

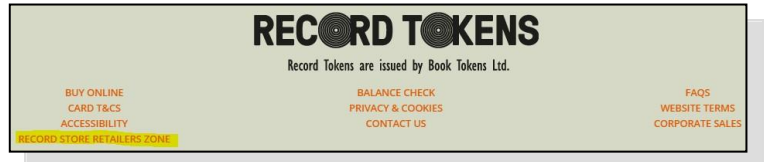
RECORD TOKEN

GIFT CARD USER GUIDE

Getting Started

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)




- To perform transactions click the **Web Authorisations** option – this will take to you the [National Book Tokens gift card authorisation site](#).



- Enter your **user ID**, make sure the box next to 'Remember my User ID' is ticked, then click 'Proceed':

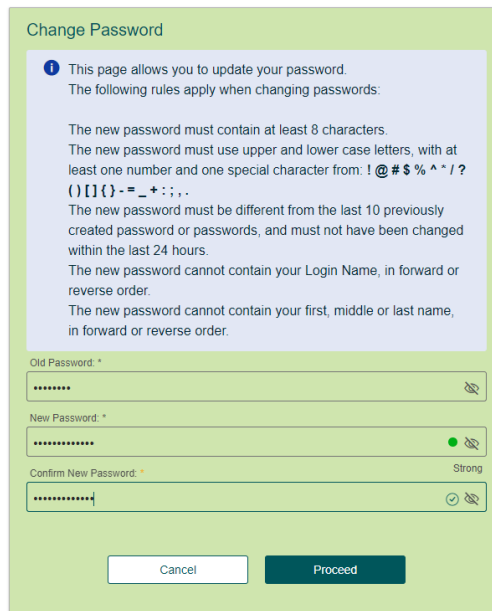
- Enter your **password** (you can click the eye symbol at the end of the field to make sure it's correct, and then click 'Sign In'. *If you do not have a user name and password please contact the (NBT) Retailers Gift Card Helpline on 03303 310345 or email customerservice@recordtokens.co.uk.*

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



The 'User Login' screen features a header with 'User Login' and a 'Language' dropdown. Below is a 'Welcome UserGuide' section with a 'Not You?' link. A 'Password' input field is shown with a masked password and an eye icon. At the bottom, there are 'Cancel' and 'Sign in' buttons. A footer contains a cookie policy notice and a disclaimer about the application environment.

- The first time you login (and approximately every 90 days from then on), you will be asked to change the password.
- Under 'Old Password', please enter the password you just logged in with (please be sure to click the eye symbol to make sure this is correct).
- Following the rules shown in the blue box, choose a new password and enter this in both 'New Password' (you will see a green dot if the password is accepted) and 'Confirm New Password' (you will see a tick if the password matches), and then click 'Proceed':

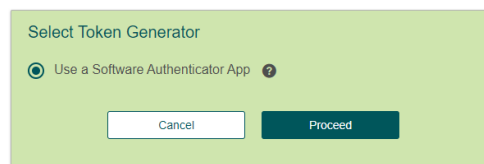


The 'Change Password' screen includes a blue information box with the following rules:

- The new password must contain at least 8 characters.
- The new password must use upper and lower case letters, with at least one number and one special character from: ! @ # \$ % ^ * / ? () [] { } - = _ + ; : , .
- The new password must be different from the last 10 previously created password or passwords, and must not have been changed within the last 24 hours.
- The new password cannot contain your Login Name, in forward or reverse order.
- The new password cannot contain your first, middle or last name, in forward or reverse order.

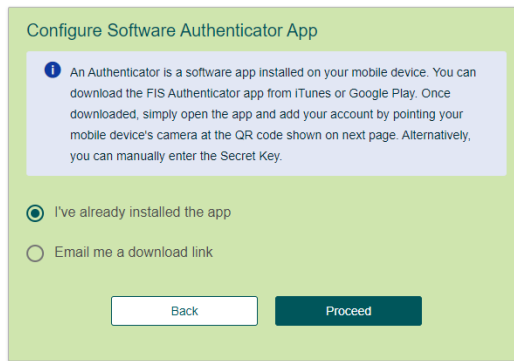
 Below the rules are three input fields: 'Old Password', 'New Password' (with a green dot indicating it meets the criteria), and 'Confirm New Password' (with a tick indicating it matches). 'Cancel' and 'Proceed' buttons are at the bottom.

