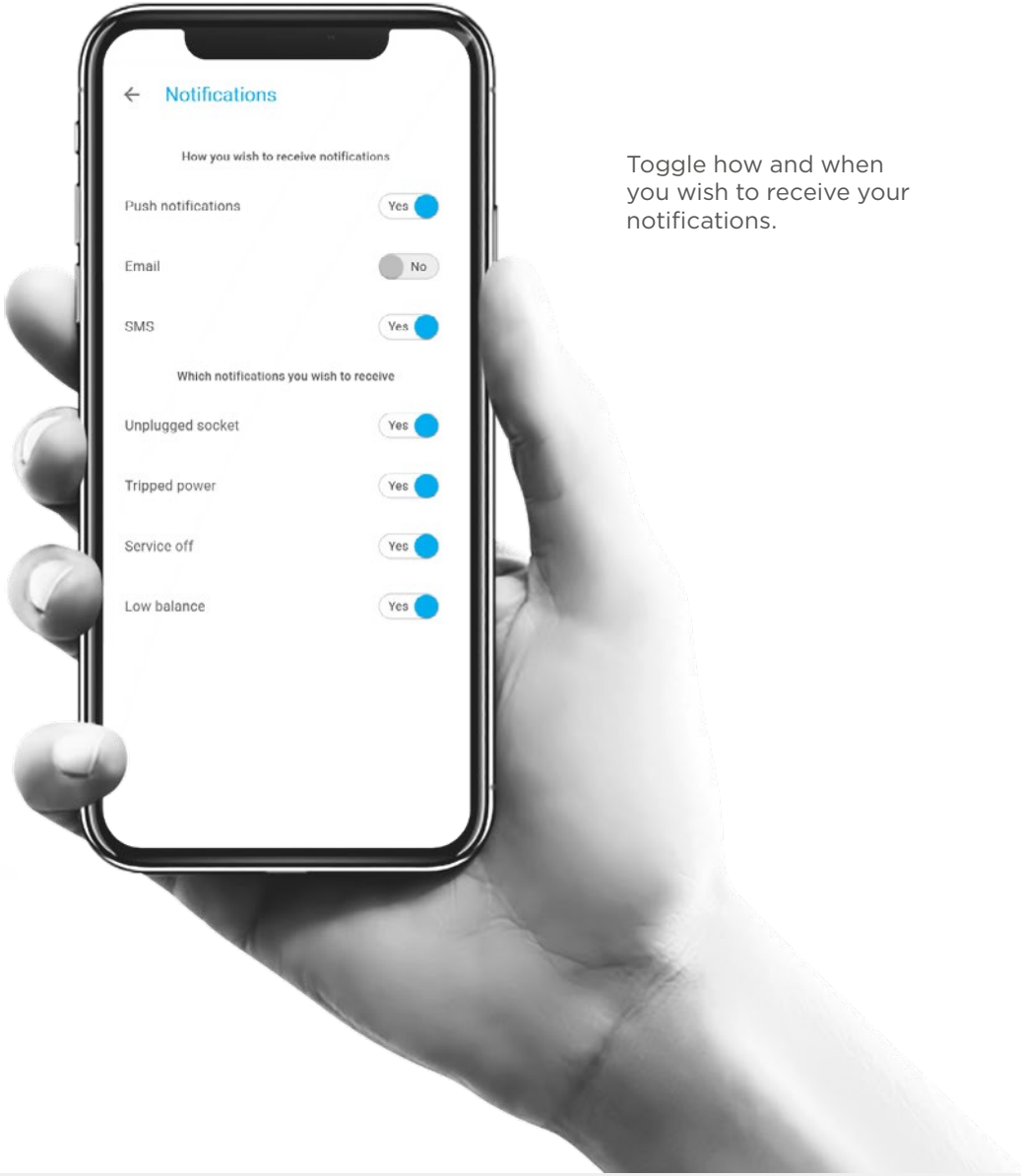



Tap the account tab at the bottom where you can edit your boat name, name and contact details.




Scroll to the menu at the bottom of this screen to change your notifications settings, view your transaction history, change your password, return your balance or sign out of the app completely.

# Notification settings




Toggle how and when you wish to receive your notifications.



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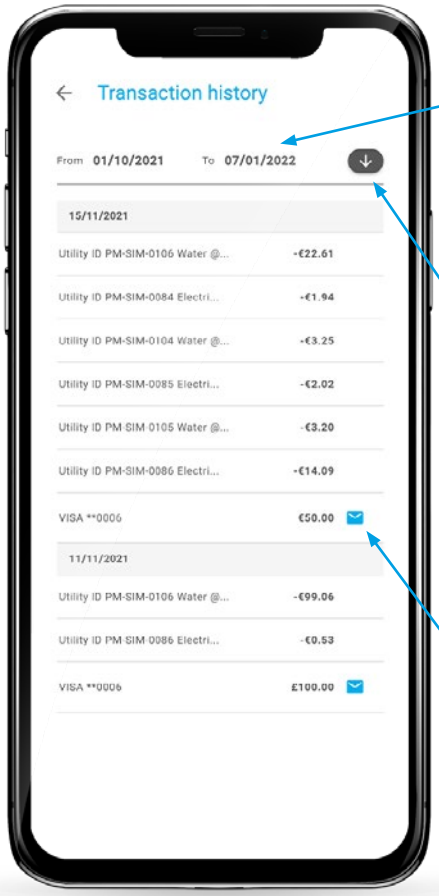
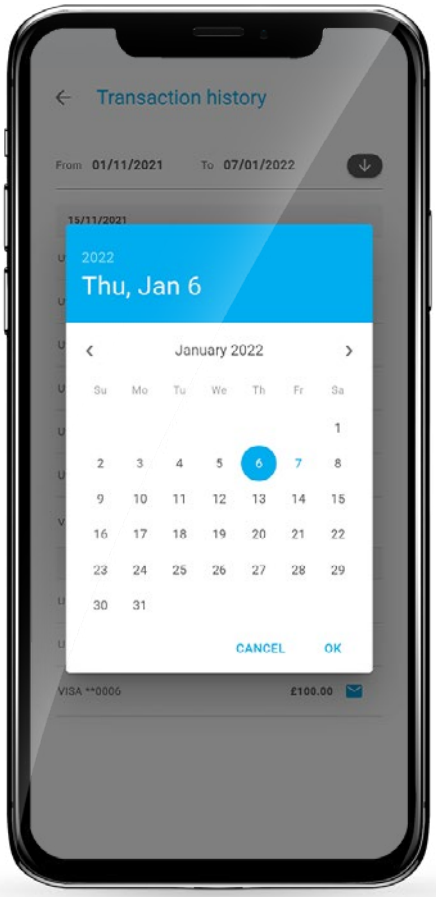
# View your transaction history

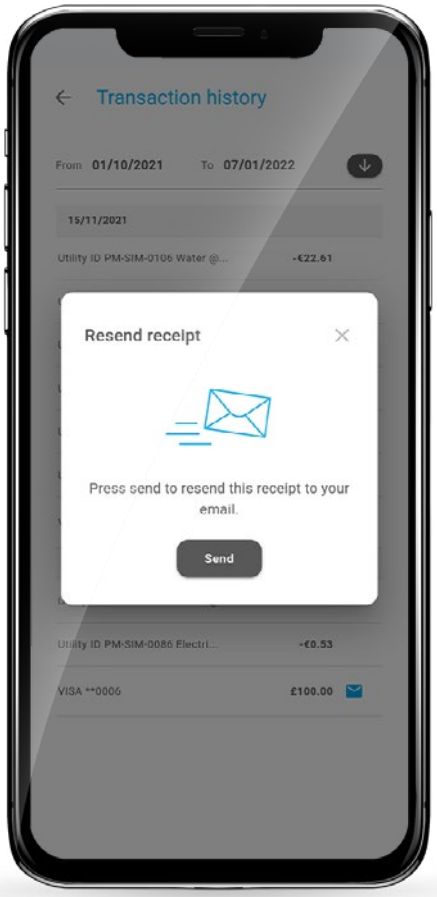



1. Use the date pickers at the top to filter for transactions between two dates

2. Tap the arrow button ↓ to download an Excel spreadsheet of your transactions between the selected dates.

3. All usage, top ups and refunds are shown in this list and you can resend yourself a copy of any top up receipt by pressing the blue envelope ✉ next to the transaction. This will be sent to the email address on your account.



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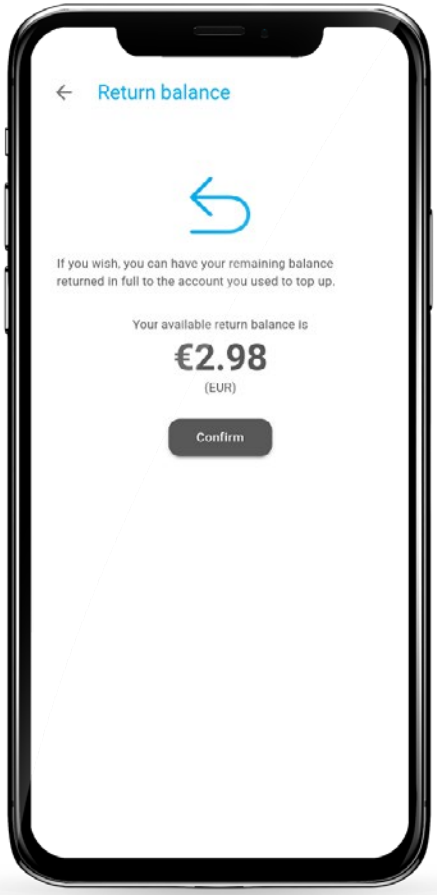
# Returning your balance to your account

