Eagle Eye POS-Connect Gift Card

User Guide

iZone POS Integration v1.35.0 March 2020

Version	Date	Notes	Author
0.1	28-02-20	First draft of the user guide to support the initial launch of the Eagle Eye POS Connect Plugin	D. Stuart
0.2	03-03-20	Updates after initial review	D. Stuart
1.0	05-03-20	Approved	D. Stuart

Contents

Introduction

Eagle Eye POS-Connect is a plugin that integrates with Aztec to facilitate the processing of gift card for customers with an Eagle Eye gift card program.

Document Scope

This guide is aimed at Zonal support staff and site staff and describes how to carry out Eagle Eye POS-Connect gift card tasks on site POS terminals.

Prerequisites

The following applications/version and services are required to support Eagle Eye POS-Connect gift card operations within Aztec:

- iZone POS Integration Engine v1.35.0 or later at site
- Eagle Eye POS-Connect plugin software
- Aztec 3.17.0 or later at head office and site
- Eagle Eye POS-Connect has been fully setup and configured at head office

Associated Documentation

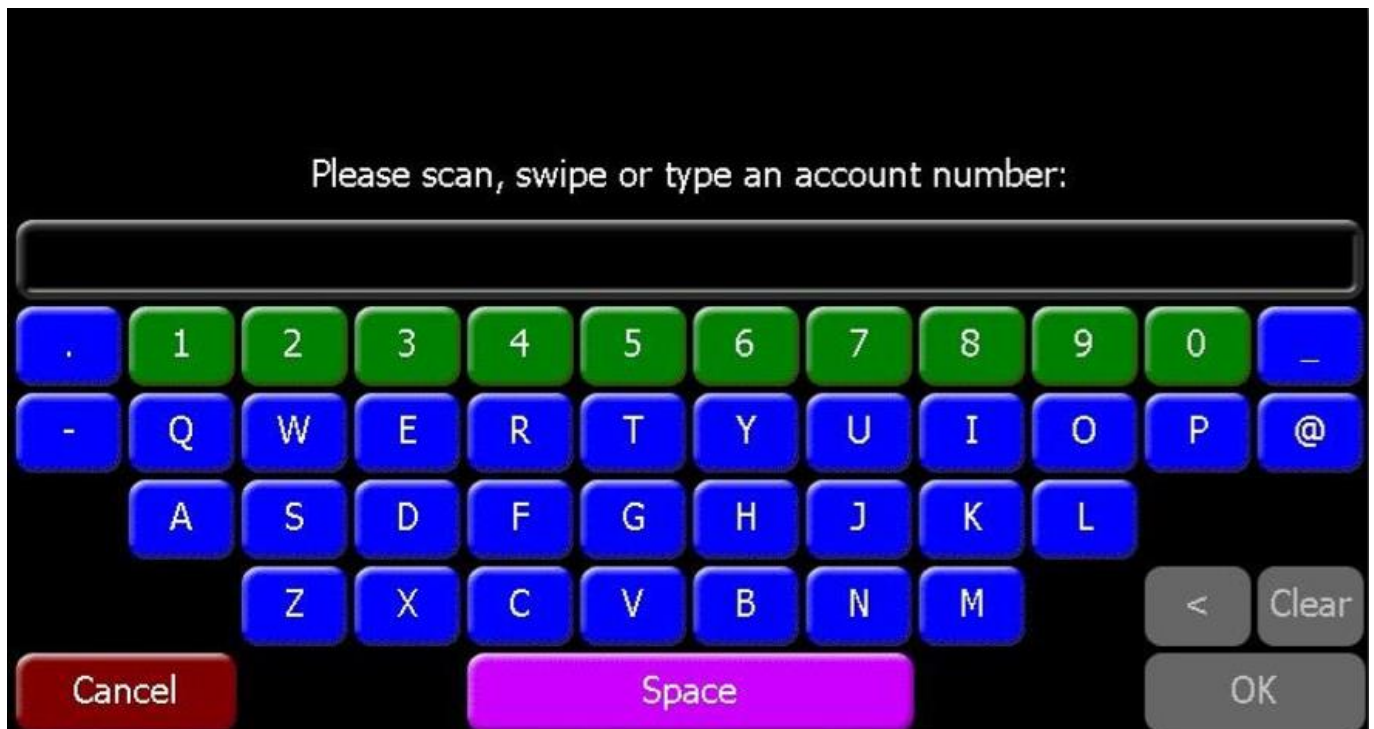|	
	Eagle Eye POS-Connect Gift Card: Setup Guide – This guide is aimed at Zonal and client staff that are responsible for the installation of the plugin system components and configuration of Aztec, necessary to operation Aztec with the Eagle Eye POS-Connect plugin

