

 SCHOLASTIC

PAYMENT SYSTEM USER MANUAL



WE'RE HERE TO
HELP

CALL

our dedicated
Payment System Help Line
at 877-245-0903
(M-F, 7am-7pm ET)



WATCH

step-by-step tutorial videos
at s-bf.com/payhelp

FAQ

s-bf.com/register-faq

INTRODUCTION

CONTENTS

Red Register:
Setting Up and Connecting1

White Register:
Setting Up and Connecting 3

Processing Sales5

Payment Methods7

Issuing Refunds9

Book Fair eWallet 10

Share the Fair™ 11

Reports12

Closing out the register13

Reporting sales for offline registers..... 14

Packing up 15

Troubleshooting 16

When your Fair arrives, it will include either a red or white register. The **ONLY** difference between the two registers is how to set them up and get connected to the Internet. Everything else is identical!

If you received a **RED** register, head to page 1 for setup instructions. If you received a **WHITE** register, start on page 3. After that, all other information applies to both registers.

SCHOLASTIC REGISTERS

RED REGISTER



ROUTER



WHITE REGISTER



CARRYING CASE



CARRYING CASE



INCLUDED WITH BOTH

CASH DRAWER KEYS



CASH DRAWER



SCANNER



PAPER ROLLS



POWER CORD AND ADAPTER



RED REGISTER: SETTING UP AND CONNECTING

SETTING UP

1. On the back of the register, connect the power cord, scanner, and cash drawer into the ports as labeled (**FIG. A**).
2. Set the register on the cash drawer. Plug the power cord into an electrical outlet or power strip.
3. Press and hold the white ON/OFF button located on the lower-right side until the green power light goes on.



FIG. A

LOGGING IN

1. If prompted with a pin pad (**FIG. B**), enter the PIN NUMBER **999999**. Or, if prompted, use ACCOUNT ID: **100010**, USERNAME: **bfc**, and PASSWORD: **12345678**.
2. Once logged in, you must confirm the following:
 - School Name
 - Fair ID
 - Host Name
 - Fair Type
 - Tax Rate
 - Share the Fair™ Round-Up option
 - Number of receipts to print per transaction
3. Tap **DONE**.

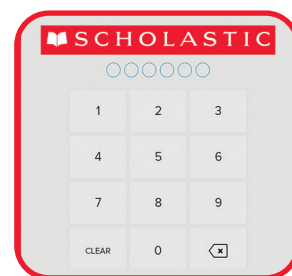


FIG. B

SETTING UP THE WI-FI ROUTER

1. Each Fair will receive one router. The router is located in the top compartment of the red carrying case with the label **LIFT HERE FOR ROUTER (FIG. C)**. Do not remove router from case. Place the case near a window or door no more than 100 feet from the register.
2. Plug the router into an electrical outlet or power strip. Wait for the router to start charging.
3. Press and hold the power button on router for at least three seconds.
4. After a few moments, the router will turn on and the **HOME** screen will display (**FIG. D**).



FIG. C

NOTE: After five seconds of inactivity, the router will enter **SLEEP** mode and the screen will turn black. If this happens, press the power button to “wake it up.”



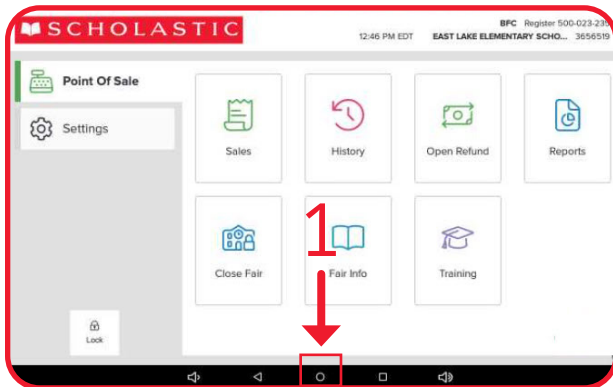
FIG. D



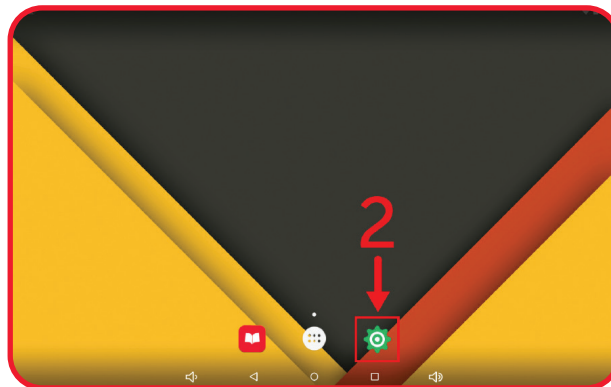
If the scanner is not working, move the plug from the back of the register to the USB port on the right side. If issues still persist, view the troubleshooting guide at s-bf.com/scanner.

CONNECTING TO WI-FI

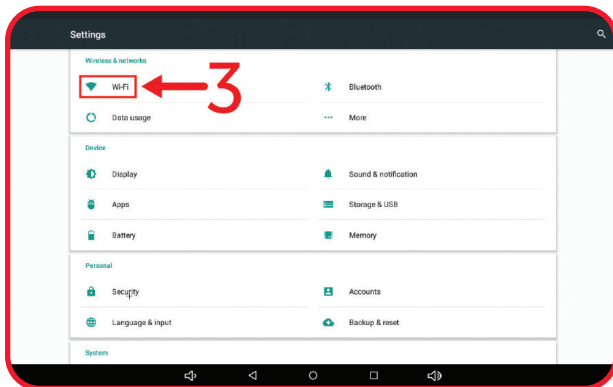
Once online, you'll be able to view eWallet balances, process sales, print reports, and upload your Fair financial data into the Host Hub!



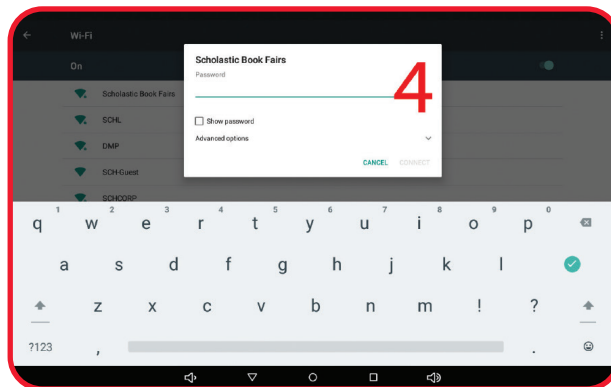
1. Tap the circle at the bottom of the **HOME** screen to back out of the Scholastic app.



