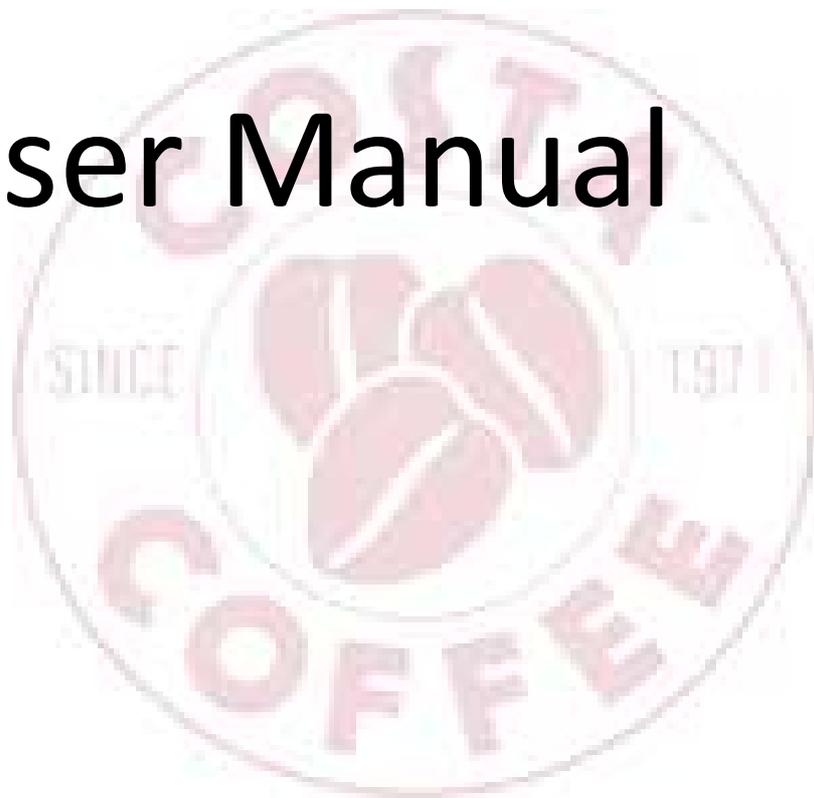


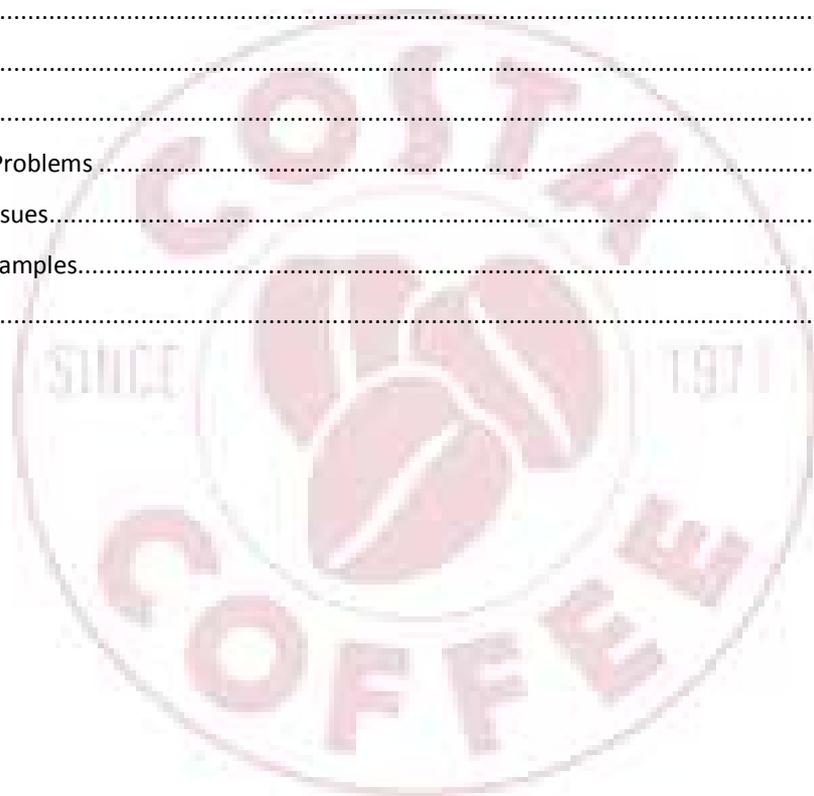
Costa Card User Manual



This manual shows the basic functions of the Costa Card system. In this manual you will find an explanation to the further operations

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Entering card Numbers

There are two methods of entering a Costa Card number.

Magnetic Swipe: This is done via the magnetic swipe reader.

