

# POINT-OF-SALE DEVICE INSTRUCTIONS AND CLOSING INSTRUCTIONS

**Please print out these instructions so that you have them nearby while you're working**

**1** Your Ignatius Book Fair Point-of-Sale (POS) device will guide you through every step of your fair—from initial setup to tracking inventory, creating transactions, applying Ave Dollars, and finally closing out the fair.

This document is designed to help you **navigate the system with confidence**. Inside, you'll also find several quick video tutorials that demonstrate the key functions you'll be using.

- **Before your fair begins**, we strongly recommend testing out the POS features so you're familiar and comfortable with the process.
- This instruction sheet can also be **printed and kept at the cash station** for quick reference during the fair.

Now that your books have arrived, you'll notice a smaller box labeled "**OPEN FIRST**." This box contains your **Point-of-Sale (POS) devices** along with the **credit card readers**.

## Setup Steps:

1. Carefully open the "**OPEN FIRST**" box.
2. Locate your **POS devices** and **Stripe credit card readers**.
3. Plug in the devices and allow them to **charge for several hours** before use.
4. Don't forget to also plug in and charge the **two external Stripe credit card readers** at this time.

**Tip:** Make sure all devices are fully charged before your fair begins to ensure smooth transactions throughout the event.

## **2** Powering On and Maintaining Your Devices

### After charging is complete:

1. On the **Point-of-Sale (POS)** machine, locate the **round blue button** on the right-hand side and press it to power on.
2. On each **external Stripe credit card reader**, press and briefly hold the **white rectangular button** on the side. When fully charged, you will see **4 green lights**.

**IMPORTANT:** Be sure to charge both the POS device and the Stripe readers every evening during your fair. This helps prevent service interruptions caused by low batteries during transactions.

If another school is currently logged into the device, please log them out first. To do this, tap the **menu button** in the upper left corner of the screen and scroll down to "**Logout**" at the bottom. Once the device is logged out, you can enter your **unique code** to log in.



► IS ANOTHER SCHOOL STILL LOGGED IN? HOW TO LOG THEM OUT

## **3** How to Check For Updates

**Checking and updating the Ignatius Book Fair app:**

1. On the home screen, tap to open the Ignatius Book Fair app.
2. In the upper left corner, tap the “hamburger menu” (3 horizontal lines).
3. Scroll to the bottom of the menu to check your app version.

**NOTE:**

- **If your version is 1.0.8 or higher** then you’re all set!
- **If your version is less than 1.0.8**, you’ll need to uninstall and reinstall.
- **If your version is less than 1.0.3**, you’ll need to repeat the uninstall/reinstall process twice (because two major updates must load separately).



**HOW UPDATE OUR APP**

## **4** How to Uninstall and Reinstall the App

1. Press the dot in the lower-middle of the screen (colorful home screen will appear).
2. Press and hold (don’t tap) the Ignatius Book Fair app icon until the “App Info” bubble appears.
3. Tap “App Info” then “Uninstall App” (the app will disappear from your screen).
4. In the lower-left corner, look for the blue icon with a smiley mouth. Tap this icon to reinstall the Ignatius Book Fair app.
5. When the installation finishes, press “Finish” (or “Finished”).
6. Open the Ignatius Book Fair app again.
7. Go back to the hamburger menu then check your version (If still below 1.0.8, repeat the uninstall/reinstall process).

## **5** Connect to WiFi

1. On your device, tap the **settings gear** in the **lower right-hand corner**.
2. Select **Network & Internet**.
3. Make sure the **Wi-Fi toggle is ON/blue**.
4. Choose the correct **Wi-Fi network** for your location.
5. Enter your **login credentials** if required.

**Troubleshooting Tips:**

If you are having trouble with your organization’s Wi-Fi, try the following:

- **Forget** the current Wi-Fi on the device and reconnect.
- Use your **phone’s hotspot** or another **hotspot device** to connect.
- Ensure your phone itself is not trying to automatically connect to a weak or problematic network via cellular connection.

## 6 Logging In with Your Unique Code

- About **8 days before your fair begins**, you will receive an email with your **unique login code**.
- When you open the **Ignatius Book Fair app** on your device, you will be prompted to enter this code.
- Enter the code exactly as shown in the email to complete your login and access your school's fair.
- Check to make sure the name of your school is at the top of the payment device.

**TIP:** Keep this email handy (print it out or save it to your phone) so you can easily reference your code when logging in.

## 7 Connect to the External Credit Card Reader

### 1. Charge the reader

- Make sure the **white, square Stripe credit card reader** is fully charged.
- When ready, you should see **4 green lights** and hear a **happy chirp** when you turn it on.

### 2. Prepare to pair

- Confirm the POS device is on and connected to your **Wi-Fi network**.
- On the POS device, press "**Discover Reader**."

### 3. Connect

- The system will search for nearby readers.
- Tap on your reader when it appears in the list.
- Wait for a **confirmation message** that pairing is complete.

**TIP:** Always keep readers charged overnight to prevent low-battery interruptions during transactions. Always keep the proper reader with the device it is paired with. A good way to do this is to put a small sticker on the reader and the device it is paired with.



CONNECTING CREDIT CARD READER TO PAYMENT DEVICE

## 8 Sell Books and Other Items



HOW TO SELL A BOOK/ITEM

### Scanning items at checkout:

1. On the **menu screen**, select "**Scan Bar Code or QR Code**"
2. Hold the device steady and allow it to **focus on the bar code**.

**TIP:** If the bar code isn't reading clearly: use your other hand to shade the code from excess light and try holding the book vertically to adjust the angle.

## If the scan doesn't work:

- **If the bar code scans but the title does not appear:** Tap the **magnifying glass** (upper right corner) and **search by title**.
- **If you cannot find the title:** Tap the **blue "bar code not scanning" link** or enter the bar code numbers **manually**.



▶ **BAR CODE NOT WORKING? HOW TO SEARCH FOR A BOOK BY TITLE**

## Price Adjustments

Is the price that is coming up different than what is on the book or item? You can perform a price adjustment in these circumstances by choosing the orange “update price” under the quantity for the book you just scanned in. This feature should only be used in limited situations when the price on the back of the book does not match what the payment device lists as the price.



▶ **IS THE PRICE RINGING UP CORRECTLY?**

## Removing a Book from an Order

How to delete a book from an order before the order has gone through: simply click “delete” under the title of the book you’d like to delete.

## Refunds and Returns

If a customer needs to return a book—or receive a full refund on an order—follow these steps:

1. On the **home screen**, tap the **3 lines (hamburger menu)** in the upper left corner.
2. Select **“Order History.”**
3. Make sure the **date range** includes the day of the original order.
4. Search for the order by either **receipt number (POS number)**, or **book title** within the order.
5. Choose the correct transaction.
6. At the bottom of the screen, tap **“Order Return.”**
7. Press **“Confirm Return.”**
8. Print out a **new receipt** for the customer.

**NOTE:** Always verify you are selecting the correct transaction before confirming a return.



▶ **HOW TO PROCESS A RETURN**

## Issues with Receipts

If you’re having trouble with receipts, loading paper into your point-of-sale device is simple. Open the compartment, insert the roll with the paper feeding out, and close it securely. Make sure the paper is positioned correctly so it prints smoothly, ensuring you’re ready for the next transaction without hassle.

If the receipt is not printing:

- The receipt paper may be installed incorrectly, or
- A new roll may need to be started properly.

Please watch this quick video for step-by-step instructions on how to load the paper correctly.



### ■ NO RECEIPTS? TROUBLESHOOTING RECEIPT PAPER ISSUES

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## Helpful Buttons on the Device

The payment device features helpful buttons for navigation and management. You can easily return to the previous screen, access the home screen, or clear transaction history. These functions make the device more user-friendly, allowing for quick corrections and efficient operation during busy sales or troubleshooting moments.



### ■ HOW TO GO BACK, GET TO THE HOME SCREEN, AND CLEAR OPEN SCREENS

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## Last Copy Prompt and Procedure

**When only one copy of a title remains**, sell it but keep it on display until the fair ends so others can see and order it.

- Fill in the prompt with the customer's full name (and phone if useful).
- Take payment, give the customer their receipt, and instruct them to pick up on the last day of the fair.
- A "Last Copy" receipt will print—insert it into the book (sticking out slightly)—then return the book to the table.
- The copy is **not packed up or returned to the warehouse**. It is either given to the customer on the last day or held for later pickup (call if needed).

Does the customer need the book right now? No problem, it's ok for them to take it and go. If someone else is asking about the book, you can search for it on the payment device and order it for them that way.

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## Ship to School Prompt and Procedure

**If the last copy of a book has already been purchased, customers can still order another copy directly at the payment device.**

### Steps for Processing a Ship to School Order:

1. Scan the bar code of the book (or search by title).
2. When prompted, enter the customer's full name.  
*(A phone number works here too—this helps with contact at pickup.)*
3. Accept payment as usual.
4. Let the customer know:
  - Their order will arrive at your organization in about 14 business days.
  - They may pick it up at your location, or volunteers can distribute the books when they arrive.

## **Alternative Option for Customers:**

If the customer is not local or prefers not to wait for pickup:

- They can shop for the title online instead.
- By selecting your organization during sign-up, their purchase will still benefit your school—earning 30% back in Ave Dollars to purchase free books for classrooms and the library.

## **12 Printing the End of Day Report**

You can generate an End of Day Report for your own record-keeping and billing purposes.

### **Steps to Print:**

1. From the home page, tap “End of Day Report” on the main menu.
2. Enter the date you want to review.
3. Tap “Print.”

### **What's Included in the Report**

- A summary of the day's transactions.
- The names of customers who paid by FACTS account (if your organization offered this payment method).

This report is especially helpful for your organization to ensure the proper FACTS accounts are charged for the amounts due since these are transactions you will have to do on your end.

## **13 Ready to Close Your Fair?**

### **Closing Out Your Fair & Using Ave Dollars**

The payment device will show you how many Ave Dollars you've earned and can use to select free books for your library or classrooms.

#### **Check Your Ave Dollars Balance**

- On the home screen, tap the hamburger menu (3 lines) at top left.
- Select “Ave Dollar Estimate Report” from the drop-down menu.
- Review your available balance.

#### **Handle “Last Copy” Books**

Once your fair has ended and sales are closed:

- Gather all remaining “Last Copy” books.
- Set them aside for distribution to the proper owners.
- Reach out to us if you need a spreadsheet containing the Last Copy list.

#### **Select Books for Your Library/Classrooms**

- Set aside the books you would like to keep for your library, classrooms, or RE programs.
- On the home screen, tap “End of Fair Closeout Procedures.”
- Follow the prompts to use your Ave Dollars credits toward these selections.
- If a title you'd like isn't physically at the fair:
  - Enter the title into the search function to order it.
  - These copies will be shipped to you with the other Ship to School books (approx. 14 business days after closeout).
- For the customer's name on these Ave Dollar copies, enter “Library” so you'll know they belong to your school.

## Complete the Close-Out Process

- Be sure to finish close-out within 3 days of your fair's end date.
- This ensures your orders are processed quickly and your shipments arrive on time.
- Remember: Delays in returning unsold books will delay your shipments.
- Once Ave Dollar purchases are complete, set those titles aside so they don't get mixed in with returns.

## 14 Packing Up Books and Materials for Return

When your fair is finished and you're preparing returns, please follow these guidelines to ensure everything arrives back safely to us:

### Packing the Books

- It does not matter which boxes you use, but **pack mindfully** to avoid damage.
- Lay books **flat** in the box rather than standing them upright.
- Place the bindings **toward the middle** of the box so that if books shift during shipping, pages and covers won't get wrinkled or bent.
- Use leftover packing materials from the original shipment to cushion the books.

### Gathering Display Materials

- Be sure to collect and return all **acrylic sign holders** and all **50 metal book stands**.
- Wrap and protect these items with the original packaging materials, if possible.

### Packing Devices and Final Count

- Carefully pack up the **payment devices** along with their chargers and accessories.
- Once everything is packed, **count the total number of boxes** you'll be returning.
- This number will be needed when you complete the **Return Form** and schedule your UPS pickup.

Next, we will have you fill out a form which will prompt the warehouse to create your return labels and schedule a pickup of the remaining books.

1. **Prepare the Details for Return:** Before filling out the form, make sure you know the number of boxes you're returning, as well as any relevant information (address of your organization, the email needed for the returns labels to be sent, etc.).
2. **Select a Pickup Date:** UPS pickups need to be scheduled 48-72 hours in advance, so please choose a date and time that works for a few days in the future. Ideally, select a time that allows plenty of time for the warehouse to upload the labels and schedule the pickup.
3. **Fill Out the Form:** After preparing the details, proceed to complete the form with the necessary information (e.g., order details, number of boxes, preferred pickup time).
4. **Submit the Form:** Once all fields are completed, review the information and submit the form. This will initiate the process for getting the return labels emailed to you, and the UPS pickup scheduled.



► RETURN LABELS AND PICK-UP SCHEDULING

### NEED HELP?

Email your book fair managers, [kristin.munin@ignatiusbookclub.com](mailto:kristin.munin@ignatiusbookclub.com) or [amy.shaw@ignatiusbookclub.com](mailto:amy.shaw@ignatiusbookclub.com), or call our customer support line at 888-771-2321