



EsVelte Gift Card

User Guide

POS Integration v1.35.2 January 2021

Version	Date	Notes	Author
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Introduction

Esvelte is a plugin that integrates with Aztec to add support for gift cards that are issued and processed by EsVelte. This provides functionality to perform realtime standard gift card type transactions, namely:

- Card balance enquiries
- Card balance top-ups (and reversal)
- Sale of goods (payment and payment reversal)
- Refunds (and refund reversal)

Prerequisites

The following applications/versions and services are required to support Esvelte gift card operation within Aztec:

- iZone POS Integration Engine v1.9.0 or later at site
- Aztec 3.6.4 or later at head office and site

Associated Documentation



EsVelte: Setup Guide - This guide is aimed at Zonal and client staff that are responsible for the installation of the plugin system components and configuration of Aztec, necessary to operate Aztec with the EsVelte gifting solution.

Site Operation

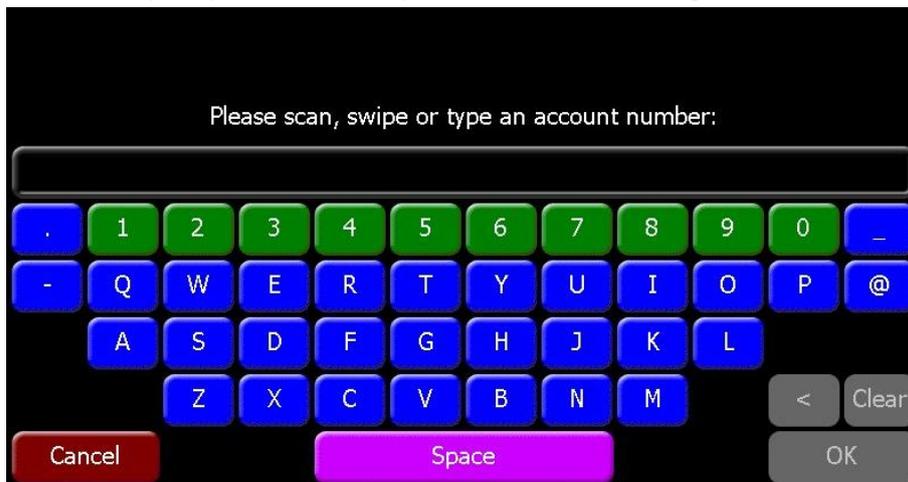
Checking a Balance

The EsVelte Gift Card Balance button can be used to check the gift card balance of the card presented to the POS user. Balance checks can only be performed using activated cards.

1. Press the configured **Balance Check** button:



2. User is then prompted to scan/swipe/enter a valid Esvelte gift card



3. The POS system will display the balance of the gift card with the option to print the balance. NOTE: If the POS times out, when the user logs back in the print button will be greyed out:



4. Click **OK** to return to the main POS account screen.

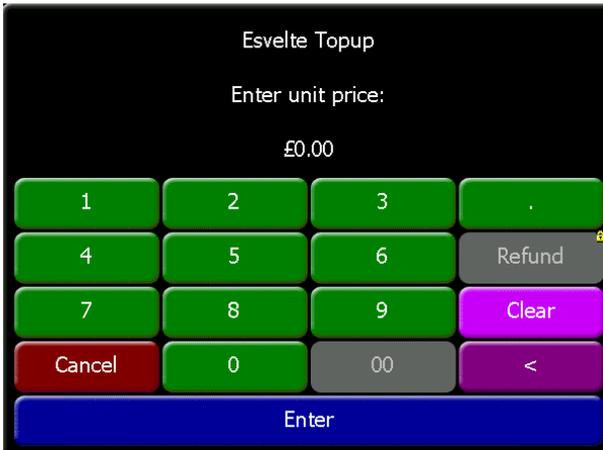
Top-up (Sell) a Gift card

To sell or top-up an EsVelte gift card, the EsVelte gift card product must be configured and added to the site themes. To add a balance to a gift card:

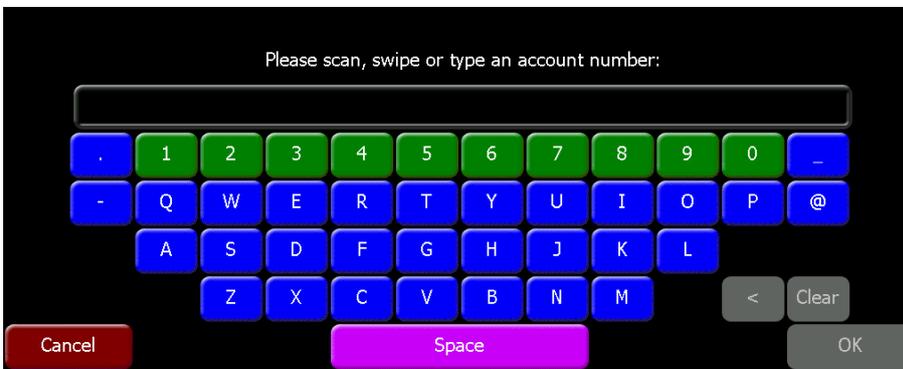
1. Press the configured '**Esvelte Topup**' product



2. User is prompted to enter the amount to add to the card.



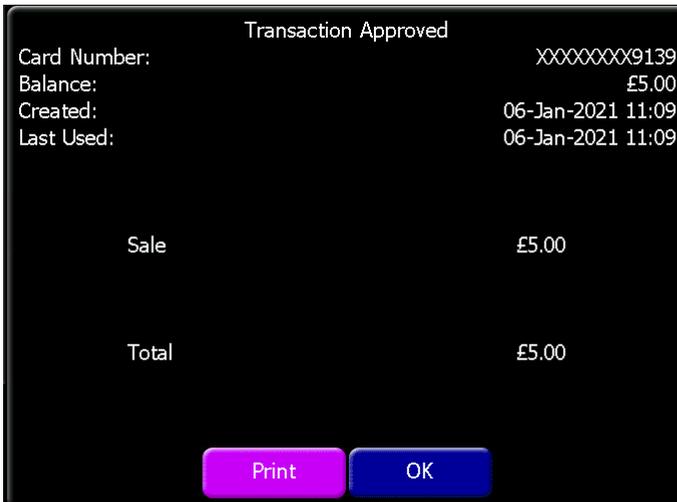
3. Add the desired amount and press '**Enter**'
4. User is then prompted to scan/swipe/enter a valid Esvelte gift card



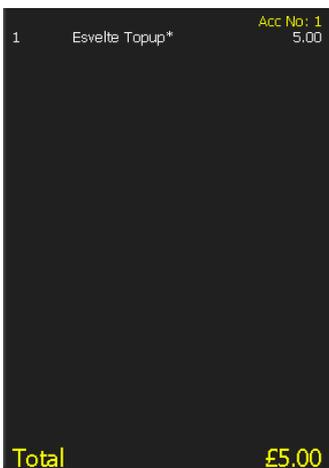
- 5. The system will then communicate with EsVelte



- 6. If the top-up is successful a transaction approved screen is displayed with the option to print a receipt. Printing of Top-Up receipts is manual and does not happen automatically.:



- 7. Press 'OK' and the top-up is added to the account which can then be paid for using a different payment method.

