Now you know everything about your business

iiko™Card

User Guide

guest cards
discounts and bonuses
corporate dining
'card on entry'
reports

iikoRMS (version 3.1 SP2). iikoCard User Guide.

This document describes **iikoCard**, its basic operating principles, and detailed operating instructions for this system.

Copyright © 2014 iiko Software Inc.

Contents

Chapter 1
General information about iikoCard

Scenarios

The iikoCard system can be set up for use in the following scenarios:

1. Deposit cards. The card is topped up, a limit can be set for the balance of the deposit account. See Deposit cards, page 28.

2. Bonus deposit cards. An order (or any part of the order) is paid from a deposit account, and only a percentage of the amount paid with iikoCard is accrued to the bonus account. See Bonus deposit cards, page 29.

3. Bonus cards. When an order is paid, for example, with cash after an iikoCard is swiped, a percentage of the total order amount is accrued. An order can be paid with iikoCard bonuses. See Bonus cards, page 29.

4. Cards (vouchers, coupons, certificates) for catering for your company's staff and the staff of external organisations. Vouchers with a fixed amount and a limit on the number of uses in a given period can be used. See Staff catering vouchers (coupons), page 31.

5. Subscriptions, for example, for a fitness club ('card or entry'). See Club Subscriptions ('card on entry'), page 62.

6. Deposit cards with a subsidy and a credit limit. See Employee Meal Subsidy, page 63.

   See also Accounting of meal subsidies with 'Information Mode' parameter, page 38.

7. 'Card on entry' based on chargeable services. An iikoCard is issued to the guest on entry to the club (water park). The order is generated automatically and service countdown starts. The price of the service changes automatically on the basis of the rate schedule. A dish can also be automatically added to the order. The guest uses the bar, dishes are added to the order bound to the card. When leaving, the guest returns the card and pays for the order in cash, and the chargeable service stops. This mode can be enabled in **Request binding of order to customer's card** (**Outlet Settings** → **Group** with 'restaurant' as the service type → **Restaurant Settings**). Orders bound to a guest's card can be searched in 'Current Orders' in iikoFront. The 'Edit orders without guest card' permission is required to work with an order that has been created manually (without swiping a guest card). Details of operations with the guest card are recorded in the Event Log.

Functional Features

The following functional features of the system can be implemented through settings:

1. Cancel sending of card operation error messages to print (see Cancelling printing of payment errors, page 36).

   An error message set up for a specific operation is printed on the bill or receipt and sent to the report printer. You can cancel sending payment errors to the printer if it is not required.

2. Cancel the printing of operation confirmation receipts (see Configuring the number of receipts, page 36).

   You can configure the quantity of receipts to be printed at order payment or cancel the printing, if it is unnecessary.

3. Setting limits on the account balance. Configuring a card operation error message (see Setting limits on account use, page 39).

   You can set the maximum and minimum account amount and configure messages to be displayed when such limits are reached. This message can include, for example, contact details of a person you can contact for help or write a message in guests' native language.

   You can also specify the actions to be performed with the card after the set limits have been reached.

4. Mailing information about costs of guest meals (see Registering customers, page 42).

   Configure …\iikoCard\Main.Service\Config\Spring\Specific\CRM.xml so that the guest can receive notifications of card operations to their email address.

5. Using limits from the card type (see Issuing a card, page 44).

Cards are generated from preconfigured templates (from standard cards). All template settings are moved to the created cards. You can either modify them or go back to using a card with the default properties.

6. Printing information about account balance on the bill (see Configuring bill printing, page 48).

For every card operation you can set the information to be printed on the bill or receipt when this operation is performed, e.g. the account balance.

7. One card account can be conventionally split into several components that are part of the general account. For example, 'subsidy' and 'credit limit' (see Employee Meal Subsidy, page 63).

Specific limits are configured for each amount within the general account (see Configuring the subsidy and credit limit, page 64).

You can also configure the printing of information on the bill for each amount from the general account (see Configuring the receipt template, page 66).

8. Configuring bonus programmes (see Configuring accrual of bonuses, page 53).

You can register iikoCard cards to implement a variety of bonus programmes. A specific percentage of the order amount to be accrued to the card is set for each standard card.

Payment types that allow accrual of bonuses can be specified as iikoCard payment types (see Configuring payment types for which bonuses can be accrued, page 36).

9. Reports (see Creating reports, page 14).

You can rename any report column as required.

10. Adding groups of cards.

You can register a certain number of cards of one type at once (up to 100 cards) (see Adding a group of cards, page 10).

You can also register cards of one type when setting the initial balance (see Adding a group of cards and setting the initial balance, page 10).

11. Performing a periodic reset of the account balance to the initial value (see Configuring period for reset to initial value, page 39).

You can set the initial value of the deposit or bonus account balance for a deposit or bonus card. You can also set the interval (day, week, month, year) in which the balance will be reset to the initial value.

12. Performing a periodic reset of number of payments made with the card.

The reset interval can be configured for a voucher in the same way. Order payment with a voucher can be restricted, for example, to the voucher amount with one day to use the amount.

13. Cancelling the most recent card operation in iiko FrontOffice (see Cancelling the last operation, page 27) and BackOffice (see Cancelling the last operation, page 12).

14. Performing money transfers between accounts of organisations (see Money transfers between accounts of organisations, page 12).

You can set up an operation for the transfer of funds to work with accounts of organisations.

15. Performing a controlling transaction (see Controlling transaction, page 13).

You can set up a controlling transaction for the account of the cardholder's organisation. Such a transaction can be performed, for example, when the card's deposit account is topped up.

16. Importing card and customer data (see Importing card and customer data, page 13).

Card and customer data can be imported to iiko from *.csv format exchange files (Microsoft Office Excel Comma Separated Values File).

You can prepare an import data file in MS Excel and save it in *.csv format. The import file should have a certain structure.

17. Administration (see iikoCard System Administration, page 59).

The connection between the POS terminal and the MainServer cash server is based on an additional POSServer. When the connection with the cash server is lost, the additional server ensures the security and subsequent transmission of POS terminal data. You can control the operation of stand-alone servers at different outlets. You can also cancel database replication on servers.

See also Configuring the iikoCard system, page 34.

Chapter 2
Using iikoCard in iikoOffice

Card Operations

> **Attention** The ability to work with iikoCard is regulated by access permissions to **iikoCard Deposit System → Card operations** (see Access Permissions List, page 61).

See also Operations with iikoCard Cards in iikoFront, page 25, and Configuring the iikoCard system, page 34.

Adding a card

You can register one card and issue it to its owner. To do this:

1. Select **iikoCard Deposit System → Card operations → Add card**.

2. Select the cardholder from the list of customers registered in iikoCard.

    The card does not need to be bound to a certain customer. Leave **Owner** blank in this case. Either an individual or a legal entity can be a customer.

3. Enter the card number in **Number**, click ⋯ in **Track** and swipe the card.
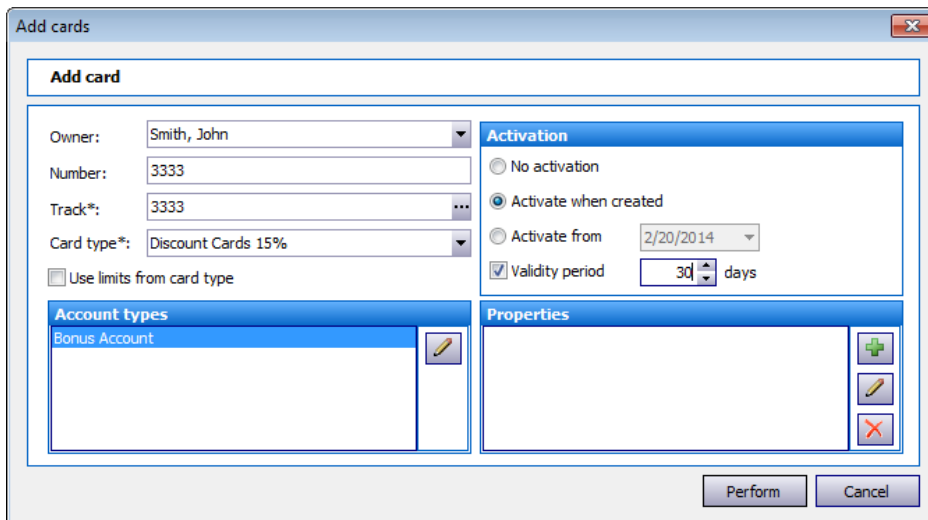

Figure 1   Adding a card

4. Select the card type to determine the operations that can be performed and limits on its use. Card types are registered in **iikoCard Deposit System → Settings**.

5. **Account Types** and **Properties** show the properties set for the selected card type. These can be modified. In the future you can go back to using a card with standard settings by ticking **Use limits from card type**. These settings will be applied to the card only when it is used.

6. Parameters set for the selected card type are configured by default in **Activation**. If necessary, you can change these settings. To do this:

    6.1. Configure activation parameters:

    ♦ To activate the card right after its registration in the system, select **Activate when created**.

    ♦ If the card needs to be activated from a certain date, select **Activate from** and the activation date.

    ♦ To create an inactive card, specify **No activation**.

    6.2. Specify the number of days after which the card should automatically deactivate. **Validity period** should be ticked. Untick **Validity period** for registration of unlimited cards.

Card activation parameters can also be modified in edit mode in **iikoCard Deposit System → Settings** in the **Cards** tab (see Registering standard cards, page 43).

7. Click **Perform**.

To delete information about a card, select **iikoCard Deposit System → Card Operations → Delete card**, enter the card number or click **Advanced**, select **Track**, click 🔳, swipe the card and then click **Perform**.

> **Attention**   Ability to restore deleted cards will be implemented in future versions of the system.

Adding a group of cards

To register several cards of the same type:

1. Select **iikoCard Deposit System → Card Operations → Add group of cards**.

2. Select the card type to be used as a template for creation of new cards. Properties of the standard card will be copied to the newly created card. Card types are registered in **iikoCard Deposit System → Settings**.

3. Specify the number of cards to be added.

4. Specify the number of digits in the card number and the number of the first card.

5. In **Result**, check numbers assigned to the first and last card and click **Perform**.

Card numbers should be unique. An error message will appear if you attempt to add cards with identical numbers.

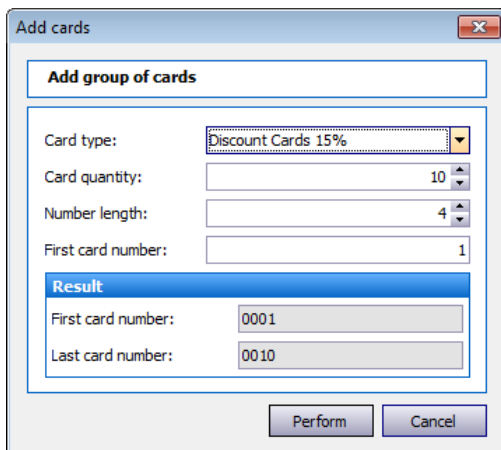You will see added cards in reports and in the **Cards** tab in **iikoCard Deposit System → Settings**.

Figure 2   Adding a group of cards window

Adding a group of cards and setting the initial balance

> **Attention**   Cards with an initial balance can only be registered after an operation with the **set-balance** identifier has been configured (in **iikoCard Deposit System → Settings**, the **Operations** tab, see Configuring group adding of cards with initial balance, page 49).

Several cards of the same type with the same initial balance can be registered in the same way. To do this, select **iikoCard Deposit System → Card Operations → Add and set balance**. Enter the amount in **Initial balance**.

Make sure the receipt of the amount in question appears in the **Cash Flow** report for this card type.

Figure 3   Adding cards and setting the balance

Issuing a card

Cards created through group adding should be issued to customers and activated. To do this:

1. Double-click on the row corresponding to the card or click **Edit** in the **Cards** tab of **iikoCard Deposit System →
   Settings**. The **Edit card** window will appear.

2. In **Owner**, select the customer from the list of individuals or legal entities registered in iikoCard and click **Save**.

The card can be registered for a customer or employee or can be impersonal, i.e. not linked to a specific person.

> **Note**   A schedule may be set up for iikoCard cards which specifies the interval for topping up. See Configuring an operation
> to be automatically performed by a schedule, page 50.

Performing card operations

> **Attention**   All operations with iikoCard cards can only be performed when they are appropriately configured in **iikoCard
> Deposit System → Settings** in the **Operations** tab (see Configuring operations, page 45).
>
> The ability to perform iikoCard operations is regulated by access permissions to **iikoCard Deposit System → Operations**
> (see Access Permissions List, page 61).

Operations such as activation, deactivation, top-up, write-off, blocking, and unblocking cards are performed in the same
way. To do this:

1. Select **iikoCard Deposit System → Operations → Activate card/Deactivate card/Top up card/Write off
   from card/Block/Unblock**.

2. Identify the card by clicking ⋯ and swiping it or entering the card number in the relevant field.

3. Enter the amount, for example, to be topped up or written off.

4. Click **Perform**.

The card can be activated at creation (see Adding a card, page 9) or editing in **Settings**. Activation, deactivation
and top-up operations can also be performed in iikoFront (see Operations with iikoCard Cards in iikoFront, page 25).

Cancelling the last operation

The last operation performed in iiko BackOffice or FrontOffice, for example, an order payment or iikoCard card top-up, can be cancelled (**iikoCard Deposit System → Operations → Cancel operation**).
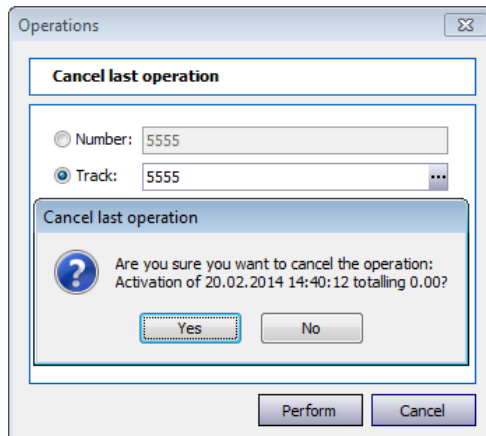
Figure 4   Cancelling the last operation

Money transfers between accounts of organisations

> **Attention** A money transfer from one account to another can only be performed after an operation with the **pay_org** identifier has been configured (in **iikoCard Deposit System → Settings**, the **Operations** tab, see Configuring money transfers, page 49).

