# Customer Instructions
# BookScanner2 App

# BookScanner2 App – tablet

## Set Up

You have been provided with a point-of-sale system comprising of a tablet, Bluetooth scanner, Bluetooth printer, credit card reader, barcode sheet and additional paper for each set up.

The router for internet access will be set up by the driver at the time of delivery.

1. Tablets are packaged with the corresponding printer and scanner. Please make sure that the devices are kept together to ensure proper functioning. Should there be any mix up, the Equipment Checklist in the blue folder lists the pairings.
2. Check out stations should be set up within close proximity of an outlet to allow for charging devices. While tablets and scanners may be used wirelessly, we suggest charging during periods of down time. All devices should be plugged in each night to fully charge.
3. Turn on tablet – press and hold power button (top right corner) for 3 seconds then release. The manufacturer logo will appear and it should start to power on. If the display shows image of the battery, it did not work. Try again—press and hold the power button for 3 seconds.
4. Attach the credit card reader to the tablet by pressing **firmly** into the headphone jack until it clicks (the silicone casing will bulge slightly). The IDTECH logo should face up.
5. Turn on printer by pressing the power button for 1-2 seconds. A steady blue light will appear. If printer does not power on, make sure battery compartment is properly closed as it may have come loose during transit. There is extra printer paper in the orange toolkit.
6. Keep the barcode price sheet next to the register for scanning items that do not have barcodes. Gift Certificate barcodes are on the reverse.
7. Check WiFi connection in settings to confirm device is connected to the BFBF router. Password to connect is SEBKS3201.
8. Select the BOOKSCANNER2 icon on the Home screen to get started.

## PURCHASES

<u>Scan a Book</u>: Plug in handheld scanner and start scanning. The scanned items will go directly in the shopping cart.  If the barcode is not recognized, "ITEM NOT FOUND" will appear on the screen.  Or tap blue "Scan w/ Camera" button to enter scan mode.  Red line comes up across screen.  Hold the tablet's camera over the barcode that you want to scan.  The line turns green when it has read it and you will hear a beep.  The red line must cover the barcode (the one that starts with 978...) completely from left to right.  Once the barcode is read, the item is added to the cart but you will remain in scan mode.  To exit scan mode, tap the back button.  If the barcode is not recognized, "ITEM NOT FOUND" will appear on the screen and you will be out of scan mode.

<u>Type in a Price</u>: Use this if the item does not have a barcode or the barcode is not scanning. Tap the field or the gray "Type Price or ISBN" button.  The keyboard will appear on the bottom. If you want to type a price, type it (i.e., 20 or 20.00) and tap the "Add to Shopping Cart" button if you want to add that item to the shopping cart.

<u>Type in an ISBN</u>: Use this if the barcode is not scanning.  Tap the field or the gray "Type Price or ISBN" button.  The keyboard will appear on the bottom.  Type in the 13 digit number beginning with 978 and then tap the gray "Lookup Typed ISBN" button. If the ISBN is found, the title and price will appear on the top of the screen.  You can then add this item to the shopping cart by tapping the gray "Add to Cart" button.  If the ISBN is not found, "ITEM NOT FOUND" will appear on the screen.

<u>Edit Cart</u>: Tap gray "Edit Cart" button. The items in the shopping cart will be displayed on the full screen.  You can highlight an item by tapping it and then you will have the option of adding more copies of this same title or deleting it.  Hit the back button to return to the main screen.  The shopping cart will be updated.

<u>Empty Cart</u>: Tap gray "Empty Cart" button to delete all items currently in the shopping cart.

<u>Checkout</u>: Tap blue "Checkout" button to take payment for items in the shopping cart.  You will be prompted for payment type—cash, check, credit card, or gift certificate.  Two payment methods are allowed per transaction.

**Cash** – You will be asked to enter the amount of cash handed to you.  Then the change will be calculated and a receipt will be printed.

**Check** – You will be asked to enter the amount of the check and the check number.  A receipt will then be printed.

**Credit Card** – We accept MasterCard and Visa.  The credit card screen will be displayed allowing you to manually enter the credit card number and other information and hitting "Submit" OR choosing "Swipe" button to swipe the credit card on the credit card reader attached to the tablet.  Choosing "Swipe" brings up the credit card reader screen which will show "CONNECTED" or "DISCONNECTED" in the bottom right hand corner.  If "DISCONNECTED", be sure the reader is pressed in all the way in the headphone slot until you hear a click.

When it says "CONNECTED", choose "Swipe Card" button in lower left corner.  Then swipe the card with the magnetic strip down and facing the "IDTECH" logo.

You will get a message that it is processing the transaction. It will then return a status of "Approved" or "Declined".

If approved, a receipt will be printed.   The receipt will include the reference number.  This number is required to process voids and refunds.

