ESL POS TICKET BOOTH

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1. QUICK REFERENCE GUIDE

Cash and Credit Cards

START A SALE (page 9)

1. Touch item (Fare, Pass, etc.) to auto-populate the amount of sale or scan from price sheet. Touch/scan once for one ticket, twice for two, etc.
2. Touch the blue "Charge" button, lower right, to get the tender options or
3. Touch the "Current Sale", upper right, to receive the dropdown list to clear the entire sale and start over.

CASH TENDER (page 16)

1. Take the cash from the customer and touch the appropriate amount displayed on the screen, the system will identify the correct change or
2. Touch "Custom" and key in the amount received
3. Follow the screens to complete the transaction. Touch "No Receipt" for all sales under $50 (unless customer requests one).
4. Touch "New Sale", upper left, for next transaction.

CREDIT CARD TENDER (page 15)

1. Many credit cards will be chip cards, but a customer's card may be a "tap" or "swipe" card. Phone pay options are the same as a tap card. The card type determines how to proceed.
2. Have the customer swipe, insert or tap the card/phone and follow the screens to complete the transaction. Touch "No Receipt" for all sales under $50 (unless customer requests one).
3. Sales amounts of $50 and above require a customer signature on the tablet.
4. Touch "New Sale", upper left, for next transaction.

REFUND/VOID A TENDERED SALE (page 22)

1. Touch the ☰ icon in the upper left and select "Transactions" from the dropdown list.
2. For a credit card refund/void insert, swipe or tap the card. The sale to void will appear on the right.
3. Touch "issue refund" and follow the instructions on the screens until the "refund complete" screen is displayed. Touch done and select "Checkout" from the left to get back to the main menu for next transaction.
4. For cash sale search the transactions on the left, select the correct amount and touch "issue refund". Return money to customer. Touch done and select "Checkout" from the left to get to the main menu for next transaction.

FOR HELP AT ANY TIME CALL KAREN KERTZMAN AT 612-387-6069

2. HARDWARE

Ticket Booth Components: Red Tablet

1 Samsung Tablet (with Power on/off button & sleep mode)

2. Swipe Reader   **3. Chip & Tap Reader**   **4.Hot Spot**   **5. Scanner**

1. **Samsung Tablet:** All cash and credit card transactions will be processed through the "Square" POS application
2. **Swipe Reader:** Swipe non-chip credit cards
3. **Tap & Chip readers:** Tap card on the reader or insert chip end in front. Phone tap also
4. **Hot Spot:** Provides network connectivity to process credit cards
5. **Scanner**: Scans barcodes from ticket booth cheat sheet rather than touching screen

Component descriptions:

1. Samsung Tablet

- ➢ Runs the Square Application.
- ➢ Use the Square Application to process all sales, cash, credit card and phone pay.
- ➢ Power tablet up at beginning of day, power off at end of day.
- ➢ System will go into sleep mode after 10 minutes of inactivity. Lightly tap power button to wake up system. Swipe screen to bring up the Square Application.

2. Card swipe reader

Swipe card reader plugs into the headphone jack, design showing. Swipe with front side of card facing and magnetic strip closest to tablet. Will not work with chip cards.

3a. Tap Reader (The tap and chip reader are on the same device)

Customer taps their tap enabled credit card on tap device on symbol.

3b. Chip Reader (The chip and tap reader are on the same device)
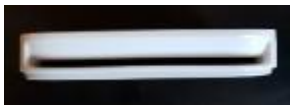
| Chip reader slot
Place card chip in, face up | Black round power button
and charging port | Quick flash of lights
indicates power on |

- ➢ Reader will time out after a few minutes of inactivity. Press black button on the back to power on. Green lights will flash briefly indicating power is on.
- ➢ Red lights on display indicate battery power is low.
- ➢ The customer should know if their card is a tap or chip card.

4. Hotspot

Power Button

Press power button to turn on. The LED displays will turn blue
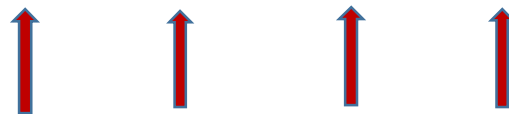
LED INDICATOR DISPLAYS

See next page for description of individual displays

4. Hot Spot Descriptions

GETTING TO KNOW YOUR MOBILE HOTSPOT

Power key — WPS key

Charging out port

LED indicators

Charging in port

Charging in USB Port	Use the USB Type-C port to charge your device and connect your device to the client via the USB cable.
Charging out USB port	Use the USB port to charge other devices, such as tablets and smartphones.
Reset	Press Reset key for 3 seconds to reset device. All LED indicators will flash blue 2 times to indicate that the device has been reset to factory mode
Reboot	Hold **Power** key for 10 seconds to restart device.

LED DESCRIPTION

Part	Description
Power key	Hold the **Power** key for 3 seconds to power the device on/off.
WPS key	Hold the **WPS** key for 3 seconds to activate the WPS function. Once activated, the Wi-Fi LED indicator will flash every two seconds. If the network is not accessed within 2 minutes, device will automatically exit WPS mode.
LED indicators	Displays Wi-Fi, signal, battery, and SMS status.

INDICATORS

When the hotspot is powered on, the following icons will illuminate. For a description of the icons, please refer to the table below.

📶 **Wi-Fi Indicator (Blue LED)**

Solid Blue

Wi-Fi is active.

Flashing Blue

WPS mode is active.

📶 **Signal Indicator (Red or Blue LED)**

Solid Blue

Registered and connected to network.
Good coverage: 3 LEDs all light up
Middle coverage: 2 LEDs light up
Weak coverage: 1 LED lights up

Flashing Blue

Network disconnected.

Solid Red

No network, no SIM card or SIM card error, limited or no service.

Battery Indicator (Red or Blue LED)

Solid Blue

3 LEDs light up blue: Battery level 80% - 100%
2 LEDs light up blue: Battery level 40% - 79%
1 LED lights up blue: Battery level 15% - 39%

Solid Red

1 LED lights up red: Battery level 0% - 14%.

Flashing

LEDs will flash while charging. Once the battery level is at 100%, 3 LEDs will display solid blue.

✉ **SMS Indicator (Blue LED)**

Solid Blue

New message

Slowly Flashing Blue

Message inbox is full.

Off

No new messages.

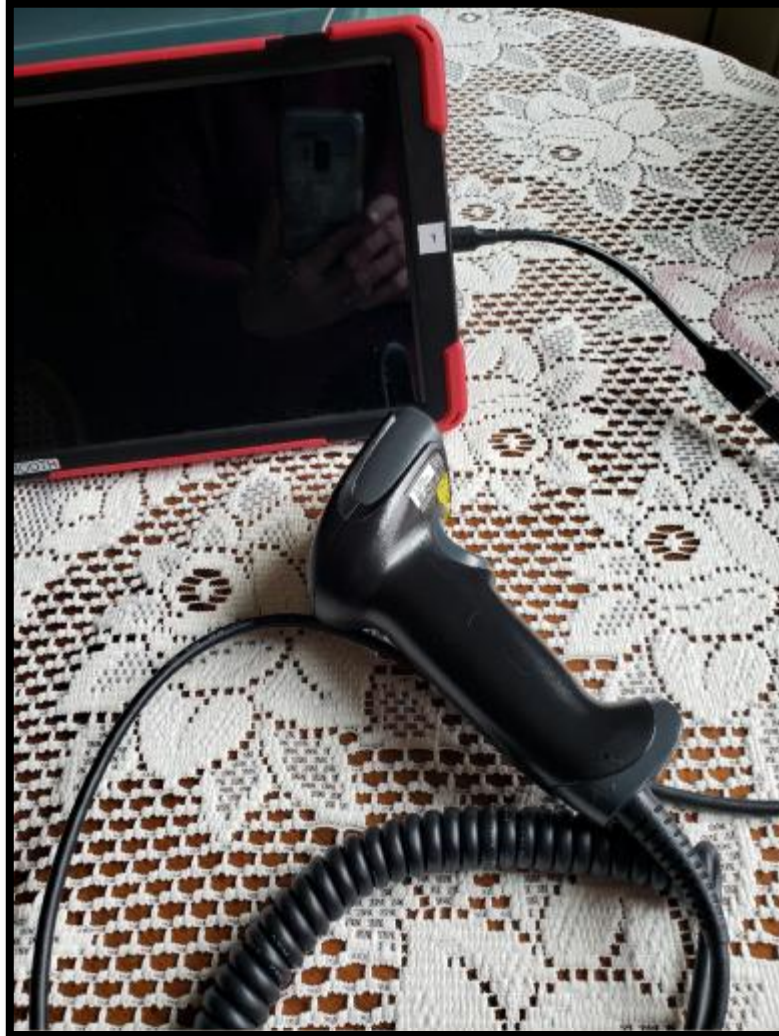**Software update**

Fast Flashing Blue

1. New Software version download or installation is pending.
2. In process of software update installation.

INSERTING THE SIM CARD

1. Open the back cover.

We suggest that you hold the Alcatel LINKZONE 2 in one hand and put the tip of your thumb of the other hand into the slot and pull the cover outwards to open it.

5. Scanner

- ➢ The scanner is attached to the charging port of the tablet
- ➢ Point scanner at barcode and press the ticket to activate
- ➢ The scanner can be attached, or detached, at any time without affecting transactions
- ➢ It's your choice to use the scanner or tablet buttons
- ➢ Scanner will be left in the ticket booth – does not need charging

Ticket Booth Components: Red Tablet (continued)

The tap/chip & hotspot devices will be attached by Velcro to the Donation Box for ease of use and safekeeping. The procedure will be noted in the Foreman's instructions
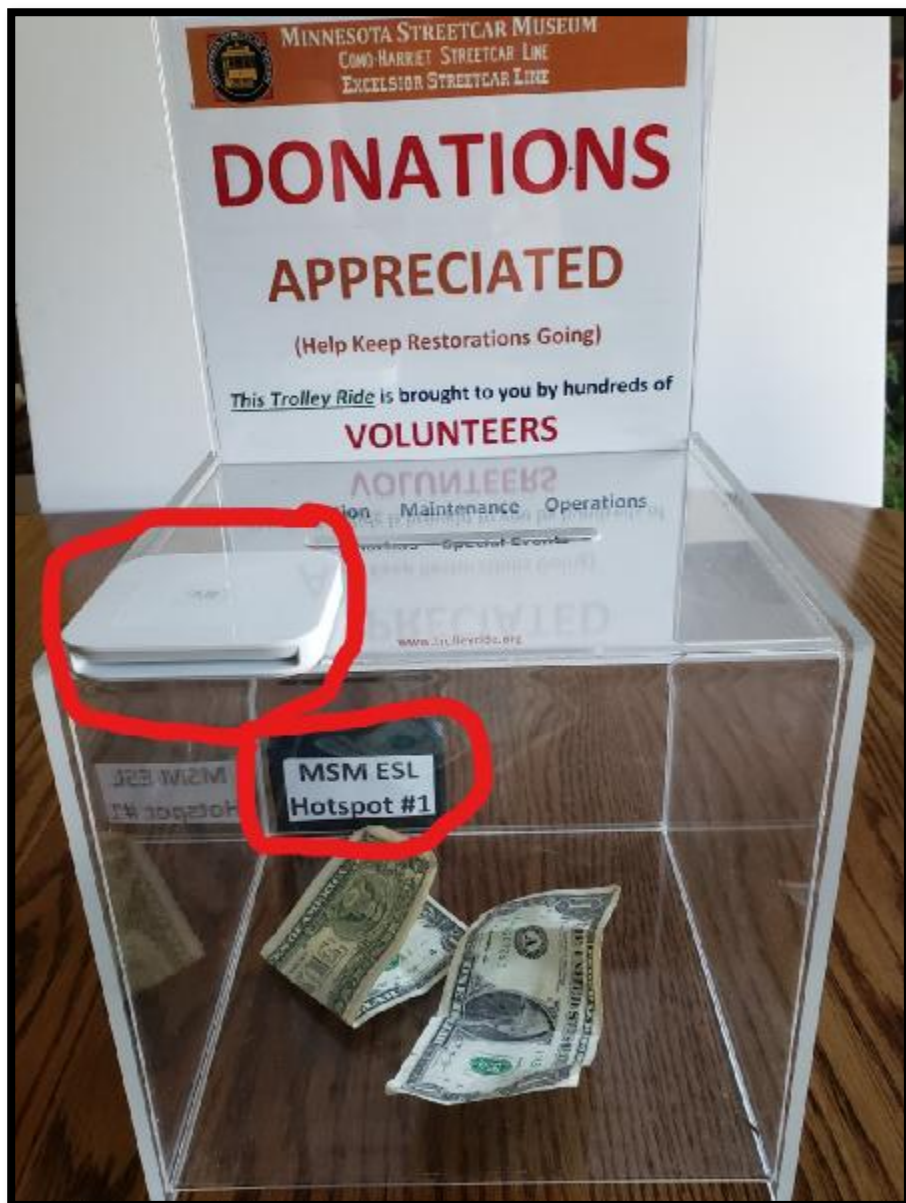
Processing Sales:

The tap buttons on the screen may change content or location during the season. Fares should remain on the right.

