

NATIONAL BOOK TOKENS on OPENBRAVO - BASIC USER GUIDE



Prerequisites:

- Batchline POS version 4.30 with the Openbravo EPOS solution option
- A good* barcode scanner setup to scan into Openbravo (*some scanners struggle to read the NBT gift card long barcode – the Honeywell I200G is recommended)
- A National Book Tokens account connected to Batchline

Set Up - Most accounts will be set up in advance and the NBT logo will automatically appear in the list of payment types.

Set Up Test – ALL bookshops **must** do the following validation test to check that the NBT functionality is set up correctly and linked to the correct NBT account. **Do not use the system until you have done this check.**



- 1) Open Openbravo
- 2) Use the Openbravo barcode scanner to scan the long barcode on the reverse of any National Book Tokens gift card. You should then see the card status on screen.
- 3) Log into the NBT Reports system (you can find this here <https://www.nationalbooktokens.com/giftcard> using the same log in details as for NBT Authorisations) and run a transaction log report for the current day. Check that there is a balance enquiry for card number that you have just scanned (confirm the time and date). The employee column should say “Batchline POS - DO NOT CHANGE”



WREN
The POS Merchant Payments Web Reporting Engine

user: Alex. Last logged in: 18/03/2021 14:36

Transaction Log Report (GLN Selection) Go To: 1 / 1 Row

Transaction Log Report from 22/03/2021 until 22/03/2021

Summary Section												
Description	Number						Value					
No data found												
Detail Section												
LN	Merchant Name	Address	City	Trans Date	Employee	Card Scheme	Card Number	Trans Type	Currency	Value	Outcome	Access
	Batchline POS	16 Bell Yard	GB	22/03/2021 08:56	Epos - do not change	E-GIFT CARD-NEW TEST CARDS 6	633792*****7526	Balance Enquiry	GBP	0.00	Authorised	WEB
	Batchline POS	16 Bell Yard	GB	22/03/2021 08:57	Epos - do not change	E-GIFT CARD-NEW TEST CARDS 6	633792*****7526	Balance Enquiry	GBP	0.00	Authorised	WEB
	Batchline POS	16 Bell Yard	GB	22/03/2021 08:57	Epos - do not change	E-GIFT CARD-NEW TEST CARDS 6	633792*****3265	Balance Enquiry	GBP	0.00	Authorised	WEB

If you cannot see the balance enquiry for the card you have scanned in your list of transactions, please contact egiftcard@booktokens.co.uk (and do not use the system for further NBT transactions)

If you can see this transaction it means you are set up correctly.

Selling or topping-up a National Book Tokens gift card (s)

- 1) **Scan the long barcode on the reverse of the card** (not the short barcode on the card carrier). *You do not need to select NBT on the system before you do this, it will know automatically what the card is.*
- 2) The card status will immediately be checked by the system. New cards will show as “National Book Token...” showing the last seven card numbers. Live cards will show as “National Book Token -Top up” and will show the current balance - this could be zero.
- 3) **Type the amount you wish to load onto the card on the keypad and press **OK**.** If you are loading multiple cards, scan the second card and repeat the steps. The cards will show in a list (see image below)

Item	Units	Price	Price + Taxes	Taxes	Subtotal	Total
National Book Token 0065-550	1	£15.00	£15.00	NBT Tax Exempt	£15.00	£15.00

Item	Price	Units	Taxes	Value
NBT Top Up 0117-526	£10.00	x1	0%	£10.00
National Book Token 0065-550	£20.00	x1	0%	£20.00

Taxes: £0.00 Subtotal: £30.00 Total: £30.00

- 4) When you have added all the required products to the ticket*, **click the = sign on the main keypad.** NOTE - this completes the NBT transaction and will load the gift card(s) with value.
- 5) Now take payment from the customer and press **OK** to complete.
- 6) You should then check the receipt – as this will also confirm the completed transactions.

*You can now sell NBTs and books or other products on the same ticket.