- The first time you login, you will then be taken to screen shown below – 'Select Token Generator'. Please just click 'Proceed':

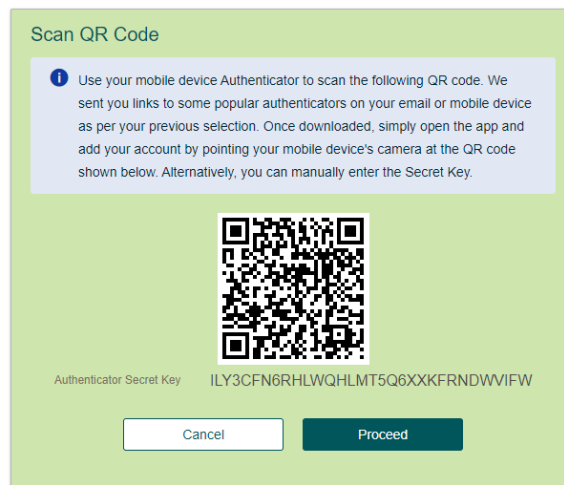


The 'Select Token Generator' screen has a single radio button option: 'Use a Software Authenticator App'. 'Cancel' and 'Proceed' buttons are located at the bottom.

- On the next page, select 'I've already installed the app' (don't worry if you haven't yet, we will cover that shortly), and then click 'Proceed':



- You will then be taken to a screen with a QR code and a Secret Key (these are exclusive to each User ID, so you can't use the ones in the image below):



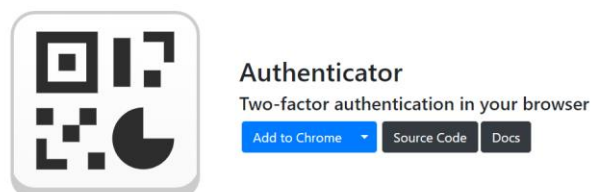
- Please highlight the Secret Key (from the first character to the last character, making sure there are no spaces at either end), and save it somewhere (be it in a document of some kind, or in an email), as this will always be the Secret Key for your user ID, and you may need it to set an authenticator up on a different device or browser at some point.

SETTING UP AN AUTHENTICATOR APP

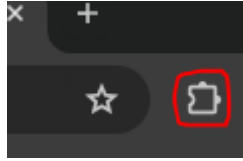
There are various authenticator apps you can use (including desktop, mobile, and browser extensions), and it really depends on which one would work best for you. You can find out about these in more detail on the Retailer Zone: <https://www.recordtokens.co.uk/trade>

To keep things simple here, we will only show how to set up the browser extension authenticator, as this is one of the easiest authenticator applications to manage on a desktop (this way you do not need to leave your browser).

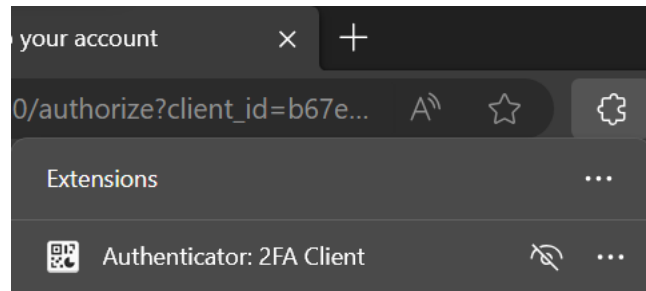
- Go to: <https://authenticator.cc/>
- You should then see this page:



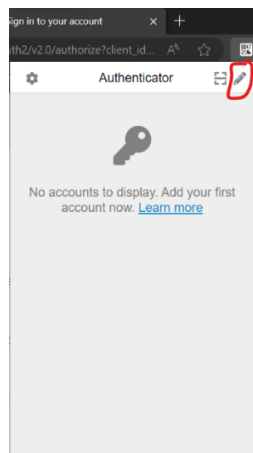
- Click on the blue button that states 'Add to Chrome/Firefox/Edge' (depending on which of those browsers you're using), and then follow the steps to add it.
- Once it has been added, you will see a button just to the right of the address bar (top right corner) that looks like a jigsaw piece:



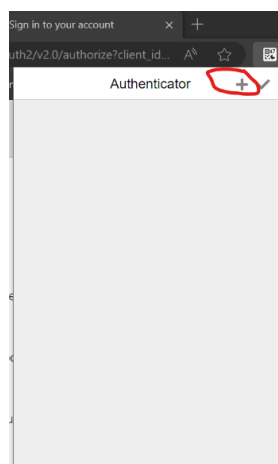
- If you then click on this, you will see the authenticator in the dropdown menu:



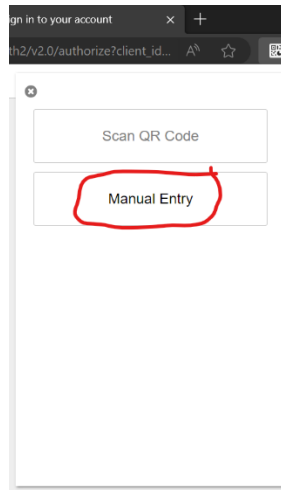
- The authenticator has now been added.
- Click on the authenticator to open it, and in the top right corner, please click on the small pencil symbol:



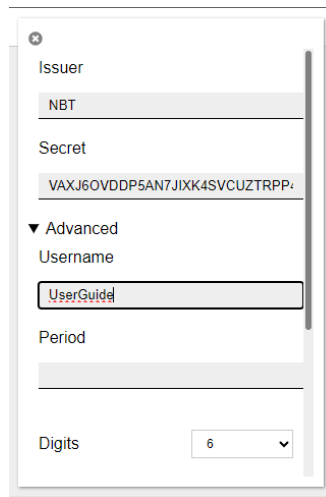
- Then click on the + sign:



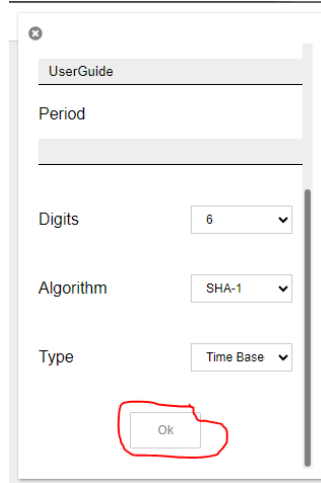
- Next, select 'Manual Entry':



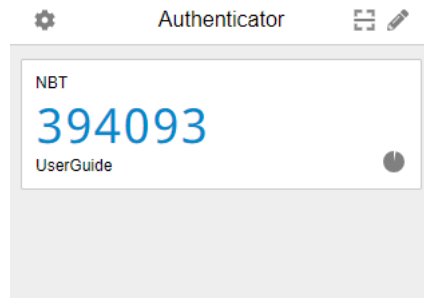
- Under 'Issuer', enter **Record Tokens**
- Under 'Secret' copy and paste (do NOT type) in the Secret Key
- Under 'Username', enter your user ID:



- Ignore the remaining fields, and scroll to the bottom and click the OK button:

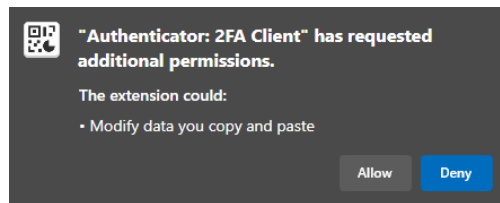


- You will then be presented with a 6-digit One-Time PIN (also referred to as OTP):



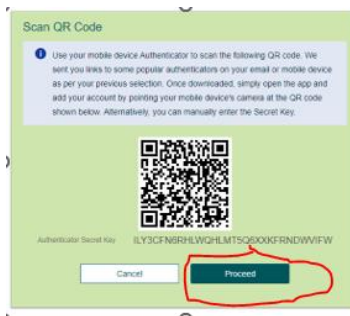
Please note that these PINs are only valid for 30 seconds, and when the countdown (the circle in the bottom right corner) ends, the number will change.

