



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
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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

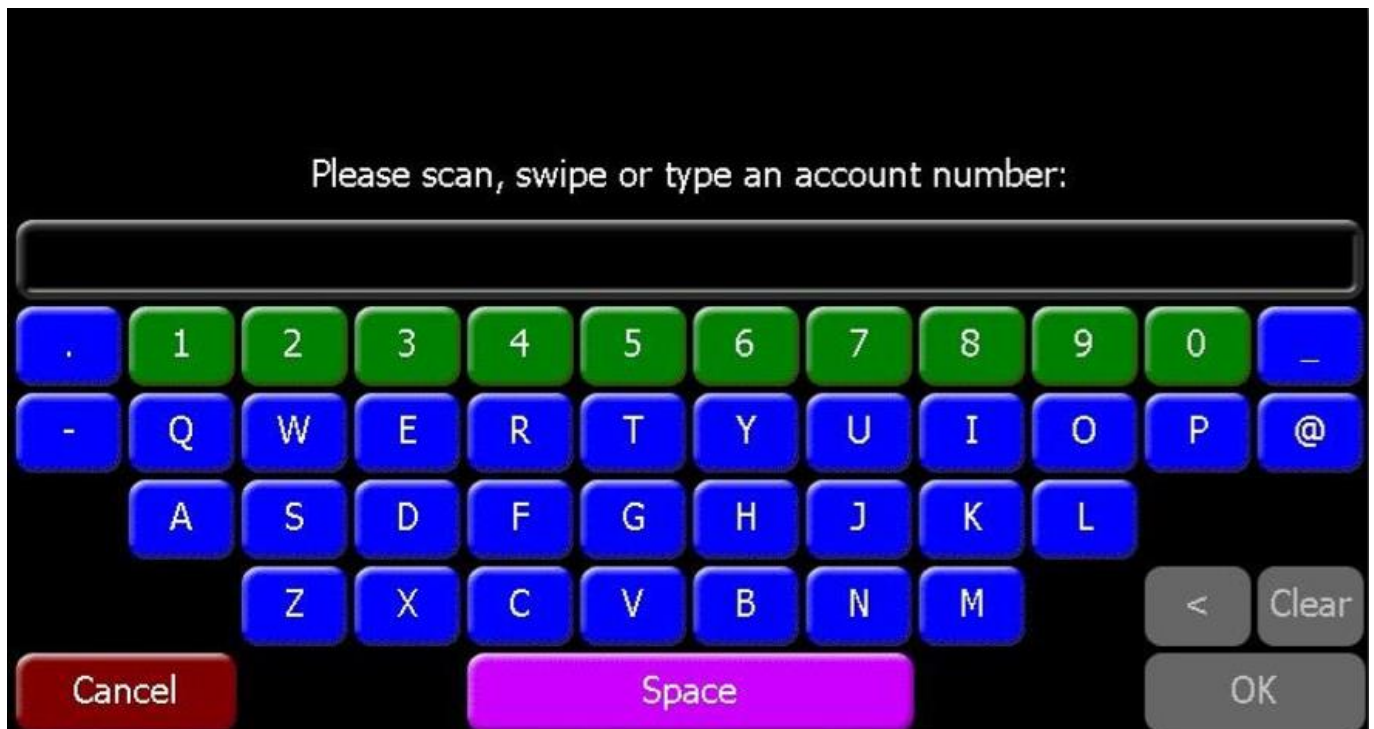
Site Operation

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:

A screenshot of a POS screen for entering a gift card account number. The screen has a black background. At the top, the text "Please scan, swipe or type an account number:" is displayed in white. Below the text is a long, empty white rectangular input field. Underneath the input field is a virtual keyboard. The keyboard consists of several rows of colored buttons: a top row of green buttons with numbers 1-0 and a period/underscore; a second row of blue buttons with hyphen/underscore, Q, W, E, R, T, Y, U, I, O, P, and @; a third row of blue buttons with A, S, D, F, G, H, J, K, and L; a fourth row of blue buttons with Z, X, C, V, B, N, and M. To the right of the fourth row are two grey buttons: a left arrow and the word "Clear". At the bottom of the screen are three buttons: a red "Cancel" button on the left, a purple "Space" button in the center, and a grey "OK" button on the right.

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

A screenshot of the Eagle Eye POS-Connect interface for entering a unit price. The screen has a black background with white text. At the top, it says 'Eagle Eye'. Below that, it says 'Enter unit price:'. The current amount entered is '£0.00'. Below the amount is a numeric keypad with buttons for digits 1-9, 0, and a decimal point. There are also buttons for 'Refund' (light blue), 'Clear' (magenta), 'Cancel' (red), and 'Enter' (blue). The '00' button is greyed out.

3. Add the desired amount and press 'Enter'

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

Please scan, swipe or type an account number:

The interface displays a numeric keypad with buttons for digits 0-9, a decimal point, and a hyphen/underscore. Below the numeric keypad is a QWERTY keyboard layout with buttons for letters and symbols. At the bottom, there are three main buttons: a red 'Cancel' button, a green 'Space' button, and a grey 'OK' button. A grey '< Clear' button is also present on the right side of the keyboard.

5. The system will then communicate with Eagle Eye

Sale £10.00

Total £10.00

Eagle Eye e-Gift TopUp

Please Wait...

Cancel

The screen shows a confirmation message for an e-Gift TopUp. It displays the sale amount and the total amount, both at £10.00. Below this, it says 'Eagle Eye e-Gift TopUp' and 'Please Wait...'. At the bottom, there is a grey 'Cancel' button with a small yellow padlock icon next to it.

- 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

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

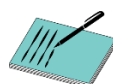
MangerX
02 Mar 2020 10:23

Acc No: 137

Allergens Present?: YES

1	Eagle Eye*	10.00
---	------------	-------

Total
£10.00

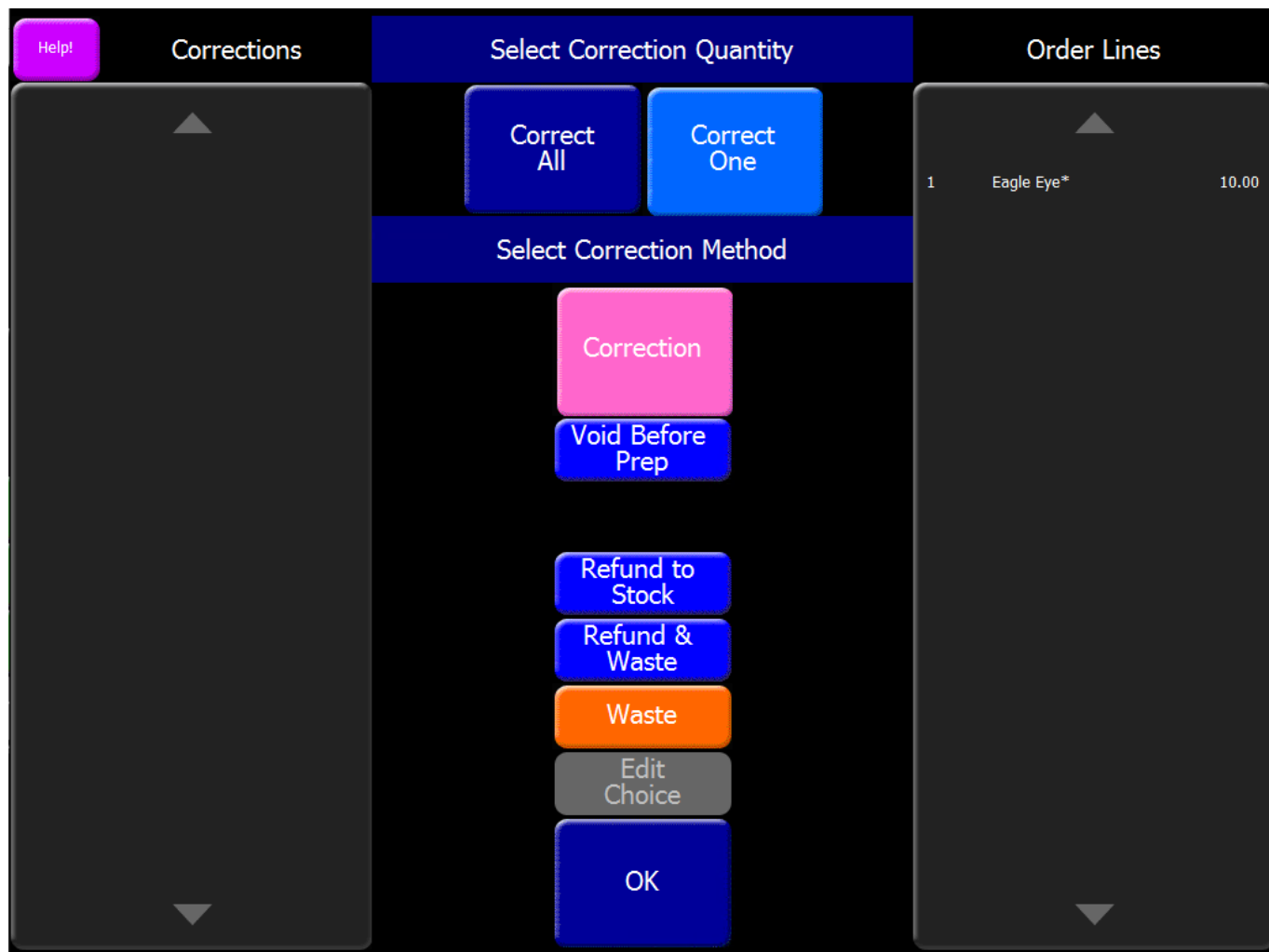


You will not be able to pay the account off using the Eagle Eye gift card payment method once a successful top up has been performed.