Site Operation

Checking a Balance

The Eagle Eye e-Gift Balance button can be used to check the gift card balance of the card presented to the POS user:

The gift card account number must be entered (by swipe/scan/manual entry) to proceed with a balance check. The number entered must match the configured prefix in order to proceed:

The POS system will display the balance of the gift card with the option to print the balance.

Transaction Approved

Account:	Eagle Eye
Account Id:	220626455
Transaction Id:	443706812
Balance:	£10.00
Status:	Active

Print   OK

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

Top-up (Sell) a Gift Card

To sell or top-up an Eagle Eye gift card the 'Eagle Eye POS-Connect' gift card product must be configured and added to the sites theme. To add a balance to a gift card:

1. Press the configured 'EagleEye e-Gift 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 prompted to scan/swipe/type a valid Eagle Eye gift card

5. The system will then communicate with Eagle Eye

6. If the top-up is successful a transaction approved screen is displayed.


```
                    Transaction Approved
Account:                                        Eagle Eye
Account Id:                                     220626455
Transaction Id:                                443706612
Status:                                            Active




        Sale                                    £10.00




        Remaining Balance                       £20.00




                    [ Print ]    [ OK ]
```

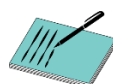7. Press 'OK' and the top up product is added to the account which can then be paid to a different payment method


```
MangerX                    02 Mar 2020  10:23
                                Acc No: 137
Allergens Present?: YES
1       Eagle Eye*                       10.00




Total                              £10.00
```
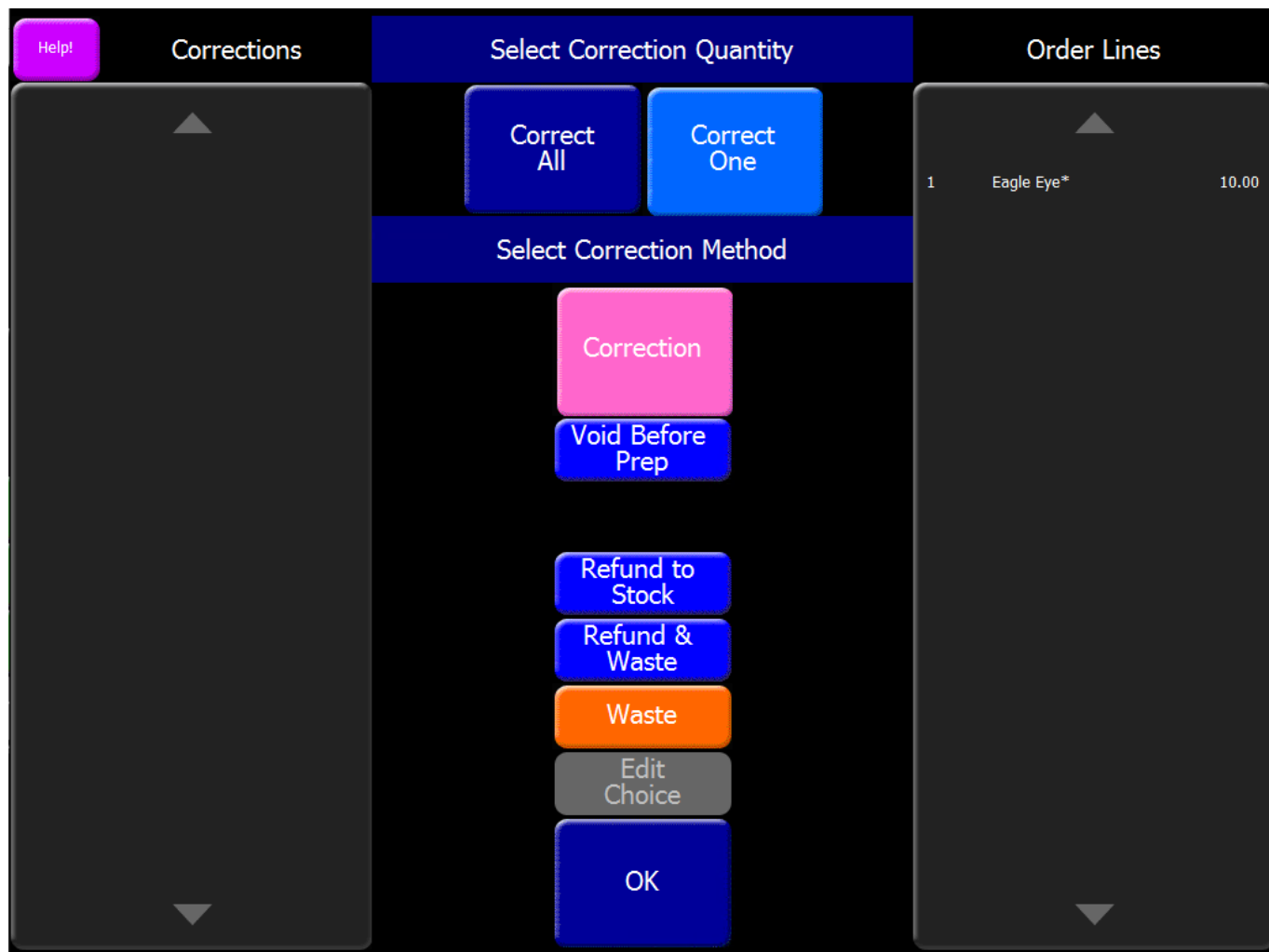
You will not be able to pay the account off using the Eagle Eye gift card payment method once a successful top up has been performed.

