



Driving Revenue from Remote Operations

Enabling Cashless Payments and Remote Insights at RV Dump Stations

The Situation

From keeping sites clean and accessible to paying sewer fees and upholding compliance standards, RV Dump sites require businesses to maintain strict standards; yet, dump stations are generally found in remote locations and are typically unattended. As a result, they are often run free of charge or on an honor system—resulting in skipped payments and waste left across sites.

Such was the situation when Sani-Star, the first Automated RV Dump Fee Collection System, was founded in 2008. Sani-Star strove to empower dump station operators across campgrounds, national travel centers, gas stations, and convenience stores to offer improved customer experiences and secure payment collection, ultimately recouping costs and running more efficiently.



The Challenges

To make RV dump sites profitable all while providing greater value to customers, Sani-Star set out to identify a technology partner that could account for a number of challenges:

Collecting Payments Reliably and Securely

RV Dump sites were often run at a deficit since operators were unable to enforce payment. Some operators provide service for free and others would request a \$5 or \$10 fee to use the dump station with no assurance that payment would be made. Sani-Star recognized this, and knew businesses required a solution that locked RV dump caps in place, only opening when a payment was received by a kiosk. At the same time, payments needed to be secure, and kiosks needed to be user friendly.

Enabling Connectivity Without a Power Supply

Dump stations are primarily located in remote locations, and therefore, do not have access to a power supply or data lines. To process payments remotely, Sani-Star required both a power source capable of operating in far-off destinations and a wireless card reader and telemeter solution compatible with this power supply that could process and accept cash and cashless payments.

Compiling Results in a Centralized Database

Due to the remote nature of RV Dump sites, business operators infrequently visit the actual dump sites. So, unless staffed with an attendant, they have limited insight into usage, payment, and servicing requirements. When delivering a technology solution to improve efficiency and generate revenue, Sani-Star wants to empower businesses with insightful reports from across their sites, all stored in a comprehensive, remotely accessible database.

The Solution

Sani-Star paired with USAT to develop the first Automated RV Dump Fee Collection system, leveraging ePort® devices to accept cashless payments across all dumping stations.



Secure Payment

By tapping into the power of USAT's ePort card reader and telemeter, Sani-Star was able to bring highly secure, PCI compliant cashless payments—including mag stripe, chip, and NFC—to its locations. In order to access the dump station after implementing the systems, customers would first need to swipe a credit card at the payment kiosk. Only then would they be able to open the locking cap on the dump receptacle. This allows businesses to charge for dump station usage, driving revenue from a historically unprofitable offering.

After implementing the Sani-Star kiosk, RV Dump sites saw an increased fee compliance of up to 200%.



Remote Operation

As a wireless device, the ePort card reader and telemeter proved to be the ideal solution for RV dump sites, where power and data lines are unable to run. Through the development of a 90 watt solar panel with a 12 volt battery, Sani-Star was able to operate the USAT ePort devices to their full capacity, enabling RV Dump sites to run in a more convenient and compliant manner.



Global Insight

USA Live, USAT's cloud-based reporting and device management portal, provides RV Dump site operators unprecedented insight into their dump stations. Through the USA Live platform, which accesses data collected and transmitted via the ePort telemeter, businesses are able to manage revenue and generate reports anytime for greater profitability and control.

Visit www.usatech.com to discover how USAT can elevate profitability and insight across your remote and unattended operations.

The Results

Since Sani-Star partnered with USAT to offer the only automated fee collection system for RV dump stations, customers observed:



Increased fee compliance of up to **200% after implementing the Sani-Star kiosk.**



Installations across **46 states and 5 Canadian provinces.**



“The technology we enabled helps to keep RV Dump Stations open & operating. They can be difficult to find, but are very important to the RV community.”

— **Eric Huffman**
Vice President,
Sales & Marketing



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This case study was created during the Company's tenure as USA Technologies, Inc. The Company rebranded to Cantaloupe, Inc. April 19th, 2021. For contact information please visit www.cantaloupe.com.

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