



myepos

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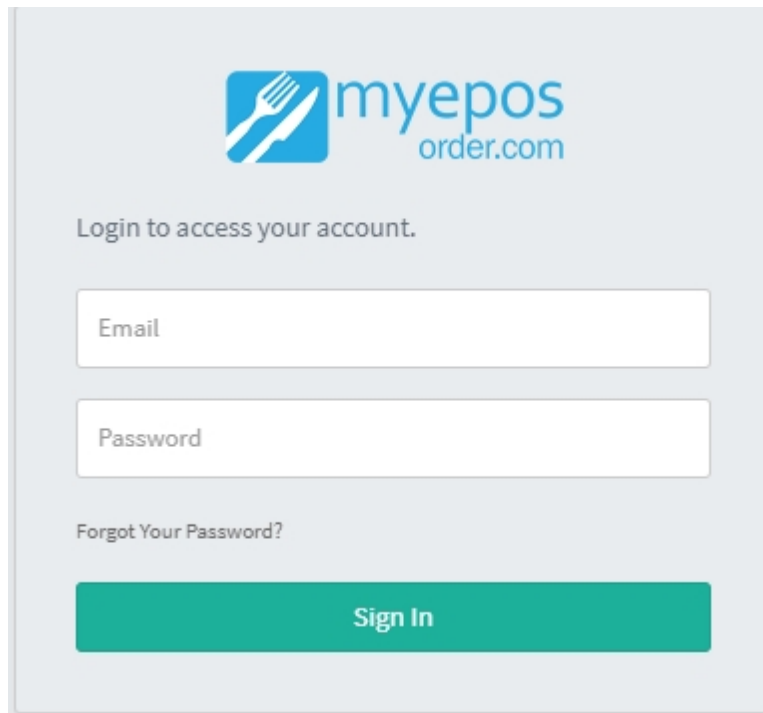
On myEPOSOrder Website

This guide will give you all the information you need to set up the web side of your myEPOSOrder system.

Firstly you need your username and password.

Then you will need to visit

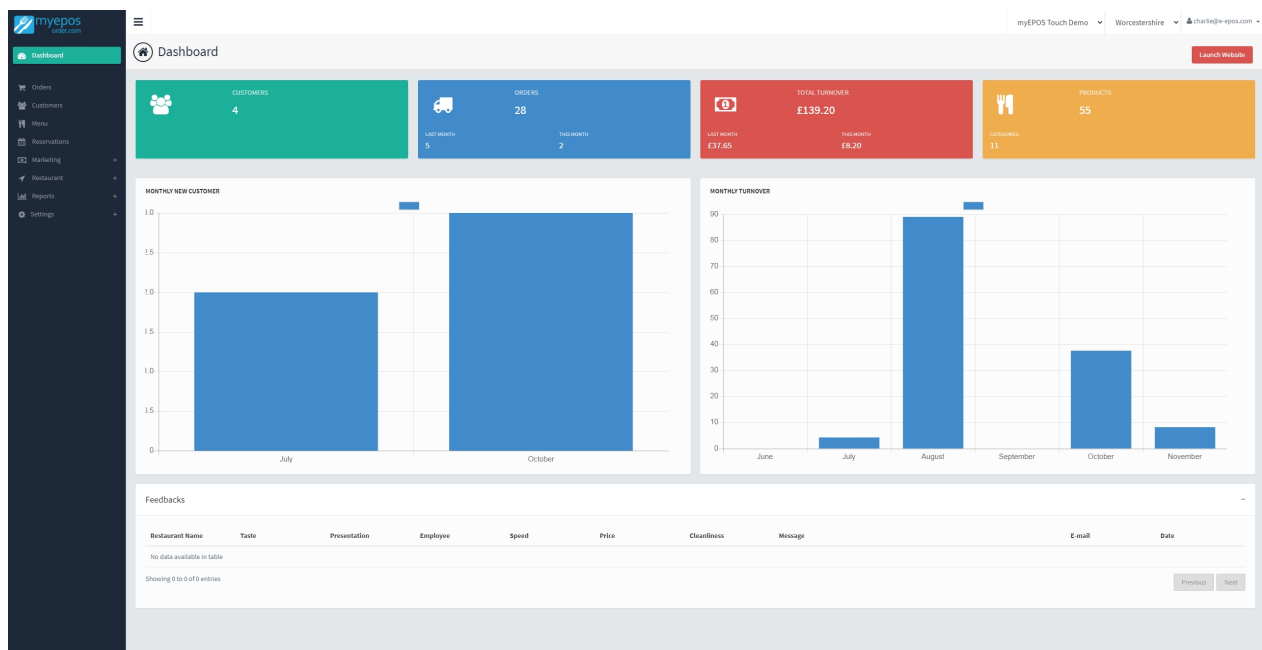
<https://admin.myeuposorder.com>



The login page features the myEPOSOrder logo at the top, followed by the text "Login to access your account." Below this are two input fields: "Email" and "Password". A link for "Forgot Your Password?" is positioned below the password field. A large green "Sign In" button is at the bottom.

And sign in.

This will open the page below this guide will cover all the information you need to set up your webstore.

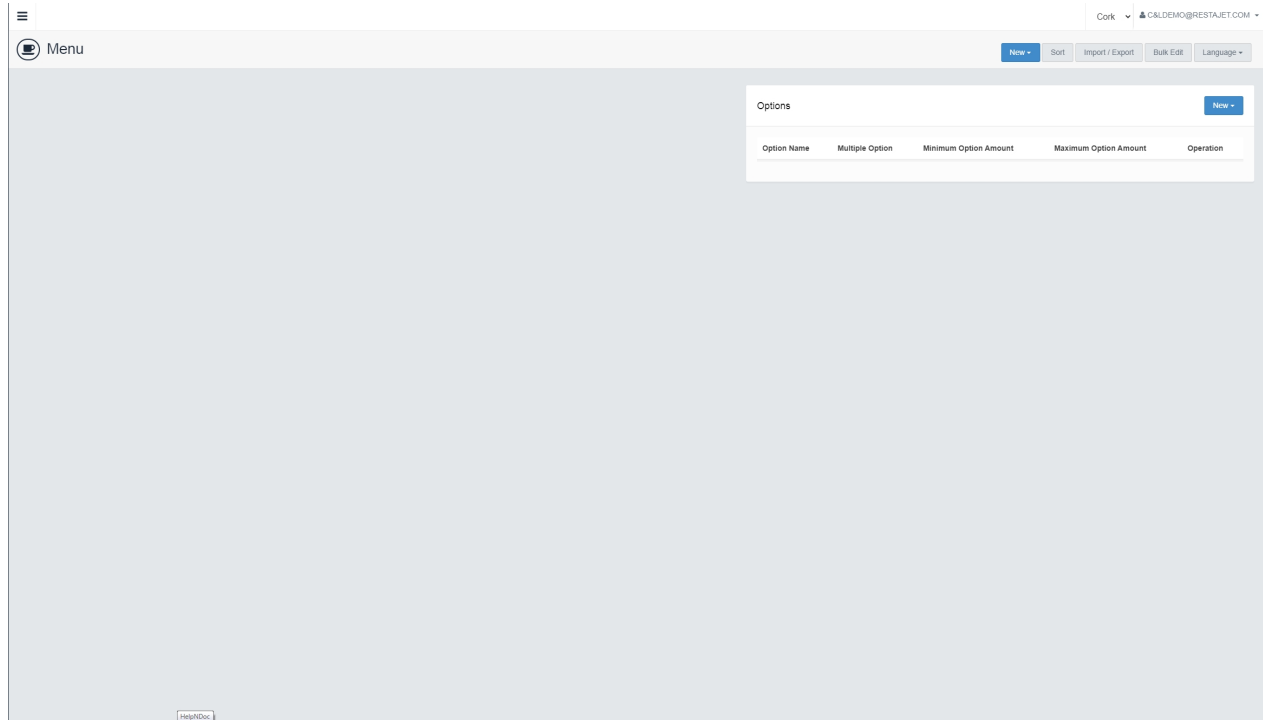


Set Up

Menu

Select Menu from the left hand side of the screen.

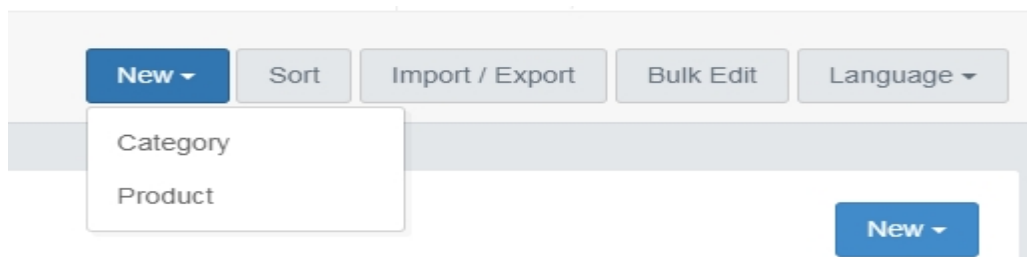
This loads the screen below.



Firstly we need to add the categories for the customer to use to navigate to find your items.

Categories

Select New Category on the right of the screen



This loads the below screen, which needs to be filled in. Remember the categories on your till and website do not need to match. For example with spirits on your till they may all be in the same department but for customer ease of use you may wish to break them out into Gin, Vodka etc if you stock a large number of spirits.

New

Parent Category: Please select...

Name: Department Name

Brief Description:

Options:

Excluded Order Methods

☐ Delivery

☐ Collection

☐ Eat In

☐ Table Order

☒ Visible

Image File Please select...

Image File Please select...

Image File Please select...

Add Cancel

Excluded delivery methods, for example if you only want Food to be available for Collection & Delivery you can exclude all drinks by ticking the box on the relevant category

Repeat this process for every Category needed.

Options

Options are things such as Ice or No Ice, Cooking instructions or Mixers.

To create a new option list click option on the right of the screen select New and current locations.

Options

New

Option Name	Multiple Option	Minimum Option Amount	Maximum Option Amount

All Locations

Current Restaurant

Non PLU Options

To set a Non PLU Option list. Such as Ice or No Ice.

New

Current Restaurant

Option Name

Option Type Single Selection

Option Values Comma separated values

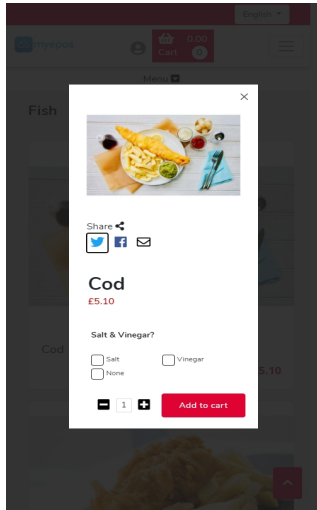
Add Cancel

Option Name: This is the wording the customer will see before choosing the option see example below.