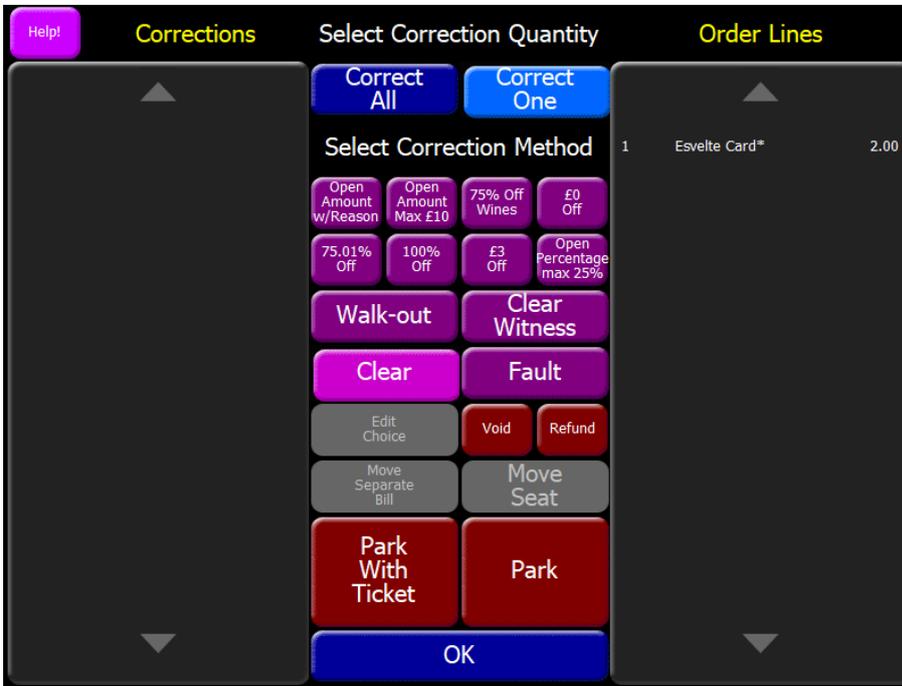


To prevent fraud, if a Top-Up for EsVelte has been performed on an account then the EsVelte Payment option is greyed out to prevent payment for a gift card using a gift card of the same brand.

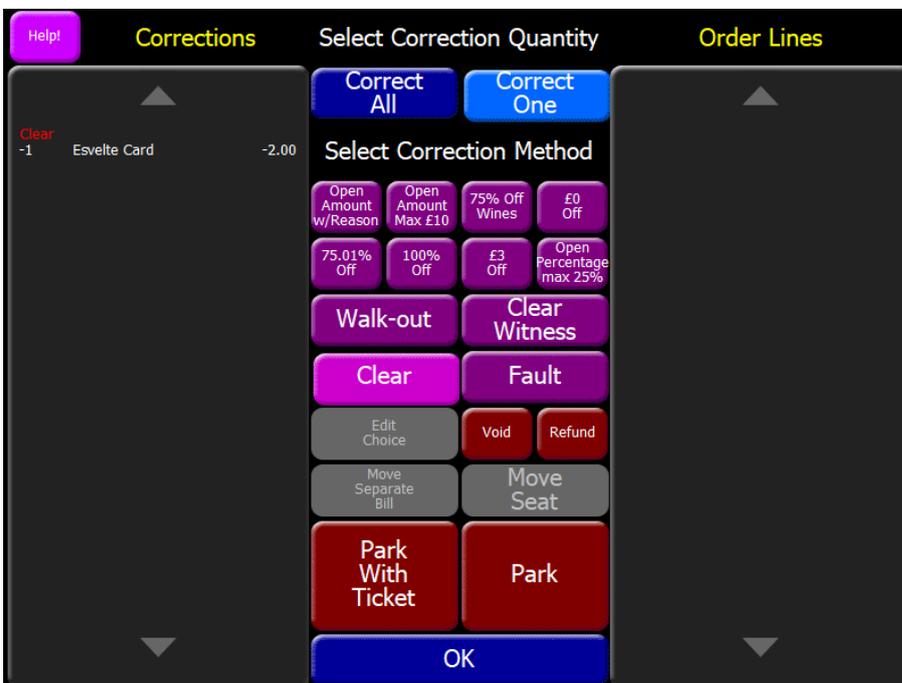
Reverse a Gift Card Top-Up (Sale)

After a successful top-up has been performed it is possible to reverse this on the till.