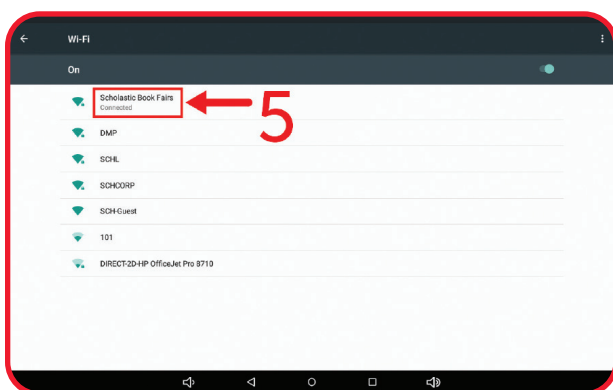
2. Tap the green gear icon on the desktop to open **SETTINGS**.



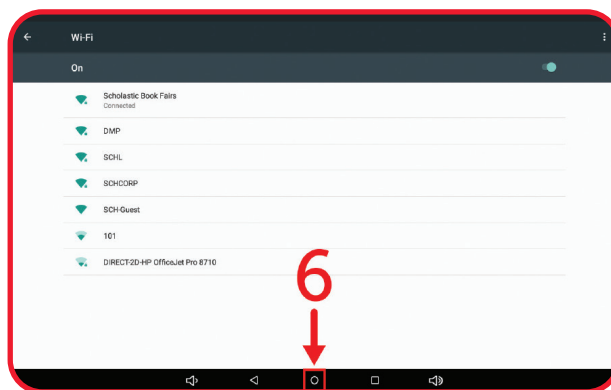
3. Under the **WIRELESS & NETWORKS** section, tap **WI-FI**.



4. Connect to your school's Wi-Fi network. If unsuccessful, use the provided Wi-Fi router* to access the Scholastic Book Fairs network with **PASSWORD: scholastic**



5. Wait a few moments for the register to obtain a connection. Once complete, the word **CONNECTED** will display below the network name.



6. Tap the circle at the bottom of the screen and then tap the **SCHOLASTIC ICON** to open the app again.

*If using supplied router, ensure it is plugged in and powered on.

WHITE REGISTER: SETTING UP AND CONNECTING

SETTING UP

1. Lift your register and turn it over to plug in the power cord and cash drawer into the specified ports. Then plug the scanner into any of the four USB ports (**FIG. A**).
2. Press and hold the ON/OFF button (upper right) until the green power light goes on.



FIG. A

LOGGING IN

1. If prompted with a pin pad (**FIG. B**), enter the PIN NUMBER **999999**. Or, if prompted, use ACCOUNT ID: **100010**, USERNAME: **bfc**, and PASSWORD: **12345678**.

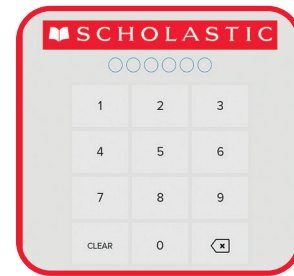


FIG. B

Once logged in, you must confirm the following:

- School Name
 - Fair ID
 - Host Name
 - Fair Type
 - Tax Rate
 - Share the Fair Round-Up option
 - Number of receipts to print per transaction
2. Tap **DONE**.

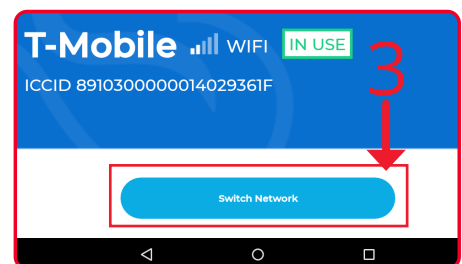
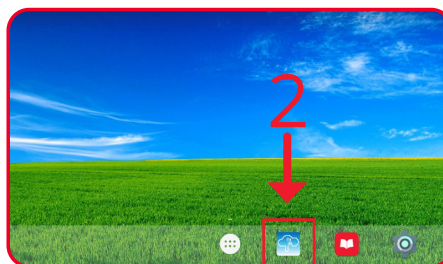
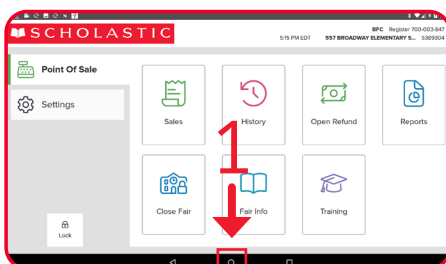
CONNECTING TO THE INTERNET

CHECK YOUR CELLULAR CONNECTION

The register contains a built-in cellular network—just like a cell phone—and is able to connect to both AT&T and T-Mobile networks to automatically find a cellular connection.

Confirm the cellular network is connected and the signal is strong.