Keyed: This is done via an on-screen keypad.

If you manually type in an invalid card number a message is displayed immediately. Example below:



- The number can be cleared completely using the CL key.
- The BS key can be used to delete the last number.

Once the number has been put in press **Enter**

Activate

1. Select **Costa Card** from the Till menu
2. Select **Activate**
3. Take a new card and Swipe / Touch.
4. Enter an amount to add to the card
5. Press **Enter**
6. Two receipts are printed, one for customer, one for Till



costa card activation

Swipe card or key in card number and press Enter

Card Number 603628*****2195491*

Value 0.00

£5 £10 £15 £20

7 8 9
4 5 6
1 2 3
0 CL BS

Enter Exit

Payment

1. Ring through the products and select **Pay**
2. Enter amount and select **Card**, then select **Costa Card**
3. Swipe Card or enter number.
4. Press **Redeem**.



Costa Card Redemption

Enter tender value with and press Redeem

Card Number 603628*****2195491*

Value 0.00

£5 £10 £15 £20

7 8 9
4 5 6
1 2 3
0 CL BS

Re-enter Card Redeem Cancel

5. Two receipts are printed, one for customer, one for Till

Top-Up

1. Select Costa Card from the Till menu
2. Select Top-Up
3. Swipe card or key in number
4. Enter £Value to be added to Card

costa card top-up

Enter value to add to card and press Top-up

Card Number 603628xxxxx16132244x

Value

£5 £10 £15 £20

7 8 9
4 5 6
1 2 3
0 CL BS

Top-up Exit

Balance

1. Select **Costa Card**
2. Select **Balance Enquiry**
3. Swipe card or key in number
4. Balance is displayed. You are then given a choice whether to print the balance for the customer or not.

General query or message

48.06 balance available

Print a voucher ?

Yes No

Transfer Balance

This function will transfer the full balance from one card to another. The card the value is being transferred from is automatically cancelled meaning it cannot be used again.

1. Select Costa Card from the till menu.
2. Swipe the card you are transferring

After a few seconds the balance of the card will be requested and shown

You can then swipe the card you want to send the balance to

Press the Make Transfer button to start the value transfer process

The screenshot shows a blue interface titled "costa card balance transfer". At the top left is a small Costa Card logo. Below the title, it says "Swipe 'to' card or key in card number and press Make Transfer". The "From Card" field shows "603628xxxx16132244x". The "Balance" field shows "48.06". The "To Card" field is an empty text box. To the right is a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, CL, and BS. At the bottom, there are two buttons: "Make transfer" (green) and "Exit" (orange).

On a successful transfer the balance of the new the new card will be shown.

Troubleshooting

Errors on the system will generally fall into one of two categories:

1. Communication Problems.
2. Card Activation issues – Not activate or already activated.

Communication Problems

If a communication error occurs during the process you will be given the option to retry the communication without having to re-enter the card number. A dialogue box will appear showing the error that occurred with a retry and cancel option. Selecting Retry will re-perform the process. Cancel will abandon the transaction.

Card Activation issues

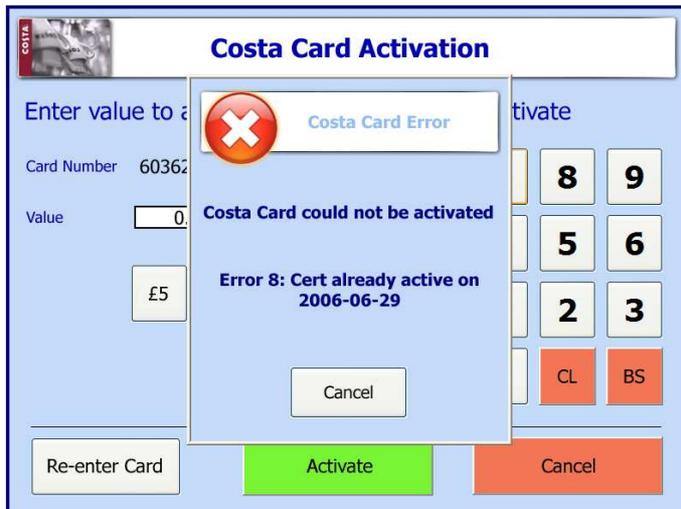
If a problem occurs it is usually because

1. You may be trying to activate a card that is already activated.
2. You are trying to Top-Up a card that is not active.

Error Message Examples

Activation

If the activation fails because of a card problem you will be shown the error that occurred on screen and be shown a message requiring confirmation.



Transfer

If the transfer process fails, an onscreen message will appear requiring confirmation to cancel the transaction.