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

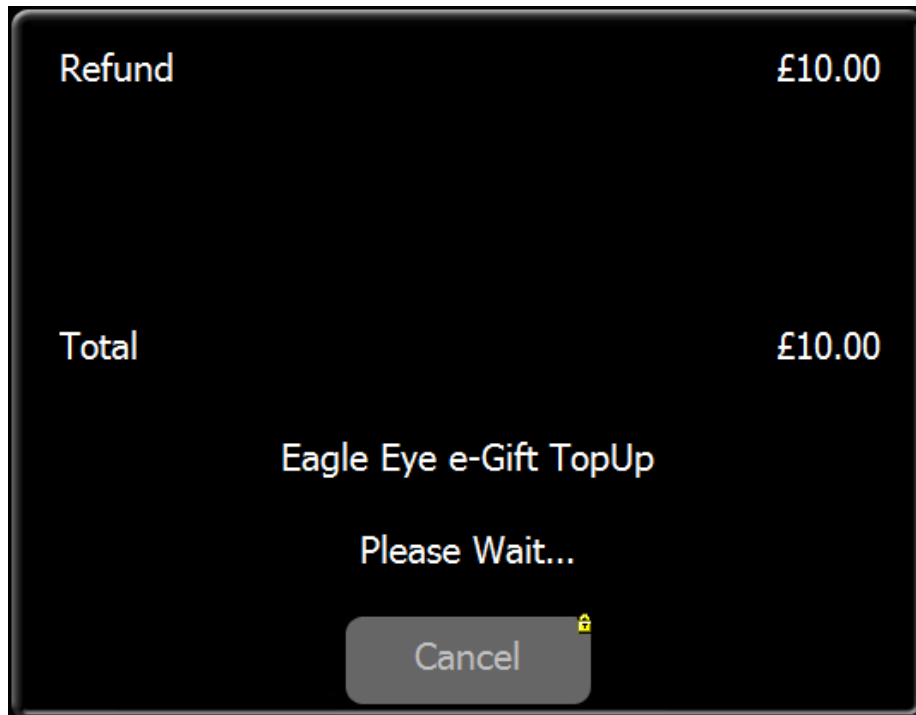


2. Select the Eagle Eye product to move the corrections side of the display

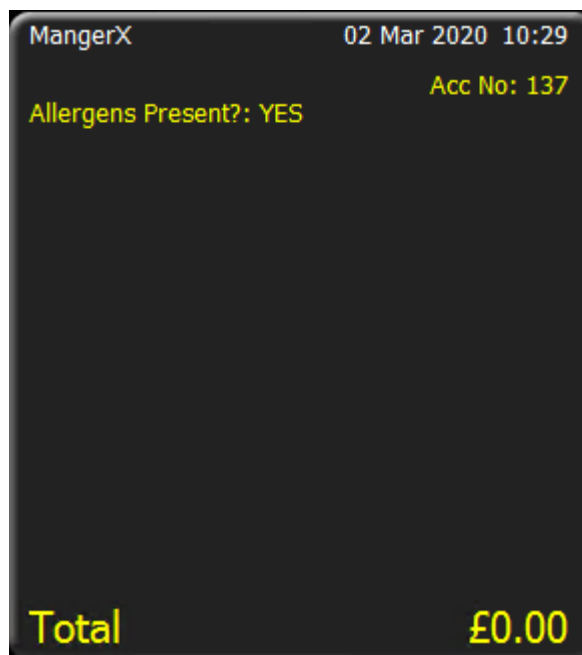
The screenshot displays the Eagle Eye POS-Connect Gift Card interface. The interface is divided into three main vertical sections: **Corrections**, **Select Correction Quantity**, and **Order Lines**.

