

# TECHNICAL BULLETIN

## COINMAX™ SELF-SERVICE COIN COUNTER 0.01 USD PHASEOUT – TB047EN

### Summary

Enhancement/Modification ☒

Issue/Repair ☐

Date of Release	12/16/25
Product Affected	Coinmax™ self-service coin counter
Product Model Affected	All Models
Audience	Retailers, Sales Representatives, Technical Support Teams
Software Affected	1.7.7.242
Region Affected	US
<input checked="" type="checkbox"/> Enhancement/Modification	Disabling 0.01 USD counting and sorting

### Background

The U.S. Treasury stopped production of the 0.01 USD in May 2025 due to manufacturing cost. Consequently, several Federal Reserve distribution centers - [Order and Deposit Updates | Federal Reserve Financial Services](#) - have stopped collecting 0.01 USD to reduce their existing inventory thus making it harder for banks and CIT's to fulfill relative orders.

Regardless of their production and supply, existing 0.01 USD remain valid currency and can be used for purchases or deposited into bank accounts.

### Customer Requirement

Some individual banks or branches, facing their own supply issues, have implemented limits on how many loose coins they will take, often directing customers to roll them or using coin-counting machines if available. Some customer using Coinmax at their location have expressed the need to use the coin counter machines to reject 0.01 USD.

### In-the-Field Solution

Coinmax machines allow for the rejection of any coin denomination, including 0.01 USD. To disable the 0.01 USD counting function follow the below instructions:

### DISCRIMINATION MAX LIMIT

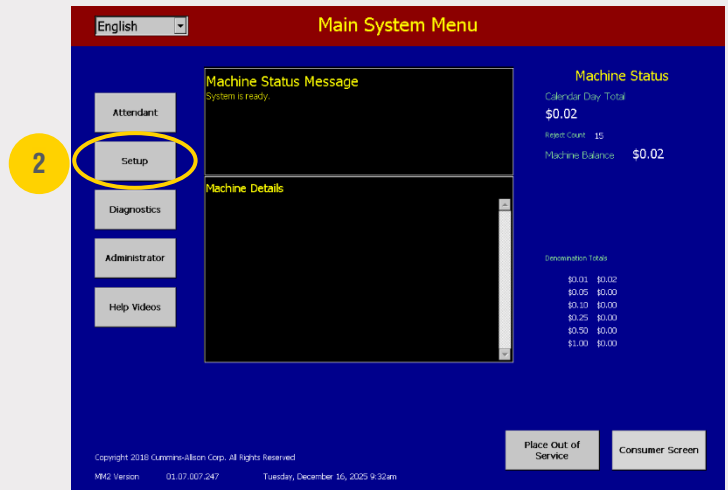
1. Log in from the **Attendant Login** screen.

The screenshot shows the 'Attendant Login' screen. At the top, there is a red header with the text 'Attendant Login'. Below the header, there is a login form with two input fields: 'Attendant Login ID' and 'Password'. To the right of these fields are two buttons: 'Login' and 'Cancel'. Below the login form is a virtual keyboard labeled 'International Keyboard'. The keyboard has a 'Symbols' tab and an 'English' tab. The 'English' tab is selected, and the keyboard layout includes letters, numbers, and special keys like 'Backspace', 'Enter', 'Space', and 'Caps Lock'.

