



“Creating an excellent college experience”

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Section: Operations	
Subject: Blackboard Transaction Systems – Cash Register Support Requests	

Blackboard Transaction Systems – Cash Register Support Requests:

For any information and technology support for the Blackboard Transaction System (BBTS Cash Registers) employees will first contact a member of their operation management team. Operation management must go through the BBTS Lead, whenever possible, utilizing the Card Office Manager only as a backup. Employees should refer to the trouble shooting guide for common problems before contacting him / her.

Procedure:

1. Brian Rasmussen, current BBTS Lead, is available at all hours of the day, night, and weekend. Cell: (435) 213-5362 Office: (435) 797-2125. **For non-urgent requests**, Brian can be contacted through email at brian.rasmussen@usu.edu or meet with Brian in his office TSC 212 (Card Office).
2. If more than one call or text has been made with no response, contact John Bostock Card office Manager, at Cell: (435) 764-1494 Office: (435) 797-9095. If John cannot be reached in a reasonable timeframe contact Blake Rich the System Administrator at (435) 797-2711 or Lee Harris the Banner Database Administrator at (435) 797-2400.

BBTS Trouble Shooting Guide:

1. **Printer not working.**
 - a. Check paper
 - b. Check to make sure printer is shut fully
 - c. Check connections from the printer to the register
2. **Cash drawer won't open.**
 - a. Check the type of key being used. The Opr key (Operator) will only allow the drawer to open with a transaction or by pressing the no sale key. The Sup key (Supervisor) should always work to open the drawer. The Sup Key can be used to open the drawer if needed until the problems can be resolved.
 - b. Check if the printer is working or if the cable to the printer is loose. The cash drawer gets its power and all instructions from the register via the printer. If the printer is open, out of paper, or any of the cables going from the printer to the register or from the printer to the cash drawer are loose then the cash drawer won't open.
 - c. Bent rails can also cause the drawer not to open. This happens when cashiers lean on it while it is open. Cash drawer rails can also bend due to a lot of heavy coins on one side of the drawer. In this case the rails will have to be replaced.
3. **Register is Offline. (The icon in the bottom right corner is not highlighted Green)** This occurs when the connection to the server is interrupted. This can be due to a number of reasons – bad or loose network cable, port not working, or other networking issue on campus, as well as high traffic on the server (this is rare and very brief).
 - a. Restart the register

- b. Unplug and reconnect the network cable to the wall jack as well as the port in the register.
- c. If the register cannot be brought back online contact Brian Rasmussen
 - i. Operate the register offline until the server issues can be resolved. Most transactions will take longer to complete when the register is offline. Please explain the delay to customers and assure them we are working to fix the problem.
 - ii. If prompted by the register enter the offline transaction authorization number for credit/debit card transactions (662537).
 - iii. Write down Names & A#'s for students paying with their meal plan.
- 4. **Remote Kitchen Printer not printing.** This usually occurs when something in the network or system has changed. A simple reset of the printer usually fixes this.
 - a. Turn off the Printer and Turn back on.
 - b. Log out of the register and exit to the main screen. Restart the POS program & test the printer.
 - c. If it still does not work, unplug the printer cable from the Wall jack & repeat step b.
 - d. If it still does not work, unplug the printer, press and hold the paper feed button and keep holding it while plugging the printer in. After a few seconds release the feed button and it should print a long receipt printout with instructions. Follow the printed instructions to accept the default settings.
- 5. **Student Meal Plans or Cards not working.**
 - a. Isolated card issue:
 - i. Write down the A# and email Brian as well as send the student/staff member to the Card Office so that the card or account can be fixed.
 - b. Several Repeating Card Issues:
 - i. Call Brian immediately and he will work to resolve the problem. If the Meal Plan Import did not work properly it may take several minutes or over an hour to correct the problem.
 - ii. Write down the A#s & names that were affected so that Brian can verify the problem is resolved.