- Corrections:** This section on the left contains a list of corrections. The first entry shows a correction of -1 for the product "Eagle Eye" with an amount of -10.00. There are up and down arrow icons at the top and bottom of this list.
- Select Correction Quantity:** This central section contains two buttons: "Correct All" and "Correct One".
- Select Correction Method:** Below the quantity selection, there is a section for choosing the correction method. It includes buttons for "Correction" (pink), "Void Before Prep", "Refund to Stock", "Refund & Waste", "Waste" (orange), "Edit Choice" (grey), and "OK".
- Order Lines:** This section on the right is currently empty and has an up arrow icon at the top and a down arrow icon at the bottom.

3. Press OK to begin the reversal



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



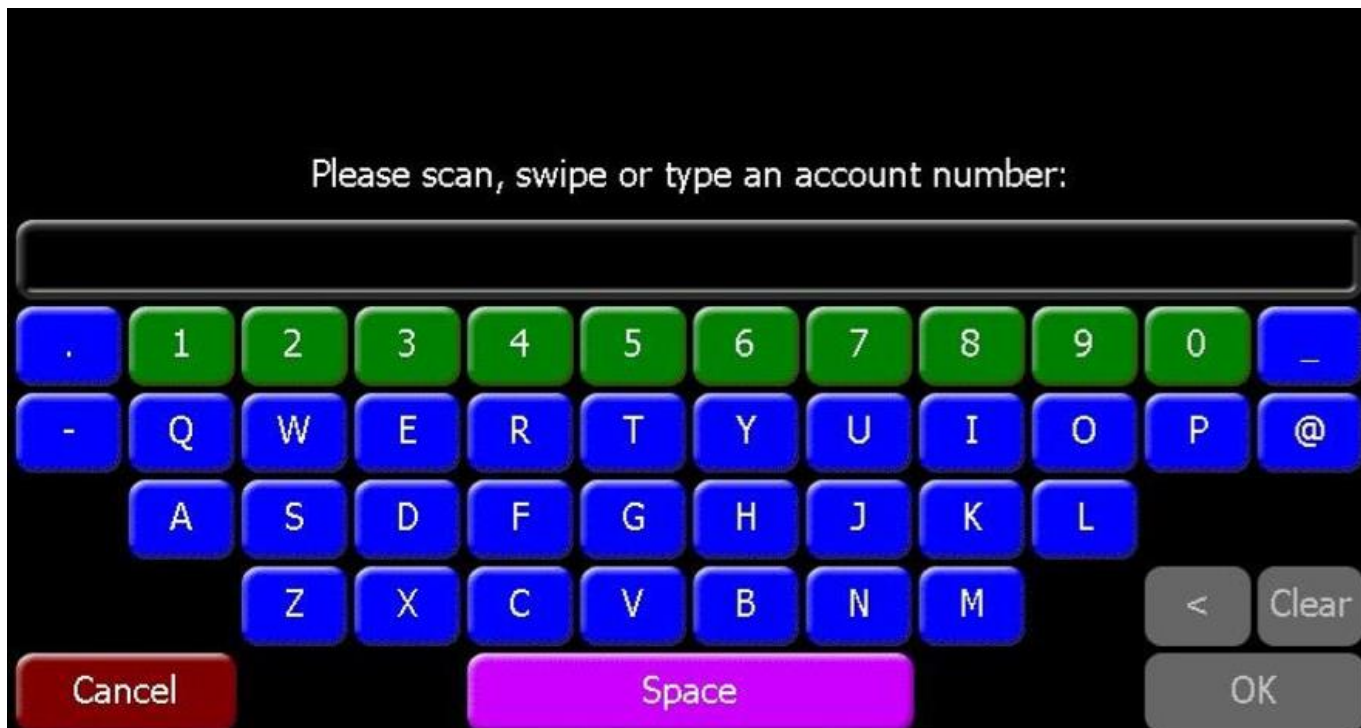
Redeeming a Gift Card

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:

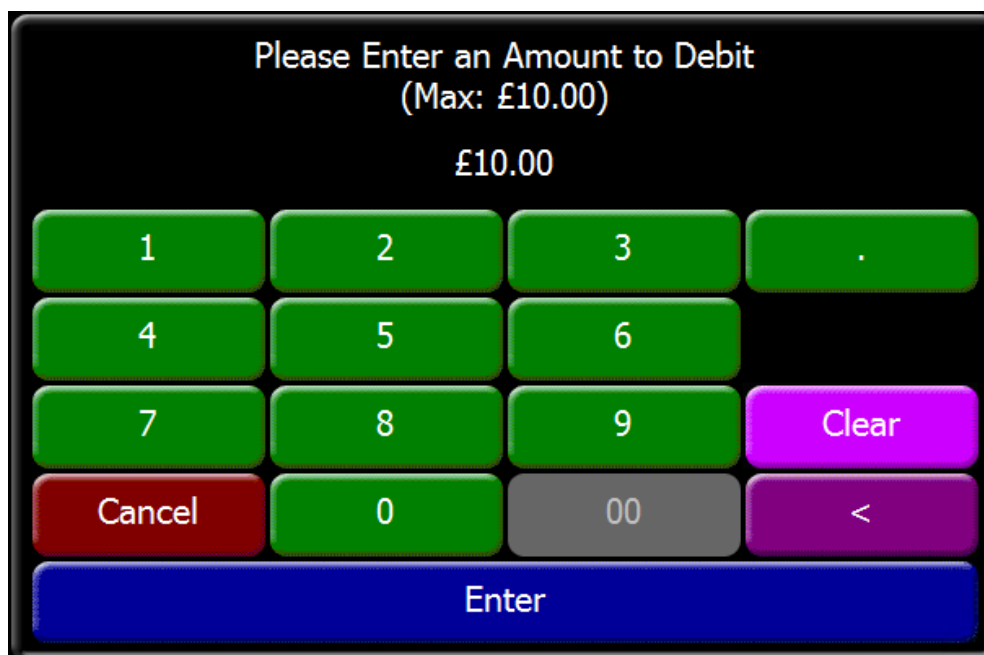
1. Press the 'EagleEye e-Gift Pay' payment method



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



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



Please Enter an Amount to Debit
(Max: £10.00)

£10.00

1 2 3 .

4 5 6

7 8 9 Clear

Cancel 0 00 <

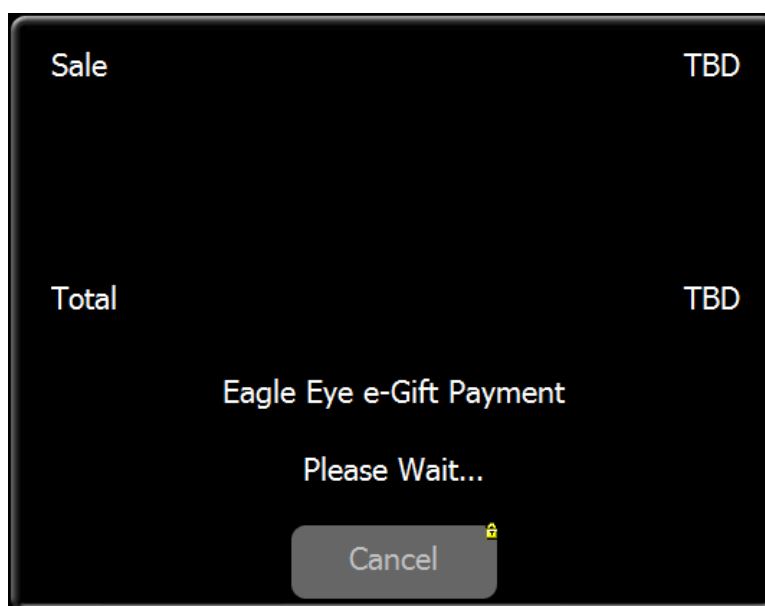
Enter



The (Max: £XX.XX) element can be populated in two ways:

- 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.
- 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

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



Sale TBD

Total TBD

Eagle Eye e-Gift Payment

Please Wait...

Cancel

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

Transaction Approved

Account:

Account Id:

Transaction Id:

Status:

Eagle Eye

220626455

443706763

Active

Sale

£10.00

Remaining Balance

£0.00

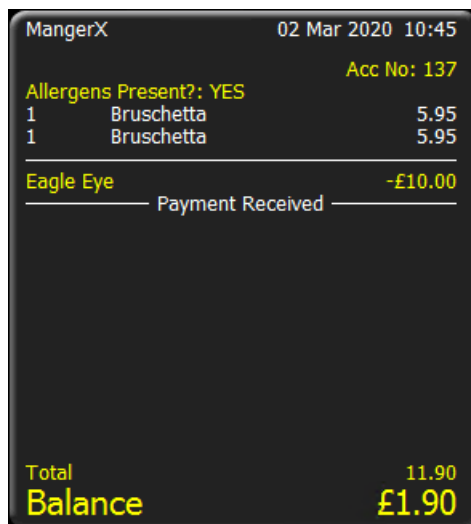
Print

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



- Press 'OK' to begin the reversal

Refund	£10.00
Tip	£0.00
Remaining Balance	£0.00
Eagle Eye e-Gift Payment	
Please Wait...	
<div>Cancel</div>	

- If the reversal is successful then the payment is removed from the account

MangerX	02 Mar 2020 10:46
	Acc No: 137
Allergens Present?: YES	
1	Bruschetta 5.95
1	Bruschetta 5.95
Total	£11.90

- 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:

