



Zonal Gift Card

User Guide

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Version	Date	Notes	Author
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Introduction

Document scope

This guide is aimed at site staff and describes how to carry out Zonal Gift tasks on site POS terminals.

Overview

Zonal Gift Card is a Zonal's own loyalty solution. PoS functionality is:

- Card balance enquiries.
- Card balance top-ups (and reversal).
- Payment and payment reversal.
- Adding Tips (after payment).
- Refunds (and reversal Refunds).

Prerequisites

The following applications/versions and services are required to support Zonal Gift Card operation within Aztec:

- POS Integration Engine v1.54.0 or later at site.
- Aztec 3.14.0 or later at Head Office and site.

Site Operation

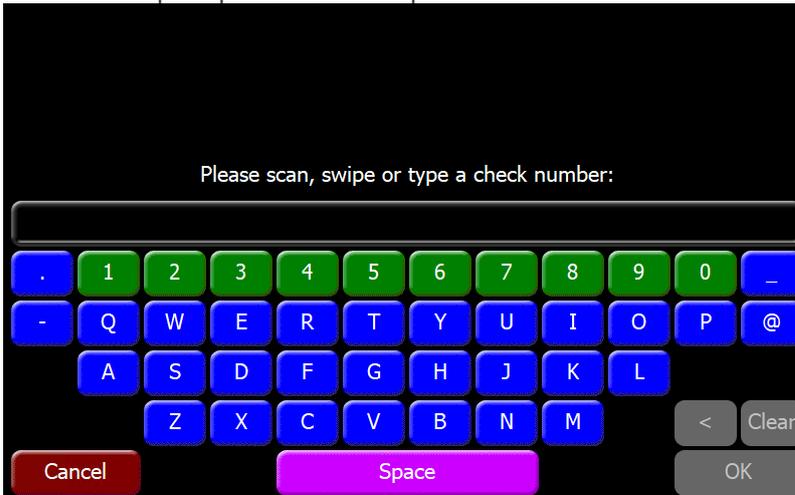
Gift Card Balance Check

e-Gift Balance Check button is used to perform user's Zonal Gift Card balance check operation.

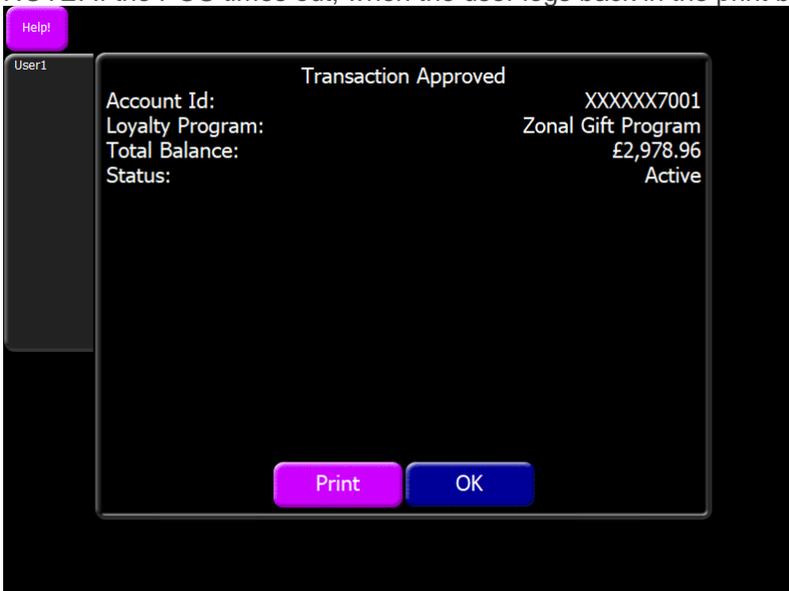
1. Press e-Gift Balance Check button:



2. Then user is prompted to scan/swipe/enter a valid Gift Card number:



3. The POS system will display user's Zonal Gift Card balance details 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.