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
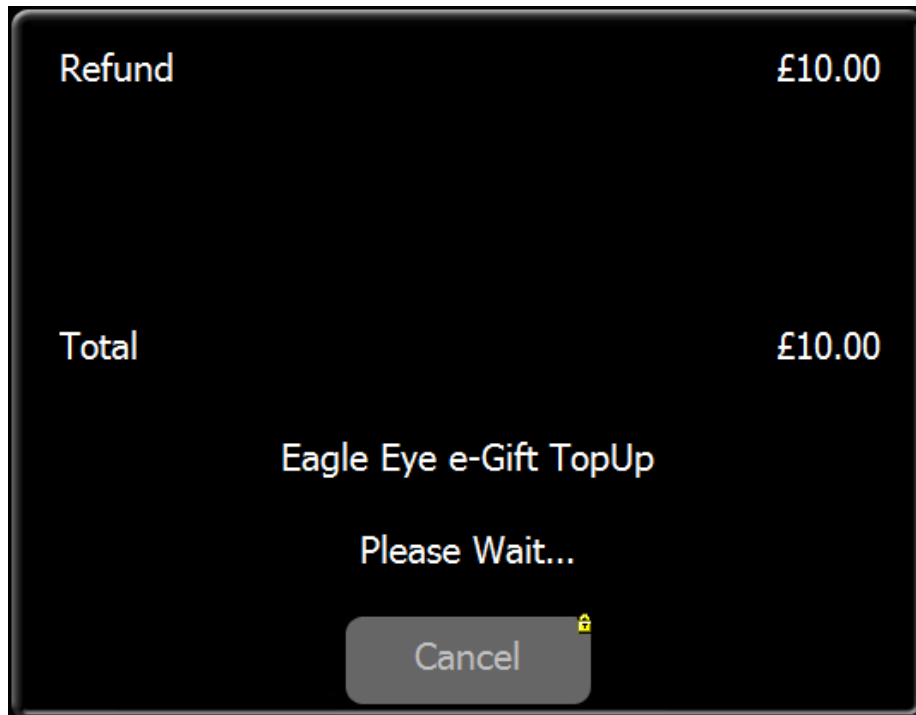
2. Select the Eagle Eye product to move the corrections side of the display