Option Type: This is the type of option you are offering:
 Single Selection: Forces one choice
 Multiple Option: Allows the customer to pick more than one from the list

Option Values: This is where you enter the values you want to choose from. Simply type them in and separate each value with a comma. It is good practice to include None as an option

Example



PLU Options

To set a PLU Option list. Such as Mixers.

New

Current Restaurant

Option Name

Option Type

Option Values

Add

Cancel

Option Name: This is the wording the customer will see before choosing the option see example below.

Option Type: This is the type of option you are offering:
 Single Selection: Forces one choice
 Multiple Option: Allows the customer to pick more than

one from the list

Option Values: This is where you enter the values you want to choose from. Simply type them in and separate each value with a comma. It is good practice to include None as an option.

Once completed it will look like this:

New

Current Restaurant

Option Name

Option Type

Option Values

Add

Cancel

Name	Price	Selected
Orange Juice	0	<input type="checkbox"/>
Tonic	0	<input type="checkbox"/>
Slimline Tonic	0	<input type="checkbox"/>
Lemonade	0	<input type="checkbox"/>
None	0	<input type="checkbox"/>

You can now enter the price (If there is one) For each Option.

You now need to save the option list by clicking add, then reopen the option menu by going to the option in the list, press operation and then edit

Option Name	Multiple Option	Minimum Option Amount	Maximum Option Amount	Operation
Mixer?	No	0	0	Operation ▼ Edit Delete

The screen will now look like this:

Current Restaurant ▼

Option Name: Mixer?

Option Type: Single Selection ▼

Option Values New Option Value Sort

Name	Price	Status	Operation
Orange Juice	1.00	Active	Edit Delete
Tonic	0.50	Active	Edit Delete
Stimline Tonic	0.50	Active	Edit Delete
Lemonade	0.50	Active	Edit Delete
None	0.00	Active	Edit Delete

Status: Active ▼

Update Cancel

You now need to assign the till recognised PLU number to each item. To do this click edit next to the relevant option. This will load the screen below:

Option Name: Mixer?

Product: Please select ▼

Name: Orange Juice

Brief Description:

Price: 1.00

ExternalID:

☐ Is Selected

Status: Active ▼

Update

In the external ID field you need to enter the keyboard function from the till for this item for example 0001 or 0001xIB2

Products

Once you have your Categories and Options set up you now need to set up the products.

Products with Single Price

Set up the item as below.

The screenshot shows a 'New' product setup form with the following fields and callouts:

- Locations:** A dropdown menu currently showing 'All Locations'.
- Category:** A dropdown menu with 'Please select...' as the placeholder. A callout bubble says 'Select a category'.
- Name:** A text input field. A callout bubble says 'Give your product a name'.
- Brief Description:** A text input field.
- Price:** A text input field. A callout bubble says 'Enter the price of the product'.
- Grams:** A text input field.
- Sizes:** A text input field with the placeholder 'Comma separated values'.
- Options:** A text input field. A callout bubble says 'Enter any options you want this product to have'.
- ExternalID:** A text input field. A callout bubble says 'Enter the keyboard function for this item'.
- Ingredient Information:** A text input field.
- Product Image:** A text input field with a 'Please select...' button. A callout bubble says 'Add a picture if required'.
- Excluded Order Methods:** A list of checkboxes:
 - ☐ Delivery
 - ☐ Collection
 - ☐ Eat In
 - ☐ Table Order
- Visible:** A checkbox that is checked.
- Status:** A dropdown menu currently showing 'Available'.

At the bottom of the form are two buttons: 'Add' (in blue) and 'Cancel' (in grey).

Products with Multiple Price

Set up the item as below.

New

All Locations

Category: Beer

Name: John Smiths

Brief Description:

Sizes: *Single *Double

Name	Price
Single	
Double	

Options:

ExternalID:

Ingredient Information:

Product Image: Please select...

Excluded Order Methods:

- ☐ Delivery
- ☐ Collection
- ☐ Eat In
- ☐ Table Order
- ☒ Visible

Status: Available

Add Cancel

Annotations:

- Select a category
- Give your product a name
- Enter the various sizes
- Enter the prices of each size
- Enter any options you want this product to have
- Add a picture if required

Click add.

Reopen the product programming by going to the Item in the list, press operation and then edit

Beer

John Smiths

€1.00

Operation

Visible

Edit

Delete

Spirits

Select the size you want to edit.

Sizes					New Product Size	Sort
Name	Price	Is Default	Status	Operation		
Single	1.00		Active	Edit Delete		
Double	2.00		Active	Edit Delete		

Edit

Product Name John Smiths

Name

Single

Price

1.00

Grams

Options

ExternalID:

☐ Is Default

Status

Active

Update

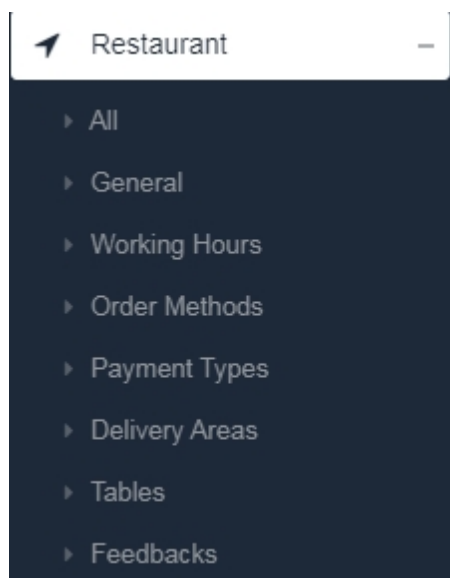
Enter the keyboard function for this item

Click Update and repeat for all sizes.

Restaurant

Select Restaurant from the left hand side of the screen

This loads the below submenu:



All

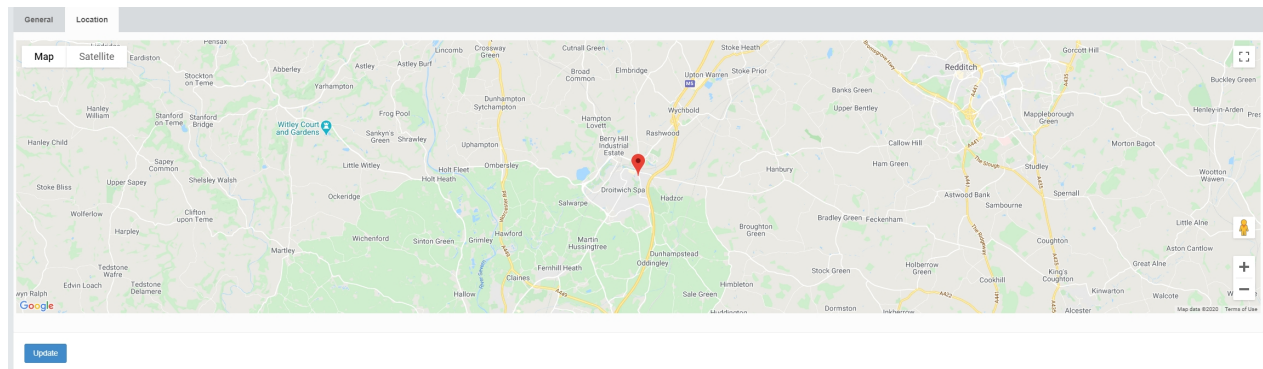
If you choose all it loads the below screen that needs to be completed:

Tab 1 General

General		Location	
Open	<input checked="" type="checkbox"/>	Time Zone:	Europe / London (+00:00)
Name:	Droghda	City:	Worcestershire
Tax Rate:	20.00	Tax Included:	Yes
Address:	6 Saint Peters Walk, Droghda, Worcestershire, WR9 8EU	Phone:	(+44) 1955-790615
E-mail:	sales@e-epos.com	Website:	https://e-epos.com
Support E-mail:	helpdesk@e-epos.com	Support Mobile:	07984-112000
Order Notification Email:	charlie@e-epos.com	Offline Notification Email:	
Feedback Enabled	<input checked="" type="checkbox"/>	Reservation Enabled	<input checked="" type="checkbox"/>
Update			

Online:	Tick to bring the store on and offline
Time Zone:	Time zone of your site
Name:	Restaurant Name
City:	The city your restaurant is located in
Tax Rate:	The Tax rate of your store
Tax Included:	Are products inclusive or exclusive of VAT
Address:	Address of your store
Phone:	Phone Number of the store
Email:	Email address of your store
Website:	The website of your store
Support Email	Where the customer should email any support query
Support Mobile:	Where end users can contact someone with support issues
Order Notification Email:	Email address where orders should be sent
Offline Notification Email:	Email address that is notified if the store goes offline

Tab 2 Location



Select your location on the map.

Working Hours

If you choose working hours it loads the below screen that needs to be completed:

Working Hours

Day	Method	Opening Time	Closing Time
Sunday:	Two Opening Hours	10.00	14.00
Monday:	Open 24 Hours		
Tuesday:	Two Opening Hours	10.00	14.00
Wednesday:	Two Opening Hours	10.00	14.00
Thursday:	Two Opening Hours	10.00	14.00
Friday:	Opening Hour	10.00	
Saturday:	Two Opening Hours	10.00	14.00

[Update](#)

You need to enter your working hours for every method you are providing:

Delivery Working hours for Delivery
 Collection Working hours for Collection
 Eat In Working hours for pre-orders
 Table Order Working hours for table orders

Order Methods

If you choose order methods it loads the below screen that needs to be completed:

Order Methods

Method	Future Order Enabled	Delivery Duration (min)
Delivery	<input type="checkbox"/>	
Collection	<input checked="" type="checkbox"/> +4 Day	10
Eat In	<input checked="" type="checkbox"/>	20
Table Order	<input type="checkbox"/>	


[Update](#)

Delivery: You will take orders for delivery
 Collection: You will take orders for collection
 Eat In: You will take future orders for eat in.
 Table Order: You will take orders for eat in.

Once you have selected your method it then provides you the ability to enable or disable future orders, put in the time delay for the order.

Payment Types

If you choose payment types it loads the below screen that needs to be completed:

 Payment Types

Reward Points	<input type="checkbox"/>	
Cash on Delivery	<input checked="" type="checkbox"/>	Configure Excluded Order Methods
Credit Card on Delivery	<input checked="" type="checkbox"/>	Configure Excluded Order Methods
Credit Card	<input type="checkbox"/>	
PayPal	<input type="checkbox"/>	
Mollie - iDeal	<input type="checkbox"/>	
MetropolCard - Online	<input type="checkbox"/>	
Stripe Elements	<input type="checkbox"/>	
Paymentsense	<input type="checkbox"/>	

Save

In here you can turn on and off different payment types.

