



iCoupon Software

User Guide

iZone POS Integration v1.24.0 January 2019



Version	Date	Notes	Author
1.1	25-01-19	Final draft guide to support the initial launch of the iCoupon Plugin.	P. Buchanan

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Introduction

Document Scope

This guide is aimed at site staff and describes how to redeem iCoupon vouchers and troubleshoot the system.

Overview

iCoupon is a plugin that integrates with Aztec to facilitate the processing of payments and discounts for customers given iCoupon vouchers.

The iCoupon plugin version released with CLM v1.24.0 enables only payments (tenders) to be processed and discount processing will be added in a future release of CLM.

Prerequisites

The following applications/versions and services are required to support iCoupon operation within Aztec:

- iZone POS Integration Engine v1.24.0 or later at site
- iCoupon Plugin Software
- Barcode scanner(s) set up for scanning iCoupon vouchers
- Aztec 3.12.2 or later at head office and site
- Any Aztec v3.12.2 sites that wish to operate both iCoupon and TXD vouchers, must run a specific SQL script (detailed in *iCoupon Software: Setup Guide*) on each site PC. Sites of a higher version than v3.12.2 already include this configuration and do not need to run the script.

Associated Documentation



iCoupon Software: Setup Guide - This guide is aimed at strategic head office staff that are responsible for installing the main system (and components) and configuring all areas of the system.

Site Operation

Redeeming iCoupon Vouchers

iCoupon Vouchers are defined by the operator in conjunction with the iCoupon system. The vouchers are issued to customers, for example as compensation for delayed transport, to use as payment in full or part against their food and/or drink bill (depending on the product group defined). No change is given if the coupon is redeemed for a smaller amount than its worth.



Any overpayment is forfeited, i.e. no change is given if the iCoupon voucher is redeemed against a smaller value than the value of the voucher. A voucher can only be used once.

Site systems require a barcode scanner to be fully integrated with the POS system to allow any vouchers presented, to be scanned.

When processing iCoupon vouchers, the normal flow of events can be summarised as follows:

1. The POS user rings up items.
2. The customer presents the POS user with one or more iCoupon vouchers.
3. The POS user presses the iCoupon Redeem button on the POS:



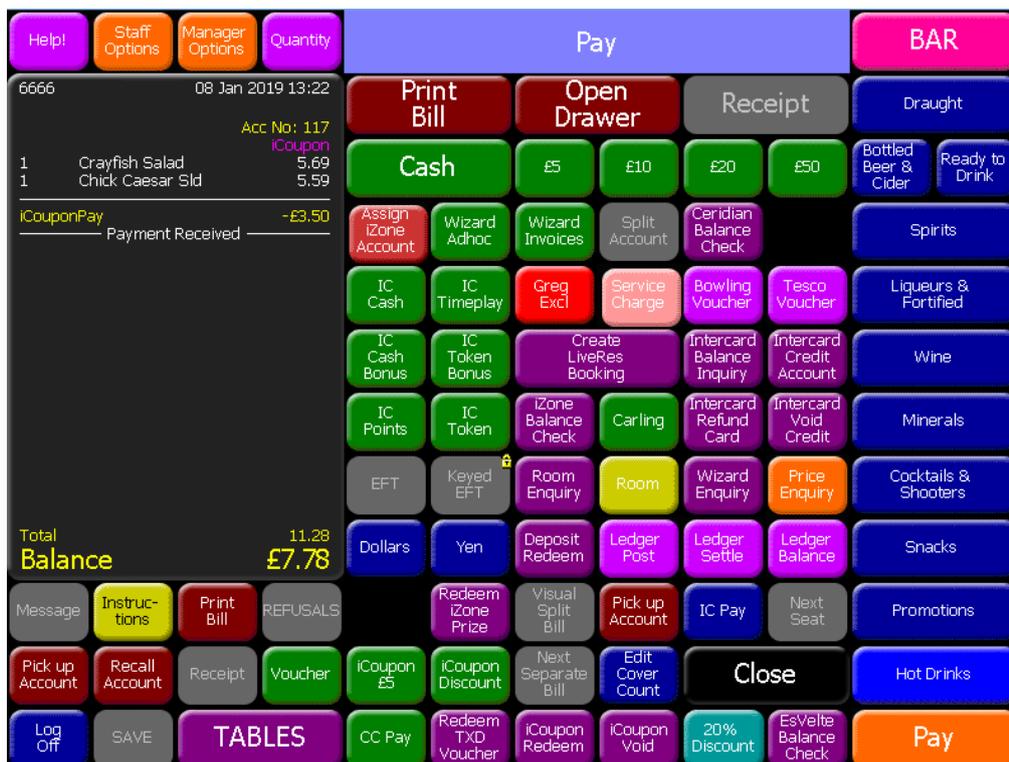
4. The POS prompts the user to scan/swipe the customer's boarding pass:



- The POS user scans the voucher(s) using the barcode scanner.
At this point, all vouchers linked to the boarding pass of the customer are displayed:



- The POS user selects the voucher(s) to be redeemed. Any vouchers selected will not be displayed for selection again in the future.
The customer's bill is then updated to show the balance once the iCoupon voucher(s) have been redeemed and payment of the balance can be carried out as normal.



Voiding iCoupon Vouchers

A POS user can void an iCoupon voucher if the customer does not want to proceed with the transaction. For example, the voucher may only apply to food, not drink and the customer may not want to redeem the voucher. Alternatively, the voucher may be for £5.00 but the balance to be paid is only £3.25 so the customer when informed of the overpayment forfeit, may decide to keep the voucher and pay cash. iCoupon vouchers that are successfully voided from a POS account become available again for future redemption.

When voiding iCoupon vouchers, the normal flow of events can be summarised as follows:

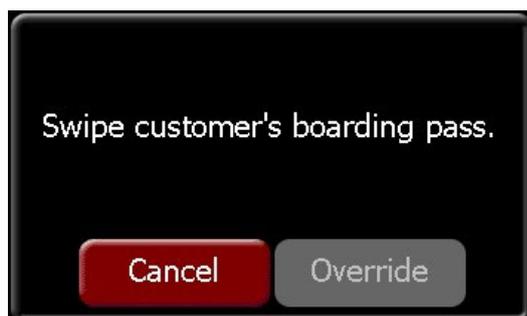
1. With a POS account open that has one or more iCoupon vouchers applied, the customer requests to void the voucher(s).



2. The POS user presses the iCoupon Void button on the POS:



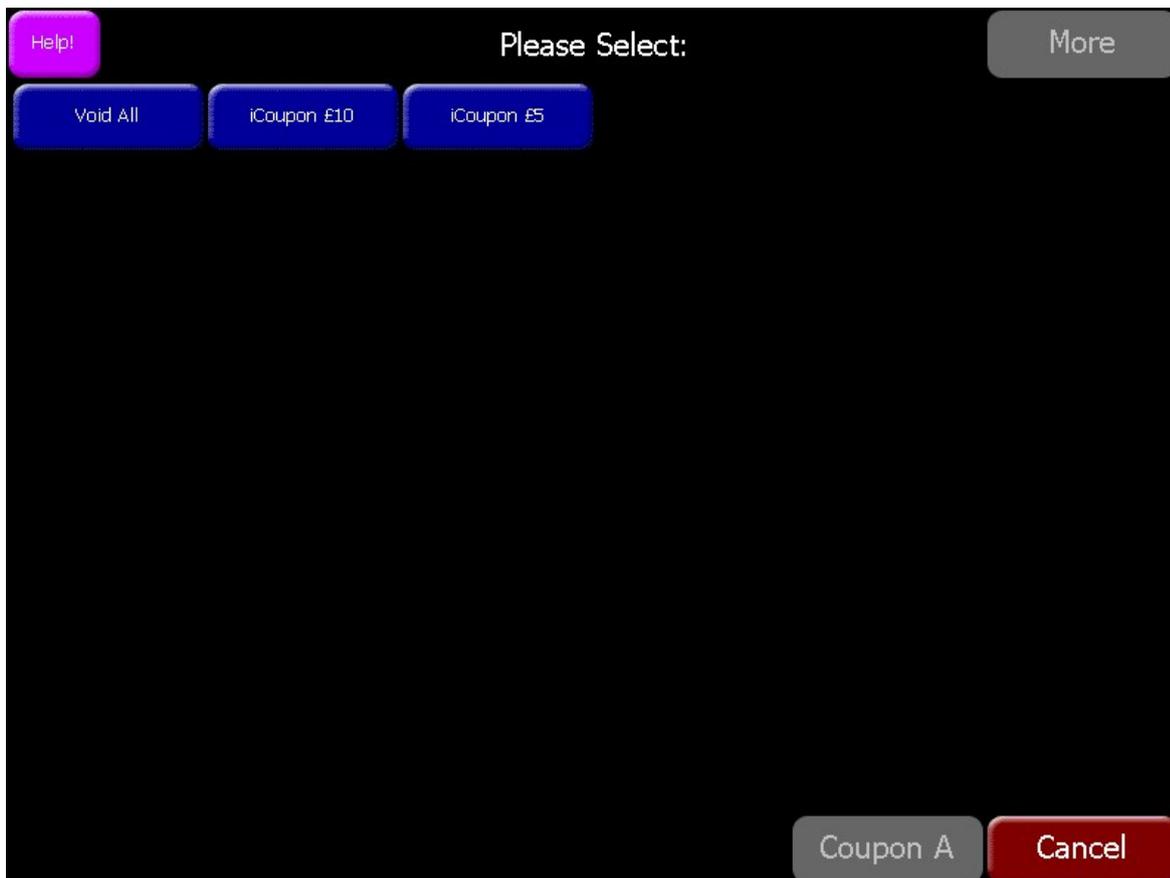
3. The POS prompts the user to scan/swipe the customer's boarding pass:



- The POS user scans the voucher using the barcode scanner.
If no coupons associated with the boarding pass are on the POS account, the following screen is displayed:



If vouchers linked to the boarding pass are found on the customer's account, the following screen is displayed:



- The POS user can select the specific voucher(s) to be voided or select **Void All**.
The customer's bill is then updated to show the balance once the iCoupon voucher has been voided (removed from the account) and payment of the balance can be carried out as normal.