

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)

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' field shows £9.98 and the 'Change' field is empty. 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 in yellow)
- balance: £100.00
- Scanned cards:
 - 0116-352 : £0.00
 - 0117-526 : £75.19
 - 0123-252 : £100.00
- Total available: £175.19
- Payments: (empty field)
- Total Redeemed: £0.00

At the bottom right, there are buttons for '+', '-', 'OK', and 'Cancel'. Two orange arrows point to the 'Scan card' field and the 'Scanned cards' list.

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.

Redeeming electronic giftcards

1. To redeem an electronic giftcard, type the card number without gaps or dashes into the Scan Card box – including the 3-digit security code or **PIN** – then hit enter. The card number will now appear in its usual format in the Scan Card field. The process is then the same as if you had scanned a physical card.

The screenshot shows a 'Payment' window with the following details:

- Total:** £5.00
- Remaining:** £5.00
- Scan card:** 6337-9206-4000-0376-590
- balance:** £10.00
- Scanned cards:** 0376-590 : £10.00
- Total available:** £10.00
- Payments:** (empty field)
- Total Redeemed:** £0.00

A blue arrow points to the 'Scan card' field. The interface also includes a numeric keypad with function keys (CE, 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, .) and buttons for OK and Cancel.

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