Touch the Square icon to open application

Touch OK to clear non-POS message

Main Menu
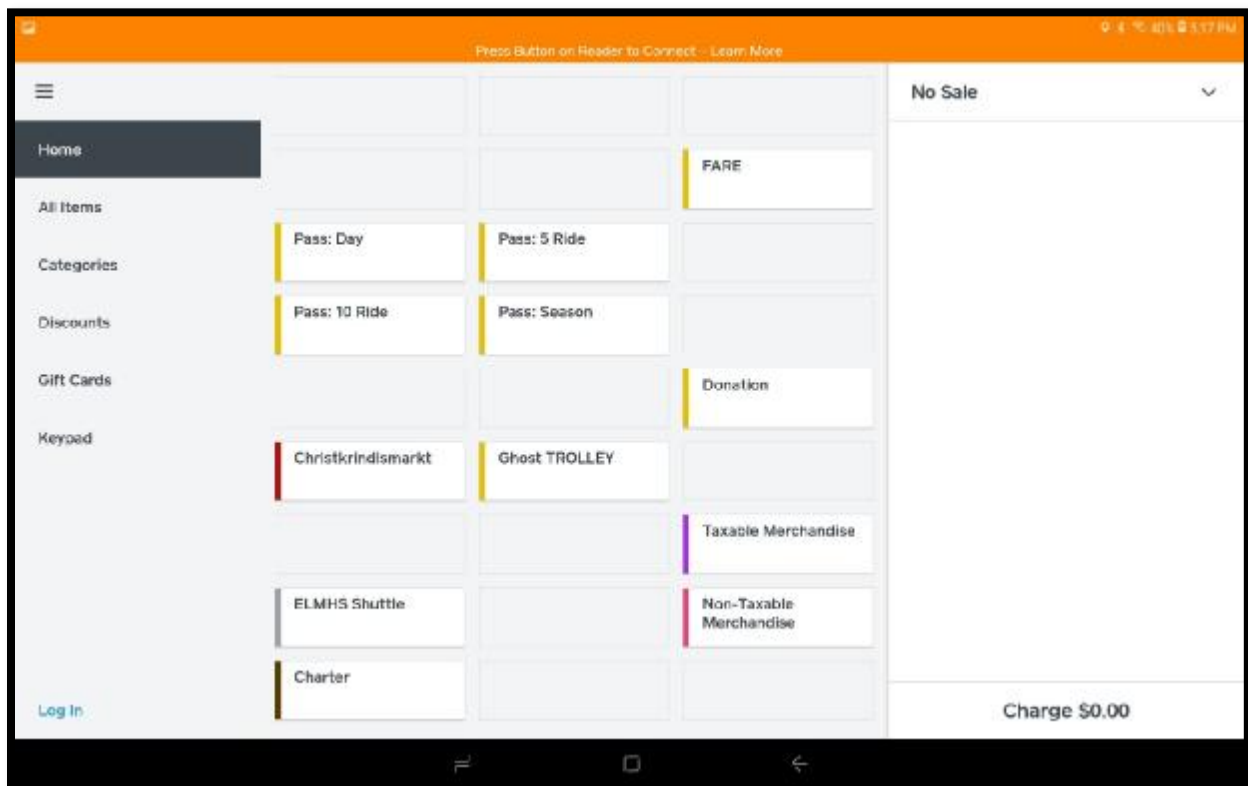
There are two types of sales, **fixed** and **variable**.   A **fixed** price option populates the amount automatically, a **variable** price option requires the price be added at time of the sale.   The fixed price buttons used at the ticket booth are Fare, and Passes. Donation is the only variable price button used at the ticket booth. Multiple items may be rung up on the same transaction such as three tickets or tickets and passes.

Fixed Price Item: For this exercise we will use the "Fare" item, it will work the same on Pass: Day, Pass: 5 Ride, Pass 10 Ride, Pass: Season.
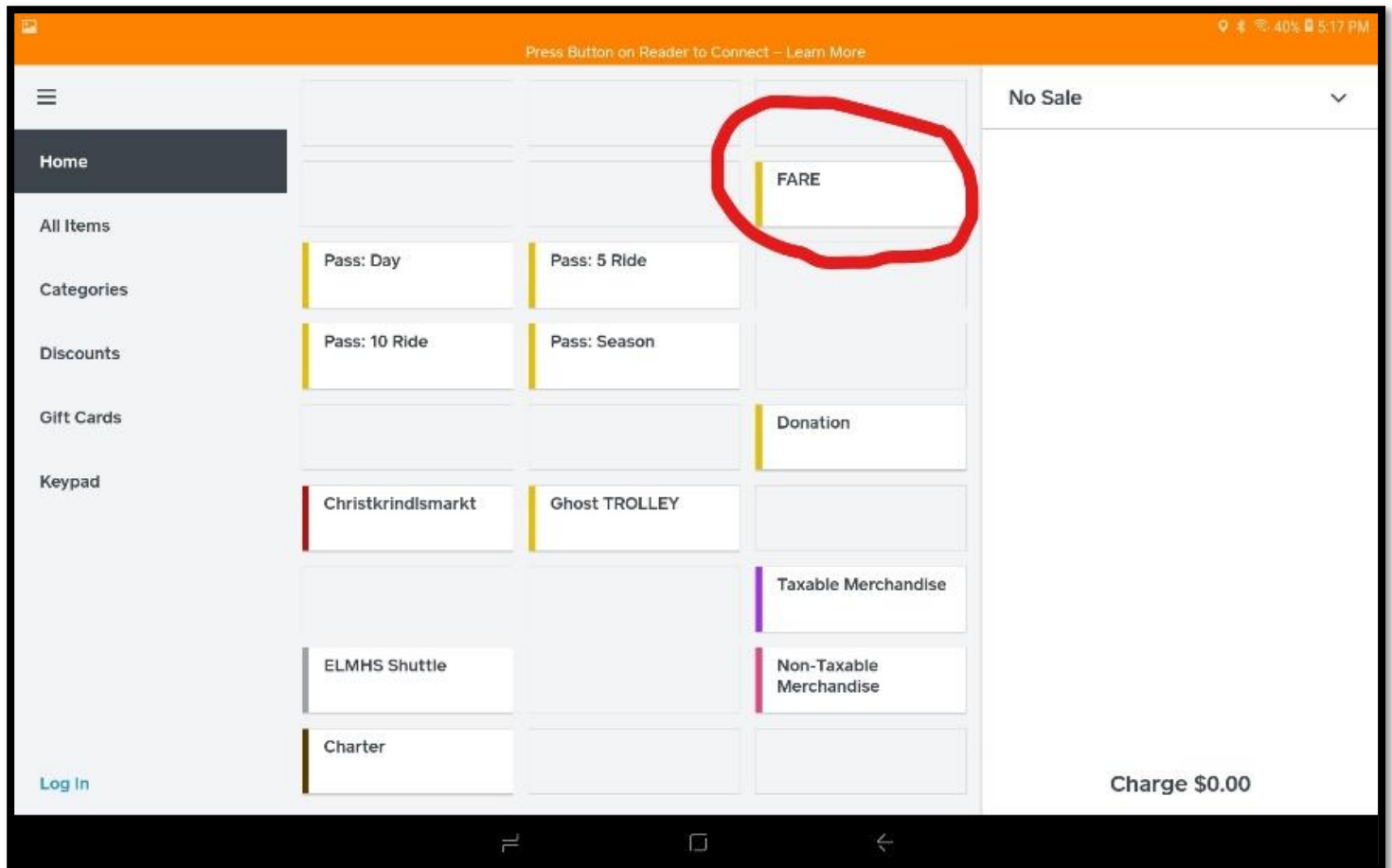
Touch the Fare option once to sell 1 ticket, touch 3 times to sell 3 tickets, etc. "No Sale" on the upper right will change to "current sale", items will be listed as "Fare" with their price and the "Charge" field on the lower right will add up the sale.   Examples follow.

Example of a 1 Fare sale: NOTE: IN 2021 FARES WERE INCREASED TO $3, examples reflect old price
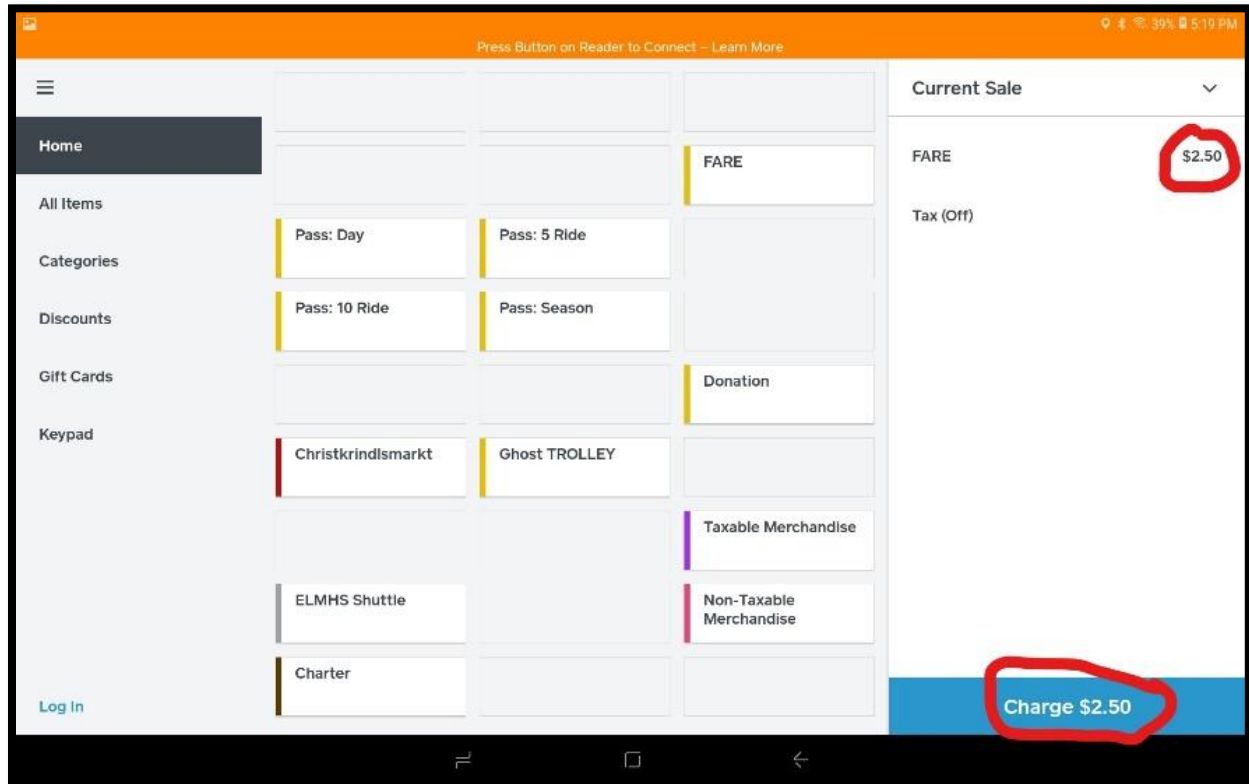
Note, the word "Fare" is now displayed on the upper right, "Charge" in the lower right is now $2.50

Example of a 3 Fare Sale
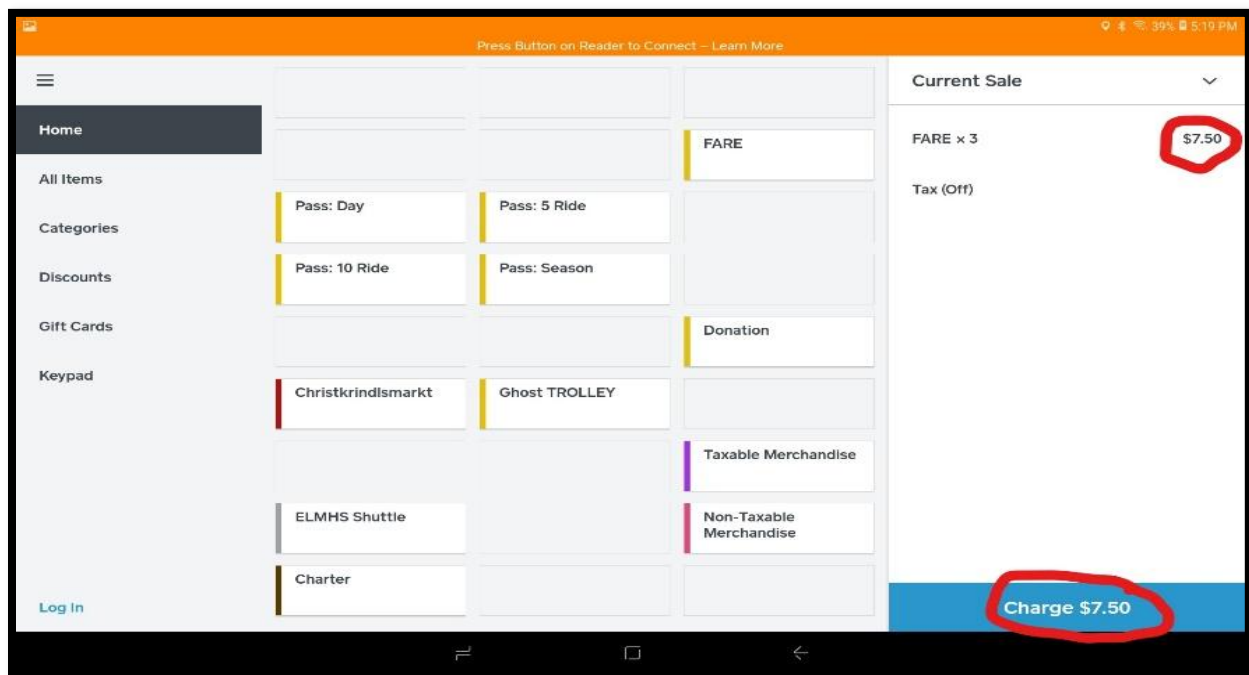
Note "Fare" in the upper right is now "Fare X 3 and "Charge" in the lower right is now $7.50

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*Variable Price:* For this exercise we will use the "Taxable Merchandise" item, it will work the same on Donation, Taxable Merchandise and Charter sales.