Redeeming a single National Book Tokens gift card

If the account has been set up with National Book Tokens, the NBT logo will appear on the list of payment types. (Note: NBT will not appear as a payment option if you are selling an NBT, you should only use NBTs to buy books)

In the payment options screen:

- 1) **Select NBT** – the NBT input screen will appear, prompting the user to scan the first card.
- 2) **Scan the customer's gift card** and the balance (or card status) will appear.
- 3) **Use the keypad to input the amount** to redeem from the card. If the balance is enough to pay for the full transaction, **then press OK**. This will redeem value from the NBT (you will see a confirmation).

The screenshot shows the 'Payment' screen with a total of £9.99 and a remaining balance of £9.99. The 'NBT' option is selected. A card with ID 6337-9201-7700-0117-526 and a balance of £53.87 is scanned. The keypad shows the amount £9.99 entered. The 'OK' button is highlighted with an orange arrow.

If the card balance on the gift card is not enough to pay for the full transaction, input the amount to redeem and then press the **+** button.

This will redeem value from the NBT gift card (you will see a confirmation). The system will then calculate the remaining balance you need to take from a second payment type.

The screenshot shows the 'Payment' screen with a total of £19.98 and a remaining balance of £19.98. The 'NBT' option is selected. A card with ID 6337-9203-2800-0116-352 and a balance of £10.00 is scanned. The keypad shows the amount £10.00 entered. The '+' button is highlighted with an orange arrow.

The screenshot shows the 'Payment' screen with a total of £19.98 and a remaining balance of £9.98. The 'NBT' option is selected. The 'Type' is set to 'Change' with a value of £9.98. The keypad shows the amount £9.98 entered. The '-' button is highlighted with an orange arrow.

Redeeming multiple NBT gift cards in the same transaction

To use more than one NBT you can simply repeat the process for redeeming a single NBT.

However, if you wish, you can scan all the customer's NBTs to check the balances first.

To do this:

- 1) Scan the first card – as normal
- 2) Then click back into the “Scan card” box and scan the next card (and so on)
- 3) The list of cards you have scanned, and their balances, will now appear in the “Scanned cards” box

You can then select how much you wish to redeem from each card.

- 1) Select a card and input how much to redeem from it. If this is not the full transaction amount then press the + button, this will redeem the amount you have selected from the card you have highlighted (you will see a confirmation).
- 2) The screen will then revert to the payment selection page, press the NBT logo button again and you will return to the list of scanned cards – ready for you to select and redeem. Repeat, as necessary.

The screenshot shows a 'Payment' window with a sidebar on the left containing icons for Cash, Cheque, Voucher, Card, Debt, Free, and NBT. The main area displays the following information:

- Total: £39.96
- Remaining: £39.96
- Scan card: 6337-9207-0800-0123-252 (highlighted with a yellow box and an orange arrow pointing to the 'CE' button)
- balance: £100.00
- Scanned cards:
 - 0116-352 : £0.00
 - 0117-526 : £75.19
 - 0123-252 : £100.00 (highlighted with a yellow box and an orange arrow pointing to the '4' button)
- Total available: £175.19
- Payments: (empty field)
- Total Redeemed: £0.00

At the bottom right, there are buttons for a printer, 'OK', and 'Cancel'.

Problem solving

There are various scenarios which could cause an error, such as trying to load a card with too much value, trying to use a foreign currency card, trying to redeem an expired card.

In each case the system will show an error or card status message to give you some information about the cause which should help you resolve it.

If there is an internet connection issue (which should be rare), error messages might be interrupted.

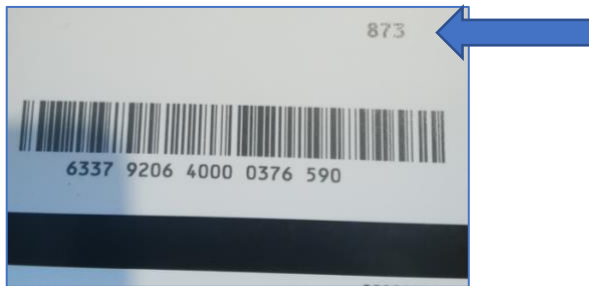
In each scenario, if the solution is not obvious, please contact the National Book Tokens customer service team at egiftcard@booktokens.co.uk

PLEASE NOTE: If you need to, you can revert back to using the National Book Tokens Web Authorisation system, which you may find easier.