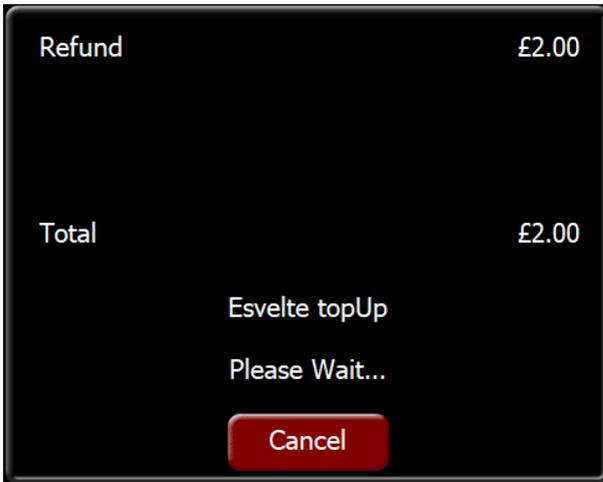
1. With a successful gift card top-up on the account press on the 'Order Display' to be taken to the corrections screen:



2. Select the EsVelte product to move the corrections side of the display



3. Press **OK** to begin the reversal



4. If the reversal is successful the product is removed from the account

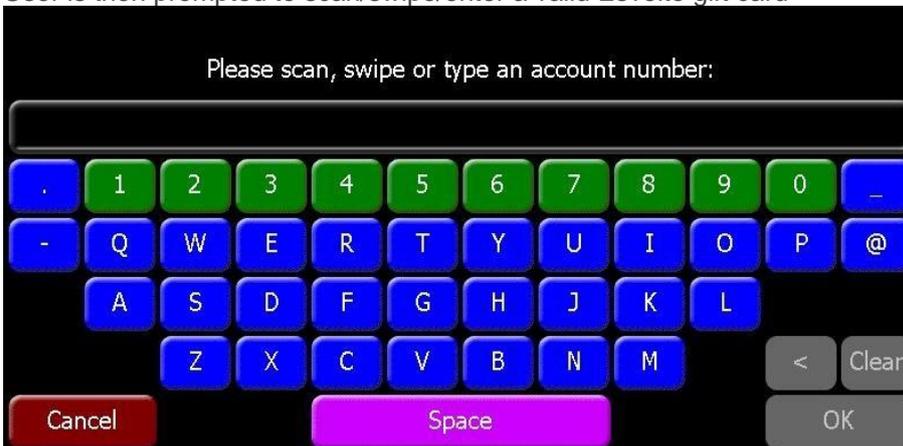
Redeeming a Gift card

The new EsVelte Gift Card Payment button on a theme enables POS users to pay off items using the gift card balance.

1. Press the configured '**Esvelte Pay**' button:



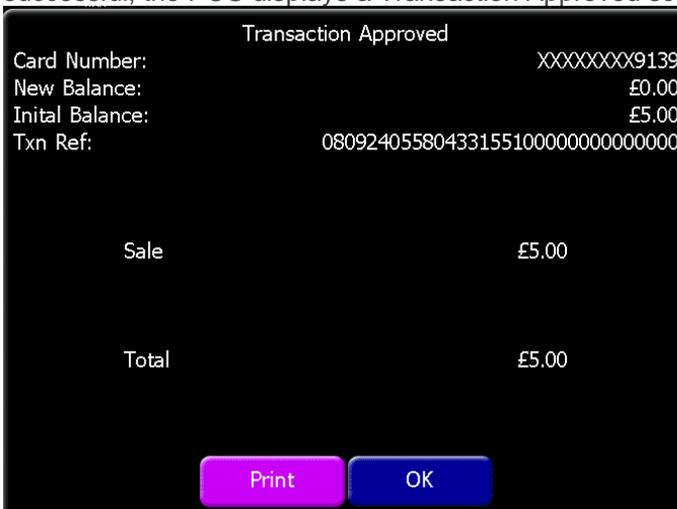
2. User is then prompted to scan/swipe/enter a valid Esvelte gift card



- 3. If the card is valid, the amount field is prepopulated with either the full value of the basket or the available gift card balance (if the card balance is less than the basket total):



- 4. Press 'Enter' to accept the default amount, or enter a lower amount if required and then press 'Enter'
- 5. POS Integration Engine communicates with EsVelte to redeem the balance. If the redemption is successful, the POS displays a Transaction Approved screen:

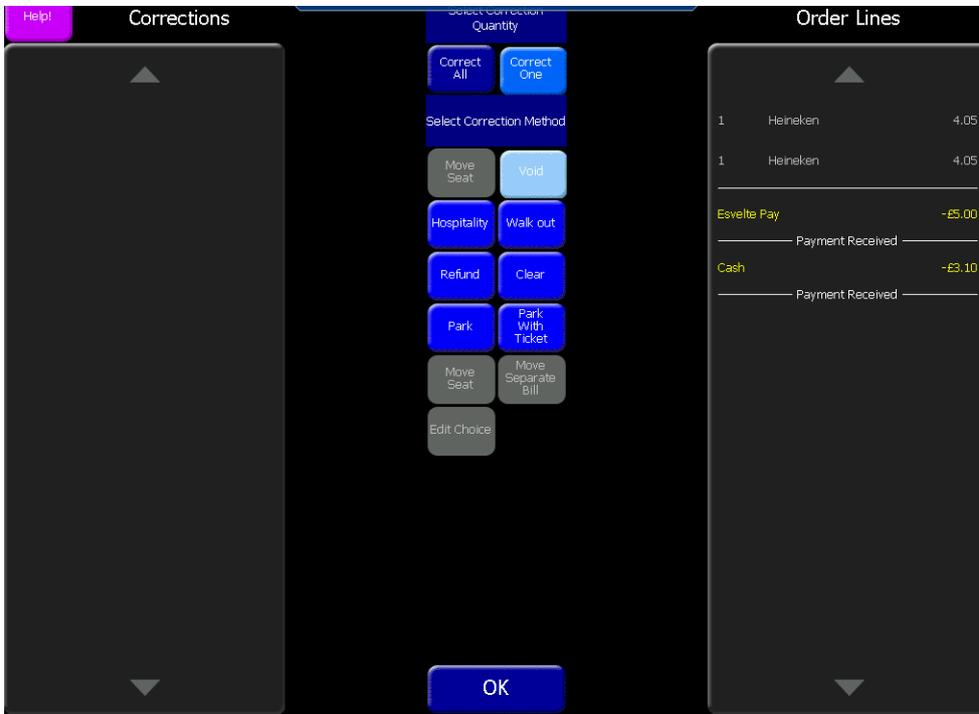


- 6. Clicking Print will print similar details. The date and time are already present on the receipt.
- 7. If the gift card payment fails, the user will be shown a message (provided by EsVelte) with the declined transaction reason.

Cancel a Gift Card Payment

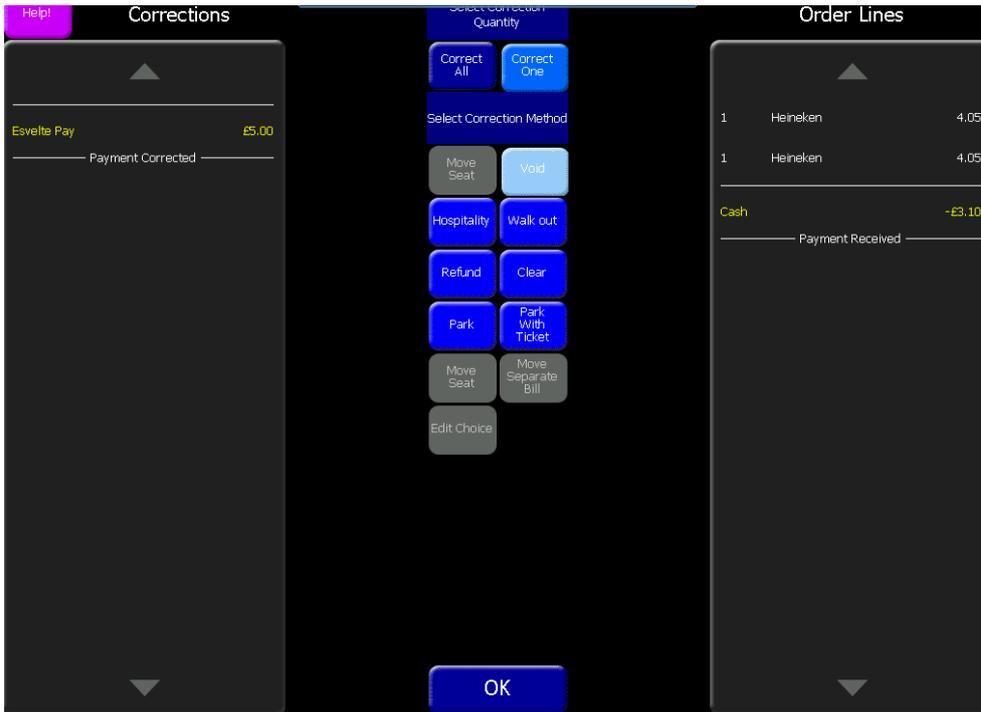
A POS user can correct off an EsVelte gift card payment from an open POS account using the standard POS correction screen, in the same way as any other type of payment is corrected.