To perform a money transfer operation:

1. Select **iikoCard Deposit System → Operations → Transfer between organisations**.

2. In **Payer**, select the organisation whose account money is debited from.

3. In **Recipient**, select the organisation whose account money is credited to.

4. In **Transaction**, select the name of the transfer operation configured for handling accounts of the organisations in question.

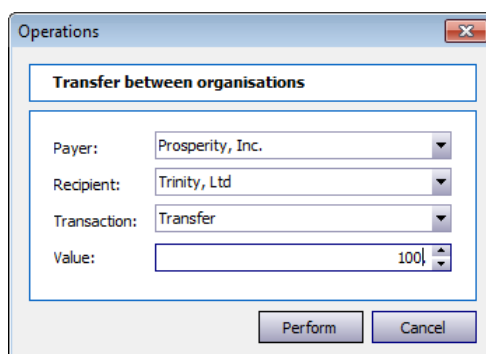5. Enter the transfer amount.

6. Click **Perform**.

Figure 5   Transfer between organisations

The result of a successful transaction will appear in the operations report (see Creating reports, page 14).

An error message will appear if you have entered the payer or recipient for which this transfer operation has not been configured.

Controlling transaction

You can configure a controlling transaction for the account of the cardholder's organisation (the account of the organisation that this cardholder is assigned to). Such a transaction can be performed, for example, when the card's deposit account is topped up.

1. For example, an organisation has a deposit account in whose properties 'Transaction' and 'Controlling transaction' are set to be recorded.

2. The customer is assigned to this organisation.

3. This customer is the cardholder.

4. The recording of actions such as 'Transaction' and 'Controlling transaction' should be configured for the card's deposit account.

5. Actions such as 'Transaction' and 'Controlling transaction' should be configured for the top-up operation.

   ❑ Configure the transaction from the advance account of your organisation to the card's deposit account.

   ❑ Configure the controlling transaction from the deposit account of the customer's organisation to your company's advance account.

> **Attention**   The same account (with the same name) should be used for the organisation (that this cardholder is assigned to) and the card.

After the top-up operation has been performed, the amount in question will be transferred to the card's deposit account (from your company's advance account). Then this amount will be transferred from the deposit account of the customer's organisation to your company's advance account. As a result, the amount in your company's advance account will remain unchanged (from your company's account → to the customer's card; then from the account of the customer's organisation → to your company's card).

Importing card and customer data

Importing from a .csv file

Card and customer data can be imported to iiko from *.csv format exchange files (Microsoft Office Excel Comma Separated Values File).

To import data, select **iikoCard Deposit System → Operations → Import from file**. In the standard window, select the path and name of the file containing the imported data, click **Open**.

The **Import** button in the **Customers** and **Cards** tabs in **iikoCard Deposit System → Administration** is also intended for data import.

In the event of a successful import, the new customer and card data will appear in the relevant tabs. Next check the results obtained and, if necessary, edit them manually.

> **Attention**   Types of imported cards (data in the **AcessorGroupName** column of the import file) should be registered in iiko in advance.

Card type will remain blank, if the type of the imported card has not been registered in the system. To avoid editing cards manually after import, register all types that have not been used yet.

Preparing an import file (*.csv)

You can prepare an import data file in MS Excel and save it in *.csv format. The import file should have a certain structure. To prepare the file:

1. Open MS Excel and enter the first row with column names. Columns can go in any order, for example:

LegalPosition;OrganizationExternalCode;Name;AcessorGroupName;ClientName;ExternalId;ActivityStatus; Number

2. Fill in customer data in columns:

- ❑ **LegalPosition** – 0 (individual)/1 (legal entity).

- ❑ **OrganizationExternalCode** – organisation code (can be issued to the customer).

- ❑ **Name** – customer's name.

3. Fill in card data in columns:

- ❑ **AcessorGroupName** – name of the card type.

- ❑ **ClientName** – name of the customer (owner).

- ❑ **ExternalId** – the card's external ID (track).

- ❑ **ActivityStatus** – 0 (activated) / 1 (not activated).

- ❑ **Number** – card number.

4. Save the prepared file in *.csv format.

	A	B	C	D	E	F	G	H
1	LegalPosition	OrganizationExternalC	Name	AcessorGro	ClientName	ExternalId	ActivityStatus	Number
2	0	Prosperity, Inc.	Stark, Edd	Coupon $	Stark, Eddard	5001	0	5001
3	0	Prosperity, Inc.	Greyjoy, 1	Coupon $	Greyjoy, Theon	5002	0	5002
4	0	Prosperity, Inc.	Daenerys	Coupon $	Daenerys Targaryen	5003	0	5003
5	0	Prosperity, Inc.	Sansa	Coupon $	Sansa	5004	0	5004
6	0	Prosperity, Inc.	Jon Snow	Coupon $	Jon Snow	5005	0	5005
7	0	Prosperity, Inc.	Baelish	Coupon $	Baelish	5006	0	5006
8	0	Prosperity, Inc.	(Ctrl) ▾	Coupon $	Lannister, Cersei	5007	0	5007

Figure 6   Example of an import file (*.csv)

You can prepare an import file containing only customer data. Such a file should only contain 'customer' columns: **LegalPosition;OrganizationExternalCode;Name;**.

If you wish to import only card data, prepare a .csv file with only the 'card' columns: **AcessorGroupName;ClientName;ExternalId;ActivityStatus;Number**.

> **Attention**   To ensure the import is successful, the .csv file should not contain empty values in columns. If you are importing only customer data, the file should not have empty 'card' columns, and vice versa, when importing only card data.

Creating reports

> **Attention**   The ability to view operation reports in iikoCard is regulated by access permissions to **iikoCard Deposit System →** **Reports** (see Access Permissions List, page 61).

The following reports can be generated:

- ■ 'Cards' – information about cards registered in iikoCard. See iikoCard Cards, page 15.

- ■ 'Organisations' – information about cash balances in accounts of organisations.

  See Organisations, page 16.

- ■ 'Operations Report' – information about card operations over a period.

  See Operations report for a period, page 17.

- ■ 'Card Payments' – information about card payments over a period with detailisation by day.

  See Card payments, page 18.

- ■ 'Turnover balance sheet by card type' – information about receipts, expenditure, and cash balances by card over a period. See Turnover balance sheet, page 18.

- ■ 'Turnover balance sheet by card type and organisation' – information about receipts, expenditure, and cash balances by organisation over a period. See Turnover balance sheet, page 18.

- 'Card Use' – about the number and amounts of operations over a period.

  See Card use, page 19.

- 'Cash Flow' – shows the cash flow by organisation.

  See Cash flow, page 20.

- 'Event Log' – information about events associated with data transfers between the cash register and servers.
  See Event Log, page 21.

- 'Operations Report' (in **iikoCard Deposit System → Settings – Operations**). Shows the history of operations
  over a period. See History of operations, page 21.

See also Reports on subscriptions and visits, page 22.

See also OLAP report on dish sales with iikoCard, page 23.

To create a report, select its name in **Reports** and click **Update**. Any report to be created for a period should be configured using the fields **Time interval: from** and **to**. The start and end date of the current month are set by default. Specify the reporting period and click **Update**.

You can also configure the display of deleted cards in the report. To do this, tick **Show deleted**.

Reporting data can be displayed with detailisation by certain parameters, for example, by certain types of properties and card types. To do this, tick the boxes next to them (by default, the report displays data for all parameters of this report) in the block of parameters (to the left of the report).

You can rename any report column by right-clicking on the column heading area, selecting the shortcut menu item **Rename**, entering the new name and clicking **OK**.

You can configure the indicators by which report data is presented. To open the list of possible indicators, right-click on the heading of the data table. Indicators currently displayed in the report will have ticks next to them. In order to hide/add information, click on the indicator to remove/place a tick next to it and the corresponding column will be removed from/added to the report.

Information displayed in the report can be further grouped according to the values in any field. To do this, set the cursor on the heading of the column with the parameter by which you would like your data to be grouped, right-click, drag this heading to the special area above the data list, and release the mouse button. A multi-level (nested) grouping can be done for all parameters. The list of report positions is opened/closed by clicking ⊞ (⊟) to the left of the grouping in question.

Report data can be sorted by any parameter. To do this, click on the column heading area. Data will be sorted in ascending order (⬆ icon). If you click again, this will change the direction of sorting (⬇ icon).

To filter data with a filter builder, click the area of the column heading to the right (⬇ icon), select **Set up** from the list that opens, set filter conditions, and click **OK**.

The list of report positions can be filtered by the value of any parameter (or several parameters). To do this, enter the value in the cell contained in the report positions table that is located at the intersection of the row with the icon 👤 and the column with the parameter's name. The list will show only the positions that meet the given filter conditions.

The generated report can be printed or exported to **Excel**. When printing, the report will first open in the preview window from which it can be later sent to print.

iikoCard Cards

This report provides information about all registered iikoCard cards, their statuses and properties. The following information is displayed for each card:

- **Card type**, for example, a bonus card (determines the procedure for using the card).

- **Number** and **Track** of the card.

- **State** – card status (active, inactive, blocked).

- Separate columns of the report provide parameters configured in the standard card properties.

  For example, properties such as 'Card balance' and 'Bonus' are configured for a bonus deposit card for the calculation of the balance in the deposit account and the bonus amount. These amounts will appear in the relevant columns in the report.

The number of payments (number of approaches) is shown for a coupon. The reference expiration date can appear for a subscription in a separate column.

See also Adding types of properties, page 37.

- **Activated**, **Blocked**, **Unblocked**, **Deactivated** – the date and time when the operation was performed.

- **Scheduled activation**, **Scheduled blocking** – the date and time when the operation will be performed.

- **Creation date** – the date and time of card registration.

Report data can be displayed with detalisation by **Property type** and **Card type**.

Figure 7   Card Report – deposit and bonus cards

Figure 8   Card Report – coupons and subscriptions

Organisations

The report shows information about organisations registered in iikoCard. The following information is shown for each organisation:

- **Name** – the organisation's name under which it is registered in iikoCard.

- **Identifier** – the unique code of the organisation. Your organisation's identifier matches the subdivision code (configured in Outlet Settings).

- Parameters configured in the organisation's properties are shown in separate rows in the report.

  For example, the 'balance' property has been configured for the organisation. The report shows the type and name of property, **Value** displays the cash balance in the organisation's account.

  If 'Number of visits' is set up for the organisation, **Value** shows the number of registered visits (see Club Subscriptions ('card on entry'), page 62).

See also Adding types of properties, page 37.

Report data can be displayed with detalisation by **Property type**.

Figure 9   Organisation report

Operations report for a period

Shows results of card operations over a period. The following information is displayed for each operation:

- **Time** – the date and time when the operation was performed.

- **Card type**, for example, a deposit card (determines the procedure for using the card).

- **Number** and **Track** of the card for which the operation has been performed.

- **State** – card status (active, inactive, blocked).

- **Organisation** – name of the organisation that the cardholder is 'assigned' to.

- **Operation** – description of the operation.

- For deposit, bonus cards, and coupons, **Amount** shows the transaction amount, for example, at payment or bonus accrual.

  The number of 'Arrivals/Departures' is calculated for subscriptions. In this case, the **Amount** column should be renamed, for example, into **Come/Go**.

The totals field shows the total amount of operations. Report data can be displayed with detailisation by **Operation**, **Organisation**, and **Card type**.

Figure 10   Operations report – amounts

Figure 11   Operations report – number of 'Arrivals/Departures'

Card payments

Shows information about card payments with detailisation. Report data is grouped by organisations and cardholders. **Show details** is set by default. In this case, data is shown for each day of the reporting period. If you are only interested in data for the end of period, untick it and click **Update**. The following information is displayed for each payment:

- **Organisation** – name of the organisation that the cardholder is 'assigned' to, or blank if the card is not assigned to a specific person.

- **Owner** – full name of the owner (individual or legal entity) or blank if the card is not assigned to a specific person.

- **Number** and **Track** of the card for which the operation has been performed.

- For every date of the reporting period – the payment amount (when **Show details** is ticked).

The totals fields show amounts by owners and organisations. Report data can be displayed with detailisation by **Operations** and **Organisations**.

Figure 12   Card payments report

Turnover balance sheet

The turnover balance sheet by card type shows information about receipts, expenditure, and cash balances by cards over a period.

The turnover balance sheet by card type and organisation shows information about receipts, expenditure, and cash balances by organisations over a period.

Report data appears grouped by card type and organisation. By default, the system shows information only for cards which have had transactions registered in the reporting period. If you wish to include data for all cards in the period in question in the report, untick **Used only**. The following information is displayed for each card:

- **Card type**, for example, a meal coupon (determines the procedure for using the card).

- **Organisation** – name of the organisation that the cardholder is 'assigned' to.

- **Number** and **Track** of the card.

- **Initial balance** – the card's balance set at card activation.

- **Receipt** – the amount received in the card account (or accounts, if several) during a given period.

- **Expenditure** – the amount of expenditure made from the card account(s) during a given period.

- **Balance** – the amount of balance in the card account(s) at the end of a given period.

Report data can be displayed with detailisation by **Operation** and **Card type**.

Figure 13   Turnover balance sheet by card type report

Figure 14   Turnover balance sheet by card type and organisation report

Card use

The report shows the number and amounts of operations over a period. Report data appears grouped by card type. The following information is displayed for each card:

- **Card type**, for example, a bonus card (determines the procedure for using the card).

- **Number** and **Track** of the card.

- **State** – card status (active, inactive, blocked).

- **Organisation** – name of the organisation that the cardholder is 'assigned' to.

- **Operation** – description of the operation.

- **Number of operations** – the number of operations with the given description.

- **Total** – the total amount of such operations.

The totals fields show the number and amounts by card type, the total number, and amount. Report data can be displayed with detalisation by **Operation**, **Organisation**, and **Card type**.

Figure 15   Card use report

Cash flow

The report shows cash flow by organisation. Report data appears grouped by card type. The following information is displayed for each card:

- **Card type**, for example, a bonus deposit card (determines the procedure for using the card).

- **Organisation** – name of the organisation that the cardholder is 'assigned' to.

- **Number** and **Track** of the card.

- **Time** – the date and time when the operation was performed.

- **Operation** – description of the operation.

- **Balance before operation** – the card balance before the operation was performed.

- **Receipt** – the amount received in the card account during a given period.

- **Expenditure** – the amount of expenditure made from the card account during a given period.

- **Balance** – the amount of balance in the card account at the end of a given period.

> **Note** The totals fields show receipt and expenditure amounts by organisation, and balance amount by card will not match the balance by organisation.

Report data can be displayed with detalisation by **Operation**, **Organisation**, and **Card type**.