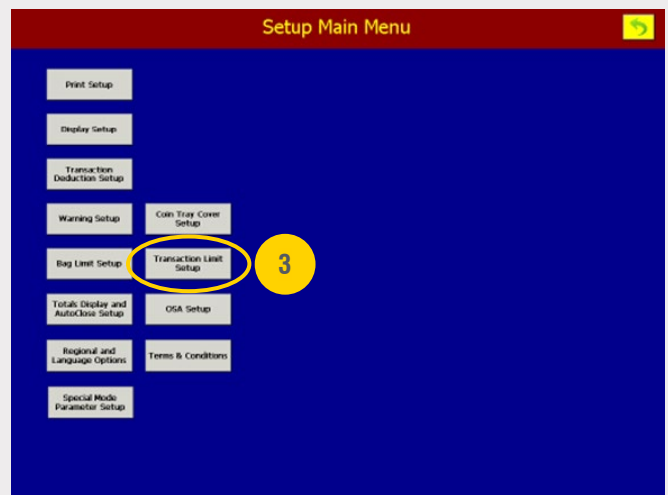
# TECHNICAL BULLETIN

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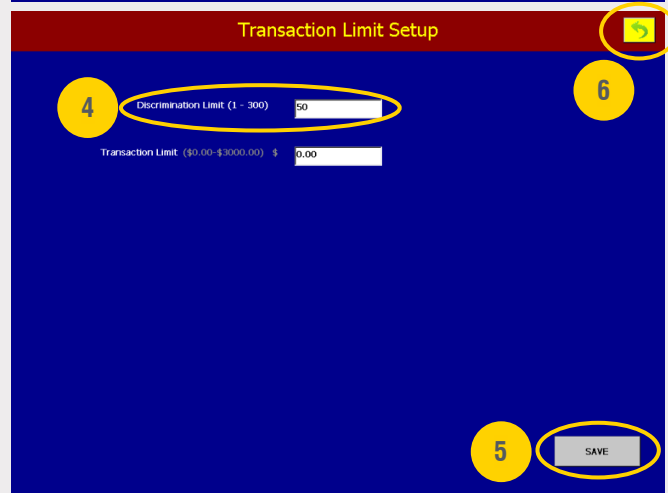
2. From the Main System Menu, select **Setup**.



3. From the Setup Main Menu, select **Transaction Limit Setup**.



4. From the Transaction Limit Setup menu, change the default **Discrimination Limit** from 50 to 300 (to maximize the amount of coin rejected before the machine stops when reaching the transaction limit).
5. Select **SAVE**.
6. Select the back button (green arrow) to return to the **Main System Menu**.

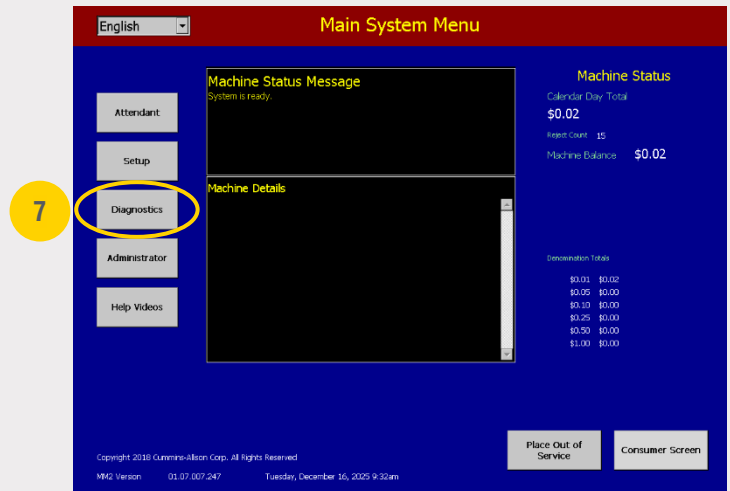


# TECHNICAL BULLETIN

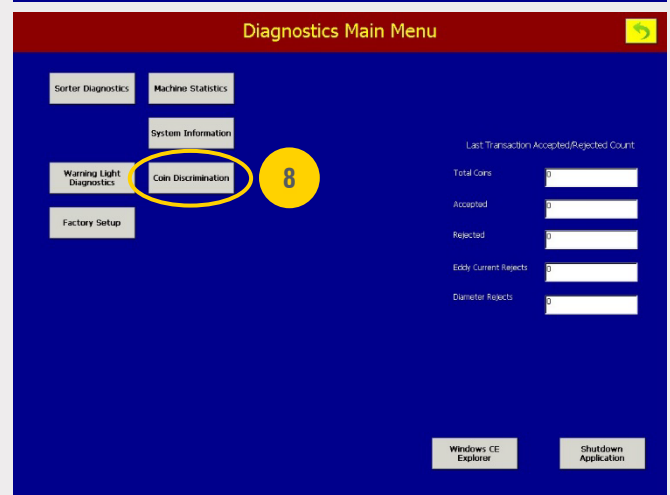
## COINMAX™ SELF-SERVICE COIN COUNTER 0.01 USD PHASEOUT – TB047EN