NOTE: STARTING IN 2019 TAXABLE MERCHANDISE IS NO LONGER A BUTTON OPTION. THE DONATION OPTION WORKS THE SAME WAY. CASH DONATIONS DO NOT NEED TO BE RUNG UP IF THEY ARE DROPPED IN THE DONATION BOX.
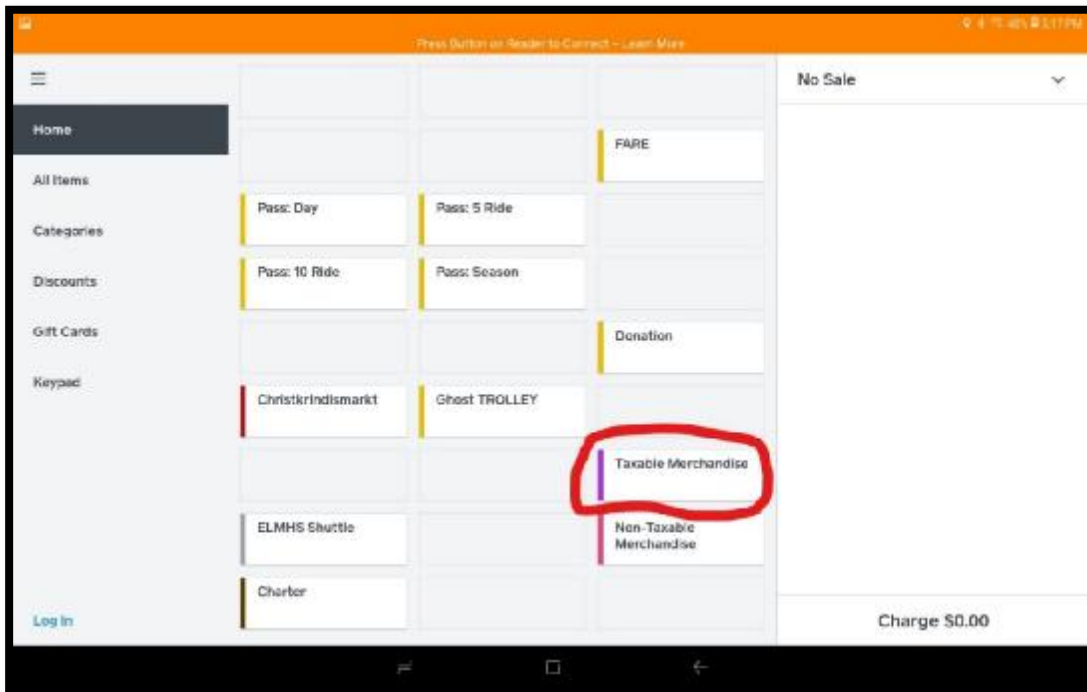
Touch the "DONATION" option, you will be presented with the price input screen
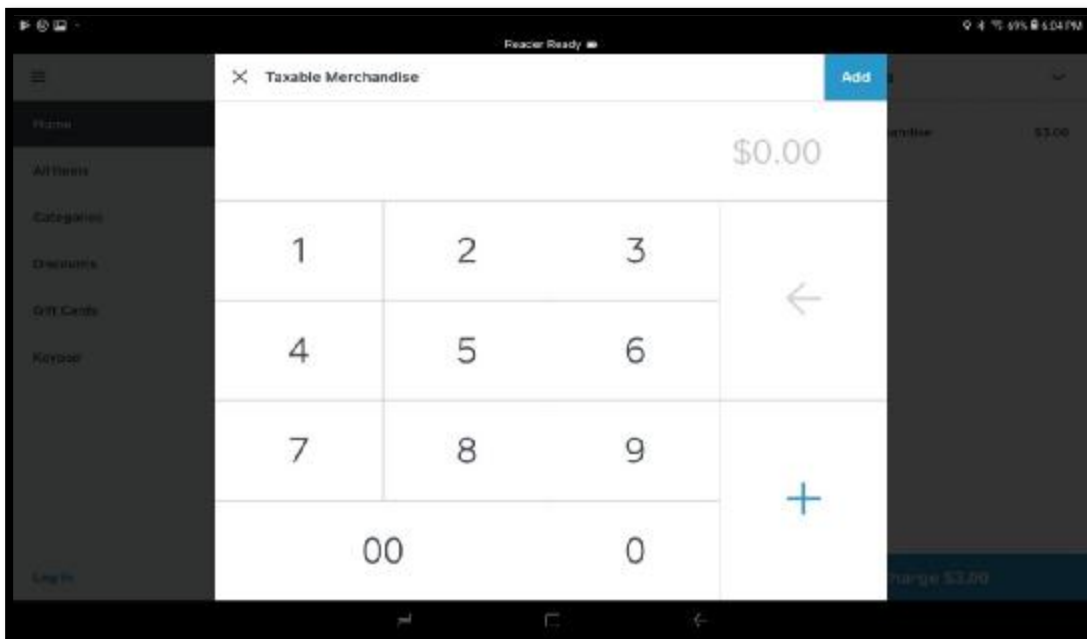
Key in the amount of the item, $2.50 in this example
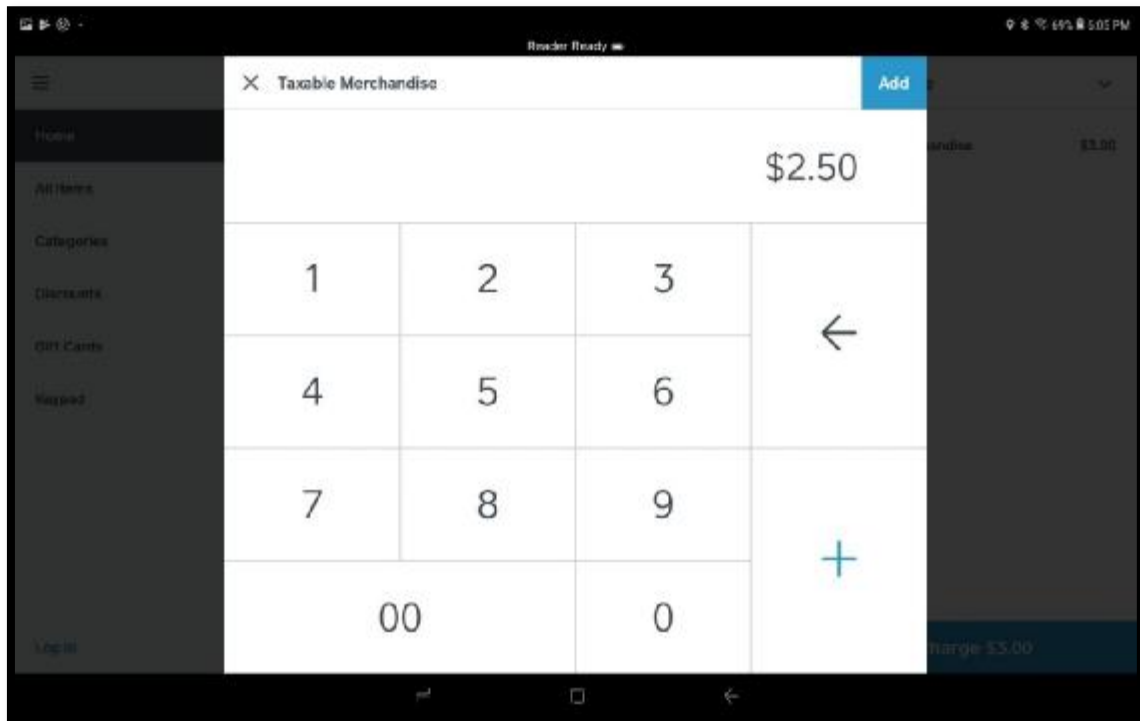
$2.50 displays on the screen, touch "Add" at the top right or the ➕ at the bottom right to add to the sale and to be returned to the menu screen below
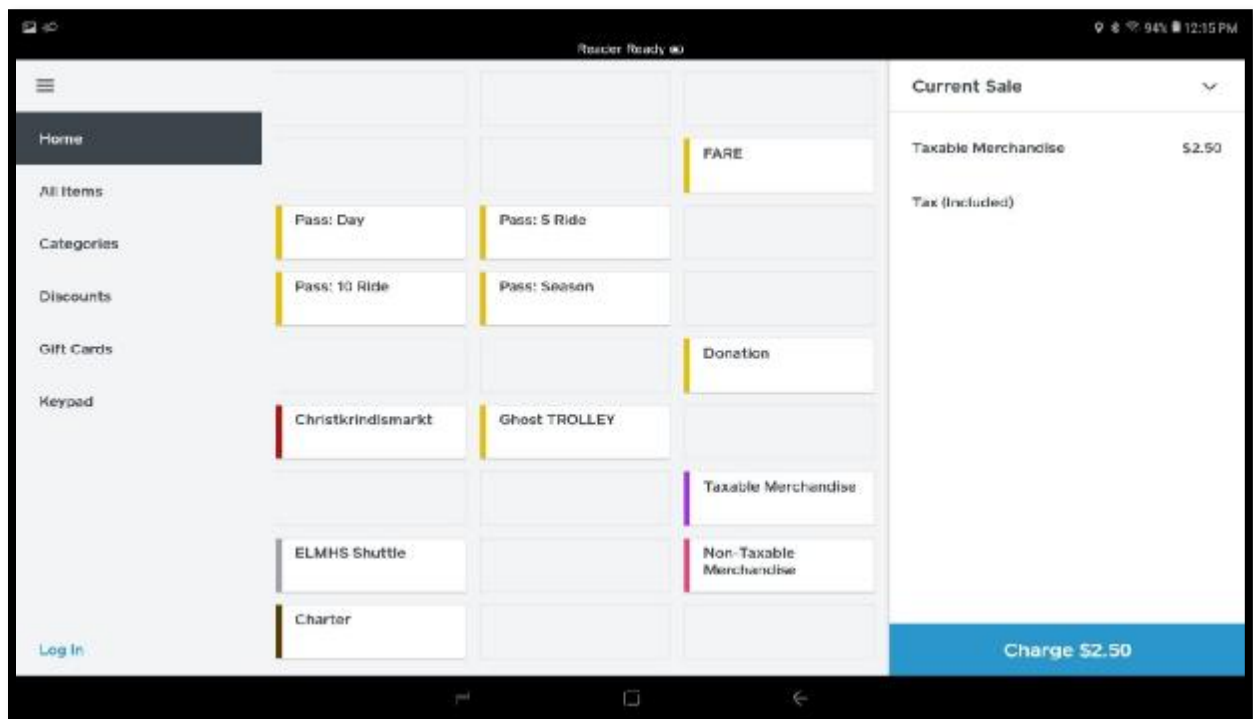

➢ Additional items may be added to the sale (see next screenshot) or proceed to payment options (described later in document).

