

BOOKSALES

PROBLEM SOLVING

Like most departments, there will be situations within booksales that require problem solving and 'quick fixes';

EBT Terminals Shutting Down Mid Game - If a board switches off whilst in play you will need to manually force the board to log out to enable the customer to log in to a new board:

1. From the '**Home**' screen, press the centre '**eye**' icon
2. **Select the board** number from the display
3. Press '**Change Terminal Mode**'
4. Press '**Force Log Out**' then '**Commit**'
5. You can then log the customer into a new board – if this doesn't work, repeat the process.

EBT Terminals With Low Batteries – The workstation will display a 'pop-up' message if an in-play board has a low battery

1. From the '**Home**' screen, press the centre '**eye**' icon
2. **Select the board** number from the display
3. **Check the customer's** details at the bottom of the screen
4. If you recognise the customer, you can take the **replacement board** to them, ask them to logout and swap the board for them
 - If you don't recognise the customers details, you can ask the caller to make an announcement, E.g. "Can the customer with board number 1234 please raise their hand?" – you can then approach the customer and explain the situation.

Refunding Game Tickets – At times, customers may buy their tickets but have to leave before the main session begins; this is usually in emergency circumstances. At the managers discretion, we can refund tickets for any games that have yet to be played:

1. Ask the customer to scan their membership card to load their account.
2. From the **'home'** screen, select **'Accounts'**
3. Select **'Game Refund'**
4. **Highlight all tickets to be refunded**
 - Remember to include the Rental and Admission cost
5. Press the **orange arrow** at the top of the page
 - This will prompt a pop-up asking if you are sure you want to request a refund of the books; Press **'Yes'**
6. Once refunded, **the customer's account will be credited with the full amount**; you will need to withdraw this for the customer.
7. Go **'back'** then press **'Remove Credit'**, press **'Remove Credit'** again then ask the customer to enter their **Pin Number** – you can then give the customer the cash amount.