### COIN DISCRIMINATION FOR 0.01 USD

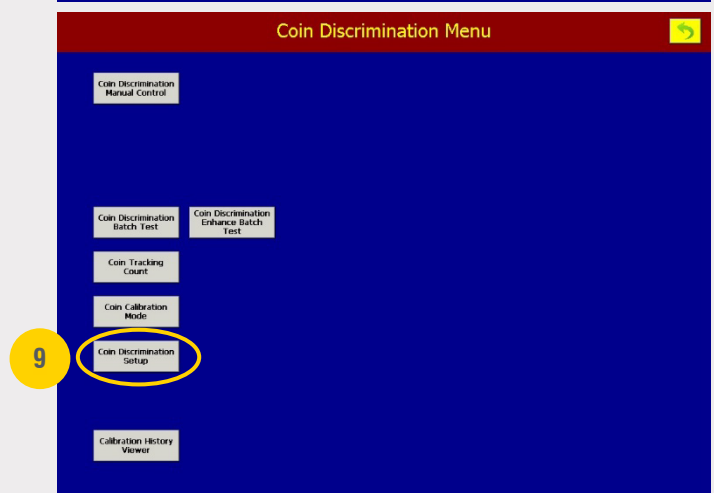
7. From the Main System Menu, select **Diagnostics**.



8. From the Diagnostics Main Menu, select **Coin Discrimination**.



9. From the Coin Discrimination Menu, select **Coin Discrimination Set up**.



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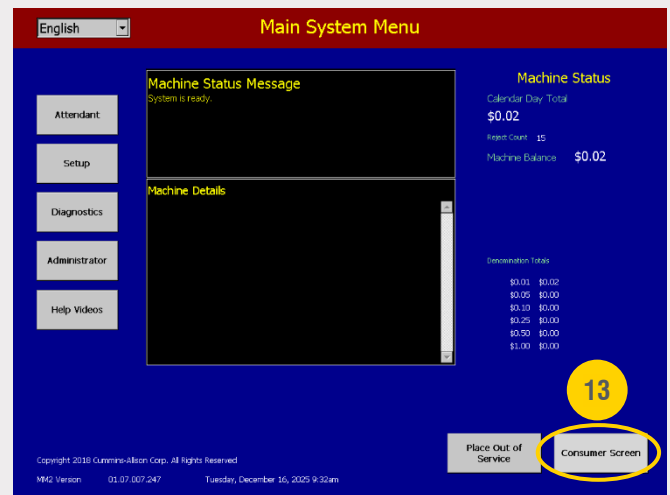
10. From the Coin Discrimination Setup menu, uncheck the boxes for “Old Penny” and “New Penny”.

11. Select **SAVE**.

12. Select the back button (green arrow) to return to the **Main System Menu**.

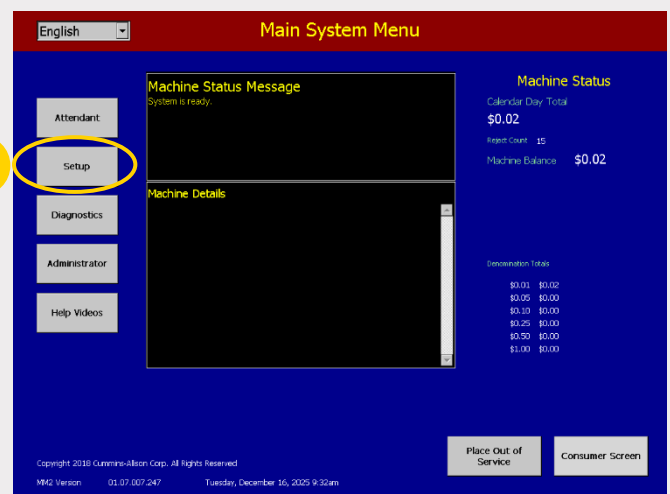


13. From the Main System Menu, select **Consumer Screen** to get the machine ready for a coin transaction.



### DISCLAIMER

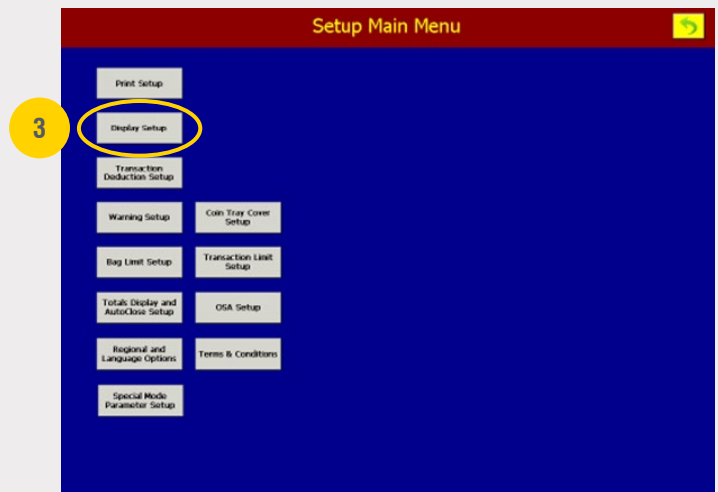
1. The customer could use the Terms and Conditions screen (optional) to let the customers know that the Coinmax does not accept 0.01 USD. The customer must provide the language for the message, not CA. Customers must accept the agreement before proceeding with their transaction. This option might require a software update if the installed software is older than 1.7.7.242
2. From the Main System Menu, select **Setup**.