With additional items on the sale:
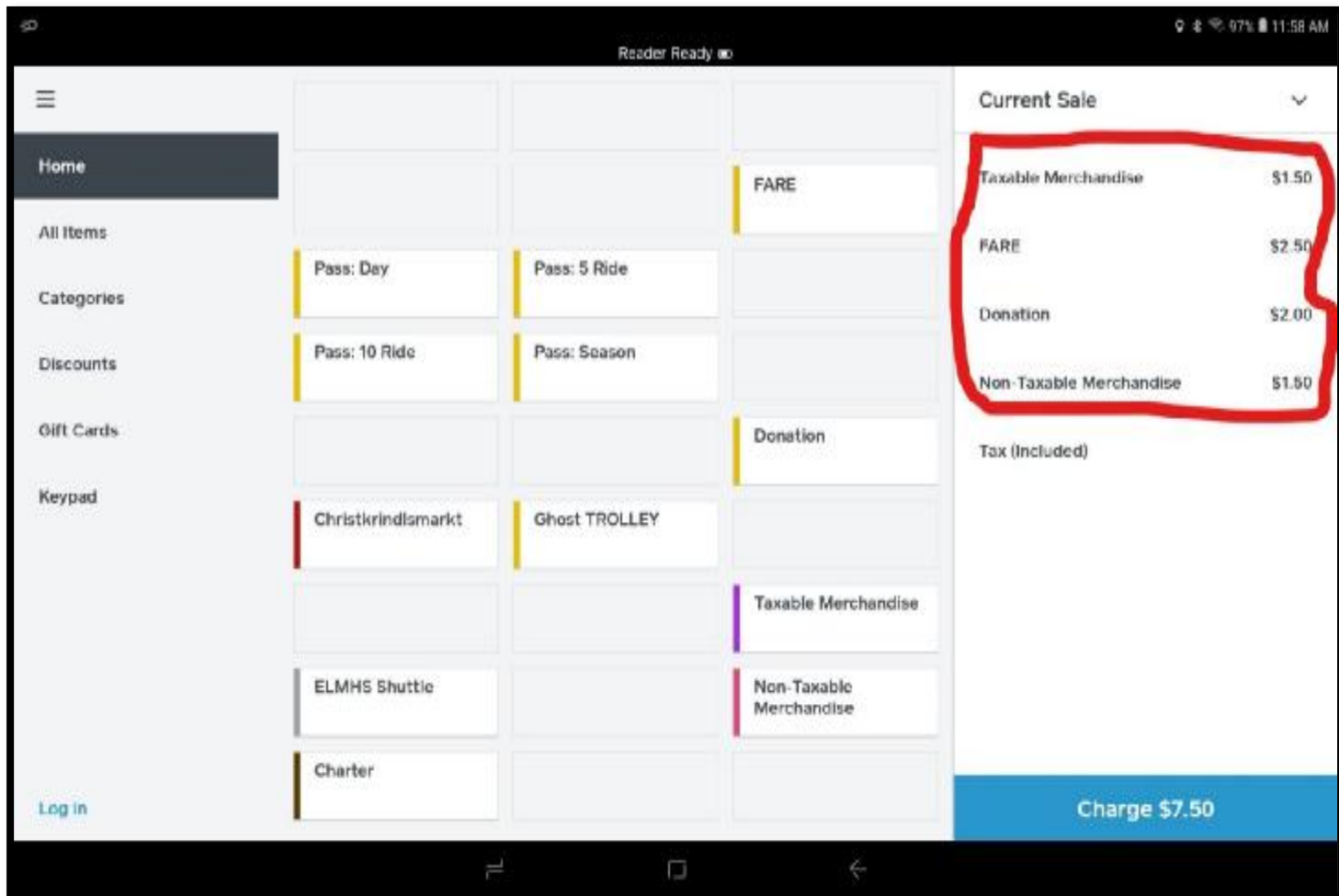
Screenshot with multiple items; Taxable Merchandise, Fare, Donation and Non-Taxable Merchandise. To add items continue to select from Menu until all the customers items are included.   The "Charge" button will turn blue. Touch it to tender transaction (documented later in the procedure).

4. TENDERING SALES

Touch the blue Charge $7.50 on the lower right corner (see previous screen). It will bring you to the payment screen for select of tender type for the transaction.
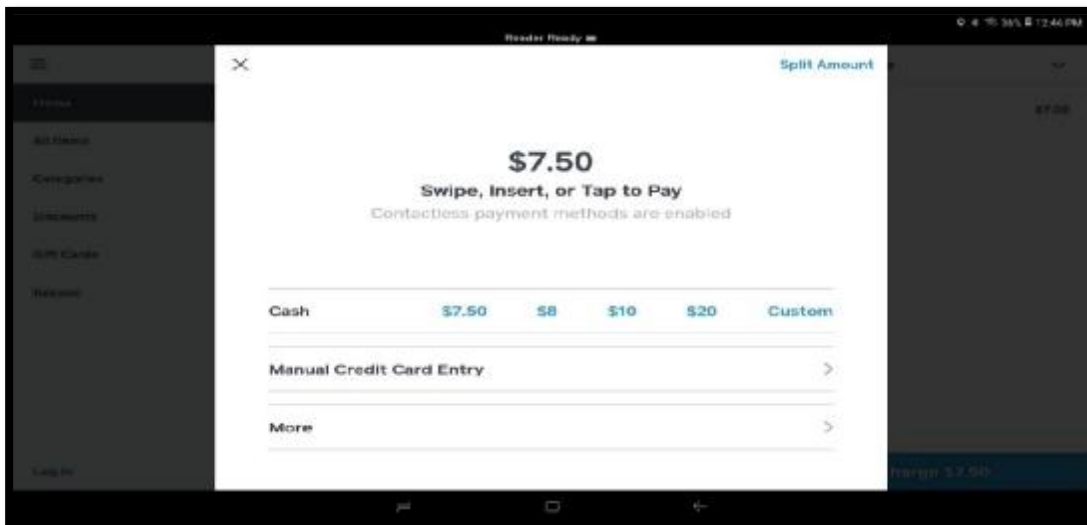
There are two options, credit card (Swipe, Insert or Tap) or Cash.

Credit Card transaction

Credit Card options; swipe, insert chip card, tap card or phone tap. The customer's card type will determine which credit card option is used. Following the swipe, insert or tap two different screens will be displayed (example below). One acknowledges credit card approval, the second displays the "New Sale" option (upper left) signaling the transaction is complete and you can move on to the next sale.

1.

2.

➢ No receipt is required for credit card sales under $50. Over $50 it will ask about a receipt similar to cash option described later. Touch "New Sale" on upper left to return to menu screen for next sale.

Cash transaction
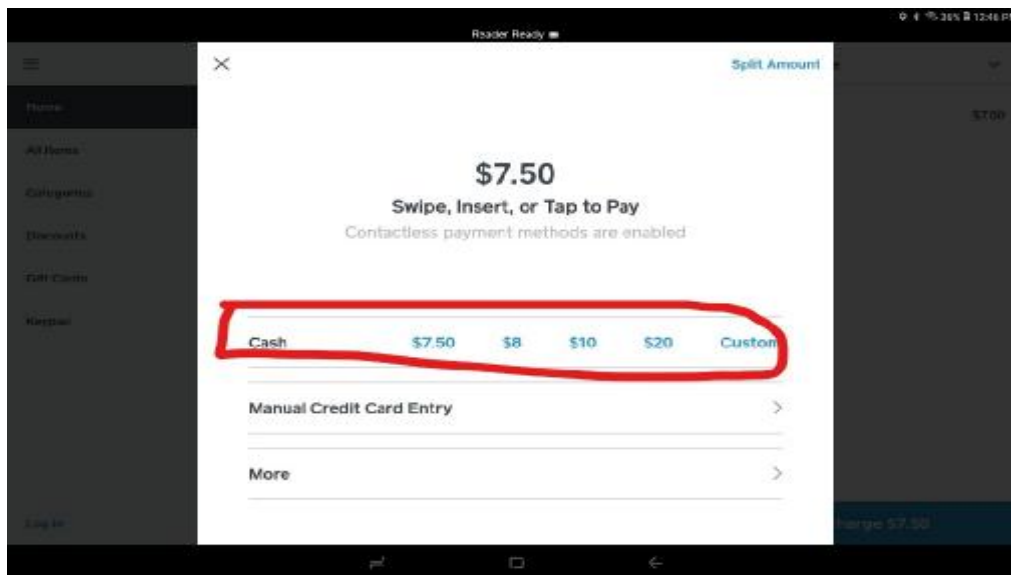
The cash line displays choices of cash options the customer may present. The options vary by the amount of the sale. In this case the customer may present the exact amount $7.50, or they may give you $8, $10 or $20. Touch the amount given and the system will calculate the change. The "custom" option is used if they hand you an amount not displayed, i.e. $8.50 for a $7.50 sale. A new screen will be displayed when you touch "custom" allowing the amount to be entered. At the end of the transaction the following receipt screen will be displayed.
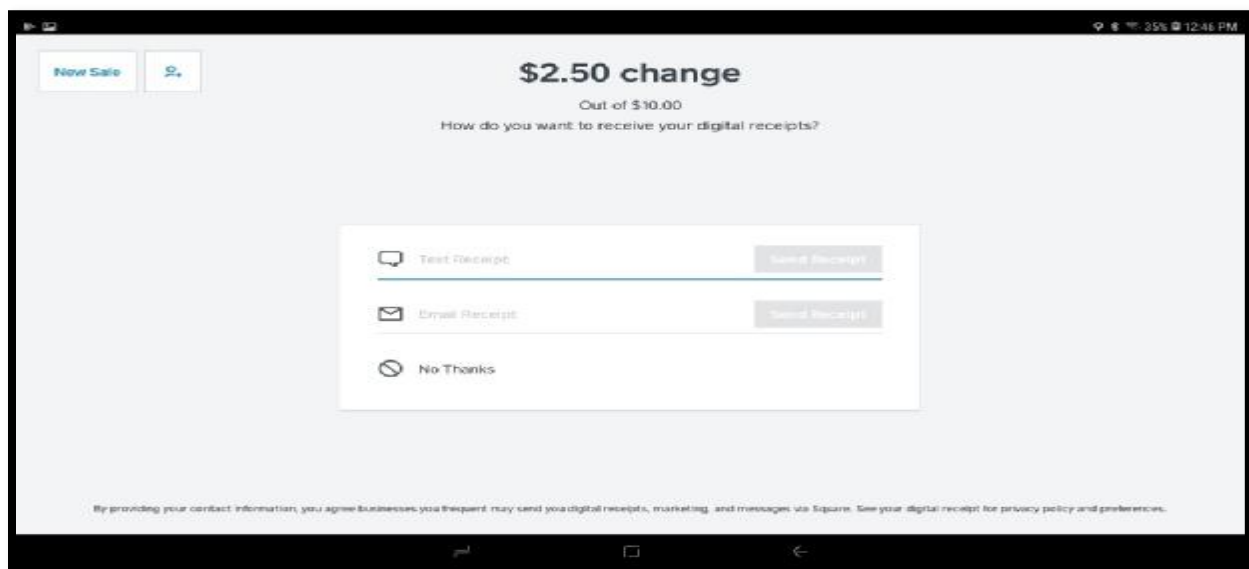
Because there is no printer, ESL can only text and email customer receipts. We do not require a receipt for a purchase under $50, touch on the "No Thanks". If the customer requests a receipt select the text or email option, hand them the tablet and have them key in their information.
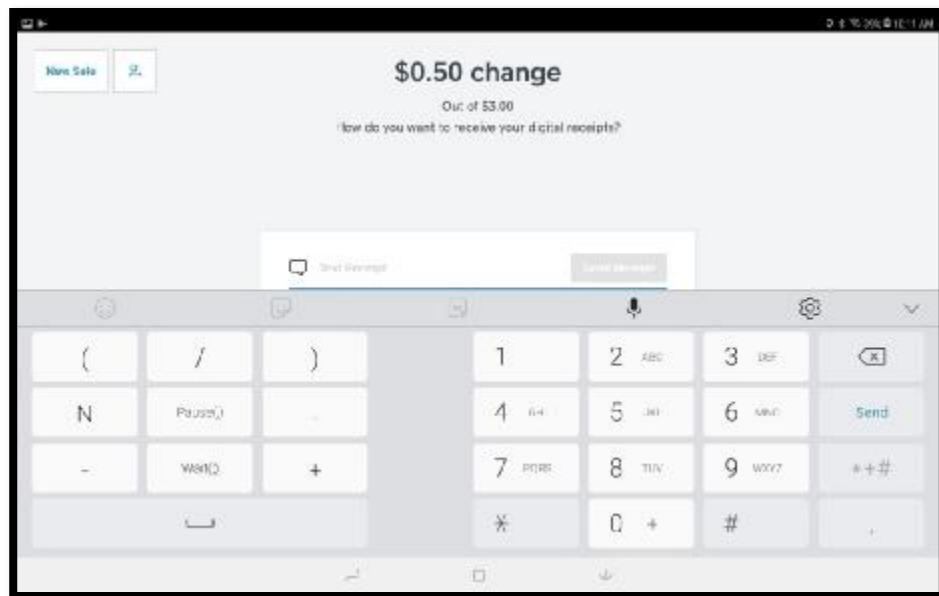
Touch "Text Receipt" to produce this screen. Customer can type in their cell phone number.

or
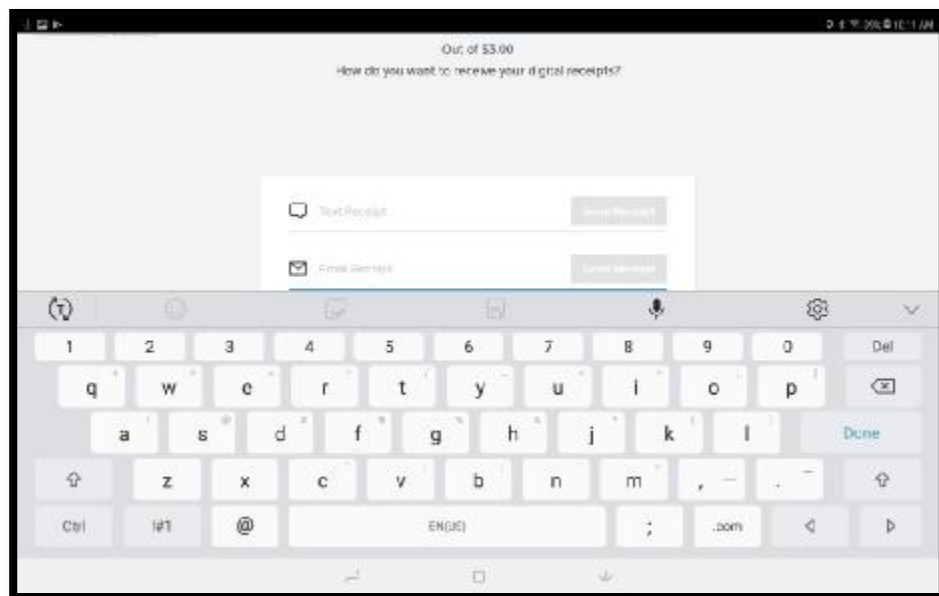
Touch "Email Receipt" to produce this screen. Customer can type in the email address.