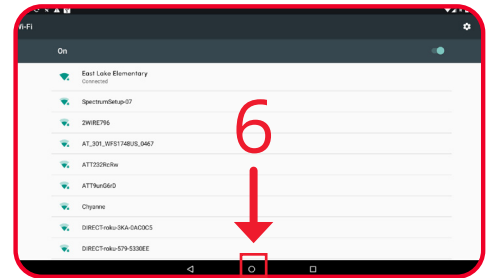
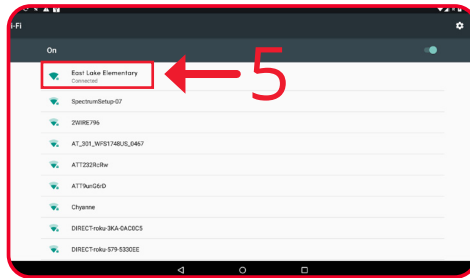
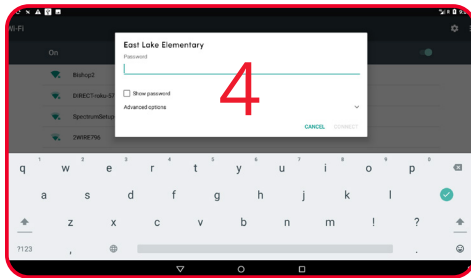
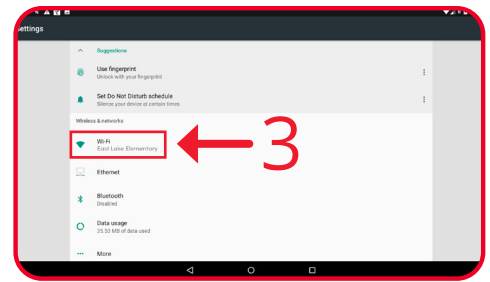
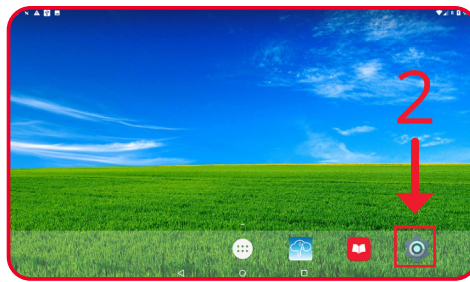
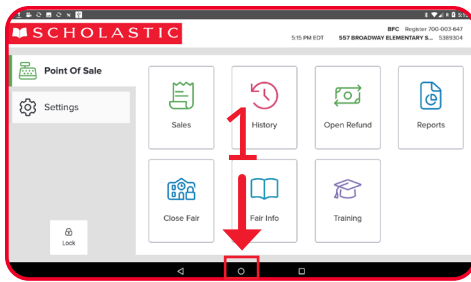
- Power on the register and check the cellular signal by swiping down from the top of the screen and then swipe a second time to expand the menu. Ensure that the cellular icon is lit up.
- **TIP:** Tap **WI-FI** icon to turn it off if using cellular network.
- If the signal is weak, switch between the AT&T and T-Mobile cellular networks:
 1. Tap the **WHITE CIRCLE** on the bottom black toolbar to navigate to the main desktop.
 2. Tap the **AIRLINK APP** to view available networks and signal strength.
 3. To switch, tap **SWITCH NETWORK**. This may take up to five minutes.



CHANGE TO A WI-FI CONNECTION

If your cellular network signal is weak, switch to a Wi-Fi network.

1. Tap the **WHITE CIRCLE** on the bottom black toolbar to navigate to the main desktop.
2. Tap the gray gear icon to open **SETTINGS**.
3. In the **WIRELESS & NETWORKS** section, tap Wi-Fi.
4. Ensure the Wi-Fi toggle is turned on and select your school's network or personal hotspot.
5. Once the register obtains a connection, the word **CONNECTED** will display.
6. To exit, tap the circle on the bottom of the screen, then tap the **SCHOLASTIC ICON** to reopen the app.
7. When accessing a school's Wi-Fi network, additional steps may be needed to ensure the register successfully connects without interference from security or firewall settings. Share the Troubleshooting Guide, s-bf.com/network-admin with your school's network administrator.



PROCESSING SALES

STANDARD SALES

1. Tap **SALES**.
2. Scan all items. Use the categories in the left column to ring up items without a barcode (pencils, erasers, etc.).
3. Tap **CHECKOUT**.
4. Select **CUSTOMER TYPE** and tap **CONFIRM CHECKOUT**.
5. If you are offering the Share the Fair round-up option, you will be prompted to ask the customer if they would like to round up the total to make a Share the Fair contribution. Tap **YES** or **NO**.
6. A list of tender types will display in the left column of the screen. Make a selection and follow the directions in the methods of payment section below.

TAX-EXEMPT SALES

1. Scan items.
2. Tap **CHECKOUT**.
3. Select **SCHOOL** as the customer type (**FIG. A**).
4. Tap **TAX-EXEMPT**.
5. Tap **CONFIRM** (**FIG. B**).
6. Tap **CONFIRM CHECKOUT**.

This must be repeated for each qualified tax-exempt sale.

NOTE: If Scholastic Book Fairs has a sales-tax-exemption certificate on file for your school, you may process purchases for the school made with school funds as tax-exempt.

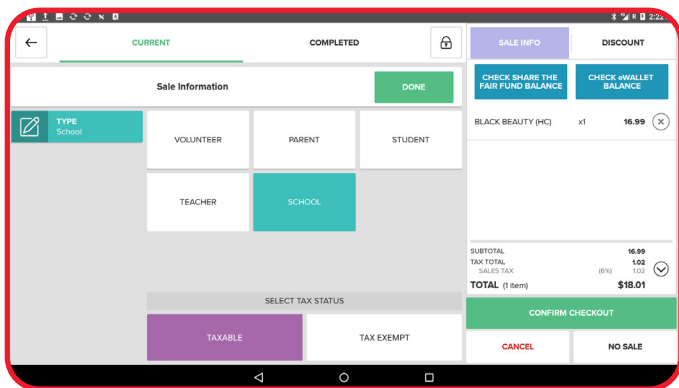


FIG. A

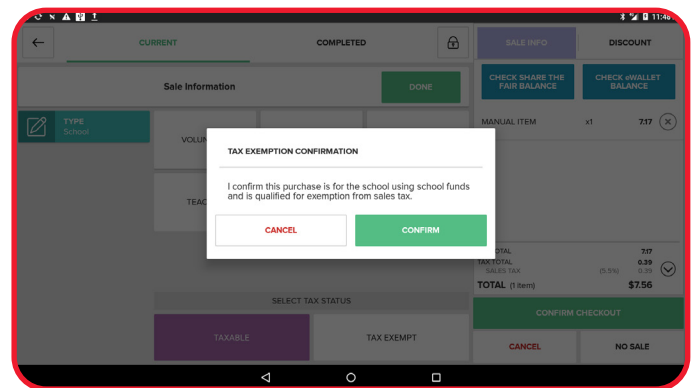


FIG. B

BOGO SALES

There are some differences in the functionality of the Scholastic payment system for Buy One, Get One Free (BOGO) Fairs versus regular Fairs.

CALCULATING A SALE

- When the **CONFIRM CHECKOUT** button is tapped, every item scanned or entered is sorted from highest to lowest price. This is not visible on the screen but will be sorted on the printed receipt.
- Every second item that qualifies for BOGO pricing will state "You Saved \$X.XX" below the item. This is visible on both the screen and the printed receipt.
- Tax and discount calculations are deducted off the BOGO subtotal.

NOTE: Cashiers can increase the quantity of an item by entering how many copies are being purchased while still allowing the BOGO discount.

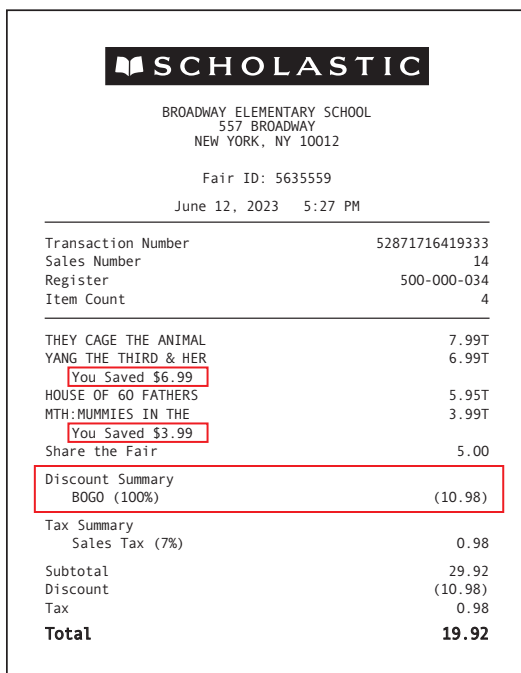
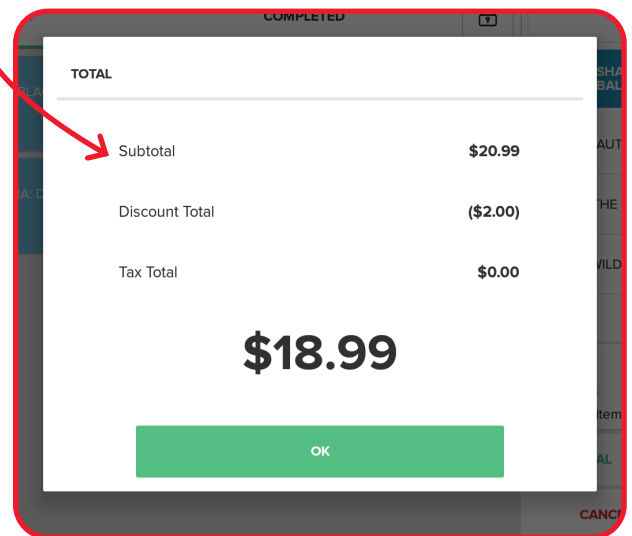
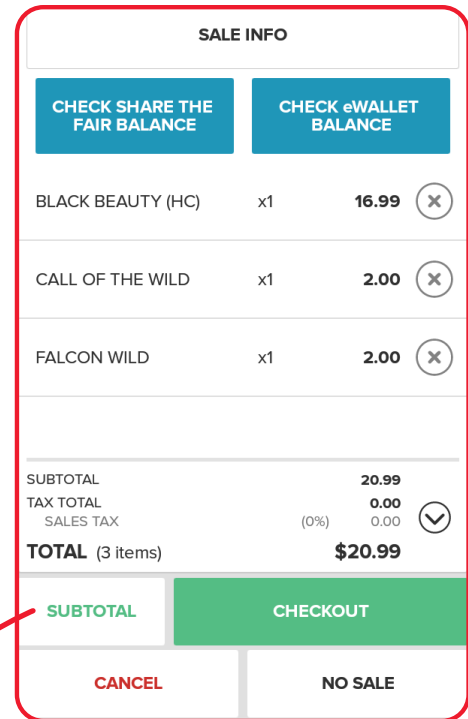
ITEMS NOT INCLUDED IN BOGO PRICING

The following items do not qualify for BOGO pricing:

- Share the Fair contributions
- Scholastic Dollars™ purchases

SUBTOTAL BUTTON

Cashiers can check the subtotal, including BOGO discounts, from the **SALES** screen by tapping **SUBTOTAL**.



PAYMENT METHODS

CASH

1. Select **CASH** as the tender type.
2. Tap one of the three options above the keypad or enter the amount received. If entering the amount, tap **PAY**.
3. The cash drawer will open. Deposit money and give change (if applicable).
4. Tap **FINISH**.

CHECK OR MONEY ORDER

1. Select **CHECKS** as the tender type.
2. Enter the amount written on the check or money order and tap **PAY**.
3. Enter the check or money order number. Tap the **CHECK MARK**, then continue.
4. The cash drawer will open. Deposit check or money order and give change (if applicable).

NOTE: Checks should be made payable to the school. The amount cannot exceed \$20 more than the purchase.

CREDIT CARD

1. Select **CREDIT CARD** as the tender type.
2. Tap **CARD**.
3. Instruct customer to follow steps on **PAYMENT** screen. The card reader accepts chip cards and magnetic strip cards. The customer must insert the card with the front of their card facing them.
4. Have the customer sign the customer-facing screen with their finger and tap **ACCEPT**.

NOTE: We accept tap-to-pay options, such as Apple Pay, Google Pay, and contactless chip cards. Heritage Visa® and Heritage MasterCard® are currently not accepted. Debit cards that require a PIN are not accepted at this time.

BOOK FAIR eWALLET

1. Select **EWALLET** as the tender type.
2. Tap **PAY**:
 - If a printed eWallet is presented, scan the barcode to continue.
 - To look up an eWallet, tap **FIND EWALLET** to search by student, teacher, or grade.
3. Tap **USE**.

NOTE: Change is not provided on eWallet transactions. Refunds are available immediately when register is online. After the Fair, when register totals are uploaded, any unused funds will be available to shop with The Scholastic Store online or to fund a future eWallet.

SCHOLASTIC EGIFT CARD OR CLASSROOMSCOUNT™

This tender type is for adult shoppers and teachers to redeem funds associated with eGift Cards and ClassroomsCount. Please note, there are different steps that **SHOPPERS** and **CASHIERS** must take.

SHOPPERS:

1. Scan this **QR CODE** with your phone's camera to sign in to your Scholastic account.
2. Tap the **SCAN/PAY** button to generate a barcode
3. At checkout, show the barcode to the cashier.



CASHIERS:

1. On the register, select **EGIFT CARD/CAMPAIGN** as tender type and tap **PAY**.
2. Scan the shopper's barcode or tap **MANUAL ENTRY** if unable to scan, then tap **USE**.

NOTE: Change is not provided on eGift Card or ClassroomsCount transactions. Refunds will be returned to the original payment type.

SCHOLASTIC DOLLARS

1. Tap **SCHOLASTIC DOLLARS** as the tender type.
2. Enter the amount of Scholastic Dollars being redeemed and tap **PAY**.

NOTE: Change is not provided on Scholastic Dollars transactions. The amount of Scholastic Dollars redeemed must be equal to or less than the purchase amount. Scholastic Dollars cannot be used for Share the Fair contributions.

GIFT CERTIFICATES

The register no longer allows shoppers to purchase or pay with a Book Fair Gift Certificate. Encourage teachers to create a Book Fair eWallet so families can contribute to their classroom libraries.

PURCHASE ORDER

1. Tap **PURCHASE ORDER** as the tender type.
2. Tap **PAY**.
3. Fill in required PO number (other fields are optional).

PROCESSING TEACHER DISCOUNTS

Use the new **TEACHERS: \$5 OFF \$20** button on the register for processing teacher coupons. A barcode is no longer needed and has been removed from the coupon.

1. Scan all items and verify the subtotal is at least \$20.00 to qualify for the discount.
2. Tap the **DISCOUNT** button in the upper right corner.
3. Select **TEACHERS: \$5 OFF \$20**, then tap **CHECKOUT**.
4. Choose **TEACHER** as the customer, then tap **CONFIRM CHECKOUT**.
5. Select the tender type in the left column and complete the transaction.

NOTE: Each teacher is encouraged to sign and date the coupon emailed to them. At the end of the Fair, return the signed coupons with the register. Discounts do not count toward your total Fair sales and will display separately on your Financial Form. BOGO Fairs do not qualify for teacher discounts.

ISSUING REFUNDS

RETURNS WITH A RECEIPT

1. From the Main Menu screen, tap **HISTORY (FIG. A)**.

NOTE: If the keyboard displays on the screen, tap the triangle to close it (**FIG. B**).

2. Scan the barcode on the receipt. The sale will display in the center column.
3. Tap the receipt in the center column.
4. Tap **REFUND**, then select **ENTIRE SALE** or **SELECT ITEMS**.
5. To refund items, select the items in the list to be refunded.
6. Tap **CALCULATE REFUND**.
7. Tap **REFUND**.
8. Select **RECEIPT** type.

NOTE: Open refunds are restricted to cash only.

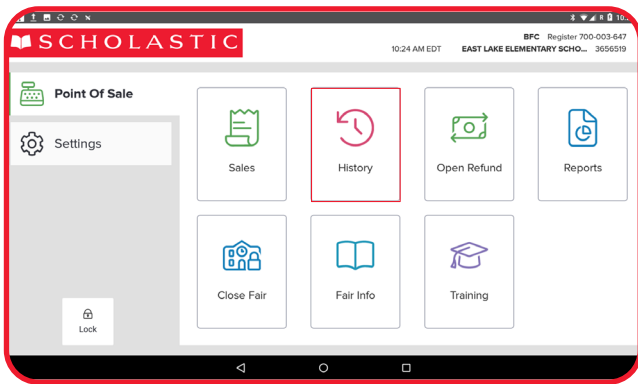


FIG. A

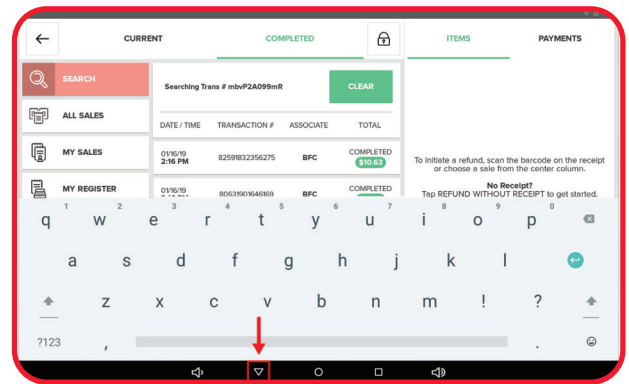


FIG. B

RETURNS WITHOUT A RECEIPT

1. From the **MAIN MENU** screen, tap **OPEN REFUND (FIG. C)**.
2. Scan the item(s) to be returned and tap **REFUND**.
3. Tap **REFUND** in the center column.
4. Tap **FINISH** to complete the refund.

NOTE: Open refunds are restricted to cash only.

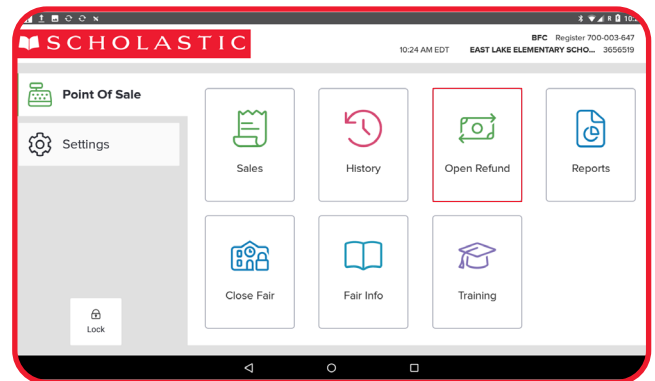


FIG. C

BOOK FAIR EWALLET: FULL DETAILS

DIGITAL PAYMENT OPTION

Scholastic Book Fairs offers eWallet—a secure, cash-free way for students and teachers to shop the Book Fair.

eWallet is automatically enabled in your school’s Host Hub. Be sure to share your school’s Book Fair homepage with families and teachers to give them access to create an eWallet account.

For details on processing an eWallet transaction, please refer to the “Processing Sales” section of this guide.

HOW TO CHECK AN EWALLET BALANCE

1. From the **SALES** screen, tap **CHECK eWALLET BALANCE** at the top right of the screen (**FIG. A**).
2. Select a grade from the left column, then select the student’s teacher, and then tap on the student’s name; or enter the student’s or teacher’s name in the **SEARCH** box (**FIG. B**).
3. Tap **PRINT** to receive a printout listing the latest balance, as well as the student’s eWallet barcode that can be used when making a purchase.

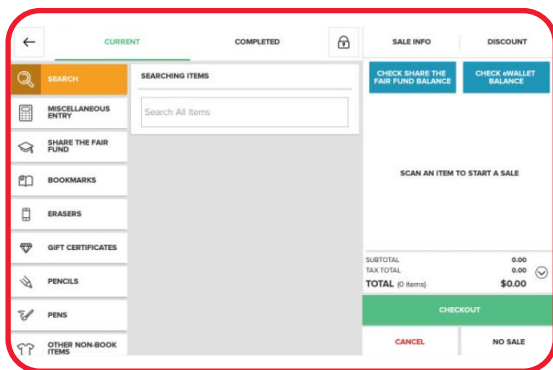


FIG. A

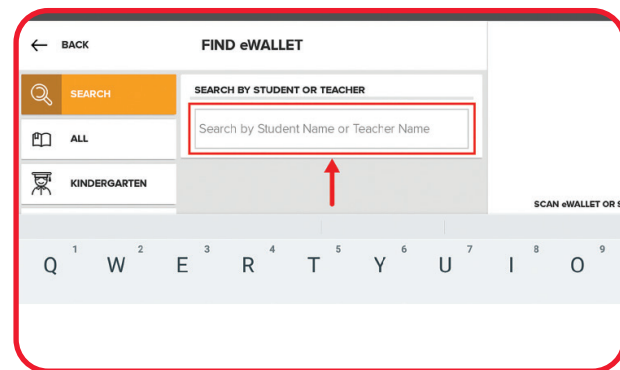


FIG. B

PROCESSING EWALLETS WITHOUT AN INTERNET CONNECTION (OFFLINE)

- Use one register for all eWallet transactions.
 - The register will keep track of each eWallet’s starting balance, sales, and refunds locally until it is connected to the Internet.
- Keep a printed Scan Sheet of all eWallets by the register. To access your scan sheet, visit the Host Hub (scholasticbookfairs.com/hub) and from the My Account drop-down menu, select Fair Details and Settings.
 - Be sure to print your Scan Sheet daily to capture any new eWallets that were created or additional funds that were added to current eWallets.
- The Host Hub will not reflect sales/refunds from the register until it is connected to the Internet.
- eWallet lookup on the register is not available offline.

SHARE THE FAIR™: FULL DETAILS

ROUNDING UP

You can offer customers the opportunity to round up their purchases to the nearest dollar or make a custom contribution to Share the Fair.

When confirming your Fair information on the register, you have the option to offer this feature. The box to offer this is checked by default (**FIG. A**). If you do not want to offer shoppers this option, uncheck the box. If you choose to participate, a prompt will display during checkout for all sales (**FIG. B**).

During the Fair, you can manage this setting at any time. From your **HOME** screen, tap **FAIR INFO** to change the selection.

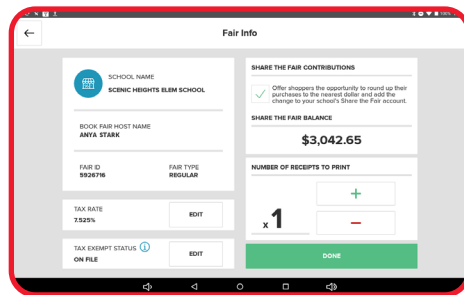


FIG. A

ADDING CONTRIBUTIONS TO YOUR SCHOOL'S ACCOUNT

Cash contributions must be entered into the register before they can be redeemed.

1. On the **SALES** screen, tap **SHARE THE FAIR CONTRIBUTIONS**.
2. Tap **SHARE THE FAIR \$0.00** to enter an amount.
3. Enter the contribution amount on the keypad and tap **DONE**.
4. Choose **CHECKOUT**, then **CONFIRM CHECKOUT**.
NOTE: If your school is asking customers to round up, select **NO**.
5. On the **TENDER** screen, select **CASH** as the tender type, tap **EXACT** in the center column, then tap **FINISH** and the contributions will be added to your school's account.

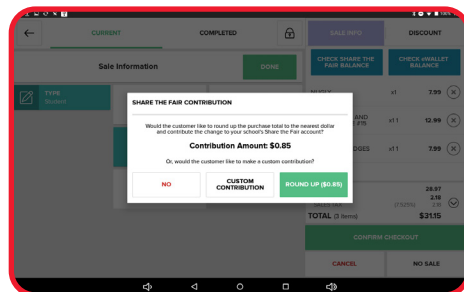


FIG. B

REDEEMING FUNDS

When you're ready to use Share the Fair funds for purchases, be sure to check the balance on the right-hand side of the main **SALES** screen to ensure you have enough to cover the purchase (this balance includes contributions from all registers). All Share the Fair funds used for purchases will be included in your Fair sales total. Any unspent funds will be available for use at your next Fair. For Share the Fair contributions and redemption details, view the Financial Summary report for each register.

1. Scan all items being purchased with Share the Fair contributions.
2. Tap **CHECKOUT**. Complete steps until you get to the **PAYMENT** screen.
3. Tap **SHARE THE FAIR** as the tender type. Enter the amount being redeemed.
4. Tap **PAY**, then select **USE**.
5. If the contribution amount is less than the sale amount, select another tender type and complete the transaction.

REPORTS

OVERVIEW

- You can produce the Financial Summary and Tender Summary reports for a specific day or for the entire Fair. If you tap **ENTIRE FAIR**, the entire Fair's totals will be at the top and each day's totals will follow by day.
- Reports can be viewed on the screen or they can be printed out.
- To access reports, go to the **HOME** screen and tap **REPORTS**. Select the report you wish to print.
- Total sales on that register are displayed at the top of the **REPORTS** screen.

FINANCIAL SUMMARY REPORT

- The Financial Summary report shows Fair sales broken out by tender totals, gross sales, and net sales.
- Share the Fair collected (contributions) and redeemed are included under net sales.
- These amounts are for that specific register only.

TENDER SUMMARY REPORT

- The Tender Summary report shows Fair sales by tender type and the number of transactions per tender.
- Share the Fair contributions, redemptions, and estimated ending balance for that register are included.
- These amounts are for that specific register only.

TOP ITEMS SUMMARY REPORT

The Top Items Summary report shows the top-30 books sold by count and the top-30 books sold by dollar amount. The Top Items Summary report can be used as a guide for restocking. If using it as a guide, please keep in mind the remaining number of classes and grade levels still waiting to preview/shop the Fair, as well as previous restocks requested.

SALES DETAIL REPORT

- The Sales Detail report provides a line for each transaction recorded on the register. The transaction information is grouped by sale tender type (cash, credit card, etc.).
- Share the Fair collected (contributions) and redeemed are recorded separately.

Prior to packing up the register, be sure to print any reports required by your school, on each register.

NOTE: The Sales Detail report is very comprehensive and may take several minutes to run. To minimize wait time, do not run this report during your Fair; instead run it during off-hours.

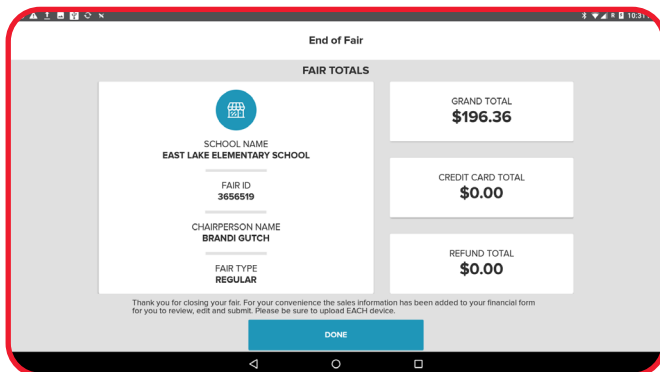
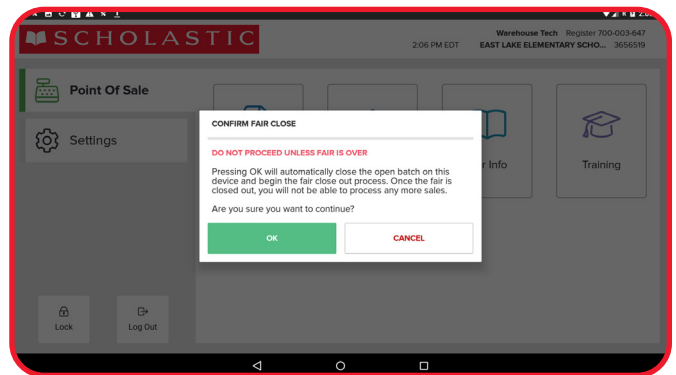
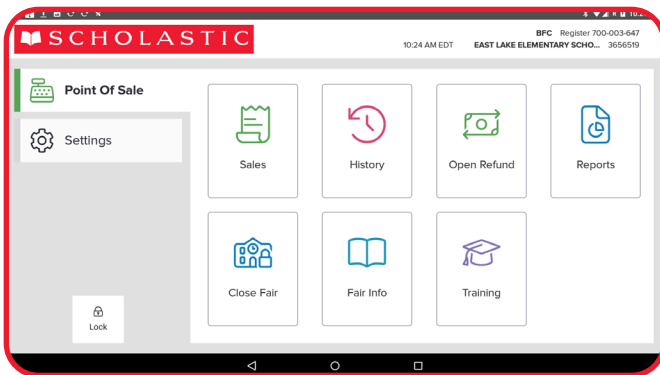
CLOSING OUT THE REGISTER

UPLOADING YOUR FAIR

After your Fair ends, close out each register **even if the register was not used** so we can prepare your financials in the Host Hub. We'll send you an email when your Financial Form is ready for you to complete.

1. Tap **CLOSE FAIR**.
2. Tap **OK** to confirm action and upload will begin.
3. Tap **DONE** to complete the upload process.
4. Save the printed upload report for your records. Then repeat for each register.

NOTE: If you are unable to upload your register, a payment system specialist will close out your register upon its return to the warehouse.



WHAT HAPPENS NEXT?

Once your registers have been closed out, three things will happen:

- Your Financial Form will be pre-populated with your Fair's sales. You'll receive an email letting you know your financials are ready to be reviewed in the Host Hub (scholasticbookfairs.com/hub).
- Any unused eWallet funds will be transferred to an eGift Card. That balance can be used to fund an eWallet for a future Fair or to shop online with Scholastic.
- Any unused Share the Fair contributions will roll over to your school's next Fair.

REPORTING SALES FOR OFFLINE REGISTERS

If your payment system was connected to the Internet when you closed out each register at the end of the Fair, there's no need to print reports or total sales manually. Your financial summary report will be emailed to you when your Financial Form is ready to be completed.

Print and save your Financial Summary report after your Fair ends to reference when completing your Financial Form.

UNDERSTANDING YOUR FINANCIALS

- TOTAL SCHOLASTIC DOLLARS REDEEMED**—total amount of Scholastic Dollars redeemed (including product purchased from the Fair, promotions, and giveaway books). All Scholastic Dollars redemptions should be processed with the Scholastic payment system.
- TAX-EXEMPT SCHOLASTIC DOLLARS REDEMPTIONS**—total portion of Scholastic Dollars redemptions that were tax-exempt transactions. This is reported in the Tax-Exempt Transactions section.
- TAX COLLECTED IN SCHOLASTIC DOLLARS**—total of tax collected on transactions where Scholastic Dollars was the only tender used.
- CASH AND CHECKS**—total of all cash and checks processed. This is reported in the Total Cash and Checks box.
- SHARE THE FAIR COLLECTED**—the amount of Share the Fair contributions processed through the Scholastic payment system.
- CREDIT CARDS**—total amount of credit card sales and the number of credit card transactions. eWallet purchases are included in this total.
- PURCHASE ORDERS**—all purchase orders processed and the amount(s). These individual POs are reported in the Purchase Orders section of the Host Hub.
- TAX-EXEMPT SALES**—total portion of gross sales that were tax-exempt transactions. Tax-exempt sales allowed are any purchases by the school for the school with school funds, where a valid exempt certificate is on file. This is reported in the Tax-Exempt Transactions section.
- TAX TOTAL**—total amount of sales tax collected. If collected, the amount will be automatically calculated in the Sales Summary section.

SCHOLASTIC		
BROADWAY ELEMENTARY SCHOOL		
Financial Summary		
June 12, 2023 5:27 PM		
Fair ID: 5635559		
Register 500-023-235		
<i>Totals are for this register only</i>		
REGISTER TOTALS		
Scholastic Dollars		
Total Scholastic Dollars Redeemed		46.98
Tax-Exempt Scholastic Dollars Sales		6.99
Taxable Scholastic Dollars Sales		38.12
Tax Collected in Scholastic Dollars		1.87
Cash Equivalent (redeemed x 50%)		23.49
Scholastic Dollars		
Tender	Qty	Amt
Cash and Checks	25	207.97
Credit Cards	0	0.00
<i>(Includes eWallet & eGift Card/Campaign)</i>		
Purchase Orders	0	0.00
Scholastic Dollars	16	23.49
<i>(Cash Equivalent)</i>		
Total	41	231.46
<i>(Includes Unredeemed Total)</i>		
Gross Sales		
Tax-Exempt Sales		12.50
Taxable Sales		68.94
Gross Sales Total		81.43
<i>(Excludes Unredeemed Total)</i>		
Tax Total (5.5%)		8.02
Taxable Sales (Less Sales Tax)		60.92
Net Sales		
Discounts		0.00
Gift Certificates Purchased		0.00
Gift Certificates Redeemed		2.08
<i>(Included in Gross)</i>		
Gift Certificates Unredeemed		(2.08)
Share the Fair Funds Collected		170.67
Share the Fair Funds Redeemed		8.02
<i>(Included in Gross)</i>		

PACKING UP

PACKING THE ROUTER

For red registers, the router is located in the top-lid compartment of the carrying case (**FIG. A**). It should not be removed from the case. In the event it was removed, please return it to this enclosure attached to the Velcro strip, along with the router's power cord, and snap the lid shut.

PACKING THE CARRYING CASE

The inside of the carrying case holds the register, scanner, power cord, paper rolls, and register keys.

There are four sections within the foam inside the case (**FIG. B**).

- Section 1 contains the paper rolls. This is also where you will place the base of the register.
- Remove all cords from register ports and place the scanner in section 2.
- Once the scanner is in place, lower the register's base into section 1 while inserting the customer-facing side of the register into section 3.
- Place the power brick and power cord in section 4.

Once complete (**FIG. C**), place the register keys in the sheet protector and place it on top of the register, replace the foam lid, and close the carrying case.

RED REGISTER



WHITE REGISTER



TROUBLESHOOTING

WHAT SHOULD I DO IF MY SCANNER ISN'T WORKING?

Check the scanner connection on the back of the register to ensure it is securely plugged in. If the scanner still does not scan, plug it into an alternate USB port (right side for red register, bottom for white register). If it is still unresponsive, visit s-bf.com/scanner for troubleshooting tips to resolve your issue.

I NEED HELP GETTING MY REGISTER CONNECTED TO THE INTERNET.

Learn more about connecting registers to the Internet.

Red Register: s-bf.com/connect-red

White Register: s-bf.com/connect-white

THE CASH DRAWER THAT ARRIVED WITH THE REGISTER WON'T OPEN. WHAT SHOULD I DO?

The cash drawer must be plugged into the register, and the register must be plugged into a power source. Confirm that the plugs are secure and the green power light on the front of the register is on. If it still does not open, use the key provided to manually operate the cash drawer.

WHAT TYPE OF MOBILE PAYMENTS ARE ACCEPTED?

The register accepts Google Pay, Samsung Pay, Apple Pay, and Tap & Pay-enabled credit cards.

NOTE: Tap to pay transactions are limited to a maximum of \$100. You may do two separate, smaller transactions.

CAN I REMOVE ITEMS FROM THE REGISTER WITHOUT CANCELING THE ENTIRE SALE?

Yes, in the list of items on the **SALES** screen, tap the **X** next to the item to remove it.

HOW DO I LOAD A NEW PAPER ROLL INTO THE REGISTER?

1. On the front of the device, open paper roll door (red button for red device, gray button for white device).
2. Place paper roll into the compartment. Red device: paper feeds from above. White device: paper feeds from below.
3. Extend the paper past the opening and close the door.

WHY WON'T THE REGISTER PRINT?

Confirm the register is plugged into a power source and the power light is illuminated. Also, ensure there is a paper roll in the register, and it has been loaded properly with the end hanging out.

TIP: If paper is feeding out blank, then the roll is likely loaded backward.

HOW LONG DOES THE REGISTER'S BATTERY LAST?

If fully charged, the battery will last approximately 30 minutes. However, it is not recommended you operate using battery power. In order to scan items, print, or pop the cash drawer, the device must be plugged into an outlet or power strip.

TROUBLESHOOTING

WHAT'S THE BEST METHOD TO SANITIZE THE REGISTER?

The register may be sanitized with non-chlorine wipes. Ensure that no liquid enters the terminal's slot or card reader.

HOW DO I KNOW IF A BOOK CONTAINS MATURE THEMES?

To help prevent younger students from inadvertently purchasing books with mature themes, there is a **MATURE THEMES** indicator that will pop up on the screen and alert the cashier.

- If **CONTINUE** is selected, the item will be added to the cart. Continue the transaction.
- If **CANCEL** is selected, the item will not be added to the cart. Continue the transaction.

WHY DID THE SCREEN TURN BLACK?

Either the screen saver has turned on or the device has gone into sleep mode:

- If the Scholastic logo displays on the front screen, tap the screen to turn the screen saver off.
- If the screen is completely black, but the green power light on the front of the register is on, press the power button to "wake it up."



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CALL

our dedicated
Payment System Help Line
at 877-245-0903
(M-F, 7am-7pm ET)

WATCH

step-by-step tutorial videos
at s-bf.com/payhelp

FAQ

s-bf.com/register-faq