If the card is declined no receipt is printed and the display shows "Declined."  (If you are swiping the credit card correctly and it is not being read, make sure the volume is set to the highest setting. You can do this by hitting the home button on the bottom, selecting the "Settings" icon, and choosing "Sound", then "Volume".   Make sure all the volumes listed are at max by sliding the blue circle all the way to the right. Hit OK.)

**Gift Certificate** – Please refer to detailed instructions on page 11.

**Book Bucks** – Choose this option first if the buyer is using book bucks.  Five dollars will automatically be deducted from the total.  If there is still an amount due, you will be asked to choose another option to complete the payment.  If the purchase is less than the value of the coupon, no change is given.  A receipt will be printed.

<u>Sales History/Reprint Receipts.</u>: Tap gray button to display receipts for all transactions on this tablet. You can scroll up and down to review receipts.  If you would like a copy of a receipt, select the transaction and it will be printed upon returning to the main shopping cart screen.

<u>Email Receipts</u>: You may disable printing to send receipts via email. The "Printer On" function is a toggle switch.  Tap the button to switch between "On" and "Off". "Printer On":  receipts will be printed.  "Printer Off":  you will have the option of emailing a receipt.

<u>Process Refund</u>: Tap gray button.  Select cash refund, check refund, credit refund, or credit void (if the charge occurred the same day).  Enter the amount of refund.  For credit refund and void, you must also add the corresponding reference number from the credit charge receipt.  A receipt will be printed upon returning to the shopping cart.  A credit void can be processed about 5 minutes after the charge has occurred and will reverse the entire transaction.  Voids must be processed on the same tablet on which the charge was processed.  If the charge occurred the previous day or earlier, use refund credit.

<u>Apply Discount</u>: Tap gray button to apply the previously agreed upon discount for special purchases, such as teacher books. The discount will be deducted from the subtotal and displayed in the shopping cart and printed on the receipt.

<u>Reprint Last Receipt</u>:  Tap gray button to reprint receipt for the most recent transaction.

## TRAINING

Click on the  icon found on the Home screen to get started. The Training app functions just like the Bookscanner App except you will not be able to process credit cards or submit reorders. All the menus and steps are the same as outlined for BookScanner2 in this booklet.

Volunteers can practice with confidence as activities in the Training app will not affect Book Fair totals.

**Be sure to exit the app and launch BookScanner2 when it is time to process actual transactions.**

# BOOK FAIR CHAIR

Tap red button to access the following functions:

Print Report: Tap red "Print Report" button and choose "Summary" or "Itemized" and choose the dates you would like included to print a report. Each tablet will have its own report. The summary report will include the totals for cash, checks, credit purchases, gift certificates, book bucks, cash refunds, check refunds, credit refunds, voids, and net revenue (all income minus all refunds) for each day. Net revenue does not include line-item gift certificate purchases or redemptions or book bucks. Totals for the entire event will also be printed.

The itemized report will show all transactions for the day (this could use a lot of paper!). If "Printer On/Off" toggle switch is set to "Off", you may provide an email address where the report will be sent electronically.

Today's Total: Tap red "Today's Total" button to display on the screen the transaction totals for the day. This is handy if you just want to see today's totals but don't need to print them out.

Reorder List: Tap red "Reorder List" button to create a reorder list. See Reorder instructions on page 9.

End Of Fair: Tap red "End Of Fair" button to calculate end of fair profits and purchase books with your profits. You will need to enter the total cash deposited from all tablets combined, the total amount of checks deposited from all tablets combined, and the total credit card transactions cleared from Bedford Falls.

Report generated includes your gross receipts, total cash profits earned, total amount available to spend in books, and the amount due Bedford Falls Book Fairs.

If taking profit in books, use this function to select the books and receive a report with the book list and "purchase" amount which may be printed or emailed.

Change Tax Rate: Devices are already programmed with Sales Tax. This function is strictly for changing the tax rate. Please call Bedford Falls (919-954-0140 or 1-800-954-0140) to get the password.

Admin: For office use only.

# Reorders

This function is found under the Book Fair Chair menu (red button on Checkout screen).

Add a book to reorder list

> By scanning: Scan the barcode of the book you would like to reorder. You will be prompted to enter the number of copies prepaid and then the number of copies for the shelves under "restock" amount.

> By typing title: enter the title or part of the title and choose the gray "Lookup Title/Find Next" button. If the book you are looking for appears, you can add it to the reorder list by choosing "Add to Reorders". You will be prompted to enter the number of copies prepaid and the restock amount. If the book you want is not displayed, tap the "Lookup Title/Find Next" button to continue search.

The reorder list will be saved upon returning to the shopping cart. You can return to it at any time to add or delete items. Please be sure your order is complete for the day before submitting.

