

Getting Started

1. Go to www.recordtokens.co.uk/trade

You can also access the site through the 'Record Store Retailers Zone' at www.recordtokens.co.uk (at the bottom left of the web page)

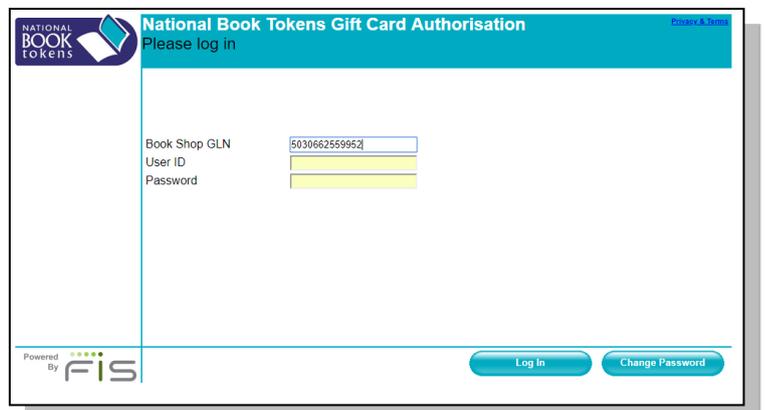


2. To perform transactions click the **Web Authorisations** option – this will take to you the National Book Tokens gift card authorisation site (<https://services.transaxpay.com/nbtAuths/gui>)



3. Enter your **Account Number** (in the field marked Book Shop GLN) – the account number should appear automatically when you next access the site

4. Enter your **User ID** and **password** – (these were supplied to you. If you do not have a user name and password please contact the (NBT) Retailers Gift Card Helpline on 0844 912 0397)



Note: If this is the first time you have accessed one of the Gift Card sites you will be prompted to change your password.

If you are logging in using a head office account number, you will be prompted to select a branch account number GLN (Note: If you clear the search field, and press search, all the account numbers in your group will appear in the results).

Tip: Ensure that you have logged on in the morning – this will save you time when your first Record Token customer of the day arrives.

Tip: Add <https://services.transaxpay.com/nbtAuths/gui> to your favourites to save you time in the future

Details on setting up additional PIN's can be found in the *Web Administration Application, Setting up new Users and Employee PINs*. At www.recordtokens.co.uk/trade

Transactions Quick Start: Sell, Redeem or Top-up a Gift Card

1. Click **Sell, Redeem** or **Top-up**
2. Enter your 4 digit Employee **PIN** when prompted (keep this number secret & safe)
3. **Swipe** the Gift Card via the Magnetic Stripe reader (or type the number in)
4. Enter the **value** (of gift card sale or product purchase)
5. Click **Confirm**

Need Help? : Click on the **Help** Button at anytime

National Book Tokens Gift Card Authorisation
Welcome, Uzo, Record Tokens NBT

Home
Sell
Redeem
Balance Enquiry
Top-Up

Last Login: 12/04/2018 09:40
Log Out

Powered By FIS

Sell To load value and activate a National Book Tokens gift card
Redeem To accept payment from (exchange) a National Book Tokens gift card
Balance Enquiry To check the value already on a National Book Tokens gift card
Top-Up To add extra value to an existing National Book Tokens gift card

How to Sell a Gift Card

Note: We recommend that if your customer is paying by credit or debit card, you take payment before you load value onto the Gift Card

1. Click **SELL**
2. Enter your Employee **PIN**
3. **Swipe** the Gift Card via the Magnetic Stripe reader (or type the last 13 digits)

The system will automatically provide you with details of the card status. If you are about to sell a new card, the system will say **'Card has not been activated yet'**. If the system returns a different response it is possible that the Gift Card is damaged or has already been activated.

National Book Tokens Gift Card Authorisation
Sell (Load Value and Activate) Gift Card

1. Scan or swipe the gift card (or type the card number) (select 'Multiple Cards' if required)
2. Enter the amount(s) required
3. Select 'Confirm' to load value to the card - if making multiple card sales, only confirm once all the card numbers and amounts have been entered.

Employee: Uzo

National Book Tokens Gift Card	Amount	Details
Clear 633792 <input type="text"/>	<input type="text"/>	<input type="text"/>

Multiple Cards

Last Login: 13/04/2018 09:36
Log Out

Powered By FIS

Home
Sell
Redeem
Balance Enquiry
Top-Up

Help Confirm Cancel

Note: If for any reason you are unable to swipe the gift card please manually key the card number.

Loading Value

1. Enter the value your customer requires in the **Amount** field
2. **Confirm** the transaction

The transaction and balance will now be confirmed and an authorisation code received. You do **not** need to make a note of this code.

The transaction is now **complete**.

How to sell more than one Gift Card at a time:

If a customer wishes to purchase multiple Gift Cards you can sell them more than one at a time by using the Multiple Card Button. Simply enter each Gift Card number and the required value. The system will automatically total these for you.

Note: If you want to sell large quantities of up to 100 cards at a time you can use the Bulk Loading facility in the Web Administration Application – refer to *Guides & Troubleshooting*

How to Redeem a Gift Card

1. Click **REDEEM**
2. Enter your Employee **PIN**
3. **Swipe** the Gift Card via the Magnetic Stripe reader

You will receive notification of the balance on the card. If the Gift Card has insufficient funds, ensure that the customer has another available tender type before proceeding with the transaction.

National Book Tokens Gift Card			Amount	Details
Clear	633792	0187157868037	£	Balance: £10.21
				Total balance: £10.21
Multiple Cards				

Redeeming value

1. Enter the value required* in the **Amount** field (*either the product's purchase value or remaining card balance – whichever is less)
2. **Confirm** the transaction

The transaction will now be confirmed and an authorisation code plus remaining balance notification will be shown.

Note: Gift Cards allow customers to retain any unused balance on the card for future use. Please only redeem the value of the Records being purchased.

The transaction is now **complete**.

Tip: After you have completed a transaction return to the HOME page ready for your next Gift Card transaction.

Tip: Don't forget to run the transaction through the till. You may also wish to print a merchant receipt to keep in your till for additional reconciliation purposes.

How to do a Balance Enquiry on a Gift Card

1. Click **Balance Enquiry**
2. Enter your Employee **PIN**
3. Swipe the Gift Card via the Magnetic Stripe reader and click Confirm

You will receive notification of the remaining balance on the card.

If your customer wishes to use all or part of the remaining balance you can click the 'redeem this card' option located under the balance information on the main screen. You should then proceed as with a normal redemption.

How to Top-Up a Gift Card

If your customer has an existing Gift Card you should use the Top-Up option to add more value, please do not use the Sell option as you will get a decline message.

1. Click **Top-Up**
2. Enter your Employee **PIN**
3. **Swipe** the Gift Card via the Magnetic Stripe reader

You will receive confirmation of the current balance on the card (this could be £0).

Loading Value

1. Enter the **value required** by the customer
2. **Confirm** the transaction

The transaction will now be confirmed and an authorisation code received.

The transaction is now **complete**.

Please return the card to the customer and issue them with their till receipt.

Tip: Don't forget to run the transaction through your till

Reports – it is important to run regular transaction reports, please go to www.recordtokens.co.uk/trade and click on web reports

Guides & Trouble Shooting – for more detailed information on setting up users and running reports plus trouble shooting go to www.recordtokens.co.uk/trade and click *Guides & Trouble Shooting*

Contact details

- 1) During office hours or for non-urgent queries please email customerservice@recordtokens.co.uk
- 2) Please also refer to Recordtokens.co.uk/trade for news or to order more cards or POS (you will need your ordering log in for this which may differ from your transactions log in)
- 3) If you are having difficulty logging in to the system or performing a transaction please call the National Book Tokens Booksellers Helpline on: 0844 912 0397 – this number operates 7 days a week.