Note: If a credit card has been used in the Square application in the past, at any vendor, their text or email information will already be populated.

Touch the highlighted "Send Receipt" to complete transaction. Touch "New Sale" in the upper left to return to menu screen for the next transaction.

5. Correcting a sale before tendered:

There are two options for deleting or correcting an item **BEFORE** the sale is complete and tendered. The first is to *delete the line item* you want to remove or change. The second is to *clear* the whole transaction and start over.
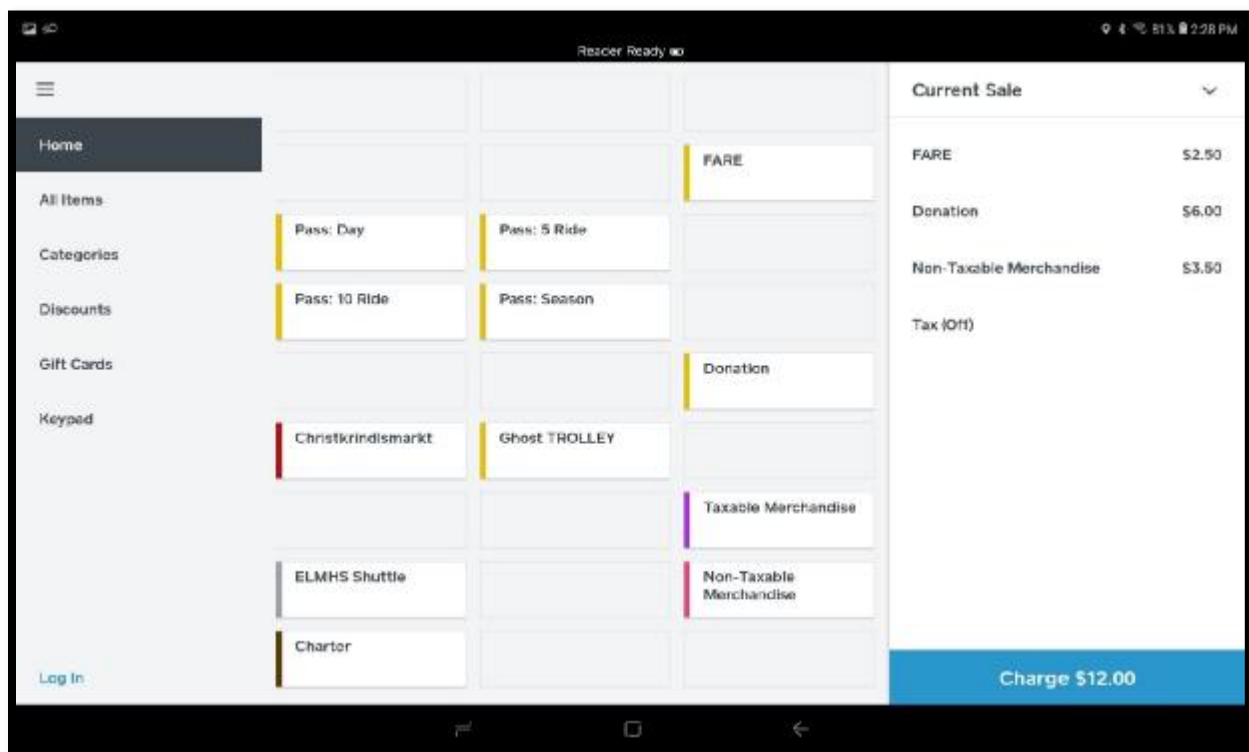
Delete line item
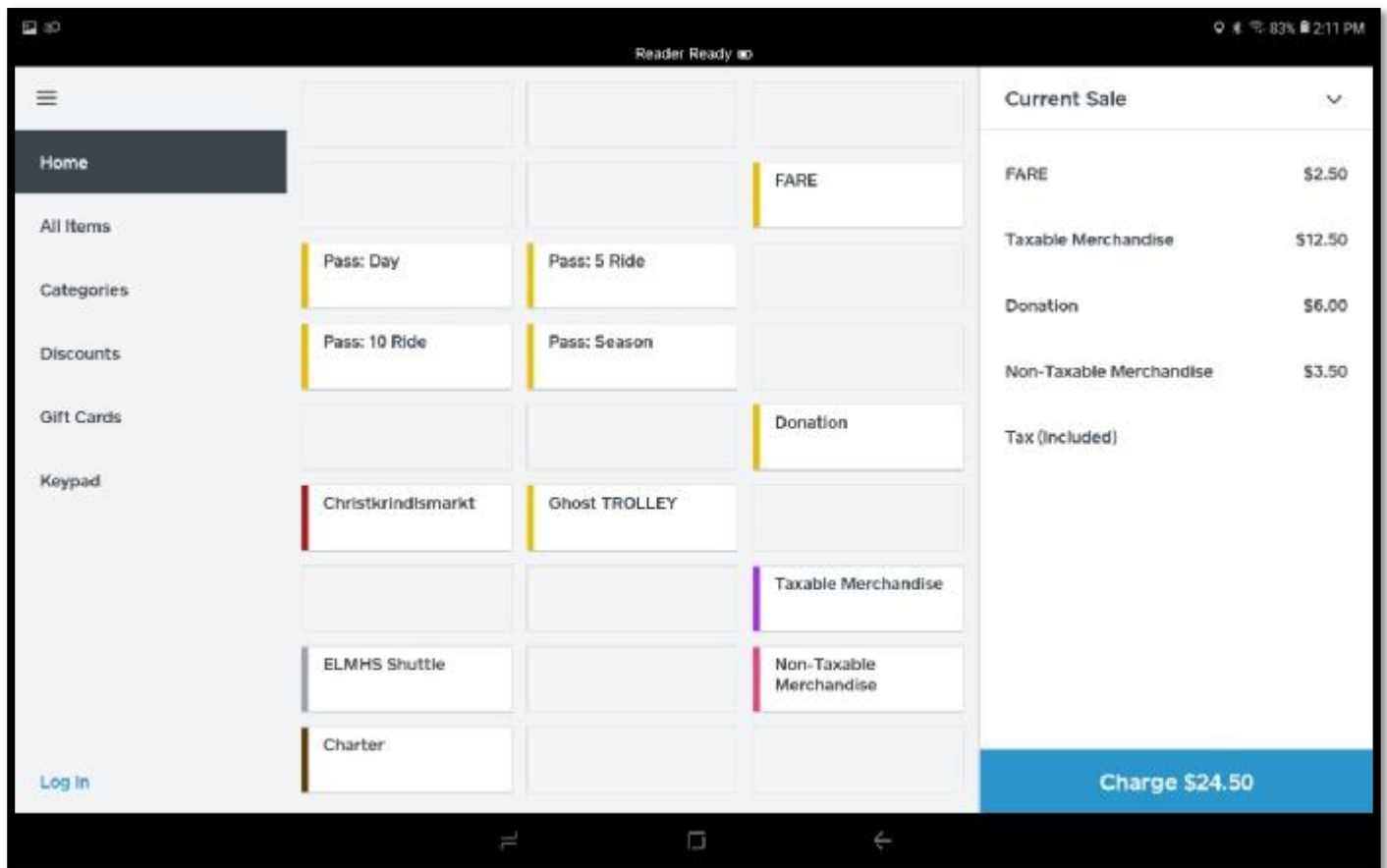
The blue **Charge** field displays a total sale of $24.50. The customer decides not to buy the taxable merchandise item for $12.50. Lightly touch and swipe *left* the "Taxable Merchandise" item of $12.50. A Delete option will appear as shown on the next page.
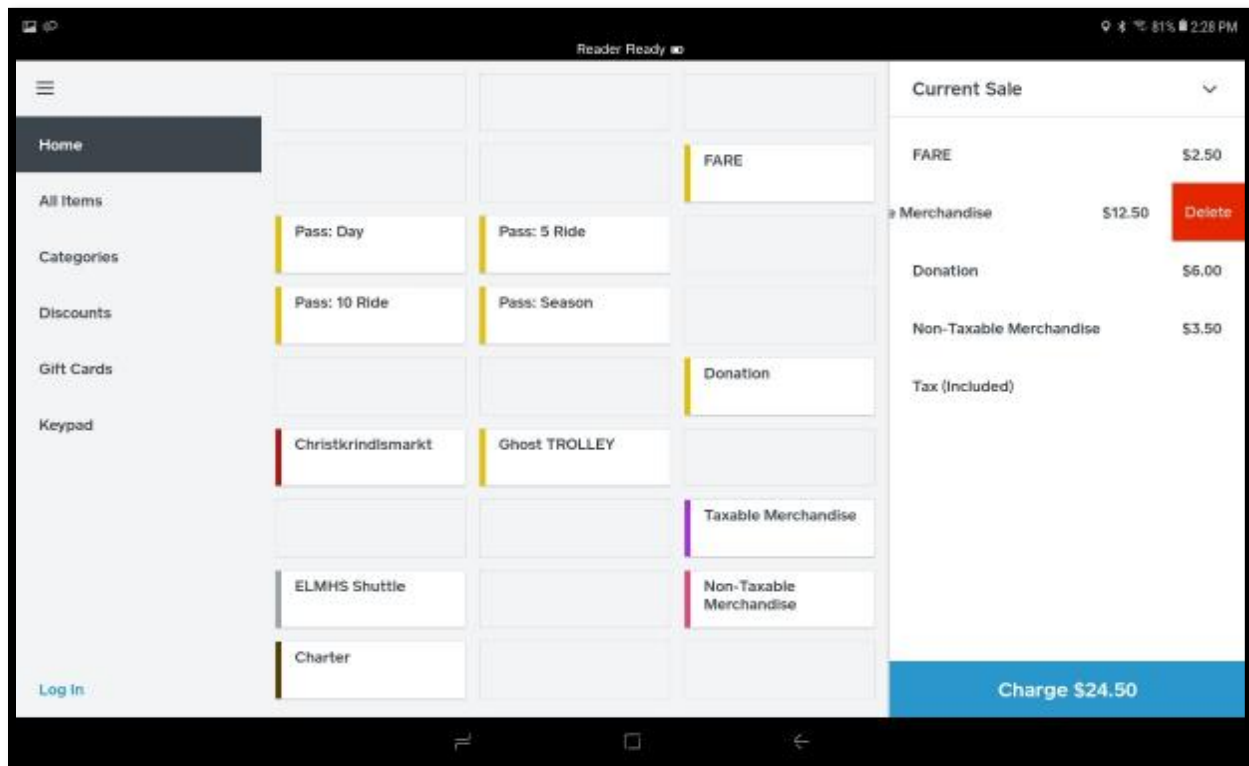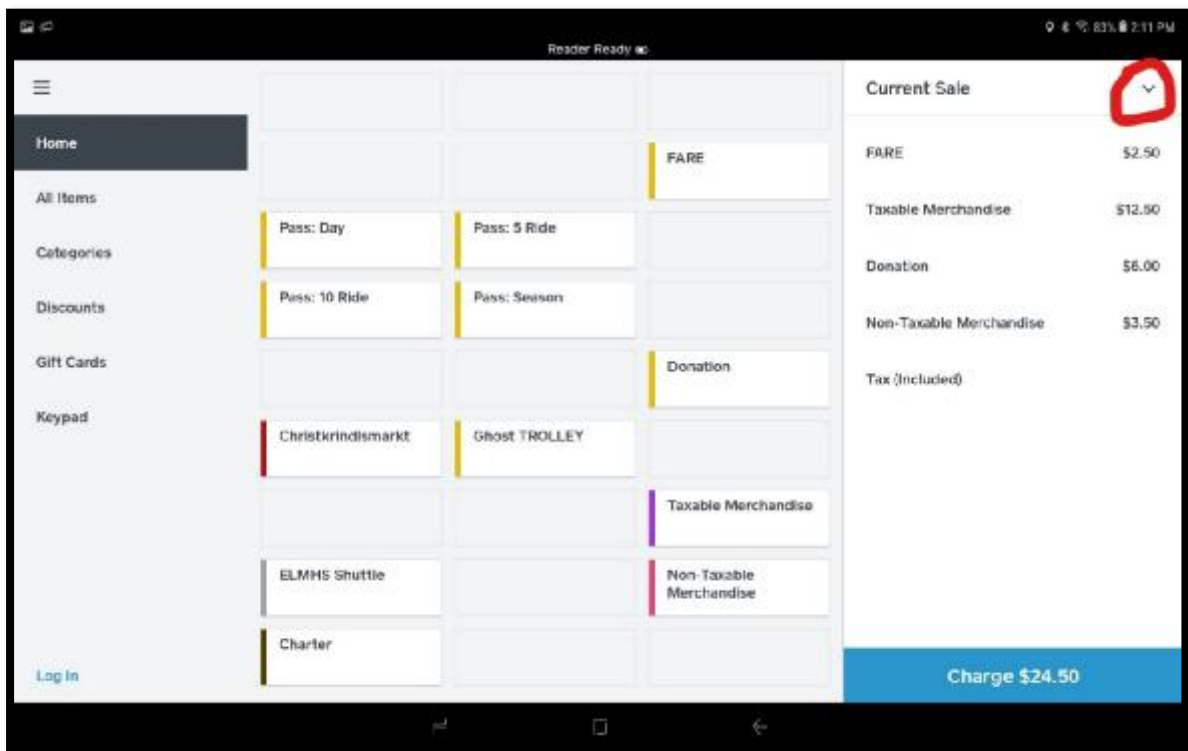
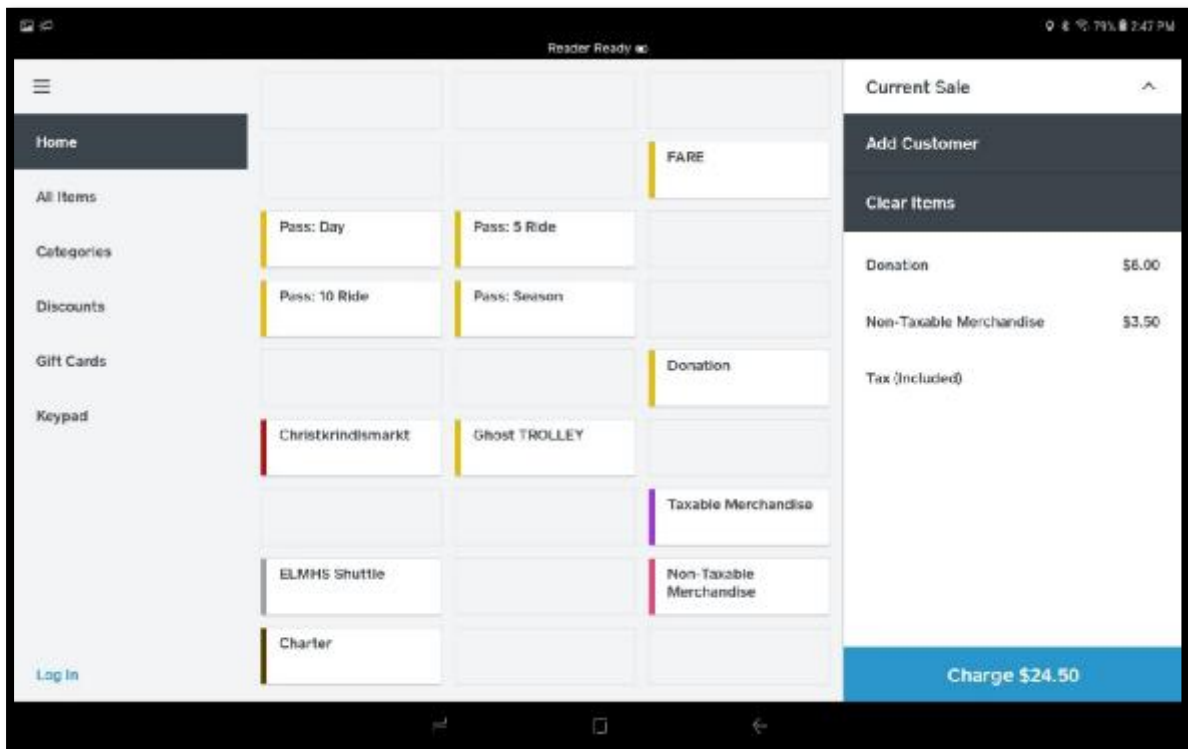Touch the "Delete" button to remove the line item noted above.