National Book Tokens on Open Bravo

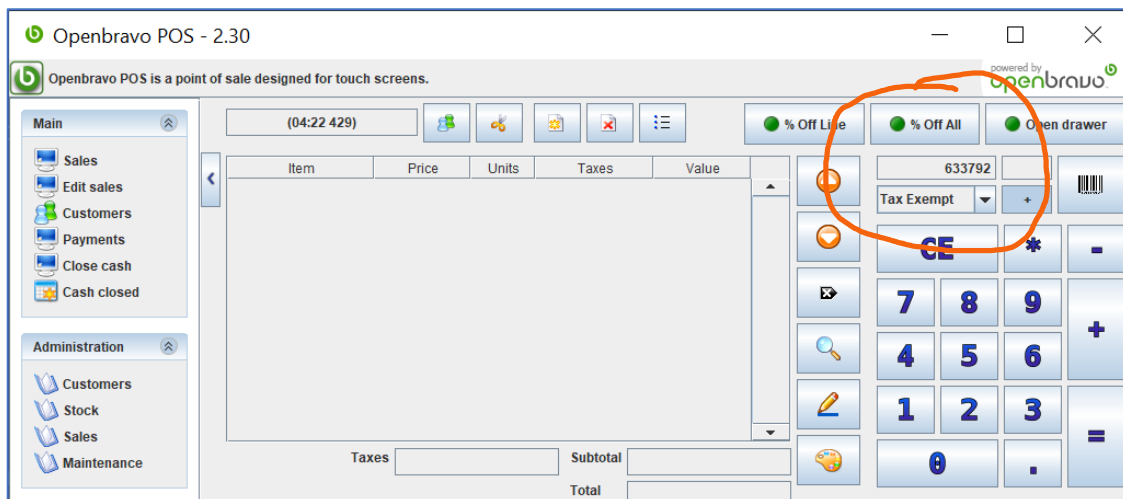
Keyed entries

It is not always possible to scan in NBTs from phone screens. When this happens, you can scan in the card number and PIN manually. Note: A physical card has been used for the purposes of this demonstration.



1. If you look at the Open Bravo window just above where it says 'Tax Exempt' on the right, we have started typing in the book token number.

Type in the whole number AND the 3 digit PIN with no spaces: so for the test card we would type in 6337920640000376590873 and then hit Enter. (If you are on this screen and start typing, the numbers should be entered into the right place. If not, click on the text box first.)



2. Then, depending on whether the card is active or not, a box will pop up where you can enter a price: either 'National Book Token' or 'National Book Token top up'. This works exactly the same as when scanning a card.

National Book Token Top-up

Item	Current balance : £10.00	CE	-
Units	1	7 ^F	8 ^T
Price	£0.00	9 ^V	
Price + Taxes	£0.00	4 ^G	5 ^J
Taxes	Tax Exempt	6 ^M	
Subtotal	£0.00	1	2 ^A
Total	£0.00	3 ^D	
		0	.

OK Cancel

3. When **redeeming** a card, type the card number into the Scan Card box – again including the 3-digit security code or PIN – then hit enter. (In this case, we would enter 6337920640000376590873.)

Payment

Total **£5.00** Remaining **£5.00** + -

Cash Scan card **633792** CE -

Cheque balance

Voucher Scanned cards

Card Total available £0.00

Debt Payments

Free

NBT

4. The process is then the same as if you had scanned the card. (The card number will now appear in its usual format in the Scan Card field.)

Payment

Total **£5.00** Remaining **£5.00** + -

Cash Scan card **6337-9206-4000-0376-590** CE -

Cheque balance **£10.00**

Voucher Scanned cards **0376-590 : £10.00**

Card Total available **£10.00**

Debt Payments

Free

NBT

Print OK Cancel

Contact for all BatchLine queries: mail@batch.co.uk