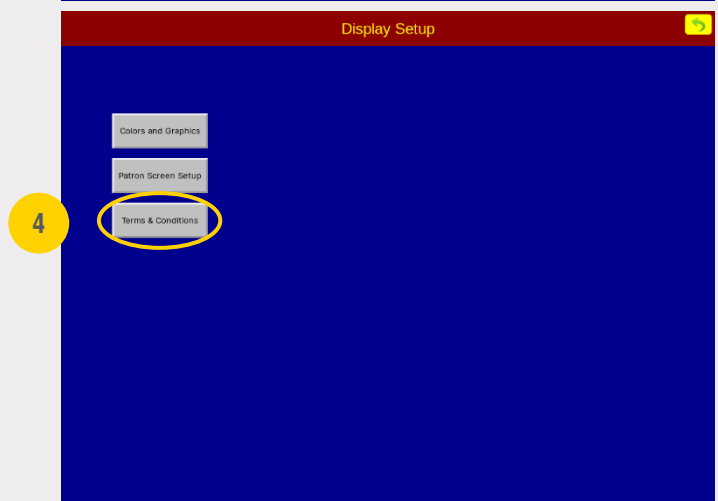
# TECHNICAL BULLETIN

## COINMAX™ SELF-SERVICE COIN COUNTER 0.01 USD PHASEOUT – TB047EN

3. From the Setup Main Menu, select **Display Setup**.



4. From the Display Setup menu, select **Terms & Conditions**.



## COINMAX™ SELF-SERVICE COIN COUNTER 0.01 USD PHASEOUT – TB047EN

5. From the Terms and Conditions Setup menu:
  - a. Check the box to Enable Terms & Conditions.
  - b. Select the Language, Font Size, and Text Alignment for the T&C text display.
  - c. In the Text Body field, **type the text to display** for a customer's review and acceptance prior to counting their coins. Remind customers that once the rejection cup is filled up:
    - i The machine will stop the transaction and display an error message
    - ii The customer will have to collect the rejected coins from the rejection cup
    - iii A teller will have to come to the machine to clear the error message and allow the customer to continue with the transaction
  - d. Identify the Accept Button Text in the selected language
  - e. Identify the Decline Button Text in the selected language



If the text is left blank you will only see the accept text on a button that is centered.

6. Select **SAVE** to save your display settings. The system displays a pop-up to confirm your settings are saved.
7. Select the back button (green arrow) to return to **Main System Menu**.
8. From the Main System Menu, select **Consumer Screen** to get the machine ready for a coin transaction.

## COINMAX™ SELF-SERVICE COIN COUNTER 0.01 USD PHASEOUT – TB047EN

### SOLUTION LIMITATIONS

1. With this set up the machine will reject all the 0.01 USD introduced into the hopper up to the Discrimination Limit (300 coins, between 0.01 USD and potential foreign coins).
2. At this point, the customer screen will show the Coin Discrimination Batch Limit error message.
3. A teller will need to come to the machine to clear the error message through the Attendant Menu.
4. Before the transaction continues, the customer will have to empty the now full rejection cup, to prevent coins from overflowing onto the floor once the transaction resumes.
5. Steps 1, 2, 3, will have to be repeated until the transaction is completed.
6. Once the transaction is completed, the customer will receive a printed receipt containing the number of coins rejected.



- This is a very quick, but not exhaustive, solution to respond to the customers' request of rejecting 0.01 USD with Coinmax machines.
- As this initial solution is deployed into the field, the CA engineering team is working on modifying Coinmax software and hardware components to generate a better and more complete solution for the 0.01 USD phaseout.
- To disable the counting/sorting of the 0.01 USD, a service call must be placed.

### SUPPORT CONTACT INFORMATION

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