The $12.50 "Taxable Merchandise" has been deleted. The "Charge" field total is now at $12.00. Touch Blue Charge button to finish the sale.
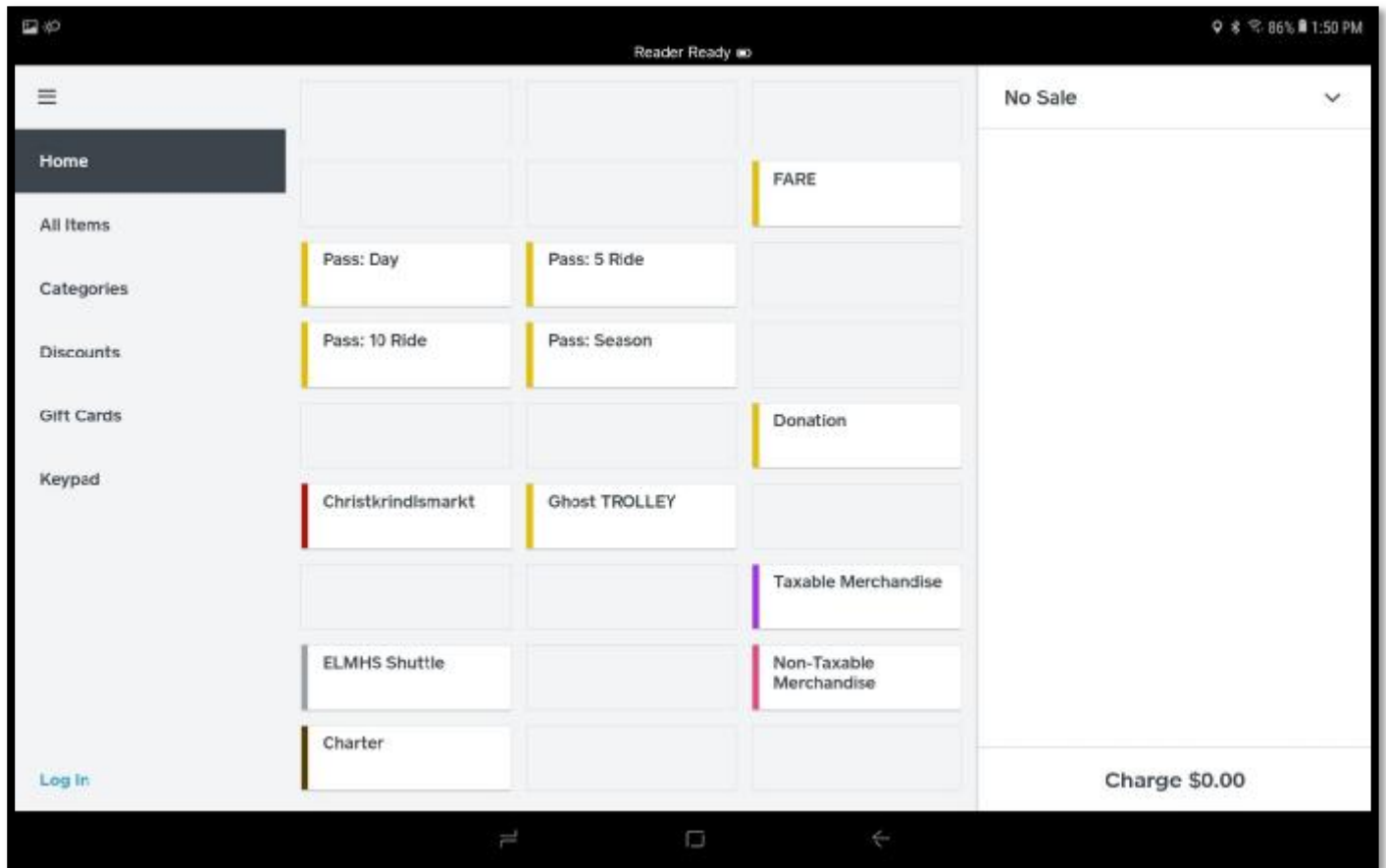
Clear Total Sale

Touch **v** to the right of "Current Sale" to get the dropdown menu of options.

Touch "Clear Items" from the dropdown.

All items are removed from the "current sale" list. Re-enter the correct items to complete the sale.
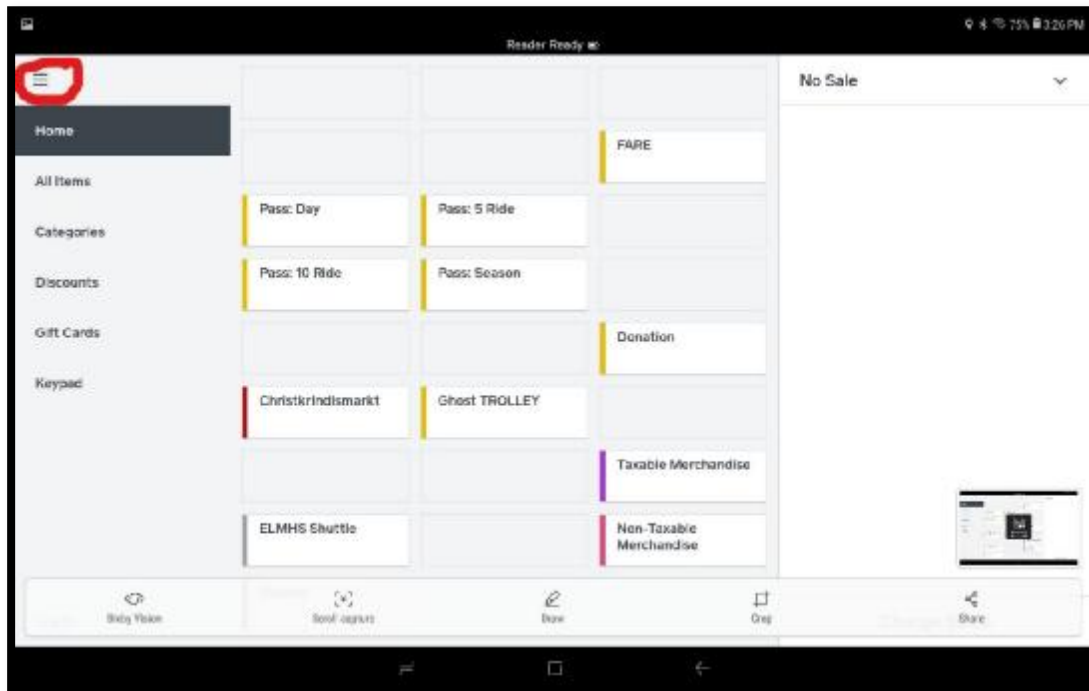
6. REFUNDS

To correct a transaction after it has been tendered **all items** in the transaction must be refunded. Due to tax and reporting requirements, we cannot refund a partial transaction.

 Same as in sales there are two types of refunds, **cash/check** or **credit cards** (swipe, chip, or tap). If you are not comfortable doing a full refund check to see if another crew member has more experience with refunds or call Karen Kertzman (612 387 6069).


Because we do not issue paper receipts cash refunds can only be made the day of purchase. A few reasons for a refund could be:

➢ Ride was canceled after tickets were sold due to a change in weather or mechanical problems
➢ Customer decided not to wait until the car returns (child problems)
➢ Customer bought tickets for more people than they intended too
➢ Customer decided they didn't want the merchandise they purchased
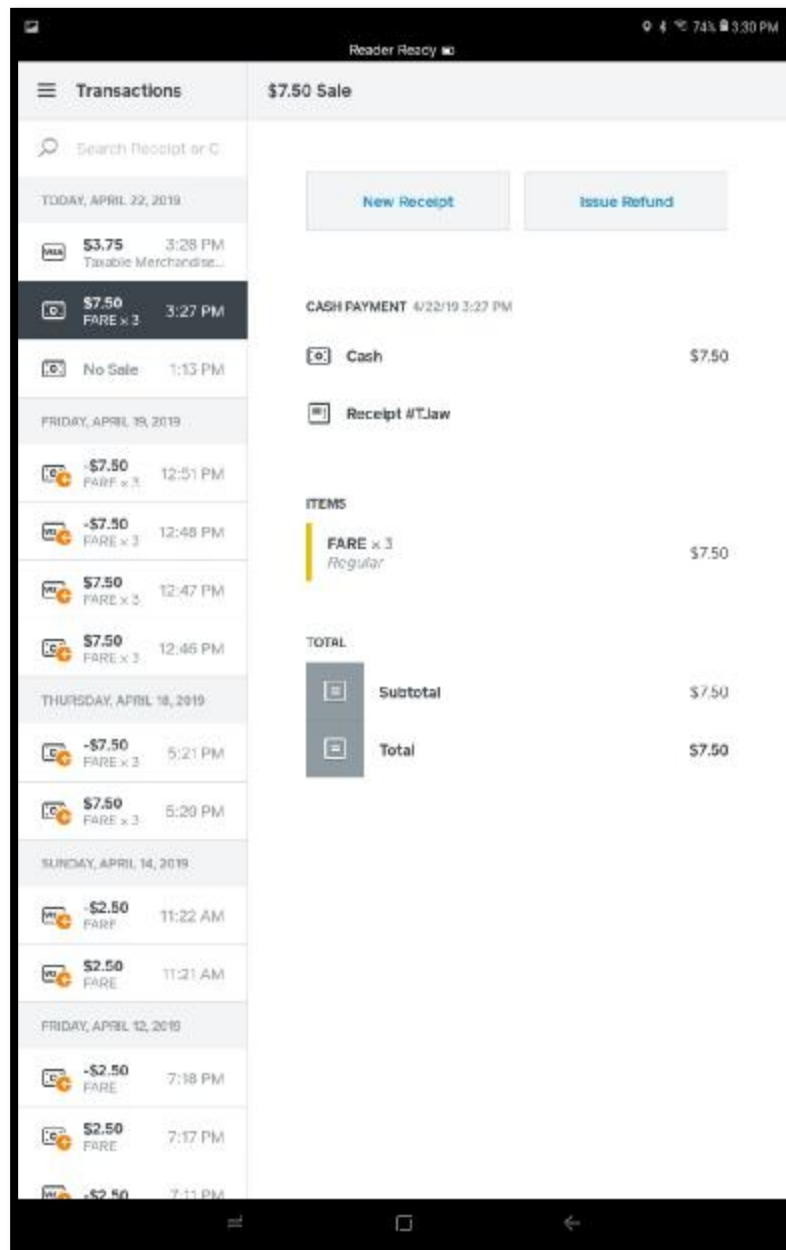➢ Customer purchased defective merchandise