Figure 16   Cash flow report

Event Log

All information about events associated with data transmission between the cash register and servers is saved to the **Event Log**. The following information is displayed for each event:

- **Time** – the date and time of the event.

- **Event type** and **Importance** – card authorisation (medium), connection lost/restored, limit violation, failed transaction at the main server, failed export of the stock list (critical).

- Card **number**.

- **Organisation** – name of the organisation that the cardholder is 'assigned' to.

- **Description of event**, for example, a successful card authorisation.

- **Server** – name of the server that data has been transmitted to.

For example, the following situation can occur: the connection is lost between the POS servers and the main server. At this time, a top-up operation for the same card is performed first at one cash register, and then at another. As these cash registers did not 'see' each other during the operation the card was topped up twice. As a result, its balance limit was compromised. This triggers the event called 'Limit violation'. See also Setting limits on account use, page 39.

Figure 17   Event log report

History of operations

iikoCard Deposit System → **Settings – Operations** shows a history of operations performed over a period. The following information is displayed for each operation:

- **Time** – the date and time when the operation was performed.

- **Operation** – description of the operation.

- **Contractor 1** and **Contractor 2 –** the payer and recipient for the operation in question.

- For deposit, bonus cards and coupons, **Value** shows the transaction amount, for example, at payment or bonus accrual.

- **State** – status of the operation, for example, performed or cancelled. Operations that were cancelled in the reporting period will appear crossed (**Show cancelled** is ticked).

Figure 18   Settings → Operations Report

Reports on subscriptions and visits

If iikoCard is configured for use of subscriptions, the following reports can be generated in iikoOffice (in **iikoCard Deposit System → Reports**):

- 'Visit log' – shows the number of guests that are currently in the club and the hourly visiting statistics. The number of guests that have come to and are at the club is shown for each day of the reporting period in the hourly breakdown.

- 'Subscription information'. Monthly information appears grouped by subscription type. The system shows the total number of subscriptions registered in a given month, including the number of active, inactive, and blocked subscriptions.

- 'Visit information'. The number of performed operations (for example, 'activation', 'arrived' and 'left', 'deactivation'), the number of subscriptions and the total number of operations is shown for each subscription type. Data can be detailed by operation.

Figure 19   Visit log report

Figure 20   Subscription information report

Figure 21   Visit information report

OLAP report on dish sales with iikoCard

The OLAP sales report can be used to build a report on amounts paid with iikoCard:

> **Note**   These reports can be found in **Reports** menu item. The OLAP sales report can also be configured from the list of cash register shifts (in **Retail Sales → Cash Register Shifts**, tick the required shifts, click **Actions** and select **Create new OLAP report**). OLAP reports are described in the iikoRMS user guide.

- Rows: Accounting day, Cash register, Payment type (filtered by iikoCard payment), Payment card number, Dish.
- Data area: Amount without discount.

Figure 22   The iikoCard dish sales report (OLAP sales report)

Operations with iikoCard Cards in iikoFront

> **Attention** Operations with iikoCard cards can only be performed when a cash register shift is open.

For the service of an iikoCard card, click **Plug-ins → iikoCard** in the additional features window. The iikoCard operations window will appear. This window has buttons you can use to perform the following operations:

> **Attention** Configuration of the iikoCard Deposit System is performed in iiko BackOffice.

- Cash register operations:
  - ❑ **Activation** – operation after which the deposit card starts working.
  - ❑ **Deactivation** – card validity is suspended.
  - ❑ **Top-up** – funds are added to a guest account.

> **Attention** For each deposit card operation, you can configure information to be printed on the bill or receipt when this operation is performed. This can be configured in iiko BackOffice.
>
> **Note** The activation, deactivation, and top-up operations can be performed in iiko BackOffice without printing the bill (or receipt).

- Systems operations:
  - ❑ **Cancel operation** – the card returns to state that preceded the last operation. You can only cancel card operations performed during the current cash register shift.
  - ❑ **Account verification** – determination of the balance of funds in the guest account, the validity period, and status of the card.

> **Attention** When the usage limits established for this card are reached, an error message for the operation to be performed will appear. Card limits and the error message text can be configured in iiko BackOffice.

Activation

Card is activated when purchased by the guest. To do this:

1. Click **Plug-ins → iikoCard → Activation** in the additional features window.

2. Swipe the card or enter its number and click **OK**. The activation service price will be charged (set in BackOffice).

3. Enter the amount deposited by the guest (or click **Exact amount**) and click **Pay**. Then two copies of an activation bill will be printed and should be signed by the guest.

4. The operation confirmation window will open. After the guest confirms this operation and signs the bill, click **Confirm**.

5. The account status will change to 'Active', if the operation is successful. A bill will be printed to confirm payment for the activation service.

The guest should keep the original card activation bill throughout the card validity period as it is a document acknowledging their ownership of the card. The original card activation bill should be produced for operations that may only be performed by or on behalf of the lawful cardholder.

> **Note** You can also activate the card in iiko BackOffice in **iikoCard Deposit System → Operations → Activate card**, but without printing a bill.

Top-up

If the guest deposits funds to top up the balance of their deposit card:

    1. Click **Plug-ins → iikoCard → Top-up** in the additional features window. The card top-up window will appear.

Figure 23   Card top-up

    2. Enter the amount the guest is adding to the iikoCard, swipe it, and click **OK**. Then the system will go to the payment screen.

> **Note** The top-up amount increment is set in iiko Back Office.

    3. Enter the amount deposited by the guest (or click **Exact amount**) and click **Pay**.

        After the guest signs to confirm the operation, click **Confirm** and the bill (or receipt) will be printed.

An error message will appear for this operation, if the limit for the maximum value of the card balance is exceeded.

> **Note** The maximum value of the card balance is set in iiko BackOffice.

The maximum amount can be reached when topping up the card account. In this event, the error message configured in iiko BackOffice will be displayed. The same message will be printed on the bill or receipt.

Figure 24   'Error – maximum balance exceeded' screen

If the minimum and maximum values of the top-up amount and its increment have been configured, the screen will show an error message, if these figures are not met.

> **Note** These settings can be made in the configuration file (**..\Application Data\iiko\CashServer\iikoCard.front.config.xml**). See Setting the minimum and maximum top-up amount and increment, page 58.
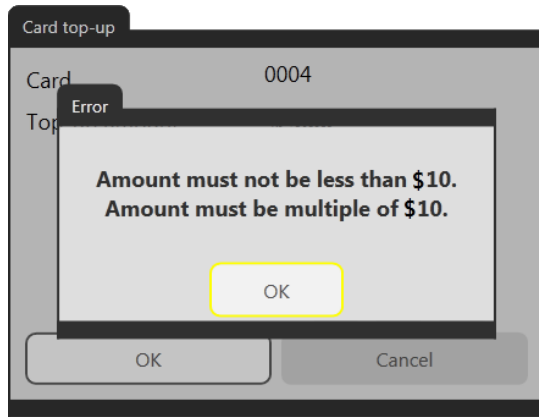
Figure 25   Minimum top-up amount limits and increment requirements not met
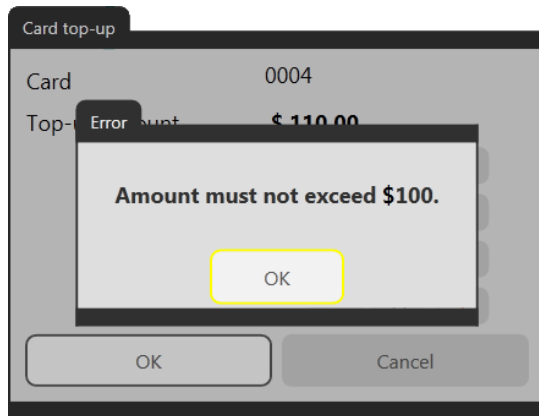
Figure 26   Maximum top-up amount limit not met

Account verification

At the owner's request, information about the current balance of a deposit card, its validity period and status can be provided. To do this:

1. Click **Plug-ins → iikoCard → Account Verification** in the additional features window.

2. Swipe the card and click **OK**.

   A bill with information you have entered for the card account verification operation will be printed (Deposit account balance: <amount>).

> **Note** The card account balance can be viewed in the card report in iiko BackOffice, **iikoCard Deposit System → Reports → Cards** (without printing bill).

Cancelling the last operation

> **Attention** The last operation for an iikoCard card can be cancelled only for operations performed during the current shift.

The last order payment or iikoCard card top-up operation can be cancelled. To do this:

1. Click **Plug-ins → iikoCard → Cancel operation** in the additional features window.

2. Swipe the card.

3. Enter the 32-character (0-9, A-F) code of the operation to be cancelled (see the code in the bill) and click **OK**.

4. Click **OK**. If the operation is successful, a cancellation bill will be printed with a reference to the code of the cancelled operation.

> **Note**   You can cancel the last operation in iiko BackOffice in **iikoCard Deposit System → Operations → Cancel operation** (without printing the bill).
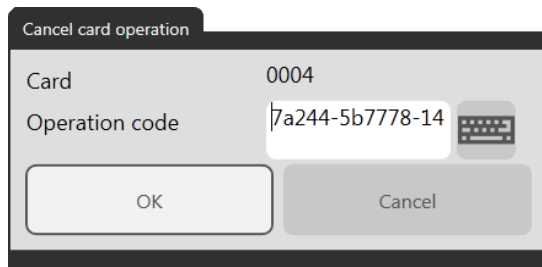
Figure 27   Cancelling a card operation

Deactivation

The card suspension procedure can be initiated at a guest's request or at the request of the loyalty programme administrator.

1. Click **Plug-ins → iikoCard → Deactivation** in the additional features window.

2. Swipe the card to be deactivated or enter its number (for example, when it has been lost).

3. Close the message about successful card deactivation by clicking **OK**.

The account status will change to 'Inactive', if the operation is successful. After deactivation, no financial operations can be performed with the card, except for account verification and card activation.

> **Note**   You can also deactivate the card in iiko BackOffice in **iikoCard Deposit System → Operations → Deactivate card** (without printing the bill).

Deposit cards

Order payment with an iikoCard deposit card is registered as a usual order payment through a non-cash payment with 'iikoCard System' as payment type. The entire order amount will be made payable if support of combination with other payment types is not configured for this payment method.

1. Click **Non-cash payment → iikoCard → Pay** in sequence in the payment screen.

2. Swipe the iikoCard card and click **OK**.

3. The bill is printed before the confirmation request appears. If there are not enough funds in the guest's account, the system prints the refusal slip showing the reason 'Insufficient funds'.

4. After the guest signs to confirm the operation, click **Confirm**.

> **Note**   If so configured in iiko BackOffice, no receipt will be printed.

In the event of an attempt to pay an order that exceeds the card balance, an error message will appear on the screen. The same message will be printed on the bill.

> **Note**   If so configured in iiko BackOffice, no operation error messages will be printed.
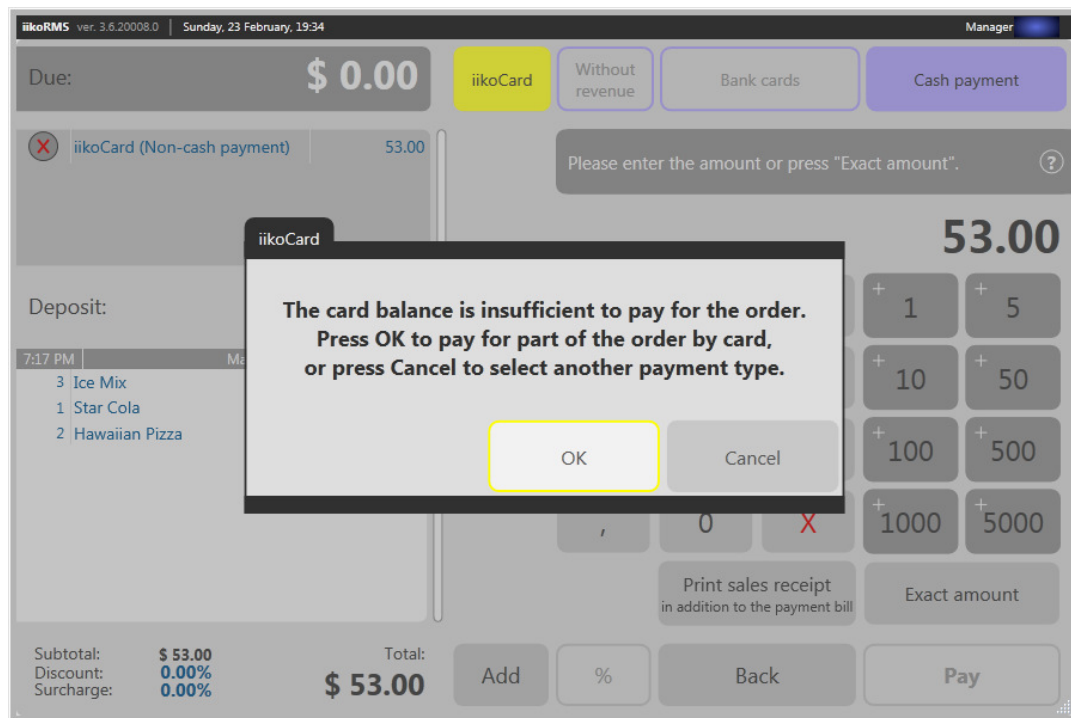
Figure 28   Payment screen – insufficient funds

Bonus deposit cards

Percent of only the amount that is paid through iikoCard is accrued to the bonus deposit card.

> **Note** Payment types that allow accrual of bonuses can be specified as iikoCard payment types (see Configuring payment types for which bonuses can be accrued, page 36).

Order payment and bonus accrual

To pay for order with a bonus deposit card:

1. Click **Non-cash payment → iikoCard+Bonus → Pay** in sequence in the payment screen.

2. Swipe the iikoCard card and click **OK**.

3. The bill is printed before the confirmation request appears. If there are not enough funds in the guest's account, the system prints the refusal slip showing the reason 'Insufficient funds'. The card number and owner's name is printed on the bill.

4. After the guest signs to confirm the operation, click **Confirm**.

In the event of a combined payment method, click **Cash** and enter the cash amount. Then click **Non-cash payment → iikoCard+Bonus** in sequence and enter the amount to be debited from the card.

If the order was paid by using different payment types, a list of them will be displayed above the paid amount. The payments that can be deleted are marked with ⊗. To delete any payment, click the relevant row in the list and, in the window that opens, confirm deletion by clicking **Yes**.

Bonus cards

When an order is paid, for example, with cash after a bonus card is swiped, a percentage of the total order amount is accrued.

> **Note** Payment types that allow accrual of bonuses can be specified as iikoCard payment types (see Configuring payment types for which bonuses can be accrued, page 36).

Bonus accrual

To accrue bonuses to a card:

1. Select any payment type in the order payment screen, for example, cash.

2. Enter the amount received from the guest or click **Exact amount**.

3. Swipe the iikoCard card and click **OK**.

    After the card is verified successfully, a row with bonus details will appear in the payment screen above the amount entered in the list of payments.

    This payment will be marked with ⊗. If necessary, it can be deleted. To do this, click the Bonus row in the list and, in the screen that opens, confirm deletion by clicking **Yes**.

4. Click **Pay**.
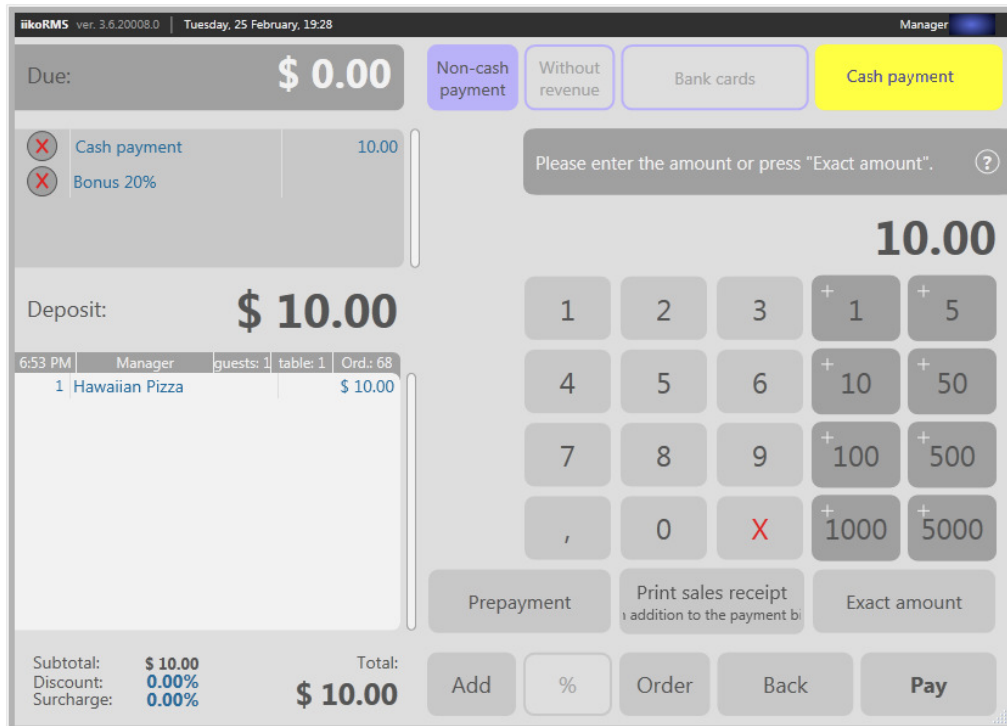
Figure 29   Payment screen – bonus accrual

Paying for an order with bonuses

To pay for an order with iikoCard bonuses:

1. Click **Non-cash payment → iikoCard Bonus → Pay** in sequence in the payment screen.

2. Swipe the iikoCard card and click **OK**.

3. The bill is printed before the confirmation request appears. If there are not enough funds in the guest's account, the system prints the refusal slip showing the reason 'Insufficient funds'. The card number and owner's name is printed on the bill.

4. After the guest signs to confirm the operation, click **Confirm**.

Part of the order can be paid with bonuses and the remaining amount in cash, for example. To do this:

1. Click **Non-cash payment → iikoCard Bonus → Pay** in sequence in the payment screen. The payment will be set to iikoCard bonuses and the remaining order amount will be payable.

2. Click **Exact amount** – **Pay**.

3. Swipe the bonus card and click **OK**.

4. Confirm the customer has signed by clicking **Confirm**.

Figure 30   Payment screen – payment with bonuses (combined payment)

An error message will appear if there are insufficient bonuses on the card for payment.

Figure 31   Payment screen – insufficient bonuses

Staff catering vouchers (coupons)

Vouchers for a fixed amount can be used as payment for employee meals. Other payment types can be used when the order amount exceeds the voucher amount.

> **Attention**   The guest can pay for an order (or part of an order) with a voucher only once per day. A payment error message will appear if there is an attempt to use the voucher again. Voucher restrictions and the message text can be configured in iiko BackOffice.

To pay for an order with a coupon:

1. Click **Non-cash payment** → **Voucher** in sequence in the payment screen.

2. If the order amount does not exceed the amount of the voucher, the order amount will be credited automatically, and the amount to be paid will be set as: €0.00.

   Click **Exact amount** → **Pay** in sequence.
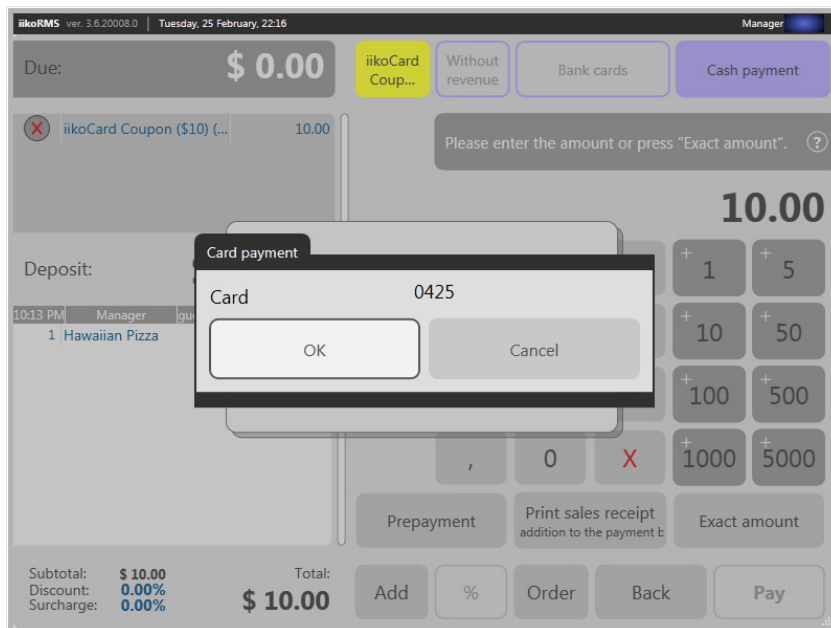
Figure 32   Payment screen – payment with coupon

3. If the order amount exceeds the voucher amount, the voucher amount will be credited automatically, and the remaining amount will be required for payment.

4. Select the payment type for the remaining order amount, for example, in cash and click **Pay**.
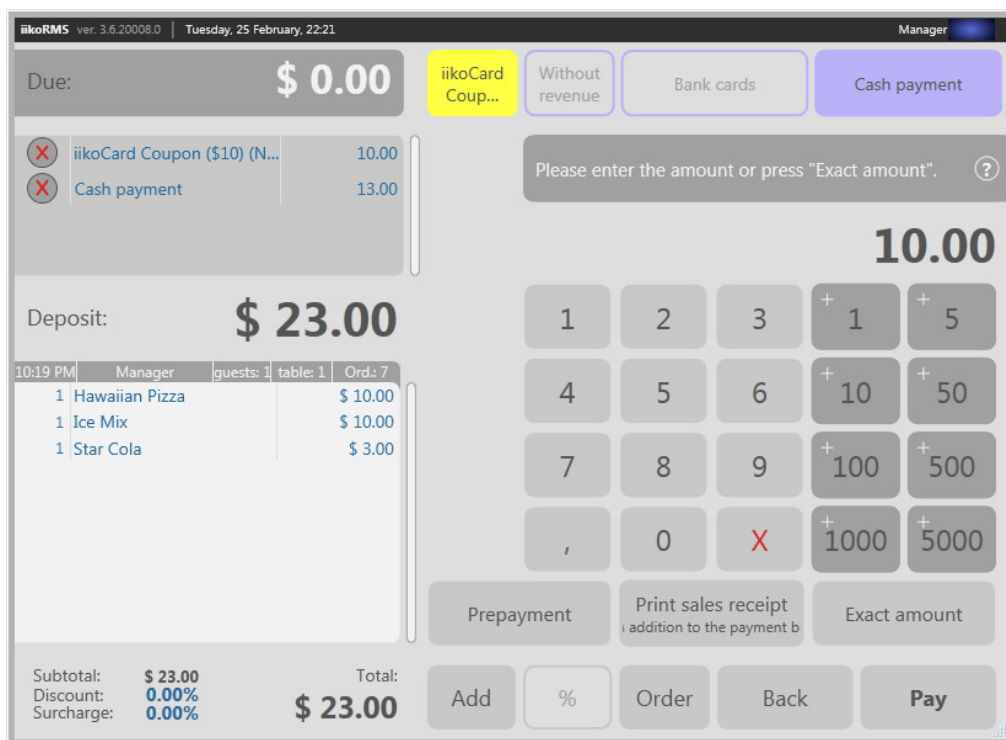
Figure 33   Payment screen – payment with a coupon (combined payment)

5. Swipe the iikoCard card and click **OK**. This will print a bill.

6. You will be prompted to confirm the guest's signature.

7. After the guest signs to confirm the operation, click **Confirm**. The payment transaction is complete.

> **Note** When working in the payment screen, you can return to the order window at any time and change it by clicking **Back**.

Chapter 4
Configuring the iikoCard system

Configure the following iikoCard settings to work with the system:

1. Register activation and top-up services as stock list items that will be used for different card types. See Adding activation and top-up services, page 34.

2. Create iikoCard System non-cash payment types with these services for each card type. See Adding payment types, page 35.

3. Configure system use in **iikoCard Deposit System → Settings**. See Preparing the system for operation, page 36.

Card operations in iiko FrontOffice are described in Operations with iikoCard Cards in iikoFront, page 25.

Adding activation and top-up services

A card is activated at purchase and the amount referred to in the activation service stock list card (iikoCard Activation) is automatically charged.

The top-up operation is performed if the customer deposits money on deposit card. The minimum top-up amount should be specified in the stock list card of the service in question.

> **Note** The minimum and maximum top-up amount and the increment can be configured in the configuration file that is created automatically at the first launch of iikoFront.net — **%APPDATA%\iiko\CashServer\iikoCard.front.config.xml**. See Setting the minimum and maximum top-up amount and increment, page 58.

These stock list items should be included in a group, for example, iikoCard, for convenient searching and navigation. To do this:

1. Select **Inventory Management → Stock List** and click **Add group**.

2. In the window that opens, enter the group's name, for example, iikoCard, and click **OK**.

Register the stock list item – iikoCard activation service. To do this:

1. Select **Inventory Management → Stock List** and click **Add**.

2. In the **Main Properties** tab:

❑ Enter the name of the service, for example, iikoCard Activation, in **Name**.

❑ Set **Stock list item category** to 'Service'.

❑ In **Parent stock list group**, select the stock list group that the item will be part of.

❑ In **Restaurant price list price** in **Restaurant menu**, you can specify the amount to be charged at card activation when purchased by the customer.

This value is not required if the card is used as a voucher with a fixed amount.

❑ Specify **Type of production place** depending on the restaurant section where the bill should be printed at order payment with an iikoCard card. This correlation is defined in Outlet Settings.

3. A default measurement unit (pieces – pcs.) will be set for the service.

4. Click **Save and close**.

Figure 34   iikoCard activation service

Similarly, add a top-up service, for example, 'iikoCard top-up'.

> **Attention** The top-up amount should be greater than zero for a voucher (coupon). For example, enter €1.

If necessary, the prices can be modified for several services at a time. To do this:

1. Select services to be edited in the stock list reference book (by holding down **Ctrl**).

2. Run the shortcut menu command **Edit** (also available from **Actions**).

3. Enter the amount in **Price in restaurant price list** in the window that opens.

Adding payment types

Configure payment types depending on iikoCard use options. To do this:

1. Select **Retail Sales → Payment Types** and click **Add**.

2. Enter a unique name of the newly created payment type in **Name** in the **Payment Type** window. This name will be printed on the bill.

3. Select this payment type: 'Non-cash payment'.

4. If an iikoCard payment can be combined with other payment methods (part of an order can be paid with a card), tick **Can be combined with other payment types**.

5. Select 'iikoCard System' in **Non-cash type**.

6. The account to which top-up and activation amounts deposited by guests to their cards are credited is set in **Advance account**. Then, as the card is actually used, the corresponding amounts will be debited from this account to the account set in **Revenue account** ('Trade Revenue' by default).

7. Specify activation and top-up products, activation/top-up VAT.

8. Tick **Record** and specify the amount in **Nominal value** (other than zero), if the card price should be limited. In this event, the customer will be able to pay for an order with the card by using its price in full or in part.

   Set precise amount should be ticked in order for the order amount to be deposited automatically at order payment. The following situations apply:

   ❑ The order amount does not exceed the card amount – the order amount will be deposited automatically, and the amount to be paid will be set as €0.00.

   ❑ The order amount exceeds the card amount – the card amount will be deposited automatically, and the remaining amount will be required for payment.

9. If the payment confirmation request need not be displayed for the cashier, tick **Do not require the guest's signature confirmation**.

10. Tick **Is fiscal** for a fiscal bill to be printed for an order.

Configuring the number of receipts

11. Two receipts are printed by default when an order is paid with a card. If necessary, the value can be modified in **Quantity of transaction confirmation receipts**. If the receipt does not need to be printed, enter a zero in this field.

Cancelling printing of payment errors

12. If a card payment is denied due to an error, for example, there are insufficient funds in the card, the relevant message is printed on the bill and sent to the report printer. If there is no need to print such error messages, untick **Display payment errors on printer**.

Configuring payment types for which bonuses can be accrued

13. Set restrictions on bonus accrual for certain payment types. To do this, in **Additional Settings**, tick payment types for which iikoCard bonuses will accrue.

14. Click **Save**.

Figure 35   iikoCard payment setup

Preparing the system for operation

Configure iikoCard objects in the relevant tabs in **iikoCard Deposit System → Settings**: customers, types of properties, types of accounts, organisations, types of cards, cards and operations, schedule of operations. Only objects that are not used by the system can be deleted.

> **Attention** To configure the iikoCard Deposit System, you must have the B_IC_ADM permission – 'iikoCard administration'.
> See Access Permissions List, page 61.

Adding types of properties

Certain properties should be set up for accounts and cards depending on iikoCard use options. For example, balance is an account property, while number of payments can be a card property. To do this:

1. Click **Add** in **iikoCard Deposit System→Settings**, the **Property types** tab.

2. In **Name**, enter the name that characterises an account property, for example, 'balance' or 'bonus', or a card property, for example, 'number of approaches' or 'number of visits'.

3. In **Show in reports**, tick the value to be displayed in the report: the amount remaining to the maximum/minimum value, the maximum/minimum or current value, the difference between the final and initial value or between the initial and final value.

   The maximum and minimum balance value can be set for an account, and the maximum and minimum number of payments or visits can be set for a card.

4. When **Has a text value** is ticked, the 'Type of properties' column in the report will show a text value configured in **Code** during the setup of account or card properties (see Adding types of accounts, page 37) rather than a numeric value. In this event, the parameters in **Show in report** will be unavailable.

   For example, the 'summary' property can be set up for subscriptions and **Has a text value** can be ticked. The summary expiration date is indicated in **Code** during the setup of the card properties. In this event, reports on subscriptions will show information about the summary for swimming pool visits. See iikoCard Cards, page 15.

5. Click **Save**.
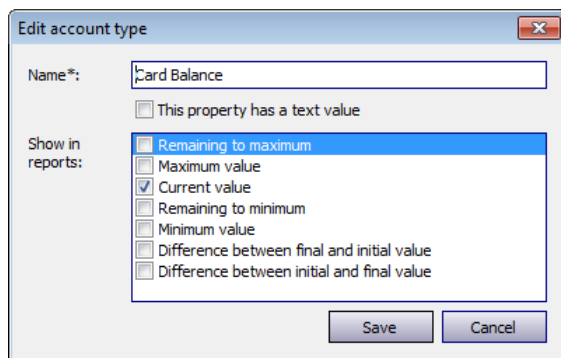
Figure 36   Add property type

Adding types of accounts

Types of accounts are used as account templates during registration of organisations and card types. Settings of the selected template will be automatically copied to the relevant account of the organisation or the account of a card type. To configure the account to be used, for example, for deposit cards:

1. Add an account type, e.g. 'Deposit Account', in **iikoCard Deposit System → Settings**, the **Account Types** tab.
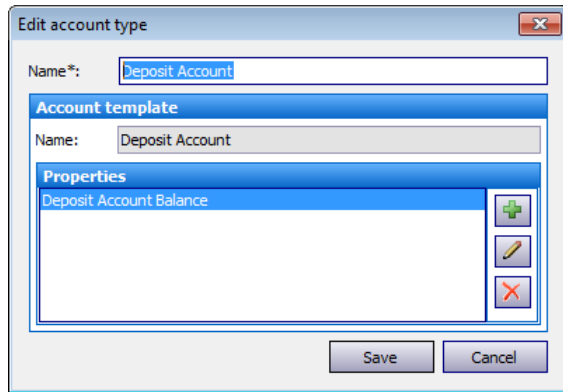
Figure 37   'Deposit account' account type

  2. In **Properties**, configure the 'Deposit account balance' property for calculation of transaction amounts. To do this:

   ❑ Click ➕ .

Note To add, edit or delete a 'Property', use the corresponding buttons, such as ➕ , ✏ , ✕ .
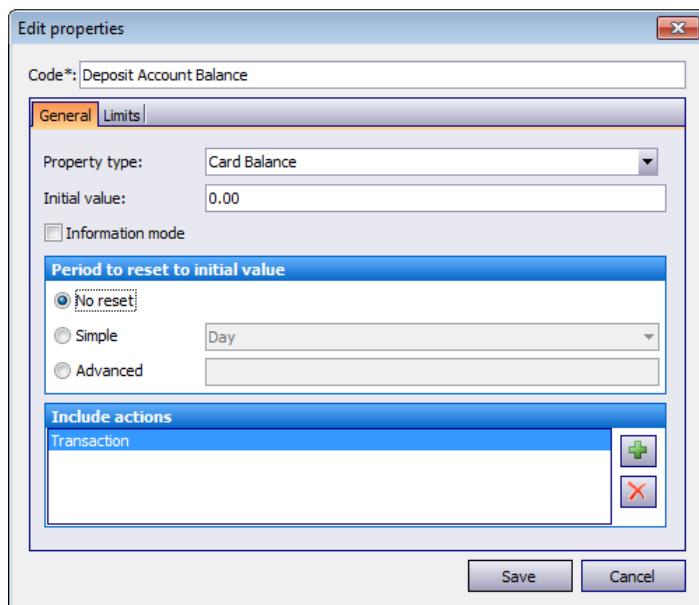
Figure 38   Deposit account property

   ❑ Enter the property name 'Deposit account balance' in **General**, **Code**.

   ❑ Set the account property 'card balance', in the **Property type**. In the future, you will be able to get reports with detailisation by this property.

   ❑ In **Include actions**, select actions whose results will be taken into account. In this case, we will calculate the account balance. Select the 'Transaction' action.

Attention You can configure the setting of an account or card to zero in the account properties editing window in the **General** tab (see Configuring period for reset to initial value, page 39).

Accounting of meal subsidies with 'Information Mode' parameter

Accounting of meal subsidies is set up using the 'Information Mode' parameter. Tick **Information mode,** if you need to calculate the account balance without locking the operation when a limit is reached. Then, when a limit is reached, sales will not be locked and the counter will simply stop counting.

Let's say that an organisation partly pays for employee meals. The employee pays for their meal partly from a daily meal subsidy and partly by credit (to be later deducted from their wages). Every day, the employee is entitled to a €2 subsidy

and a €14 credit limit (counter reset regularity can be adjusted). This means that the employee can use their card to pay for an order worth up to €16 per day.

Two counters should be set up as follows to account for partial subsidies:

- The first counter is configured in 'Information Mode' to count €0 – €2 each day. When the €2 threshold is reached, the counter stops and shows the amount of subsidy used.

- The second counter is set up in regular mode ('Information Mode' parameter is not set) and a threshold of €16 is set. First the second counter goes up along with the first (subsidy) counter and then starts counting the €14 credit limit. When reaching the threshold the second counter stops and the daily limit has been used up.

- Counters are reset to initial values on the following day and the procedure is repeated.

- Values of these counters can be printed on the bill.

Setting limits on account use

Set a limit on the account amount in the account properties editing window. To do this, select **By value** in the **Limits** tab and specify the minimum and maximum balance.

Figure 39   Add properties – Limits tab

Configuring an operation error message

In the **Limits** tab of the account properties editing window, enter the message text to be displayed when the maximum balance is reached: 'Maximum value of card balance reached: €{MaxValue}. Current balance of the card: €{CurrentValue}. Card balance after the operation is performed: €{ExpectedValue}.'

> **Note** In **Actions**, specify the actions to be performed when the card use limits are reached. For example, if card use has a limited number of payments over a period and the card should be blocked when it is triggered, **Card blocking** should be selected.

Configuring period for reset to initial value

The card balance can be periodically reset to its initial value. This is configured in the account properties editing window, **iikoCard Deposit System → Settings**, the **Account Types** tab (see Adding types of accounts, page 37).

The number of payments with a meal coupon can be limited and is periodically reset. This is configured in the card properties editing window, **iikoCard Deposit System → Settings**, the **Card Types** tab (see Registering standard cards, page 43).

Resetting an account to zero

To periodically reset a card balance to the initial value, configure the following settings:

1. In the **Account properties** editing window, the **General** tab, **Initial value**, enter the number of euros to set on the card after an account is automatically reset.

2. Set the interval, after which the account is reset to zero. To do this, go to the **Account properties** editing window, **Period to reset to initial value**, set the 'Simple' feature and select the value from the list: day, week, month or year.

Figure 40   Edit properties – General tab

Resetting a card to zero

If the number of card payments is limited and this value should be reset periodically, make the following configuration:

1. Go to the **Card Properties** editing window, the **General** tab, and make sure **Initial value** is equal to zero.

2. Set the period over which the card is reset to zero. To do this, go to the **Card Properties** editing window, **Period to reset to initial value**, set the 'Simple' feature and select the value from the list: day, week, month or year.

Figure 41   Edit card type
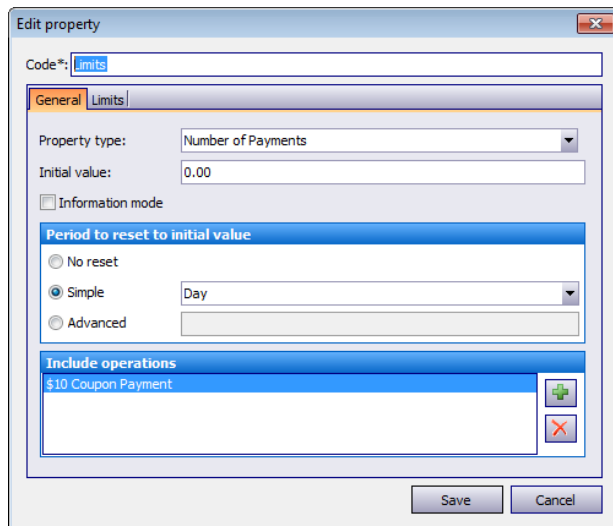
Figure 42   Edit property

Configuring organisation accounts

Add an account type to be used by your outlet for operations with iikoCard, for example, the 'Advance Account' (added in the same way as an account type for a card, see above). Go to **Include actions** and add actions such as **Transaction** and **Bonus transaction** for operation with bonus cards.

Also add accounts of external organisations that use iikoCard to provide meals for their employees.
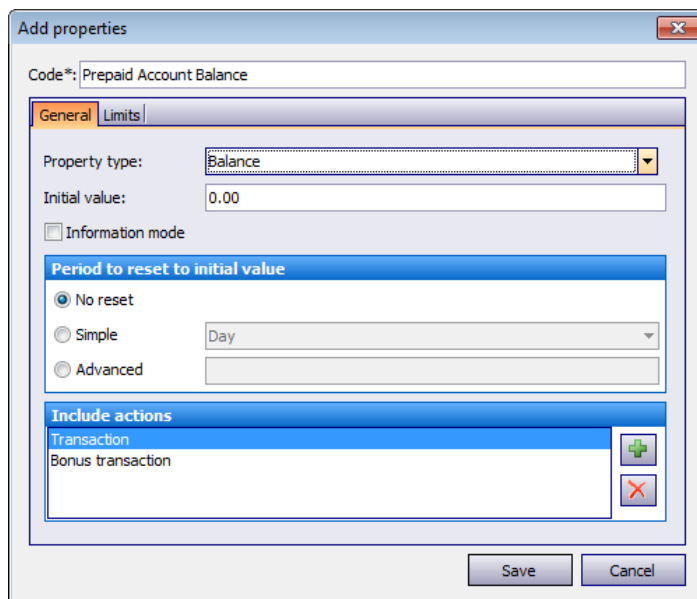
Figure 43   Add properties

Registering organisations

Register your outlet. To do this:

> **Attention**   Your outlet's identifier should match the subdivision code configured in Outlet Settings.

1. Go to **Outlet Settings** and save the subdivision code.
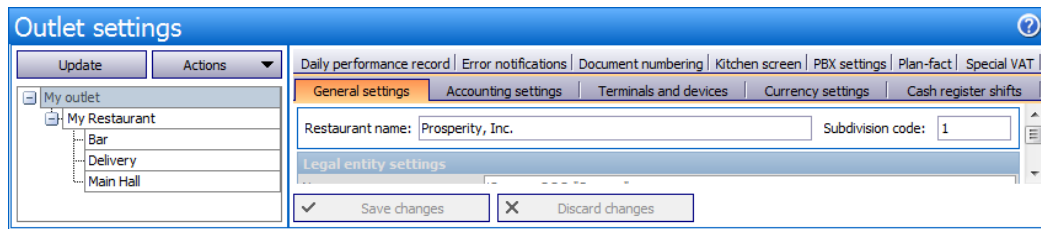
Figure 44   Outlet settings window

2. Register your organisation, for example, a 'Restaurant' (in **iikoCard Deposit System → Settings**, the **Organisations** tab).

   ❑   Enter the subdivision code in **Identifier**.

   ❑   In **Account types**, tick accounts used by your organisation for iikoCard operations: 'Advance account'.

Also register external organisations whose staff uses iikoCard.
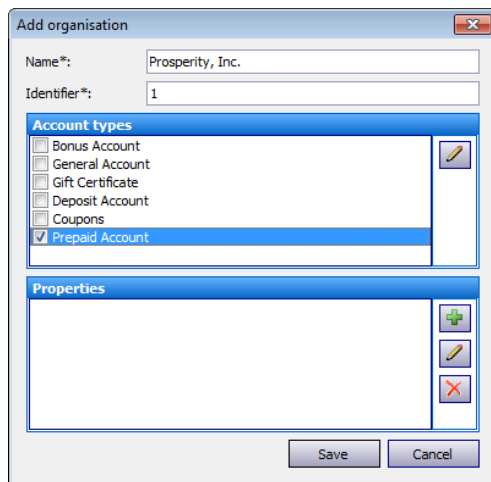
Figure 45   Add organisation

Registering customers

Register customers that iikoCard cards should be issued to. To do this:

1. Click **Add** in **iikoCard Deposit System → Settings**, the **Customers** tab.

2. Enter the contractor in **Name**: full name of the customer or name of the organisation that is the cardholder.

3. In **Code**, enter the contractor's unique identifier used for integration with external systems.

4. In **Contractor type**, select 'Customer' for an individual cardholder or 'Partner' for a corporate cardholder.

5. In **Organisation**, use the list and select the name of the organisation that this customer is 'assigned' to.

6. If the customer should receive card operations notifications (on a daily or monthly basis), enter the email address and tick the corresponding box.

7. Click **Save**.

Figure 46   Add customer window

Important: Configure **…\iikoCard\Main.Service\Config\Spring\Specific\CRM.xml** so that the guest can receive notifications of card operations to their email address.

Enter the property name values:

<object id='crmMailConfig' type='Resto.Card.MainServer.CRM.MailConfig, Resto.Card.MainServer'>

   <property name='**Auth**' value='true' />

   <property name='**SmtpHost**' value='smtp.host.com' />

   <property name='**SmtpUser**' value='smtp_user_name' />

   <property name='**SmtpPassword**' value='smtp_user_pwd' />

   <property name='**SmtpPort**' value='0' />

   <property name='**From**' value='from' />

   <property name='**UseSsl**' value='true' />

   <property name='**IsEnabled**' value='false' />

 </object>

Registering standard cards

The card type determines how card operations are performed and card use limits, for example, by the period of validity, balance, nominal value or number of possible payments with the card. Standard cards are used as templates during registration of new cards and configuration of operations with such cards. Settings made for a template will be automatically copied to the newly created cards, for example, when a group of cards is added (see Adding a group of cards, page 10). As an example, let's register templates of deposit cards. To do this:

1. Click **Add** in **iikoCard Deposit System → Settings**, the **Card Types** tab.

2. In **Name**, enter the name for a card type: 'Deposit cards'.

3. In **Account types**, tick accounts that use cards of this type: 'Deposit account'.

4. In **Activation**, specify the date when deposit cards should be activated. Inactive cards are created by default: **No activation** is selected.

    ❑   Select **Activated** for cards that should be activated directly after their registration in the system.

    ❑   If cards need to be activated from a certain date, select **Activate from** and the activation date.

5. By default, the card will no longer be maintained after 365 days.

    ❑   If the card is valid for a certain number of days, specify it in **Validity period**.

    ❑   Untick **Validity period** for registration of unlimited cards.

Figure 47   Add card type

Issuing a card

> **Attention** Cards can also be added in **iikoCard Deposit System** → **Card Operations**. See Adding a group of cards, page 10 and Adding a group of cards and setting the initial balance, page 10.

The card can be issued to a specific owner. To do this:

1. Click **Add** in **iikoCard Deposit System** → **Settings**, the **Cards** tab.

2. In **Track**, click ⋯ and swipe the card. In **Number**, enter the number shown on the card.

3. Select the card type to determine the operations that can be performed and limits on its use.

4. **Account types** will show the account set for the card type.

Figure 48   Add card

> **Attention** Standard card account limits for the owner in question can be modified (✎ in **Account types**).

> In the future, you can go back to standard settings by ticking **Use limits from card type** in the parameters editing window for this card.

Configuring operations

For you to be able to perform operations with iikoCard cards from iiko FrontOffice, they should be registered in **iikoCard Deposit System → Settings**, the **Operations** tab.

> **Attention** When configuring each operation, you should specify the accounts of all cards and organisations between which transactions are made within the operation in question. To do this, relevant payers and recipients should be indicated in operation settings. See also Configuring operations for new types of cards or accounts, page 47.

You can associate a payment type with an operation to make it available when paying for an order in iikoFront. This operation will be performed when this payment type is selected (see Operations with iikoCard Cards in iikoFront, page 25).

A card operation may include a sequence of actions. For example, actions such as 'Transaction' and then 'Bonus transaction' can be performed during payment with a bonus card. For each action within an operation you should indicate the payer(s) and recipient(s), between which this action is performed.

The following operations can be set up to work with iikoCard:

> **Attention** For each operation, specify its unique identifier (any or hard-coded for specific operation)

- ❑ Card activation (**activation**).
- ❑ Bonus transaction (**bonus**).
- ❑ A bonus transaction for accrual of different bonuses (**bonus**+<any string>, e.g. **bonus15**).
- ❑ Initial balance setting (**set-balance**).
- ❑ Account verification (**check**).
- ❑ Deactivation (**deactivation**).

- ❑ Payment operations for each card type, for example:

  - ◆ Payment with a deposit card (any identifier).

  - ◆ Payment with bonuses (**pay_bonus**).

  - ◆ Payment with a deposit with accrual of bonuses (any identifier).

  - ◆ Payment with a voucher (any identifier).

- ❑ Card top-up (**replenishment**).

- ❑ Card blocking (**block**).

- ❑ Card unblocking (**unblock**).

- ❑ Transfer between organisations (**pay_org**).

- ❑ Write off the card (**charge-off**).

> **Note**   Default identifiers are set in the configuration file **iikoCard.front.config.xml** for iikoCard operations.

To use iikoCard for 'card on entry' implementation, you need to configure 'Arrived' and 'Left' operations with the **come** and **goaway** identifiers (see Club Subscriptions ('card on entry'), page 62).
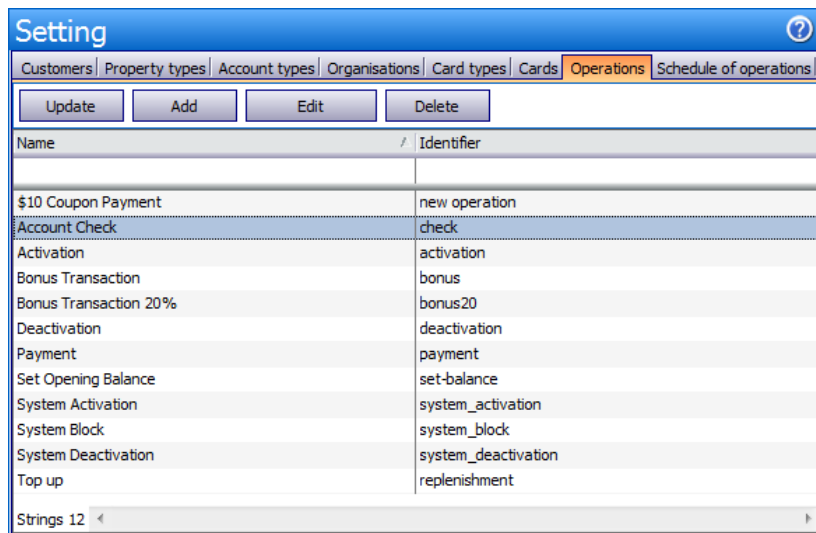

Figure 49   Setting – Operations

Adding an operation

To register a new operation:

1. Click **Add** in **iikoCard Deposit System → Settings**, the **Operations** tab.

2. Enter the operation name and identifier.

3. If this operation is to be performed upon the selection of a certain payment type in iikoFront, it should be ticked in **Related payment types**. Several payment types can be associated with one operation. See also Adding payment types, page 35.

4. In **Actions**, add actions to be performed in sequence after this operation is run. To do this, click ✚ and select a value from the list.

> **Attention**   The set actions will be performed in the order they are listed in **Actions**.

5. When an action is selected, a window opens for setting its parameters. In **Payer** and **Recipient**, add card types and organisations that are payers and recipients during this operation with iikoCard.

    To do this, click ✚ and, in the add payer/recipient window that opens, select the required name from the list and click **Save**. As a result, these blocks will show the names of cards and organisations with names of their accounts in square brackets.

6. Information to be printed on the bill can be set up for an operation and each action within it (see below).

7. Save the created operation by clicking **Save** after all actions have been configured.

Figure 50   Add operation

Configuring operations for new types of cards or accounts

Attention If you have added a new card type, a new organisation or account, remember to set up operations to be performed with such cards and accounts.

Let's say you have added new card types – bonus cards. For you to be able to perform an activation operation with these cards, specify the accounts of these bonus cards as payers in the operation settings. To do this:

1. Go to **iikoCard Deposit System** → **Settings**, the **Operations** tab and select the operation to be set up ('Activation') and click **Edit** (or double-click the corresponding row).

2. In **Actions**, configure actions to be performed in sequence after this operation is run. To do this:

   ▫ Select the action ('Card activation') and click .

      ❑ In the action parameters window of **Payer** and **Recipient**, add new card types and organisations that are payers and recipients during this operation ('Bonus cards'). To do this, click and, in the add payer/recipient window that opens, select the required name from the list and click **Save**.

3. You can set up bill printing for each action (see below).

4. Click **Save** after configuring.

Figure 51   Edit action

Configuring bill printing

Information about account status can also be printed on the bill printed after the operation (e.g. payment) is complete: current balance value; maximum value or amount remaining; minimum value or amount remaining; difference between final and initial value; difference between initial and final value. Also see Employee Meal Subsidy, page 63 about bill settings.

1. Click ➕ in the action editing window (for example, 'Transaction'), in **Bill**.

    Payer/**Recipient** of the bill editing form that opens shows the account properties list (for the payer or recipient). For example, the 'Deposit cards' payer uses a 'Deposit account' for which the 'Deposit account balance' property has been configured.

2. Select the payer or recipient and the property name (the 'Deposit account balance' payer).

3. Enter the text to be printed on the bill ('balance').

4. Specify the value to be printed. To do this, go to **Value type** and select the required name (for example, 'Current value').

5. In **Item**, specify the number that will determine the sequence in which information will be printed on the bill. For example, you first set up the current balance to be printed with item '0' (string 1), then – 'remaining to minimum' – '20' (2), and 'maximum value' – '10' (3). In this case, strings will be printed in this order: 1, 3, 2.

6. Set up other values to be printed on the bill in the same way.

7. Click **Save** after the bill is set up.

> **Note**   The number of bills is set up during the configuration of payment type in **Quantity of transaction confirmation receipts** (see Adding payment types, page 35).

Figure 52   Edit action

Figure 53   Edit bill

Configuring money transfers

For you to be able to transfer money between accounts of organisations, register and configure the transfer operation for such accounts. To do this:

1. Register the operation, for example, 'Transfer between organisations' with the **pay_org** identifier and 'Transaction' as the action.

2. Add all organisations' accounts between which transfers will be made within this operation to the list of payers and recipients.

See also Money transfers between accounts of organisations, page 12.

Configuring group adding of cards with initial balance

Add the 'Set initial balance' operation with the **set-balance** identifier (in **iikoCard Deposit System → Settings**, the **Operations** tab).

A card needs to be activated before it can be topped up. This is why the following actions need to be set up for this operation: **Card activation**, **Transaction**, **Card deactivation**. These actions will be performed in sequence as cards are added. Newly created cards will be inactive.

Specify the card as payer and the canteen as recipient for card activation and deactivation actions. Configure a transaction from the canteen's account to the card account or accounts of several cards, e.g. coupons with different nominal values.

See also Adding a group of cards and setting the initial balance, page 10.

Figure 54   Edit operation

Configuring an operation to be automatically performed by a schedule

Card operations can be performed automatically, according to a schedule. Such settings are configured in **iikoCard Deposit System → Settings**, the **Schedule of operations** tab. For example, a periodic top-up of all meal cards for the staff of a specific organisation can be set up. To do this:

1. Go to **Schedule of operations** and click **Add**.

2. Specify the card type that the schedule is configured for.

3. Specify the organisation whose staff use these cards to pay for meals.

4. Select the 'Top up' operation.

5. In **Schedule**, specify the interval of the operation: day, week or month.

6. Enter the top-up amount.

7. In **Comment**, provide additional information about this schedule and click **Perform**.

At the end of the period in question (day, week or month) you will see in the operations report that all cards of this type 'assigned' to a certain organisation have been automatically topped up with the specified amount.

Figure 55   Add scheduled operation

Configuring a bonus account

Configure the account to be used for bonus deposit cards, for example, a 'Bonus account'. Set the minimum amount in the bonus account properties. To do this:

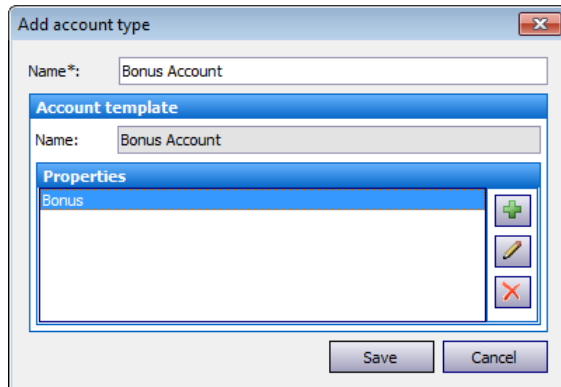1. Add an account type in **iikoCard Deposit System → Settings**, the **Account Types** tab.

Figure 56   Add account type

2. In **Properties**, configure the property, e.g. 'Bonus', for calculation of bonus transaction amounts. To do this:

   ❑   Click ➕.

   ❑   Enter the property name ('Bonus') in **General**, **Code**.

   ❑   In **Property type**, select the property bonus ('bonus') from the list.

   ❑   In **Include actions**, select actions whose results will be taken into account. In this case, we will be calculating the balance of the bonus account. To do this, select the actions such as 'Bonus transaction' and 'Transaction'.

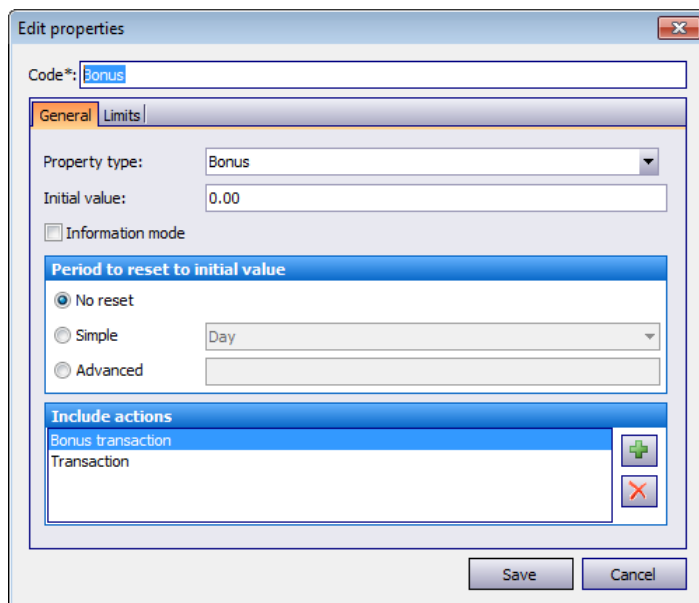   ❑   In the **Limits** tab, set the minimum amount of the bonus account (€0).

Figure 57   Edit properties – General tab

Figure 58   Edit properties – Limits tab

In this event, when a bonus deposit (or bonus) card is swiped, the card will be checked in the order payment window.

Configuring a bonus transaction

Register an operation with a hard-coded identifier such as '**bonus**', e.g. a 'Bonus transaction' or with the **bonus**+<any string> identifier, e.g. **bonus20**, see Configuring accrual of bonuses, page 53.

1. Set up the 'Bonus transaction' action.

2. Add the canteen's advance account as the payer; and the card's bonus account as the recipient.

3. Enter the percentage in **Parameters**.

Figure 59   Edit operation

Figure 60   Edit action

Configuring accrual of bonuses

In order for an amount equal to a certain percentage of the total order amount to be credited to a bonus card:

1. Configure a standard bonus card to which, for example, 20% of the order amount will be credited.

2. Register an operation with the **bonus**+<any string> identifier for each bonus. For example, register an operation with the **bonus20** identifier to accrue a 20% bonus. To do this:

   ❑ Set up the 'Bonus transaction' action.

   ❑ Add the canteen's advance account as the payer; the bonus account of the card that the 20% should be credited to as the recipient.

   ❑ Enter 20% in **Parameters**.

   ❑ Save settings.

Figure 61   Edit operation window

Figure 62   Edit action

Configuring initial balance at card activation

The initial balance of, for example, a certificate can be set up at activation. To do this:

1. Configure the account to be used for the certificate. In the account editing window, add a property, e.g. 'initial balance', and enter the amount (€20) in **Initial value**.

Figure 63   Edit account type

Figure 64   Edit properties

2. Create a card type ('Certificate') and tick the account type ('certificate').

Figure 65   Add card type

3. Configure the 'Activation' operation.

Figure 66   Edit operation

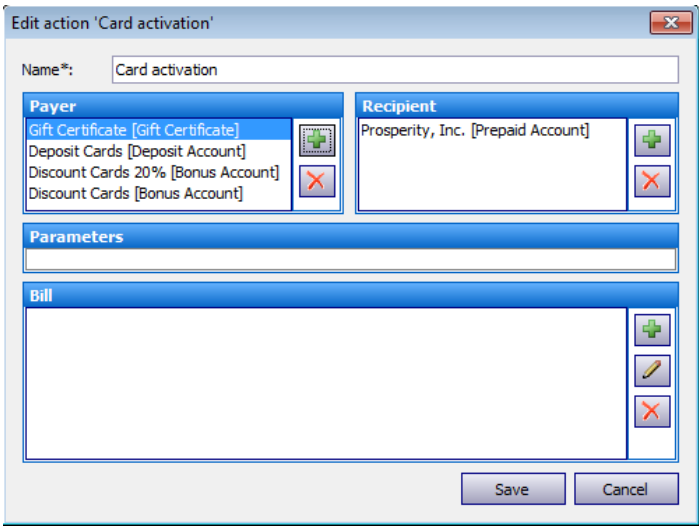❑   Add the 'Certificate' payer for the 'Card activation' action.

Figure 67   Edit action

- ❑ Add the action of 'Property value transaction'.

- ❑ Specify the payer (certificate) and recipient (canteen).

- ❑ In **Parameters**, select the 'initial balance' property.
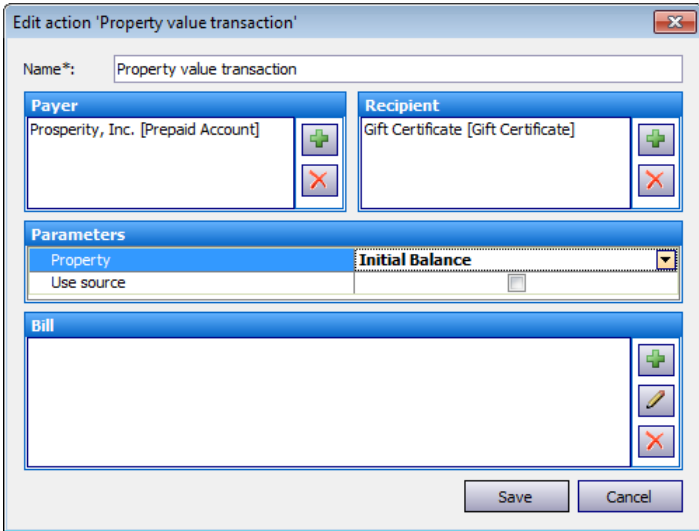
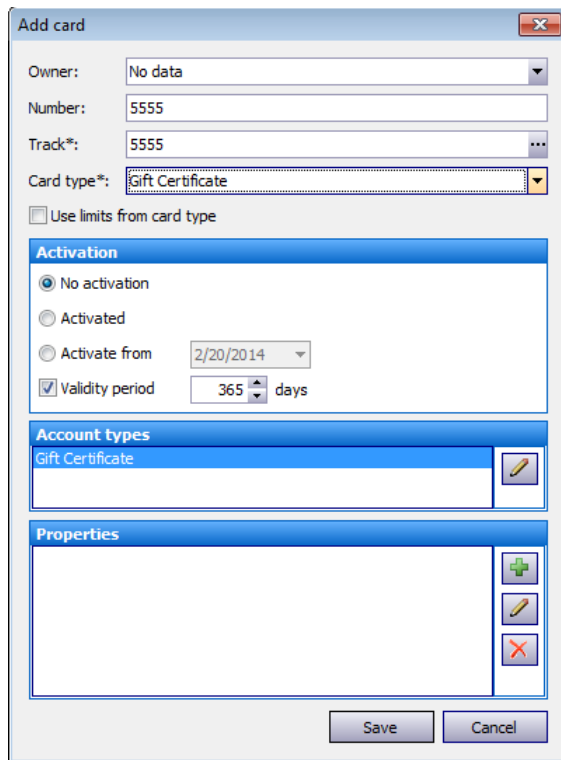- ❑ Save the operation parameters.

Figure 68   Add action

4. Register the new card of this type without activation.
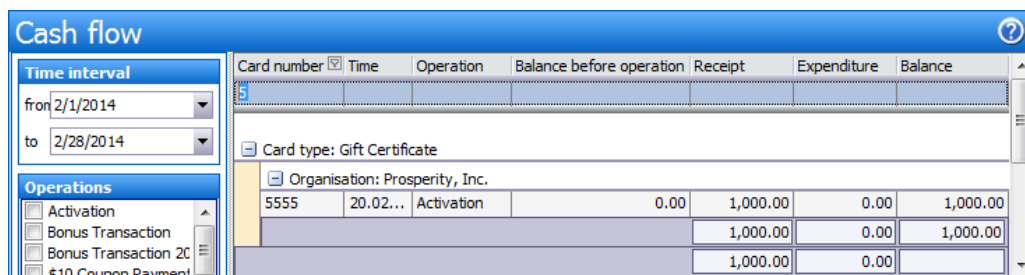
Figure 69   Add card

5. Perform the 'Activation' operation. You will see in the Cash Flow report that activation has been performed and the initial amount has been received: €20.

Figure 70   Cash flow

Resetting a card to zero for card deactivation

The initial balance is set in **Initial value** in the account properties editing form, **General** tab. If all card accounts must be returned to the initial balance at deactivation, configure the **Reset properties** action for the 'Deactivation' operation.

For example, for a bonus deposit card the initial value of the deposit account balance is set to €2 and the bonus account initial value is set to €0. In this event, after card deactivation the balance of these accounts will be €2 and €0, respectively.
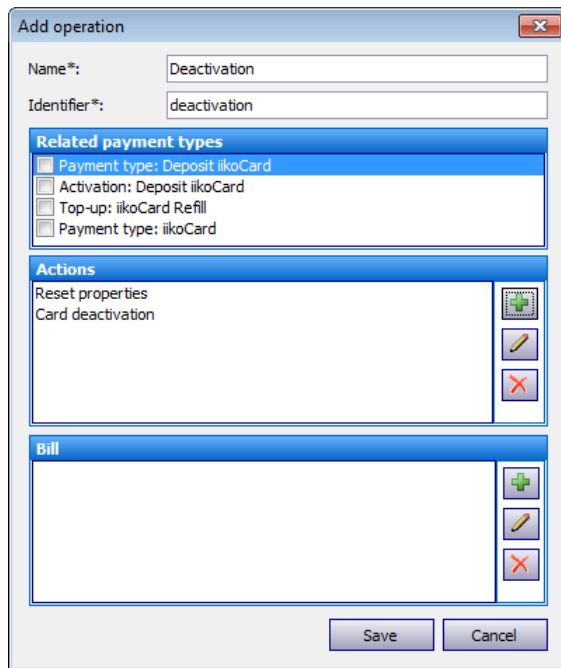
Figure 71   Add operation

Setting the minimum and maximum top-up amount and increment

In **...\Application Data\iiko\CashServer\iikoCard.front.config.xml** replace the following strings:

- ❑   <ReplenishmentMin xsi:nil='true' /> (Minimum top-up amount. If the parameter is not set the top-up service price is used).

- ❑   <ReplenishmentMax xsi:nil='true' /> (Maximum top-up amount. If the parameter is not set the top-up amount is unlimited).

- ❑   <ReplenishmentStep xsi:nil='true' /> (Top-up amount increment. If the parameter is not set the increment is not checked).

with strings, for example, with such values:

- ❑   <ReplenishmentMin>**20**</ReplenishmentMin>

- ❑   <ReplenishmentMax>**100**</ReplenishmentMax>

- ❑   <ReplenishmentStep>**5**</ReplenishmentStep>

and restart iiko FrontOffice.

The value of the minimum top-up amount set in the configuration file, for example, <ReplenishmentMin>**10**</ReplenishmentMin>, cancels the value provided in the stock list card of the top-up service.

Chapter 5
iikoCard System Administration

Server Administration

The operation of the main server and stand-alone servers (POS servers) located at certain outlets is controlled from **iikoCard Deposit System → Administration**.

The connection between the POS terminal and the MainServer cash server is based on an additional POSServer. When the connection with the cash server is lost, the additional server ensures the security and subsequent transmission of POS terminal data.

POS server installation options depend on the quality of connection inside an outlet and reliability requirements: an additional server for each cash register terminal and one additional server for several cash registers in a restaurant.

In **Stand-alone servers**, you can:

1. Rename a POSServer (in **Server name**). In order to control the operation of stand-alone servers at different outlets, you need to be able to distinguish them in the general list of servers. This is why a server should be named in a way that indicates the outlet it belongs to, for example, 'POSServer- Oxford Circus'.
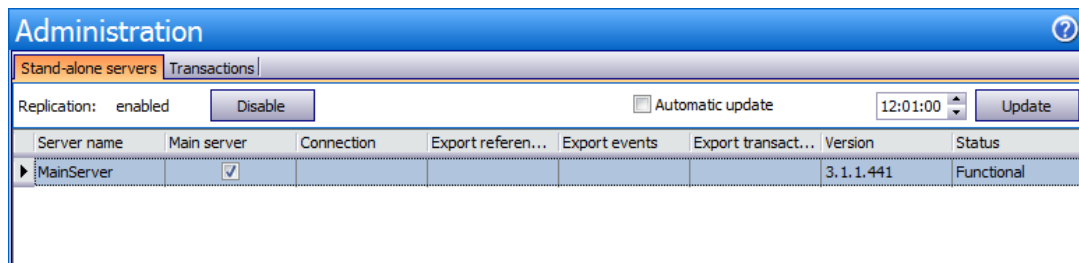

Figure 72   Administration – Stand-alone servers screen

2. Click **Update** to see current server status.

3. To run an automatic update of server information, tick the relevant box and enter the update period (hours:minutes:seconds).

4. By default, the main server exchanges data with POS servers, **Replication enabled**. After the **Update** button is clicked (or in case of an automated update), the database will be replicated on the main server and POS servers.

   If replication is disabled (**Disable** button) the main server will neither receive nor transfer data to/from POS servers. In this event, after **Update** is clicked, only the server operation statistics will be updated with no replication performed.

5. Make sure that all stand-alone servers are connected – the **Connection** field should show the date and time of connection and the **Status** field should show 'Functional'. If there is no connection, contact iiko support.

In the **Transactions** tab, you can see incorrect transactions, if there are any.

1. To view details of data transmission errors, specify the transaction view period (in **Time interval**) and click **Update**.

2. If the servers are working correctly, the transactions table should be empty. If there is any information in the table, call iiko support.

   You can also try and restart the non-functional server. To do this, select the corresponding row and click **Process**.
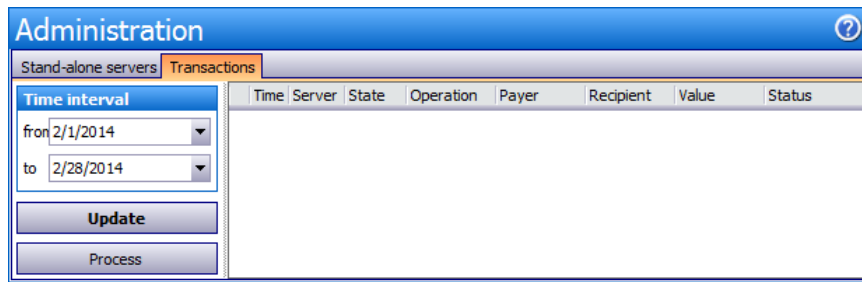
Figure 73   Administration – Transactions

Database Administration

Creating a backup

You can save a configured database. To do this:

1. Make sure the iikoCard server has been stopped (Services – iikoCard Server – **Stop**).

2. Start SSMS - SQL Server Management Studio, select **Databases → iikoCard → Tasks → Create backup**. Specify backup parameters and click **OK**.

Restoring

To replace an existing database with a different one from a backup:

1. Make sure the iikoCard server has been stopped (Services – iikoCard Server – **Stop**).

2. Start SSMS - SQL Server Management Studio, select **Databases → iikoCard → Tasks → Restore → Database**.

3. Go to the **General** tab of **Database restoration** and specify **From device** and select the backup data set for restoration.

4. Go to **Parameters** and specify **Rewrite existing database**.

5. Click **OK**.

Deleting

1. Make sure the iikoCard server has been stopped (Services – iikoCard Server – **Stop**).

2. Start SSMS - SQL Server Management Studio, select **Databases → iikoCard → Delete**.

Access Permissions List

Permission	Name	Description
BackOffice		
B_IC_CUIC	Work with iikoCard	The ability to work with iikoCard Deposit System (**iikoCard Deposit System** section is available).
Menu item **iikoCard Deposit System → Card Operations**		
B_IC_ADD	Add cards to iikoCard	The **Add card** menu item is available.
B_IC_ADG	Add groups of cards to iikoCard	The **Add group** menu item is available.
B_IC_ADGOP	Add groups of cards to iikoCard with activation and top-up	The **Add and set balance** menu item is available.
B_IC_SIB	Set initial card balance in iikoCard	**Initial balance** is available in **Add and set balance**.
B_IC_DELC	Delete cards from iikoCard	The **Delete card** menu item is available.
B_IC_UDELC	Cancel card deletion in iikoCard	Ability to restore deleted cards (will be implemented in future versions of the system).
Menu item **iikoCard Deposit System → Operations**		
B_IC_ACT	Activate cards in iikoCard	The **Activate card** menu item is available.
B_IC_DEA	Deactivate cards in iikoCard	The **Deactivate card** menu item is available.
B_IC_IMP	Import from file to iikoCard	The **Import from file** menu item is available.
B_IC_ORGT	Make transfers between organisations in iikoCard	The **Transfer between organisations** menu item is available.
B_IC_REP	Top up cards in iikoCard	The **Top up card** menu item is available.
B_IC_WOF	Write off from cards in iikoCard	The **Write off from card** menu item is available.
B_IC_BL	Block cards in iikoCard	The **Block** menu item is available.
B_IC_UBL	Unblock cards in iikoCard	The **Unblock** menu item is available.
B_IC_CO	Cancel an operation in iikoCard	The **Cancel operation** menu item is available.
Menu item **iikoCard Deposit System → Reports**		
B_IC_RCD	View report on cards in iikoCard	The **Cards** menu item is available.
B_IC_RCU	View report on card use in iikoCard	The **Card use** menu item is available.
B_IC_ROPS	View report on iikoCard operations	The **Operations** menu item is available.
B_IC_RORG	View organisations report in iikoCard	The **Organisations** menu item is available.
B_IC_RPPC	View report on card payments in iikoCard	The **Card payments** menu item is available.
B_IC_RTOV	View turnover balance sheet in iikoCard	The **Turnover balance sheet by card type** menu item is available.
B_IC_RCSHFL	View cash flow statement in iikoCard	The **Cash flow** menu item is available.
B_IC_RORGTOV	View turnover balance sheet by organisations in iikoCard	The **Turnover balance sheet by card type and organisation** menu item is available.
B_IC_VEJ	View iikoCard event log	The **Event log** menu item is available.
Menu item **iikoCard Deposit System → Settings** and **Administration**		
B_IC_ADM	iikoCard administration	The **Settings** and **Administration** menu items are available.