For the various card suppliers you need to click on configure and enter details of your account such as API key.

Paypal

To set up your paypal follow the below steps:

1. Log into your paypal
2. Click your name in Top Right
3. Choose Account Settings
4. Click API Access

Account settings

Search

ACCOUNT & SECURITY

Account access

Account preferences

Payment preferences

Account access

Log In with PayPal	Websites where you've logged in with PayPal.	Change
API Access	Manage API credentials to integrate your PayPal account with your online store or shopping cart.	Update
Manage Users	Manage secondary users who can access your account.	Update

5. Locate NVP/SOAP API Integration

How is PayPal set up on your website?

PayPal API

Pre-built payment solution

If you're using or plan to use a third-party platform, like Magento or Shopify, for shopping carts and online stores where the PayPal payment processor is built in.

[Grant API permission](#), or [Manage API permission](#)

NVP/SOAP API integration (Classic)

You or your developer integrated NVP/SOAP (or "Classic") APIs that allow you to accept payments via PayPal.

[Manage API credentials](#)


Accept or block payments from your online stores before setting up APIs.

To begin using APIs, you first need to accept or block payments from your stores.
You can set up API permissions or credentials later.

[Manage PayPal checkout settings](#)

6. Show each of API Username, Password, Signature - these are the fields for the PayPal Gateway in myEPOSorder

View or Remove API Signature

 **Developers:** Do not share your credential information with anyone. Store it in a secure location with limited access.

For preconfigured shopping carts: Copy and paste the API username, password and signature into your shopping cart configuration or administration screen.

For building custom shopping carts: Store the following credential information in a secure location with limited access.

Credential	Signature
API Username	<input type="text"/> Hide
API Password	<input type="text"/> Hide
Signature	<input type="text"/> Hide
Request Date	13 October 2010 at 18:41:08 BST

Remove

Done

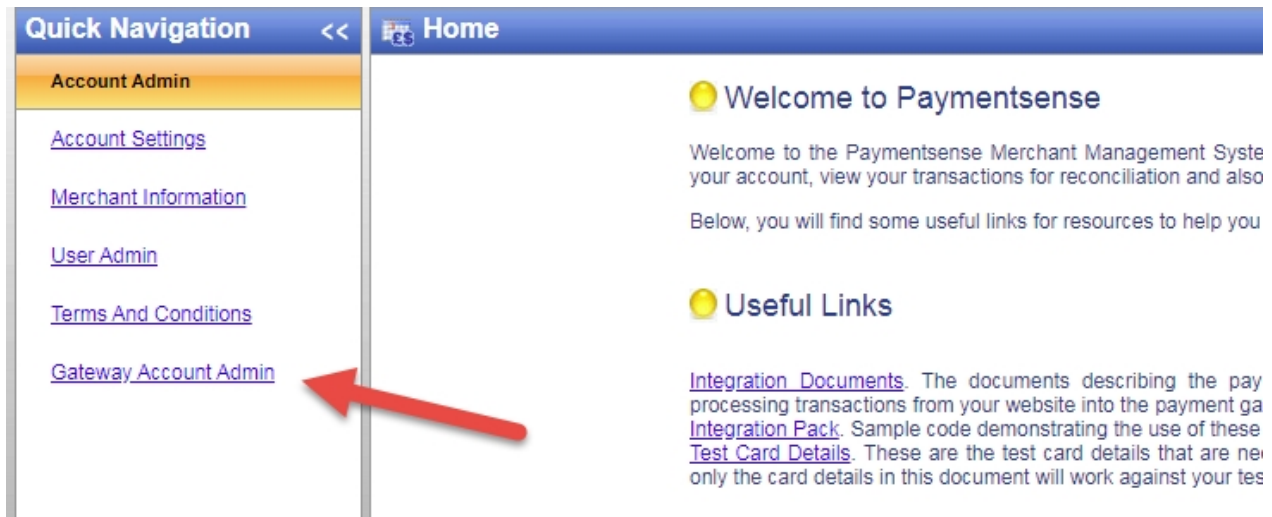
Paymentsense

To set up your paymentsense follow the below steps:

Email im@paymentsense.com ask for JWT Key for the account you forward them

Log into mms.paymentsensegateway.com

Hit Gateway Account Admin



From Dropdown - Hit the Live Account - Take a Note of the Name here as this is the Gateway Username in myEPOSOrder Config

* Required Entry

Select Gateway Account

Gateway Account: *

Manage Gateway Account Password

If your gateway account has just been setup, then you must nominate how you would like the password for that account to be managed.

New Gateway Account Password: ? *

10 more chars, 3 more numbers, 1 upper and 1 lower case

Confirm New Gateway Account Password: *

☐ Immediately Expire Old Password

The password change can take up to 15 minutes to propagate fully to the live processing system, so we recommend that you wait at least 15 minutes before you change the password in your external system(s). To enable your transactions to keep processing during the password changeover period, your old password will remain valid for 48 hours

Put in a Password in the password boxes, and Expire the Old Password - This becomes the Gateway Password in myEPOSOrder Config

the JWT Key when provided is the 'secret'

Delivery Area

If you choose Delivery Areas it loads the below screen that needs to be completed, note this only has to be completed if you are offering delivery:

Select new from the top left which loads the below screen.

Name: Name your delivery Area

Area: Choose either a circle with a set radius from the drop down or a Polyline which allows you to draw your own delivery area.

Min Amount: Set the minimum purchase amount for delivery in this area.

Delivery Fee: Set the amount the customer will be charged for delivery in that area.

Free Delivery Amount: Set the amount of money a customer has to spend to get free delivery in this area.

ETA: Set an ETA on top of the ETA you provide on the till when you get the order for delivery to this area. For example if the edges of this area are a 20 min drive from your restaurant set the eta as 20

Working Hours: In here you can specify different working hours for this area for example you may choose to not deliver to this area after 7pm.

Save this delivery area.

Please note you can have multiple delivery areas not just 1. so you may choose to have delivery free for houses located less than one mile from you and have a charge for deliveries over 1 mile. you simply set up 2 delivery areas and the website works out the cheapest solution to the customer.

Tables

If you choose Delivery Areas it loads the below screen that needs to be completed, note this only has to be completed if you are offering table ordering:

Tables			New	Sort	Export
Name	Visible	Operation			
Table 1	<input checked="" type="checkbox"/>	Edit Delete			
Table 2	<input checked="" type="checkbox"/>	Edit Delete			

Select new to set up a new table in your resarunt this will load the below screen:

New

Name:

Kod:



Table ExternalID:

☒ Visible

[Add](#) [Cancel](#)

Name: Name your table for example Table 1
 Kod: Random unique number
 Table ExternalID: The button function for relevant table from POS

Once you have loaded all your tables you need to click the export button highlighted above this loads the QR codes for distribution on the relevant tables.

Name	Kod	Qr Kod
Table 1	111222	
Table 2	Lutfen masa kodunu giriniz	

Feedback

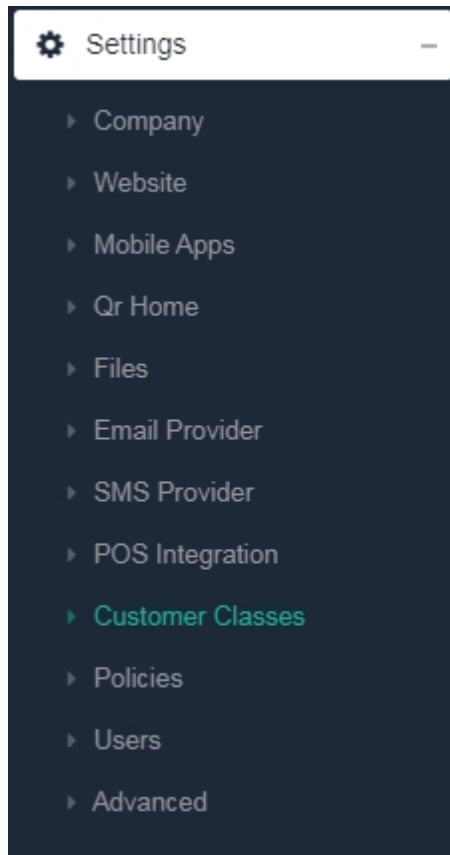
If you choose order methods it loads the below screen that contains any feedback submitted from your website

Restaurant Name	Taste	Presentation	Employee	Speed	Price	Cleanliness	Message
Lichfield	0	0	0	0	0	0	
Stafford	0	0	0	0	0	0	General feedback with website. We use queens quite often.my husband has large mixed nan kebab and chips and I have salad naan kebab and mushy peas. Love them but can't order on line. There is no option to order salad kebab or naan bread on its own to order with a salad tray. Had to resort to phoning them yet again. Not major issue as will still use but maybe online menu could be amended to include salad kebab.
Stafford	0	0	0	0	0	0	Great food and great service

Settings

Select Settings from the left hand side of the screen

This loads the below submenu:



Company

If you choose Company it loads the below table of setting information you inputted at set up along with some additional set up fields.

General	Social Networks	Loyalty	Other
Name: <input type="text" value="Everything Epos"/>			
Country: <input type="text" value="United Kingdom"/>			
Language: <input type="text" value="English"/> <input type="button" value="Change"/>			
Currency: <input type="text" value="Great Britain Pound"/> <input type="button" value="Change"/>			
Domain Name: <input type="text" value="everythingepos.restajet.com"/> <input type="button" value="Change"/>			
Local Domain: <input type="text" value="everythingepos"/> <input type="text" value=".restajet.com"/> <input type="button" value="Change"/>			
<input type="button" value="Update"/>			

General

In the general Tab you are presented with the below 6 options:

General	Social Networks	Loyalty	Other
Name: <input type="text" value="Everything Epos"/>			
Country: <input type="text" value="United Kingdom"/>			
Language: <input type="text" value="English"/> <input type="button" value="Change"/>			
Currency: <input type="text" value="Great Britain Pound"/> <input type="button" value="Change"/>			
Domain Name: <input type="text" value="everythingepos.restajet.com"/> <input type="button" value="Change"/>			
Local Domain: <input type="text" value="everythingepos"/> <input type="text" value=".restajet.com"/> <input type="button" value="Change"/>			
<input type="button" value="Update"/>			

Name: Company Name
Country: What country your company is located in
Language What language you want the back end software to be presented in
Currency What currency you want your website to display.
Domain Name The web address for your site
Local Domain The subdomain on myeposorder.com

Social Network

in the social network tab you are presented the below 4 options, simply enter the links to your relevant social media.

General	Social Networks	Loyalty	Other
Facebook: <input type="text"/>			
Twitter: <input type="text"/>			
Instagram: <input type="text"/>			
Trip Advisor: <input type="text"/>			
<input type="button" value="Update"/>			

Loyalty

When you click on the loyalty tab you are presented the below series of boxes.

See below for how to configure the loyalty/ points scheme

General	Social Networks	Loyalty	Other
Points Enabled <input checked="" type="checkbox"/>			
First Order Point Percent:		<input type="text" value="1"/>	
Order Point Percent:		<input type="text" value="1"/>	
First Loyalty Order Point Percent:		<input type="text" value="0"/>	
Loyalty Order Point Percent:		<input type="text" value="0"/>	
Target Point:		<input type="text" value="6"/>	
<input type="button" value="Update"/>			

Firstly you need to enable points

First Order Point Percent:
their first order with your store

This is the % point per £ value you want to give your customers on

Order Point Percent:
their subsequent orders

This is the % point per £ value you want to give your customers on

First Loyalty Order Point Percent:

Loyalty Order Point Percent:

Target points:

How many points a customer needs to be able to spend their

points in your store.

The loyalty system works on a point for pound basis, every point is worth 1p off there bill once they have hit the target points.

For example if you want the customer to earn 100 points for every pound spent the order point percent would be 100 this means that in effect you are giving them the next order free.

A more common approach is one taken by big brand stores in the UK which is 1 point per £ spent. To set this up you need your order point percent to be 1.

Other

When you click on the other tab you are presented the below options:

General	Social Networks	Loyalty	Other
Delivery Area Type <input type="text" value="Map"/>			
Order Status Check Enabled <input checked="" type="checkbox"/>			
Service Charge:		<input type="text" value="0.00"/>	
<input type="button" value="Update"/>			

Delivery Area Type:

Ability to change how to set up delivery types. Please note the

recommended setting is Map

Order Status Check Enabled:

orders. Turn this off if you want to run in standalone mode.

Service Charger:

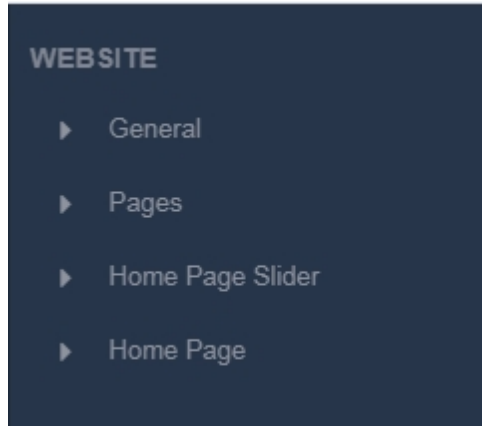
orders.

This checks to make sure your till is turned on prior to accepting

This is where you would enter a fixed service charge for table

Website

When you click on website it offers you the below menu on the left.



General

If you choose general from the website options, it loads the below screen. This is the main area for customizing the end users web experience.

General

Title

Everything Epos

Theme

newyork

Settings

Logo

Footer Logo

Please select...

Background

Google Analytics:

Update

Title: Company or Restaurant Name

Theme: You have a choice of 2 basic themes. The first is new york and it loads products on the website in a list structure as per images below. The other is Chicago and loads in more of a grid. Next to the theme you also have a settings button where you can customize your web colours to match the brand.











Logo: Company logo for the header of the website

Footer Logo: Company logo for the footer of the website





Background: If you wish to have an image for the background of your website this is where you would enter it.

Google Analytics:

New York Theme

	 Chips	£2.10
	 Chip Bap	£2.00
	 Chip Cone	£1.60
	 Cheesy Chips	£3.00
	 Fritter	£0.60

Chicago Theme

			
Chips	Chip Bap	Chip Cone	Cheesy Chips
£2.10	£2.00	£1.60	£3.00

Pages

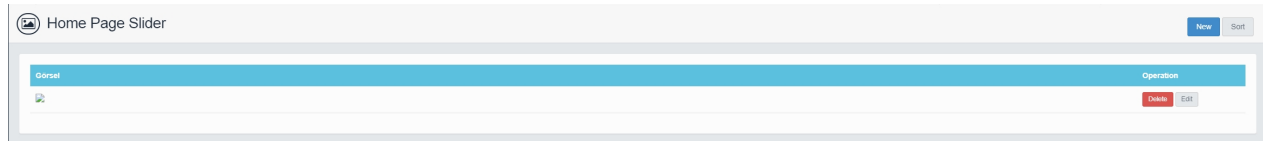
If you choose Pages from the website options, it loads the below screen. This is the main area for adding pages to your website.

Pages Now - Sort				
Page Type	Title	Url	Show In Navigation	Operation
Online Order	Online Order	/menu	<input checked="" type="checkbox"/>	
Home Page	Home	/home	<input checked="" type="checkbox"/>	Edit Delete
Contact Us Page	Contact Us	/contactus	<input checked="" type="checkbox"/>	Edit Delete
Content Page	About Us	/about	<input type="checkbox"/>	Edit Delete
Content Page	Terms & Conditions	/termsconditions	<input checked="" type="checkbox"/>	Edit Delete

This allows you to add pages such as Terms & Conditions and about us pages to your website.

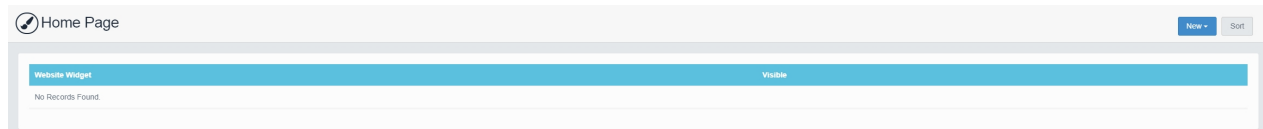
Home Page Slider

If you choose Home Page Slider from the website options, it loads the below screen. This is the main area for adding images to your home page simply upload them and you are good to go!



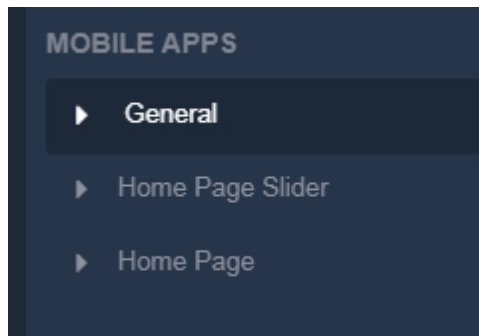
Home Page

If you select home page from the menu the below screen loads which enables you to add widgets to the home page of your website.



Mobile Apps

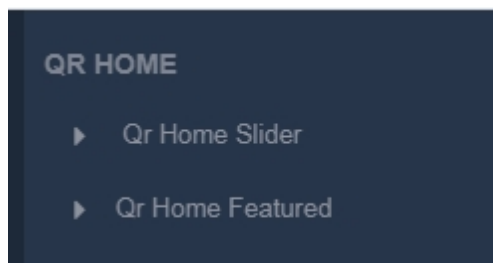
When you click on Mobile Apps it offers you the below menu on the left.



These contain the same information fields as their counterparts in website but are for the mobile app. If applicable.

QR File

If you click QR Home it opens the below menu on the left.





QR Home slider is where you would add images in the same way as you do on the website but they are for when a customer scans a QR code rather than accesses your website directly.

QR Home Featured is where you can set specific products to be featured on your QR home page for specific times.

Files

When you click on files it loads the below screen which is a list of all files (Sliders, logos etc) that are available on your website.

Files	
Type	Title
 Image	order-bg.jpg
 Image	225a33b3-70c0-49d5-b627-37c824957897.png

Email Provider

SMS Provider

Customer Classes

When you click on customer classes it loads the below screen where you can add additional customer classes which you can use for marketing.

Simply click new and type in the name.

Customer Classes	
	New
Name	Operation
Customer1	Edit Delete

Policies

If you click policies it loads the below screen, this is where you enter you Privacy, Terms & Conditions and Cookie policies.

Policies	
	New
Name	Operation
Privacy	Edit Delete

Users

This is where you set up users for the online back-end.

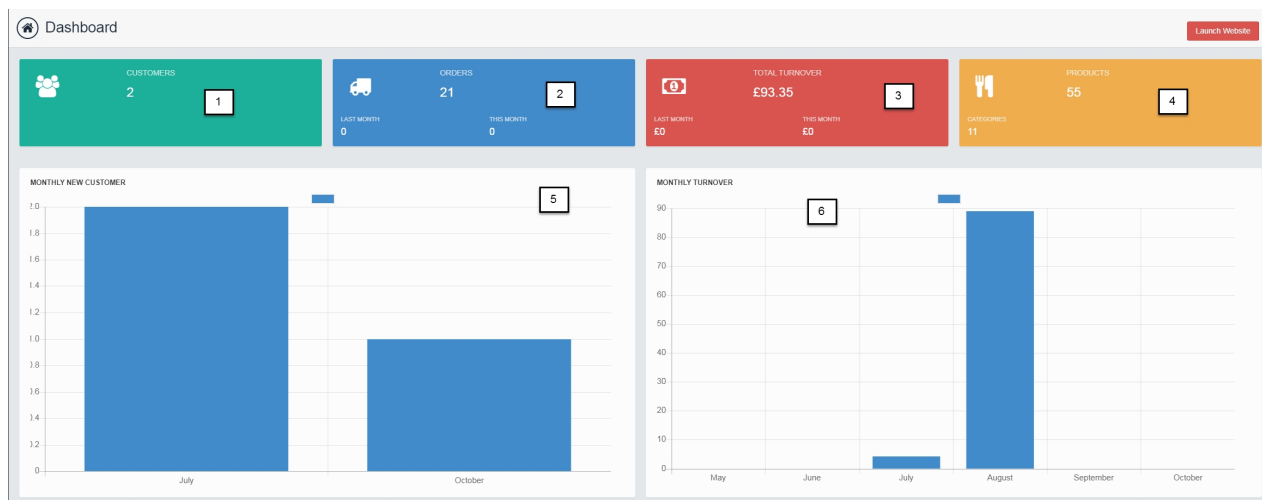
You will need a local user set up for each site which is the details you put into that sites till in the online order configuration step.

Users					
User Type	First Name	Last Name	User E-mail	Status	Operation
Admin	Lexi	Manoocheht	lexi@restaget.com	Active	Edit Delete
Location User	EEPOS	ONLY	eepos@restaget.com	Active	Edit Delete
Admin	Charlie	Willets	e-epos@restaget.com	Active	Edit Delete

Manage your Buisness

Dashboard

The first page you will see is when you load the website is the dashboard this provides highlights to mange your business.



- 1- The Total number of customers
- 2- The Total number of orders
- 3- The Total Turnover
- 4- The total products set up on myEPOSOrder
- 5- A breakdown of new customers by month
- 6- A breakdown of turnover by month

Orders

Select Orders from the left hand side of the screen

This loads the below screen.

Dashboard

Orders

Customers

Menu

Reservations

Marketing

Restaurant

Reports

Settings

Orders

Export

Filter

Date Range

All

Payment Method

All

Store Type

All

Order Method

All

Rating

All

Restaurants

All

Send

Restaurant	Customer	Order Method	Payment Method	Store Type	Subtotal	Discount	Used Points	Total	Date	Review	Status	Operation
Droberch	Willets charlie@encpos.com 7972438742	Collection	Cash on Delivery	Website	£1.00	£0	£0	£1.00	09/10/2020 14:00		Accepted	Delete

Here you can see all orders your store has received, you can filter by Date, Payment, Store Type (Online,

Mobile App), Order Type (Eat In, Collection etc), Rating (If a customer has reviewed there order) and Restaurant (If you have multiple sites). Once you have your desired criteria hit Send and this will refresh the list of orders below.

You can then interrogate the orders to see more detail.

Simply select detail next to the order you wish to look at which loads the below screen:

Order

Status: Accepted

Order Number: 1939854

Order Method: Collection

Creation Date: 05/11/2020 11:00

Order Date: 05/11/2020 12:30

Store Type: Website

Payment Method: Cash on Collection

Action: Refund Order

Customer

Full Name: Willets

E-mail: charlie@encompos.com

Mobile: 7572436742 / 7123456

Product	Options	Amount	Price	Total
Chip Snp	Small Peas / Vinegar	1	£2.00	£3.00
Cheese Burger	No Salad / Chilli	1	£2.50	£2.50

Note

Order Total

Subtotal

Used Points

Discount

Delivery Fee

Service Charge

Card Surcharge

Tax

Total

£5.50

£0

£0

£0

£0

£0

£1.10

£5.60

This shows the order detail for the order.

Customers

Select customers from the left hand side of the screen.

This will load the below:

Filter ✕

Search by Name or Email

Sort
Please select...

Send

Full Name	E-mail	Mobile	Registration Date	Operation
Manoochehi	lexi@e-epos.com	07507750445	13/10/2020 12:16	Detail
Willets	charlie@encompos.com	7572438742	04/09/2020 13:28	Detail

Here you can see or search for any customer who is registered on your store. You can search by name or email, or sort by registration date.

By clicking on detail you will be able to see the below screen:

Customer Back

Detail

Full Name: Manoochehi

E-mail: lexi@e-epos.com

Mobile: 07507750445

Customer Birthday: 10/10/1990

Points: 0.00

Earned Points: 0.00

Used Points: 0.00

Customer Class:

Status: Active

[Edit](#)
[Add Points](#)
[Subtract Points](#)

Addresses

Home

Barry Road

Barry cv631bb

[Edit](#)

Notes

Add note

Orders Points

Restaurant	Order Method	Payment Method	Store Type	Subtotal	Discount	Used Points	Total	Date	Review	Status	Operation
<div> <div>«</div> <div><</div> <div>></div> <div>»</div> </div>											

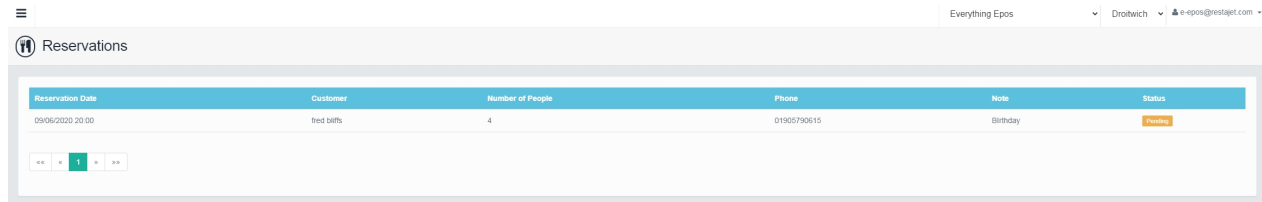
This shows you all the details about the customer, including any reward points earned and spent.

You can also add points onto a customer account and subtract them from here.

Reservation

Select Reservation from the left hand side of the screen

This loads the below screen:

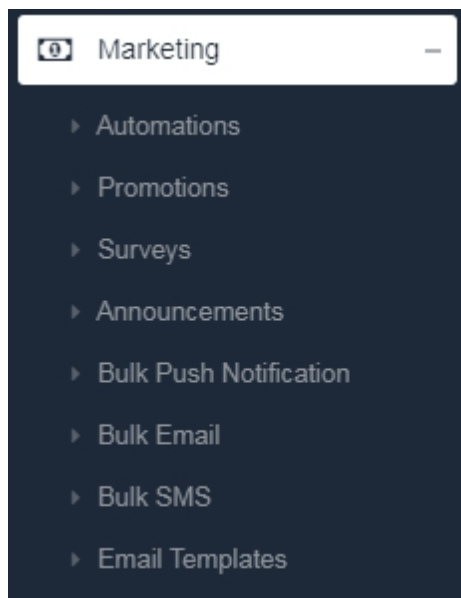


Reservation Date	Customer	Number of People	Phone	Note	Status
09/06/2020 20:00	Fred Smith	4	01905790610	Birthday	Reserved

This shows all reservations at your restaurant.

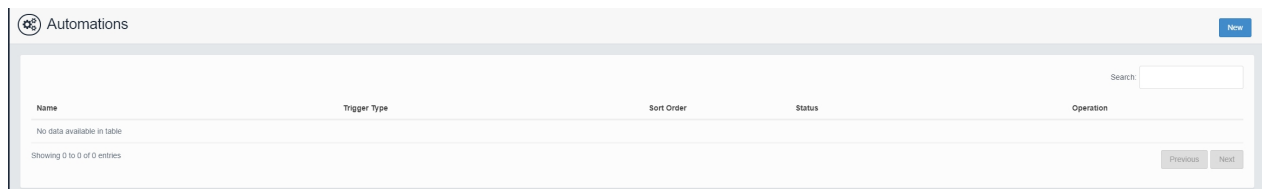
Marketing

When you click on Marketing. The below sub menu is loaded.



Automation

When you click on automation the below screen loads up:



Name	Trigger Type	Sort Order	Status	Operation
No data available in table				

This shows any current marketing automations that you have.

To create a new automation click on New and the below loads:

Firstly you need to give your automation a name and a sort order if you choose 0 they will just run in any order.

For trigger type you have a few choices.

Firstly Customer Birthday.

You can choose to run this Marketing on the day of their birthday, or a number of days before or after, once you have set that you need to enter a time to send the automation.

Secondly you have Customer Inactive.

This allows you to send a marketing email if a customer has been inactive for a set number of days. Enter this in the minimum days since last order box, and you can also specify a maximum number of days this will mean it won't market to customers who have been inactive over the maximum number of days.

Thirdly you have Customer Total Spend Reaches.

Trigger Type:	Customer Total Spend Reaches
Customer Total Spend Reaches:	
Customer Class:	All

In this section you can set the system to send out your automation to customers when there total spend hits a specific amount. You can differentiate the amount before the emails sends by customer class.

Finally, you have Customer Order Count Reaches.

Trigger	
Trigger Type:	Customer Order Count Reaches
Customer Order Count Reaches:	
Customer Class:	All

In this section you can set the system to send out your automation to customers when they have ordered from you a specific number of times. You can differentiate the amount before the email sends by customer class.

Once you have set the trigger you now need to set the action.

Click on add action.

The first action available is send email.

New Action	Delete
Action:	Send Email
Email Subject:	
Email Body:	Please select...

Enter your email subject and then select an email body for the email templates you have created in Email templates.

The second action available is send SMS

New Action	Delete
Action:	Send Sms
Sms Body:	

Simply enter the text you wish to send as SMS.

The third action available is send notification.

New Action		Delete
Action:	<input type="text" value="Send Notification"/>	
Push Body:	<input type="text"/>	

Simply enter the text you wish to send as a notification.

The fourth action available is change customer class.

New Action		Delete
Action:	<input type="text" value="Change Customer Class"/>	
Customer Class:	<input type="text" value="Please select..."/>	

Simply enter what class you want to change the customer to.

The fifth action available is Award customer points.

New Action		Delete
Action:	<input type="text" value="Add Reward Points To Customer"/>	
Amount:	<input type="text"/>	

Simply enter the amount of points you wish to award. Remember 1 point = 1p when being redeemed.

The sixth and final action available is create promotion coupon code.

New Action		Delete
Action:	<input type="text" value="Create Promotion Coupon Code"/>	
Promotion:	<input type="text" value="Please select..."/>	
Expire Days:	<input type="text"/>	

Select the promotion you wish to promote that you set up in promotions and the number of days after sending the code becomes invalid.

Click save once you have completed this and you now have an automation set up!

Promotions

When you click on promotion the below screen loads up:

Promotions						New +	Sort
Branch	Name	Brief Description	Sort Order	Status	Operation		
All	40% OFF	40% OFF	0	Active	Edit Delete Reports		
All	First Delivery Order	First Delivery Order	0	Active	Edit Delete Reports		

This shows all current promotions your webstore is running along with the ability to add new ones.

To add a new promotion click new in the top right, this loads the below screen.

New

All Locations

Name

Brief Description

Promotion Type: Please select...

Coupon Code

Customer Class: Please select...

☐ Once per Customer

☐ Only First Order

Name:

Brief Description:

Promotion Type:
products are in the basket at checkout

entire order is worth a set amount.

coupon code.

Coupon Code:

promotion

Customer Class:

Once Per Customer:

once

Only First Order:

first order with the store.

Name of your promotion

Description of promotion

Product Based Promotion-

Promotion is only active if certain

Cart Based Promotion-

Promotion is only active if the

Delivery Promotion-

Ability to offer free delivery with a

Code customers need to enter at checkout to activate the

What if any customer class this promotion applies to.

If checked only allows the customer to only use the promotion

If checked only allows the customer to use this promotion on their

Required Categories Include All Categories

Required Products Include All Products

Discounted Categories Include All Categories

Discounted Products Include All Products

Order Methods

☒ Delivery

☒ Collection

☒ Eat In

☒ Table Order

Store Type All

Required Categories:

promotion

Required Products

promotion.

Discounted Categories

exclude categories.

Discounted Products

exclude items.

Order Methods

Store Type

What if any categories are required for or excluded from the

What if any products are required for or excluded from the

What categories should the promotion be applied to, you can also

What products should the promotion be applied to, you can also

Which order methods is the promotion valid for.

Is the promotion valid on just the website or just the app or both

Start Date:

End Date:

Days: ☒ Sunday ☒ Monday ☒ Tuesday
☒ Wednesday ☒ Thursday ☒ Friday
☒ Saturday

Start Time:

End Time:

Min. cart subtotal:

Start Date: What is the start date for the promotion

End Date: What is the end date for the promotion

Days: Which days of the week is the promotion valid

Start Time: What time should the promotion start

End Time: What time should the promotion end

Min Cart Subtotal: What is the minimum basket total before the promotion can be applied.

Discount Type:

Discount Value:

Sort Order:

Status:

Discount Type: Choose percentage or fixed amount

Discount Value: What is the value of the discount for 10% type 10

Sort Order: What position should the promotion be in

Status: Is the promotion active.

Surveys

When you click on surveys the below screen loads showing all current and past surveys.

Surveys

Search:

Title	Brief Description	Operation
Test	TEST	Edit Delete Reports URL

Showing 1 to 1 of 1 entries

[Previous](#) [Next](#)

To create a new survey click new in the top left this then loads the below screen.

Title:

Brief Description:

Reward Points:

[Save](#) [Cancel](#)

In this section you need to Name your survey, give a brief description and also allocate how many points a customer will get if they complete it. When you click Save it then allows you to add the questions.

Edit

SurveyName : Delivery Driver

Question :

Answer : - +

Answer : - +

Answer : - +

[Ekle](#) [Back to list](#) [Add and Add Again](#)

Type in your first question and the answer choices you wish the customer to choose from. Click the + symbol to add more answers or the - symbol to remove some answers. You can then click Add and Add again to get to add the second and subsequent questions.

Once you have completed all questions click Save, this then loads the below screen so you can review all the information provided.

Title: Delivery Driver

Brief Description: Rate our delivery

Reward Points: 10.00

Questions : [New Question](#) [Sort](#)

Question	Sort Order	Operation
Did your food arrive on time	0	Edit Delete
Was the driver friendly	0	Edit Delete

[Save](#) [Cancel](#)

If your happy click save and the survey is now ready to send.

Announcements

When you click on announcements the below screen loads:

[🔍](#) Announcements [New](#) [Sort](#)

Search:

Title	Operation
10% Off all orders on Halloween	Edit Delete

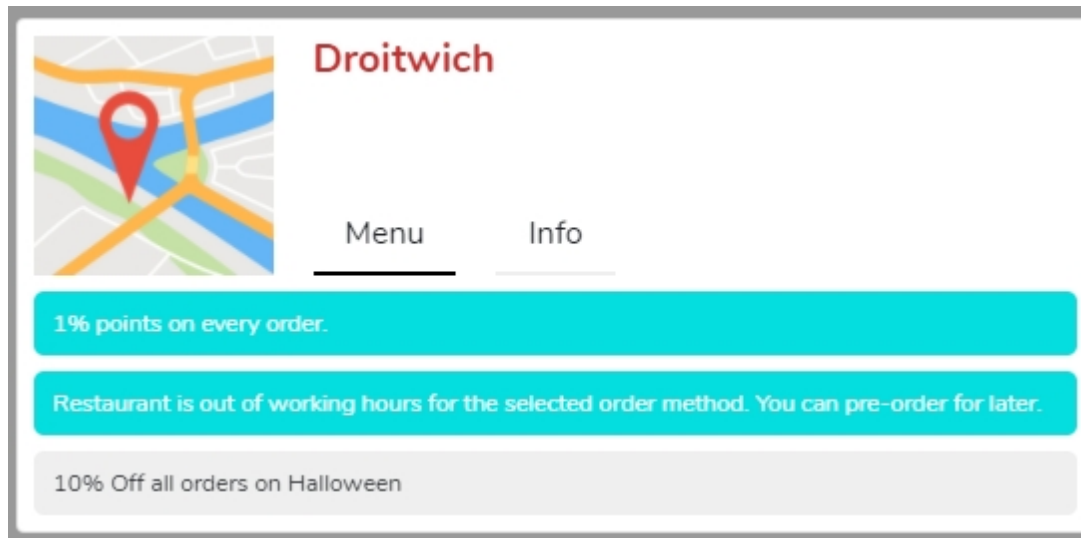
Showing 1 to 1 of 1 entries

[Previous](#) [Next](#)

This shows all current announcements and allows you to create a new one.

To create a new announcement simply click new and type the text you want displayed.

Announcements are shown at the top of your online store.



Bulk Notifications

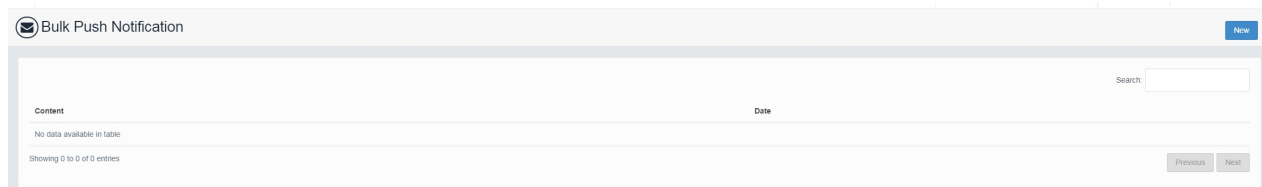
There are 3 ways to send bulk notifications to your customers.

Bulk Notifications (For the App)

Bulk Email

Bulk SMS

All three methods are the same simply choose the method you want to use which will load the below screen.



This allows you to see all old notifications.

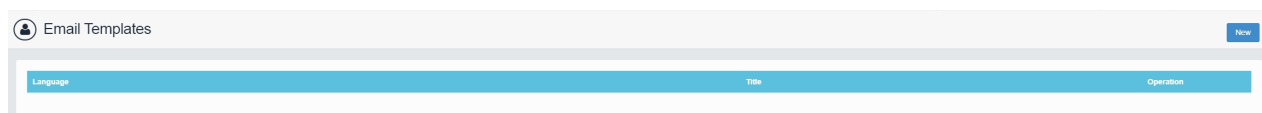
To create a new notification click on new which loads the below screen.

The screenshot shows the 'New' notification form. It has a title 'New' at the top left. The form contains a 'Message:' label followed by a text input field. Below this is a checkbox labeled 'Send to test customer only' which is checked. Underneath the checkbox is a 'Test Customer Email:' label followed by another text input field. At the bottom left of the form are two buttons: 'Send' and 'Cancel'.

Simply enter the text you wish to send, choose if you want to do a test run and hit send.

Email Templates

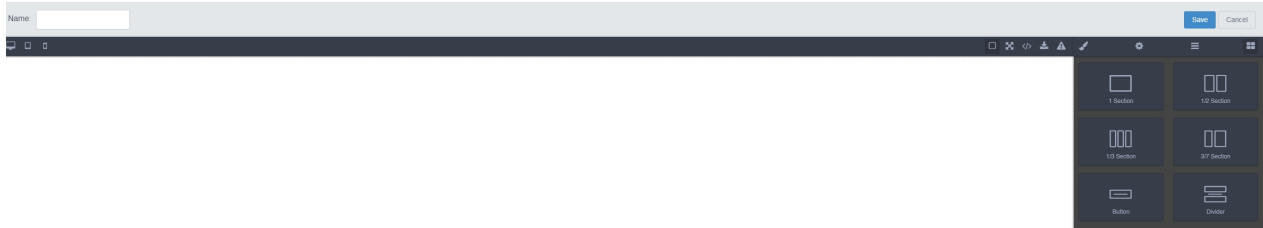
If you click on email templates it loads the below screen.



This screen shows you any current email templates and also gives you the option to create a new

template.

Select new from the top left corner and the below screen opens allowing you to design your new email template.

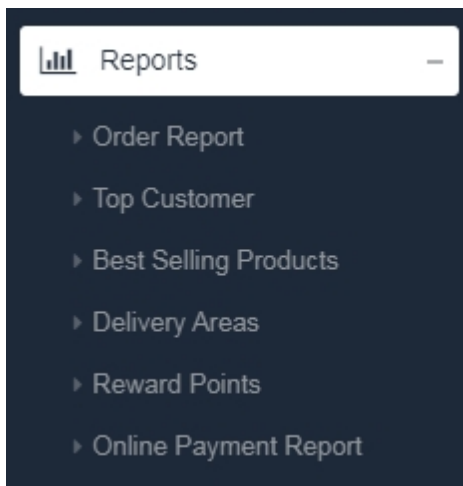


Give the template a name and once finished hit save.

Reports

Select Reports from the left hand side of the screen

This loads the below submenu:



Order Reports

Order Reports:

When you load this screen it loads 2 graphs and also the ability to filter the report.

Looking at the filters firstly:

Sort Type:

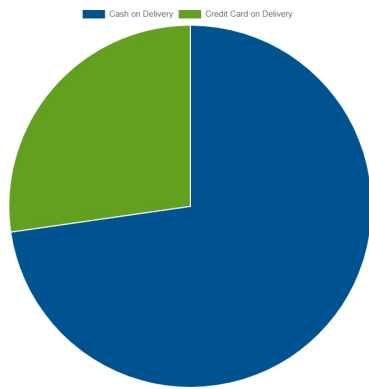
Sorting Period:

Restaurants:

Start Hour:

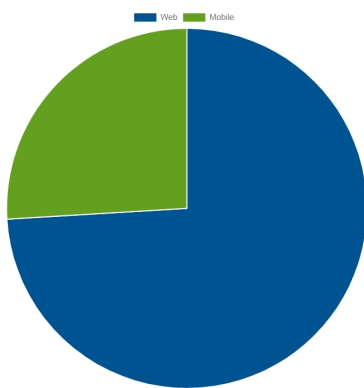
End Hour:

What time scale do you want to see on the report
Which restaurant do you want to see on the report
What start time do you want on the report
What end time do you want on the report.



Payment Method	Order Count	Order Total
Cash on Delivery	8	£69.70
Credit Card on Delivery	3	£44.30

The top graph as above shows the split between payment methods during the period specified.



Store Type	Order Count	Order Total
Web	214	£3,043.90
Mobile	75	£1,046.40

The next graph shows the split between store types during the period specified. Web orders are orders placed via the website and mobile orders are orders placed by the optional App.

Top Customer

Top Customer:

When you load this screen it loads an information screen and also the ability to filter the information.

Looking at the filters firstly:

Sort Type

Order By Count

Sorting Period

This Month

Restaurants

All

Show

Start Hour

11:45

End Hour

20:45

Sort Type:

Sorting Period:

Restaurants:

Start Hour:

End Hour:

What time scale do you want to see on the report

Which restaurant do you want to see on the report

What start time do you want on the report

What end time do you want on the report.

Full Name	Order Count	Order Total
Willets	1	£5.00

This loads the top customers for your restaurant over the specified period it shows the number of orders and the total spent during the period.

Best Selling Products

Best Selling Products:

When you load this screen it loads an information screen and also the ability to filter the information.

Looking at the filters firstly:

Sort Type
Order By Count

Sorting Period
This Month

Restaurants
All

Show

Start Hour
11:45

End Hour
20:45

Sort Type:

Sorting Period:

Restaurants:

Start Hour:

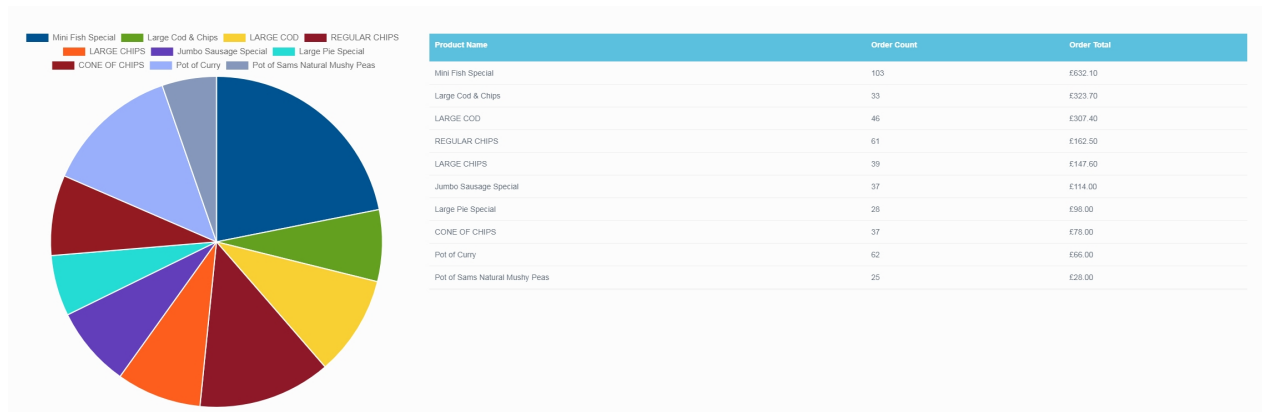
End Hour:

What time scale do you want to see on the report

Which restaurant do you want to see on the report

What start time do you want on the report

What end time do you want on the report.



This shows the best selling products during the period selected.

Delivery Areas

Delivery Areas:

When you load this screen it loads a graphs and also the ability to filter the report.

Looking at the filters firstly:

Sort Type
Order By Count

Sorting Period
This Month

Restaurants
All

Show

Start Hour
11:45

End Hour
20:45

Sort Type:

Sorting Period:

Restaurants:

Start Hour:

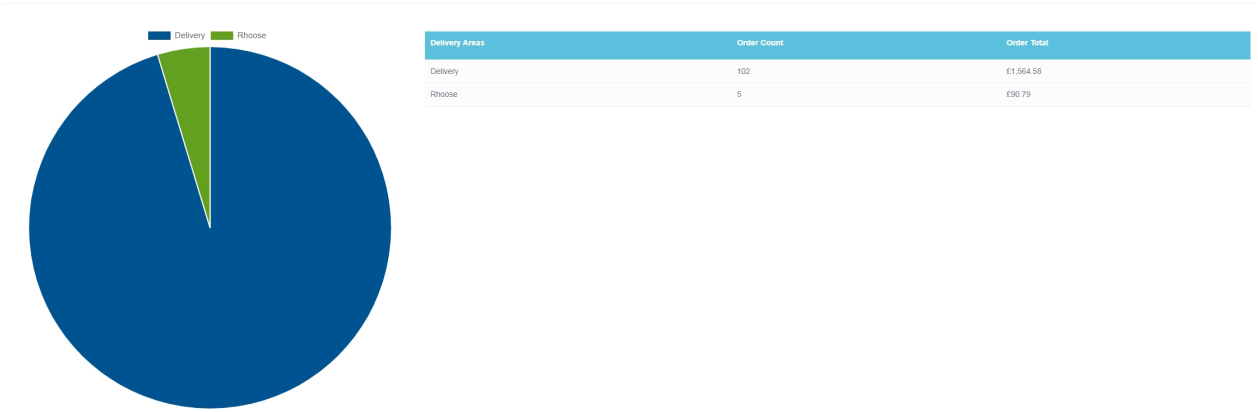
End Hour:

What time scale do you want to see on the report

Which restaurant do you want to see on the report

What start time do you want on the report

What end time do you want on the report.



This graph shows number and value of deliveries by delivery area.

Reward Points

Reward Points:

This loads a basic search criteria:

Sorting Period

This Month

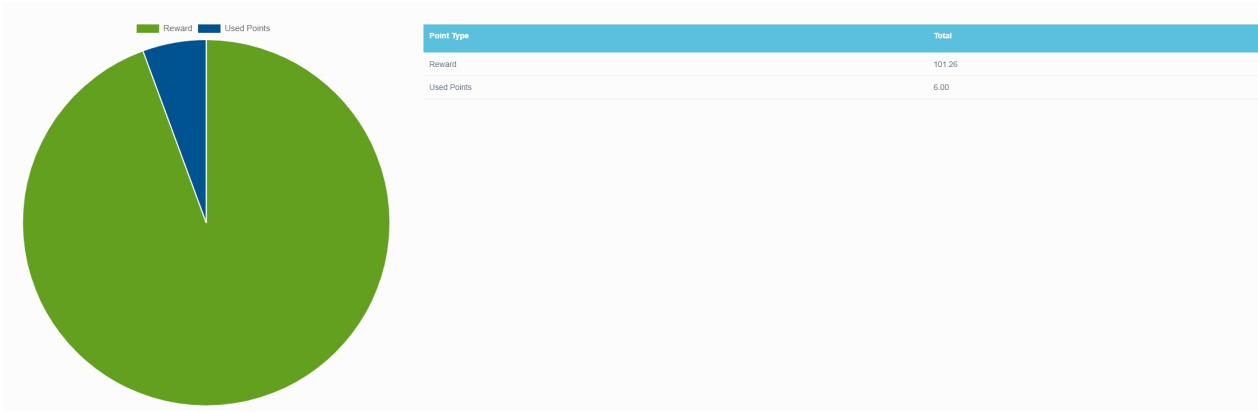
Restaurants

All

Show

Sorting Period:What time period you want on the report

Restaurants:Which restaurant do you want to see on the report



This shows how many points you have issued in the period and how many have been redeemed.

On Till System

This guide will give you step by step instructions on how to setup your MyEPOS & myEPOSOrder Intergration, allowing your myEPOSOrder orders to be sent to your Venue.

Folder Set Up

MYEPOSOnline integration requires a specific file structure to exist on your Main till system.

Firstly on the C Drive on your master till unzip the install folder from downloads.

Within this folder you need to copy your data file from your MyEPOS file into the data file in the MyEPOSOnline file. This data file needs to be shared and has write access in windows settings.

Finally you need to copy the below from your original myEPOS Folder into the MyEPOSOnline file:

- Network
- Registration
- Screenres (If exists)

Terminal Setup

On your current myEPOS system you need to create a new terminal ID with the settings below:

Till ID:	100
Name:	Online Orders
Till Location:	Online (You will need to create a new location)
Till Directory:	IP Address of current machine
	\\MYEPOSORDERINSALL\ONLINEDATA
Store Number:	The current store
Polling:	30
Include in manager dashboard:	Optional
Consolidate with X/Z Reports:	Ticked

Save the details.

Staff Set Up

You now need to create a new staff member.

We recommend you use ID 100 for Online Orders.

Use the settings below.

Create New Staff Member

Id

4

First Name

Online

Last Name

Orders

Group:

Administrator

List

Group Setup

Passcode

0

iButton / Card #

Barcode

Email

Delivery Driver

☐

No

Allow Allocation

☐

No

Allow Appointments

☐

No

Email End of Day Report

☐

No

Access Control

Contact Details

Allow Back Office

Yes

Allow POS Mode

Yes

Access Level

9

Calculate Hours

☐

No

Clock In/Out Id

Hourly Rate

25.00

Display User Button

☐

No

Sign On Function

...

Page No

0

Allowed Tills

Keyboard On

Delete

Save

Cancel

This staff member needs to have access level 9 and should not be visible on the sign on screen.

Tender Set Up

You now need to set up a new tender.

Use the settings below:

Edit Tender

Id	9	Active <input type="checkbox"/>
Title	Paid Online	
Minimum Amount	0.00	
Maximum Amount	0.00	
Change Limit:	0.00	
Issue Receipts:	0	<input type="button" value="↑"/> <input type="button" value="↓"/>
Type of Tender	N/A <input type="button" value="▼"/>	

Additional Options

- Amount Required** ☐
- Allow Deposits** ☐
- Allow Refunds** ☐
- Open Cash Drawer** ☐
- Allow Uplifts** ☐
- Issue Loyalty Points** ☐

Name: Paid Online
Type of tender: N/A

Tab Set Up

You need to ensure you have 3 Tab Types with the settings below:

Collections:

Create New Tab

Id

[New Record]

Name

Collection

Range From:

1

Range To:

9999

Options

Info Lines

Order Printing

Printing

No. of Bills with charge

2

Type of Bill

Standard

Bring Balance Forward

☐

Print Signature Line

☐

Print Barcode On Bill

☐

Print Receipt At End of Sale

☒

Customer Settings

Mandatory Customer Required:

☒

Show Customer Address in Tab List

☐

Default Screen and Function

Page No

2

Level

Level 1

Follow On

Additional Charges

Delivery Charge

Additional Options

Request No. of Covers

☐

Clear Info on Payment

☒

Use With Order Sequence Numbers

☒

Requires Collection Date and Time

☒

Use for Quotations

☐

Subtract Stock Immediately

☐

Compulsory Operator

☐

Show First Letter Prefix in Table Plan

☐

Use With Bookings System

☐

Order Allocation

Flag As Ready

Vat Override

Not Set

Keyboard On

Save

Cancel

Allow Reports While Active

Yes

Printing

No. Of Bills: 2
 Type of Bill: Standard
 Print receipt at end of sale: Ticked

Customer Settings

Mandatory customer required: Ticked

Additional Charges

Set to delivery charge

Allow Reports

Set to Yes

Additional Options

Clear Info on Payment: Ticked
 Use with Order Sequence: Ticked
 Requires Collection Date: Ticked
 Order allocation: Flag as ready

Deliveries:

45 / 51

Create New Tab	
Id	[New Record]
Name	Delivery
Range From:	1
Range To:	9999
<div> <div>Options</div> <div>Info Lines</div> <div>Order Printing</div> </div>	
<div> <div> Printing <div> No. of Bills with charge 2 Type of Bill Standard Bring Balance Forward Print Signature Line Print Barcode On Bill Print Receipt At End of Sale </div> </div> <div> Customer Settings <div> Mandatory Customer Required: Show Customer Address in Tab List </div> </div> <div> Default Screen and Function <div> Page No 2 Level Level 1 Follow On </div> </div> <div> Additional Charges <div> Delivery Charge </div> </div> </div>	
<div> Additional Options <div> Request No. of Covers Clear Info on Payment Use With Order Sequence Numbers Requires Collection Date and Time Use for Quotations Subtract Stock Immediately Compulsory Operator Show First Letter Prefix in Table Plan Use With Bookings System </div> <div> Order Allocation Flag As Ready Vat Override Not Set </div> </div>	
<div> Keyboard On Save Cancel </div>	

Printing

No. Of Bills: 2
 Type of Bill: Standard
 Print receipt at end of sale: Ticked

Customer Settings

Mandatory customer required: Ticked

Additional Charges

Set to delivery charge

Allow Reports

Set to Yes

Additional Options

Clear Info on Payment: Ticked
 Use with Order Sequence: Ticked
 Requires Collection Date: Ticked
 Order allocation: Flag as ready

Table:

Create New Tab

Id

[New Record]

Name

Table

Range From:

1

Range To:

9999

Options

Info Lines

Order Printing

Printing

No. of Bills with charge

0

Type of Bill

Standard

Bring Balance Forward

☐

Print Signature Line

☐

Print Barcode On Bill

☐

Print Receipt At End of Sale

☒

Customer Settings

Mandatory Customer Required:

☐

Show Customer Address in Tab List

☐

Default Screen and Function

Page No

2

Level

Level 1

Follow On

Additional Charges

Delivery Charge

Additional Options

Request No. of Covers

☒

Clear Info on Payment

☐

Use With Order Sequence Numbers

☐

Requires Collection Date and Time

☐

Use for Quotations

☐

Subtract Stock Immediately

☐

Compulsory Operator

☐

Show First Letter Prefix in Table Plan

☐

Use With Bookings System

☐

Order Allocation

Flag As Ready

Vat Override

Not Set

Keyboard On

Save

Cancel

Allow Reports While Active

Yes

Reason Set Up

You need to also set up a discount reason a per the screenshot below:

47 / 51

Discount Reasons

Reason Title

☐ Special Offer
☐ Damaged Item
☐ Regular Customer
☐ Family
☐ Staff Discount
☐ Online Discounts

Reason Title

Add

Keyboard On

Save

Cancel

Online Order Configuration

Choose Online Order Set Up in program mode (40404)

You will get the below screen pop up. We need to populate this with the below information:

Online Order System Configuration

Interface Type ☒ MyEpos Order ☐ MyEpos Shop

Username

Password

Delivery Orders

Linked Tab **Auto Accept** ☒ Off ☐ All ☐ Prepaid

Future Order Print Offset (Minutes) **Promise Time (Minutes)**

Collection Orders

Linked Tab **Auto Accept** ☒ Off ☐ All ☐ Prepaid

Future Order Print Offset (Minutes) **Promise Time (Minutes)**

Allowed Tables On This Terminal

Not Selected	Selected
<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <div style="display: flex; justify-content: space-between; padding: 0 5px;"> 1 Tab 10 Collection 2 Deposits 3 Quotation 8 Table </div> </div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"></div>

Automatically Process Tabs ☐

Tender for Prepaid Orders

Tender For Card Payments

User Id Logon:

Interface Type: MyEpos Order
 Username: Your MYEPOSOnline username
 Password: Your MYEPOSOnline Password

Delivery Orders- If offering delivery

Linked Tab: Deliveries
 Auto Accept: Off - All Orders have to be manually accepted
 All- All orders are automatically accepted
 Prepaid- Only prepaid orders are automatically accepted

Future Order Print:
 Promise Time: Auto Allocate a set number of minutes to the order

Collection Orders- If offering delivery

Linked Tab: Collection
 Auto Accept: Off - All Orders have to be manually accepted
 All- All orders are automatically accepted
 Prepaid- Only prepaid orders are automatically accepted

Future Order Print:
 Promise Time: Auto Allocate a set number of minutes to the order

Allowed Tables on this terminal

Move the table Tabs you wish to allow orders to on the selected section, choose if you are going to automatically process Tabs

Tenders

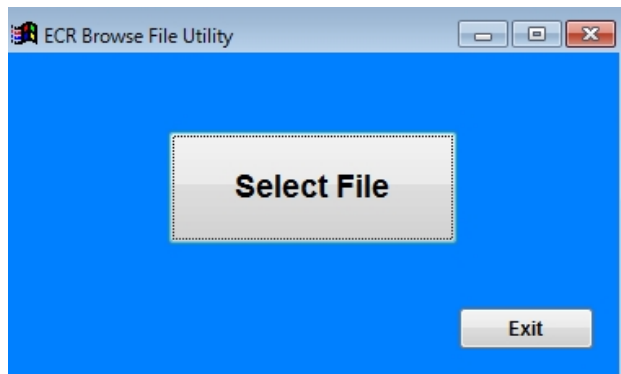
Tender for prepaid Orders: Select the online tender set up earlier.
 Tender for Card Payments: Select the card tender option. This is for when people pay on delivery
 User Log in: Use the online clerk set up in previous steps.

Save and close MyEPOS as all set up in your original till is now complete, you also need to close the myepos system.

Final Steps

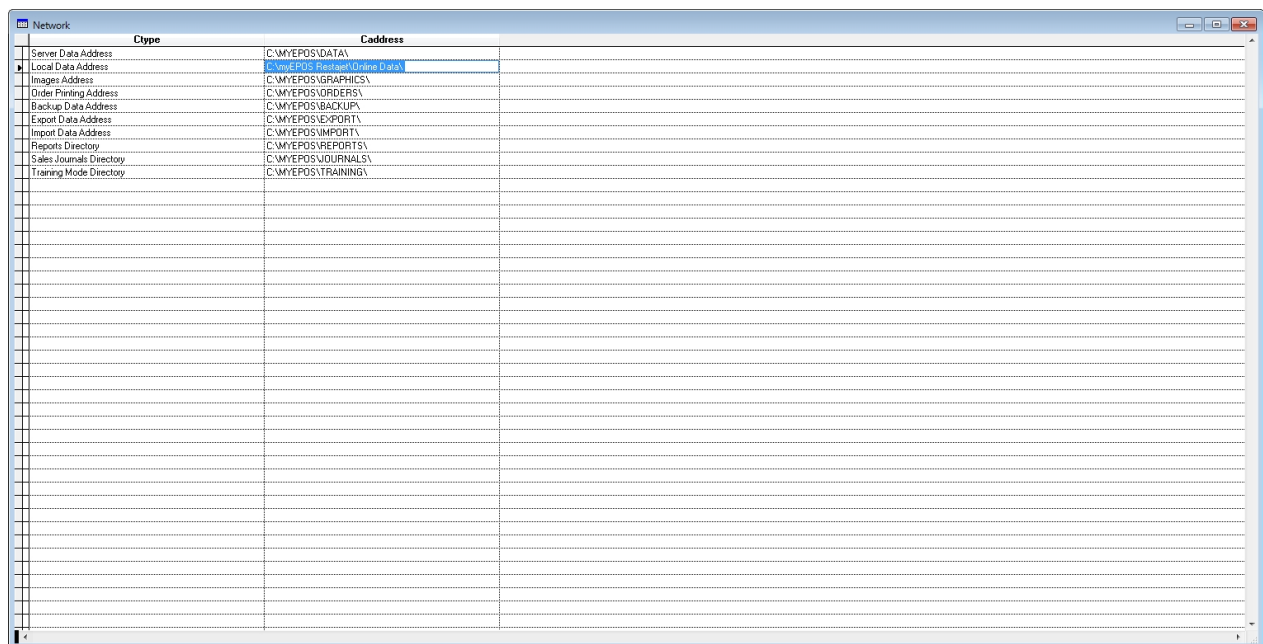
On the PC browse to C:\myEPOSOnline

Open ECR_Browse_File



Select the network.dbf file from your myEPOS Online file.

Change the Local Data Address to C:\myEPOSOnline\Online Data\ as per the image below.



Close this window.

We now need to change the myepos.exe file name in the C:\myEPOSOnline file. Rename it as myepos Config Only.

You now need to open your myepos Config Only Version.

You now need to change the terminal ID to 100.

In quick search type last sale.

Clear Last Sale to 0 and update setting.

Network & Till Settings

POS Theme & Settings

Company Information

Service Charge Settings

Product Enquiry Fields

Head Office Update Configuration

eCommerce Connection Settings

Fuel Prices Per Litre

Customer Display Text

Hotel Interface

Staff Appointments

Online Order System

POS Report

Order Printer /

Hardware Settings

Customer Settings

EFT / Other Settings

Search

POS Options

Receipt Options

Admin Options

Eat In / Take Out

TFT Display

Search Results

Option	Setting	Scope
Last Sale Number:	0	Local
Last Z Report No:	48	Global
Last Item Id used:	070	Global
Use last Department Id with new items	Yes	Global
Use last Supplier Id with new items	Yes	Global
Last Docket Number Used	7716	Global
Last Shift Number Used:	22	Global
Last Purchase Order Number Used:	000000	Global
Last Stock Delivery Number Used:	000000	Global
Last Stock Return Number Used:	000000	Global
Last Stock Transfer Number Used:	000000	Global
Last Stock Take Number Used:	000000	Global
Last Receipt Issued Number Used	0	Local
Last Customer Id used:	00008	Global
Last Voucher No. Used:	1	Global
Last Credit Note No. Used:	0	Global
Last Department Id used:	11	Global

Last Sale Number:

0

Keyboard

Clear

Update Setting

Quick Search: last

Cancel

Save

You also need to enter the online ordering configuration as per the previous step in this version of myEPOS

Finally you need to zap the following file (80808)

C:\myEPOSOnline\Online Data\Current Sales.

Close this version of myEPOS and final step run MyEpos Online Bridge from the MyEPOSOnline folder.