Cash Refunds

Touch ≡ (menu dropdown icon) at the top left corner of the screen to receive menu options for starting refund process. The following screen will be displayed.
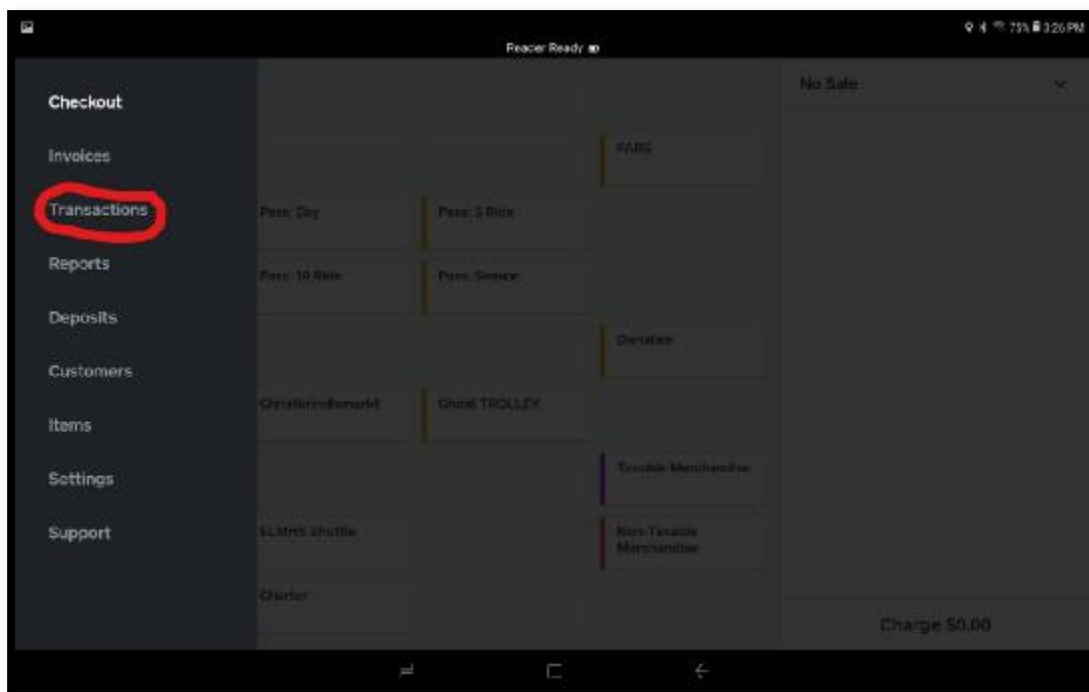

Touch the "Transaction" option to view all the sales for the day and to select the correct transaction. The following screen will be displayed.

In the left column there will be a listing of all transactions, both cash and credit, sorted by time of sale. Credit card sales are noted by type of card, in this example it's a Visa card. The list will show all sales at the ticket booth and the store adding to the complexity of searching for the item to refund. In this example a cash fare sale has been highlighted for a refund. The details of this transaction are listed on the right. There are two action options, **"New Receipt"** or **"Issue Refund"**. At this time, we are not issuing receipts, ignore the "New Receipt" option. Touch **"Issue Refund"**. The following screen will be displayed.
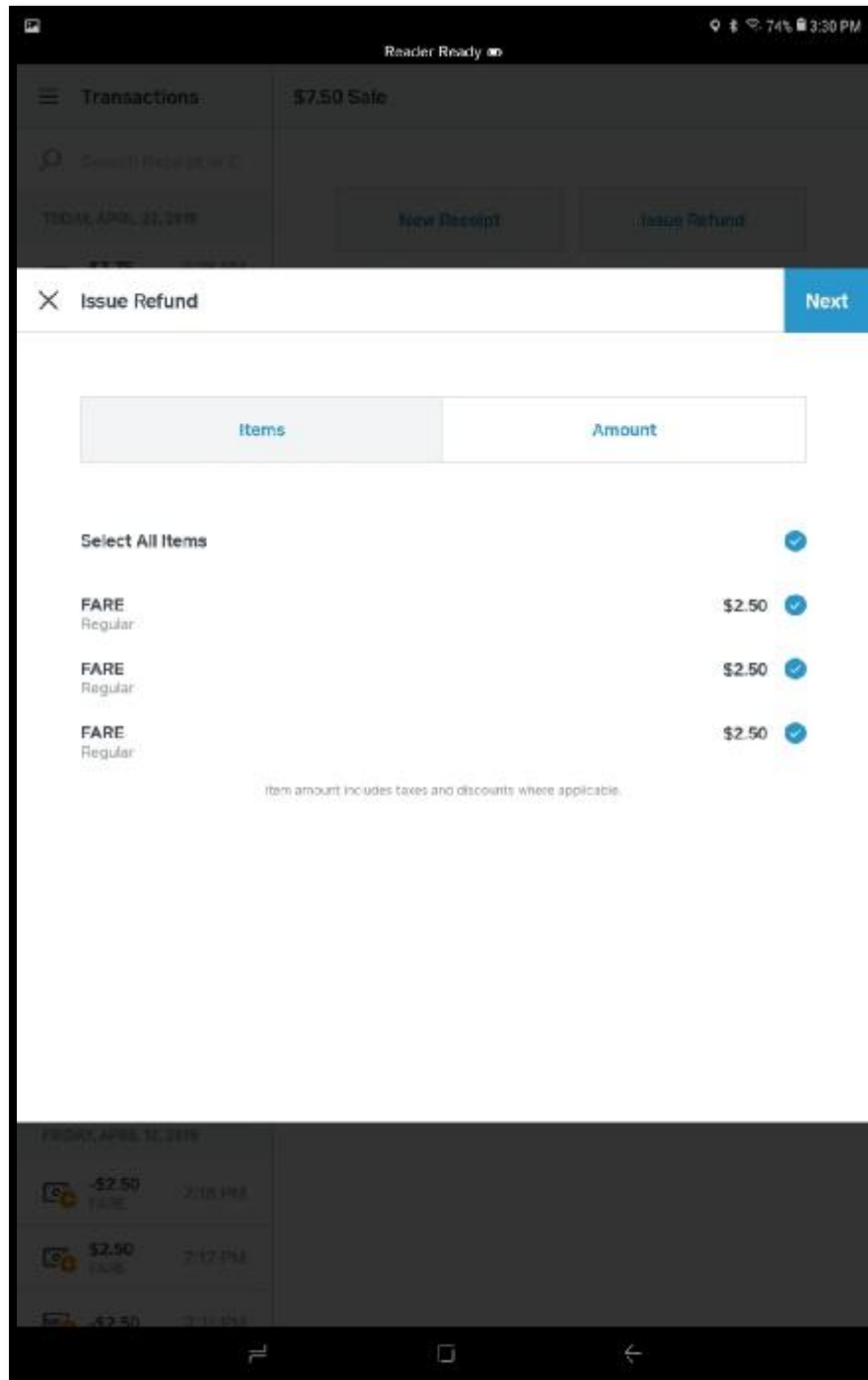
Touch on the "Select All Items" option, the items below it will automatically be highlighted as well. Touch on "Next" in the upper right corner. The following screen will be displayed.
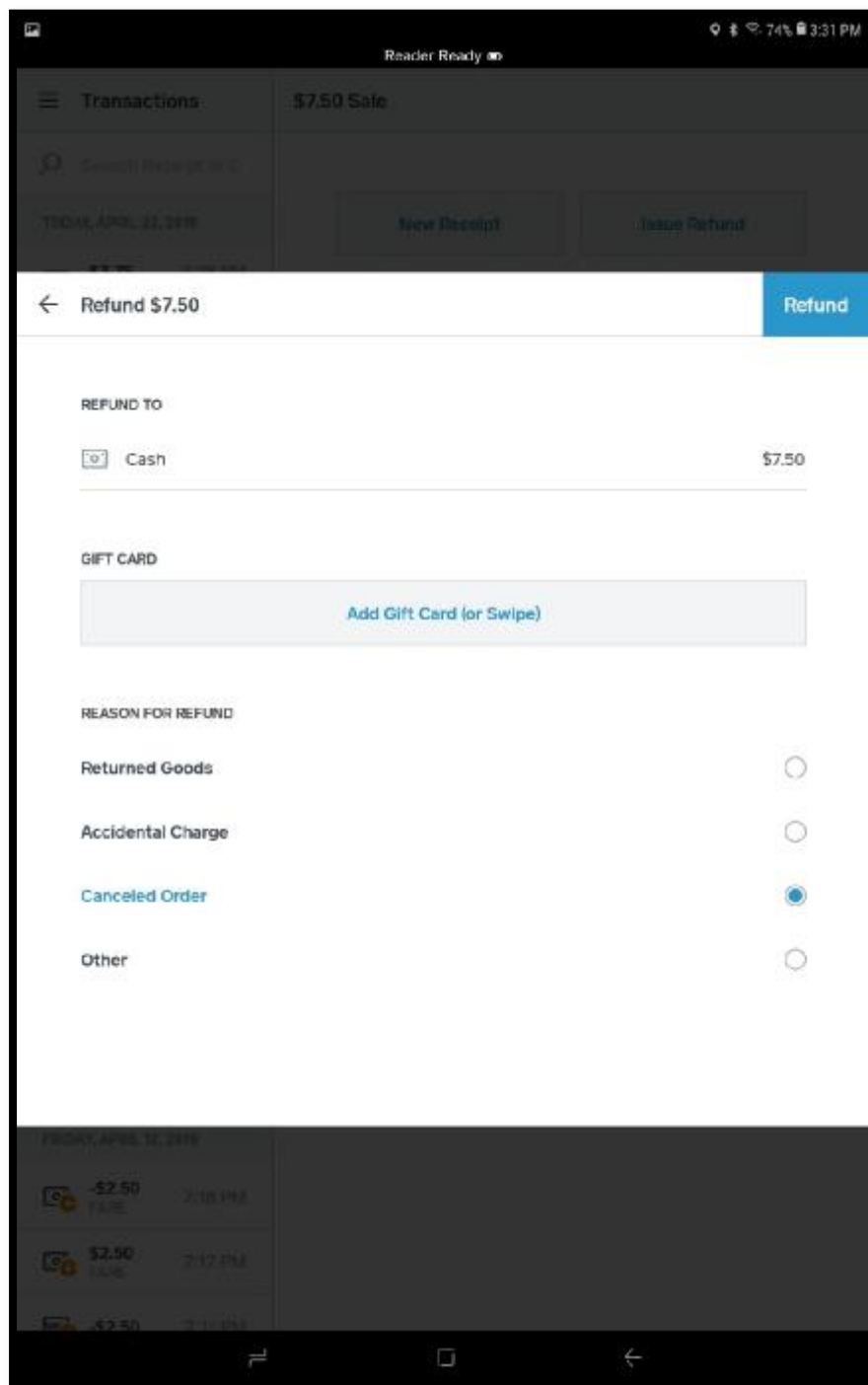
Touch on one of the "Reason For Refund" options and then touch on "Refund" in the upper right corner. The following screen will be displayed.
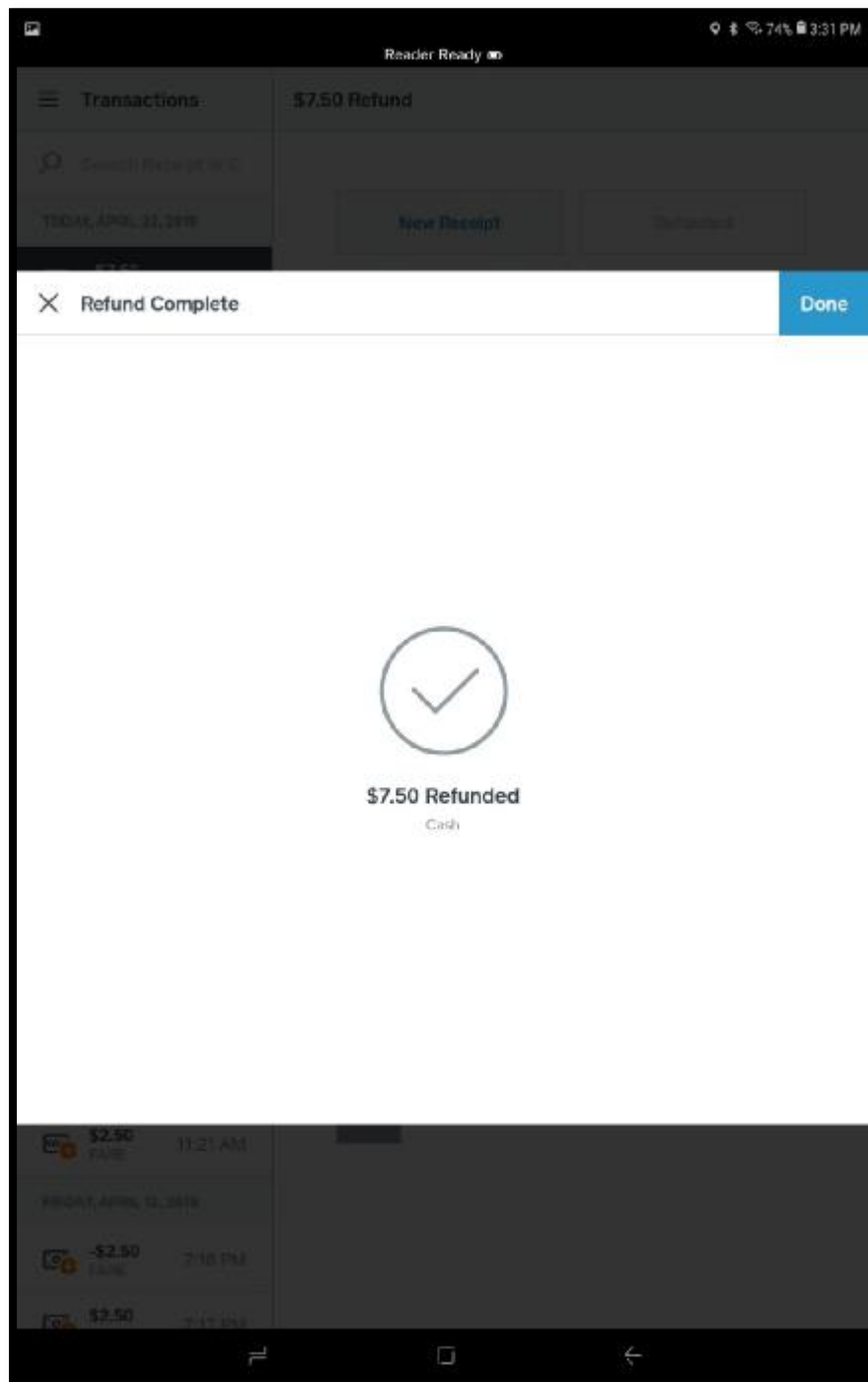
The cash refund is complete. Take the refunded amount of cash from the cash box and give it to the customer, *if they paid with a check return the check do not give them cash*. Touch "Done" in the upper right corner. The following screen will be displayed.
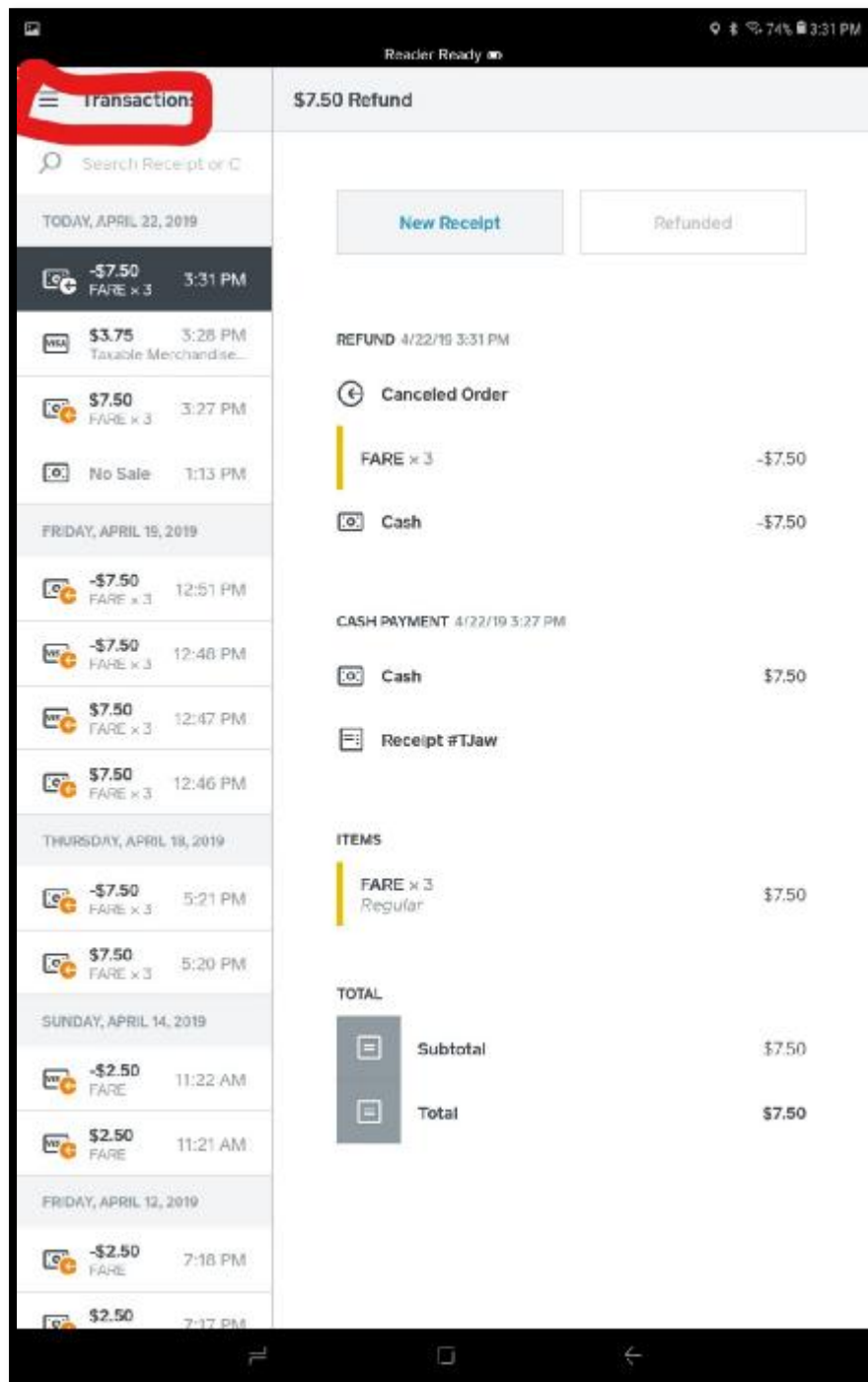
The summary page will show the initial cash transaction ($7.50) and the refunded transaction (-$7.50).   To get back to the Home Menu Touch "☰ Transaction" in the upper left corner. The following screen will be displayed.
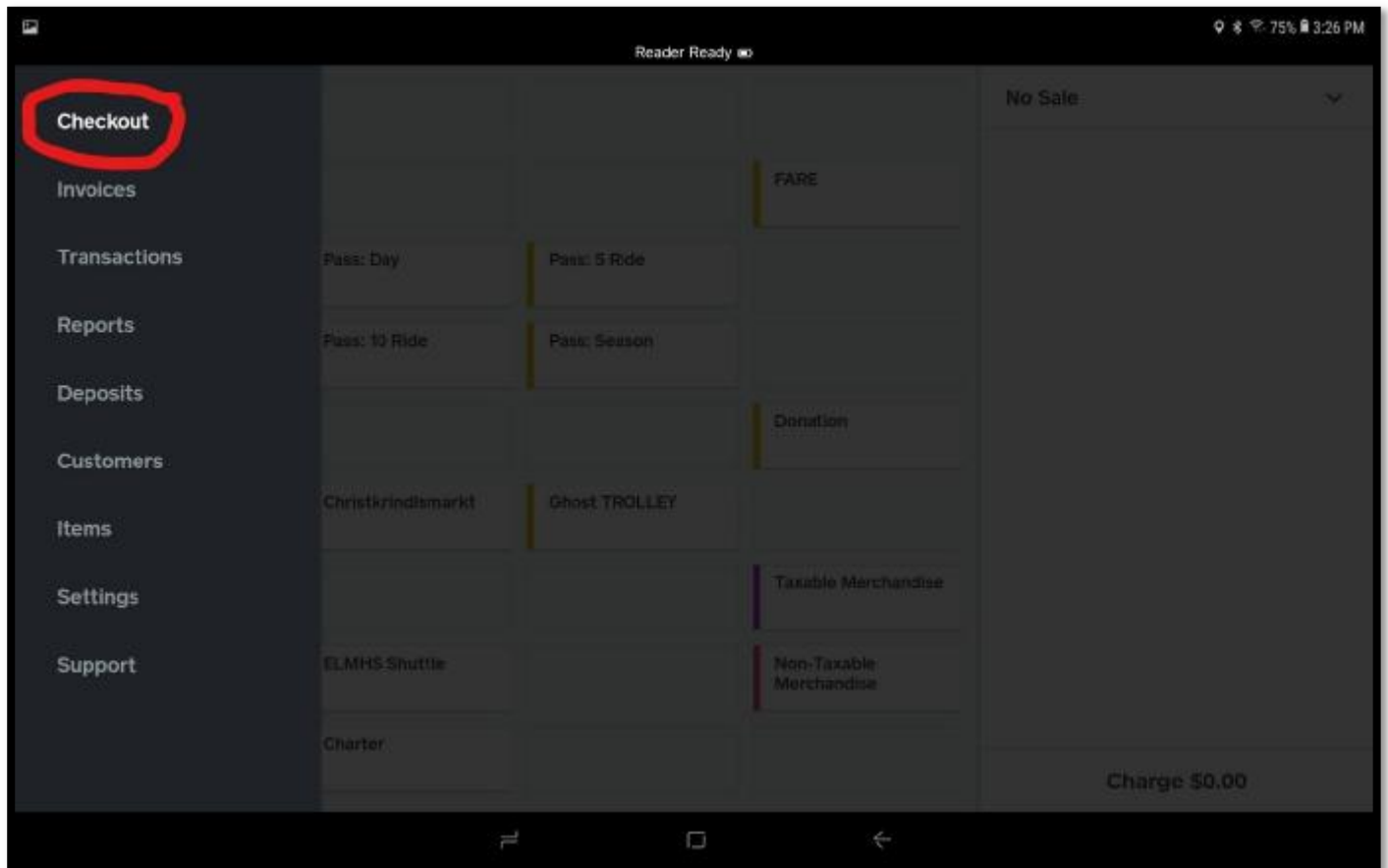
Touch on "Checkout" in the upper left to bring up the Home Menu screen for the next transaction.

__Credit Card Refunds__ *(swipe, chip or tap)*

The credit card refund process is the same as cash refunds with a few exceptions.

1. To find the correct credit transaction have the customer either swipe, insert chip card or tap the card reader (the same mode as their original purchase) at the transaction log screen. The correct transaction will appear on the right.
2. Do not refund cash back to the customer. This screen will be displayed to complete the credit card refund versus the cash refund screen.
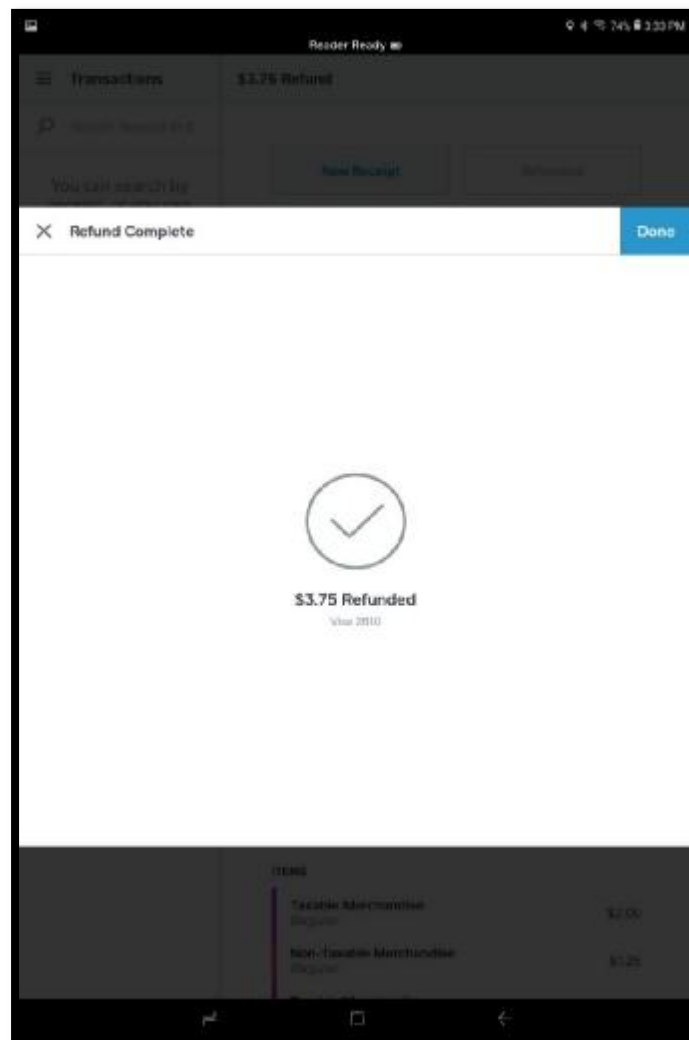
3. The type of credit card and the last 4 digits appear on the screen above
4. Depending on the day of the week and/or the time of the transaction the refund may not show up in the customer's account until the following day due to Square's transactions processing schedule.