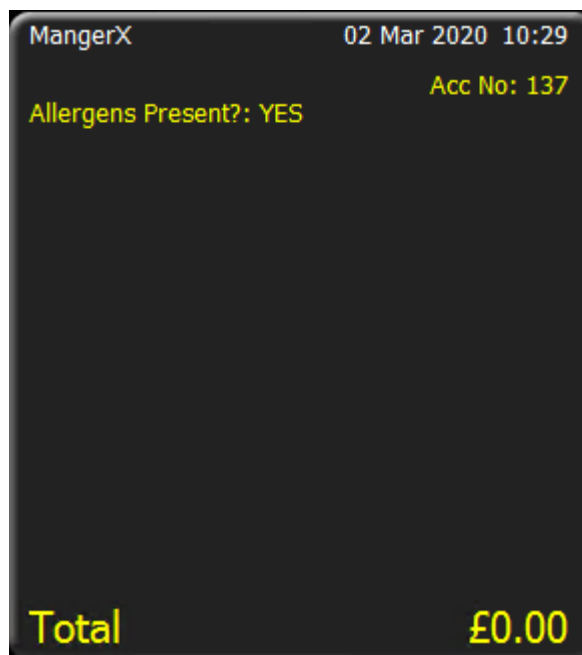
3. Press OK to begin the reversal

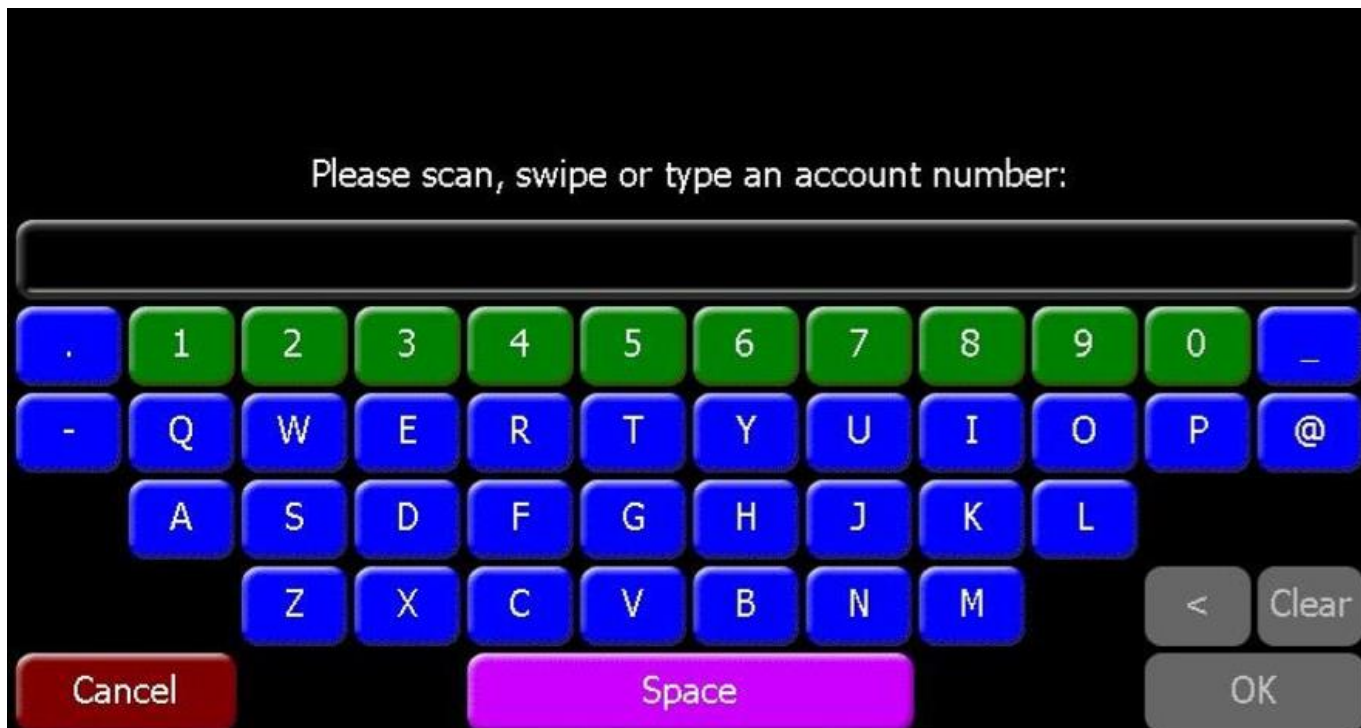4. If the reversal is successful the product is removed from the account