Email Reorders: Tap red "Email Reorders" button to submit reorder request to Bedford Falls. If received by noon, items in stock will be shipped via Next Day delivery (NC, SC and VA). You may email a copy of the reorder to yourself by entering your email address.

Edit Reorders: Tap gray "Edit Reorders" button to view the current reorder list that has not already been submitted. You will have the option to change the prepaid or restock values or delete the item.

Type Title: Tap gray "Type Title" button to clear the input field and bring up the keyboard so you can begin typing the title.

Lookup Title/Find Next: Tap gray "Lookup Title/Find Next" button to search the database for the title you have entered. If the book found is the one you want added to the reorders list, choose gray "Add to Reorders" button. If it is not the book you want, choose the gray "Lookup Title/Find Next" button to continue searching.

Lookup Series/Find Next: Tap gray "Lookup Series/Find Next" button to search the database for the series you have entered. If the book found is the one you want added to the reorders list, choose gray "Add to Reorders" button. If it is not the book you want, choose the gray "Lookup Series/Find Next" button to continue searching.

Reorder History: Displays list of all books previously submitted for reorder.

Text Box: Tap gray "Text Box" button to request non-book items and supplies (ex. "please send more book plates" or "need 10 more Moody Faces"). This message will be sent with your reorder list.

## REMEMBER TO CHARGE ALL DEVICES NIGHTLY

## Recharging Devices

Recharge tablets, printers and scanners nightly.

Tablets – insert flat wide end of charger cable into charger port on bottom of tablet. Make sure "Samsung" is facing the front. Plug other end into wall outlet.

Printers A – K: plug round end of charger cable into charger port on the side. Plug the other end into wall outlet.

Printers L – Z: plug round end of charger cable into charger port on the inside of the printer.
You must lift the cover to do this. Plug the other end into the wall outlet.

Mini Printers 01-75: power cord plugs into front of printer next to the USB port.

Scanners: plug charging cable into port at the end of the handle and the other end into the USB wall plug. Scanner may be used wirelessly when charged. When battery level is less than 20%, the LED will flash in RED.

# Gift Certificates

Please feel free to make copies of the gift certificate master which was included in the Chairperson's Resource Box as needed. Your Book Fair toolkit includes a barcode sheet with incremental dollar amounts to use when issuing gift certificates.

**Purchasing a Gift Certificate**
- Gift Certificates may be purchased for any value. Simply scan the appropriate dollar amounts from the gift certificate bar code sheet. For example, if a parent would like to purchase a $25 gift certificate scan the $20 bar code and then the $5 barcode. The total sale will equal $25 and can be paid by cash, check, or credit card.
- Gift certificates may be purchased in the same transaction with books or other items.
- The person issuing the gift certificate should write in the total dollar value and their initials in pen or other permanent ink on the gift certificate.
- The To/From section is to be completed by the purchaser.

**Redeeming a Gift Certificate**
- During check-out choose this payment option first if the buyer is using a gift certificate.
- Enter the value of the gift certificate.
- If the amount is less than the total due, you will be asked to choose a second payment option to complete the transaction.
- If the certificate's value is more than the total due, no change is given. You may instead enter the amount of the sale and note the balance available to be used in another transaction on the face of the certificate with an authorized signature.
- A receipt will be printed.

## Troubleshooting

1. **Scanner always comes back with "ITEM NOT FOUND"**

   Make sure you have a WiFi connection then power down the tablet and power back on.

2. **Typed price is not being added to cart**

   Once you type the price, tap the gray "Add to Cart" button.

3. **Receipt is not printing or only part of the receipt is printing**

   Ensure the printer has paper, is on, and is plugged into an outlet. The printer will need to be plugged into an outlet for about 5-10 minutes before the batteries are charged enough to resume printing. The printer should be plugged in nightly to ensure the batteries are fully charged during the fair.

4. **Credit Card is not swiping**

   Make sure the credit card reader is pushed in far enough in the headphone slot of the tablet. It will say "Connected" on the bottom right corner of the swipe screen. Make sure the magnetic strip is down and facing the IDTECH logo. Volume should be at the highest setting.
   You may adjust the volume by selecting the "Settings" icon, choose "Sound", then "Volume". Make sure all the volumes listed are at max by sliding the circle all the way to the right. Hit OK. Also, if the tablet battery is low, you will need to charge the tablet so it has enough power to run the credit card reader. If still not working, try keying the number by hand.

5. **Hand held scanner is not scanning**

   Your scanner may be in SLEEP mode. Squeeze the scan trigger once to WAKE UP and a second time to reconnect. You may then scan the barcode.

   If the LED is flashing RED, it means the scanner needs to be charged. Plug into an outlet and try again in 5-10 minutes.

   The Blue LED button will be lit when scanner is ready for use.

6. **Other issues**

   Please call us at 1-800-954-0140. We will be happy to help you.