
EDINBURGH BUS TOURS

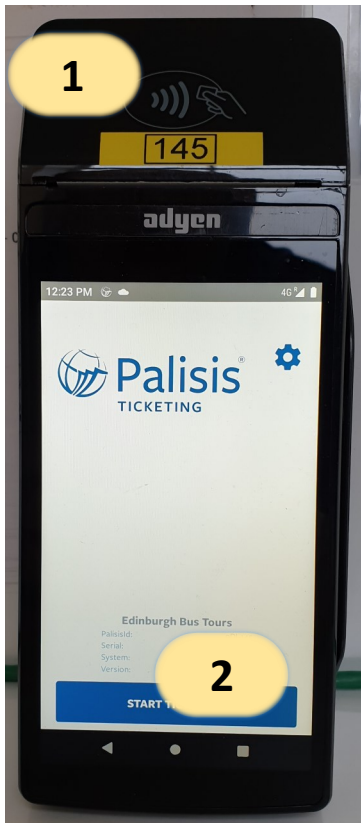
Adyen Ticketing Machine

Instructions for Use
Drivers Edition

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Introduction to the Adyen Ticketing Machine



- 1) Contactless Credit Card Reader
- 2) Touchscreen
- 3) QR Code Scanner
- 4) Charging Socket
- 5) Power Button
- 6) Credit Card Swipe
- 7) Chip & Pin Reader

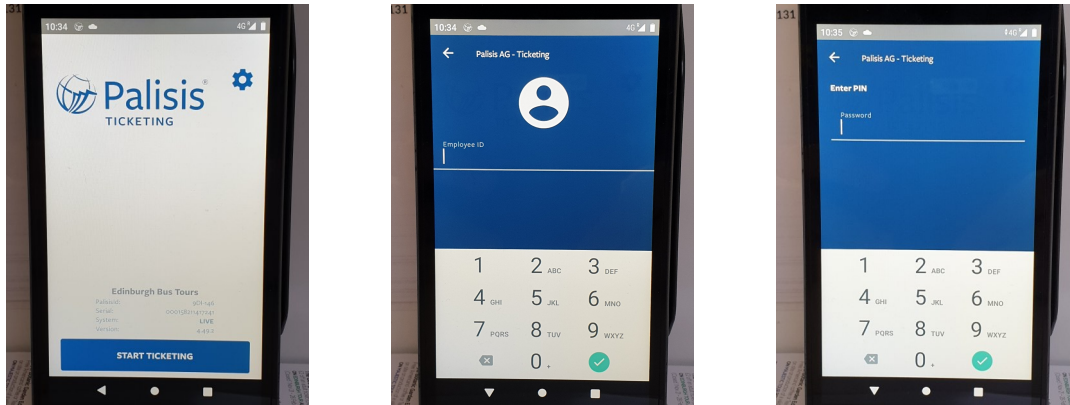
Powering On and Logging In

Before using the Adyen machine for the first time outside a training environment you should have been provided with a user ID and PIN. If you have not been provided with this information you should seek advice from a supervisor.

Power on the machine using the power button (5) on the left side of the machine. Wait a few moments for the machine to complete the start up process and display the Palisis Ticketing screen. Tap the blue "Start Ticketing" button which is displayed at the bottom of the touchscreen (2).

You are prompted to enter your User ID. Do this using the touchscreen keypad.

You are prompted to enter your PIN. Do this using the touchscreen keypad.



Select "Tours" then "Transport" from the options presented. Other options such as Airport, Cruiselink, Events etc are for use by other areas of the Lothian group and should not be selected when working at Edinburgh Bus Tours.

Scanning Pre-issued Tickets

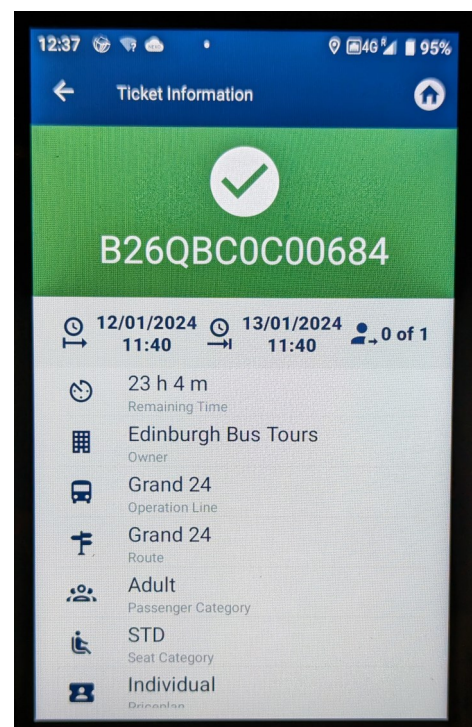
Although issuing tickets to passengers is undoubtedly important. A lot of the time you will be scanning tickets of passengers boarding your bus. This process enables you to check passengers are boarding with valid tickets and enables the company to identify where people are hopping off and on our tours during the time they are with us.



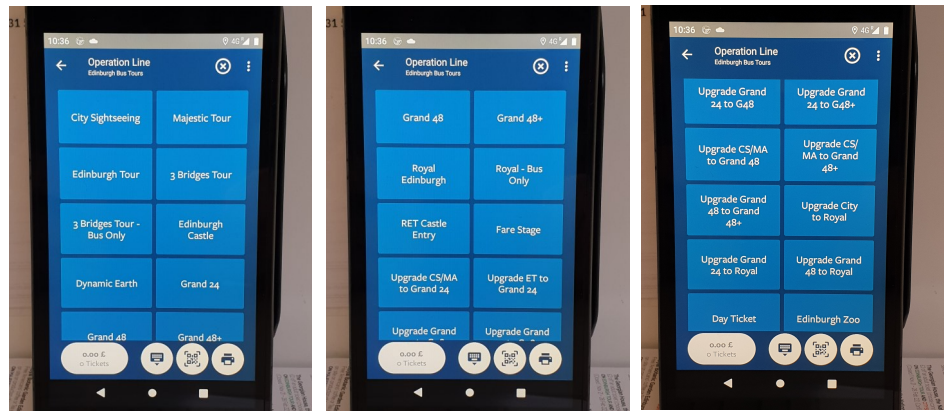
On the left is an example of a Bus ticket. This type of ticket may have been issued by a ticket seller or another driver. To easily check whether the ticket is valid for travel on your bus activate the scanner function of the ticket machine and scan the QR code (page 9).

If the ticket is scanned within the time of validity the top part of the screen will be green. Red indicates tickets outwith the time of validity.

Check the ticket type under "Route" on-screen. Provided the ticket type is valid on your bus the passenger is good to go.

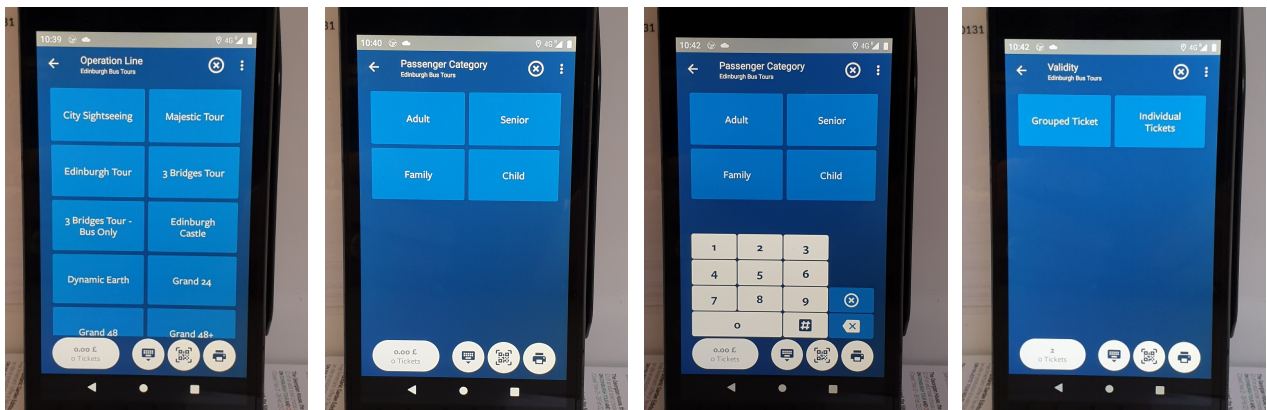


The Operation Line screen is the main screen for selecting ticket types. It is scrollable. Remember that although you are driving a particular type of tour there are many types of ticket that could be valid for travel so ensure you have the correct ticket type selected. You can sell any ticket type **EXCEPT** the Royal Edinburgh Ticket.



Once you reach this screen you are signed on and ready to issue tickets.

Selling Tickets



From the operation Line screen tap the ticket type you would like to sell. For a driver this will usually be either “City Sightseeing”, “Edinburgh Tour”, “Majestic”, or “3 Bridges Tour” Drivers can sell other tickets however these are the ones most usually sold.

The passenger category screen is presented. From here you can select which category of ticket you wish to issue. Tapping the appropriate button will add one ticket of that type to the shopping basket.

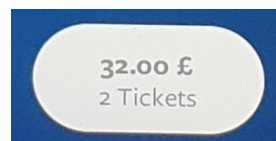
To select multiple tickets of the same category you can call the onscreen keyboard by tapping the keyboard icon.



Tap the number of tickets of a particular type you require then tap the appropriate ticket.

The validity screen is presented. The machine can issue individual tickets or for larger groups traveling together a single ticket which covers the whole group. Tap the appropriate button. After doing this the machine will return to the passenger category screen.

The number of tickets and the value currently in the shopping basket is displayed on the icon at the bottom left of the touchscreen.



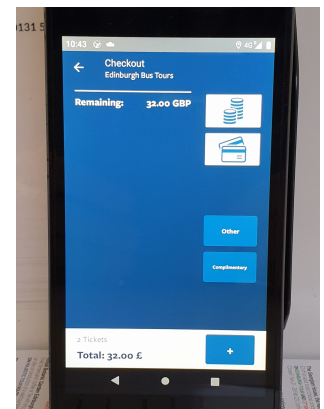
When you are happy all tickets you would like to issue have been added to the shopping basket you should tap the printer icon in the bottom right of the touchscreen to begin concluding the sale.



Accepting Cash

After tapping the printer icon the checkout is presented. The total outstanding is shown as the “remaining” figure. In the picture the amount to be paid is £32. It is best practice to take the cash from the customer at this point in the transaction. It is still a relatively easy matter to end this transaction should the customer change their mind or not have enough cash with them for example.

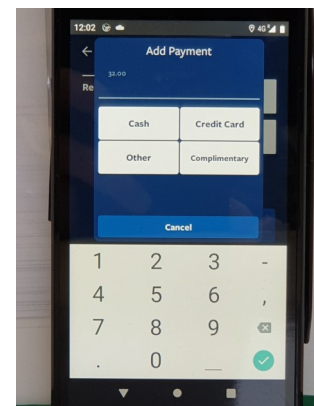
After taking the cash from the customer tap the cash icon and the requested tickets will issue from the machine.



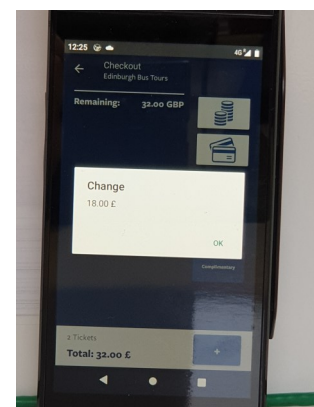
By default, the machine does not advise you how much change to return to the customer. If you would like the machine to advise the amount of change to give instead of tapping the cash icon you should tap the plus symbol at the bottom right of the screen.



The Add Payment screen is presented. Using the on screen keyboard that is now displayed you should type in the amount of cash the customer is giving you. For example if you are handed a £50 note you would type 50. then tap the “cash” button.



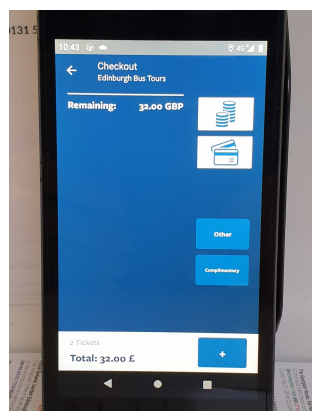
After tapping the “cash” button the machine will present the amount of change to return to the customer. Continue by tapping OK to issue the tickets and conclude the sale.



Accepting Credit Cards

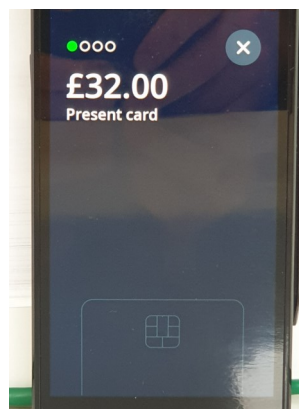
After tapping the printer icon the checkout is presented. The total outstanding is shown as the “remaining” figure. In the picture the amount to be paid is £32.

Tap the credit card icon. The machine briefly goes through a process of connecting to a secure network then the touchscreen invites the customer to present their card.

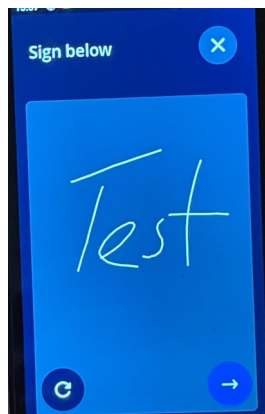


Where the total to be charged to the credit card falls at or below the current limit for contactless transactions the customer may choose to perform a contactless transaction by tapping their card on the contactless credit card reader (1). The card is automatically checked and when authorised the tickets are issued by the machine.

Where the amount to be charged exceeds the current limit but the card is of a chip and pin type the card should be inserted into the chip and pin reader (7). The touchscreen will prompt the card holder to input their PIN. The machine should be passed to the customer for them to input their PIN with as much privacy as practicable. After pressing enter the transaction is automatically checked and when authorised the tickets are issued by the machine.



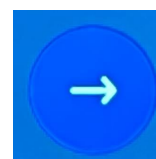
Where the contactless or chip and pin methods are not able to be used cards should be swiped through the credit card swipe (6) on the right side of the machine. The magnetic stripe on the credit card should be downwards and facing inward toward the touchscreen. The card should be drawn in one motion through the credit card swipe from top to bottom. After swiping, the machine will invite the customer to provide a signature which they should do using their finger on the touchscreen.



Tapping the refresh icon will clear the screen if an error occurs. If you draw on the screen for example.



After the customer has provided a signature tapping the continue icon will progress the transaction and after a brief pause to authorise the transaction the machine will issue tickets.

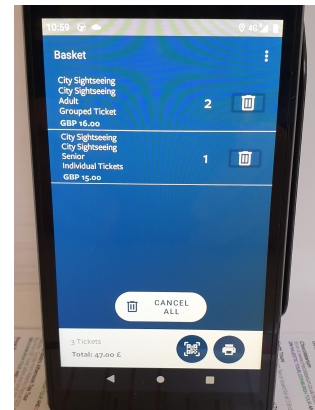
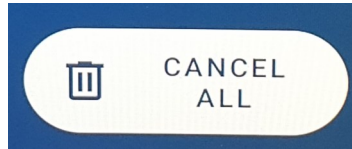


Checking, And Removing Tickets From The Shopping Basket

At any time up until the checkout screen you can check what tickets are in the shopping basket by swiping in from the right side of the touchscreen. From the shopping basket you can delete individual lines of tickets by tapping the trashcan icon,



Or cancel all tickets to start over from the beginning by tapping the “cancel all” button



Accepting Vouchers

Vouchers with QR code

Edinburgh Bus Tours tickets are available for customers to buy through many different outlets around the world. Customers are encouraged to buy tickets to travel with us before they arrive. Due to the number of agents that sell tickets on our behalf customers often arrive with pre-paid vouchers. These vouchers can be in many forms. An Email (printed or on a phone), a piece of paper with printed itinerary issued by a travel agent or a page of an app are some common examples. The vast majority of vouchers presented will have one thing in common, somewhere within the voucher there will be a QR code.



When a customer offers you a voucher you should use the voucher to generate a ticket. Sometimes a customer will believe the voucher is their ticket. This is not the case. Only tickets generated by the ticket machine are valid for travel. Before generating a ticket you should read through the voucher to check it is for one of the tickets we offer.

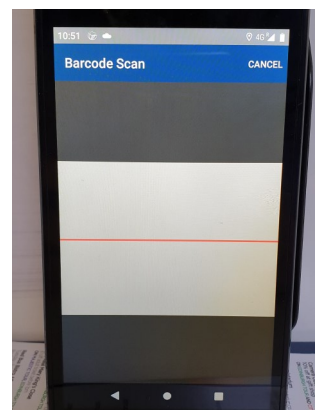
Beware: Drivers cannot issue the “Royal Edinburgh Ticket” if a customer has a voucher for this type of ticket **do not** attempt to generate a ticket. Instead, allow the customer to travel to the terminal point where you should direct them to a ticket seller who will issue the necessary tickets.

When you are satisfied a voucher is valid for a ticket we offer you should tap the scanner icon which appears at the bottom of most screens.



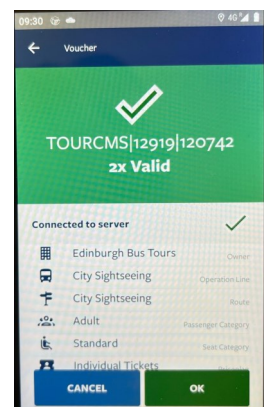
Or, if using a newer type machine, press the scanner activation button on the base of the machine.

The machine will turn on the QR code scanner (3) and the view will be displayed on the touchscreen. Hold the machine so that the QR code on the voucher is completely within the view displayed on the touchscreen. The red horizontal line should be about in the middle of the QR code.

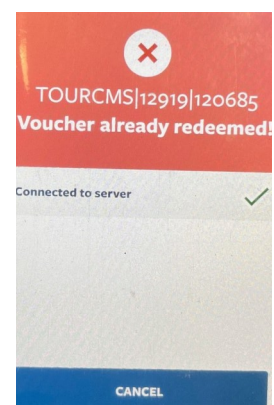


When using a newer type of machine a green dot is projected onto the QR code and no image is shown on the screen.

The machine will read the information contained within the QR code and check the validity of the voucher against a database. When this is done the touchscreen will display green and list the type and number of tickets for which the voucher is valid. You should always read this screen and check with the customer that the tickets that are about to be issued are the ones they are expecting. When you have confirmed with the customer tap the “OK” button. The tickets will be issued. Tap “cancel” if the ticket type or number is not what the customer expected permit the customer to travel to the terminal and seek advice from a supervisor.



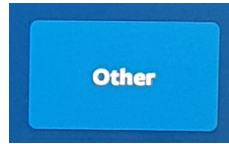
Occasionally the touchscreen will display red. This indicates the voucher is invalid. There can be many reasons a voucher is invalid and the reason is usually displayed on the touchscreen. If the reason given is “Voucher already redeemed!” Then you should explain to the customer the voucher has already been scanned and ask them for the paper ticket they received when this was done. Customers presenting vouchers that have already been redeemed who do not have a valid paper ticket should not be permitted to travel. If the touchscreen is displaying red and reports any reason **other** than “Voucher already redeemed!”, after reconfirming the voucher is for one of our tickets, permit the customer to travel to the terminal point and seek advice from a supervisor.



Vouchers with no QR code

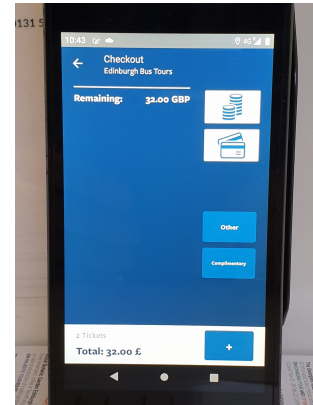
The vast majority of agents that sell tickets on our behalf issue vouchers with a QR code. However, sometimes you will be presented with a voucher that does not contain one. If the voucher is on a mobile phone you should permit the customer to travel to the terminal point where you should assist them to contact a ticket seller or supervisor. If the voucher is on paper you should retain the paper copy of the voucher and begin to issue the required tickets in the way you would as if you were selling tickets for cash or credit card.

At the checkout screen where you would normally tap the cash or credit card icon you should tap the "other" button.



The tickets will issue.

You must retain all paper vouchers. Treat them as you would treat cash.

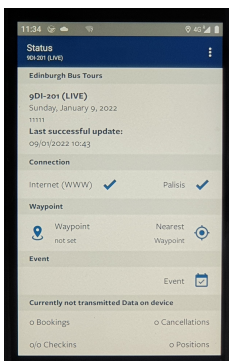


Important Note:

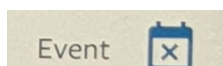
Edinburgh Bus Tours is an agent for various attractions around the city. We can sell tickets for a range of visitor attractions. Customers with vouchers for attractions **cannot** exchange them with us. They must take them to the attraction and have them exchanged there. Only exchange vouchers for Edinburgh Bus Tours services.

Special Ticket Types

Most tickets issued by Edinburgh Bus Tours are valid for a period of time which is assumed to begin from the time of issue. We do sell some tickets that require us to book a specific time slot. These timed tickets are booked through the Adyen machine.

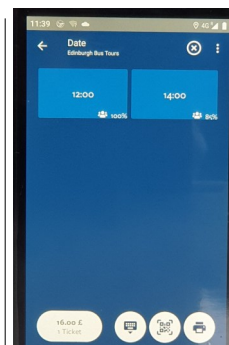
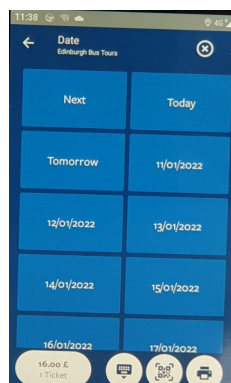


From any screen prior to the checkout swipe in from the left of the touchscreen. Tap the Event icon to change the tick to a cross

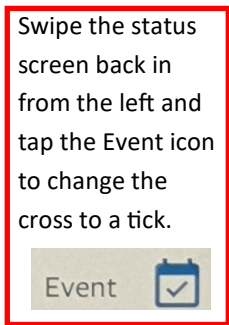


Swipe the Status screen away to the left and select the special ticket type you wish to sell from the Operation Line screen. The type of tickets sold in this way differs throughout the year. Please confirm with a supervisor which ticket types currently require a time slot to be booked.

You are prompted to select a date. Tap the appropriate button to select a date.



Some special ticket types also require a time to be booked. Where this is true you will be prompted to tap the appropriate time slot.



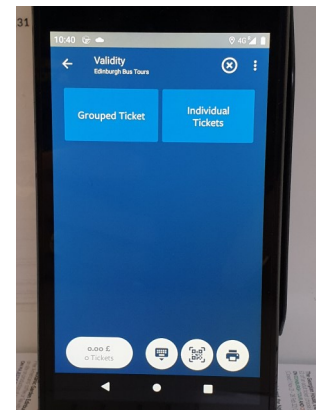
Swipe the status screen away to the left and continue to conclude the transaction in the normal way.

Discounts

City Sightseeing International offer a 10% discount to returning customers. If you are presented a city sightseeing ticket from another city you need to retain the presented ticket and issue a new ticket in the following way.

When you reach the validity screen, instead of tapping either individual or grouped ticket you should long hold (about 2 seconds) the appropriate button and release it. This will apply a 10% discount to the tickets and add them to the basket when you release

Where customers present electronic tickets please allow travel to the terminal point and seek assistance from a ticket seller or supervisor.





Beware: The machine will only apply the discount to the current tickets being added to the basket. For example if you add 5 x adult grouped ticket, then another 5 x adult grouped and only long hold the second time, the discount will only be applied to the second 5 adults in the group. Always add the total number of any passenger category at the same time so the discount is properly applied.



You must retain any discount voucher presented to you. You will need it to properly reconcile your takings when you pay in at the end of your shift. Treat discount vouchers as you would treat cash.

We offer a group discount of 10% to groups of 10 or more people buying the same ticket type. So 10 Adults would get the discount but 9 Adults and 1 Senior would not.

This discount is automatically applied when the tickets are added to the basket provided they are added at the same time and not individually. If you add 10 Adults the discount will be applied. If you add 5 Adults then another 5 Adults the discount will not be applied.

Correcting Errors

Whilst adding tickets to the shopping basket any mistakes made can always be rectified by swiping in from the right of the touchscreen and either deleting a line of tickets using the trashcan icon or by cancelling all tickets and starting again  from the beginning. See page 8 for illustrations on how to do this. If you are at the checkout page  and realise there is an error you have two options.

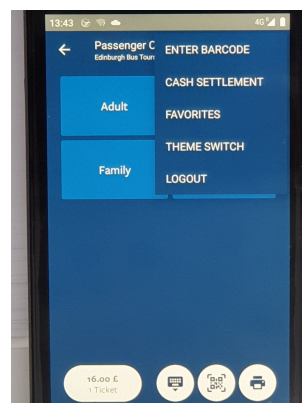
Tap the  left arrow at the top left of the screen . This will display the previous screen from where you can swipe  in from the right and delete either a line of tickets or a complete transaction. Alternatively you can

tap the button to delete the transaction completely from the checkout and begin the transaction again.

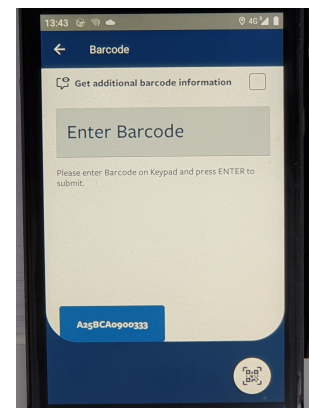
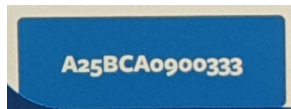
Sometimes the ticket machine may jam or run out of ticket roll while issuing tickets. This error (and occasionally others) will need to be corrected after the transaction is no longer being stored in the checkout.

From any screen tap the ellipses icon 

A dropdown menu will be displayed. Tap “ENTER BARCODE”




The barcode screen is displayed. If you are cancelling the most recently completed transaction you should tap the reference number that appears in the bottom left of the screen. The reference number will be input to the barcode field.

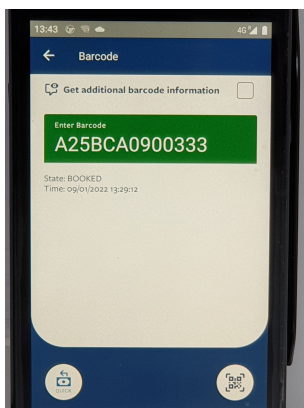


If you are cancelling any other transaction you should tap the QR code icon on the bottom right of the screen then scan the barcode that appears at the bottom of the tickets you are cancelling.

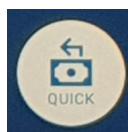


Issued by: / Device: 9DI-201

 VAT: 790090627
 0%: 0.00 GBP
 Payment :
 Receipt Number: **A25BCA0900333**
 Date: 09/01/2022 / Time: 13:25

If the barcode is unreadable or damaged you should tap the "Enter Barcode" field on the touchscreen and using the onscreen keyboard enter the reference number that appears on the receipt (highlighted here in red).



After the barcode is entered the screen displays green.



Tap the quick refund icon. The transaction is cancelled and a cancellation receipt issued. You should retain this cancellation receipt along with the cancelled tickets, no matter how damaged or illegible they are.

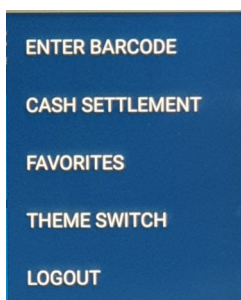
Logging Off

At the end of your shift you should obtain two cash settlement receipts from the machine and log off.

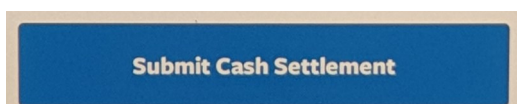
From any screen tap the ellipses icon



Tap "CASH SETTLEMENT" from the dropdown menu that is displayed.

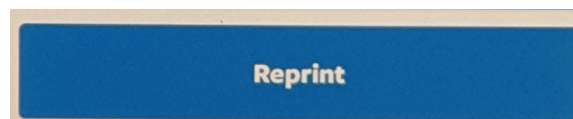


Tap

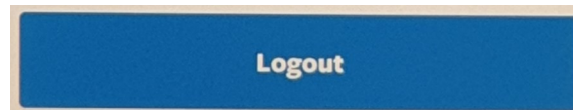


A cash settlement receipt is issued.

Tap



Tap



The Palisis Ticketing home screen is displayed. The machine is logged off and ready to be used by another user.