Redeeming a Gift Card

To redeem an Eagle Eye gift card payment a payment method with the type 'Eagle Eye POS-Connect Gift Card' must exist on the theme. To redeem a gift card:
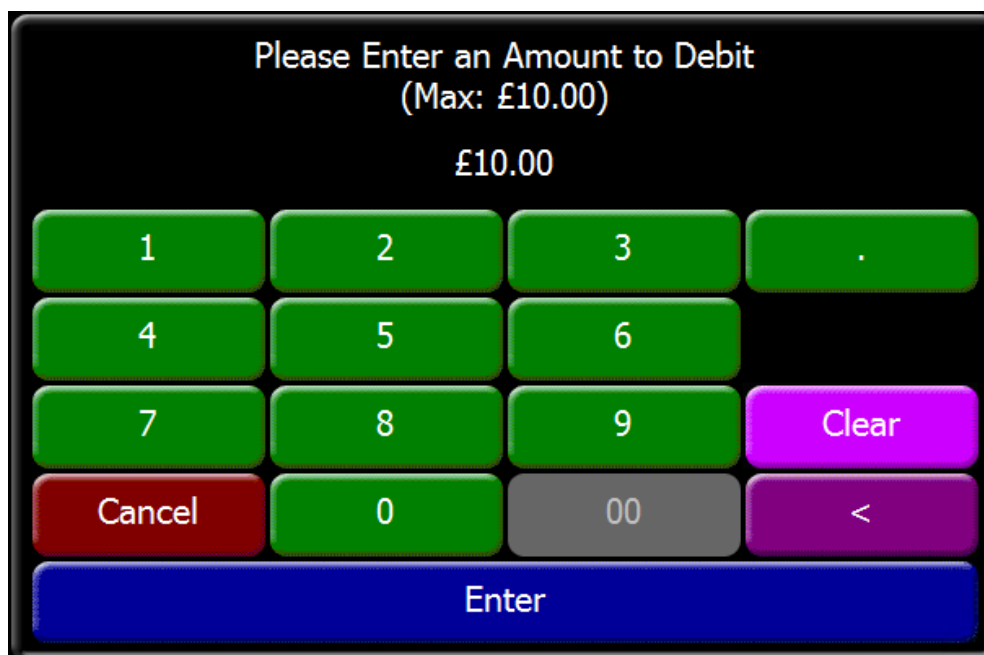
1. Press the 'EagleEye e-Gift Pay' payment method