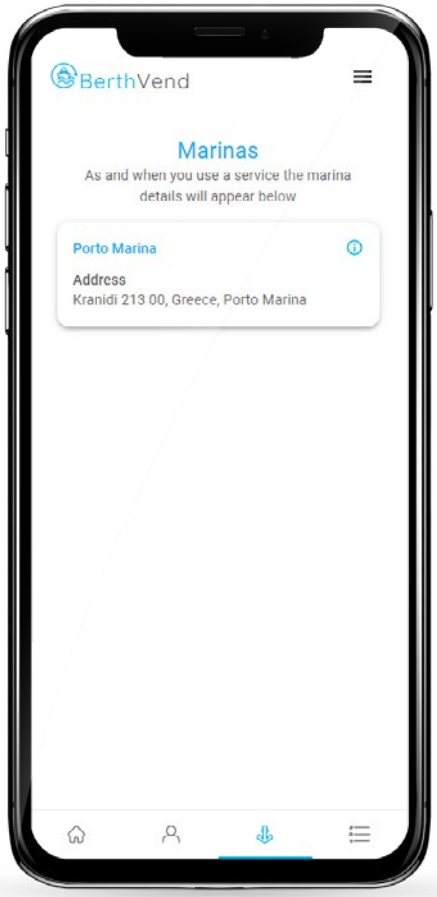


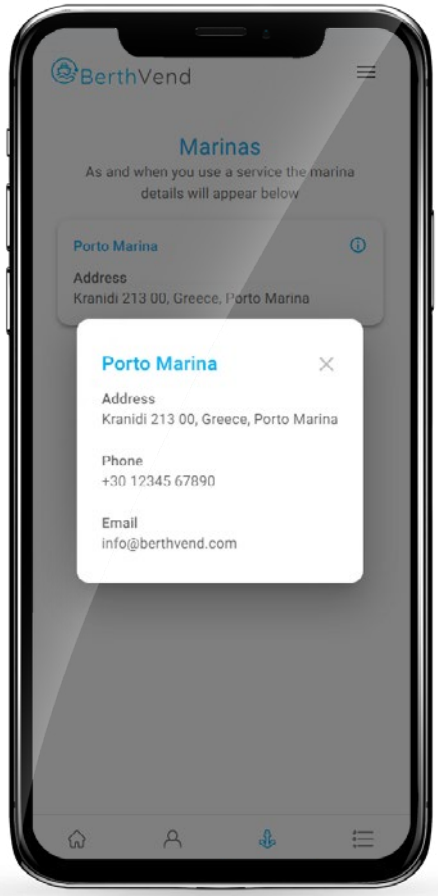

If you have an available balance you can return this to your account if you no longer wish to keep it in your BerthVend wallet. Simply press the confirm button on the return balance screen and a refund will be issued back to the card used to initially top up your wallet.

**Note:** If your remaining balance is made up from multiple top ups then your refunds will be issued in multiple payments. Starting with the last top up you made until your balance is cleared.

# Marinas

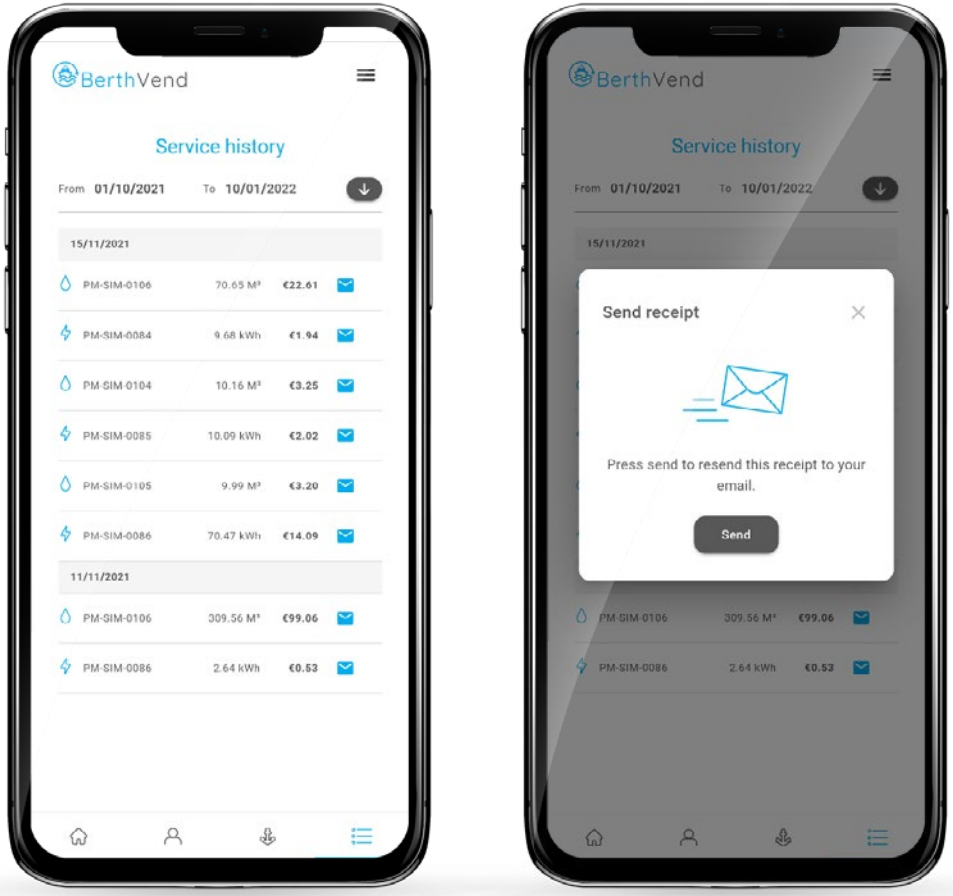
View the contact details of the marinas from services you have in use or have used.



# Service History

Similar to your transaction history you can filter your service history using the date pickers at the top and download an Excel spreadsheet using the arrow button ⬇. You can also tap the blue envelope ✉ to re-send your receipt for this service usage to your registered email address.







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## Contact us

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MSDAUGED-V01-R0 BerthVend App User Guide - A5 booklet
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