SCHOLASTIC

User Manual for Point of Sale (POS) Device with Scanner

CONTENTS

CALL
Customer Service for scanning and product-related support at **1-800-268-3860**

WATCH
a step-by-step tutorial video at **schol.ca/x/cA**

EQUIPMENT SETUP

YOUR TOTE/BOX INCLUDES:

- Terminal
- Charging base
- Handheld scanner
- Power cord & adaptor
- Paper rolls

SETTING UP THE BASE

1. Turn the base upside down.
2. Plug the power adaptor into the base, then into a wall outlet.
3. Plug the scanner's USB cable into either USB port on the base.
4. Wait for the scanner to beep and the small light on the left side of the base to turn on.

TIP Keep the base plugged in at all times. It powers the scanner and maintains the connection with the terminal.

BASE LIGHT INDICATORS:

- **Red:** Base is powering on
- **Flashing green:** Pairing in progress
- **Solid green:** Paired and ready

Your terminal arrives pre-paired. If the light is not solid green, you can re-pair it in the next section.

Front of Terminal

A Printer
B Contactless reader (tap)
C Front camera
D Magnetic stripe reader
E Touch screen display
F Chip card reader

Rear of terminal

G Rear camera*
H Metal contacts that connect to the base

*Rear camera can scan books if handheld scanner is not working.

Extras

I Handheld scanner

The terminal processes debit, credit, Mydoh, Apple Pay, and cash payments.

TERMINAL AND BASE PAIRING

Your terminal and base should already be paired. If they become unpaired, follow these steps.

1. POWER THE BASE

- Ensure the base is plugged in.
- The base must stay powered during pairing.

2. POWER ON THE TERMINAL

- Press and hold the **power** button on the left side of the terminal for five seconds.
- Wait for the screen to turn on.

3. START PAIRING

- Hold down the power button until the menu appears, then tap **Base**.
- If you see **No base can be found**, continue to the next step.

4. SCAN THE BASE QR CODE

- Tap the small scanning icon **[—]** in the top-right corner.
- Lift the terminal off the base.
- Turn the base over and scan the **QR code**.
- If you see **Invalid barcode**, tap **OK** and try again.

5. CONFIRM PAIRING

- When **Connections Available** appears, tap **Pair base**.
- The terminal will connect to **ING2.4G_XXXXXX** (the base).
- When **Pair Successful** appears, tap **OK**.
- If you see **Peripheral has been occupied...**, select **YES**. This confirms the base is communicating with the terminal.

6. RETURN TO THE MAIN SCREEN

- Tap the navigation button ▪ at the bottom of the screen.
- Open the **Moneris® Go Retail app**.
- If the login screen doesn't include a field to enter your password, please swipe that screen closed and then tap the Moneris Go® Retail App icon to launch the correct app.

7. CONNECT THE USB SCANNER

- Plug the scanner back into the USB port.
- It will beep to confirm it's connected.

Note: If you see "ING2.4G_XXXXXX has no internet access," disregard it. The terminal uses cellular data, not Wi-Fi.

TIP Place the base on a steady surface for easier scanning.

POWERING ON THE TERMINAL

1. Locate the thin **Power** button on the left side of the terminal. Press and hold the button for **five seconds** until the screen lights up.
2. The device will display the blue **Ingenico** logo, then cycle through startup screens (about 60 seconds).
3. When the white **time/date idle screen** appears and stays for at least 30 seconds:
   - Swipe **inward from the left edge** of the screen.
   - Tap **Exit** from the menu.
4. On the next screen, tap the **Moneris® Go Retail POS app** to launch it.

LOGGING IN

1. Tap the **Username** field and enter the username printed on the **green label** on the underside of the terminal. Tap the **Password** field and enter the matching, case-sensitive password shown on the label.
2. Tap **Sign In** to access the POS system.

Important notes:
- Each terminal has its **own unique username and password.** Use the credentials that belong to that specific device.
- If you see a login screen that doesn't include a field to enter your password, you're in the wrong place. The correct login screen requires a password and features a yellow sign-in bar.
   - Tap the square navigation button at the bottom of the screen.
   - Swipe up to close the app.
   - Reopen the **Moneris® Go Retail POS app** from the main screen.

TIP Tap the **globe icon** at the bottom of the login screen to switch to French.

USING THE TERMINAL AND SCANNER

Important notes:
- The terminal works **on or off** the base.
- The **base must stay powered** for the handheld scanner to function.
- For the best battery life, **keep the terminal on the base** whenever possible.

SCANNING A TRANSACTION

1. Tap **Scan** near the top right side of the screen.
2. Aim the handheld scanner at the barcode and squeeze the trigger.
3. A beep confirms the scan, and the item appears in the cart.
4. Continue scanning all items the customer is purchasing.
5. Review the cart to ensure all items and quantities are correct.
6. Tap **View Cart** to view the **Order Details** screen, including items, prices, and total amount due.

IMPORTANT! Review the items in the cart BEFORE processing payments. The unit is UNABLE to process voids or refunds.