2. User is prompted to scan/swipe/type a valid Eagle Eye gift card

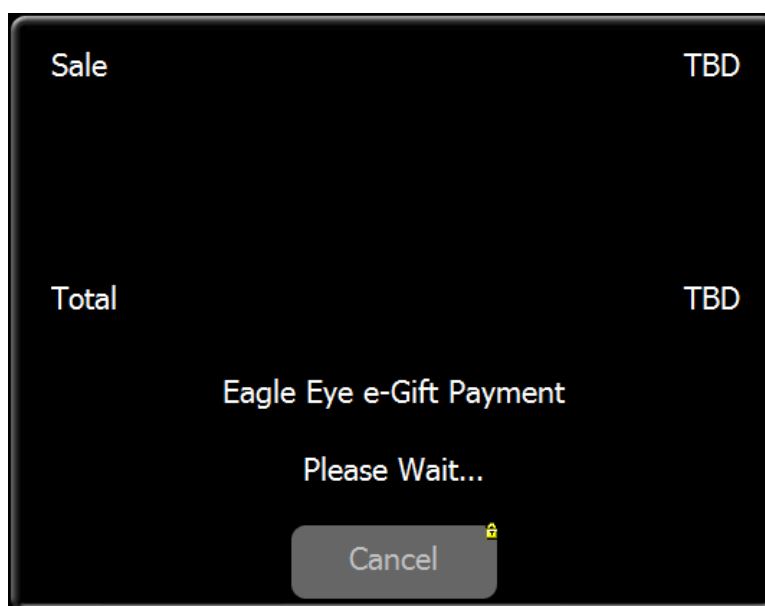3. If the card is valid the system will reach out to Eagle Eye to retrieve the balance on the card

The (Max: £XX.XX) element can be populated in two ways:
1. **If the remaining POS account balance is higher than the balance on the gift card then the maximum amount that can be entered will be the balance on the gift card.**

2. **If the remaining POS account balance is lower than the balance on the gift card then the maximum amount that can be entered will be the remaining POS account balance**

4. Press 'Enter' to accept the default amount or enter a lower amount if required and press 'Enter'
5. The system then attempts to redeem the balance from Eagle Eye

6. If the redemption is successful then a transaction approved screen is displayed to the user

Transaction Approved

Account:	Eagle Eye
Account Id:	220626455
Transaction Id:	443706763
Status:	Active

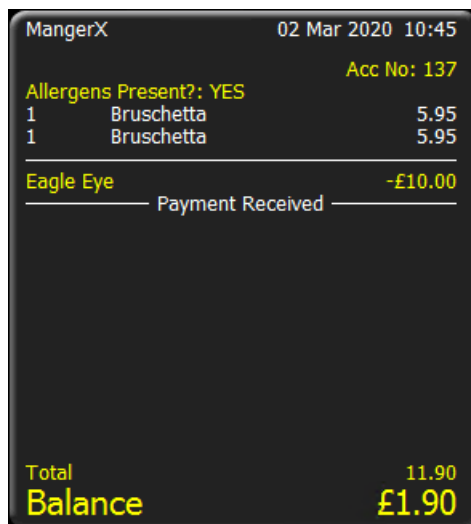|	
Sale	£10.00
Remaining Balance	£0.00

Print   OK

Cancel a Gift Card Payment

After a successful gift card payment has been performed it is possible to reverse this on the till.

1. With a successful gift card payment on the account press on the 'Order Display' to be taken to the corrections screen

2. Press the 'Eagle Eye' gift card payment and move it to the corrections side of the screen

3. Press '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

Troubleshooting

Error messages from Eagle Eye are returned without being transformed by the POS Integration Engine. The following are error messages that can be returned and what they translate to:

When a gift card matches the configured prefix but does not exist in the Eagle Eye gift card program the following error is returned:

When a gift card matches the configured prefix but the card is in a state of Inactive/Expired in Eagle Eye the following is returned:

When a gift card status is set to cancelled the following error is returned:

When the gift card has expired the following error is returned: