

## Steps for Express Checkout

1. Press the **Start** button on the Express Checkout monitor
2. Position your card under scanner and scan your library card
  - a. If you do not have your card, click **Forgot Card?**
    - i. Enter the first four letters of your last name
    - ii. Enter your library card number
    - iii. Submit information by pushing **Enter**
3. Next you'll see the Main Menu with the choices available. The text on the right explains what the menu choices allow the customer to do.
  - a. **RFID Checkout** - the first screen that displays asks them how many items they are going to be borrowing. They will use the Touch Keypad to enter the number of items then press the **Enter** button to continue.
    - i. The customer is then directed to "group scan" their materials by placing up to five items at a time in the center of the target area. As the items are scanned, the titles will appear in a list on the right side of the screen. The customer continues placing items until all items have been read.
    - ii. If the count matches what they entered, the screen will continue automatically and their receipt will print. However, if some of the items do not read or if they miscounted, the Continue and Finish buttons give them the option of exiting the screen without the count matching what they had previously entered.
  - b. **Barcode Checkout** - customer scans one item at a time with the barcode scanner until all items have been scanned. When they are finished, they touch the **Finish** button and their receipt will print.
  - c. **Renew Material** screen displays a list of materials that the customer currently has checked out. If renewal is permitted, the button next to the items shows **Select**. If the material cannot be renewed, the button will say "No Renew" and the reason will be listed under the title. These reasons include: "maximum allowable time has elapsed," "others are waiting for this item," and "renewal is current."

The customer can select individual items or use the button on the left side of the screen to **Select All** items. They can also clear previous selections by touching the **Clear** button.

- i. Once the customer has selected the items they wish to renew, they need to touch the **Renew** button to renew the items.
    - ii. If the items were checked out that day or have already been renewed, they will say **No Renew** with an explanation that the "Renewal is current."
  - d. **View Account** option allows the customer to see what they have checked out as well as if any fees are due. It shows if the checkouts are current or overdue too. From this screen the customer can also print a copy of their account record.

- e. **Payments** - customers will have the option to make payments at the Express Checkout computer. They can pay fines, pay for lost material, and pay their annual fee if they are an Annual Fee customer. The Payments screen allows them to select items to pay one at a time. As items are selected, a running total will appear at the bottom of the screen and the button next to the item will change to "Selected."
  - i. Once the customer has selected the items they want to pay, they need to choose the method of payment by touching the **Card** or **Cash** button. The **Card** button allows them to pay by credit card and the **Cash** button will require them to deposit money into the coin box.

**NOTE:** If the coins in the Coin and Bill Acceptor unit are too low, the **Cash** button will be unavailable. It will have red around the edge and say "Cash Out of Order."

1. The **Credit Card Payment** screen allows the customer to pay for charges they selected on the Payments screen. They are instructed to check the Payments List before scanning their credit card. Once they have verified their payment list, they use the card swipe on the right side of the monitor.

The top of the card should be to the left with the magnetic stripe facing the rear of the reader. Once the card is swiped correctly, the payment will be charged and a receipt will be printed. The receipt will show items paid as well as the fact that the payment was made with a credit card.

If the customer reaches this screen and then decides not to pay with a credit card, they can return to the Main Menu by touching the **Menu** button.

2. The **Cash Payment** screen instructs the customer to insert bills and coins into the appropriate slots. Each time the customer inserts a bill or coin, the "Tendered" amount is updated until it is equal or greater than the Amount Due. Once the amount due is reached, a receipt will print and if any change is owed the customer, it will be dispensed.

If the customer reaches this screen and then decides not to pay with cash, they can return to the Main Menu by touching the **Menu** button. *Any money that has been entered into the Coin and Bill Acceptor unit will be returned in the form of coins.*

**PLEASE NOTE:** The Coin and Bill Acceptor unit is not a change machine. It will not make change for customers. It does not accept money unless

the customer has chosen items to pay. If a customer tries to insert bills or coins when they have not selected items to pay, coins will fall through and bills will be rejected.

It is important to know this so that a customer does not ask for a refund by telling you they put money in the machine when they did not owe anything.

4. If a customer is logged on to the Express Checkout computer and does not perform any action for 15-30 seconds depending on what screen they are on, the **Need more time?** screen will appear. If they do not touch the **Continue** button within 10 seconds, they will be logged off and the computer will return to the start screen.

Once a customer has been off of the main menu one time and returns to the menu, it immediately tells them to press continue or logout. If they do not press continue within 10 seconds, it will log them out. As part of this, it also covers up the menu choices so a customer cannot come up directly behind another customer and checkout on their card.

The times may seem very short but we had to shorten it because customers in line were checking out on other customer's library card. They would not log the other customer off and enter their own card; they just started checking out.

5. Hit the **Finish** button to end your selection.