Appendices

Club Subscriptions ('card on entry')

iikoCard cards can be configured for use as subscriptions for visiting a fitness club, for example. The guest comes to the club and hands over their card at reception. The club employee takes the card, makes a note of the guest's arrival and gives the guest a token for a towel. When the guest leaves, the employee registers their departure in iiko and returns the card to the guest.

Subscriptions can be issued for a certain period (1, 3, 6, 12 months) with an unlimited number of visits or with defined number of visits. A specific activation date may be set for the subscription or activation may have to be performed at the first visit to the club (see page 25 for card activation).

Additional settings

The following settings should be made in configuration files for implementing the 'card on entry' scheme with an iikoCard card:

1. To be able to register guest visits in iikoFront, add the following strings to the **iikoCard.front.config.xml** configuration file:

   <GuestCameServiceId>**come**</GuestCameServiceId>

   <GuestLeftServiceId>**goaway**</GuestLeftServiceId>

   In this case, the additional menu **System → Plug-ins → iikoCard** will show **Visit registration** with the buttons **Guest arrival** and **Guest departure**.

   > **Note** The configuration file, **%APPDATA%\iiko\CashServer\iikoCard.front.config.xml**, is generated automatically at the first launch of iikoFront.net.

2. To be able to get reports on subscriptions and visits in iikoOffice, the **IikoCardAdapter.config.xml** configuration file should have the following strings:

   <EnableAccessControl>**true**</EnableAccessControl>

   <CameService>**come**</CameService>

   <GoawayService>**goaway**</GoawayService>

   > **Note** The ...**Documents and Settings\All Users\Application Data\iiko\Rms\IikoCardAdapter.config.xml** configuration file is generated automatically in RMS settings at the first launch of iikoOffice.

3. The iikoCard cards and the 'Arrived' and 'Left' operations should be set up with the relevant identifiers: **come** and **goaway**. See page 45 for operation settings.

Registering club guest visits in iikoFront

To record a guest's 'arrival' or 'departure' in iiko:

1. Click **Plug-ins → iikoCard → Guest Arrival** (or **Guest Departure**) in the additional features screen.

2. Swipe the card and click **OK**.

When cards with a limited number of visits are swiped, information about the remaining visits is displayed. Cards with time limits are blocked automatically. If the subscription is no longer valid, an operation error message is displayed.

> **Note** Subscription limits and message text can be configured in iikoOffice.

If you make a mistake and register a guest's 'arrival' ('departure') twice, the message that the guest has not left (or entered) the club will appear when their card is swiped.

Additional services are registered in iikoFront as a regular order.

Reports on subscriptions and visits

If iikoCard is configured for use of subscriptions, the following reports can be generated in iikoOffice (in **iikoCard Deposit System → Reports**):

- 'Visit log' – shows the number of guests that are currently in the club and the hourly visiting statistics. The number of guests that have come to and are at the club is shown for each day of the reporting period in the hourly breakdown.

- 'Subscription information'. Monthly information appears grouped by subscription type. The system shows the total number of subscriptions registered in a given month, including the number of active, inactive, and blocked subscriptions.

- 'Visit information'. The number of performed operations (for example, 'activation', 'arrived' and 'left', 'deactivation'), the number of subscriptions and the total number of operations is shown for each subscription type. Data can be detailed by operation.

- 'Extended report on cards' is a list of subscriptions registered in the system. For each subscription, you can see its type, number, state, property type (for example, the validity period of summary). Data can be detailed by type of properties.

All reports can be displayed with detailisation by subscription type.

Employee Meal Subsidy

iikoCard cards can be configured for use as meal coupons. A fixed daily amount, including the subsidy and the credit limit, is credited to the account of the canteen guest. At the end of the day this account is reset to zero.

The guest pays for their order with the card. If the bill amount exceeds the subsidy, the guest will be given credit for one day (the credit amount = the coupon amount – the subsidy amount). After the order is paid with the card, a bill is printed with information about the paid amount, including the subsidy provided and the balance available for the day.

For example, €8 is credited on a daily basis to an employee's account, including a €2 subsidy and a €6 overdraft. At the close of the day the account is reset to zero.

During account verification at the start of the day, this will be printed on the bill (**Front → Additional Menu → Plug-ins → iikoCard → System Operations**: **Account verification**):
Subsidy available: €2; Funds available: 135.

The guest pays €6.34 with their card. What is printed on the bill:
Amount: €6.34; Funds available: €1.66. Including a subsidy of: 0.

iikoCard can be used to conventionally split one card account can into several components that are part of the general account. For example, 'subsidy' and 'credit limit'. Specific limits are configured for each amount within the general account. You can also configure the printing of information on the bill for each amount from the general account.

See also Accounting of meal subsidies with 'Information Mode' parameter, page 38.

Configuring the subsidy and credit limit

To configure meal coupons with a subsidy and credit limit:

1. For a subsidy and overdraft, configure certain account properties (go to **iikoCard Deposit System → Settings**, the **Property types** tab and click **Add**). For each property, enter its name, for example, 'Subsidy' ('Card balance') and tick **Current value**.

Figure 74   Account property

2. Configure account types for the organisation and cards (**Account types** tab). For example, 'Advance account' for an organisation's account and 'General account' for deposit cards. Configure two different types for the 'General Account' – 'subsidy' and 'overdraft'.

Figure 75   Configuring a general account for a card

❑ Set 'Card balance' as the type for one property of the general account ('overdraft'), add the 'Transaction' action, set the initial value to €6 and the reset period to one day. Set €0 as the minimum amount, for example, €150 as the maximum amount (**Limits** tab – **Minimum**, **Maximum value**).

Figure 76   Configuring the credit limit

❑ Set 'Subsidy' as the type for the other property of the general account ('subsidy'), add the 'Transaction' action, set the initial value (€2) and the reset period – one day. Also set the minimum (€0) and maximum amount (€2).

Figure 77   Configuring a credit account for a card

3. Configure deposit cards (the **Card types** tab) with the 'General account'. Specify the activation mode and validity period of such cards.

Figure 78   Configuring deposit cards

4. Set up card operations such as activation, top-up and payment (in the **Operations** tab).

Configuring the receipt template

You can configure information about the account status to be printed on the bill that is printed at payment, account top-up or verification.

Configuring the payment bill

To configure the printing of a bill at order payment:

1. Select the payment operation and open it for editing (go to **Operations** – **Payment** and click **Edit**).

2. Select **Actions**: **Transaction** and click ![+] (or ![pencil]).
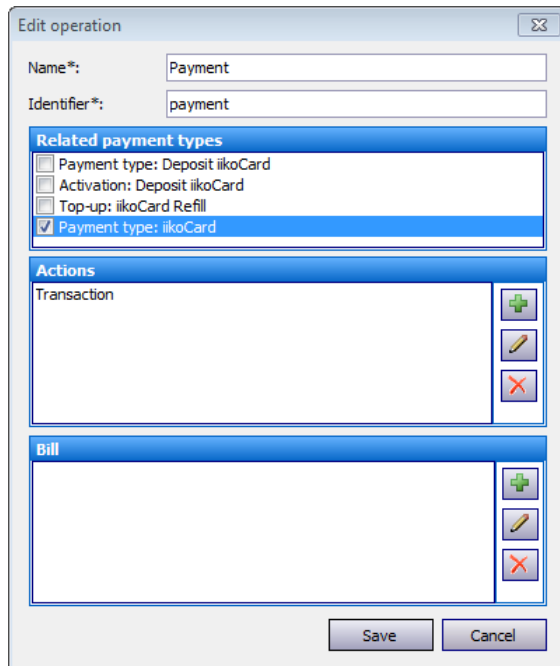
Figure 79   Editing the 'Payment' operation

3. Select the payer (deposit cards with a general account) and recipient (a canteen with an advance account).
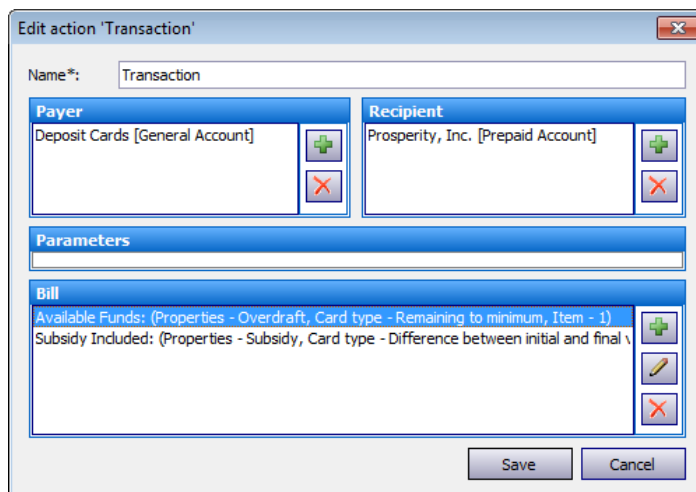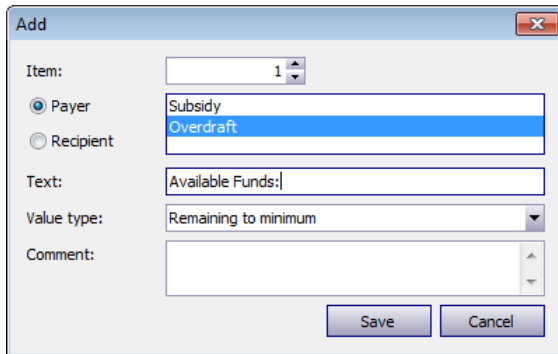
Figure 80   Editing the 'Transaction' action for the 'Payment' operation

4. Set what should be printed on the bill at card payment. You can set up a unique print task for the different properties of the card's general account. To do this:

   ❑ Click ![+] (or ![pencil]) in the 'Transaction' action editing window in **Bill**. Set **Payer** to 'overdraft', select 'Remaining to minimum' in **Value type**, use **Text** to enter the text that will be printed on the bill at payment with a credit amount, for example, 'Available funds:' Click **Save**.
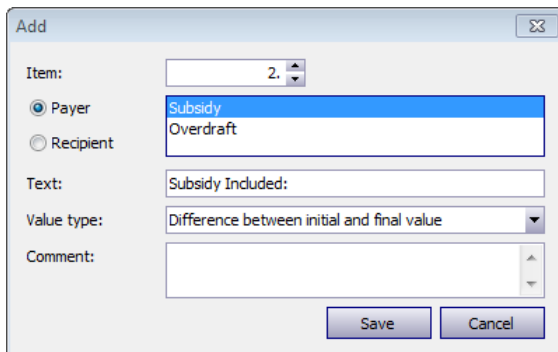
❑   Click ➕ (or ✏️) in the 'Transaction' action editing window in **Bill**. Set **Payer** to 'subsidy', select 'Difference between initial and final value' in **Value type**, use **Text** to enter the text that will be printed on the bill at payment from a 'subsidy', for example, 'Including a subsidy of:'. Click **Save**.

Figure 81   Editing a bill for a 'credit limit'

Figure 82   Editing a bill for a 'subsidy'
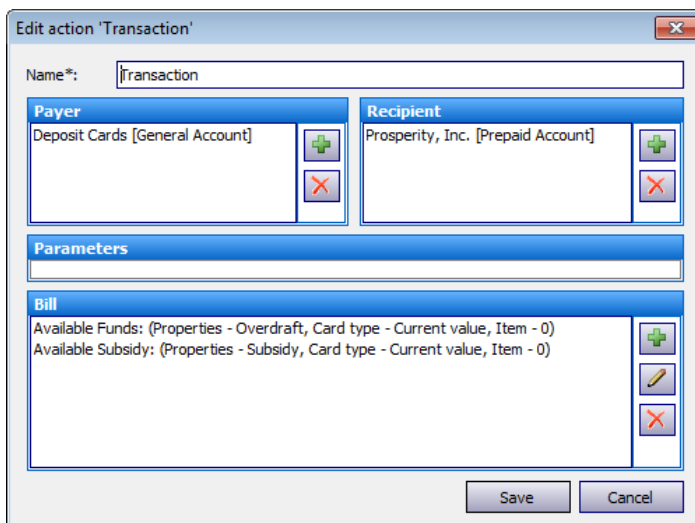
5.   In **Item**, specify the number that will determine the sequence, in which information will be printed on the bill.

6.   Click **Save** after the bill is set up.

> **Note**   The number of bills is set up during the configuration of payment type in **Quantity of transaction confirmation receipts** (see Adding payment types, page 35).

Configuring an account verification bill

Information to be printed on the bill during the account verification operation (**Front → Additional Menu → Plug-ins → iikoCard → System Operations**: **Account Verification**) is configured similarly.

'Current value' should be selected in **Value type** for 'overdraft' and 'subsidy' payers.

Figure 83   Editing the 'Transaction' action for the 'Account Verification' operation

Configuring the top-up bill

Information to be printed on the bill at account top-up (**Front → Additional Menu → Plug-ins → iikoCard → Cash Register Operations**: **Top-up**) is configured as described above.

'Remaining to maximum' should be selected in **Value type** for the 'overdraft' payer.

Figure 84   Editing the 'Transaction' action for the 'Top-up' operation