Gift Card Top-Up

To top-up a Zonal Gift card, the Zonal Gift product (see how to configure here) must be configured and added to the site themes. To add a balance to a gift card:

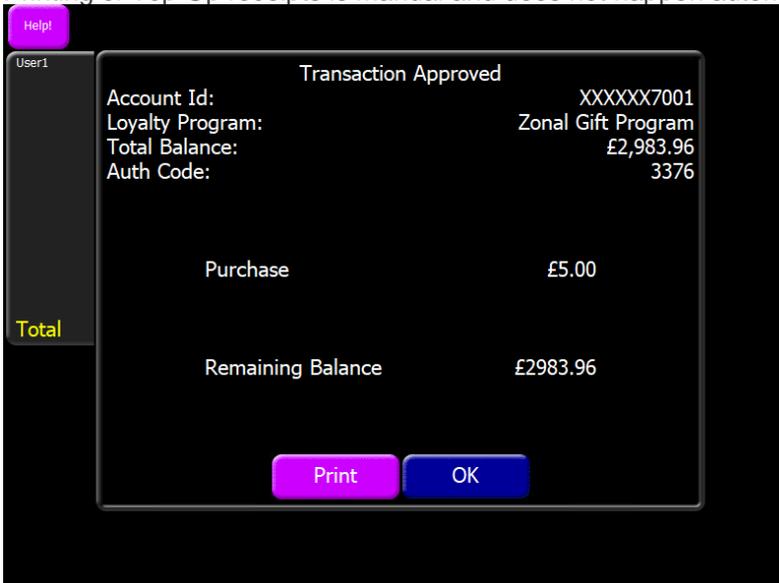
1. Press the configured Zonal Gift Top-up button:



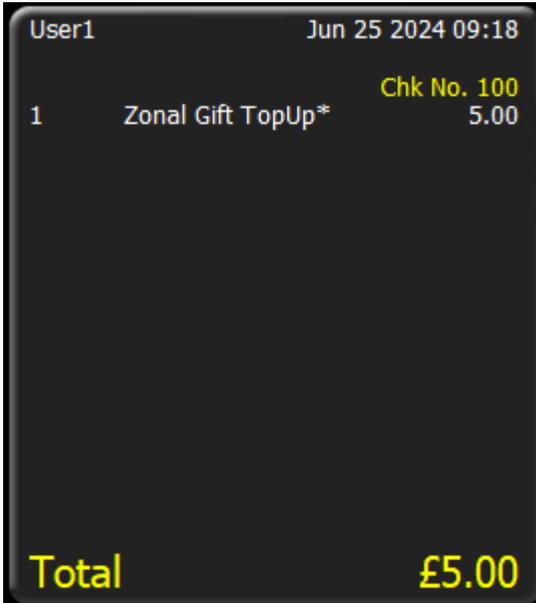
2. User is prompted to enter the amount to add to the card:



- 3. Add the desired amount and press Enter.
 - 4. Then user is prompted to scan/swipe/enter a valid Gift Card number:
 - 5. The system will then display "Please Wait..." as it communicates with the Zonal Loyalty system.
 - 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:



8. It is possible to perform multiple Zonal Gift Card Top-Up operations.



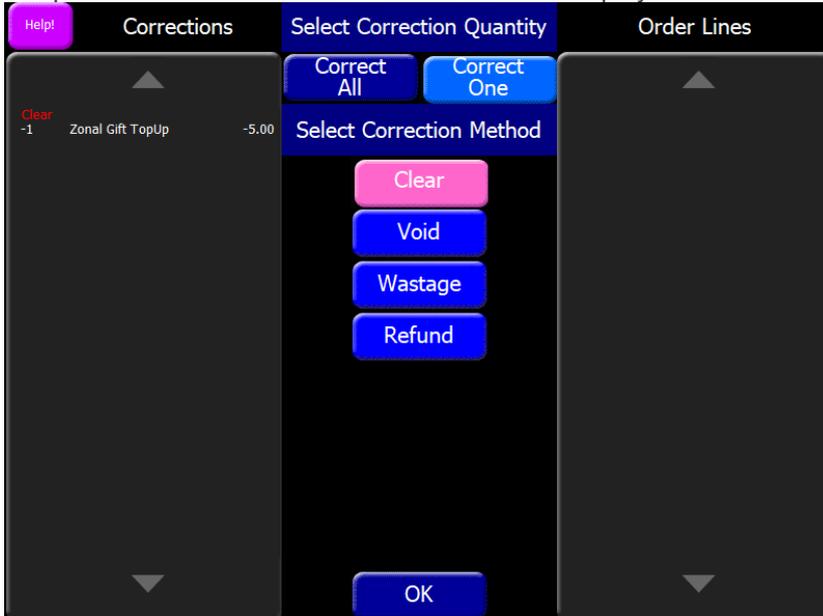
To prevent fraud, if a Top-Up for Zonal Gift Card has been performed on an account, then the Zonal Gift Payment option is greyed out to prevent payment for a gift card using a gift card of the same brand. In case the gift card has been just released (not activated yet) and has "0" balance and "Inventory" status, performing a top-up operation will activate the card, gift card becomes "Activated".

Reverse a Gift Card Top-Up

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) Ensure a correction method that allows unsaved items to be corrected is highlighted then select the Zonal Gift 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.
- 5) It is possible to perform multiple Zonal Gift Card cancel Top-Up operations.

Gift Card Payment

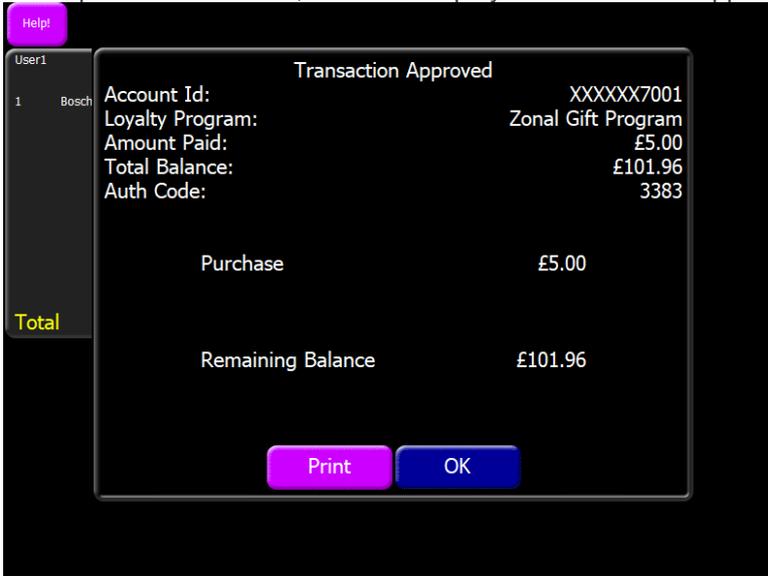
The new Zonal Gift Payment button on a theme enables POS users to pay off items using the gift card balance.

1. Once products have been added to the till's basket, press the configured Zonal Gift Payment button:



2. User is then prompted to scan/swipe/enter a valid Gift Card number.
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 the Zonal Loyalty Gift system to redeem the balance. If the redemption is successful, the POS displays a Transaction Approved screen:

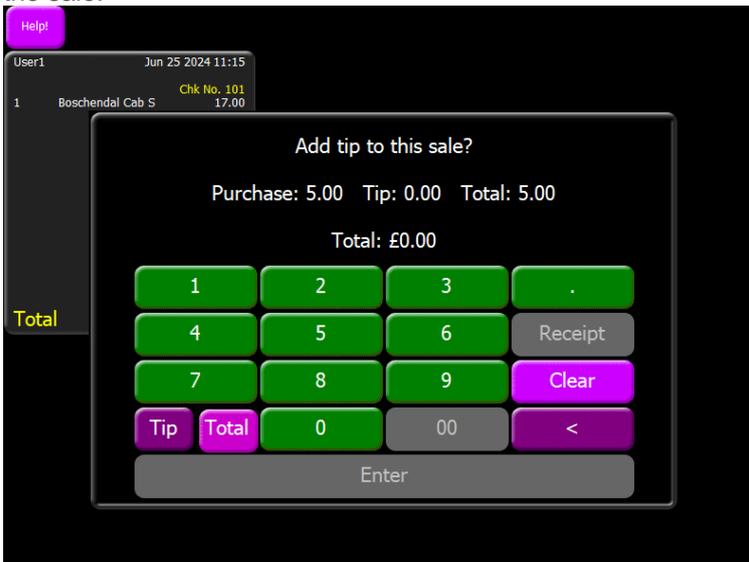


- 6. Clicking Print button will print similar details. The date and time are already present on the receipt.
- 7. If the gift card payment fails, the user will be shown a message with the declined transaction reason.
- 8. If the balance on an account is partially paid off using the Zonal Gift Payment method, then the Zonal Gift Top-Up button will be greyed out on the POS and unavailable to use.
- 9. It is possible to perform multiple Zonal Gift payments.

Adding Tips

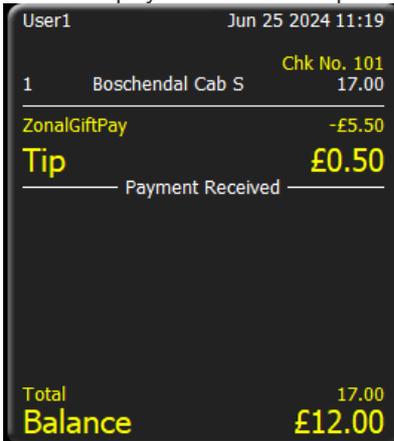
Please refer to the Zonal Gift Setup Guide for how to enable Tips for Zonal Gift transactions.

- 1. Once enabled, after the Transaction Approved screen, the POS user will be asked if a Tip is to be added to the sale:



- 2. Enter a new total or tip (depending on which is highlighted) and press enter.

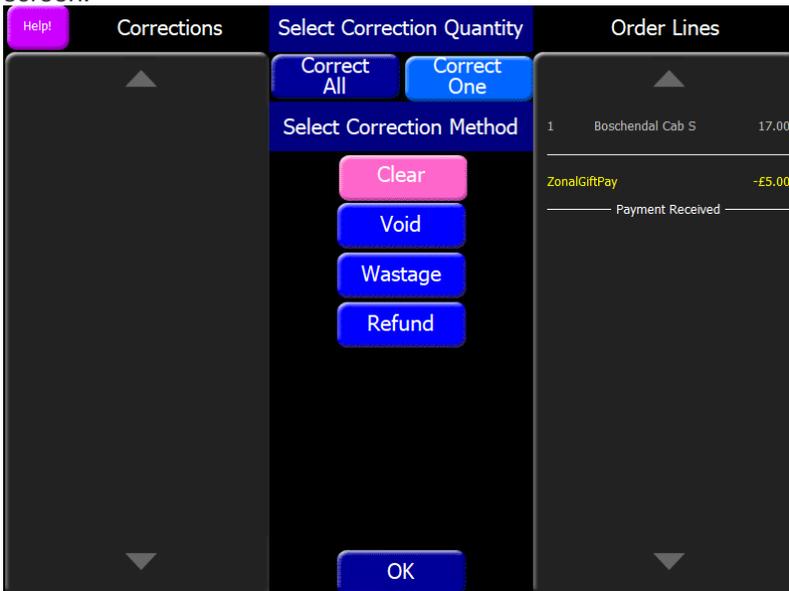
- Then the payment and the tip are added to the till's basket:



Cancel a Gift Card Payment

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

- With performed Zonal Gift Card payment, press anywhere within the Order Display to open the Correction screen:

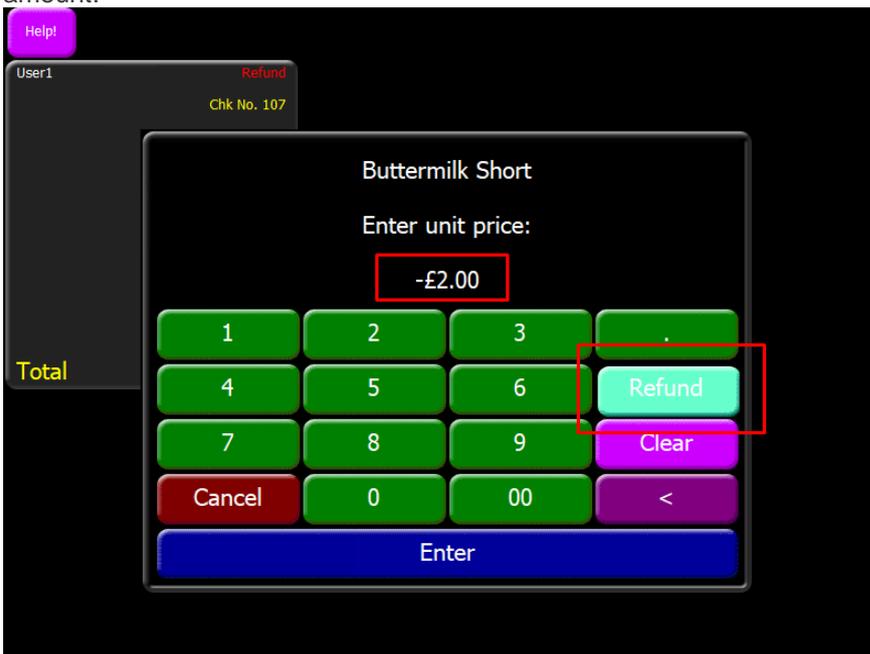


- To remove a Zonal Gift payment, select it on the Order Lines panel to remove it from there and place it on the Corrections panel. This can be done to as many items as desired. If the POS user changes their mind, they can select it on the Corrections panel and it move it back.
- To apply the selected corrections, select OK to begin the reversal:
- If the reversal is successful then the payment is removed from the account.
- It is possible to cancel multiple Zonal Gift payments.

Refunds

The Refund operation is possible on Zonal Gift plugin. In this case, the desired amount can be returned back to user's gift card balance. To perform a Refund operation, a product with negative amount needs to be added to till's basket.

1. Add a product to till's basket that has "open price" type.
2. Press "Refund" button and enter a negative amount for this product. This negative amount will be a refund amount:



3. Press Enter button.
4. Choose the appropriate refund method (Void, Refund or Wastage)
5. Then press Zonal Gift Payment button.
6. Scan/swipe/enter a card number on which the refund will be made, and perform a successful payment operation.
7. The refund amount will be returned to user's gift card balance.

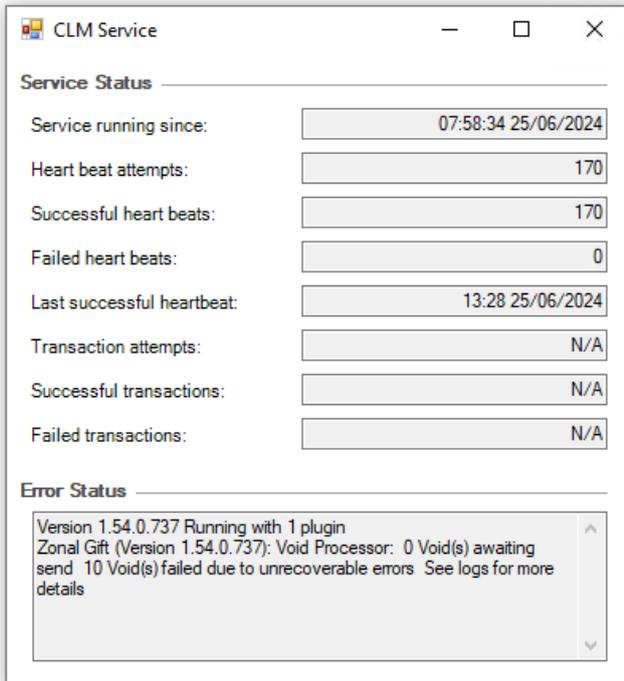
Refund reversal

The Reversal Refund operation is possible on Zonal Gift plugin. Reversal Refund operation can be performed in the same way as any other type of payment is corrected. See how to perform it in Cancel a Gift Card Payment section of this guide.

Troubleshooting

The service monitor has been configured to show the current status of the Zonal Gift Card Plugin.

Under "CLM Service" heartbeats will fetch the status of the Zonal Gift Card plugin and other plugins installed:



Errors on Zonal Gift Card actions

“Transaction Declined: Account does not exist”:

The system can decline a gift card balance check/top up/payment operation when incorrect gift card number has been entered. The error is logged and a message is displayed to the POS user.

“Transaction Declined – Cannot credit Suspended card”:

The system can decline a gift card top-up operation when the gift card is suspended (when Zonal gift card status is "Suspended"). The error is logged and a message is displayed to the POS user.

“Transaction Declined - Balance must be more than zero”:

The system can decline a gift card payment operation when there is no balance on the gift card. The error is logged and a message is displayed to the POS user.

“Transaction Declined - Cannot debit suspended card”:

The system can decline a gift card payment operation when the gift card is suspended. The error is logged and a message is displayed to the POS user:

“Transaction Declined - Card is not activated”:

The system can decline a gift card payment operation when the gift card is not activated (card has "Inventory" status and "0" balance). The error is logged and a message is displayed to the POS user:

“Tip addition failed – Error communicating with Server”:

In case when an error occurs during adding tip operation, a message is displayed to the POS user. The text in the bottom of the window will explain the cause of error:

“Tip addition failed – Insufficient balance for transaction value X”:

The system can decline an adding tip operation when there is not enough balance for tip payment on the gift card. The error is logged and a message is displayed to the POS user:

“Reversal Failed - Cannot credit suspended card”:

The system can decline a cancel gift card payment operation when the gift card was suspended after successful payment. The error is logged and a message is displayed to the POS user:

“Reversal Failed - Error communicating with Server”:

In case when cancel gift card payment operation is performed and Pos system didn't receive a response from Zonal Gift system (a timeout occurs), the POS will display an error message:

“Transaction Declined - Account does not exist”:

The system will show an error message if wrong or not existing account number has been entered during Refund operation. The error is logged and a message is displayed to the POS user:

“Transaction Declined - Cannot credit suspended card”:

The system can decline a Refund operation when the gift card is suspended. The error is logged and a message is displayed to the POS user: "Cannot credit Suspended card."

“Reversal Failed – Insufficient balance for transaction value *”

The system can decline a reverse refund operation when there is not enough balance on the card. The error is logged and a message is displayed to the POS user:

No response from Zonal Gift System (timeout) Cancel Top-Up:

In case when cancel gift card top-up operation is performed and Pos system didn't receive a response from Zonal Gift system (a timeout occurs), then the POS will remove the top-up from the account and place the reversal in a queue which will be retried after the timeout (Background Processing) configured by parameter BackgroundProcessingFrequencyInSeconds in Configuration.xml file, placed in the plugin installation folder.

If the second attempt to reverse the top-up is unsuccessful it will be retried in intervals during next 3 days. After 3 days, the reversal will be saved in the Aztec database to be reconciled manually.

No response from Zonal Gift System (timeout) - Reverse Refund:

In case when Reverse Refund operation is performed and Pos system didn't receive a response from loyalty system (a timeout occurs), then the POS will remove the refund from the account and place the reversal in a queue which will be retried after the timeout (Background Processing) configured by parameter `BackgroundProcessingFrequencyInSeconds` in `Configuration.xml` file, placed in the plugin installation folder.

If the second attempt to reverse the refund is unsuccessful it will be retried in intervals during next 3 days. After 3 days, the reversal will be saved in the Aztec database to be reconciled manually.