BOOKSALES

In addition to selling bingo tickets, customers might ask to add or withdraw credit to their accounts:

Adding Credit

1. Scan the customers membership card to load their account.
2. Select 'Add Credit'
3. Select 'Enter Value'
4. Enter the amount requested then press 'Enter'
5. Press 'Cash' to credit the amount
   - This will print a receipt showing the amount credited.
6. Take the correct amount of cash or process a card payment for the customer then 'Unload Account'

Withdrawing Credit

1. Scan the customers membership card to load their account.
2. Select 'Remove Credit' from the main screen. There are 2 ways customers can remove credit; by removing the entire amount or by removing a smaller amount and leaving credit on the account;

   - If the customer wants the whole amount removed, press 'Remove Credit' again, this will prompt the customer to enter their pin, a receipt will then be printed and you can give the customer the specified amount

   - If the customer wants a partial withdrawal, press 'Enter Value', then type in the amount they would like, press 'Enter' then 'Remove Credit'. Again, this will print a receipt and you can give the customer the amount requested.

Changing Pin Numbers

When Customer Accounts are created, the default pin number for each customer will be the day and month of their birthday

- Birth Date 2nd January 1994 = Pin Number 0201

The customer might want to change their Pin Number – this can be done from the EBT Workstation:

1. Scan the customers membership card to load their account.
2. From the 'home' screen, select 'Accounts'
3. Press 'Change Pin'
4. Press 'Change Customer's PIN'
5. Ask the customer what they would like the Pin Number changed to
6. Input this number then press 'Enter'
7. A receipt will be printed with the customers new Pin Number, hand this to the customer then 'Unload Account'

Printing a Purchase Receipt or Winning's Receipt

A customer might ask for a print of their recent purchase or winning's receipts; these can both be printed from the EBT Workstation:

1. Scan the customers membership card to load their account.
2. Select 'Accounts'
3. Select 'Re-Print Receipts'
4. You can then choose either 'Re-print customer's last purchase receipt' or 'Re-print customer's last winnings receipt'.
5. The selected receipt will then be printed and can be handed to the customer
6. Remember to 'Unload Account'