CUSTOMER PAYING CASH

1. Tap **Checkout**.
2. Confirm the total, then select **Cash**.
3. Enter the amount of cash received (including the decimal). The terminal automatically calculates change.
4. Tap the blue **checkmark** to accept.
5. Tap **Charge** to complete the transaction.
6. A **Payment Complete** message will appear.

Receipt Details:

• **Cash receipts do NOT print automatically**. Print only if the customer requests one.
• If the customer chooses a **Print Receipt**, hand them the printed copy.
• If they choose **Email/SMS**, turn the terminal toward them so they can enter their information.

If accepting cheques, process them as **Cash**. Cheques must be payable to your school.

Tap **New Transaction**, then tap **Scan** to prepare for the next customer.

CUSTOMER PAYING WITH DEBIT, CREDIT CARD, OR MYDOH

1. On the checkout screen, **Debit or Credit** is selected by default.
2. Tap **Charge**.
3. Have the customer tap or insert their card.
4. Wait for approval, then tap **OK**.
5. Tap **No Receipt** unless the customer requests one.

Receipt Details:

• A **Merchant Copy** prints automatically for debit/credit transactions. Keep this copy to submit with your Financial Form.
• If you choose **Print Receipt**, both a merchant and customer copy will print.

Tap **New Transaction**, then tap **Scan** to prepare for the next customer.

PROCESSING SALES WITH MULTIPLE PAYMENT TYPES

1. On the checkout screen, select **Cash**.
2. Enter the amount of cash received and tap **Charge**.
3. After the cash portion is approved, you'll return to the checkout screen.
4. Select **Debit or Credit**, tap **Charge**, and complete the card payment as usual.

IMPORTANT: Keep the Merchant Copies from the debit/credit portion for your Financial Form.

TIP Itemized receipts don't print automatically. If needed, print them from the Payment Complete screen only when requested to keep the line moving.

REDEEMING PRODUCT REWARDS

1. Scan all items being redeemed.
    • You can scan up to **75 unique titles** per transaction.
    • Scanning may slow down as the cart grows.
2. Tap the **three dots** beside **Actions** and select **Apply Order Discount.**
3. Apply a **100% discount** to the entire transaction, then tap **Checkout**.
4. Select **Cash**, then tap **Charge** to complete the transaction.
5. Print the **itemized receipt** for your records and include totals on your Financial Form.

TIP If you process multiple reward transactions, **manually add** all totals together for the Product Taken section of your Financial Form.

REDEEMING CERTIFICATES
(Webinar certificates, teacher coupons, Book Fair–issued certificates)

1. Scan all items being purchased. Verify that the total meets the minimum specified on the certificate (if applicable).
2. Tap the **three dots** beside **Actions** and select **Apply Order Discount**.
3. Enter the **dollar value** of the certificate.
4. Complete the remaining balance using **cash** or **debit/credit**.
5. Include **all redeemed certificates** in your prepaid return envelope with your Financial Form.

END OF DAY PROCESS

Run this report **every day** and **for each terminal** you received. The system does not generate a combined summary automatically.

HOW TO PRINT THE END OF DAY SUMMARY

1. Tap the three bars in the top left corner of the screen. Select **Reports**. The screen automatically shows **today's report**.
2. Tap **Print** at the bottom to print the **End of Day Summary**.
3. Save all printed reports—you will need them to complete your Financial Form.
4. To return to the POS screen, tap the **Main Menu** icon and select **Point of Sale**.

IF YOU MISSED A DAY

1. Open **Reports** from the Main Menu.
2. Select the **specific date** you missed from the calendar.
3. Tap **Apply**, then **Print**.
4. Repeat for each missing day.

PACKING UP

When your Fair ends, pack all components back into the tote/box they arrived in.

ITEMS TO PACK:

- Terminal
- Base
- Scanner
- Power cord & adaptor
- Any unused paper rolls

BEFORE PACKING:

- Power off the terminal.
- Unplug the scanner.
- Unplug the power cord and adaptor.
- Place all components securely in the tote/box.

RETURN INSTRUCTIONS:

- **Case Fairs:** Place the tote/box on **top of one of the metal cases** for driver pickup.
- **All other Fairs:** Return the POS unit and components in the original box.

SUBMITTING FINANCIALS

Complete this section **after your Fair has ended**.

1. Log in to the Host Hub
Go to **bookfairs.scholastic.ca/login** and open your **Financial Form**.

2. Use your End of Day reports
Do NOT use the **Overall Summary**. The **Overall Summary** at the top of the report overstates earnings and will delay your Fair's finalization. Always use the detailed sections instead.

Cash & cheques
- Record the **actual cash and cheque totals** you have on hand.
- If your on-hand cash differs from the report, **use your on-hand amount** (minus the starting float).
- Differences can occur if cash sales were taken without scanning.

Debit/credit totals
- Add together the **Net Totals** for:
  - Debit (Interac)
  - Visa
  - Mastercard
- Combine these totals across **all days** and **all terminals**.
- Enter the combined amount in the **Debit/Credit Card** box on your Financial Form.

3. Enter product taken (if applicable)

If you chose to take product off the Fair as part of your earnings:
- Enter the amount in the **Grand Total of Product Taken Off the Fair** field on your Financial Form.
- Use your printed itemized receipts from reward transactions to calculate this total.

4. Prepare your return envelope

Place the following items in the **prepaid envelope** provided with your Fair:
- ✅ **Merchant copies** of all debit/credit transactions. **DO NOT submit cash receipts**.
- ✅ **End of Day Summary reports** from each terminal
- ✅ **All redeemed certificates**
- ✅ **Printed copy of your Financial Form invoice**
- ✅ **Cheque payable to Scholastic Book Fairs Canada Inc.** (if applicable)

5. Submit your financials

Follow the prompts in the Host Hub to confirm and submit your Fair's financials.

HOW-TOS & TROUBLESHOOTING

SCREEN TURNED OFF

If the terminal screen goes dark, it has entered **Power Saving Mode**.

To wake the screen:
- Briefly press the **Power** button.

If the idle screen (time/date) appears:
1. Swipe inward from the left side of the screen.
2. Tap **Exit** to return to the POS transaction screen.

REPRINTING A RECEIPT

1. Tap the three bars in the top-left corner.
2. Select **Orders** and scroll to find the correct transaction.
3. Tap the **>** beside the order.
4. Tap the order again, then tap **View Receipt**.
5. Tap **Print** at the bottom.
6. Use the back arrow to return to the list of transactions.
7. Tap the **three bars**, then **Point of Sale** to return to the main screen.

CUSTOM ITEM

1. Tap **Custom Item** near the top-left of the screen.
2. Only enter the price, using a decimal.
3. Tap **Add to Cart**.

✓ Use Custom Item for:
- Items that frequently fail to scan.
- Last copies with no barcode available.
- Missing barcodes on the barcode sheet.
- Payment-only transactions when cellular connection is weak.

X Do NOT use Custom Item for:
- Large batches of unscanned cash sales due to high volume.

SCANNING ERRORS

If you see No matches found of the scanned product:

1. Wait three seconds for the message to clear.
2. Try scanning the item again.
3. If it still doesn't scan:
   - Tap **X** to return to the main screen (your cart will remain).
   - Tap **Custom Item**, enter the price, and tap **Add to Cart**.
   - Tap **Scan** to continue scanning other items.

USING BARCODES FOR POSTERS & SCHOOL TOOL ITEMS

- Use the provided barcode scan sheets for items with small or hard-to-scan barcodes.
- Keep the sheets at the cashier table for quick access.
- If no barcode exists, use **Custom Item**.

REMOVING AN ITEM SCANNED IN ERROR

To remove a single item, swipe left on the item to move it to the trash.

To adjust quantity:

1. Tap **View Cart**.
2. Tap the **quantity number**.
3. Enter the correct quantity.
4. Tap **Update**.

To clear the entire cart:

1. Tap the **three dots** beside **Actions**.
2. Select **Clear Order**.
3. Confirm by selecting **Yes**.

CHECKING A PRICE

1. Tap **Scan**.
2. Scan the item to view its price in the cart.
3. Swipe left to delete it if the customer is not purchasing it.

SEARCHING FOR AN ITEM

1. Tap the **search bar** on the main screen.
2. Enter the **ISBN** (no spaces) or a **keyword** from the title.
3. Tap the item to add it to the cart.
4. Tap **Scan** to continue scanning additional items.

CHANGING THE RECEIPT PAPER ROLL

1. Lift the **printer latch** on top of the terminal to open the cover.
2. Insert the new roll with the **paper feeding from the bottom toward you**.
3. Pull out about **3cm** of paper.
4. Close the cover firmly until it clicks.

IMPORTANT: If the roll is installed backwards, the printer will produce blank receipts.

POWERING OFF

1. Ensure the terminal is **not connected** to a power source.
2. Press and hold the **Power** button for 3 seconds.
3. Select **Power Off** from the menu.
4. The screen will display **Shutting down...** and turn off.

CONNECTIVITY/BATTERY ERRORS

• The terminal uses a **cellular network**. Set up your cashier station where reception is strongest.
• If you experience issues, try restarting the terminal and then relaunch the **Moneris® Go Retail app**.
• If problems continue, contact **Customer Service**.

HANDHELD SCANNER ISSUES

1. Unplug the USB scanner, then plug it back in. A beep will confirm it has powered on.
2. If the terminal is using the camera instead of the scanner:
   • Tap **Hide Camera** to switch back to the handheld scanner.
   • Tap **Show Camera** to use the terminal's rear camera if needed.
3. If the scanner adds extra items, try restarting the app. Tap the three lines in the top left, select **Logout**, then log back in. Tap **Scan** and restart the transaction.

SCREEN IS DIM

1. Swipe down from the top of the screen.
2. Swipe down again to expand the menu.
3. Move the **brightness slider** (green bar) all the way to the right.
4. Swipe up twice to close the menu.

WE'RE HERE TO HELP

CALL
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