- If you click on the PIN, you will get a pop-up requesting permissions, so please click 'Allow':

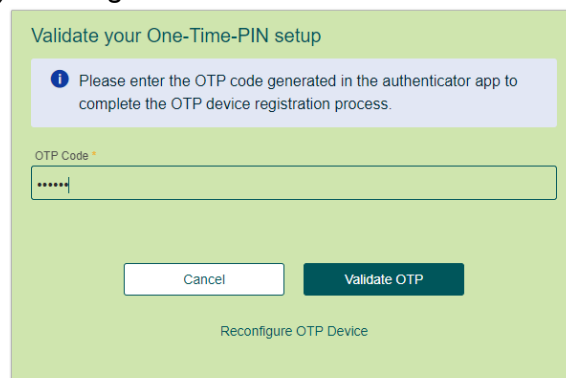


This allows you to copy the PIN from the authenticator just by clicking on it (again, this pop-up will vary depending on which browser you're using—the image above is from Edge—but the principle is the same for each.)

- After the pop-up message click on the jigsaw icon again and open the authenticator.
- Click on the PIN to copy it (making sure the countdown is no lower than halfway through, to ensure it won't time out before you're finished).
- Go back to the NBT login page, and click on the 'Proceed' button below the QR code/Secret Key:



- You will then be asked to validate your One-Time-PIN.
- Paste (or type, if you'd prefer) the 6-digit PIN into the 'OTP Code' field, and click 'Validate OTP':



- On the next page, please select ‘Yes, this is my computer or mobile device that I use regularly’, and then click ‘Proceed’:

Device Registration

1 If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enal...[Read More](#)

No, this is not my computer or mobile device.

Yes, this is my computer or mobile device that I use regularly.


- Tick the box saying ‘Don’t show this message again’, and click ‘Enter Site’:

Important Messages

The use of this website is subject to the Privacy and Terms Policy which you should read carefully. The 2011 EU Privacy Directive requires us to make you aware of the cookies we use in this application and how we use them, and we give this information in our privacy policy. You must agree to the Privacy and Terms Policy statement before using this application.

Don't show this message again

You are logged into the Authorisations site (and don’t worry, it won’t be this complicated every time!)



NATIONAL BOOK TOKENS

National Book Tokens Gift Card Authorisation

Welcome, Mark USER GUIDE LOGIN, NBT Root Merchant

[Privacy & Terms](#)

Home

Sell


Redeem

Balance Enquiry

Top-Up

Last Login: 07/02/2024 15:52

Log Out

Powered by 

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

Tip: Bookmark <https://services.transaxpay.com/nbtAuths/gui> 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

The screenshot shows the 'National Book Tokens Gift Card Authorisation' login page. The header includes the National Book Tokens logo and the text 'Welcome, Uzo, Record Tokens NBT'. On the left, there is a vertical menu with buttons for 'Home', 'Sell', 'Redeem', 'Balance Enquiry', 'Top-Up', and 'Log Out'. Below the menu, it says 'Last Login: 12/04/2018 09:40' and 'Powered By FIS'. On the right, there is a list of options: '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), and 'Top-Up' (To add extra value to an existing National Book Tokens gift card). A 'Privacy & Terms' link is in the top right corner.

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.

The screenshot shows the 'National Book Tokens Gift Card Authorisation' 'Sell (Load Value and Activate) Gift Card' screen. The header includes the National Book Tokens logo and the text 'Sell (Load Value and Activate) Gift Card'. On the left, there is a vertical menu with buttons for 'Home', 'Sell', 'Redeem', 'Balance Enquiry', 'Top-Up', and 'Log Out'. Below the menu, it says 'Last Login: 13/04/2018 09:36' and 'Powered By FIS'. The main content area shows instructions: '1. Scan or swipe the gift card (or type the card number) (select 'Multiple Cards' if required)', '2. Enter the amount(s) required', and '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.' Below this, there is a form with 'Employee: Uzo', a table with columns 'National Book Tokens Gift Card', 'Amount', and 'Details', and a 'Multiple Cards' button. At the bottom, there are 'Help', 'Confirm', and 'Cancel' buttons.

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: 03303 310345 – this number operates 7 days a week.

