

Best Practice for ES2 and eWallet

-Be sure to watch the video tutorial(link below) * can be located in the Chairperson's toolkit, tool menu, fair files, type Easy Scan 2 in the search bar. Or,

www.scholastic.com/bookfairs/easyscan2-video

-Send link to volunteers and schedule a training time after fair arrives.

-When logging into the machine as a BFC vs. Volunteer. Only BFC log in will have access to run reports. BFC log in is: 999999, volunteer log in is: 111111. Reference the quick start guide for more information.

-Each easy scan machine needs its own outlet. When multiple machines are plugged in to the same outlet or power strip the machines have a higher rate of internet connection issues.

-Customers that pay with a CC need to wait until prompted to insert or swipe their cards. If they do insert or swipe too early the machine churns and nothing happens. Same thing happens if they wait too long.

-You only need to enter your tax id once. You can do this the first time you have a sale, or run a transaction and practice returning the item you purchased. Reference the quick start guide for more information. It will give you step by step instructions on how to set up your tax exempt status.

-Process all eWallet transactions on one terminal. Print off your eWallet Account every morning from the Chairperson's Toolkit - - found on the At a Glance Page.

-Be sure to send out a link to your homepage so that parents can set up eWallet student accounts. Marketing tools to promote eWallet can be found on the Chairperson's toolkit, tool menu, fair files, type eWallet in the search bar.

-If for some reason your screen displays an "Off Line" message, there is a good chance you are still connected to the internet.

-When setting up the router, HOLD the power button down for at least 3 seconds to turn it on. Make sure the router is fully charged before trying to use it.

For help - Contact Customer Support with questions- 888-900-9364 (7am – 10 pm CST)