1. Press anywhere within the Order Display to open the Correction screen.



2. To remove an EsVelte Gift Card payment, select it on the Order Lines panel to remove it from there and place it on the Corrections panel. This can be done to as many items as desired. If the POS user changes their mind, they can select it on the Corrections panel and it move it back.

3. To apply the selected corrections, select **OK** to begin the reversal:



4. If the reversal is successful then the payment is removed from the account
5. A reversal slip is then printed as per the Aztec configuration

In the event of error, the POS will display a dialog headed “Reversal Failed” with the relevant error message and the gift card payment remains on the account.



If the POS does not receive a response from POS Integration Engine within a pre-configured time period, the following dialog is displayed:



- If Cancel is selected, the operation is abandoned and the payment remains on the account.
- If Retry is selected the POS attempts to send the request to POS Integration Engine again.

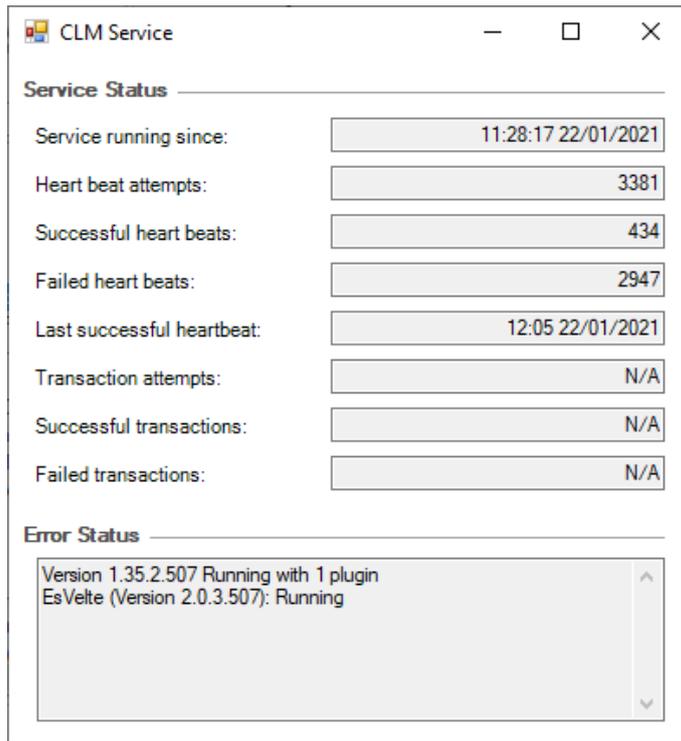
Troubleshooting

Service Monitoring

The service monitor has been configured to update one status of the Esvelte Plugin.

Under 'CLM Service' heartbeats will fetch the status of the Esvelte plugin and other plugins installed.

Version 1.35.2.507 Running with 1 plugin
EsVelte (Version 2.0.3.507): Running



Errors

The system can decline transactions for several reasons. Each error is logged and a message is displayed to the POS user.

Gift Card Not Active – This can occur on balance enquiries and payment transactions. This signifies the gift card has never been used and therefore does not have a balance and cannot be used except for a top-up or refund:



Negative Top-Up Attempts – If a user selects the refund option when performing a Top-Up and the user tries to perform a negatively valued Top-Up the system rejects this. Gift card Top-Ups cannot be returned and their value refunded - only reversed:



No Balance on Card – If the user attempts to use a card with no balance, this is declined prior to the amount entry prompt:

